



City of Westminster

Children, Adult, Public Health & Voluntary Sector
Policy and Scrutiny Committee

Date:	21 September 2023
Portfolio:	Resident Participation, Consultation Reform and Leisure
The Report of:	Councillor Cara Sanquest
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1. The following key decisions were made in the period since my last Policy & Scrutiny report dated 14 June 2023:

The decision: *Leisure Contract Variation* was taken with the Cabinet Member for Finance and Council Reform to approve the contract variation under the terms of the Deed of Variation including the surrender of SLM's existing lease of Seymour Leisure Centre and replacement with a new lease expiring 29 February 2024

The decision: *Amenity Societies – Interim Approach to Recognition* was taken with the Cabinet Member for Planning and Economic Development to approve an amendment to the existing process for recognising amenity societies and to assess future applications prior to the 2028 review milestone to be assessed against this criteria

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

Public Participation, Customer Services and Digital and Innovation

2.1 Report-it

Background Summary

- The 'Report It' service provides a means for street-based issues to be reported in Westminster for residents, businesses and visitors. Examples of these issues include fly tipping, graffiti, animal fouling, highways issues, and street noise. It does not currently cover estate-based issues which are managed through Housing.
- Under the Fairer Westminster Strategy, the Council committed to reviewing and improving this service.
- An initial piece of research to understand key pain points, user experience and understand the wider context of report it (discovery) was undertaken to explore current and potential user needs in terms of 'reporting', 'tracking' and 'resolving' issues.
- This discovery was not limited to online reporting, but also covered other reporting methods including contact centre, email and in person. This work was crucial to ensure a future Report It tool would truly meet the needs of the residents in Westminster and was not reliant on assumptions or a small user group.

- A multi-disciplinary team was set up to undertake the research, working with an external partner from October 22 to January 23 to develop a deeper understanding of the service experience.
- A partner was chosen for this work through our partner framework to support the research capability while the new Digital and Innovation service was forming.
- The scope of work was significant to ensure the needs of all existing (or potential) users of this service were captured to support the design of future improvements.

Our Report it research study confirmed that only 30% of respondents were satisfied with the Report it solution. This largely stems from -

<p>An unsatisfactory online reporting experience -</p> <ul style="list-style-type: none"> • Internal language and terminology • A cumbersome and time-consuming form filling process • An out-dated user interface 	<p>Lack of an online post reporting solution -</p> <ul style="list-style-type: none"> • 2-way updates • Status tracking • Feedback loop
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Work to Date

Delivery to date:

- Research Completed (Discovery), over 500 residents engaged with using surveys, interviews and workshops – **Completed January 03¹**
- Mapping improvements – **Completed March 03**
- Dockless Bikes journey improvement (signposting to providers) – **Completed June 03**
- EV Charging reporting journey (signposting to providers) – **Completed June 03**
- Report It review webpage and mailbox live – **Completed June 03**
- Technical investigation and feasibility – **Completed August 03**
- Designed changes to noise form including triage and reviewed communications, this included thorough testing with users – **Completed July 03**
- Service blueprint mapping for noise and waste – **Completed August 03**

Context

- A multi-disciplinary Product team was established following the decision to take forward the discovery findings in March this year presented to key stakeholders internally and externally.
- A draft roadmap with estimates for this work was provided at the May Policy and Scrutiny (Finance, Planning and Economic Development). This detailed the outcomes to be delivered for users and articulated agreed next steps for requirements, design and technical feasibility (completed from March to August this year).
- This included an initial estimate and target to deliver three journeys by the end of the year. This estimate was based on the work to date and has now been reviewed following the completion of architectural design and

technical feasibility work. The change in this estimate is indicative of the continuing maturity of the service.

- Waste, Highways and Noise issues make up 80% of total complaints through the Report It service so this is the focus of the initial releases for the new service.
- Some smaller changes have already been made on the existing technology (detailed above in 'Work to Date') that have had positive impacts on these journeys.

