



City of Westminster

# Committee Agenda

Title:

**Communities, City Management and Air Quality Policy and Scrutiny Committee**

Meeting Date:

**Tuesday 19th September, 2023**

Time:

**6.30 pm**

Venue:

**Rooms 18.06 - 18.08, 18th Floor, 64 Victoria Street, London, SW1E 6QP**

Members:

**Councillors:**

Jason Williams (Chair)  
Laila Cunningham  
Mark Shearer  
James Small-Edwards

Judith Southern  
Hamza Taouzzale  
Tim Mitchell



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

**Admission to the public gallery is by ticket, issued from the ground floor reception. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.**

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

**Email: [fdwan@westminster.gov.uk](mailto:fdwan@westminster.gov.uk)  
Corporate Website: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

**Note for Members:** Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of

Governance; if Members and Officers have any particular questions they should contact the Head of Governance and Councillor Liaison in advance of the meeting please.

## **AGENDA**

### **PART 1 (IN PUBLIC)**

**1. MEMBERSHIP**

To note any changes to the membership.

**2. DECLARATIONS 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 Committee's previous meeting held on 31<sup>st</sup> July 2023.

**(Pages 5 - 12)**

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

To receive an update from the Cabinet Member for Communities and Public Protection, Councillor Aicha Less.

**(Pages 13 - 20)**

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

To receive an update from the Cabinet Member for City Management and Air Quality, Councillor Paul Dimoldenberg.

**(Pages 21 - 26)**

**6. STRATEGY GROUP MODELS (EDGWARE ROAD AND QUEENSWAY)**

To receive a report on the strategy group models, focusing on Edgware Road and Queensway. This will look at their work to date, priorities and general direction of travel going forward.

**(Pages 27 - 42)**

**7. PUBLIC CONVENIENCES MODERNISATION**

To receive a report on Public Conveniences in Westminster, with a preliminary look at plans for the future and modernisation.

**(Pages 43 - 50)**

**8. WORK PROGRAMME REPORT**

**(Pages 51 - 60)**

To discuss and shape the Committee's work programme for the municipal year 2023/24.

**Stuart Love  
Chief Executive  
11 September 2023**

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CITY OF WESTMINSTER

## MINUTES

### Communities, City Management and Air Quality Policy and Scrutiny Committee

#### MINUTES OF PROCEEDINGS

Minutes of a meeting of the **Communities, City Management and Air Quality Policy and Scrutiny Committee** held on **Monday 31st July, 2023**, Rooms 18.01 - 18.03, 18th Floor, 64 Victoria Street, London, SW1E 6QP.

**Members Present:** Councillors Jason Williams (Chair), Melvyn Caplan, Lorraine Dean, Robert Eagleton, Mark Shearer, James Small-Edwards and Hamza Taouzzale,

**Also Present:** Councillors: Paul Dimoldenberg (Cabinet Member for City Management and Air Quality) and Aicha Less (Cabinet Member for Communities and Public Protection). Officers: Francis Dwan (Policy and Scrutiny Advisor), Amy Jones (Director of Environment), Frances Martin (Executive Director of Environment and City), Kerry Simpkin (Head of Licensing, Place and Investment Policy), Mark Wiltshire (Director of Public Protection and Licensing) and Pedro Wrobel (Executive Director of Innovation and Change).

#### 1 MEMBERSHIP

- 1.1 The Committee noted that Councillors Tim Mitchell, Laila Cunningham and Judith Southern sent their apologies for the meeting.
- 1.2 The Committee noted that Councillors Melvyn Caplan, Lorraine Dean and Robert Eagleton stood in as substitutes.

#### 2 DECLARATIONS OF INTEREST

- 2.1 There were no declarations of interest.

#### 3 MINUTES

- 3.1 The Committee approved the minutes of its meeting held on 15<sup>th</sup> June 2023.

#### 3.2 RESOLVED

That the minutes of the meeting held on 15<sup>th</sup> June 2023 be agreed as a correct record of proceedings.

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

4.1 The Committee received an update from Councillor Aicha Less, Cabinet Member for Communities and Public Protection, on priorities for the portfolio and any updates that have arisen. The Cabinet Member then responded to questions on the following topics:

- Restructure of Public Protection and Licensing (PPL): when Members were going to receive the full details of the restructure of PPL and what the likely impact would be on days works and shift patterns of City Inspectors.
- City Inspectors: whether, after the PPL restructure, dedicated ward City Inspectors would be retained.
- CCTV: Members asked for more detail on the scope and cost of the consultant set to examine the current surveillance infrastructure across Westminster. Members then asked specifically what the procurement and the consultant themselves were going to cost the Council.
- Opportunity for local CCTV schemes: what the CCTV consultant research might mean for local schemes, including Community Infrastructure Levy (CIL) funded schemes, that can utilise the best of local knowledge, but have previously been blocked. Further clarity was sought on standalone and cloud-based network cameras as to why they had not been permitted and whether they would be possible going forward.
- Safer neighbourhood panels: the cost and current funding split of the safer neighbourhood panels. Members also asked for the timescale of when they could expect more information about this.
- Pavement licences: the direction of travel and what is set to happen with regards to the future of pavement licences that will soon expire. Members questioned why the extension was announced for six months and not any longer.
- Turnaround plan: how the Cabinet Member felt about the turnaround plan and what ways the Council could better engage with the Met police with, for example, working in schools.
- British Summer Time – Hyde Park music festival (BST): the impact of the BST festival on noise complaints and the outcome of them. Members then asked what could be done to improve the community offering provided by BST in terms of tickets for local people, youth clubs and community groups and whether there might be practical or technical work experience that could be provided.
- New violence duty: Members asked what would change following the new violence duty announcements and whether this was an already existing relationship. Members asked for more information on the serious violence

definition and what the impact of the changes proposed by the Council, around the night-time economy, would mean to other partnership organisations and stakeholders.

- Noise and nuisance: what work is going to be done to improve residents' faith in the noise team and trust in the service that is provided. Members asked when positive impacts from the changes should expect to be noticed.

#### 4.2 Actions

1. The Cabinet Member to identify what the total cost to the Council is set to be for the procurement and employment of the consultants set to examine the current surveillance infrastructure across Westminster.
2. The Cabinet Member to confirm the reasons why cloud-based network cameras are not being permitted and when this ban will come to an end.
3. BST Concert, the Cabinet Member to consider writing to BST organisers about offering local people, youth clubs and community groups opportunities in future.

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

5.1 The Committee received an update from Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality, on priorities for the portfolio and any updates that have arisen. The Cabinet Member gave an update that since publication of the report, the consultation on Regents Street had received over 2000 comments, mainly from the online portal, which represented a positive start. The Cabinet Member then responded to questions on the following topics:

- Nine Elms Bridge in Wandsworth: whether conversations with Wandsworth Council were happening about the reports of the creation of a bridge in Nine Elms and the latest on these reports.
- Boundary road virtual permits: querying the impact of virtual permits on those that live on boundary roads and whether parking marshals from neighbouring authorities are able to access this database.
- Electric vehicles (EVs), what more the Council can do to help residents make the switch to electric vehicles.
- Food-waste bins rollout: Members suggested the Council consider recording levels of contaminant or other milestones to add a competitive element to increase and incentivise participation in separating food waste.
- Dockless bike parking bays: acknowledging the emails that went to Councillors for local intelligence on best places to include or exclude, Members asked how the decision-making process worked when ward

Councillors had not replied to the emails. It was also asked whether City Inspectors had fed into the decisions made by officers. Members also asked whether the consultation comments are going to be reviewed by the Cabinet Member and eventually made public.

- Waste collection trucks: following announcements of the addition of electrically powered waste collection trucks, Members asked whether this now meant the entire fleet was electric. Members also asked that the Council acknowledge the cross-party nature of this initiative, that was initially started by the previous administration.
- CCTV at dumping hotspots: the number of registrations caught, and the number of fines issued as a result of the CCTV cameras installed at waste dumping and fly-tipping hotspots. Members also asked whether it was likely that offenders would park directly in front of them and whether the scheme represented value for money.
- Cycle hangars: the intentions for the cycle hangar scheme going forward after specific areas have seen applications declined in recent months and whether housing estates would see the installation of anymore. Members then asked if the number of cycle hangars in Westminster by ward and the waiting list could be shared.
- School streets: what the locations for the next set of school streets was and what exactly the criteria are for adjudging school street eligibility.
- Rapid EV chargers: whether the Council was still taking suggestions for locations for rapid EV chargers and whether these could be prioritised over slower ones.
- Cycle lanes: Members enquired specifically about the C43 and C51 cycle lane routes. Members asked about consultation responses being made public and the publication of the exact routes and how they fit into the wider network. Members also asked for a version of the overall planned grid in a form that could be shared.
- Waste dumping CCTV pilot: Members asked for theories as to why there was such a prolific range in the number of 'false triggers' at the different locations on the CCTV camera trial to tackle waste dumping and how they could be corrected.

## 5.2 Actions

1. The Cabinet Member and officers to consider ways to make food-waste recycling more competitive, such as lowest contamination rate, between different areas and blocks to encourage participation and engagement.
2. To make available to Members of the Committee what criteria are considered for the purpose of designating a 'school street'.



3. Cycle Hangars, to provide the list of cycle hangars in each ward and the respective waiting lists they currently have.
4. Cycle Lane Network, the Committee previously received the cycling network which was not for publication. The Committee have asked if they could now receive the planned cycle network (as a whole) in a form that can be shared.

## **6 STREET ENTERTAINMENT LICENSING POLICY CHANGES**

6.1 The Cabinet Member for Communities and Public Protection, Councillor Aicha Less introduced the report emphasising the complicated nature of the issue, the change in challenges post Covid and the need for a collaborative approach. The Cabinet Member asked the Committee whether the report accurately and comprehensively reflects the situation, whether the proposals sufficiently tackle the issues highlighted and whether there was any additional information that Members wished to add. The Cabinet Member, supported by specialist officers, then took questions on the following topics:

- Collaborative approach in Leicester Square: the scheme had been launched, two years ago, as a collaborative approach; but this has not worked in terms of complaints and the licence conditions do not go far enough to safeguard local amenity. Members asked whether it was a fair observation to question whether some buskers and street entertainers aren't totally aligned with the Council in ensuring residential amenity.
- Amplification ban: whether the Council was serious about considering a ban on amplification, if it felt like it was the right move forward and challenges with enforcement of that. Further queries were asked about the challenges of performers bringing their own amplifiers and how this can be managed.
- Legislation: whether fines could be issued on the basis of sound and going above a particular decibel threshold, whether City Inspectors could be provided noise recording equipment and how effective this might be.
- Consultation period: Members asked why the consultation has gone on for as long as it has done, having identified some information dated back to May 2022.
- Street markings: Members highlighted that some street markings have been worn out and asked whether something more durable, such as vinyl, could be used.
- Complaints generated: given the 2,200 complaints a year, 50% of which relate to noise, with most in and around Leicester Square, how seriously the Council is treating this issue and again whether amplification would be removed.
- Police support: Members emphasised the need for police support, particularly as they are essential to confiscation if necessary and even to gather names of potential offenders, which the Council does not currently do.

- Seasonal approach: given the rise in complaints over the summer months, it was asked whether a seasonal approach might be considered, or perhaps bespoke seasonal conditions attached to the licences.
- Age restrictions: what the impact of age restriction on licenses might be and whether effectively banning under 14s was the right approach, allowing for welfare considerations. Clarity was also sought on the policy brief which implied that 17-year-old performers would need parental or guardian consent and whether it was felt like this was an appropriate age to set. One Member expressed a strong belief that 16 to 18-year-olds should be allowed to apply for a licence without the need for parental or guardian sign-off.
- Vulnerabilities considered: whilst age had been identified and the policy had welfare considerations on that basis, Members asked if any other potential vulnerabilities had been identified and catered for, for prospective applicants.
- Licence holder: clarity was sought on whether the licence of an under 18-year-old, who would need consent, would be in their name or in the name of their parent or guardian.
- Defining street entertainers: the range of applicants for street entertainers and whether individuals who forcibly sell items like roses constitute as street entertainment and if they are licensed.
- Designated pitches: what can be done to ensure better compliance of performers to the location of the pitch they have been designated. Members suggested considering a more creative approach and possible attractive methods, like street art, which might help draw in more people.
- Understanding regulation: Members asked about the religious preaching that frequently occurs outside stations and whether this kind of activity might need to be licensed under the proposals. Street and stone artists were also asked about.
- Bespoke approach: Members suggested considering amplification being allowed only at certain pitches or certain times.
- Other local authorities: Members asked how other comparable local authorities were dealing with these issues and what could be learnt from their approaches.

