

westminster

issue 77

September 2006

reporter

倫敦華埠

華物康民敏寺鐘

華堂青構陶公業

Working Together

CIVIC WATCH
Making your
neighbourhood safer

WIN
Wireless broadband
for a month



Leader's column



As the schools go back, I'd like to congratulate the hard-working students who achieved exam success this August.

The A Level pass rate for grades A to C has risen by an excellent 6.5% and there are some fantastic individual success stories.

At St Marylebone one student achieved six A Levels, four of them at A grade! Grey Coat School is sending three pupils to Oxbridge and at Quintin Kynaston one student, who has only been in the UK for two years, achieved three A grades.

Recent press reports have drawn attention to youngsters in local authority care services and their chances of academic success.

One such pupil has just achieved three As at A-Level and will study medicine at King's College, London. This stunning achievement shows how kids in our care should have academic aspirations as high as other pupils.

GCSE results also indicate that there has been yet another increase in the number of our pupils achieving 5 GCSEs at grades A* to C.

Pupils at St Augustine's achieved a massive increase of 18.7%, though I must say well done to all Westminster's pupils and staff. It is great to see exam results consistently rising.

This term marks the beginning of a new era in education in Westminster with the opening of two new Academies.

They will play an essential part in improving the overall education throughout the borough, as well as giving our students the specialist skills they will need in today's world of work.

Sir Simon Milton
Leader
Westminster City Council



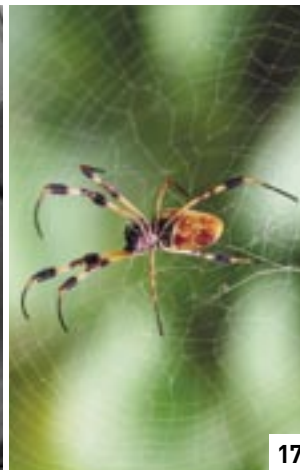
8



10



13



17



20

in this issue

Features

- 7** ■ Love Your Neighbourhood
Make your community a better place
- 8** ■ The Crime Low-Down
Policing in your neighbourhood
- 10** ■ Unleashing Talent
Positive Futures for Westminster Teenagers
- 12** ■ Technology, With No Strings Attached
Technology transforming your city
- 14** ■ The CivicWatch Team
Introducing the team who make Westminster safer

- 16** ■ Share Your PCCG Tips
Residents speak out

Regulars

- 3** ■ News
- 6** ■ Know Your Rights?
Trading Standard tips
- 18** ■ Community News
- 20** ■ Your Westminster
- 22** ■ Letters
- 23** ■ Competition
- 24** ■ Contact numbers

A bright future for the West End

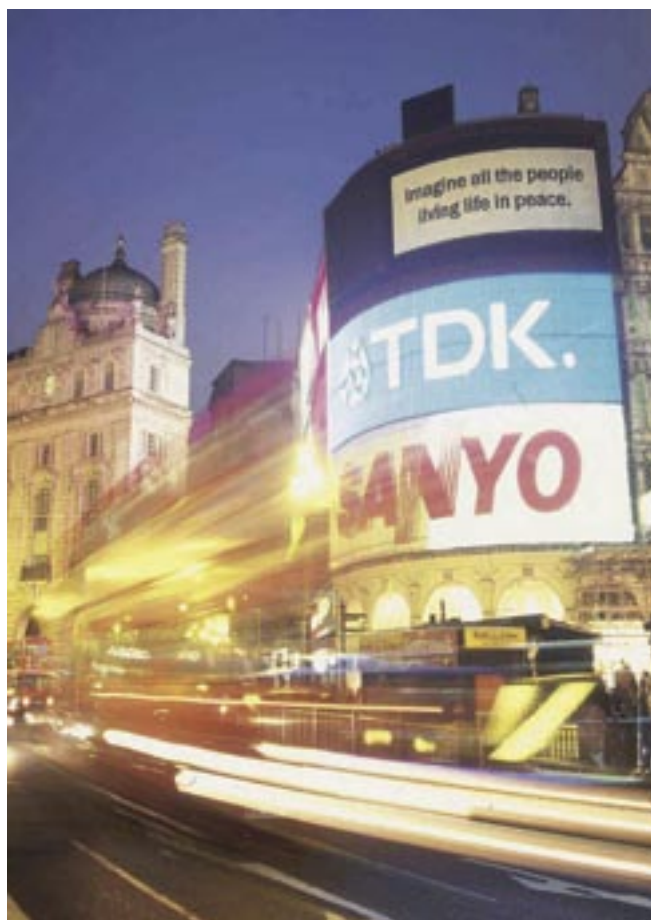
Plans to give the West End a more relaxed and continental feel have been unveiled.

Westminster City Council wants to use planning laws to broaden the entertainment on offer in the West End by encouraging more restaurants and cafes, while in certain areas, such as Soho, limiting the number of bars and clubs.

In recent years Soho and Covent Garden have seen the floor space for entertainment use increase by up to a quarter.

The council believes this growth cannot continue without fundamentally changing the West End, driving away the very people it is hoping to attract.

Westminster wants Leicester



Square and central Covent Garden, around The Piazza, to become the focus of a more family friendly policy towards the West End and as such is prepared to see an increase in the number of small and medium sized restaurants.

Councillor Robert Davis, Westminster's Cabinet Member for Planning, said: "Entertainment is of course an important reason why so many people visit the West End but it is not the only one.

"If we aspire to continue to be a world class city then we must keep our eye on the other aspects that make the West End such an exciting place to visit."

Richard Pulford, chief executive of the Society of London Theatre, said the West End could be intimidating for theatre-goers.

"We are glad to see that Westminster is reacting to this."

Company trying to coin-it pays back thousands after trading standards step in

An elderly man who had £23,000 taken from his account after ordering collectable coins has seen his money returned thanks to trading standards officers.

He had been sent the coins on what he thought was an "on approval" basis and that he would only have to pay once he agreed the purchase.

But to his horror he found the money debited from his account, prompting his daughter to contact Westminster's Trading Standards service to ask for their help in May 2005.

She told officers that many more coins than he had agreed to were sent to him. After their intervention, the company agreed to pay the man back

his money.

Sue Jones, Westminster's Chief Trading Standards Officer, said her team were pleased to get the man's money back.

But she added: "We would advise consumers generally when ordering goods 'on approval' to ensure that they are very clear about when money will be debited."

Trading Standards Officers secured the co-operation of the company by advising them they faced court action unless they returned the cash.



In brief

Electoral registration

Voter registration forms are being sent out for residents to update their details.

Check the details are correct and then reply to Westminster's electoral registration officer, you can do this online at www.registerbyinternet.com/westminster, over the phone 0800 197 4413 or by freepost.

If details are wrong the corrected version can only be sent by fax and post or by handing the form to one of the team of canvassers who will be visiting every Westminster household.

For more information contact electoral services on 020 7641 2730

**Signing up for secondary school**

Is your child transferring to secondary school in September 2007?

If your child was born between 1st September 1995 and 31st August 1996, you should be applying for a secondary school place now. For more information and to apply online visit www.westminster.gov.uk/admissions or contact the Schools Admissions Team on 020 7641 1816.

Rough sleeping rises amongst newly arrived Eastern Europeans

Poverty is forcing some Eastern European immigrants to sleep rough in parks across Westminster.

Charities are so concerned that they plan to mount advertising campaigns discouraging young people from the EU accession countries from coming to London.

While the UK has coped comparatively well with the influx of foreign workers since the fall of the Eastern Block, the rapid increase in the last two years has made it difficult for many to find work. This has led to sightings of

immigrants sleeping on benches in places like St. James' Park.

