



City of Westminster

# Follow on Agenda

Title:

**Environment and Customer Services Policy and Scrutiny Committee**

Meeting Date:

**Monday 7th March, 2016**

Time:

**7.00 pm**

Venue:

**Rooms 5, 6 & 7 - 17th Floor, Westminster City Hall, 64 Victoria Street, London, SW1E 6 QP**

Members:

**Councillors:**

Ian Adams (Chairman)  
Julia Alexander  
Thomas Crockett  
Paul Dimoldenberg

Louise Hyams  
Karen Scarborough  
Cameron Thomson  
Jason Williams



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

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



**An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, please contact the Committee Officer, Jonathan Deacon, Senior Committee & Governance Officer.**

**020 7641 2783**

**Corporate Website: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

**Note for Members:** Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Committee and Governance Services in advance of the meeting please.

## **AGENDA**

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

- |    |  |                 |
|----|--|-----------------|
| a) | <b>Update - Cabinet Member for The Built Environment</b>                 | (Pages 1 - 8)   |
| b) | <b>Update - Cabinet Member for City Management and Customer Services</b> | (Pages 9 - 22)  |
| a) | <b>Supplementary Paper</b>   | (Pages 23 - 24) |
| a) | <b>Work Programme 2015-2016</b>  | (Pages 25 - 28) |

**Charlie Parker**  
**Chief Executive**  
**4 March 2016**



## Environment Policy and Scrutiny Committee Briefing

**Date:** Monday 7<sup>th</sup> March 2016

**Briefing of:** Cllr Robert Davis MBE DL, Deputy Leader and  
Cabinet Member for the Built Environment

**Please contact:** Matt Greet ext. 2852  
[mgreet@westminster.gov.uk](mailto:mgreet@westminster.gov.uk)

## **1. Neighbourhood Planning**

### **Interest in Neighbourhood Forum status**

- 1.1 The St John's Wood Society formally submitted their application for designation as a neighbourhood forum on 16<sup>th</sup> December 2015. This application is now out for public consultation until 1<sup>st</sup> April.

### **Designated Neighbourhood Forums**

- 1.2 The Mayfair Neighbourhood Forum was designated in January 2014. The steering committee are currently formalising the outcome of the workshop held before Christmas.
- 1.3 The Soho Neighbourhood Forum was designated in July 2014. The forum held two public workshops before Christmas and has now requested background information from which to base their neighbourhood plan.
- 1.4 The Westbourne Neighbourhood Forum was designated in July 2014. The forum has engaged with AECOM, the consultants appointed by the Government neighbourhood fund known as Locality, to assist with their drawing up of a neighbourhood plan.
- 1.5 The Church Street Ward Neighbourhood Forum was designated in July 2014. The forum are currently undertaking engagement and are drafting policy themes.
- 1.6 The Belgravia Neighbourhood Forum was designated in October 2014. Cllr Robathan as ward member met with the forum in February, along with officers, to provide further information on the Community Infrastructure Levy process.
- 1.7 The Notting Hill East Neighbourhood Forum was designated in October 2014. The forum are currently formalising the outcome of the workshop held before Christmas and will present a timetable for their proposed neighbourhood plan.
- 1.8 The St. James's Neighbourhood Forum was formally designated on 5<sup>th</sup> February 2015. The steering committee are currently developing their website and looking to hold a community consultation event in the coming weeks.
- 1.9 The Fitzrovia West Neighbourhood Forum was formally designated on 5<sup>th</sup> February 2015. The forum met with officers to discuss statistical information to support the production of their neighbourhood plan. They held a briefing on the proposed Fitzwest Neighbourhood Plan on Monday 11<sup>th</sup> January.
- 1.10 The Victoria and Knightsbridge Neighbourhood Forums were designated on 20<sup>th</sup> July 2015.
- 1.11 The Marylebone Neighbourhood Forum was designated on 7<sup>th</sup> September 2015. The forum held its first AGM on 28<sup>th</sup> January.
- 1.12 The Maida Hill Neighbourhood Forum was designated on 7<sup>th</sup> September 2015. The forum is in the process of setting a forward programme of meeting dates.

- 1.13 The Pimlico and Churchill Gardens Estate Neighbourhood Forums were designated on 9<sup>th</sup> October 2015.

## **2. Westminster's City Plan**

### **Code of Construction Practice**

- 2.1 The City Council is currently carrying out a consultation on its revised Code of Construction Practice, which will enable a more proactive management of construction, starting with basements. This new service will be provided for a fee, payable by the applicant or developer, to minimise the impact that basement developments have on local residents. The new charges will cover the cost of delivery of the service only.
- 2.2 Council officers will be able to provide liaison and neighbour services, inspect sites, and require construction companies to liaise with neighbours. The public consultation closed on 22<sup>nd</sup> February 2016 but late submissions on minor issues will be accepted up to the 27<sup>th</sup> March 2016. For more information please visit:

[www.westminster.gov.uk/code-construction-practice](http://www.westminster.gov.uk/code-construction-practice).