## **7 WORK PROGRAMME REPORT**

- 7.1 The Work Programme was discussed, and the substantive planned for the next Committee, namely a look at the Queensway and Edgware Road Strategy Group Models.
- 7.2 Consideration was given to changing the start time of the December Committee.

7.3 The Committee was consulted on possible substantives for September's meeting, and it was agreed that options on what might be viable would be presented in the proceeding few days.

7.4 Actions

1. To consult with the full Membership to evaluate possibilities for substantives in September.
2. To push back the start time of the December Committee, to allow Members to attend other Council events.

The Meeting ended at 20.32.

**CHAIR:** \_\_\_\_\_

**DATE** \_\_\_\_\_

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**City of Westminster**

**Communities, City Management  
and Air Quality Policy and  
Scrutiny Committee**

<b>Date:</b>	19 September 2023
<b>Portfolio:</b>	Communities and Public Protection
<b>The Report of:</b>	Councillor Aicha Less, Cabinet Member for Communities and Public Protection
<b>Report Author and Contact Details:</b>	Nick Porter-Ch'ng <a href="mailto:nporter-ch'ng@westminster.gov.uk">nporter-ch'ng@westminster.gov.uk</a>

**Key decisions made in the preceding period since the last Policy & Scrutiny report dated 31 July 2023:**

A decision was made to extend the contract for the Westminster Advice Partnership on 10 August 2023

**The following report includes my priorities and delivery progress to date:**

## **1.0 Public Protection & Licensing**

### **1.1 Crime & Disorder and Community Safety**

#### **A New Met for London**

Westminster police leadership team were joined by Deputy Commissioner Dame Lynne Owens, and Assistant Commissioner Matt Jukes at a community conversation event to discuss the Commissioners proposal for change across the metropolitan police service.

It was great to see and hear from so many community members and Councillors feeding into this work, and I have committed to working with the local police leadership team to continue finding ways for our residents voice to be heard.

I have requested a meeting with the borough commander to plan how we can work together to develop a plan for Westminster that starts to rebuild confidence in policing, by focussing on what is important to our residents and business.

#### **Safer Neighbourhood Board**

Despite attempts to secure funding from MoPAC we have yet to agree a package of funding to establish a Safer Neighbourhoods Board for Westminster. I have written to the Mayor asking for his support, as I am clear we need to find ways to support our

diverse community to take part in policing conversations and help to bridge the gap between community leaders and policing.

The Community Safety Team and our Communities colleagues are developing a proposal, which with my support will allow us to launch a new board for the new year, and therefore benefit from the funding opportunities that will become available in the next financial year.

### **Serious Youth Violence**

Community Safety, working closely with Children's Services through the Integrated Gangs and Exploitation Unit continue to work residents, supporting young people and their families. The teams' skills and expertise meant they were well placed to lead the community response to the tragic murder of a young person in Paddington Green on 19 June. An initial community impact assessment was completed by the MPS and was used to ensure that partners were aware of and able to respond to any tensions and risks of further violence.

Following the incident, Community Safety brought together council services and external partners to review the support in place for the family and community and ensure safeguarding arrangements were in place. A bid has been submitted to the Violence Reduction Unit for funding for preventative activities with a targeted cohort of young people over the summer holidays and to fund a community outing for families in the area promoting engagement.

## **1.2 Neighbourhoods**

### **1.2.1 Waste Enforcement**

On Thursday 31st August WCC successfully prosecuted a business on Edgware Road (Abwab Global Limited, 320 Edgware Road) for not providing a waste transfer note (WTN) after they asked to provide this, which is a breach of section 34 of the Environmental Protection Act 1990. This follows other successful and ongoing prosecutions of businesses for WTN and fly tipping offences in the Little Venice Ward/Edgware Road area. Under advice the offender pleaded guilty and on this occasion the offender was fined £375, ordered to pay a victim surcharge of £150, and £500 costs were awarded, a significant sum for such an offence. Business must legally have a registered waste carrier to dispose of their waste and provide evidence when requested (businesses legally must retain 2 years' worth of evidence regarding WTNs). Businesses will be asked for evidence if officers suspect waste offences are being committed in the nearby area or by a specific business.

City Inspectors have been working closely with ward members and our cabinet member to target problematic dumping sites and streets where cleanliness is a problem. Sustained enforcement has resulted in over 2200 engagement contacts since October last year and has enabled over 120 areas to be deep cleansed. Action plans have been created for each specific problem, with actions ranging from promoting bulky waste collections with signage and leaflets, working with the animal warden regarding issues of dog fouling in problematic areas, and enforcement operations against poor waste behaviours in specific

locations.

As we move into the autumn, our City Inspectors will be focussing on commercial waste compliance and we will be able to report back on this approach at a future meeting.

### **1.2.2 Westminster Bridge**

Westminster Bridge continues to present itself as a focus of criminality specifically focused on tourists and visitors to Westminster. We have focussed activity is focused on illegal gambling, unlicensed street trading, including ice cream vans. Part of our approach has been to work with partner agencies (Metropolitan Police, Lambeth Council and TFL) to undertake joint operations on the bridge which has resulted in the issuing of community protection notice warnings, and arrests. We also continue to undertake regular patrols on the bridge to disrupt activity and build intelligence. Partnership working has enabled Lambeth to prosecute a number of those trading from ice cream vans on the bridge, for unlicensed street trading. We achieved good media coverage of the issues in April following a multi-agency operation and are working with comms partners to increase communications about the issues and work being done to resolve it.

### **1.2.3 Unlicensed Music Event in Westbourne Ward**

Reports were received by the City Inspector Service that an unlicensed music event had been taking place, with complaints of loud music and over 30 people in attendance. The service worked closely with the police to investigate the activity, and delivered a pre-emptive noise abatement notice, on the individual responsible. A proactive operation was put in place to ensure the notice was not breached, and no event took place the following week. The service also worked with other local authorities to ensure the event was not dispersed to another location. This is a good example of the services re-orientation to a more proactive and outcome based approach which will benefit our residents and businesses.

### **1.2.4 ASB Awareness week**

City Inspectors have been working in partnership with local police teams to target areas of concern with regards to Anti-Social Behaviour. During Anti-social behaviour awareness week joint patrols were carried out in the Mayfair area due to number of complaints around aggressive begging and table surfing. The teams patrolled the identified hotspot areas, and this resulted in three community protection warnings being issued and two notices to leave.

The opportunity was also taken to visit businesses in the area to give advice on what they could be doing to prevent thefts from customers, this was well received by the business, and we are looking for ways that we can do more of this joined up working which can take a targeted approach to issues that have been raised by the local community.

### **1.2.5 Dockless Bike Operations**

A pre-planned operation took place on Thursday 15th and Friday 16th June to tackle dockless bikes left in places where they could cause a hazard to pedestrians. All dockless bike operators were notified of this activity. One bike was seized on Wardour Street junction with Hollen Street that was observed to be dangerous, as it was obstructing the highway at a busy junction with dropped curbs. City Inspectors reported more than 30 bikes to the relevant operators likely to cause a nuisance and followed up to ensure these reports had been actioned. We continue to work with operators to manage this behaviour, and we will act where bikes are parked in an inconsiderate way that causes issues with pedestrians, particularly those with visual impairments.

Across services, we are supporting the new dockless bike scheme, which with the agreement of operators we hope to see a significant improvement in compliance and reduce the impact on the streets. Whilst we hope this will reduce the need for enforcement through self-regulation by operators, we will continue to keep this under review and will not hesitate to use our enforcement powers if this is proportionate to keep our streets clean and safe for residents and visitors.

## **1.3 Regulation and Enforcement**

### **1.3.1 Anti-Fraud Programme**

15 referrals from victims have been received from National Trading Standards Scams Team all of whom received support from Trading Standards. This include 1 chronic victim whose payment was intercepted and returned to the victim. 5 referrals from Adult Social care for which victims are receiving support from Trading Standards.

We continue to work across services and with partners to ensure those who are vulnerable to exploitation from fraud.

### **1.3.2 Trading standards**

The trading standard service have initiated a prosecution against one premises in connection to the sale of illicit goods. The director of the company has failed to attend the court proceedings against the business, and an arrest warrant has been issued for this individual. The service continues to work to ensure that all businesses in Westminster adhere to safe trading practices, and ensure that consumers are protected.

### **1.3.3 Food Safety and Standards Enforcement**

The food safety team has been working to regulate the sale of food supplements placed on the UK market by a company with a registered address in Westminster. A business was selling food supplements containing an ingredient Nicotinamide Mononucleotide (NMN) which has been identified as a novel food and yet to be authorised for use in the United Kingdom. An investigation revealed that the business had little understanding or knowledge of what is permitted by legislation and resulted in the service having to intervene. Following the action



by the Food Service, the business has now closed its online shop for customers in the UK ensuring that consumers are protected.

### **1.3.4 Food & Health & Safety prosecutions**

The Food & Health & Safety Team were in Court in August for 2 prosecutions.

The first related to the prosecution of Pret A Manger, sandwich and coffee shop.

This prosecution arises out of an incident on 29 July 2021, when a member of staff became entrapped in a walk-in freezer at the remote kitchen servicing the Pret A Manger outlet in Victoria Coach Station.

Pret pleaded guilty to the offence and, on 29 August 2023 before District Judge Minhas at the Westminster Magistrates' Court, the Company was fined £800,000 and ordered to pay the Council's full costs, in addition to a victim surcharge, within 28 days.

The second case related to the prosecution of GYU Ltd who were the Food Business operators of Olle Korean Barbecue located on Shaftesbury Avenue, London W1.

The prosecution was pursued as a result of a serious infestation of mice and cockroaches observed during a visit on 04 July 2022 to the premises in response to a customer complaint. The visit by officers resulted in the immediate closure of the food business until the pest control issues had been resolved. During court proceedings at Westminster Magistrates Court on 30 August 2023, GYU Ltd pleaded guilty to three offences and were fined £11,000. The Council were also awarded full costs in addition to a victim surcharge.

### **1.3.5 Food Safety Plan**

I have reviewed the Food Safety Service Plan for 2023/24, which included a review of activity for 2022/23.

In summary, this showed a total of 1617 food hygiene inspections and 1364 food standards inspections undertaken by the service. Over the same period 1172 service requests were investigated, and 27 Hygiene Emergency Prohibition Notices were served. All of these combine to ensure the safety of residents and support a fair trading environment for all businesses across the city.

The 2023/24 plan sets out a inspection program for all 5176 registered food premises within Westminster, together with a proactive sampling programme to be implemented alongside proactive projects looking at the high level of mice complaints resulting in a high number of Hygiene Emergency Prohibition notices served in the last financial year. There will also be a review of premises selling products that are non-compliant with labelling regulations and novel food legislation and we will look to implement a Healthy Catering Commitment in partnership with public health.

I have been advised that 100% of all high-risk food premises (rated category A-B) due for inspection have been completed in quarter one.

## **1.4 Licensing**

### **1.4.1 Problematic Street Performer**

Whilst carrying out patrols in Soho during the Pride event City Inspectors saw a known problematic unlicensed street performer using a large speaker on the public highway, this individual has also been the subject of numerous complaints from residents due to the noise nuisance he causes, and he has been spoken to on at least two occasions prior to this where he refused to give any of his details. The city inspectors who were working alongside police partners made attempts to engage with the male, but he ignored officers and continued to play his music. A decision was then made that to prevent any noise nuisance being caused to residents and businesses to take enforcement action in the form of seizing the noise making equipment and reporting for the offence of busking without a license and not being in a designated busking area. When city inspectors made attempts seize the equipment the male tried to prevent this from happening and police partners stepped in to prevent a breach of the peace, the equipment was eventually seized, and the male has been reported for relevant offences.