Even those lucky enough to secure employment often find it difficult to make ends meet as a result of high living costs and lack of family support. Many would have a higher standard of living in their country of origin.

The Barka Foundation, a non-governmental organisation based in Poznan, western Poland, fear that many of the Poles who came to London

in the hope of a better life are turning to drugs, prostitution and crime.

Exact figures on how many people have entered the UK from Eastern Europe since EU enlargement vary widely from 5,000 to 60,000.

Problems with current levels of immigration have caused business leaders and both main political parties to agree that when Romania and Bulgaria join the EU things will be handled differently.

Australian tropical plant found in Churchill Gardens estate

A rare and heat loving species of plant native to Australia has been discovered on the Churchill Gardens Estate in Westminster.

The *solanum laciniatum*, more commonly known as the 'Kangaroo Apple' was found by Westminster resident, Miss Kathleen Emery.

She immediately suspected she had discovered something unusual, having worked at the Natural History Museum for a number of years. The

Kangaroo Apple has now been fenced off in order to protect the rare plant from any damage caused by building work.

There have only been four other plants of its kind found in London, another three found on the Scilly Isles and one in Cornwall. The real mystery still remains as to how the plant managed to find its way into Westminster - a long way from its original habitat of the rainforests in Southern Australia.

Since the mid 1960s *solanum laciniatum* has been cultivated and studied in countries such as Russia, New Zealand, India and Egypt. The plants, and in particular the young foliage, contain a series of steroids which are used as raw material for the manufacture of contraceptives.



Miss Kathleen Emery with her rare discovery

Introducing our new parking attendant

CCTV cameras are now being used to detect illegally parked cars that are blocking traffic in central London.

Alastair Gilchrist, Westminster City Council's director of parking, said the cameras are helping to cut congestion and provide a fairer parking service for both residents and visitors.

"The introduction of CCTV is part of a bigger move to improve the reputation of our parking service," he said.

"We've cut the number of tickets we issue each month and improved their accuracy. We've scrapped all targets and incentives for parking attendants, and provided them

with more customer-focused training, digital cameras and electronic pocket books.

"We have also launched new clamping and removals protocols with a focus on persistent evaders, seeing a 50% reduction in clamped vehicles, but an increase in compliance."

The cameras will not, however, mean the end of parking attendants on the street insisted Mr Gilchrist.

"Parking attendants do an important job,

maintaining order on our streets and keeping an eye out for trouble.

"CCTV cameras will complement what they do as only an attendant can see a valid pay and display ticket, meter or resident permit."

According to figures released by the Association for Local Government (ALG), Westminster has backed the London wide trend against the rising number of parking fines with 100 000 fewer tickets.

Harrow Road gets make over to attract shoppers

A shopping precinct is to get a make over worth nearly a million pounds as part of plans to help small businesses.

Westminster City Council's work on the Harrow Road precinct is part of a move to refurbish high streets outside the traditional shopping areas of the West End.

The improvements along Harrow Road, from Third Avenue to Woodfield Place, include new pavements and road resurfacing along with better public lighting and parking.

Over the summer the council spoke to local shopkeepers, residents and community groups to get their views on how the street should be lit, how it should look and where parking should be provided.

Work on the £800,000 package of improvements,



which has been part funded by Transport for London, begins in September and will last three months.

Philip Peters, Deputy Chairman of the Harrow Road Traders Association, said: "We welcome the much-needed improvements to the Harrow Road and hope it is the start of a new beginning for the area."

In time, the council intends to extend the improvements along the rest of the Harrow Road.

For more information on the project, please contact Martin Whittles on 020 7641 3040, or by email at mwhittles@westminster.gov.uk or visit www.westminster.gov.uk/civicstreets.

In brief

CommunitySafe: information in an emergency

Who can you trust in an emergency? Communitysafe.org.uk provides real-time information and alerts on crime prevention and counter terrorism - direct from the authorities.

Register now and you will receive accurate incident information and alerts - direct to your mobile or inbox.

For more information, visit: www.communitysafe.org.uk

The Overview and Scrutiny process has changed

From the 18th October 2006, and then twice yearly, you have the chance to put your questions to the Leader of the Council.

Anyone who is living, learning or working in Westminster can suggest a question. If you do so a Member of the Westminster Scrutiny Commission may choose your question to be put to the Leader during the Question and Answer sessions. If you would like to submit a question use our online form at: www.westminster.gov.uk/councilgovernmentanddemocracy/councils/decisionmaking/osc/ask.cfm or download a printable PDF form and post it back to: Westminster Scrutiny Commission (Leader's Question and Answer) at the address provided on page 23.

If you would like any more information contact Charlotte Dale, on 020 7641 2799 or cdale@Westminster.gov.uk

KNOW YOUR RIGHTS?

Ever feel like you have been taken for a ride? Westminster City Council's trading standards team protects the rights of consumers in the city.

Q. Recently my daughter's computer broke down. She is a student and is just about to start college this autumn so she desperately needs her computer.

I took it to a repairer who said it was the hard disk drive and fitted a new one, but a couple of weeks later the fault reappeared.

I spoke to the manager who said we would have to pay for the second repair, but my daughter cannot afford this. Is the manager right?

A. Goods supplied in the course of providing a service – the repair to the hard disk drive in this case – should be of a satisfactory quality. In addition any service should be carried out with reasonable care and skill. If the repairer has broken

his part of the contract in either of these ways, he should compensate you, either by carrying out a repair free of charge or refunding your money.

Q. My children need new winter clothes but I don't have much money and I don't have a very good credit record.

I found it difficult to get a loan. I asked a credit broker to find one for me, which he did, but I didn't take it up and now he's charging me £50 for his services – do I have to pay?

A. The broker is entitled to charge you a reasonable fee for their service but, if you didn't enter into the loan within six months of being introduced to a possible lender, the broker is only entitled to keep £5 of a fee or commission. If you've paid

more than £5, you can ask him to refund the difference to you.



Q. I took the day off work for the engineer to come and repair and service my central heating boiler ready for the winter. The engineer failed to show up. Can I claim compensation for my wasted time?

A. There is technically a breach of the verbal contract you had with the trader. Whether you can recover any compensation for the wasted day is another matter, and would largely depend on whether the trader was aware you would have to take the day off work. In other words, your loss needed to be reasonably foreseeable. You should also check to see if the tradesman is a member of a trade association. If he is, and he won't voluntarily compensate you, you should complain to them also.

Q. There has been a lot of publicity recently about the knives amnesty and there are some very dodgy looking youths hanging around.

We suspect the local hardware store may be selling these youths knives and the youths are already boasting about getting some fireworks from this shop. What can we do?

A. If you have any immediate concerns about the behaviour of these youths you should of course contact the police. The shop may be committing a criminal offence by selling knives and fireworks to persons under 16 for knives and 18 for fireworks. You should report the shop to the local trading standards department for investigation. If the shop is in Westminster you can report it by telephone on 020 7641 1111 or by writing to Westminster Trading Standards Service, City Hall, 64 Victoria Street, London SW1E 6QP, or by email at tradingstandards@westminster.gov.uk



If you have a question about your rights contact the trading standards department on **020 7641 1111**.





LOVE YOUR NEIGHBOURHOOD?

Getting involved with your local community is a great way of making your area better. The Reporter gives you a few ideas on how you can help.

Working with the council:

Could you be your local hero? As a *CivicWatch* Citizen, you let us know, in confidence, what's wrong on your street. It could be a noisy pub, beggars or graffiti.

The information you give us will help make sure we have officers dealing with the problems that affect you. Nothing is too small to report. If it affects your community, then we want to hear about it.