### **Basements and Mixed Use policy**

- 2.3 The Examination in Public for the City Council's new Basements and Mixed Use is taking place on 8<sup>th</sup>-10<sup>th</sup> March. The Inspector has issued his preliminary report to the City Council and we have responded in advance of the examination.
- 2.4 This is a public meeting but participation in the session is by invitation only from the Inspector and is only for those who have previously responded to the Council's consultation. After this the Inspector will issue his report and the council will adopt the policy.

### **Special Policy Areas**

- 2.5 On 25<sup>th</sup> November 2015, I signed the Cabinet Member Report ratifying our proposed revisions to our Special Policy Areas framework. This forms the latest element of our City Plan to be codified and public consultation concluded on 7<sup>th</sup> February.
- 2.6 No significant objections to the SPA policies were received with several submissions of support being presented on the Mayfair and St James's SPA.

### **Non-Immediate Article 4 Directions**

- 2.7 The consultation on an Article 4 Direction protecting changes of use from A1 (shops) to A2 (financial and professional services) ended on 14<sup>th</sup> December 2015. It has now been submitted to the Department for Communities and Local Government for their ratification and a Cabinet Member Report is being prepared for me in order to 'confirm' the Order, which is due to come into force after 30<sup>th</sup> October 2016.

### **3. Development of a Westminster Community Infrastructure Levy (CIL)**

- 3.1 On 12<sup>th</sup> January I signed the Cabinet Member Report approving the City Councils Charging Schedule for the implementation of our Community Infrastructure Levy (CIL).
- 3.2 That report represented the final stages of our work towards adopting a CIL for Westminster. A CIL can be charged on developments in a local authority's area, with the money raised being used to pay for the provision, improvement, replacement, operation or maintenance of infrastructure that is needed as a result of development. Infrastructure funded through a Westminster CIL will be directed towards projects that the City Council, local community and neighbourhoods consider are required to help accommodate development. These CIL rates are formally set through the charging schedule.
- 3.3 The charging schedule was formally adopted on by the City Council at its full meeting on 20<sup>th</sup> January, with a start date of 1<sup>st</sup> May codified as part of the report put forward to members.
- 3.4 Attention has now turned to finalising the governance arrangements covering collection, monitoring and spending of the Westminster CIL. A suite of policy documents are in draft for my approval to ensure we are ready to begin operation on 1<sup>st</sup> May.
- 3.5 I am also moving forward with the draft Planning Obligations Supplementary Planning Document consultation in parallel to the introduction of our CIL.

### **4. Crossrail**

#### **Crossrail Line 1**

- 4.1 I was delighted to see the new Crossrail line officially named in honour of our longest reigning monarch on 23<sup>rd</sup> February. From December 2018, the Elizabeth Line will link Heathrow with Paddington, the West End, the City and Canary Wharf.
- 4.2 Schedule 7 (planning) Applications for Crossrail's public realm reinstatement works at Bond Street and Tottenham Court Road are now in draft. The proposals are currently subject to internal review by Crossrail Limited.
- 4.3 Great Portland Estates' (GPE), who are developing above the Hanover Square/Bond Street Crossrail station, have commissioned concept designs for public realm improvements here and these were endorsed by the Hanover Square Project Board before Christmas. Governance of the scheme has now formally passed from GPE to the Council to take forward and implement the scheme ahead of Crossrail's opening in 2018. Public consultation on the proposed designs will follow later this year.

## **Crossrail Line 2**

- 4.4 The City Council's formal response to the latest Crossrail 2 consultation was submitted this month. This submission reflected the City Council's support in broad terms for the infrastructure, regeneration and job opportunities that the new line would create, but also outlines the concerns I have over various aspects of the current proposals. We are seeking assurances on a wide range of concerns to protect residential amenity, the operation of businesses and the local environment. This is in addition to the likely construction impacts, including the works at Victoria Coach Station, the loss of the Curzon Cinema in Soho for which there is strong local opposition, as well as the likely impact of the operational stations on existing communities.
- 4.5 The Crossrail 2 Growth Commission stakeholder session took place on 28<sup>th</sup> January and the commission's chair has also held individual meetings with senior figures at the City Council. Letters have now been submitted to the Commission setting out the City Council's priorities for transport, and housing and regeneration.