Looking Forward

Upcoming Changes (Q3, Q4):

- **Highways:** TFL layer added to Fix My Street to give users the ability to also report to TFL using our service – **September 03** (subject to final approval)
- New Report It landing page layout including a search function and A-Z to improve the ability to find how to make a report – **Live with 50% of users initially for 2 weeks to test success - September 03**
- Website wide search re-platform to Google (to improve overall reporting journey from the homepage – **18 September 03**
- **Noise:** New noise interface with better triage to prioritise urgent reports and with improved, simple communications and guidance including approximate time to resolution– **October 03**
- **Waste:** New waste interface with reduced time to complete and improved communications including approximate time to resolution – **January 03**
- **Waste:** Experiment currently underway to use chatbot and image recognition technology to deliver an experience that reduces effort to report and significantly improves experience. **Dependent on experiment success** – **January 03**

The table below outlines key benefits of these changes for Westminster residents:

Technology	Organisation	Communications
Improved interfaces for users with quicker reporting	Changes to noise reporting process to prioritise urgent cases	Improved, clearer communications that are simple to understand and able to guide users through making a report
(Subject to successful experiment) Use of new chatbot and image recognition technology to speed up reports and reduce effort for reporters	Improved capture of data from first report to support more efficient resolution	For new journeys improved communications on the outcome of reports and clarity on approximate times for resolution

Upcoming Changes (Following two quarters Q1, Q2)

The team are currently undergoing planning for the following two quarters using feedback from users to prioritise and an update will be provided in the next session.

Potential candidates for delivery are:

- The ability to see current (live) updates on the progress of your report

- Ability to give notification preferences on updates for waste (email, SMS)
- Ability to see other reports in your area and subscribe to alerts based on interest
- Council officer ability to see reports across all channels
- An experiment is underway to link in with noise hot spots to proactively monitor noise levels and send alerts to sites
- Ability to follow up on reports and create linked reports
- SMS updates waste
- Highways reporting interface improvements

We will engage residents to test the new releases as well as inviting key stakeholders into demonstrations.

2.2 Corporate Contact Centre

Performance has remained above target across all key performance indicators for the contact centre year to date with 95.4% calls answered (target 92%) and 84.3% of calls answered within service level (target 70%).

Customer satisfaction with the contact centre is 89.6% and 69.5% of residents have said that their query was resolved first time. Satisfaction is currently measured by way of a post call survey that all customers are offered and have the option of opting into. We are working with the provider to identify ways to increase the response date and therefore the volume of feedback and insight that we can gather as a result of the calls into the contact centre.

Emails and online form processing requests are currently being handled well within the targeted service levels and the team are on track to deliver against all the key performance indicators in off line activity.

The service launched a new chatbot in August on the waste and recycling pages of the website which escalates to a live contact centre agent if needed via webchat. web chat is a new channel into the corporate contact centre. Webchat volumes that are escalated to a live agent are low but this indicates that the automated bot has been successful in understanding and helping the customer.

Corporate Contact Centre	Trend	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	AVG	YTD
Calls Offered		11,367	11,017	12,934	10,217	11,160	11,318	10,652	11,352	11,252	90,017
Calls Answered		10,618	10,415	12,525	9,803	10,864	10,915	10,229	10,520	10,736	85,889
Calls Answered (PCA %)		93.4%	94.5%	96.8%	95.9%	97.3%	96.4%	96.0%	92.7%	95.4%	95.4%
Service Level (SLA target 70%)		72.7%	80.2%	88.9%	88.2%	90.4%	88.5%	86.4%	78.8%	84.3%	84.3%
Average Handle Time		05:38	05:38	05:28	05:25	05:21	05:09	05:02	05:25	05:23	05:23
Customer Satisfaction Survey (CSat)		88.9%	90.6%	87.9%	89.9%	91.2%	90.0%	88.6%	90.8%	89.6%	89.6%
First Contact Rate (FCR)		70.6%	68.3%	68.8%	69.2%	70.7%	67.0%	72.1%	70.1%	69.5%	69.5%

Website Analytics Overview

The following information provides an overview of our most visited pages and forms that will form a basis for a roadmap of continuous improvement across the website as we move towards more digitally enabled services. This has already informed the work to re-design the report it services and will inform prioritisation of digital work going forward to maximise value for users. Our focus will be to reduce time to resolve sessions and improving satisfaction by streamlining the user experience of our online services.

Forms

- Many of our current forms were migrated to the new website in 2020 without integrations into back office solutions.
- Work has begun to start with 10 forms and retrospectively undertake these integrations to automate processes and save officer time. This will also reduce time to resolution across these forms for users due to the reduction in processing time.
- Initial work to map the data has begun with development currently planned to begin October 2023 dependent on resources with completion of initial 10 forms integrations expected January 2024.

