

# City Management and Public Protection Policy & Scrutiny Committee

**Date:** Tuesday, 10 September 2019

**Report of:** Councillor Tim Mitchell

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

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## Environment

### 1. Air Quality Strategy 2019 – 2024

- 1.1 Westminster is required by statute to measure air pollution then develop and implement an improvement plan if health-based air quality limits are not met. Westminster's Air Quality Strategy is a statutory document that sets out the measures that will be taken to reduce the impact of air pollution.
- 1.2 The Council's Air Quality Strategy is being finalised internally with a view to public consultation on starting in September. This will allow adoption of the new Strategy in November / December this year.

### 2. Air Quality Grant

- 2.1 Westminster is a partner on a number of grant funding projects that have received third party funding. The most recent project to receive funding is Clean Air Villages 2, which is project managed by Cross River Partnership.
- 2.2 This £500,000 project is aimed at reducing business related emissions in hotspot 'villages'. Westminster's hotspot locations are in Covent Garden and the Strand.

### 3. Schools' Clean Air Fund (SCAF)

- 3.1 The Council has confirmed £400,000 funding for all schools in the city to receive air quality audits, which will then enable schools apply for our Schools' Clean Air Fund.
- 3.2 Queen's Park School in the north of the borough was the first school to receive a bespoke audit visit on the 23<sup>rd</sup> July. An official launch event for the wider School Clean Air Fund will take place at the school in September.

#### 4. ActiveStreets

4.1 The #MyWestminster Active Streets programme is a key strategy commitment of our ActiveWestminster strategy - *Activate Your City, Lives and Neighbourhoods*, as well as being in our Biodiversity and Open Spaces strategy. Having launched the programme's first two ActiveStreets, attention has now turned to the following key work strands:

- Officers are developing a formal 'Street Play' policy, as part of our overall ActiveStreets programme. The 'Street Play' policy encourages temporary road closures for children and families to play in the street. The policy will make applying for a 'Street Play' event as simple as possible through a clearly defined application process.
- On the 23<sup>rd</sup> August I visited Westminster's first permanent 'Play Street' at Luton/Fisherton Street to publicly sign the Car Free Day pledge.
- Plans are being developed for Car Free Day (which is on 22<sup>nd</sup> September) and beyond. New locations for ActiveStreets are being scoped with additional funding secured through London Sport to 'activate' each site for up to a year following inception.

### Highways and Transport

#### 5. Highways – Reactive Jobs on Footway and Carriageway

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

	April 2019 Performance		May 2019 Performance		June 2019 Performance		Completed within time target. (June 19)	Target
Priority 1 (2 hour)	100%	↔	100%	↔	100%	↔	57 of 57	98%
Priority 2 (24 hour)	97%	↓	97%	↔	98%	↑	252 of 257	98%
Priority 3 (10 days)	98%	↔	98%	↔	97%	↓	282 of 290	98%
Priority 4 (28 days)	98%	↑	99%	↑	99%	↔	809 of 810	98%

5.2 FM Conway's reactive services for carriageway and footway repairs show a high level of performance in the period April to June.

5.3 During the April to June 2019 Audit of reactive works, 98 sites were checked and visited by the contractor. 100% of the works were completed and 91% were completed in compliance with the service specification.

## 6. Planned Preventative Maintenance Carriageway – 2018/19

6.1 Francis Street, Sutherland Avenue, Warwick Avenue, Saltram Crescent, Leinster Place, Sussex Place and Bishop’s Bridge Road were completed in the last quarter.

6.2 FMC are due to commence on site at:

- Duke Street in August
- Great Western Road in August
- Eaton Square in September
- Ebury Bridge Road in September
- Westbourne Park Road in September
- Wimpole Street in September
- Kilburn Lane in September













## 7. Planned Preventative Maintenance Footway – 2019/20

7.1 Old Compton Street, Allitsen Road, Avenue Road and Grafton Street were completed in the last quarter.

7.2 FMC are currently on site at:

- Castle Lane due for completion in August
- Norfolk Place due for completion in August
- St Michael’s Street for completion in August
- Cunningham Place due for completion in September
- Ebury Street due for completion in October
- Randolph Avenue due for completion in December

## 8. Lighting

	April 2019 Performance		May 2019 Performance		June 2019 Performance		Target
<b>Priority 1 (2 hour)</b>	95% (21 of 22 jobs)		100% (24 of 24 jobs)		100% (31 of 31 jobs)		98%
<b>Priority 2 (24 hour)</b>	100% (6 of 6 jobs)		100% (2 of 2 jobs)		100% (2 of 2 jobs)		98%
<b>Priority 3 (48 hour)</b>	100% (413 of 414 jobs)		99% (510 of 514 jobs)		100% (399 of 399 jobs)		98%
<b>Priority 4 (7 day)</b>	100% (6 of 6 jobs)		100% (5 of 5 jobs)		100% (29 of 29 jobs)		98%

8.1 The reactive lighting service has delivered a strong set of results continuing in April, May and June.

8.2 In my previous report to the Committee, I explained that the only supplier of replacement parts for gas lighting assets, Sugg, went into administration. This has

caused significant difficulties in maintaining gas lights. As it is vital that the Council continues to adequately illuminate the carriageway and footway, the Council is switching to electric powered (gas effect) units where necessary.