## **5. Victoria Area Schemes**

- 5.1 London Underground's Victoria Station Upgrade works are still progressing as planned, with the new northern ticket hall due to open this summer, alongside Phase 1 of Land Securities' Nova scheme and the expanded southern ticket hall due to open in 2018. Future London Underground upgrade works will focus on the District and Circle Line Station at Victoria.
- 5.2 Officers are currently consulting on making the Cardinal Place temporary pedestrian crossing a permanent installation. The current installation has been in place since alterations were made to the junction of Bressenden Place and Victoria Street in early 2013, in order to accommodate the construction works for the new ticket hall under the highway. The crossing at the main junction was reinstated in December 2015 and so it is appropriate to review to temporary installation. This would be in conjunction with the resurfacing of the carriageway of the entire section of Victoria Street between Bressenden Place and Palace Street under our planned preventative maintenance programme led by Cllr Caplan.
- 5.3 TfL are still reviewing options for the relocation of Victoria Coach Station to make way for Crossrail Line 2 works in the early 2020s. Separately TfL are also considering improvements to Terminus Place at the front of the mainline station to remove at least some of the buses and make the space more pedestrian friendly, and the future of the Inner Ring Road in this area. Meanwhile, Network Rail continue to develop their masterplan for improvements within the Station to ease way-finding and congestion.
- 5.4 On Sunday 28<sup>th</sup> February, TfL reinstated the iconic 'Little Ben' on the pedestrian island at the Bressenden Place, Victoria Street and Vauxhall Bridge Road junction. This followed a joint City Council and TfL project to restore this scale model of Elizabeth Tower, which was first placed in Victoria in 1892. I am delighted that this key piece of local heritage is back in its rightful place.

## **6. Proposals for Introducing a Two-Way Operation to Baker Street**

- 6.1 Last year the City Council widely consulted on proposals to replace the one way traffic system on Baker Street and Gloucester Place with a two way traffic operation. The proposals were put forward to address the current dominance of traffic in the area, whilst also delivering a combination of public realm improvements to benefit pedestrians and cyclists.
- 6.2 We received a huge number of responses and, whilst there was clearly a degree of concern in the local area regarding the original proposed scheme, a high proportion of the issues raised centred upon a core set of key issues in specific locations.
- 6.3 Since the consultation closed on 31<sup>st</sup> July 2015, the project team have spent a great deal of time reviewing the responses and looking at alternative options, whilst also engaging with the community and amenity groups that have shown an interest in the scheme.
- 6.4 I have committed myself and the project team to ensuring that the concerns raised during the consultation are fully addressed before the project can be reconsidered. As such, I previously announced that a number of specific alterations to the design would be put forward and that a further consultation would be undertaken. Amongst others, these changes include:
- The left turn from Gloucester Place onto Marylebone Road being reintroduced
  - York Street retaining its current two way operation west of Gloucester Place
  - A review of the designs for Ivor Place, as well as those covering Dorset Square and across the Conservation Area
- 6.5 This second round of consultation started on 22<sup>nd</sup> February and will finish on 20<sup>th</sup> March 2016, during which time we will hold two public exhibitions on 27<sup>th</sup> February and 9<sup>th</sup> March. As with the previous consultation, full details of the revised proposals, as well as the consultation questionnaire, can be found at [www.bakerstreetwoway.co.uk](http://www.bakerstreetwoway.co.uk)

## **7. West End Partnership Place Task Group**

- 7.1 Following last year's successful conclusion of the West End Partnership Public Realm Working Group's programme of work and the publication of the Partnership's vision and delivery plan, the Place Task Group has been established and will hold a series of meetings through the year. The Place group joins the other three task groups which cover People, Prosperity and Marketing.
- 7.2 The most recent meeting of the group was on 25<sup>th</sup> February and discussed the most up to date modelling for the Oxford Street West public realm improvements, as well as the latest proposals for the public realm projects at Hanover Square and Bond Street.



## **8. Events and Filming**

- 8.1 The key special event managed by the team since the Committee's previous meeting was the Chinese New Year celebrations which began on 14<sup>th</sup> February. It was the largest such celebration outside Asia and saw the West End filled with music, acrobats and pyrotechnics, as well as a grand parade with 10 lion dance teams.

## **9. Green plaques**

- 9.1 There are now 113 green plaques around Westminster to celebrate the life and works of individuals and organisations who have made contributions that have, in many cases, extended well beyond our borders.

- 9.2 Our current programme of green plaques remains as detailed in my previous report to the Committee:

- William Shipley at 25 Henrietta Street, Covent Garden. As well as being a celebrated drawing master, in 1754 at site of Rawthmell's Coffee House Shipley founded an arts society which went on to become The Royal Society of Arts.
- Cecilia Vajda at 105 Hallam Street, W1. Throughout a long and distinguished career in music as a teacher, conductor, performer, lecturer, writer and scholar, Vajda also become the foremost authority on the work of Hungarian composer Zoltán Kodály and his famed teaching methods.
- Anthony Powell at 9 Shepherd Street where he lived and worked. Powell was the author of the acclaimed twelve volume work 'A Dance to the Music of Time', as well as working as a celebrated critic and reviewer.
- William Henry Hudson at 14 Leinster Square in Bayswater. Hudson authored the acclaimed romance novel 'Green Mansions', as well as being an accomplished naturalist and founding member of the Royal Society for the Protection of Birds.
- Austria Centre at 124 Westbourne Road, W2. The centre provided support for several thousand Austrian refugees escaping occupation during World War II.