Top 10 Website Pages (August 2023)

No	WCC webpage title	Sessions	Average engagement time
1	Homepage	78,353	10.2301
2	Pay a parking ticket	26,973	9.4769
3	Parking	24,179	16.2226
4	Council Tax	22,562	16.0329
5	Search	20,083	21.3035
6	Search and comment on planning applications and register for email notifications	17,932	9.1544
7	Meanwhile On: Oxford Street	15,633	33.8136
8	Contact us	10,340	19.6856
9	Parking for residents	9,838	20.4962
10	Challenge a Penalty Charge Notice (PCN)	9,793	12.3307
Total		235,686	

Top 5 Forms (August 2023)

No	Webform requests	No of Cases
1	Residential recycling bags	1,560
2	Dumped Rubbish	1,364
3	Noise	750
4	Residential bulky waste collection	700
5	Street cleansing	407
6	Graffiti	266
7	Street Entertainment	168
8	Missed Waste Collection	161
9	Dockless Vehicle	89
10	Signs and bollards	87
Total		5,552

2.3 Out of Hours contact centre - Agilisys

Agilisys handle approximately 6,000 calls a month to the out of hours service with around 50% of these relating to emergency housing repairs.

Performance over the last 3 months has dipped from earlier in the year, with 91% of calls answered year to date and 68.6% of calls answered in service level. While unforeseen circumstances such as block issues and weather conditions will impact call volumes and performance, Agilisys have experienced some issues with retention and recruitment of staff.

A recovery plan was implemented in line with the contract and support has been provided by the daytime team while Agilisys onboard their new staff. Performance is returning to expected levels and this will continue to be monitored with the additional support in place throughout September to allow Agilisys to complete onboarding and fully multi-skill their team ready for the winter months.

The post call survey responses for August saw slightly lower scores with call resolution dropping to its lowest. Feedback from the comments left suggests this is not related to the contact centre advisors but mainly resolution of a repair issue. 49 customers left comments to describe the reason for the satisfaction rating provided, positive or negative and these have been fed back to the individuals and services concerned.

Agilisys - OOH	Trend	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	AVG	YTD
Calls Offered		6,338	5,394	6,481	6,467	6,530	5,884	6,069	5,572	6,092	48,735
Calls Answered		5,940	5,068	5,885	6,139	6,108	5,069	5,197	4,951	5,545	44,357
Calls Answered (PCA %)		93.7%	94.0%	90.8%	94.9%	93.5%	86.1%	85.6%	88.9%	90.9%	91.0%
Service Level (SLA target 70%)		74.2%	76.8%	68.1%	76.7%	72.6%	57.7%	55.2%	67.6%	68.6%	68.6%
Average Handle Time		06:34	06:56	08:02	07:05	07:20	07:33	07:39	08:01	07:24	07:24
Customer Satisfaction Survey (CSat)		98.0%	98.5%	81.3%	94.2%	97.2%	87.5%	95.2%	93.9%	93.2%	93.2%
First Contact Rate (FCR)		100.0%	83.9%	87.5%	85.0%	91.2%	81.3%	82.7%	75.5%	85.9%	85.9%

2.4 Revenues & Benefits (Capita)

The Council Tax Energy Rebate (£150) increased the call volume considerably which had an impact on the % of calls answered within SLA. This has improved considerably, and all calls are now answered within target. Call centre performance continues to be closely monitored.

Revenues & Benefits (Capita)	Trend	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	AVG	YTD
Calls Offered		14,518	12,464	16,251	17,536	19,390	19,068	18,770	18,462	17,057	136,459
Calls Answered		13,695	12,207	15,851	17,162	18,980	18,889	18,539	18,290	16,702	133,613
Calls Answered (%)		94.3%	97.9%	97.5%	97.9%	97.9%	99.1%	98.8%	99.1%	97.81%	97.9%
Service Level (target 80%)		59.0%	72.8%	74.5%	79.9%	87.9%	85.1%	86.9%	87.0%	79.1%	79.1%
Average Wait Time		06:52	02:01	02:28	02:34	02:59	01:00	00:59	00:49	02:27	02:27
Average Handle Time		07:28	07:31	07:14	07:51	07:32	07:39	07:42	07:39	07:34	07:34

2.5 Parking (NSL)

The volumes have remained high since the implementation of new systems across all of parking services in April. Challenges, applications and correspondence accumulated while these systems were bedded in. This has resulted in increased

call volumes and wait times. Clearing this work is now top priority and the team are working closely with the contractors to deliver improvements and get back to agreed service levels.