## 9. Road Management

	May Volume	June Volume	July Volume	Previous three months' average
Utility Works	2,488	2,148	2,661	2,432
Crane Licences	79	80	69	76
Temporary Structures	201	152	181	178
Road Closures	134	129	133	132

- 9.1** We have witnessed an upturn in activity on the network compared to the period February to April. We have experienced an 11% increase in granted utility works in comparison with the same period last year. While crane licences are down 19% in comparison with the same period last year, temporary structures are up 16% and road closures are up by 43%.
- 9.2** 100% of highways condition surveys were completed in the period in line with the necessary frequency.

## 10. Surface Water Management

- 10.1** The May to July quarter continued without any significant operational issues. Generally good weather has remained, but there have been some isolated events in which large amounts of rain fell. Despite these events we have not seen a significant increase in reports of flooding or emergency callouts.
- 10.2** Reactive works have remained consistent during this time and within expected volumes. With the warm weather we saw an increase in reports for odours coming from the drainage system. These odours originate from the Thames Water sewer but can reach the street level through the Westminster Council's drainage system.
- 10.3** We have incorporated a couple measures to alleviate this issue, including flushing the system with fresh water and installing caps to prevent any odours from exiting through our drainage system.

## 11. Gullies Cleaning Data (April – June 2019)

Gullies Attended	Gullies Cleaned	Further Works Reported	Further Works Resolved (Heavy Jetting)	Stuck Lids Reported	Vehicle Over	Unforeseen Site Circumstances	Patch-Lining Repairs Completed
3,027	2,234	90	20	35	497	247	55

- 11.1 FM Conway can attend up to a hundred sites per day and frequently have issues with parked cars, road works, and traffic preventing works being completed.
- 11.2 FM Conway's routine cleans are also programmed alongside reactive cleans based on reports from members of the public and our highways inspectors. The service provider is looking for innovative ways to address these issues, including further coordination with parking services and adjusting the routine programme.
- 11.3 One solution being tried is for our operatives to visually inspect any asset they cannot attend due to parking and report this back. These locations can then be prioritised and attended. Additionally, a proposal to integrate the parking inventory with the gully inventory to minimise abortive visits due to parking inventory discrepancies is being considered.

## 12. Cycling

- 12.1 The fourteen cycle hangers 'On-Street' for the 2018/19 expansion have all been installed as of 6<sup>th</sup> August, and the details of occupancy will be provided in due course. The fifteen sites for 2019/20 are being developed with a planned consultation programmed for November 2019.
- 12.2 Further proposals for 'In Estates' cycle parking are being developed at various Westminster Council estates along with approximately a hundred Sheffield Stands to be consulted for possible installation at targeted areas in Westminster.
- 12.3 Four Quietway's have been issued to Ward Councillors for comments with a few comments being received. Quietway 7 (Hyde Park to Fitzrovia) is the next to be issued for Cabinet Member decision.

## 13. Public Realm Schemes

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

- 13.2 The major public realm schemes are progressing on time and on budget.
- 13.3 Of the larger public realm schemes, the initial phases of Queensway have been completed. Phases 3 – 6 will commence early Autumn and are due for completion over the next year.
- 13.4 The Strutton Ground scheme will be fully complete in September, with some minor footway works and tree planting to be completed. The street is already looking transformed and provides easier access for all due to the new flush surface.
- 13.5 Enabling works have started at Christchurch Gardens. Work on Berkeley Square commenced in July 2018 and is progressing well, with completion due in early 2020.
- 13.6 Work on Phase 1 of the Oxford Street District programme is advancing well with improvements to the paving, drainage and lighting being undertaken. This is due for completion by the end of the financial year.
- 13.7 Baker Street Two Way was substantially completed in June with the remaining anti-skid surface works due to be completed by August. Post-monitoring will be undertaken in October this year.