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City of Westminster

# Environment Policy and Scrutiny Committee Briefing

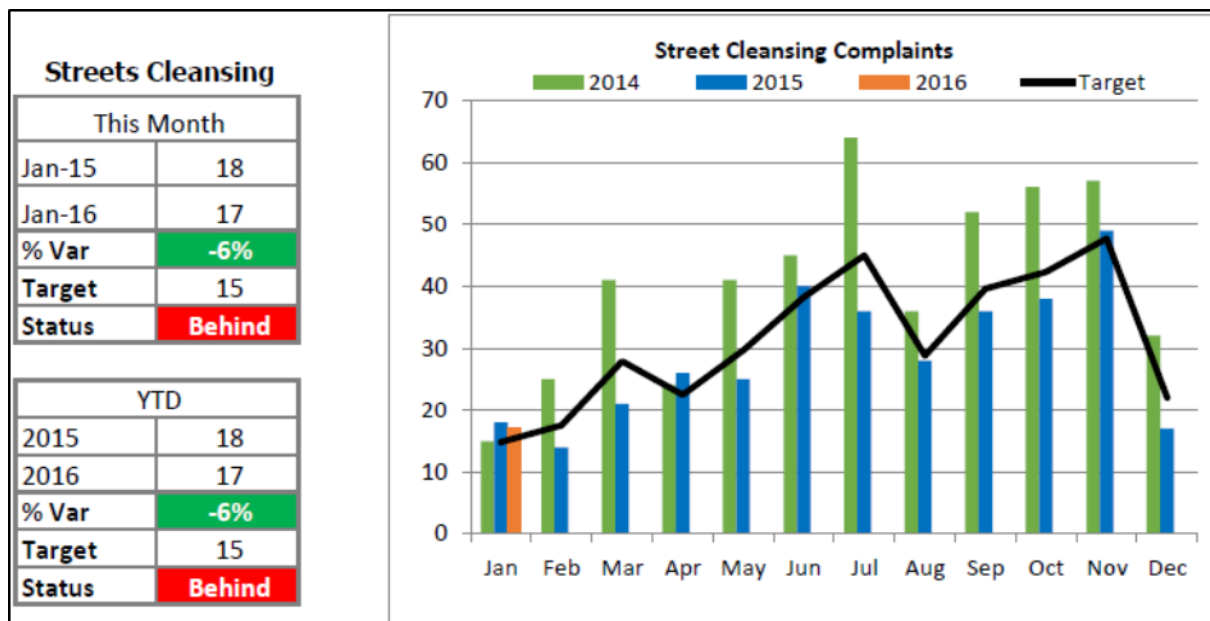
**Date:** Monday 7<sup>th</sup> March 2016

**Portfolio:** Cabinet Member for City Management and  
Customer Services

**Briefing Author and  
Contact Details:** Councillor Melvyn Caplan  
[mcaplan@westminster.gov.uk](mailto:mcaplan@westminster.gov.uk)

## 1. Street Cleansing

### Cleansing Performance



- 1.1 Street cleansing services continue to perform to an extremely high level. As shown in the above table, complaints were **6% down** for January in 2016 against the same period in 2015. A total of 17 complaints were made during the month, against 18 by the same point in 2015.

### The Chinese New Year Clean-up

- 1.2 Chinese New Year celebrations in London are the largest of their kind outside Asia. Tens of thousands of people descended on the West End on the official public parade day, which was 14<sup>th</sup> February this year.

- 1.3 The City Council had 42 Veolia Staff and 10 vehicles on hand to facilitate the clean-up, following the festivities. Permission was given by the Police at 17:00 to start the clean-up, with the major thoroughfares being handed back for reopening by 18:15, with all cleansing finally completed by 19:10. An estimated 14 tonnes of waste was collected from this event.