To find out more about becoming a *CivicWatch* Citizen call 020 7641 1007 or email CivicWatchCitizen@westminster.gov.uk

Your local spring clean:

Every day the council's street staff works to keep your local area free of rubbish and litter, as well as dealing with problems like vandalism and graffiti. Your local spring clean is a one-off event where the council and community can work together.

Anyone can get involved. Join the team in a litter-pick, find out about our work and see how we get rid of chewing gum, graffiti and flyposting. You can also pick up information on crime prevention and tips about making

your area a better place to live.

If you are interested in joining your local clean up call 020 7641 1085 or email civicwatch@westminster.gov.uk

Working with the police:

The police offer several ways to get involved.

A **Special Constable** has the same powers as a regular officer but is only part-time. Anyone over the age of 18 can become a Special Constable. One day you could be talking to children about crime and the next you could be helping out at an event. Before you get out in the community you will attend a number of training sessions teaching you the basics about the police and your duties.

Police Community Support Officers (PCSOs) are eyes and ears on the street, helping the police tackle anti-social behaviour and offering reassurance to the public. PCSOs are uniformed and are under the direction of a police commander.

Police cadets are aged between 14 and 21. Cadets are not allowed to patrol with

police officers but they still play a vital role in helping the fight against crime. They may be involved with test purchasing of alcohol, fireworks and knives and they regularly get involved with local events.

For further information visit www.policecouldyou.co.uk

Volunteering:

There's no end of things you can do as a volunteer, everything from helping out in a local hospital to leading a brownie group.

To get more information go to your nearest local library or visit www.westminster.gov.uk/libraries

Everyone can do their bit to improve their area. Help out by:

- **Putting your rubbish out on the right day and time** (call us: 020 7641 2000)
- **Cleaning up after your dog**
- **Letting us know when you spot problems** like dumped rubbish, graffiti and flyposting or reporting the people responsible by calling our 24hr environment action line: 020 7641 2000

THE CRIME LOW-DOWN

Westminster is home, office and tourist magnet for over a million people every day. Borough Commander Chris Allison gives us an insight into policing this unique patch.

A lot of fuss is made about crime statistics but nobody seems to agree on what they mean. Is Westminster safe?

Reported crime in Westminster has fallen by 17% in the last four years and continues to go down. Our city is enjoyed every day by over a million people as a safe place to live, work and socialise. We're safer than many world and UK cities and enjoy the lowest crime rate in London for the amount of people we have in the city every day. However we do need to be realistic. This is an incredibly diverse urban centre. Pockets of deprivation sit alongside areas of great affluence and our population is rapidly changing. Our streets are busier at 3am than many other cities during peak daytime hours. Such a uniquely busy and vibrant destination, where everything is on such a grand scale inevitably creates extra pressures, which will always need to be managed.

How do you approach policing such a unique environment?

Our policing style is fair but firm and assertive, and in partnership with the council, we're making real progress in making the city safer. I know that what matters most to people is what happens on their doorstep. That's why we've introduced a neighbourhood approach to city policing. Each area within Westminster now has its own local police *Safer Neighbourhoods* and *CivicWatch* team, who work together to make it easier for local communities to solve common problems, such as anti-social behaviour, vandalism and noise.

As well as combating crime and anti-social behaviour we have a major role in the continued fight against terrorism. Moving on from the 2005 bombings we now have a role in helping create communities that can live side-by-side.

What can local people do?

Local people play an essential role in keeping themselves and their neighbourhood safe. Where no-one takes a stand, crime will inevitably flourish. Small things can make a real difference. Get to know your neighbours and take an interest in your local area. Consider how your habits might affect other people. Dumped rubbish, noisy stereos and barking dogs can seem like small issues, but can seriously affect the quality of life of people in a neighbourhood and escalate tensions. If you'd like to get more involved join your local Neighbourhood Watch or *CivicWatch* scheme. Most importantly if you see something that's not right, report it. We can't help unless we know where the problems are. Nobody should feel unsafe in Westminster. If you take sensible precautions, you are unlikely to be affected by crime in the city. For everything else we're here.

Find out about policing and public safety in your area:

www.westminster.gov.uk/policingandpublicsafety

Find your local safer neighbourhoods sergeant: www.met.police.uk/westminster/saferneighbourhoods

What's happening in...

Westbourne

We're successfully using anti-social behaviour legislation to tackle youth disorder in the area. Recent successes include a crackdown on 'pool cars' - vehicles bought cheaply, usually in a dangerous and illegal condition and driven by local youths. Any car identified as a 'pool car' is now removed and crushed. To date 17 vehicles have been taken off the road. A close working partnership between local police, the council and landlords has also eradicated crack houses. Once a regular source of drug-fuelled crime and anti-social behaviour, no crack house has been seen operating in Westbourne in the past year.

Pimlico

The police *Safer Neighbourhoods* team, working with the London Probation Service, recently developed the Pimlico 'payback' scheme. Offenders repay their debt to the local community by tackling issues identified by local people. This can be removing graffiti, litter picking, pruning bushes and making footpaths safer and as part of the scheme offenders are redecorating St Gabriel's community hall. The council *CivicWatch* team, British Transport Police and local police team are also currently conducting a crack down on touting and begging around Victoria railway and bus stations.

TERRITORIAL POLICING HEADQUARTERS



What's happening in...

Church Street

Church Street has a *Safer Neighbourhood* team of ten, providing uniformed patrols and working on local problem solving. As part of the council's *Civic Watch* programme, we work with various council departments, housing officers, city guardians and resident representatives to tackle issues of concern to local people. Recent successes include a covert camera operation to tackle vandalism on a local estate, which resulted in four arrests. A new initiative called *Pub Watch* has also been set up as a voluntary agreement between local licensees and police; it aims to curb anti-social behaviour in and around local pubs.

Soho

The police *Safer Neighbourhood* and council guardian teams are working on a hostess bar crack down. The team informs potential customers about offences that have taken place inside including robbery, assault and false imprisonment. We have also increased evening visits to residential blocks of flats and are working with housing associations to enhance security to these buildings. The team also supported the *Soho Pride* event this July ensuring it was a safe and successful event.

“Local people play an essential role in keeping themselves and their neighbourhood safe. Where no-one takes a stand, crime will inevitably flourish.”

A man in a black tank top and white pants is performing a handstand on a blue mat in a park. He is looking towards the camera. In the background, there are modern buildings and trees. Another person is visible in the distance, also performing a handstand.

Unleashing Talent

Westminster City Council's Sports Unit has teamed up with the Metropolitan Police to run a number of projects aimed at diverting Westminster's teenagers away from crime and anti-social behaviour. The Reporter's Seamus Wright caught up with Eugene Minogue, Community Sports Officer, to find out more.



Young people take part in Compulsory Basic Training

There are over 19,000 young people (10–19 years) in Westminster, meaning the city has one of the largest and most diverse teenage populations of any borough in London.

However, for the past two years the Westminster Sports Unit has been promoting various activities and projects, under the Home Office’s Positive Futures programme, aimed at keeping young people, aged 8-19 years, on the straight and narrow.

Reducing Reckless Moped Riding is one of the high profile projects that are revving up substantial interest. Working alongside the Metropolitan Police, it gives young people who ride, or want to ride mopeds the chance to take their Compulsory Basic Training as well as a two hour workshop to help them improve their biking skills and safety awareness.

Eugene explained: “The issue of young people riding mopeds or go-peds with no licence, MOT, tax or insurance is a very real one. The scheme is aimed at young people aged 14-21 years old and has been a great success.”