### **1.4.2. Notting Hill Carnival**

Notting Hill Carnival took place on the streets of Westminster over the bank holiday weekend of 27 & 28 August this year. It is one of Europe's largest street events, attracting hundreds of thousands of visitors every year. The first outdoor festival took to the streets of Nottinghill in 1966. Whilst Nottinghill Carnival is rooted in Caribbean culture - with its Windrush-generation influence remaining strongly evident - it is at the same time uniquely London. Westminster City Council are not the organisers of the Nottinghill Carnival. We (along with RBKC and Brent Council) assist in facilitating, Nottinghill Carnival Limited, having a safe and successful event as far as is reasonably practicable. Each year the council contributes to a joint Carnival Residents booklet which goes to all the wards impacted by the event so that residents are aware how they might be impacted by the event.

The parade route covers streets within both WCC and RBKC with the judging zone located on Great Western Road in Westminster. There are 35 static sound systems across the carnival footprint with 6 locations in Westminster, 2 on St Luke's Road, 2 on Leamington Road Villas, 1 on Ledbury and 1 on Talbot Road. Street trading also takes place in three specific Locations in Westminster, including Westbourne Park Road - 14 cooking pitches, Talbot Road - 20 available pitches (3 BBQ pitches, 9 trailer pitches, 8 non-food pitches)

and Maida Hill Market – 8 pitches. We also support the installation of toilets (180 in total) across 13 locations.

The event receives multi-agency support from many external agencies, including the Met, GLA, RBKC, Brent, LFB and LAS. Internally, services from across the council provide support including City Promotion Events and Filming, Highways, Parking, Comms, Housing and PPL. On the ground over the weekend, PPL & CPEF teams provide over 30 officers to ensure that carnival is as safe as possible. Officers include City Inspectors, EHOs & Noise. Activities include licensing, food hygiene and H&S inspections, noise monitoring, illegal street trading and liaising with Veolia to support the monumental clean up both days.

## **2.0 Communities**

### **2.1 Westminster Connects**

- 2.1.1** We celebrated National Volunteers week with a picnic for our most active volunteers at St James Park. Volunteers supported the Trooping the Colour preparations, WCC Community Coronation event, West End Live, WCC Blue Cross Dog Show and South West Fest. We supported the One Westminster Volunteer Fair with over 200 residents attending and 30 organisations represented. We are having early conversations with Childrens' Services about developing a volunteer handyman service
- 2.1.2** Q1 figures - 147 active Westminster Connects volunteers in Q1, totalling 5,834 hours of volunteering time helping their communities.

### **2.2 Changing Futures**

- 2.2.1** We have successfully obtained an additional 1-year funding (£1.22m) from DLUCH & the National Lottery Community Fund to extend Westminster Changing Futures programme until end March 2025. The additional funding will allow us to continue the delivery of the Changing Futures specialist team (support offer for 18–25-year-olds facing Multiple Disadvantages) and several systems change projects like the Artemis project, which aims to test new ways of supporting prison leavers facing multiple disadvantages. The outcomes of the Westminster programme are being directly fed into the Changing Futures national research to aid national policy alongside informing the development of our local case for change and long-term, system improvement recommendations.

### **2.3 Community Hubs**

- 2.3.1** The community hubs programme has been established to enable easier community access to services. The services might be ones we as a council are responsible to deliver, or where our VCS or other partners are lead providers. We have mapped current provision across the city and have accessed opportunities in our or partners existing assets.
- 2.3.2** The key principles that the community hub programme is based on are; localised need and the community voice should be the key influence in the service design, community hubs will complement other

forms of hubs- Youth and family hubs for example and the council does not have to be the lead service. Where we can seek to exploit opportunities for efficiencies, we will do so.

**2.3.3** Currently we are in phase 1, that includes planning about opportunities in the South and Soho and the progression of two hubs. High level strategic and outline business cases have been drafted and an overall (as well as individual) community co-design group established this month to determine the services and design of individual hubs. Working with local communities, ward councillors and other local key players is a crucial part of this programme.

Paul Perkins has now started as our Community Hub Programme Lead

We are undertaking a programme refresh which will update timelines on the basis of a rapid review of community need data, engagement planning and service engagement

Further programme updates will be provided to members

**2.3.4** The two hubs currently in progress are:

**Bayswater Community Hub**

The intention is to provide a housing management office with flexible community hub provision. We aim to:

- Procure the refurbishment works in the autumn for completion early in the new year.
- Work with housing services to investigate a housing management surgery in the interim, until the refurbishment works are completed.

A project programme has been created for the refurbishment timeline.

**Ernest Harris House Community Hub.**

Some minor remedial works are required to the space and works have started with initial surveys taking place. The Project Team will:

- Work with the Community Co-design Group to develop a management operating model as well as service design.
- Aim to complete the remedial works for handover in the winter.

**2.4 Citizen's Advice Bureau**

**2.4.1** Citizen's Advice Bureau direct award contract to be finalised by Procurement/Legal and issued to the provider



City of Westminster

Communities, City Management and  
Air Quality Policy and Scrutiny  
Committee

**Date:** 11 September 2023  
**Portfolio:** City Management & Air Quality  
**The Report of:** Councillor Paul Dimoldenberg  
**Report Author and Contact Details:** Nikki Costain  
ncostain@westminster.gov.uk

**1. Key decisions made in the preceding period since my last Policy & Scrutiny report dated 20 July 2023:**

- Proposed scheme for dockless bike parking

**2. The following report includes my priorities and delivery progress to date:**

**3. City Management**

**3.1 Parking**

Following formal approval for introduction of Emission-based charging schemes, officers are reviewing latest demand data to scope the detail of the policy and timescales for when this could be introduced. Design principles will include ensuring that charges are fairly and equitably applied. More details will follow in a Cabinet Member Report in the early Autumn.

Work continues to be undertaken by officers to improve the customer experience with new systems put in place since April. These new systems were built as bespoke solutions for the City Council and so always had scope for service improvement and redesign to maximise efficiency. Operational tweaks, process improvements, and online guidance notes/FAQs for the public, have been put in place. Following recommendations from members of this Committee, Officers are working on a system that will enable residents to proactively see parking bay suspensions on their street (or any other area of interest) which will help them plan for changes and mitigate disruption to their normal activity. This new suspension functionality is in early stages but should be rolled out this financial year.

Recent viral social media has raised concerns relating to a case of alleged bribery of a Marshal. Any case like this is investigated and actioned in full by our partners, Marston, who run the Marshal service. Officers are kept advised of any such process and ensure that appropriate action is taken as necessary.

**3.2 Notting Hill Carnival Cleansing Operation**

More than 170 waste and street cleansing staff and 30 vehicles were deployed to the huge clean-up operations over the Carnival weekend with most of the activity taking place overnight once crowds had dissipated. The main clean up on Monday night/Tuesday

morning was completed by 5.30am. A total of 81 tonnes of waste and litter was cleared over the weekend which is very similar to previous Carnivals. Approximately two large 'builders skips' of laughing gas canisters were also collected.

There was also a notable increase in graffiti at this years' Carnival with one large section on Great Western Road taking 11 hours to remove. Detailed deep cleaning and washing on roads and pavements around the carnival footprint and cleaning of residents' gardens and pathways then took place over the remainder of the week. The team have received a number of compliments from local residents on the speed and quality of the clean-up operation.

### **3.3 Mobile Community Recycling Centre - Churchill Gardens Estate**

Following a successful pilot event in Queens Park, the Mobile Community Recycling Centre will be operating at Churchill Gardens Estate on Saturday 30<sup>th</sup> September. Local residents will be encouraged to bring along bulky household items (mattresses, furniture etc.) or to book a collection at the event. 'Difficult to recycle' and reusable items (e.g., electrical appliances) will also be collected alongside information stalls on environmental issues. Officers are currently surveying potential locations for similar events in other wards.

### **3.4 Neighbourhood Food Waste Bin Service**

There are now 39 neighbourhood food waste bin sites at existing micro-recycling centres across 15 wards in Westminster. Another 11 neighbourhood food waste bins will be installed at new sites at the end of September 2023. This element of the food waste recycling service allows residents who live in properties without sufficient space for communal or kerbside food waste recycling bins to take their food waste to their nearest on-street communal food waste bin. The total amount of food waste collected to be recycled from the service overall (which includes food waste from the kerbside, communal, neighbourhood and on-demand services) since March 2022 is 1951 tonnes (until end of August 2023).

### **3.5 Electric Waste and Recycling Fleet**

All forty of the new electric waste and recycling vehicles (50% of the total fleet) have been received from the manufacturer in Warwick and have been put into operation from the new electric depot at Landmann Way in Deptford. There have been no issues with the new vehicles which have also received very positive feedback from the Veolia drivers as compared to the previous diesel-powered vehicles.

### **3.6 Dockless Bikes**

The Cabinet Member Decision Report for the Dockless Bike Scheme was approved on Tuesday 22 August 2023 and the call-in period for this decision has now expired. Officers are now working towards meeting the three dockless rental e-bike companies, LIME, Tier and Forest, and reaching the necessary collaboration agreements and implementation of the proposed approximate 220 bays on the street. These will enable a mix of access for both existing rental e-scooter riders and now rental e-bike riders. The phased roll out of both stages should lead to a scheme being on the street over mid to late September into October.

The Cabinet Member decision includes provision for adaptations to the proposed agreements and the c220 bay scheme on the street in line with legal advice and Experimental Traffic Order (ETO) legislation.

### **3.7 Westminster Bus Network Changes**

TfL's Summer 2022 Central London Bus Review and Consultation led to its decision to implement almost all of the proposed changes earlier this year, mainly on Saturday 29 April. Also, the Leader of the City Council and Cabinet Member for City Management and Air Quality

lobbied TfL to ensure that the needs of Westminster residents, commuters and visitors continue to be monitored and any changes to the bus network are considered. To date, officers have knowingly received no concerns, complaints raised by residents, commuters etc so it's proposed that the City Council reaches out to our communities at an appropriate time in the near future to determine if this is the case, or otherwise.

Aside of the outcomes of the 2022 Central London Bus Review in April 2023, Cllr Dimoldenberg met TfL's Head of Buses and it is our intention to continue with our dialogue with TfL on how to address bus service network 'pinch points', how our Bus Lanes can be better managed, how passenger accessibility to the network can be improved and how the substantial investment by TfL in Zero Carbon electric and hydrogen buses can be better promoted across our communities. To realise this Fairer Westminster aligned aim the proposed Westminster Sustainable Transport Strategy (working title) is first proposed over 2023/24 into 2024/25 of which its proposed that a Westminster Bus Network Delivery Plan will follow thereafter.

In the meantime, its advised that we continue to develop our Bus Lane Reliability Programme and the current feasibility study stage is now nearing completion. Some 36 bus network pinch points, existing bus lane lengths, junctions etc have been identified and at locations that include Abbey Road, Grove End Road, Lisson Grove, Bayswater Road, Gloucester Place, Kingsway, Maida Vale, Victoria Street etc. Key challenges being evaluated include the identification of poor access and service resilience for buses with our colleagues at TfL according to: obstructive sections of parking and other kerbside provision; carriageway width limitations for buses; the positioning of Bus Stops; the position of refuges etc. A briefing will be submitted to Cllr Dimoldenberg by the year end which will then recommend a programme for onward consultation with Ward Members and key stakeholders and then the adoption of viable schemes for onward Design and Implementation in partnership with TfL.