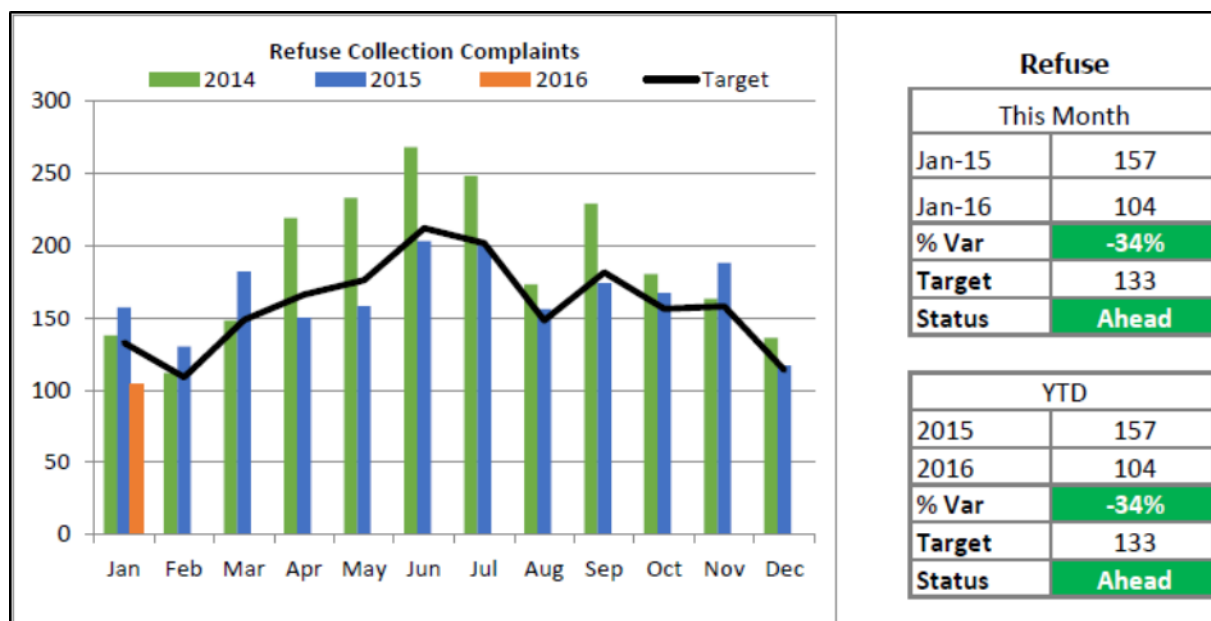
### The Winter Service Update

- 1.4 While the end of 2015 was largely mild and wet, the new year has seen relatively colder, but drier conditions. This has led to the mobilisation of the gritters on 16 separate nights so far this season to spread salt on our most exposed, coldest routes, mitigating the risks brought by hoar frost and ice. These mobilisations have issued a total of 85.7 tonnes of salt on our Public Highway so far. We do not know if or when it will snow, but we are on alert all winter and are ready to respond appropriately as soon as it does.

1.5 The City Council’s strategy for mitigating the impacts of adverse winter weather conditions, frost, ice and snow, is set out in a *Winter Service Plan*. This season, we have available: a full Salt barn in Brent, holding 1,500 tonnes of rock salt, over 20 tonnes of bagged white salt and specialist corrosion-inhibiting de-icer (for schools, estates, footbridges and council properties); 8 carriageway gritting vehicles, able to distribute between 5 and 8 tonnes of salt; 8 smaller vehicles for mechanically gritting the pavements; and almost 200 on-street salt bins across the City for sweepers to use to grit the pavements. Each gritting vehicle is fitted with a GPS unit, so where they are and when can be monitored, contemporaneously as well as retrospectively. Sensors also indicate whether or not the vehicles are actually spreading salt or just travelling along the road.

## 2. Waste and Recycling









### Waste Performance



2.1 Waste collection services continue to perform to a high level. As shown in the above table, complaints were **34% down** for January 2016 against the same period in 2015. A total of 104 complaints were made during the month, against 157 by the same point in 2015.

### 3. Highways





3.1 The following table shows the performance for highways reactive responses compared against the respective targets. For reference, the previous contract targets are also given.

	December & January Avg Performance		January Performance		Target from 1 April 14	Previous Contract Target
<b>Priority 1 (2 hr)</b>	95.5%		94%		98%	98%
<b>Priority 2 (24 hr)</b>	100%		100%		98%	95%
<b>Priority 3 (10 day)</b>	98.5%		100%		98%	90%
<b>Priority 4 (28 day)</b>	100%		100%		98%	83%

3.2 Performance on Priority 2, Priority 3 and Priority 4 responses has improved over the period, with all being above the target level of 98%. Performance for Priority 1 responses is reporting below target, although this is still 5% higher than the previous period. Of the eleven jobs were out of SLA, seven of which missed the target completion time by less than ten minutes. Two of the jobs were raised in the early hours of the morning indicating that the contact process between the Contact Centre and out of hour's crew was not followed. Measures are being put in place to ensure that jobs are being issued to the emergency crew in a more efficient manner so performance targets can be met and this will continue to be monitored by the contracts team.

### 4. Public Lighting

4.1 Reactive performance continues to be good and has exceeded the required level for both 2 hour and 48 hour responses in December and January.