The young people on the scheme also sign up to an ‘Acceptable Behaviour Agreement’ contract that lasts 52 weeks and is reviewed after three to six months, including a check to see if the rider has offended or re-offended in that period. Eugene added: “The review proves they can ride responsibly and commit to making a step change in behaviour.”

As a result of the successful Reducing Reckless Moped Riding scheme and the positive partnership work between local agencies, the Metropolitan Police have developed the Scooter Safe London project. Providing a young person has not offended or re-offended or been reported for riding a moped illegally, anti-socially or dangerously then they are offered a place on the course.

PC Keith Johnson of the Metropolitan Police Traffic Department said: “The Westminster project is a fantastic opportunity to educate young people, even before they start out on their riding career.”

He went on to say: “This partnership enables police officers to talk about important subjects such as the legal requirements for riding mopeds and scooters, required documents, essential and preferred protective equipment and clothing... and gives the attendee an opportunity to ask any questions in a non-confrontational forum.”

A recent addition to the *Positive Futures* programme is an open-house ‘parkour’ workshop. Young people in Westminster aged 8-19 years have been invited to attend ‘free-running’ sessions four times a week throughout the school holidays. The Urban



“Nelson Mandela once said that sports and activities are inspirational and speak to the younger generation in a language they understand.”

Freerflow team of expert trainers are on hand to teach parkour to youngsters who live across the borough. The sessions help budding free-running superstars utilise their urban surroundings, addressing the inner city ‘no ball games’ culture, and helping unleash hidden talents.

The Sports Unit’s *Positive Futures* programme is also involved in a number of schemes aimed at younger teenagers, such as the Edutain sports and play programme. Held at the Churchill Gardens & Avenues Youth Club, the ‘open to all’ programme offers sports and entertainment such as: football, basketball, rounders, swimming, street dance, drama, parkour, creative writing and martial arts.



As well as the chance to take part in these schemes, Westminster Sports Unit *Positive Futures* programme has offered young people, aged 14-19 years old and who live, work or go to school in Westminster, the chance to sign up to free sports coaching courses this summer. The courses included coaching qualifications in: football, basketball, higher sports leadership, community sports leadership and women only community sports leadership.

Eugene Minogue added: “Nelson Mandela once said that sports and activities are inspirational and speak to the younger generation in a language they understand. The success of the Reducing Reckless Moped Riding and Edutain projects is testament to the hard work of council staff and police, and the willingness of young people to embrace the opportunities that Westminster provides.”

To find out more or register on one of the projects mentioned in this article call Eugene Minogue on 020 7641 5891 or 07921 495 202 or email: eminogue@westminster.gov.uk

TECHNOLOGY, WITH NO STRINGS ATTACHED

You would have to look hard to find physical evidence of this change, but one day it will affect the lives of everybody in the city.



Westminster City Council has been busy transforming itself into what has become known as a “wireless city”, where technology is radically changing the way local residents and businesses can work, talk and play.

Working alongside BT and a number of other technology partners on a pilot scheme, the council has been installing safe and secure wireless access points on street furniture, such as lampposts, to create a seamless web of wireless broadband availability across three different areas of Westminster.

The installation of these wireless networks has been radically altering the way Westminster works, from connecting street-based staff to their office systems to expanding Westminster’s CCTV system to run on wireless technology.

Described as “one of the most exciting developments in Westminster’s history” by council leader Sir Simon Milton, a review of this large-scale pilot has been highly encouraging.

It shows that Westminster is on the right track for achieving the transformation needed to ensure it attains the status of a world class city.

The pilot gave an insight into the high-tech future of tackling crime and disorder in a 24-hour city using technology in a way that just a few years ago might have seemed to have come from the pages of science fiction.

Over the past months, 38 cameras have been installed across Soho, Lisson Green and Churchill Gardens, which has resulted in a significant number of incidents being captured over wireless CCTV.

Indeed, the deterrent effect became clear almost immediately after installation, with crime and anti-social behaviour decreasing. Already residents on housing estates have reported feeling much safer walking through the area in the dark, knowing the CCTV cameras are monitoring the street environment.

The wireless network is also helping council staff become more productive and to provide a better service. For example, a food hygiene officer inspecting a restaurant, café, pub or take-away will have direct access to the council’s corporate network via



a hand held computer such as a PDA.

This same wireless technology can also ensure parking attendants are deployed to where illegally parked cars are obstructing streets so they can get traffic flowing again.

Other council staff such as social workers, have welcomed the introduction of the technology, as it allows them to concentrate on their front-line service and have quicker response times, as they can access information where and when they require.

This technological revolution is creating greater security and a safer street environment for staff, residents and the one million visitors who come to Westminster every day.

The futuristic vision of a truly mobile and wireless city is becoming a reality, not only transforming the way the council works but by showing how partnering with BT and other global companies, we can ensure

residents and visitors alike can have access to world class technology.

Westminster is leading the way and providing a vision for other cities of how a 21st century metropolis will work.

Wireless facts

**Using wireless CCTV:
58 incidents have been
reported since Dec 05**

- 50 in Soho
- 8 on Lisson Green
- 4 on Churchill Gardens

Of these:

- 9 related to violent crimes:
- 19 to drug offences
- 14 to anti-social behaviour
- 5 to car crime
- 4 to theft

Introducing ... our team

POLICE COMMUNITY SUPPORT OFFICER

Michelle White is a police community support officer (PCSO) at Harrow Road police station. She works in the Westbourne *Safer Neighbourhoods* team.

What is a PCSO?

PCSOs are civilians in uniform who help look after the local neighbourhoods and business areas. We are part of the community and help regular police officers deal with anti-social behaviour and low-level crime.

How long have you been a PCSO?

I have only been a PCSO for four months but I am really finding the challenge exciting.

What do you like best about working as a PCSO

in Westbourne?

Some people may think of an issue as a small problem, but for the community it's these little problems that affect their lives. To be a part of helping resolve these issues and seeing the reactions of solving problems is the reason I took the job. I love working in the team and I feel that working with the community means I am dealing with an ever-changing environment.

Who else is in your team?

I work in a team of five – one sergeant, two other PCSOs and myself. We're currently looking for more people to become community support officers. Anyone interested can find out more at www.metcareers.co.uk or by calling us on 0845 727 2212.

"I love working in the team and I feel that working with the community means I am dealing with an ever-changing environment."



CITY GUARDIAN



"I love being part of the community and being able to help people solve problems."

Stephen Higgins is a council city guardian at Edgware Road. City guardians are a major part of the *CivicWatch* process.

What are city guardians?

City guardians are part of *CivicWatch*. We are teams of local street wardens, working in different parts of the city. We don't have any enforcement powers but as members of the local community we help deal with local problems and pass on any problems to our other *CivicWatch* partners.

What do you do?

We do a variety of things and it changes from day to day. We patrol the streets and work with the council to make the local environment safer and cleaner. We talk to all members of the community and help in any way we can to make the residents' day to day life better.

What's the best thing about working as part of *CivicWatch*?

The fact that there is joint working between the council and the police means that we are all working towards a common goal. I love being part of the community and being able to help people solve problems in the quickest and easiest way. I also get to work with some of the young people in Paddington – it's great to know I can make a difference.

How can people recognise you?

City guardians are very easy to spot. We all wear uniforms: yellow high visibility waistcoats with 'Westminster city guardians' written on the back and black baseball caps with the Westminster crest in yellow. Come and say hello if you see us.

CivicWatch is a unique crime fighting initiative in which the police and council officers literally work side by side - and it's in your neighbourhood! Meet some of the team members...

YOUTH WORKER

Trevor Hutchinson is a senior detached youth worker for the council. He works across the borough ensuring young people have their voice heard.