### **3.8 Regent Street**

The engagement activities on the future vision and objectives for Regent Street included six workshops where residents, businesses and other organisations such as cycling, taxi and accessibility groups were invited, four pop-up events at Tachbrook, Maida Hill, Church Street and Rupert Street Markets, and four drop-in events in a vacant shop on Regent Street. Across all the engagements events 328 people participated so far. Alongside this, there has been an online survey which has had over 2400 responses so far and is due to close on 30 August 2023. Across all the engagement activities people have been asked what they like and dislike about Regent Street today, and what their priorities are to help guide the future vision and objectives for the project.

In September, there will be a series of targeted workshops focussed seeking the views of people with protected characteristics, as well as an on-street market research survey that will interview people on Regent Street to ensure a cross section of people who use the street today are represented across the engagement. Both activities will ask for feedback on the street today and what they would like to see in the future.

The analysis of the engagement has commenced and will complete in late September or early October. The engagement report will conclude in a vision and priorities for the Regent Street project.

### **3.9 Proposed Cycle Schemes**

The final stages of Cycleway 51 consultation are being finalised and accepted. Pre-Engagement with Ward Councillors and key stakeholders has taken place. Postcards and lamp column wraps have been sent to suppliers. Drop-in events locations have been booked and dates confirmed. All in preparation for the proposed start date of 4th September. At the

time of writing, the consultation on Cycleway 51 is expected to be well underway by the time this report is considered. The consultation is expected to run for 6 weeks ending 15 October.

Movement Strategy Phase 2, Buckingham Palace consultation is underway. Lupus Street consultation material ready and expected to follow 2 weeks from the end of Buckingham Palace consultation and run for 3 weeks. Northumberland Avenue consultation material is ready.

Cycle Permeability Soho cluster TMO in final review by Westminster City Council and RSA for Northwest cluster is complete. Abingdon Street lighting design has been completed.

### **3.10 C43 Cycleway Update**

The C43 consultation report is being finalised, once complete the report will be issued.

## **4. Air Quality**

### **4.1 Air Quality Data Platform**

In July the council launched its new air quality data platform on the council's website. The platform allows residents and other stakeholders to view where monitoring is taking place across the city, what current pollution levels are like, and how current and annual trends compare to the World Health Organisation guideline levels that the council has committed to working towards in our Fairer Westminster strategy. As well as having a mapping function, the platform allows user to download data as well as a comparing sites across the city. It is the first of its kind in London in showing all monitoring taking place across a borough in one format.

### **4.2 Micro Logistics Hub**

The Pimlico micro-logistics hub, delivered in partnership with the Cross River Partnership, is continuing to reduce emissions related to freight, servicing and deliveries in the city. This is achieved by reducing the number of polluting delivery vehicle trips, reducing congestion, and through consolidating deliveries as well as using e-cargo bikes. Launched in April, in the first four months of the project, the e-cargo bikes have travelled over 9,000km, servicing 18 boroughs, and reduced the daily NOx emissions of nearly 200 people.

### **4.3 Funding Opportunities**

Defra's Clean Air grant funding is the only national government grant scheme specifically aimed at air quality projects. The council is currently part of three Defra funded projects, and the new round of funding has been announced and is open to local authority bids until 29<sup>th</sup> September. Westminster is currently scoping out the potential for bids including a partnership project on freight and logistics with Cross River Partnership, a second stage of the wood burning project we are currently partnered on, an indoor air quality monitoring project with other boroughs and LSE, and a potential solo bid relating to commercial cooking emissions in partnership with the Sustainable Restaurant Association.

### **4.4 World Health Organisation Pathway Analysis**

The council has appointed Clean Air Consultants to undertake a pathway analysis study to understand the steps the council needs to take to meet our Fairer Westminster commitment of meeting World Health Organisation guideline levels for air quality. The work is expected to be completed by November and will help inform the council's new Air Quality Action Plan by helping us better understand what actions need to be taken and prioritised to improve air quality as far as possible.

### **4.5 Schools' Clean Air Fund**

The council is working towards relaunching its Schools' Clean Air Fund, with a new offer to schools to help improve air quality in their local areas. This Fund synergises with the council's carbon offset funding opportunities to schools, and our ongoing school streets programme, as



part of our wider package to schools to help them improve their local environment and meet our climate emergency goals.

#### **4.6 Wood burning stoves**

As part of the pan-London partnership project, Westminster will be undertaking an awareness raising campaign in the autumn / winter to tackle wood burning in homes, which produces harmful particulate matter emissions. This publicity campaign will combine council channels with wider media buys across London and will be the first such awareness raising campaign on this issue.

#### **4.7 Anti-Idling in Westminster**

One current issue to consider at this present time is the ongoing concerns raised by the Harris Academy School and its concerns about irregular coach engine idling on two Pay to Park coach parking bays. To address this concern Parking Marshals are being tasked to visit the site more often in terms of enforcement of the kerbside controls, the coach industry trade groups have been lobbied to advise companies to instruct drivers to refrain from engine idling and a bay relocation scheme outside of the school access on Tothill Street is being prioritised for proposed implementation in late summer/ early Autumn. Officers are continuing to work across the Council to look at relative feasibility of potential steps that can be taken to address idling issues in the City.

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## Communities, City Management & Air Quality Policy and Scrutiny Committee

<b>Date:</b>	19 September 2023
<b>Classification:</b>	General Release
<b>Title:</b>	<b>Edgware Road &amp; Queensway Working Groups</b>
<b>Report of:</b>	<b>Frances Martin</b> – Executive Director - Environment, Climate and Public Protection  <b>Pedro Wrobel</b> Executive Director - Innovation & Change
<b>Cabinet Member Portfolio</b>	Cllr Paul Dimoldenberg / Cllr Aicha Less <a href="http://www.westminster.gov.uk/cabinet">www.westminster.gov.uk/cabinet</a>
<b>Wards Involved:</b>	Hyde Park / Marylebone Wards
<b>Policy Context:</b>	Fairer Westminster
<b>Report Authors and Contact Details:</b>	Stuart Reilly, Alex Juon, Nick Saunders and Erin Holder

### 1. Executive Summary

This report considers the work of both the Edgware Road and Queensway Strategy groups and looks at whether their operating models can be used for other parts of the city.

It will also reflect the area-based action being undertaken by the Council in the Pimlico and North Paddington areas of the city and consider how Council's change in approach to community engagement will achieve greater outcomes moving forward.

The report also serves as an opportunity to discuss the work being undertaken in the community, anti-social behaviour and city management aspects.

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

The Committee is asked to consider the following points:

1. How effective has the work being undertaken in both the Queensway and Edgware Road areas been in addressing local issues; and
2. Consider what are the key learning points from these initiatives that can be used to inform the next generation of emerging community based programmes in areas such as Pimlico and North Paddington.

## 3. Area Based Activity

The report will consider the work being undertaken in each of the following areas.

- *Edgware Road;*
- *Queensway;*
- *Pimlico; and*
- *North Paddington*

It will consider the work undertaken to date, the issue and challenges arising and the next steps for each of these programmes.

The report will also reflect on the variety of work being undertaken in the community, alongside issues such as anti-social behaviour and wider city management aspects.

### ***Edgware Road***

The Edgware Road Strategy Group has been in existence for a number of years working on the issues of concern in this area. Supported by officers from Westminster City Council, the stakeholders represented upon the group include:

- *Cabinet Member for City Management and Air Quality;*
- *Ward Members and the Edgware Rd Champion;*
- *Marble Arch London BID;*
- *Transport for London;*
- *Church Commissioners;*
- *Metropolitan Police Service; and*
- *The Portman Estate.*

In addition, experts from different background are invited to provide expert advert / guidance on a range of issues e.g., money laundering. The group is chaired by the Cabinet Member for City Management and Air Quality.

## *Issues and Challenges*

The Edgware Road presents a unique set of issues and challenges for all stakeholders in this area. The following list of issue was created by the stakeholders and discussed with the Cabinet Member in June 2022.

- *Organised Begging and Rough Sleeping;*
- *Lack of business compliance in the area including waste presentations;*
- *The apparent absence of regular local authority enforcement activities;*
- *Issues surrounding the management of shisha premises;*
- *Restaurant fires;*
- *Current and future use of telephone boxes along the road;*
- *Poor Quality Retailing and the gradual decline of the area as a High Street destination;*
- *Suspected money laundering through Bureau de Change premises; and*
- *The increase in Short-Term Letting and resultant residential fly tipping.*

## *Review of Governance and Priorities*

The change of administration in 2022, brought about a review of the existing priorities and governance structure. In consultation, the group re-established the aims and the objectives of the Strategy Group which are shown below:

*‘The aim of the ERSG is to improve the quality of the Edgware Road’s wider environment for those who live, work, trade and visit the Area. To improve the standards prevailing in the ground floor uses, properties generally, the streets, infrastructure and greening. To reduce crime and, improve personal safety and available amenity. To improve the operation and safety of the road network. Work together to facilitate and promote mode shift to active travel and public transport options. Overall, to ensure that the Edgware Road has a sustainable future in terms of the economic, social and environmental factors that contribute to its success.’*

## *Objectives*

- *Act as a problem-solving group focused on the strategic issues found with the area;*
- *Facilitate new ideas and innovation with aim of reducing the problems experienced by residents, businesses and visitors;*
- *Identify appropriate action and secure resources amongst the relevant stakeholders as appropriate;*
- *Where permissible, share information and data between partners to achieve the overall aims of the group;*
- *Update the group on resident engagement and activities within the area;*
- *Review the priorities and activity of the Working Groups (Operations and Place Shaping Groups) to inform the above; and*

- *For members to work collaboratively to ensure that the combination of resources drives effective and measurable change.*

### *Revised Governance*

The governance surrounding this initiative was also refreshed whilst the terms of reference were being revised. As a result, meetings have transformed from a single all-encompassing quarterly meeting to create 2 additional working groups that consider Operation / Enforcement and Place Shaping issues.

This change has enabled the Strategy Group to focus more on the longer term aims of the initiative whilst ensuring the day-to-day operational activities are still addressed by relevant stakeholders.

Input from the Council on these working groups is truly cross cutting with experts from Public Protection & Licensing, Highways, Waste & Cleansing, Innovation & Policy, Place Shaping, Planning & Planning Enforcement contributing to the work of these various groups.

### *Progress*

Over the past 12 months there has been a concerted effort between partners to work on a wide variety of issues. This list gives a snapshot of the activities that has been taking place:

- *Waste Action Squad (WAS)* – The first activity of the WAS took place on the Edgware Road on the 10 – 14 October 2014.

258 people were engaged with in the Hyde Park Ward. 61% were residents and 39% were businesses or employees. 121 people gave their view on whether rubbish and waste were a problem in the local area. 62% of those questioned felt there was not a waste problem in the area, 30% of people felt there was a waste problem and 8% of people didn't know.

As part of the Waste Action Squad, all food businesses along a section of Edgware Road were visited by our enforcement officers, where Highway staining was an issue. Businesses were spoken to about their waste arrangements and how they present their waste particular waste which could cause staining. As a result:

- 76 x waste investigations undertaken by City Inspectors into waste abandoned on the street
- An audit undertaken of staining of the highway along Edgware Road, identifying commercial premises which may be responsible
- 12 x Section 47 Notices were issued to businesses, serving them notice that we have specific concerns relating to highway staining and leaking waste. 4 notices to be served the following week

- 4 x Section 47 Warning Notices issued, for residential Waste left outside of collection times
  - 2 x Section 33 Warning Notices issued, for residential waste outside Micro Recycling Centre`s and Big Black Bin sites
  - 1 x Waste Transfer Notice Request for a business to provide evidence of their waste arrangements
  - 2 x Fixed Penalty Notices for commercial Fly Tip
  - 1 x investigation for dog fouling offences
- *Tables & Chair Licensing* – City Inspectors and Neighbourhood Inspectors have now access to detailed information for all Edgware Road premises relating to Licensing conditions, tables and chairs, waste management, education etc. Licensing information has also been provided to the Marble Arch BiDs Street Link Team to assist with identifying problematic premises and improving enforcement, tasking and education.
  - *Short-Term Letting* – In conjunction with the Church Commissioners and Portman Estate, Westminster is targeting illegal short-term letting in a number of identified properties. This has also led to an increase in the number of planning contravention notices being served over the past few months.
  - *Joint Policing Operations* – The past year has seen a continuing rolling programme of activity between Westminster, the Metropolitan Police, British Transport Police and the Marble Arch BID to tackle rough sleeping sites being utilised by known nominals who also commit crime locally.