Parking (NSL)	Trend	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	AVG	YTD
Calls Offered		9,717	8,821	10,362	14,211	12,853	15,249	15,501	14,166	12,610	71,213
Calls Answered		8,273	8,254	9,100	8,188	9,881	10,410	8,472	8,653	8,904	54,106
Calls Answered (%)		85.1%	93.6%	87.8%	57.6%	76.9%	68.3%	54.7%	61.1%	78.22%	76.0%
Service Level (target 80%)		55.2%	64.0%	58.6%	10.3%	36.4%	27.5%	12.4%	13.4%	42.0%	42.0%
Average Wait Time		02:05	01:16	02:03	10:58	04:59	07:32	12:53	11:47	04:48	04:48
Average Handle Time		05:29	05:37	05:09	05:56	06:23	06:23	04:58	05:30	05:49	05:42

2.6 Consultation – General Updates

- The Consultation Hub is now live on the Council’s website and features current consultations. This brings together all consultations across the Council into a single place, residents can search by postcode, ward or theme to find consultations they are interested in.
- A list of key stakeholder organisations across each ward has been produced and has been shared with all Councillors.
- Teams are engaging regularly with the Quality Improvement Board (QIB) which strives to ensure that quality assurance arrangements are in place across Westminster City Council for community consultation and engagement activities.
- A Consultation ‘How to Guide’ has been developed with the Consultation Institute. This has now launched and is available to teams. This guide has key principles for staff to follow when approaching consultation.
- We are working also with Bloomberg Associates to deliver training sessions which will be based on their Engagement Best Practice Guide. The sessions will be delivered with Westminster staff from September 2023 – December 2023.
- The consultation on the Charter for Community Participation has been completed and a resident’s working group is being established with residents to create the Charter for launch in winter 2023.

2.6.1 Consultation Platform

Following the initial delivery of the Consultation Hub on the Westminster site, the team have been exploring implementation of a new platform with expanded functionality to support consultations across the council.

Requirements were gathered with thorough engagement with internal and external stakeholders to identify which features were most important to deliver effective engagement in Westminster and a procurement exercise was undertaken over June/July 2023. Commonplace were successful in this procurement, an award-winning consultation tool employed by over 100 local authority websites. Residents will experience the ability to comment publicly on proposals, see interactive maps before and after, sign up for notifications and experience a more presentable format with associated consultations in one place and a newsfeed feature.

The platform offers a range of accessibility features:

- There is the option of adapting language to the users' needs depending on the audience.
- It will provide guidance and prompts to help users complete consultations effectively and efficiently
- The solution will adhere to accessibility standards (e.g., Web Content Accessibility Guidelines - WCAG) to ensure that customers with disabilities can participate in consultations without barriers.

Training on the tool across the council has already begun with three services (Place Shaping, Housing, Highways, Policy Licensing) to be live on the platform in October. Following the full roll-out of the tool, all consultations (excluding statutory planning, licensing and housing) will be exclusively on Commonplace, centralising where residents can see what's happening in their neighbourhoods and giving them the ability to sign up for updates based on their location or interest.

The design process is underway with Commonplace. We have sent them the Westminster colours to ensure that the website and templates are in line. We agreed that the URL will be: westminster.commonplace.is

2.7 Complaints

The complaints team has introduced the service to the cabinet member and working solely to continue to review processes. Complaints data will be reported in the annual report for audit and performance.

3. Community Engagement and Neighbourhoods

3.1 Community development

Widening Participation:

The Community Team have supported the Climate Emergency Team to host an incredibly successful Citizens' Climate Assembly.

Following the climate change assembly and the need from across council departments to facilitate community assemblies, the communities' team is working towards building capacity within the team to deliver such events inhouse and to reduce the reliance on commissioning external providers.

Community Leadership Programme – The My Skills Zone, an eLearning platform free for all residents, will launch in mid-October. The platform is currently in development and resident feedback on the platform will take place during 4 focus groups towards the end of September.