What is a detached youth worker?

A detached youth worker is someone who works with young people who are from our more hard to reach communities. We don't work in an office or in a youth club - we are on the street and in various estates around the city.

Where in Westminster are you based?

Our work is based across Westminster. At the moment however, we are focusing on Pimlico, Harrow Road and areas around the Mozart estate, Queen's Park.

What's the best thing about your job?

The challenge. I have the opportunity to meet and talk to young people in their space and time and on their terms.

What do you do on a day-to-day basis?

A normal day will consist of me talking to young people across the borough. I find out what things are worrying them and getting ideas on how we can help them.

"It's always nice to see young people that we have worked with go on and excel."

The department takes this information and acts on it - my work really does make a difference, it's a chance for young people to get their voice heard.

Any particular success stories?

We have new success stories everyday. It's always nice to see young people that we have worked with go on and excel. By working in partnership with other organisations like *CivicWatch*, the city guardians or the sports unit we can give people the opportunity to try things they might not have had the chance to before.

LIAISON OFFICER

Cara Donald has been a liaison officer for three years, beginning in Queen's Park before moving to her current role in the West End.

What is a liaison officer?

Liaison officers work to bring together the different departments of *CivicWatch* and the council to resolve the issues brought up by the local community.

Where in Westminster are you based?

Although my office is based in Marylebone I can often be found out and about in Westminster. I cover the areas of Soho, or I can be found in Mayfair and St James's so I regularly go to the West End Central police station, or the Community Safety Office on Peter Street, Soho.

What's the best thing about your job?

I love being able to help improve the quality of life of Westminster residents, businesses and those that visit the city.



What's the best bit about being part of *CivicWatch*?

Being part of a committed team making a visible difference.

What's the best thing about working in your area of Westminster?

Soho is a vibrant area of the city with many diverse communities. It's great dealing with a large number of often high profile issues. I am lucky that my other area of Mayfair has such contrasting issues with Soho so there is always some new and different challenge to take on board.

What do you do on a day-to-day basis?

Attend what we call 'local briefings' where we meet with police colleagues from the community *Safer Neighbourhood* teams and local officers from the various council departments. We meet twice a week to share information and intelligence and look at ways of bringing our resources together.

"I love being able to help improve the quality of life of Westminster residents."

Share your PCCG tips

Behind the scenes Westminster’s residents have been helping shape the way their neighbourhoods are policed for decades.

Three Police Community Consultative Groups (PCCGs) cover Westminster; divided into North, South and Central areas. Together they form an important link between the local police force and the community it serves.

The groups enable members of the community to meet, together with representatives from the local police force, every two months and discuss crime prevention and relevant policing issues affecting their neighbourhood.

At the same time, police officers get to better understand the views and concerns of the public as well as using the meetings as an opportunity to consult, whilst the community get an update on the current work of the police, and any problems faced by the police.

Jo Weir, chair of the Central Westminster Group which covers the West End, explained: “The community consultative groups are so important to the local community – offering a direct line to our police force. Everyone who attends can have an input into the direction of policing in their neighbourhood.

“The meetings are open to everyone and we are always delighted to hear the views of people attending for the first time, it’s as

much about understanding the policing of our area, as it is highlighting current issues.”

Recently Westminster meetings have broached subjects including community issues surrounding the works at Bow Street and Trenchard House. The effect of the change in licensing laws on the community has also been an important topic that the groups have tackled in the past few months. The groups also give the police an

opportunity to brief the local community on possible changes in legislation, police practice and other relevant matters.

If you are interested in coming along to your local PCCG meeting see the details box below, or for more information, contact Julie Etheridge or Rosalind Breckell, on 020 7641 3258 or email jetheridge@westminster.gov.uk or rbreckell@westminster.gov.uk



Jo Weir, Chair of the Central Westminster Group

POLICE COMMUNITY CONSULTATIVE GROUPS (PCCGS) -

WHERE THEY ARE

AREAS THEY COVER

AND WHEN THEY MEET NEXT...

Central Westminster Group – meet at St Anne’s Church Hall in Dean Street. (Covers Covent Garden, Soho, Mayfair, St James’s and part of Westminster)
Next meetings – 11th October and 13th December

South Westminster Group – meets in City Hall, Victoria Street. (Covers Victoria, Pimlico, Knightsbridge and part of Westminster)
Next meetings – 11th September and 20th November

Paddington/Marylebone Group – meet in Council House, Marylebone Road. (Covers Marylebone, St. John’s Wood, Paddington, Harrow Road and Queen’s Park)
Next meetings – 21st September and 16th November

RESIDENTS GIVE FEEDBACK ON RECYCLING

More than 70,000 Westminster homes received a knock at the door over the summer as part of the council's recycling doorstepping campaign.

The visits not only helped more people to get started using the recycling service, but also highlighted ways that services can be made more convenient. The campaign led to the council receiving

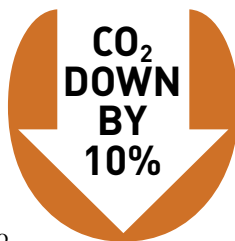
a big increase in orders for new recycling boxes, bags and baskets. Thanks to the efforts of local people, Westminster hit its government target last year. This means that 18% of your rubbish was recycled into new products. For more information visit www.westminster.gov.uk/recycling or call the environment action line on 020 7641 2000.



Council joins fight against climate change

Westminster City Council has pledged to reduce its carbon emissions and cut its energy bill through the Carbon Trust's Carbon Management programme. The programme includes a target of reducing CO₂ emissions from all activities directly controlled by the council by 10% by 2010.

This may be done by simple measures such as encouraging staff to turn off computer screens, through to larger scale initiatives such as the installation of renewable technologies. If you would like to find out more about how to reduce your own CO₂ emissions and save money on call free on 0800 512 012 to talk to your local energy advisor.



On the hunt for creepy crawlies

Children went in search of minibeasts this summer in Westminster's local nature reserve in St John's Wood Church Ground. This haven for wildlife attracts many birds, insects and small mammals. A lucky few children discovered Britain's largest beetle, a female stag beetle, living in the decomposing woodpiles. The summer holiday activities were organised by the council in partnership with London Wildlife Trust, to give children aged 5-11 the chance to learn more about the wildlife in their local patch. For more information visit www.westminster.gov.uk/wildlife, email wildlife@westminster.gov.uk or call 020 7641 1951.



Have your say on improving air quality

Cast your mind forward ten years to 2016, what will have become of London's air quality? Will traffic exhaust fumes have reached intolerable levels and be causing unprecedented levels of respiratory diseases? Or could the future be more positive, as people en masse cycle to work or use zero emission buses and cars? One certainty is that action needs to be taken and the council would like your views on how it intends to improve Westminster's air quality over

the next 5-10 years. This is set out in a new air quality strategy and action plan for Westminster that will be issued for public consultation in late September. The existing action plan was created in 2001 and included proposals for London's Low Emission Zone that is now due to be in place by 2008. The new action plan needs to go even further and may include measures to strengthen the low emission zone and create more electric vehicle charging points in Westminster. New large building developments could also be made to submit their 'travel plans' for approval, which set out actions to reduce the number of car journeys made. For further information visit www.westminster.gov.uk/airquality or email airquality@westminster.gov.uk



Community spirit

An area steeped in history and surrounded by the more famous Ladbroke Grove and Kilburn, Queen's Park is making a name for itself as a model for community involvement.