	December to January Avg Performance		January Performance		Target from 1 April 14	Previous Contract Target
<b>Priority 1 (2 hr)</b>	100%		100%		98%	98%
<b>Priority 3 (48 hrs)</b>	99%		100%		98%	90%

## **Outages**

- 4.2 The year to date percentage of outages as of the end of February 2016 is recorded as 3% which is at the top end of our target of 3%. Officers are investigating whether this is a seasonal variation due to the festive holiday period or due to other causes. The average time to fix a light under local authority control is also well within the target 12 days at 7.3 days. The total time to fix a light where UKPN also need to carry out work is 43 days, which is outside of the 40 day target and we will be seeking to bring this work within this margin as soon as possible.

## **Long Term Faults**

- 4.3 At the end of November, there were 36 jobs more than 40 days old, the same as in the previous report. 34 of these jobs required work by UKPN and the increase is reflective of the current UKPN response times. It should be noted that there are always a small number of more complex cases to fix which will take longer and this number is small in comparison to the 14,000 lighting columns that make up our network.

## **Remote Monitoring System ('Smart Lights')**

- 4.4 The first jobs generated using data from the Smart Light system were piloted in January 2016 using a semi-automated interim process. The fully automated process is not currently possible due to some data matching issues between the Smart Light software system and the job generation system that have been identified and which would lead to the service provider being despatched to the wrong lighting assets. While this issue is resolved, an interim process has been developed. The pilot has proved largely successful with some minor issues emerging. These are being worked through and the service is now planning a roll out across the city to use this interim process on a permanent basis. The lessons learnt from this will be fed into the fully automated process roll out.

## **5. Highway Capital Programme Delivery**

### **2015/16 Carriageway Programming**

- 5.1 The 2015/16 carriageway programme is now complete with the exception of three sections of anti-skid works which could not be completed due to weather conditions. These three anti-skid sections are programmed to commence in March and will be completed this financial year.

As a result of a review of the TfL funded principal road programme and the City Council's carriageway programme, we are able to deliver a further four schemes this year. The proposed schemes and their extents are listed below. Completion is currently scheduled before the end of March 2016, subject to any co-ordination issues that may arise:-

Warwick Avenue Phase 1 - Formosa Street to Sutherland Avenue, Phase 2 - Clifton Villas to Formosa Street

Chesham Place - Junction with Pont Street

St Stephen's Gardens - Chepstow Rd to Shrewsbury Rd

Russell Street – Bow Street to Drury Lane

- 5.2 The list of schemes for the 2016/17 carriageway programme has now been approved and published. A provisional programme is in place with a start date of April 2016 and an estimated completion date of September 2016. Stakeholder liaison meetings with TfL, London Buses, Metropolitan Police and our internal Parking and Permit teams are underway. Consultation with Ward Members, Local Businesses, Residents and Key Stake Holders will also be carried out prior to works commencing.

### **2015/16 Footway Programming**

- 5.3 Only one programmed footway scheme remains to be completed, this is Victoria Street junction with Great Smith Street. Works are currently under way and are set to complete on the 11<sup>th</sup> March 2016.
- 5.4 The list of schemes for the 2016/17 Footway programme has now been approved and published. A provisional programme is in place with a start date of April 2016 and an estimated completion date of October 2016. Consultation with Ward Members, Local Businesses, Residents and Key Stake Holders will be carried out prior to works commencing.

## **6. Gully Service**

- 6.1 The routine programme is on target with 77.0% of the network cleaned to 100.0% of the network visited for January 2016. The service provider is now focussing on re-visits to the gullies that could not be cleaned on the first visit.
- 6.2 Bi weekly meetings between KIER highways and the highways client team are in progress and we are picking up exceptions as an in-month management task. This is now tracking and drilling down on the abortive visit causes experienced on the routine programme. This month has highlighted 47 abortive issues due to stuck lids which are now being resolved under the further works process. We are continuing to use this business intelligence approach to focus resources and address issues efficiently. Good working relationships with the City Council's parking services have also helped to achieve greater productivity across the programme and they have notified us of a recent policy change to enforcement which will positively impact service delivery for 2016-17 routine programme.