Engagement of residents to be involved in full council meetings – information sessions have been run for residents to inform them about how to ask questions at full council. Targeted and specific information sessions will be run at community venues in preparation for the next full council meeting in November. Community groups of residents will be invited to attend full council as special guests. There is also communication engagement via social media channels, e-newsletters and leaflets.

Engagement Training

- Through collaboration with Bloomberg Associates we have created a series of four workshops covering both guides that will be facilitated by members of the council from September- December. The sessions are:

- Workshop 1: How to plan a Consultation- delivered by Operational Delivery Team
- Workshop 2: How to develop a community engagement plan- delivered by Community Development Team
- Workshop 3: Delivering consultation in the community - delivered by Community Development Team
- Workshop 4: Effectively evaluating your consultation- delivered Strategy and Intelligence

3.2 CPP update

CPP round 2 - Out of the 51 funded projects, 45 programmes have started and 6 are due to start over the next couple of months.

Projects funded for each ward

Wards	Number of projects delivered
Queen's Park	12
Harrow Road	17
Maida Vale	4
Church Street	20
Westbourne	5
Lancaster Gate	1
Little Venice	5
Pimlico South	5
St James's	2
Abbey Road	1
Vincent Square	2

Community Panel members who participated in the representative decision-making panels were from the following wards.

- Pimlico - 5
- Maida Vale - 2
- Church Street - 6
- St James's - 2
- Bayswater - 1
- Queen's Park - 1
- Hyde Park - 1
- Vincent Square - 1
- Marylebone - 1

CPP round 3 - The team is now working on the next round and will launch initial engagement Winter 2023/Spring 2024

3.3 Amenity Societies

The Cabinet Member attended WASF and had productive conversations at the event. She will also be attending the Forum of Forums.

4. **Leisure**

4.1 ActiveWestminster Strategy

The draft new ActiveWestminster Strategy 2024 – 2028, sets out the following key Priorities with #2035 and Fairer Westminster being key influencers:

- Active Health and Wellbeing – People who live, work and study in Westminster move more for improved health, well-being and happiness.
- Equality - There is equal opportunity to be active, regardless of background.
- Accessible - There are accessible opportunities to be active in parks, open spaces, community places/spaces, streets and highways via an active environment.
- Strong Neighbourhoods - Leisure centres, parks, open spaces, streets and highways are strong contributors in creating neighbourhoods which people want to live and work in.
- Environmental Sustainability – Contribute towards reducing our carbon footprint, improve air quality and make active travel a way of life.
- Skills Development - Develop skills and access to employment for people to thrive.

Once achieved Cabinet Member sign off, the new strategy aims to be launched in early 2024.

4.2 SLM DOV

The Leisure Contract Deed of Variation has been signed and took effect on 1 February 2023 and will last until 30 June 2026. The Authority and Sport and Leisure Management have agreed the following Minimum Income Guarantee position, taking into consideration London Living Wage to be implemented for applicable Everyone Active staff, as well as costs associated to closure of Seymour Leisure Centre, the new Church Street and Jubilee Community Leisure Centres.

The Deed of Variation encompasses:

- The Council have an 80:20 minimum split of profit in our favour.
- SLM to absorb any possible losses in years 2 and 3 of the DoV and provide the Council with a Minimum Guaranteed Amount (MGA) of £200k and £250k, and £125k respectively.

4.3 Review of Access to facilities

A paper will be made available in mid-September with recommendations of how to support Westminster community organisations and residents access activity spaces (including Leisure Centres) to deliver physical activity provision. Following this, an action plan with findings will be formulated to support Westminster community groups get fair access to places and spaces for physical activity provision.

4.4 Leisure Centre Usage

The centres have achieved a positive recovery since Covid-19, seeing usage consistently average at approximately 75% of pre Covid-19 usage figures. With overall pre-paid memberships exceeding pre Covid-19 figures.

Marshall Street has seen an 14% increase in usage between April – July 2023 compared to same period in 2022. With pre-paid membership increasing by 14% in same comparative period.

Queen Mother has seen an 13% increase in usage between April – July 2023 compared to same period in 2022. With pre-paid membership increasing by 18% in same comparative period.

Porchester has seen an 7% increase in usage between April – July 2023 compared to same period in 2022. With pre-paid membership increasing by 6% in same comparative period.

Seymour has seen an 10% increase in usage between April – July 2023 compared to same period in 2022. With pre-paid membership decreasing by 21% in same comparative period.