Facts about Queen's Park

- The Avenues Estate in Queen's Park, 2,000 Victorian terraces, was built 125 years ago by the Artisans' Labourers' and General Dwelling Company.
- The utopian ideal behind the estate was to improve the lot of the working man, aiming to provide "decent housing for decent people."
- Policemen and postmen were encouraged to move in while publicans and pawnbrokers were banned.
- The original players of Queen's Park Rangers Football Club all came from the estate

Over the last three years the Queen's Park Neighbourhood Management Board has organised a number of community activities designed to bring local people together; from the annual summer festival to the very popular community fireworks show and much, much more besides. This is part of the forum's overarching commitment to community empowerment. The other five priorities for the forum are crime and community safety, environment, housing, health and education/training/employment.

Making Queen's Park a better place to live is the neighbourhood management board's main objective. Despite being one of Westminster's most deprived areas, Queen's Park has plenty going for it. Residents are proud of their area; in a recent survey of 300 local people, carried out by residents on behalf of the Queen's Park forum, 'community spirit' was cited as the best thing about Queen's Park.

Currently, the forum is supporting the development of a community safety strategy by *CivicWatch* partners. This involves local consultation and an ongoing commitment by residents to sit on a community safety panel, which will include an elected representative

of the neighbourhood management board. This is the first time anything like this has happened in Queen's Park; it shows that the community safety organisations in Queen's Park are among the first to recognise the value of involving residents in setting local priorities.

Fabian Sharp, manager of the Queen's Park neighbourhood forum, said: "Involving residents in planning improvements to local services and amenities has the potential to make a real difference to people's lives."

The next step is to replicate this success across the other areas of focus for the forum; all of which will combine to make a major impact on the quality of life in Queen's Park.



Councillors

Paul Dimoldenberg
(Labour)
Tel: 020 7641 2230
Fax: 020 7641 2967



Mushtaq Qureshi
(Labour)
Tel: 020 7641 2322
Fax: 020 7641 2042



Barrie Taylor
(Labour)
Tel: 020 7641 2322
Fax: 020 7641 2042

Councillors Paul Dimoldenberg, Mushtaq Qureshi and Barrie Taylor hold advice surgeries every Tuesday on a rota basis between 7pm-8pm and no appointment is necessary.

One Stop Shop
317 Harrow Road
London W9

If you would like to email your councillor please go to www.westminster.gov.uk/councillors/ click on the councillor you want to contact and follow the instructions.



Healthy Westminster

Make sure you make the most of the health services available to you.

If you are feeling under the weather, or have had an accident, then you probably do what most of us think is best; go and see your GP or visit Accident & Emergency.

But did you know that in Westminster there are a range of options that might be better for you, often resulting in getting the right treatment quicker?

In Westminster there is access to over 120 GPs, 100 community pharmacies, 82

dental practices, a minor treatment centre and a minor injuries unit, a walk-in centre, three A&E departments, an eye hospital and two emergency mental health services.

Many people go to A&E even when they could be treated just as professionally and usually more quickly at a Minor Treatment or Minor Injuries Unit. They are best for cuts/grazes and lacerations; sprains and strains; bites and stings; infected wounds;

minor head injuries; minor eye infections; and St Charles' Hospital Minor Injuries Unit can even treat broken bones.

Your local pharmacist can often help out too. Pharmacists are experts on medicines and how they work. They can offer advice on common complaints such as colds and sore throats; headaches; allergies and skin conditions.

As well as these services there's also NHS Direct,

a confidential health advice and information line. Available 24 hours, seven days a week, the line is manned by nurses and professional advisors. Call NHS Direct on 0845 4647, or visit www.nhsdirect.nhs.uk.

To find out more about the health services on offer in Westminster call 020 7150 8000 or log on to www.westminster-pct.nhs.uk/keypriorities/services.htm and download a copy of *Your Guide to Local Health Services*.

A smile costs nothing!

Looking after your smile and your teeth is something many of us forget about until a nagging ache reminds us we really should see a dentist. Recent changes mean that finding a dentist is now a lot easier and pricing is clearer.

If you want to find an NHS dentist in Westminster, and find out if you are exempt from payment, then all you need to do is call NHS Direct on 0845 4647, or log on to www.nhsdirect.nhs.uk, have your postcode ready and search for the dentist closest to you that accepts NHS patients.

Many people are exempt from payment, but if you do

pay for NHS treatment the charging structure has become far simpler. There are now three standard charges and you will pay one charge even if you need to visit more than once to complete a course of treatment.

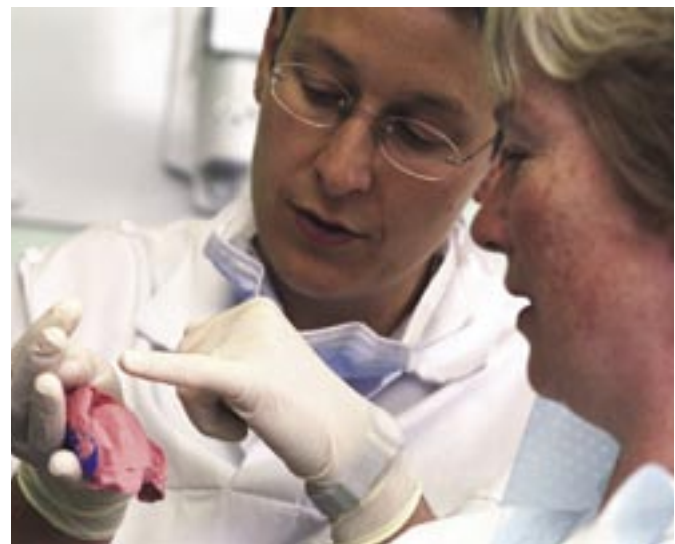
You will pay one of the following three charges:

£15.50 – This charge will include an examination, diagnosis and preventive care. If necessary, this will include X-rays, scale and polish, and planning for further treatment.

Urgent and out-of-hours care will also cost £15.50.

OR

£42.40 – This charge includes all necessary treatment



NHS Photograph Library

covered by the £15.50 charge PLUS additional treatment such as fillings, root canal treatment or extractions.