Activities are also taking place to tackle begging, with progress being made on tackling the most entrenched individuals. Intel sharing between agencies continues to make sure resources are most efficient in tackling the worst offenders is taking place.

- *Planning Enforcement activity* – As at the 27 July 2023, there were a total of 25 premises and 40 reports of unauthorised development that were being actively investigated by the planning enforcement team. This covers a range of activities which breach current planning legislation.
- *Resident Engagement* – Due to residents increasing concerns in relation to crime and anti-social behaviour, a new forum has been planned for the 15 September 2023. Issues of concern to residents will then be raised with both the Council and their key partners e.g., Metropolitan Police Service.
- *High Streets Programme* – Consultation is currently taking place on Westminster’s High Street Programme. Areas surrounding Paddington and Bayswater including Edgware Road, Praed Street have been identified and the Councils aims to work with the local community to identify a range of projects that the Council can invest in. Further details can be found at - [Westminster High Streets Programme | Westminster City Council](#)

## *Next Steps*

Whilst stakeholders recognise the progress that has been made on several fronts, there is a feeling that because activity is taking place on a wide variety of issues, this has ultimately reduced the impact needed to deal with the critical issues faced by the area. Instead, consideration is now being given to targeting resourcing on specific issues e.g., short-term letting, crime, place shaping to make the most of the combined resources.

A revised strategy and associated action plan will be discussed with the Strategic Group in October 2023, identifying the key priorities for the group.

This will provide the opportunity to introduce issues such as Carbon Reduction and Climate Change which have yet to be fully considered. Finally, it will also aim to demonstrate a real change in the area and identify how the resources from all partners can be utilised to best effect.

## ***Queensway***

The Queensway Strategy Group commenced 12 months ago tasked with addressing local area concerns from a strategic and operational multi-agency perspective. Supported by officers from Westminster City Council the stakeholders represented by the group include:

- *Cabinet Member for City Management and Air Quality*
- *Cabinet Member for Communities and Public Protection*
- *Ward Members from Lancaster Gate and Bayswater*
- *Senior Officers from WCC including PPL, Highways, Parking, Waste & Cleansing, Planning, Place Shaping*
- *Local resident group/Amenity Society representatives.*
- *Transport for London – London Underground*
- *Local landowner and stakeholder representatives*
- *Metropolitan Police Service.*

Additional officers/stakeholders were also invited to provide expert advice/guidance on a range of issues. The group is chaired by the Cabinet Member for City Management and Air Quality.

## *Issues and Challenges*

Queensway presents a unique set of issues and challenges for all stakeholders in this area with a busy high street location within a highly populated residential and tourism accommodation sector well away from the West End. Whilst South East Bayswater Residents Association (SEBRA) provide considerable input, support and challenge across the residential and business sectors, the high street itself no longer benefits from a single entity (such as a Business Improvement District) and this provides additional challenge.



The following priorities were identified by and agreed with members of the group and the Cabinet Member in October 2022.

- *Rough sleeping and substance misuse related ASB and crime;*
- *Waste and cleanliness*
- *Organised begging*
- *Deliveries and parking*

### *Delivery Model*

A two-tier approach to delivering improvements in the area was agreed:

**Strategic Group** of senior officers and councillors to identify the key priorities in this area and review activity (*meet quarterly*):

- *To identify key priorities in this area and review activity;*
- *Investigate and understand the issues facing the Queensway area with the aim of improving the area for all;*
- *Define key priorities for delivery by the operational group;*
- *Consider additional resources and sponsorship to support delivery; and*
- *Review activity by the operational group.*

**Operational Group** of front-line officers and managers to bring together resources from across the partnership to deliver action against the issues prioritised (*meet monthly*):

- *To deliver action against key priorities, improving the area for all;*
- *To develop an operational Action Plan;*
- *Coordinate resources and activity from across the partnership to deliver action against the issues prioritised;*
- *Problem solve priorities identified and develop response to tackle root causes of behaviour;*
- *Inform the strategic group of any emerging issues or concerns affecting the area, providing notes from the monthly operational meetings; and*
- *Record, report and access actions, and evaluate impact on priorities.*

### *Progress*

Over the past 12 months there has been a concerted effort between partners to work on a wide variety of issues. This list gives an example of the activity that has been taking place:

- *Waste Action Squad (WAS) – 336 people were engaged with in the Lancaster Gate Ward of which 27.38% were residents. 105 people gave their view on whether rubbish and waste were a problem in their local area. Of those that provided a response, 56.19% of people felt there was not a waste problem in the area. 43.81% of people felt there was a waste problem in the area. Waste and cleansing improvements have been noticed by the group.*

- *Tables & Chair Licensing* – City Inspectors and Neighbourhood Inspectors now have detailed information for all Queensway premises relating to Licensing conditions, tables and chairs, waste management, education etc. Licensing information has also been provided to the Street Link Team to assist with identifying problematic premises and improving enforcement, tasking and education.
- *Parking & Deliveries* – Joint operations have been held with the Metropolitan Police and parking team to enforce against drivers that are in breach of parking conditions. Police colleagues have been proactively issuing Section 59s / warnings to drivers witnessed driving over the public highway. Days of action have also been carried out with food delivery companies, such as Uber Eats and Deliveroo, to educate drivers and look at long term solutions.
- *Joint Policing Operations* – The past year has seen a continuing rolling programme of activity between Westminster, the Metropolitan Police, and British Transport Police to tackle rough sleeping sites being utilised by known nominals who also commit antisocial behaviour and crime locally. This sustained activity had reduced the visible rough sleeping/street population issues in Queensway.

Activities are also taking place to tackle begging with progress being made on tackling the most entrenched individuals. Intel sharing between agencies continues to make sure resources are most efficient in tackling the worst offenders is taking place.

- *High Streets Programme* – Consultation is currently taking place on Westminster’s High Street Programme. Areas surrounding Paddington and Bayswater, including Queensway, have been identified and the Councils aims to work with the local community to identify a range of projects that the Council can invest in. Further details can be found at - [Westminster High Streets Programme | Westminster City Council](#)

### *Next Steps*

Significant improvements against each of the key priorities has been noted by stakeholders and a review of the priorities will be considered by the Strategy Group at the next quarterly meeting in September 2023.

## ***A Community Based Approach to Area Based Programmes – Pimlico & North Paddington***

### *North Paddington*

The North Paddington programme (made up of the Harrow Road, Queen’s Park, and Westbourne wards) is piloting a place-based approach to the Council’s work, with the objective of reducing socio-economic and health

inequalities experienced across the Northwest of the borough, ensuring the delivery of council services is responsive to local needs and joined-up between departments. The Programme's governance structure aims to ensure that the people of North Paddington are at the heart of the programme and that engagement with our communities is a golden thread which runs through planning, delivery, and service development.

The programme is underpinned by the following seven categories which align with the determinants of health identified by the #2035 Initiative (*#2035 - is a movement being built to half the life expectancy gap in Westminster by the year 2035 through a different conversation with communities*). It also correlates strongly with the issues emerging from local consultation and the Future of Westminster Commission deep dive which include:

- *Neighbourhood, environment & place shaping*
- *Health, wellbeing, and healthcare*
- *Education (including digital inclusion), Communities and Connections*
- *Money, local economy, jobs & training*
- *Crime and Safety*
- *Climate*
- *Housing and Homelessness*

The Programme is being developed through two workstreams in parallel: firstly, an initial programme of work to be delivered in the first year, with the aim of building momentum, demonstrating impact to the local community, building on work already delivered by the Council.

Secondly, a programme of strategic transformational work for the next three years, which will build on and add to the initial programme of work and develop service improvements to continue to affect cumulative change and build investments into long term, sustainable transformation.

In developing strategic transformation for years 2-4 of the Programme we will bring together hyperlocal resident insights, community priorities, data, evidence, and expertise, promoting collaboration. This will set direction and develop effective solutions to address disparities between North Paddington and the rest of the borough and tackle entrenched issues, improving the Council's service delivery.

Engagement will commence initially on a Ward basis, to further understand community need. As learning develops through this process, focused strategic theme groups will be set up to support the design, development and delivery of further projects and programmes over the next 4 years, to drive sustainable change. We will ensure that there is join-up between the theme groups, recognising the interconnectedness of the determinants of health identified as part of #2035 initiative.

Structures that will be used to collaborate with communities to set the direction in developing strategic transformation include:

- *Hyperlocal ward groups* – To widen resident-level participation and engagement with the Programme, we will work with existing local forums and partners, alongside local frontline staff, and host regular community network sessions, to gather and address neighbourhood insights and concerns.
- *Strategic Theme Groups* – Forums for collaboration between Council Officers, subject matter experts, and community members. Using community feedback, these strategic forums will identify a “North Star” - a particular problem or a gap that they would like to address in the local area and will collaborate to develop a focused plan to deliver a significant or cumulative impact in the coming years.

### *Pimlico*

The Fairer Westminster Plan commits the Council to testing new place-based approaches across the city.

Pimlico is one area that has been chosen for a place-based approach because of the high levels of deprivation. For example, the Future of Westminster Commission states

*“it is as easy to map poor health outcomes and reduced life expectancy as it is to map poverty. The greatest concentrations of need are in and around Pimlico in the south of the city, in the corridor stretching from Queen’s Park to Church Street along Harrow Road, and on Council and Housing Association estates”.*

Furthermore, there is a range of existing and future place-based programme across Pimlico – the place-based approach is an opportunity to build on these.

The exact place-based approach for Pimlico will be developed over the coming months. The approach will need to be aligned with #2035 principles and it will need to consider lessons learned from other place-based work (such as Queensway, Edgware Road, and North Paddington).

As highlighted in the executive summary of this report, this place-based approach will look to use community engagement to achieve greater outcomes for Pimlico. This might include:

- *Working with the community to understand their priorities and to co-design responses to these.*
- *Establishing a group of officers and community representatives to oversee some of this work.*
- *Delivering a pilot of the Community Changemakers Programme, which gives local resident and leaders the chance to learn about, reflect on, and practice co-design principles to address inequality and the wider determinants of health.*

#### **4. Financial and Legal Implications**

There are no immediate financial or legal implications arising from this report. All activity to date in both the Edgware and Queensway initiatives has been undertaken within the existing budgets and remit of the local authority.

However, this may need to be reviewed in time depending on the future priorities established by all of the working groups.

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

**Stuart Reilly, Alex Juon, Nick Saunders and Rachel Chapman**

#### **APPENDICES:**

Appendix 1 – Edgware Road – Terms of Reference – January 2023

#### **BACKGROUND PAPERS**

This section is for any background papers used to formulate the report or referred to in the body of the report.