## **Parking**

### **14. Estate Parking**

- 14.1 The installation of Traffic Orders and accompanying signs and lines work to enable parking enforcement on Westminster Council housing estate land continues apace. Churchill Gardens Estate is now fully enforceable and Traffic Orders have come into effect in Phase 1B locations, which include a number of off-street areas.
- 14.2 Enforcement by Warning Notice and PCN has begun at four off-street estates: Dorchester House, Lapworth Court, Brinklow House and Desborough Close.
- 14.3 The formal Traffic Order consultation process is in progress for Phase 2 locations, with the remainder of the Council's estates to follow suit in a third phase due for completion in the Autumn.

### **15. Diesel Surcharge**

- 15.1 The Council's diesel surcharge scheme has been applied city wide since 12th August. Following public consultation in 2018, approval was given in May to expand the scheme across every parking zone in the city. The scheme applies a 50% surcharge on pre-2015 diesel vehicles that park to park in the City. The diesel surcharge is a key project in the Council's ongoing priority to reduce air pollution in Westminster.

## **16. Moving Traffic Contraventions**

- 16.1** Three new camera sites enforcing moving traffic contraventions have now been in operation since late May at Clifton Road/Lanark Road, Cambridge Square and Devonshire Place.
- 16.2** A review of the camera enforcement is currently ongoing to assess the effectiveness of the current camera stock and sites. The review aims to propose potential new sites and confirm and refine processes. A number of potential new sites are currently being monitored.

## **17. Contracts**

- 17.1** Work continues to develop Parking Services' procurement strategy for its two main contracts (People & Resources and Business Processing & Technology), both due for expiry in 2020.
- 17.2** A strategy is also being developed for the cashless parking element of the Business Processing and Technology contract, as this will be let separately.

## **18. Fees & Charges**

- 18.1** The Corporate Fees & Charges report, approved in July, included provision for a 7.1% inflationary increase on permit charges, with the charging increase planned to take effect for new permits purchased from October.
- 18.2** No specific pay-to-park charging increases were included in the report but a wider review of parking charges and potential demand is underway. Proposals for fee increases will be proposed for approval later in the year under delegated authority once this review is completed.

## **19. Electric Vehicle (EV) Charging**

- 19.1** Work on additional rapid charger sites at taxi rest ranks to the six already installed has been delayed as a consequence of UKPN connection issues. As these issues have now been resolved, work will commence shortly and should be completed by the end of September, delivering an additional seven rapid charge points on three taxi rest ranks at Regency Place, Grosvenor Gardens and Achilles Way.
- 19.2** Negotiations are on-going with Transport for London (TfL) for the next round of rapid charger installs and approximately twelve sites are being considered for conversion, including a number of publicly available sites.
- 19.3** Additionally, Westminster Council is seeking to secure other funding streams, including CIL, Capital Funding and Section 106 funding to support further roll out and there is opportunity to apply for further funding through the next round of

GULCS funding for rapid charger installation which will become available in the Autumn.

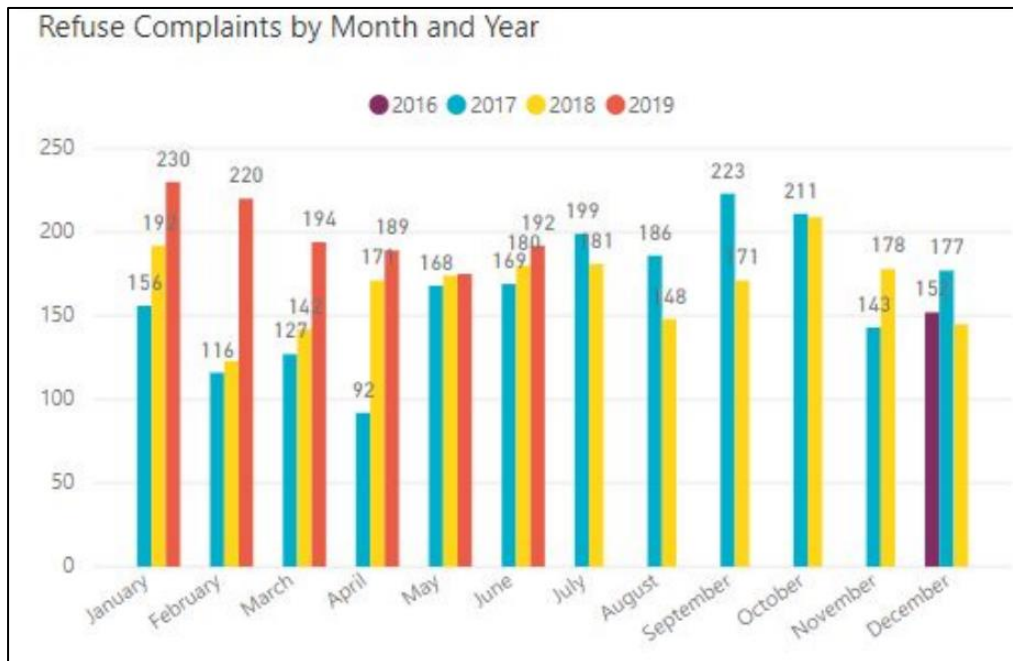
- 19.4** Westminster Council currently has 379 EV on-street charging points;
- 97 of these are in dedicated EV-only bays;
  - 44 in dedicated car club bays;
  - 6 taxi rapid chargers
  - 232 retrofitted into lamp columns.
- 19.5** It is the Council's goal to continue to build EV infrastructure to keep up with demand and help reduce air pollution. We have signed a contract with Siemens and they are in the process of delivering another 200 lamp column charge points across the City in addition to the 101 installed so far.
- 19.6** The Council is also in the process of introducing a further 35 free-standing charge points through the contract with Blue Point London, made up of 15 x 7kW and 20 x 22kW charge points (the first at this power output on our network).
- 19.7** Installation is underway and should complete in September. There have been issues that have impacted on installation at three of the sites, with one of the sites looking like installation will not be possible (at Cambridge Square) and another two (Bryanston Square and Exhibition Road) hampered by problems from a planning and design perspective. We are looking at the possibilities to overcome these problems.