## 7. Gully Further Works

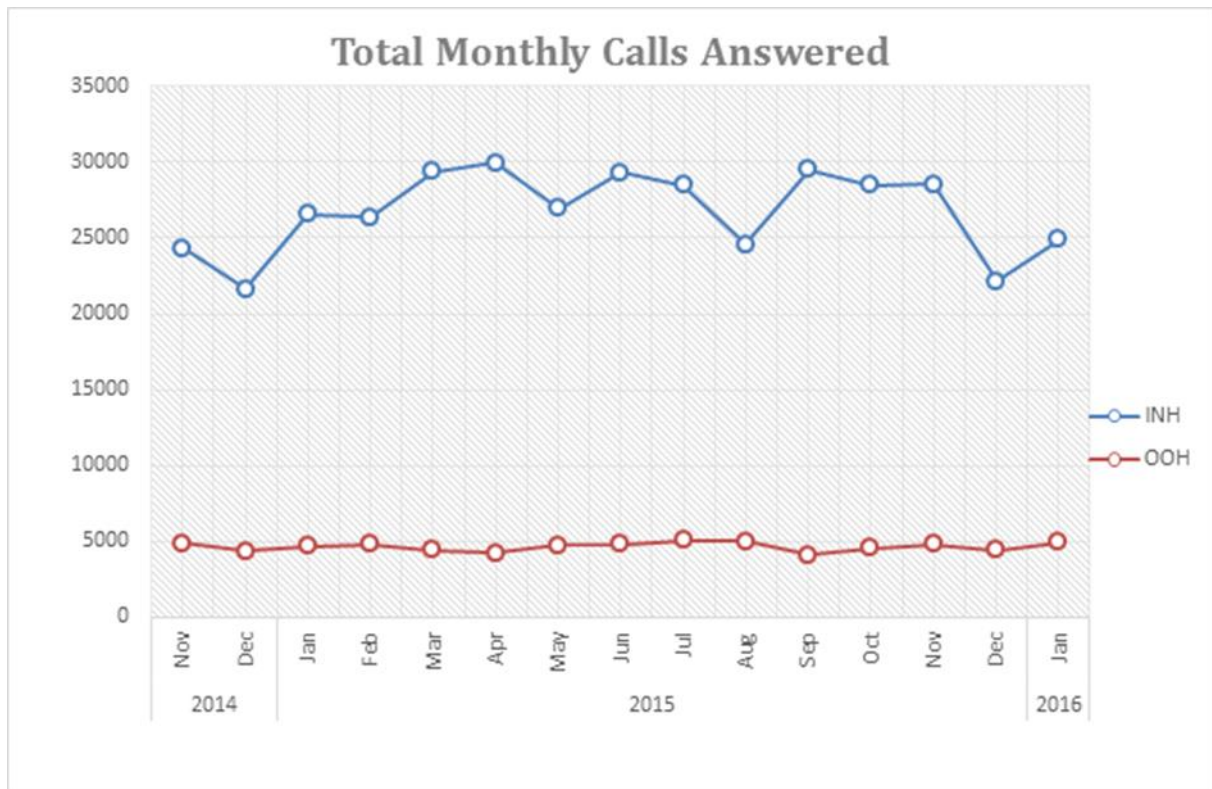
7.1 Further investigation of problem gullies is maintained by the service and works are put into phases to resolve, subject to prioritisation and budget management. We have achieved most of our targets on the further works programme to date with the major outstanding project for Maida Vale Station (Randolph Avenue) due to start in the next 28 days. The current phase of works is at the following stage:

Queensborough Terrace – Completed  
Westbourne Grove – Completed  
Victoria Street – Awaiting Permit to start  
Randolph Ave – Completed (2 sites)  
Oxford Street – Partially Completed  
Eaton Place – in progress