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## Edgware Road Strategy Group (ERSG) – Terms of Reference – January 2023

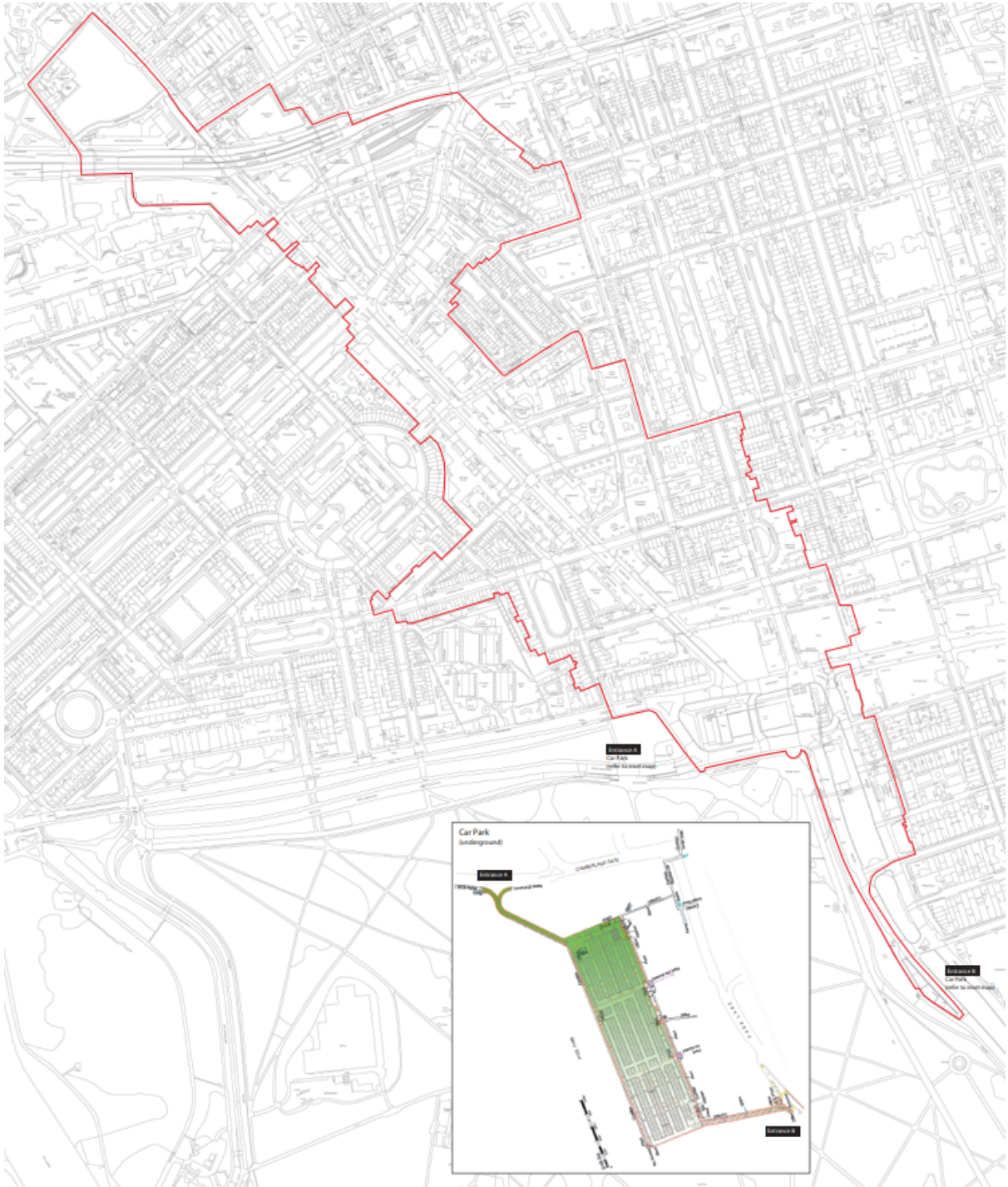
<b>Aim</b>	<p>The aim of the ERSG is to improve the quality of the Edgware Road’s wider environment for those who live, work, trade and visit the Area. To improve the standards prevailing in the ground floor uses, properties generally, the streets, infrastructure and greening. To reduce crime and, improve personal safety and available amenity. To improve the operation and safety of the road network. Work together to facilitate and promote mode shift to active travel and public transport options. Overall, to ensure that the Edgware Road has a sustainable future in terms of the economic, social and environmental factors that contribute to its success.</p>
<b>Objectives</b>	<p>The ERSG has a number of objectives:</p> <ul style="list-style-type: none"> <li>● Act as a problem-solving group focused on the strategic issues found with the area</li> <li>● Facilitate new ideas and innovation with aim of reducing the problems experienced by residents, businesses and visitors</li> <li>● Identify appropriate action and secure resources amongst the relevant stakeholders as appropriate</li> <li>● Where permissible, share information and data between partners to achieve the overall aims of the group</li> <li>● Update the group on resident engagement and activities within the area</li> <li>● Review the priorities and activity of the Working Groups (Operations and Place Shaping Groups) to inform the above. See below.</li> <li>● For members to work collaboratively to ensure that the combination of resources drives effective and measurable change</li> </ul>
<b>Chair</b>	<ul style="list-style-type: none"> <li>● Cabinet Member for City Management and Air Quality</li> </ul>
<b>Attendees</b>	<ul style="list-style-type: none"> <li>● Cllr Dimoldenberg – Cabinet Member for City Management and Air Quality</li> <li>● Cllr Chowdhury – Hyde Park Ward Member &amp; Edgware Road Champion</li> <li>● Cllr Scarborough – Marylebone Ward Member</li>   <li>● TBC - Executive Director of Environment, Public Protection and Climate - WCC</li> <li>● [stand-in for above, Nicky Crouch – Interim Director of Public Protection and Licensing – WCC]</li> <li>● Stuart Reilly – Head of Strategic Service Change – WCC</li>   <li>● Kay Buxton - Marble Arch London BID</li> <li>● Rob Edwards - Transport for London</li> <li>● Simon Loomes – The Portman Estate</li> <li>● Rosemarie Jones - Church Commissioners</li> </ul> <p>Other experts and partners maybe invited as and when required.</p>

	<p>The ERSG will meet quarterly, coordinated so as to receive and review the quarterly reports from the Working Groups. The Group will be administered and chaired by WCC who will coordinate the Working Groups and produce an annual report to the Leader at WCC and the ERSG members.</p>
<p><b>Operations Group</b></p>	<p>The Operations Group aims to influence, coordinate and/or manage activities which serve the Edgware Road on a day-to-day basis with a view to delivering the objectives of the ERSG.</p> <p>It will update the group on any active or planned projects / activities affecting the Edgware Road and liaise with the other Groups.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• Adam Davis – Neighbourhood Co-ordinator - Public Protection and Licensing - WCC</li> <li>• Marble Arch London BID</li> <li>• TfL</li> <li>• Linda Moodie – Team Leader - Public Protection and Licensing – WCC</li> <li>• Shamruel Liburd - Head of Neighbourhoods - Public Protection and Licensing – WCC</li> <li>• Roald Piper – Head of Planning Enforcement - WCC</li> <li>• The Church Commissioners</li> <li>• The Portman Estate</li> <li>• Keiron McDade - Metropolitan Police</li> <li>• Alistair Philips - Metropolitan Police</li> </ul> <p>The Group will meet quarterly coordinated so as to provide an update report to the next ERSG. The Group will be administered and chaired by Marble Arch London BID.</p>
<p><b>Place Shaping Group</b></p>	<p>The Place Shaping Group aims to develop strategy, influence, coordinate and/or manage activities associated with the place shaping opportunities and stewardship within the Area with a view to delivering the objectives of the ERSG in the medium to long term.</p> <p>It will update the ERSG on its strategy, plans and recommendations and liaise with the other Groups. It will be responsible for procuring external advice and funding for external advisors.</p> <p>Members:</p> <ul style="list-style-type: none"> <li>• The Portman Estate</li> <li>• The Church Commissioners</li> <li>• Marble Arch London BID</li> <li>• TfL</li> <li>• Ruchi Chakravarty – WCC Head of Place Shaping – WCC</li> <li>• Jo Turner – WCC Place Shaping</li> <li>• Other major property owners</li> </ul> <p>The Group will meet quarterly coordinated so as to provide an update report to the next ERSG. The Group will be administered and chaired by the estates on an annual rotation basis.</p>



<b>Area</b>	The Marble Arch BID area will act as the boundary for this group. An image of this boundary area is attached below.
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January 2023





City of Westminster

## Communities, City Management & Air Quality Policy and Scrutiny Committee

<b>Date:</b>	16 September 2023
<b>Classification:</b>	General Release
<b>Title:</b>	Public Conveniences Update
<b>Report of:</b>	Amy Jones - Director of Environment
<b>Cabinet Member Portfolio</b>	Cllr Dimoldenberg
<b>Wards Involved:</b>	All
<b>Policy Context:</b>	Fairer Westminster
<b>Report Author and Contact Details:</b>	Mark Banks – Head of Waste & Cleansing <a href="mailto:mbanks@westminster.gov.uk">mbanks@westminster.gov.uk</a>

### 1. Executive Summary

1.1 The Public Conveniences (PCs) service is facing a number of key challenges:

- The facilities are nearing end of life, which limits user access and their experience (and potentially gives a poor visitor impression). This also leads to high maintenance and compliance costs.
- We are generating much lower income than anticipated as a result of closures, repairs and coin-operated entry. Service costs have also increased to cover expanded temporary toilets provision, costly security/attendants provision and essential compliance works.
- Anti-Social Behaviour and rough sleepers occupying facilities. Ongoing security provision is costly and unsustainable.

1.2 In this context, the service has been reviewed, and this report presents the strategy proposals and associated changes to the modernisation programme against the backdrop of the current arrangements.

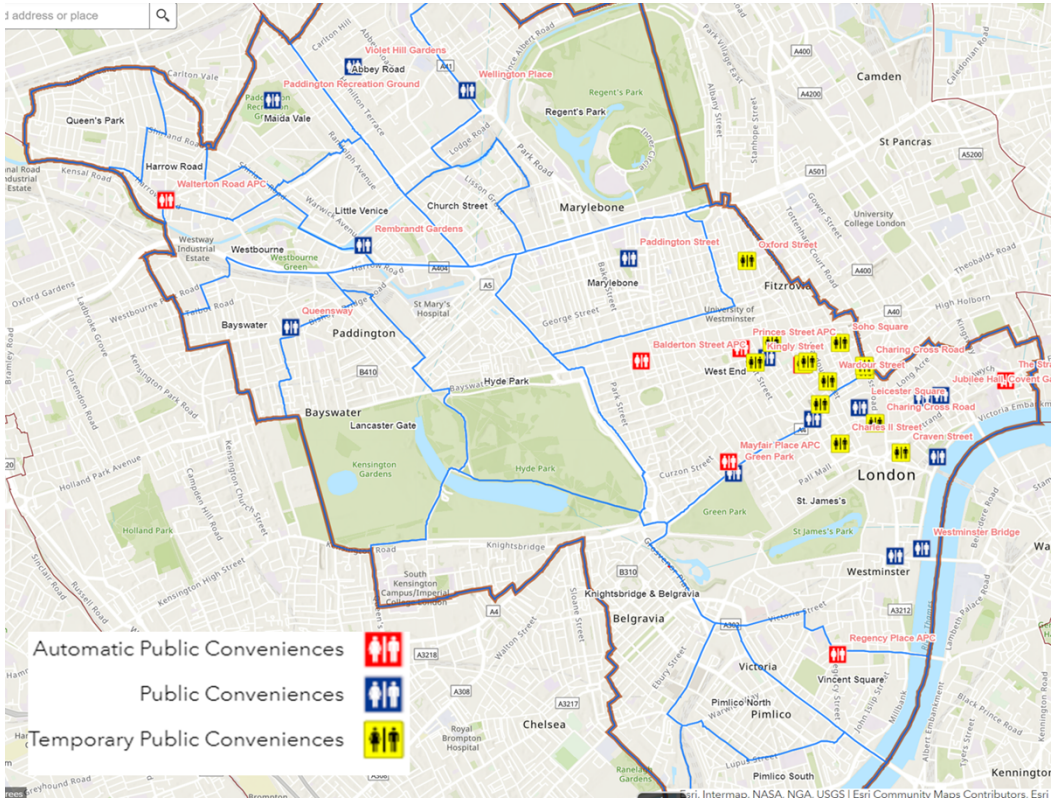
**2. Key Matters for the Committee’s Consideration**

2.1 The Committee are asked to review the elements of the Public Conveniences service, and to comment on the renewed strategy and the proposed way forward with the modernisation programme.

**3. Context**

3.1 There is no statutory duty on local authorities to provide PCs. Over the past two decades many local authorities have chosen to close public toilets and instead moved to promoting ‘community toilet’ schemes whereby cafes, bars and restaurants are incentivised to offer the use of their facilities to the general public rather than just customers.