## **Waste and Parks**

### **20. Waste Performance**

- 20.1** As detailed in the graph below, in June we received 192 complaints, which was 7% up on June 2018. However, since the new *Report It* forms went live in April 2019, the ability to report waste collection complaints to the Council has become much easier.





**20.2** This explains why the complaints from the first three months of this year seem higher than in January to March last year, while the figures we have received from April onwards are much more comparable with what we might see as the new norm. Officers are currently working closely with Veolia to resolve the root cause of these complaints.

## 21. Recycling Performance

**21.1** Recycling that has been contaminated with the wrong material costs the Council £105 per tonne when it must be sent to be processed at the materials recovery facility (MRF). This time last year, Westminster's recycling contamination rate was 11.7%. Due to various projects and interventions, it has dropped to 10.5%, which represents a saving of almost £30,000.

**21.2** The Contamination Action Plan continues to grow and looks at ways to reduce contamination in our recycling stream. Regular communication materials are essential, with letters and leaflets being distributed to residents in all housing stock. Additionally, monitoring contamination and analysing reports, fed via crews, allows site-specific action.

**21.3** This involves working with bin manufacturers to tailor unit design for the purpose of preventing commonly seen issues like dumping. These unit designs have included transparent bins, reverse-lids and t-locks, which discourage people from forcing lids open to deposit black bags and large non-recyclable items. The installation of these has seen contamination decrease by 33% at some sites.

## 22. Pride Clean Up

- 22.1** This year's Pride clean-up was planned well in advance by officers and went very well, despite a vehicle breakdown and the event being better attended than ever before. Overall, there were 135 Veolia Managers, Team Leaders, Drivers and Sweepers working on Pride this year. Veolia also decorated their dustcarts and brooms with rainbows to help mark the event, which was met favourably by all involved in the event.
- 22.2** The team picked up and disposed of 160 tonnes of waste, which far exceeded the levels seen in previous years, which have been as low as 40 tonnes in 2015 and 2016.



## 23. Street Waste Action Team (SWAT)

- 23.1** The SWAT project, which received the 'Waste Performance of the Year' national award at the annual Keep Britain Tidy Conference earlier this year, has moved into Church Street and will then go to Fitzrovia.
- 23.2** Veolia have completed the baselining survey and engagement part of the project in Church Street. City Inspectors will now undertake compliance checks at the end of August, while Veolia will then move into Fitzrovia to complete the baseline survey there.

## 24. Parks Performance

- 24.1** At a recent ceremony in July, Westminster were awarded a total of 28 Green Flags for our Park sites, of which two were brand new and three were for green spaces on Housing Estates.

- 24.2** The park, garden or green space is usually judged against eight criteria, which cover everything from access through to sustainability and marketing. The result places Westminster third overall in London. In addition to this, we achieved three new Heritage Flags for Victoria Embankment Gardens, Whitehall Gardens and Leicester Square.
- 24.3** We were also entered into the prestigious Britain in Bloom competition, which was judged in early August for the category of City Award. *RHS Britain in Bloom* is the largest horticultural campaign in the UK and has been organised by the Royal Horticultural Society since 2002.
- 24.4** Floral displays play an important part in the contest, but the "Bloom" title is now, perhaps, misleading: in recent years the competition has increasingly assessed how all sectors of the local community are managing their local environment, which brings areas like street cleansing and recycling initiatives to the fore. We keenly await the outcome in late October.