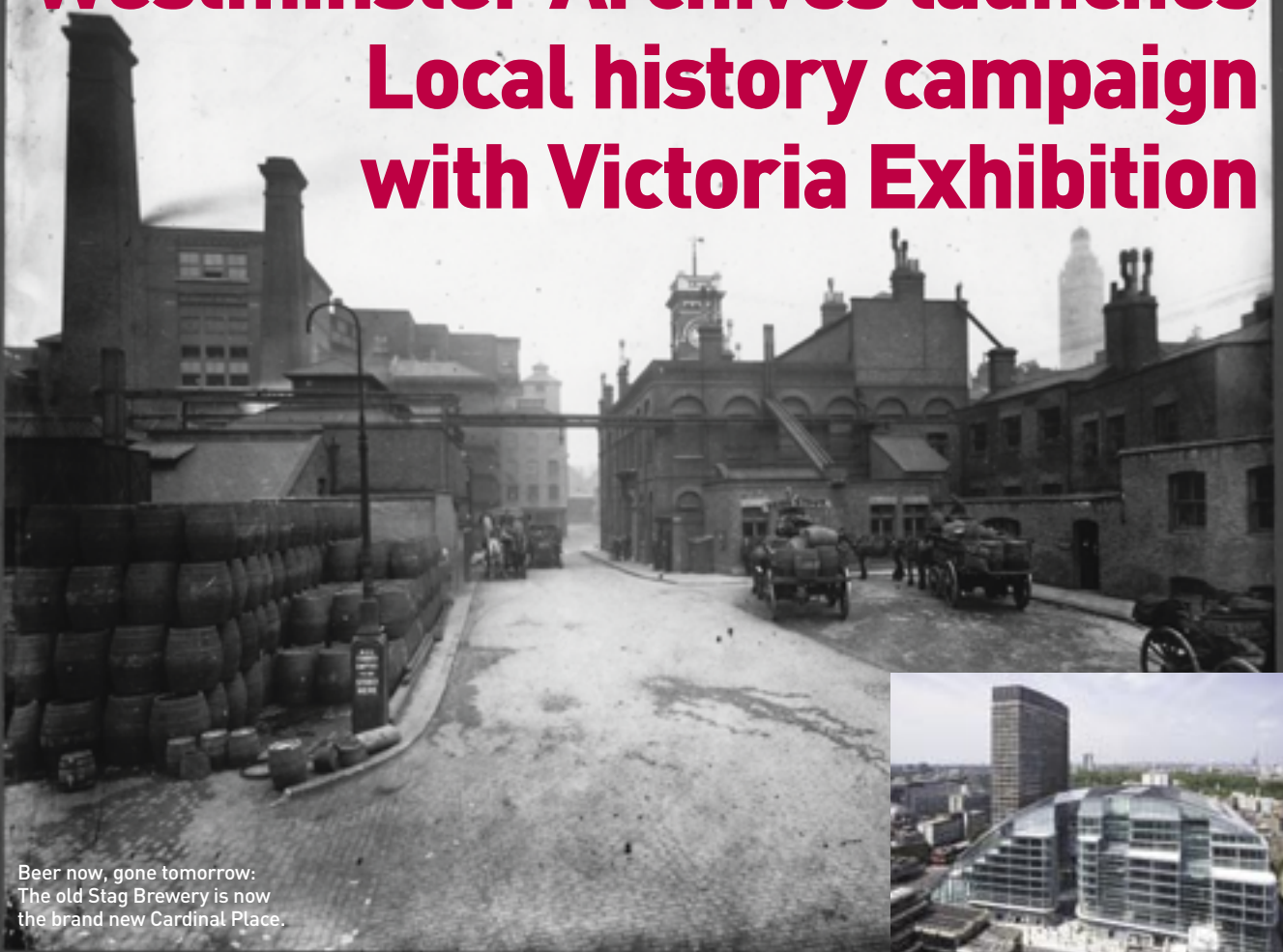
OR

£189 – This charge includes all necessary treatment covered by the £15.50 and £42.40 charges PLUS more complex procedures such as crowns, dentures or bridges.

If you need more treatment at the same charge level (e.g an additional filling) within two months of seeing your dentist, this will be free of charge.

If you have any problems finding a dentist in Westminster after you have used NHS Direct, then call the Westminster Primary Care Trust on 020 7150 8000 for more help.

Westminster Archives launches Local history campaign with Victoria Exhibition



Beer now, gone tomorrow:
The old Stag Brewery is now
the brand new Cardinal Place.

Westminster libraries and archives have launched a local history campaign, celebrating historic Westminster. The events, taking place throughout September, local and community history month, have been developed to help build pride in the local area and encourage participation. The campaign is also letting people know about the resources that are available at the Westminster archives centre.

The month of activities will begin with 'Too Bold for Its Day? The development', a joint exhibition with the SW1 Gallery. The exhibition tests residents and visitors' historical knowledge of the local area and highlights points of interest. Today, modern buildings may dominate Victoria Street, but lurking behind the glass and steel lie ghosts of lost and forgotten buildings and landmarks. 'Too Bold for Its Day? The Development' explores this rich history and has plenty of nuggets of local information:

Did you know?

- ... there was a busy, industrial canal where Victoria Station now stands;
- ... there was a prison on the site where Westminster Cathedral was erected;
- ... there was a large brewery where the new Cardinal Place has been built;
- ... there was a burial ground beneath Christ Church Gardens;
- ... there was a hospital on the site of the Queen Elizabeth II Conference Centre.

The exhibition opens on the 7th September at the SW1 Gallery, and shows the development of Victoria Street over the past 150 years, from slum dwellings in 1847-1851, to the bombings of the Second World War and redevelopment during the 1960s. It also includes the most recent additions to the street from the

past year, including the new shopping and leisure development, Cardinal Place, which includes the gallery itself.

Later in the month local expert Richard Bowden will give an historical talk entitled 'Hangmen, Hansom Cabs and Handkerchiefs' at Marylebone Library, on Tuesday 19th September at 6pm.

Additionally, Westminster archive centre at 10 St Ann's Street is holding an 'Open House' on Saturday 16th September. This will give residents a rare glimpse behind the scenes of the centre and enable those interested to examine some of the rarely seen objects from the archive, print and book collections. It will also be an opportunity to talk to the conservator about how she repairs and looks after this important collection.

For more information call Alison Kenney 0207 641 5180 or look online at www.westminster.gov.uk/archive

Adult education – more than just evening classes

Donald Lush, Director of Student Support, bares all about the type of services the Westminster Adult Education Service offers...

What is WAES?

The Westminster Adult Education Service (WAES) is one of the largest adult education services in England.

Who are the courses aimed at?

Exclusively for adults of all abilities and levels, from basic skills to degrees and professional qualifications. Whatever the level, our courses are designed to encourage students to progress to the next level of study, while remaining flexible enough to meet the needs of busy adult students.

Often it is determined individuals who did not manage to gain the necessary qualifications earlier in life. For many it is a second chance and an opportunity to overcome barriers to learning. We also often help well educated foreign professionals who need to use advanced technical English language in order to carry out their duties.

We also see a number of individuals wanting to brush up on their language skills – either ahead of a holiday abroad or even working overseas. In this respect modern European languages are the second biggest area.

When do the courses run?

All classes are part-time and teaching takes place throughout the day as well as in the evening.

How can I get involved?

If you wish to join a course, you can find details on the website of the hundreds of



Westminster parents and children participating in an opera workshop at the Coliseum run in partnership with the English National Opera.

courses we run throughout Westminster. Subjects range from interior design to dance, computing to ceramics, business studies to bread making. www.waes.ac.uk

What's your main priority for 2006?

Working with external organisations in the corporate environment is a big focus for us at the moment. Through the government *Train to gain* programme, we are already working with big name employers in the workplace such as the Hilton Hotel Group, Royal Mail and Kentucky Fried Chicken. We also helped the Department for Education and Skills train their supervisors in order to develop their careers.

How good is the service?

In a word 'outstanding'. Our service was inspected last year by the Adult Learning Inspectorate and awarded an overall

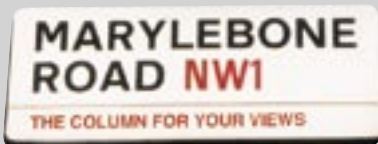
grade 2. Our art design and media courses were awarded 'outstanding' grade 1.

Does WAES offer any specialist services?

The service also offers courses for disabled students. Students' needs are fully assessed at enrolment and tailor-made support is offered either in class or through a series of specially designed workshops outside class.

WAES facts:

- 12,000 students with 1,300 courses
- 12hr service 9am-9pm
- Main locations: Amberley Road, Ebury Bridge and Frith Street
- Typical cost for a 12 week language course £100 (there is financial assistance available)
- Most popular courses: language, literacy and numeracy



Mesbah Uddin, Director of Marylebone Bangladesh Society



Community cohesion is the ability for different communities to live together, share universal values and to respect other cultures and religions. It preserves the integrity of different groups, builds bridges between them and brings a sense of belonging to society.

At a grassroots level this empowers each person to participate in different aspects of society from education, healthcare and care for the elderly to looking after neighbours, irrespective of ethnicity. In sum it encourages neighbours and groups to learn more about each other, establish sound relationships and reduce prejudice.