3.2 Westminster conversely has continued to directly provide PC facilities, particularly in visitor hot spots, such as the West End, as illustrated in the map below.



The PC portfolio is currently comprised of:

- 18 PCs
- 5 single-person Auto PCs – primarily provided for disabled users.
- 3 Fixed Urinals

- 24 temporary urinals/portaloos deployed across the West End from Thursday evening to Monday morning each week and for weekday events.

3.3 The strategy for the management of PCs was last reviewed in January 2020. That approach included a capital investment programme to modernise and refurbish facilities, as well as the rationalisation of some sites. However, the Covid-19 pandemic, March 2020 onwards, led to a delay in implementing that strategy.

3.4 A refreshed strategy and update on the modernisation programme was agreed with the Cabinet Member for City Management and Air Quality in July 2023, with a focus on reducing the key challenges that are impacting the service.

3.5 There are ongoing commercial pressures associated with the provision of PCs that are also relevant.

3.6 Sites are categorised as *commercial* where they are located in high footfall visitor/commuter locations or *community sites* which are in residential areas with no nearby alternative PCs or locations where fouling/urination issues would increase if no facilities were available. An entrance fee (currently 50p) is charged at commercial sites whilst community sites are free entry.

#### 4. Current Arrangements

4.1 Built Public Conveniences – These are traditional facilities in mostly historical locations below ground level. The table below shows the locations of the current built conveniences.

Location	Ward	Category	Entrance Fee
1. Covent Garden	St, James's	Commercial	Yes
2. Green Park	St, James's	Commercial	Yes
3. Parliament Street	St, James's	Commercial	Yes
4. Embankment	St, James's	Commercial	Yes
5. Westminster Bridge	St, James's	Commercial	Yes
6. Leicester Sq.	St, James's	Commercial	Yes
7. Great Marlborough Street	West End	Commercial	Yes
8. Piccadilly Circus	West End	Commercial	Yes

9. Paddington St	Marylebone High Street	Community Benefit	No
10. Queensway	Bayswater	Community Benefit	No
11. Wellington Place	Regent's Park	Community Benefit	No
12. Jubilee Hall	St, James's	Community Benefit	No
13. WALTERTON ROAD	Harrow Road	Community Benefit	No

There are 5 additional toilets located in our gardens, parks, and recreation grounds including: Rembrandt, Violet Hill, and St. Anne's Gardens; Queens Park Gardens and Paddington Recreation Ground with all of these facilities being free of charge.

#### 4.2 Currently, there are a number of challenges that the service is facing:

Infrastructure - This includes the historical nature of sites and underground locations which limit accessibility. The facilities are in poor condition. Coupled with this, is inadequate wayfinding and external signage - potentially giving a poor overall visitor impression. This has led to high maintenance and compliance costs. The commercial sites still operate coin-controlled barriers which results in low usage and reduced income.

Commercial and contractual – We are generating much lower income than anticipated, primarily because the entrance barriers are still cash and in the post-Covid world, fewer people now carry cash/coins. Service costs have also increased to cover expanded temporary toilets provision in the West End, security staff to deter criminal activity/ASB, and essential compliance works.

Criminal activity and anti-social behaviour - Ongoing security provision is costly and unsustainable. Problems include occurrences of attendants being attacked, criminal activity within our facilities (including drug use and sexual attack), families exposed to witnessing sexual activity and rough sleepers occupying facilities.

Data and insights - The level of usage of our toilet facilities is not known and therefore we have little knowledge on whether they are appropriate to local needs or represent value for money. We are at present installing monitoring sensors at key locations to try to build a clearer picture. However, we need to look holistically at issues such as deterring street urination and have a clearer understanding of the role that the current PC provision is playing in managing this activity.

4.3 Automatic Public Conveniences and Urinals – These facilities are ground level modular style automatic conveniences which support accessibility requirements. The table below shows the location and type of facility. The Pimlico Station APC is a different design to the other APCs and is free entry for all users. All other APCs provide free entry for disabled users with a Radar key and an entrance fee of 50p is charged to other users.

Location & Type	Ward
Walterton Road (APC)	Harrow Road
Broadwick Street (APC)	West End
Balderton Street (APC)	West End
Regency Place (APC)	Vincent Square
Pimlico Station (APC)	Pimlico North
Soho Sq. (Urinal)	West End
Regency Place (Urinal)	Vincent Square
Adelaide St (Urinal)	St. James's

4.4 The issues with the conventional PCs set out in 4.2 above also pertain to the APC sites, specifically that they are more than 20 years old and nearing the end of their expected working life. The exception to this is Broadwick Street which has undergone a recent refurbishment - providing a modern and safe alternative to the built facility at Carnaby Street (junction with Great Marlborough Street) which is prone to ASB issues. The APC sites are also prone to rough sleepers and homelessness concerns.

4.5 Temporary Public Conveniences – These are urinals/portaloos which are easy to deploy and deal with street urination and human fouling issues in the West End. Since September 2022, the number of units deployed has more than doubled when compared with pre-Covid deployment.

4.6 Pre-Covid deployment consisted of 12 urinals from Friday to Monday. During Covid, social distancing warranted an increase in facilities, as well as a drive to provide additional units to meet gender equality requirements. Post Covid, we continue to deploy 24 urinals and portaloos from Thursday evening to Monday morning. The additional deployment days align with new working patterns, and the resulting impact on weekend hospitality demand.

4.7 The main issue with these facilities is that they are not aesthetically pleasing, and as such residents and offices object to them being sited nearby or outside of their entrances for a longer period.

- 4.8 The key benefit of these units, however, is they are easy to move around to tackle changing problem areas.
- 4.9 Education & Enforcement – The council’s City Inspectors are in regular liaison with the Police and other partners to identify problem urination/fouling locations and to deter this anti-social behaviour. The council has also started deploying ‘anti-pee’ paint across problem locations around Soho with this initiative having received very positive feedback from local residents. The paint essentially deflects the urine back onto the user’s clothing/shoes rather than absorbing into the brickwork.
- 4.10 Other – The service will be working with the communities team in the coming months to review and build on previous work to introduce a Community Toilet Scheme. This will involve working with stakeholders across the city to find solutions that will complement the existing public network as well as those in public buildings.
- 4.11 Finance

The total annual net cost for providing the service is £1.8m, but an overspend of £110K is forecast for the current financial year. Reasons for this forecast are summarised below:

- There are historic income shortfalls due to the condition of the sites, along with the decline in coin usage and the barriers not having a contactless option. The planned renovation programme including new contactless barriers will help to resolve this but site closures while works take place will in the short term, increase this under-recovery of fees.
- Additional security has been required at Carnaby Street due to antisocial behaviour which has also resulted in the overspend. If security is required for more than three months this will further increase pressure on the overall budget. (Daily cost of 2 staff for the duration of opening 11am to 6pm, is £250.)
- The cost of provision of temporary toilets has increased since pre-Covid from below £100k to a forecast of £345k this year. This relates to increases in both the number of units and nights they are deployed, along with introducing portaloos for equality reasons where previously only temporary urinals were provided. Thursdays have become busier for hospitality in the City due to increased working from home lowering office worker numbers on Fridays, therefore this year, the service has expanded to operate Thursday evening to Monday morning each week.

## **5. Proposed Public Conveniences Strategy**

- 5.1 The strategy is to provide well designed, safe, and accessible facilities, where they are needed. To achieve this, we are reviewing and improving the existing



suite of facilities to ensure that service provision meets demand, is accessible, and is of a high quality.

- 5.2 The outcome will result in an improved user experience, a more inclusive service, a safer environment for customers and workers, and facilities which are easier to maintain and keep compliant through the:
- Use of data and intelligence to understand the public convenience requirements and establishing a suite of locations that meet service needs. This will take the form of electronic counters to better understand usage. These will be superseded with the installation of a contactless payments system which will inform usage and operating times.
  - Creation of a suite of cost effective, manageable, and accessible public conveniences that are easy to clean and maintain,
  - Reduction in the numbers of incidents of Anti-Social Behaviour (including rough sleeping) and more secure facilities using architect plans and designs,
  - Increase in income generated to break even at commercially viable sites as a result of improved facilities and contactless payment systems,
  - Integration of the contracts for the built and automatic conveniences in the longer term.
- 5.3 Other aspects of the strategy will include exploring the integration of parks toilets and other toilets across the wider estate into a single service area.

## **6. Modernisation Programme**

- 6.1 To achieve the aims of the proposed strategy, 8 of the built toilet facility sites (1-8 in table in 4.1 above) have been identified for refurbishment proposals, and 'Stage 2' detailed design proposals are being drawn up to create smart, accessible, well signed, easily maintained, and easy to access facilities.
- 6.2 The remaining 4 sites (9-12 in table in 4.1 above) will be subject to a refresh and update to bring the condition and standard up to date. The last site is Walterton Road which will be subject to the outcome of the wider Maida Hill Market programme.
- 6.3 A procurement exercise has commenced for a call-off contract to upgrade the APC sites in the coming months.
- 6.4 The public conveniences modernisation programme has a total budget of £6.5m. Following approval and the implementation delays referenced in 3.3 above, the economic landscape has changed with Brexit and high annual inflation. As a result, building costs have increased significantly and the budget is insufficient to include all sites. As such, up to 5 sites (Covent Garden, Green Park, Great Marlborough Street, Embankment and Piccadilly Circus), will be

prioritised under the existing budget. It however makes sense for the service to provide a consistent look and feel across the portfolio and include all facilities under a single modernisation programme. Therefore, further capital bids will be prepared to include the remainder of the built facilities as well as the APCs and fixed permanent urinals into a phased programme of work.

6.5 Designs for the built facilities have been progressed to the next stage of development, and these will be finalised in the coming months. This work in conjunction with the procurement to upgrade the APCs will give an accurate indication of longer-term maintenance and cleaning costs and the carbon impact of the modernisation programme – reducing ongoing water and energy usage are key priorities for the project. Once these detailed design proposals are confirmed, the service will seek relevant approvals in line with the council's Procurement Code through the Capital Review Group, Commercial Gate Review Board and Cabinet Member for City Management & Air Quality.

6.6 A high level indicative timetable for activity is presented below:

Activity	Description	Scheduled End
Refresh (4 built facilities)	Assessment of works requirement and agreement of works	End October 2023
Modernisation	Installation of cashless facility in built facilities	End November 2023
Refresh (4 built facilities)	Completion of works	End January 2024
APC Procurement	Award of call-off contract to replace/upgrade APCs	End March 2024
Modernisation (8 built facilities)	Completion and agreement of Designs	End March 2024
Modernisation (8 built facilities)	Start of works	April 2024
Modernisation (8 built facilities)	Completion of works	TBC

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

## Background Papers & Appendices

N/A



## Communities, City Management & Air Quality Policy and Scrutiny Committee

<b>Date:</b>	19 <sup>th</sup> September 2023
<b>Classification:</b>	General Release
<b>Title:</b>	<b>2023/2024 Work Programme</b>
<b>Report of:</b>	Head of Governance and Councillor Liaison
<b>Cabinet Member Portfolios:</b>	Communities and Public Protection and City Management and Air Quality
<b>Wards Involved:</b>	All
<b>Policy Context:</b>	All
<b>Report Author and Contact Details:</b>	<b>Francis Dwan</b> <a href="mailto:fdwan@westminster.gov.uk">fdwan@westminster.gov.uk</a>

### 1. Executive Summary

1. This meeting completes the cycle of meetings for this Committee for this municipal year. This report asks the Committee to discuss topics for the 2023/2024 work programme. The proposals set out in appendix 2 have been developed in consultation with senior officers as well as members of the Executive (Cabinet) on their plans for the year ahead to ensure scrutiny is focused on those areas where it may have most impact.

### 2. Meeting Dates for the 2023/2024 Municipal Year

- 2.1 The Committee is advised that the scheduled meeting dates for the 2023/2024 year are:
  - Thursday 07<sup>th</sup> December 2023;
  - Thursday 29<sup>th</sup> February 2024; and
  - Wednesday 17<sup>th</sup> April 2024.