Little Venice has seen an 15% increase in usage between April – July 2023 compared to same period in 2022. With pre-paid membership decreasing by 17% in same comparative period.

Moberly has seen an 5% increase in usage between April – July 2023 compared to same period in 2022. With pre-paid membership increasing by 12% in same comparative period.

Paddington Recreation Ground has seen an 8% increase in usage between April – July 2023 compared to same period in 2022. With pre-paid membership increasing by 12% in same comparative period.

Since opening in October 2022 Church Street has seen a 64% increase in usage up until the period of June 2023. The centre has improved community access with priority bookings being provided to local Westminster community groups and schools.

4.5 Everyone Active Membership Changes

Everyone Active have reviewed their membership prices nationally and to rationalise them made a decision to increase prices to sites where there has been investment over recent years. There is no change to children's membership and casual swimming is still free to children. Prices have not changed since pre Covid-19. Please see below price changes:

- Adult Membership = Was £29.99 – moved to £34.99 (Marshall St Was £34.99 move to £39.99 (went up earlier in the year)– taking into account business district, Little Venice only – Was £20.00 move to £22.99, Seymour members transferring - £29.99 for 12 months)
- Concession Membership = Was £26.99 - moved to £31.99 (Marshall Street, Little Venice and Seymour discount relative to price above)
- Swim Fitness Membership = Was £25.00 – moved to £27.00

There may be slight variations if a member has chosen to customise their membership within the different Everyone Active membership categories, above gives the headline prices.

4.6 Jubilee Leisure Centre

Jubilee Leisure Centre has achieved practical completion, however official opening has been delayed as there are still some outstanding health and safety defects, which include the fire alarm. Actions are being worked through daily with the aim to open in September 2023 at the earliest and safest opportunity. Queens Park

Community Council have been offered 20 hours of free access that they can distribute to local community groups. This is in line with planning conditions to ensure the local community have access to the centre. A community management group has been set up to monitor and feedback on community access and put forward any recommendations to support the site cater for the local community.

4.7 Seymour Leisure Centre

Seymour Leisure Centre achieved planning permission on 11 July 2023. The centre is planned for closure in February 2024 and planning has begun to demobilise the centre and relocate sessions and providers to other sites, with minimal disruption. Ongoing finalisation of 3rd party occupancy of, BSAC (scuba diving), Amber Beauty and Xen Do Martial Arts, Koryo Taekwondo and Serpentine Running Club, to arrange alternative sites and vacant possession of lease is continuing and on schedule to be executed in-line with project timelines. An updated comms and engagement plan will include plans to communicate with users about the transfer of their membership and classes, continuing to update a Frequently Asked Question website page. Posters and a pop-up banners will be put up at site to inform of updates and signpost to WCC website for more information.

4.8 Porchester Leisure Centre

Porchester Leisure Centre studio works, are anticipated to be completed in Spring 2024. Being a large scope of work an intense programme is required. Final programme of works will inform work start dates and full scope of the project. The team are working with Everyone Active based on the above information to support relocation of Seymour sessions once closed aiming to re-provide based on need.

4.9 Active Streets

'Street Play' sessions are one off events and road closures that residents can apply for. Multiple dates can also be requested by exception. Below lists the current 'Street Play' sessions in place.

- Barnsdale Road – dates between 6th August and 8th October 2023
- Ashmore Road – dates between 7th August 2023 and 22nd August 2024

In addition to the 'Street Play' sessions above the following streets are provisionally planned to participate in Car Free Day on 22nd September 2023.

- Chippenham Mews
- Ashmore Rd, (North Section)
- Ashmore Rd, (South Section)
- Barnsdale Rd
- Droop Street

Northumberland place, is a part of the 'Play Street' scheme, which means the road is available for play between 1st April and 30th September of each year – 3pm to sunset on weekdays and 10am to sunset on weekends. Design is being finalised to update members and go to residents for consultation, timeline will be confirmed. There is currently a 'Play Street' on Fisherton/Luton Street (Church Street) and we are working on launching the following 'Play Streets' from Spring 2024:

- Ashmore Road, Queens Parks (this can the replace one of 'Street Play' applications)
- Marne Street, Queens Park
- Kilravock Street, Queens Park
- Peach Road, Queens Park
- Ranelagh Road, Churchill Gardens
- Chippenham Mews, Harrow Road