Everyone will then be united to withstand any political and economic crisis and to resist those who seek to divide the community with their views and ideas.

Community cohesion is an integral part of contemporary civic society especially in a borough like Westminster where 150 languages are spoken and more than 10 religious faith groups co-exist. At the Marylebone Bangladesh Society we work to build bridges by supporting and helping those who live and work in the neighbourhood. We are committed to this work because we recognise that to maintain peace, unity and understanding there is no alternative to cohesive community.

For further information please contact Marylebone Bangladesh Society, 020 7724 9746 www.mbs-uk.org



STAR LETTER

Write to us at Freepost, Communications, Westminster City Council, 64 Victoria Street, London SW1E 6QP.

Dear Sir,

I am writing in response to your article "No Place Like Home in Hi-Tec Flat" which confirms my sense that at 80 years and disabled, but still independent, I am fortunate to live in Westminster. You do fail to mention the problem of parking for visitors and helpers of the elderly.

I am lucky in having a drive-in front yard which has room for 2 cars, and a 3rd blocking the other two. My cleaner, who comes to me for 2 hours, parks for two whole days when employed by neighbours; also the workers needed to maintain these old houses, and my gardening helper.

I still drive myself and, being blessed with disabled badges, I often park in "res-park" permissible for me, so as to make way for these others who are essential callers.

Why doesn't Westminster allow residents who require it to have cards/paper slips for parking, as they do in Camden/Hampstead? It would require a good deal

of pressure, for there is usually some res-park space in this street during the day.

Yours sincerely,
Diana Bremner

Thank you for your letter regarding visitor parking permits. I hope to reassure you that Westminster Council is currently undertaking a fundamental review of parking permits. We will be looking at the needs of particular key groups such as those with mobility issues and their care workers.

We are always looking for opportunities to improve the range of services we offer such as mobile phone parking and 10-hour paid-for parking. However one option we will not be progressing is with scratch cards for visitors, which our information suggests are prone to fraud and misuse.

Yours sincerely
Alastair Gilchrist, Director of Parking

FIND OUT MORE! FIND OUT MORE! FIND OUT MORE!

Would you like to find out more about Westminster City Council? To receive regular updates on council activities, invitations to events and consultation initiatives being held across the borough simply register your details with the council using the form below.

Name:

Address:

Title:

Organisation:

Telephone:

E-mail:

Once completed, send to Freepost, Communications, Westminster City Council, 64 Victoria Street, London SW1E 6QP.

This information will be retained by the council in hard copy and on computer. It will not be passed on to any third party. If you wish to be removed from the database at any stage then contact the communications team at Westminster City Council 020 7641 2423 or communications@westminster.gov.uk

How well connected are you?

Latest findings suggest an estimated 171 million people – that’s 44% of internet users – have accessed the internet wirelessly. And now that certain areas of Westminster are covered by a wireless network, residents, local businesses and visitors to the area can benefit from having access to any information they need, anytime they want.

Using one of the many Wi-Fi enabled devices storming on to the market, from the traditional laptop or handheld Personal Digital Assistant to a Nintendo D.S. gaming console, Wi-Fi camera, phone or even MP3 players, residents in Westminster can have complete connectivity to help them work, talk and play throughout the city.

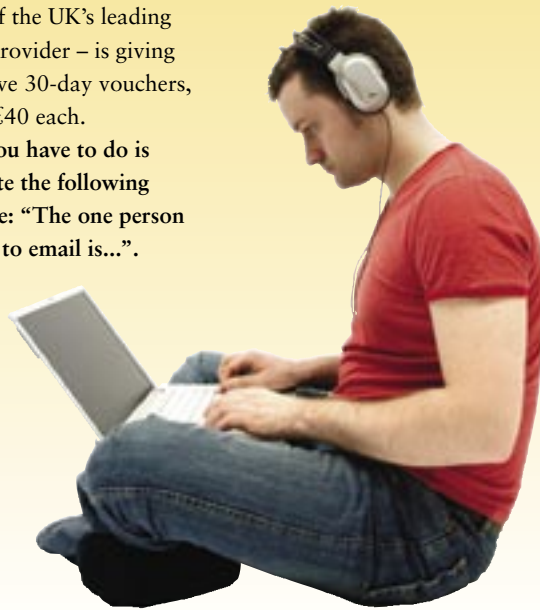
What’s more, Westminster City Council is using wireless technology to create more efficient, e-enabled council

services such as Wi-Fi CCTV cameras. Such technology is creating greater security and a safer street environment for residents, council staff and the one million visitors who come to Westminster every day.

To make sure you remain connected, BT Openzone – one of the UK’s leading Wi-Fi provider – is giving away five 30-day vouchers, worth £40 each.

All you have to do is complete the following sentence: “The one person I’d love to email is...”.

Send your answer and your reason to Wireless Westminster Competition, Westminster Reporter, Communications, 17th Floor, Westminster City Hall, 64 Victoria Street, London SW1E 6QP.



Are you looking after someone else's child?

Are you looking after someone else's child? Is your child living with another family? You might be part of a private fostering arrangement.

What is private fostering?

If you are looking after someone else's child aged under 16 (under 18, if disabled) full time for 28 days or more, and you are not the step-parent, grandparent, aunt, uncle, brother or sister of that child, then you may be a private foster carer.

The law says you must tell your local council if you care for a child under a private fostering arrangement.

If you need to tell Westminster City Council about a private fostering arrangement please call 020 7641 7521.

For more information look at www.westminster.gov.uk/privatefostering

City of Westminster

The Westminster Reporter is produced as part of Westminster City Council's customer service programme.

Cabinet Member for communications: Councillor Robert Davis.

The Westminster Reporter is delivered to homes and businesses throughout Westminster. If you encounter delivery problems, please call the communications team on **020 7641 8088**. Also available from: One Stop Services, libraries and leisure centres.

For general enquiries, call the Council switchboard on **020 7641 6000**. To discuss editorial matters, please contact:

The Editor, The Westminster Reporter, 17th floor, City Hall, 64 Victoria St, London, SW1E 6QP.

Telephone: **020 7641 1886**
 Fax: **020 7641 2958**
 Email: editor@westminster.gov.uk
 Minicom: **020 7641 2948**

Reference copies of the Westminster Reporter are available in large print and audiotape format. To have a free copy sent to your home call 020 7641 8088.

Printed on paper from fully sustainable, responsibly managed forests.

Please recycle the Westminster Reporter.

For more information on recycling call the Environment Action Line on **020 7641 2000**.

The editorial team:
 Nick Dines, Lawrence Luketa, Gillian Owen, Sonja Parfrey, Tariq Tahir, Pippa Vaux

Affected by crime? Call these numbers

In an emergency – always call 999

Belgravia police station: 020 7730 1212

Charing Cross police station: 020 7240 1212

Harrow Road police station 020 7289 5030

Marylebone police station: 020 7486 1212

Paddington Green police station: 020 7402 1212

West End central police station: 020 7437 1212

Crimestoppers: 0800 555 111

Report any crime which affects you and your local community.

Victim support: 0845 3030 9000

Helping residents cope with the effects of crime. Call for free and confidential support and information.

24 hour noise response line: 020 7641 2000

If you are being disturbed by noise happening **now** call 020 7641 2000 (24 hours). If you would like help and advice about noise or you want to report a noise that is not happening now you can get information and report online at: www.westminster.gov.uk/noise

Rough sleepers: 020 7641 3841

24 hour helpline for members of the public who are concerned about people sleeping rough in their area.

Racial Incidents: 020 7641 6191

Call this line to report racially motivated incidents. These incidents are logged and support or advice can be given.

Social Services: 020 7641 7535