### 3. Background

3.1 Since January, the Policy and Scrutiny team has been supporting the Chair to consider the work programme for the next municipal year. The process for this included; consultation with the Cabinet Members, consultation with Executive Directors and relevant Heads of Service, following up on previous items and commitments from previous meetings, consideration of forward plans in the Cabinet Portfolios and challenges identified across the Directorates.

3.2 The aim of this process has been to culminate in a work programme which:

- Focuses on what is important;
- Focuses on areas where performance might be improved;
- Focuses on services which are important to residents;
- Focuses on where scrutiny can make a difference and add value;
- Proactively feeds into policy development by contributing to pre-tender considerations or strategy development for example; and
- Uses the insight of backbench Members to act as critical friend to services of the City Council and our partners thereby enabling good governance and excellent services.

#### **4. Draft Work Programme for 2023/24**

4.1 The Committee is asked to consider the draft work programme for the next municipal year, 2023/2024, set out in Appendix 2. The Committee is requested to discuss the proposed topics listed as well as provide comments and suggestions.

4.2 When considering the work programme, and agreeing an overall programme of scrutiny activity, the Committee should have regard to whether the work programme is achievable in terms of both Officer and Member time, taking into account that the Committee is scheduled to meet six times per year. Members are also reminded that it is advisable to hold some capacity in reserve for any urgent issues that might arise.

4.3 Each Committee has discretion to establish Task Groups to examine key issues in more detail and also to commission Single Member Studies. The Committee is asked to consider whether they would like to establish a Task Group or commission a Single Member Study. The Committee should be advised that both Members and Officers will only be able to successfully take part in and support a finite number of Task Groups at any one time.

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

[fdwan@westminster.gov.uk](mailto:fdwan@westminster.gov.uk)

Appendix 1: Terms of Reference  
Appendix 3: Action Tracker

Appendix 2: Work Programme

## **COMMUNITIES, CITY MANAGEMENT & AIR QUALITY POLICY AND SCRUTINY COMMITTEE**

### **COMPOSITION**

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

### **TERMS OF REFERENCE**

- (a) To carry out the Policy and Scrutiny functions, as set out in Chapter 4 of the Constitution in respect of matters relating to all those duties within the terms of reference of the Cabinet Member for Cabinet Member for Communities and Public Protection and the Cabinet Member for City Management and Air Quality.
- (b) To carry out the Policy and Scrutiny function in respect of matters within the remit of the Council's non-executive Committees and Sub-Committees, which are within the broad remit of the Committee, in accordance with paragraphs 18.2 and 18.3 as well as section 19 of Chapter 4 of the Constitution.
- (c) Matters within the broad remit of the Cabinet Members referred to in (a) above which are the responsibility of external agencies.
- (d) Any other matter allocated by the Westminster Scrutiny Commission (WSC).
- (e) To have the power to establish ad hoc or Standing Sub-Committees as Task Groups to carry out the scrutiny of functions within these terms of reference.
- (f) To scrutinise the duties of the Lead Members which fall within the remit of the Committee or as otherwise allocated by the Westminster Scrutiny Commission.
- (g) To scrutinise any Bi-borough proposals which impact on service areas that fall within the Committee's terms of reference
- (h) To oversee any issues relating to Performance that fall within the Committee's terms of reference.
- (i) To have the power to scrutinise those partner organisations whose services fall within the Committee's terms of reference.
- (j) To consider any Councillor Calls for Action referred by a Ward Member to the Committee.
- (k) To discharge the Council's statutory responsibilities under Section 19 of the Police and Justice Act 2006, thus acting as the Council's crime and disorder committee and fulfilling all the duties that entails.

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**APPENDIX 2 – Communities, City Management and Air Quality Policy and Scrutiny Committee  
Work Programme 2023/24**

<b>ROUND 4 7<sup>th</sup> December 2023</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the Committee on key areas of work within its remit and the Cabinet Member’s priorities.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Raj Mistry, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the Committee on key areas of work within its remit and the Cabinet Member’s priorities.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Frances Martin, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Air Quality Action Plan	To review proposals for the updated Air Quality Action Plan and consider how it will improve air quality in Westminster.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Frances Martin, Executive Director for Environment and City Management
CCTV Policy	To review the Council’s approach to surveillance powers and CCTV across the City.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Frances Martin, Executive Director for Environment and City Management
Dockless Bike Parking Bays	To review the rollout and implementation of dockless bike parking bay initiative (i.e. designated dockless bikes/e-scooter parking areas). During the trial, experimental phase of the scheme to gather Member feedback on potential implementation before expiry of the trial.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Frances Martin, Executive Director for Environment and City Management
Work programme	To review the work programme in light of recent events.	Francis Dwan, Policy and Scrutiny Advisor

**ROUND 5  
29<sup>th</sup> February 2024**

<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the Committee on key areas of work within its remit and the Cabinet Member's priorities.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Frances Martin, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the Committee on key areas of work within its remit and the Cabinet Member's priorities.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Frances Martin, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change
Transport Strategy	To review the Council's transport strategy. The Committee will be able to feed into proposals for the strategy prior to the decision being made.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Frances Martin, Executive Director for Environment and City Management
Community Investment Strategy	To review the Community Investment Strategy, almost one year after its launch, with a view to provide recommendations for its second year.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Pedro Wrobel, Executive Director for Innovation and Change
Work programme	To review the work programme in light of events and recent discussions	Francis Dwan, Policy and Scrutiny Advisor

<b>ROUND 6</b> <b>17<sup>th</sup> April 2024</b>		
<b>Agenda item</b>	<b>Purpose</b>	<b>Responsible Cabinet Member and Executive Director</b>
Cabinet Member Q&A	To update the Committee on key areas of work within its remit and the Cabinet Member's priorities.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Frances Martin, Executive Director for Environment and City Management
Cabinet Member Q&A	To update the Committee on key areas of work within its remit and the Cabinet Member's priorities.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Frances Martin, Executive Director for Environment and City Management Pedro Wrobel, Executive Director for Innovation and Change



Food Waste Bins	To review the rollout of the food waste bins one year on from when the rollout was completed.	Councillor Paul Dimoldenberg, Cabinet Member for City Management and Air Quality Frances Martin, Executive Director for Environment and City Management
Markets	To review ongoing market reform and take a focused look at Church Street Markets.	Councillor Aicha Less, Cabinet Member for Communities and Public Protection Frances Martin, Executive Director for Environment and City Management
Work programme	To review the work programme in light of events and recent discussions	Francis Dwan, Policy and Scrutiny Advisor

**Unallocated Items** - these may either be substituted in for a substantive item elsewhere in the year or may be rolled over for future municipal years.

School Streets	The Committee could consider school streets and their impact on safety. The Committee could review the 11 streets already part of the programme, consider the implication of a further rollout and provide recommendations for this. When the future rollout programme is being developed, Members will be alerted and may wish to look at this in detail.
Flooding in Westminster	To review the Council's preparedness to protect residents from (flash-) flooding. This could also be used to scrutinise the Council's relationship with Thames Water and other stakeholders.
Communities Engagement Strategy	To review, in depth, how the Communities team operates and how it can improve meaningful engagement with residents who may not have previously engaged with the Council.
City Inspectors	To consider the role of City Inspectors in the Council, their cost, effectiveness and role in supporting residents.
EV charging bays and impact on parking service	The Committee could scrutinise Parking's efforts to provide EV charging bays and how they decide where and when they are placed.
Waste Contract Review/ Waste Management	The Committee could consider waste management contracts as they come up for renewal (April/May 2024)
Anti-Social Behaviour Strategy	The Committee could consider the outcomes of the consultation for the ASB strategy which has now been implemented.
Food Safety & Ratings Modernisation Programme	To consider the modernisation programme planned for food safety & ratings and the impact this will potentially have on savings and on service.
Cumulative Impact Assessments (Licensing)	To consider the implementation of cumulative impact assessments and their impact on licensing conditions.
Night-Time Economy (Safety, ASB and VAWG aspects)	To review the safety, ASB and VAWG aspects of night-time economy proposals.

Utilities	To consider action to improve supply, security and maintenance in the City, included within this could be the Council's work with relevant public bodies such as TfL and Thames Water.
Biodiversity Strategy	To review the Council's Biodiversity Strategy which is set to be updated in the next year. This could also present an opportunity for a Single Member Study or Task Group.

### **Opportunities for Site Visits**

- Local police station – opportunity to gain understanding of vulnerable members of the public and/or the process of dealing with missing people.
- Prison/Rehabilitation Centre - Wormwood Scrubs Prison.
- Markets stalls – engage directly with Market Traders.
- Veolia HQ – in Lewisham.
- A School Street during the morning/afternoon school run.
- Designated parking spaces for E-bikes – if/when this comes in the Committee could visit to better understand usage and problems associated.
- Super sewer – which is in construction and should have an impact of Westminster's resilience to flash flooding.
- Night Stars – opportunity to volunteer and/or shadow their work on a typical night.

### Appendix 3 - ACTION TRACKER

#### Communities, City Management and Air Quality Policy and Scrutiny Committee

ROUND 6 25 <sup>th</sup> April 2023		
Agenda Item	Action	Status/Follow Up
Cabinet Member Update –  Communities and Public Protection	<p>CCTV, further information was asked on:</p> <p>1) the audit undertaken of CCTV cameras on Westminster’s housing estates (unless any issues in doing this).</p> <p>2) How many CCTV cameras are owned by the council (outside of housing estates), details of remote CCTV and where these are placed by ward/location.</p> <p>3) Confirmation as to whether there is a freeze on installing additional CCTV cameras until the review discussion has concluded. If so, whether this would prevent moving existing cameras that may not be in useful positions.</p> <p>4) Information for Cllrs on how they would normally apply for CCTV in their ward.</p>	Whilst CCTV has been picked up in Cabinet member reports, the response to these questions remain in progress.

ROUND 1 15 <sup>th</sup> June 2023		
Agenda Item	Action	Status/Follow Up
Cabinet Member Update –	To receive a breakdown of engagement targets and key performance indicators for the Westminster Connects programme and how they have compared to previous efforts/years.	Not received/In Progress
Communities and Public Protection	ASB Pilot Wards, additional information on how victims are identified and the areas that are covered by the pilot scheme was requested.	Not received/In Progress
	Care Home Open Week, additional detail was requested on the initiative, the types of activities on offer and the scale of it, in terms of number of care homes included.	Not Received/In Progress

<b>ROUND 2 31<sup>st</sup> July 2023</b>		
Agenda Item	Action	Status/Follow Up
Cabinet Member Update –  Communities and Public Protection	The Cabinet Member to identify what the total cost to the Council is set to be for the procurement and employment of the consultants set to examine the current surveillance infrastructure across Westminster.	Not Received/In Progress
	The Cabinet Member to confirm the reasons why cloud-based network cameras are not being permitted and when this ban will come to an end.	Not received/In Progress
	BST Concert, the Cabinet Member/officers to consider writing to BST organisers about offering local people, youth clubs and/or community groups opportunities in future. In terms of free tickets to attend but possibly also technical work experience opportunities.	No comment received/In Progress
Cabinet Member Update –  City Management and Air Quality	The Cabinet Member/officers to consider ways to make food-waste recycling more competitive, such as lowest contamination rate, between different areas/blocks to encourage participation and engagement.	No comment received/In Progress
	To make available to Members of the Committee what criteria are considered for the purpose of designating a ‘School Street’.	Provided on 16.08.23
	Cycle Hangars, to provide the list of cycle hangars in each ward and the respective wating lists they currently have.	The Cabinet Member provided this (01.08.23)
	Cycle Lane Network, the Committee previously received a network which was not for publication. The Committee have asked if they could now receive the planned cycle network (as a whole) in a form that can be shared.	Not received/In Progress
Work Programme Report	To consult with the full Membership to evaluate possibilities for substantives in September.	Membership Consulted (01.08.23)
	To change the start time of the December Committee, to allow Members to attend a conflicting Council event.	Start Time amended and Members informed.