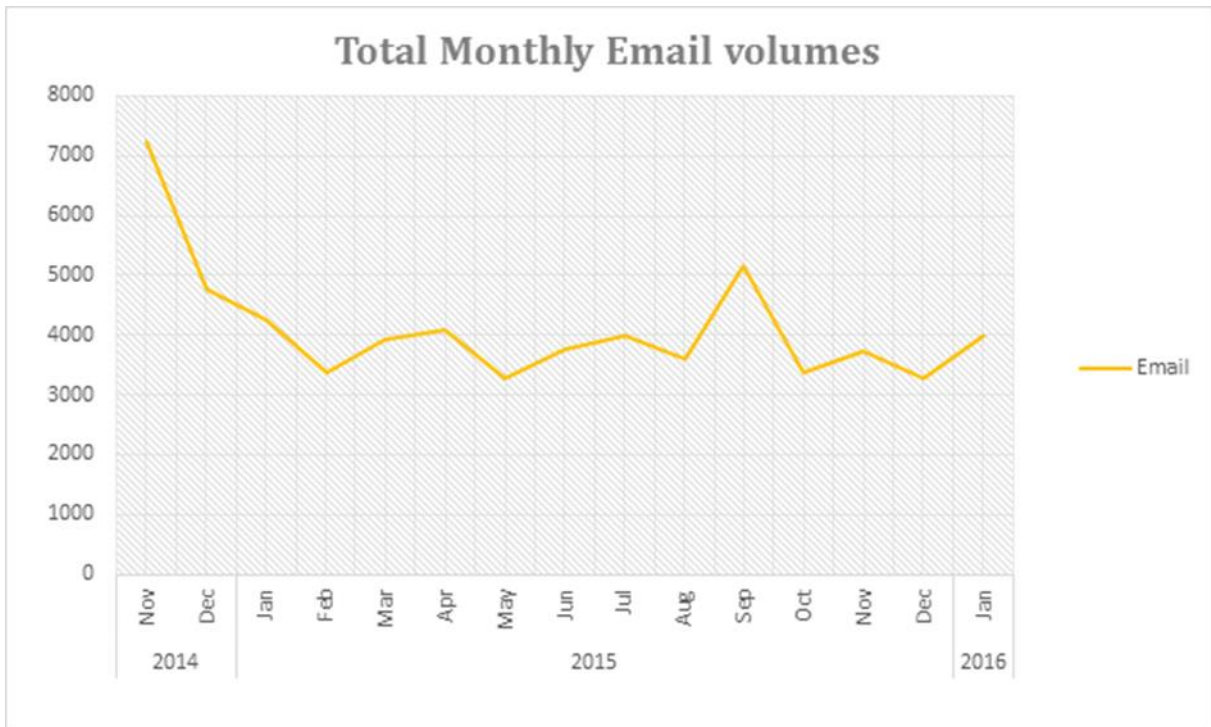
## 8. Customer Services

### Customer Contact Centres

8.1 Agilisys continue to handle a high volume of calls and emails: 470,686 calls were answered between November 2014 – end of January 2016 with 69,526 (14.77%) of these coming via the out of hours service.



During the same period Agilisys handled 61,689 emails.



### Targets

8.3 As Agilisys operate two sites: out of hours from Barking and in hours from Weston Super Mare, these are monitored separately for performance purposes but combined for the calculation of service credits and invoicing. Graphs below show performance against these targets.

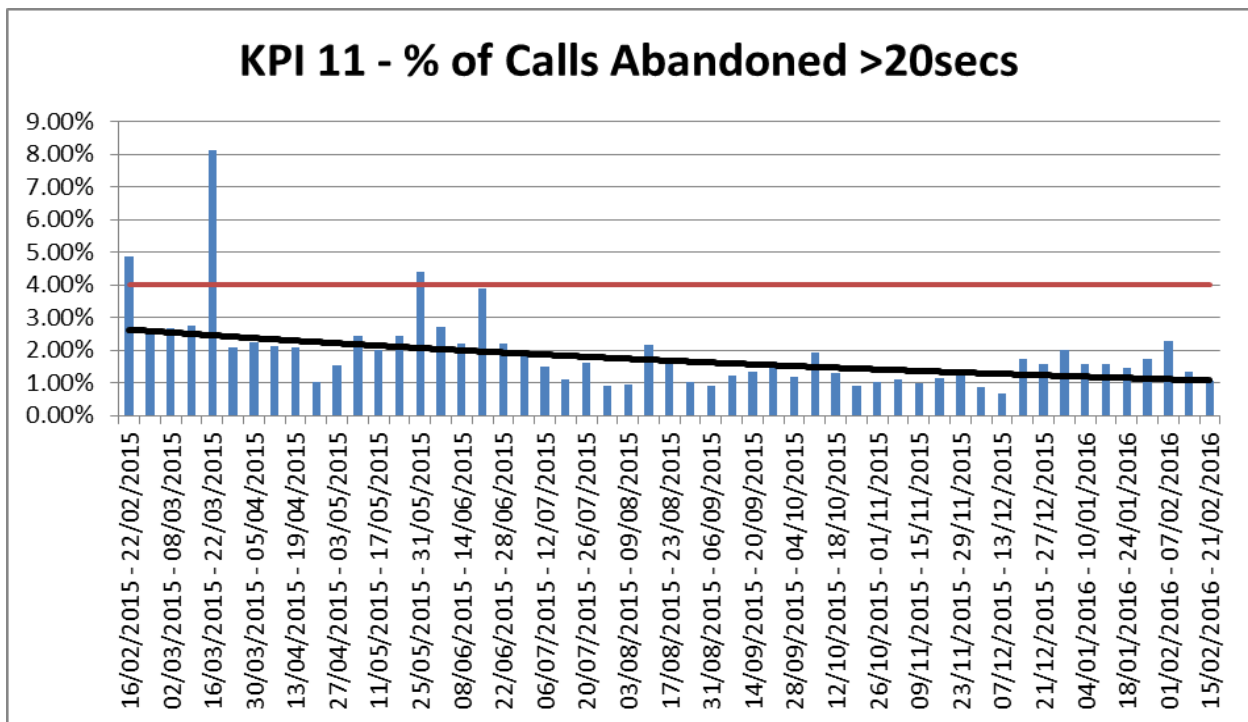
Customer satisfaction is currently measured by a Gov.metric survey offered to customers at the end of a call for in hours services only. Satisfaction has been consistently over 99%. The participation rate for transfers to the survey has dipped slightly as it does rely on the advisors asking permission and the customer agreeing to participate but this is in line with the overall call volumes for these months. Shown below are the results for the last six months:

Month	Completed surveys	% very satisfied/satisfied
June	2622	99.20%
July	2385	99.40%
August	2071	99.30%
September	2074	99.10%
October	2446	99.20%
November	2540	99.20%
December	1456	98.70%
January	1703	99.20%

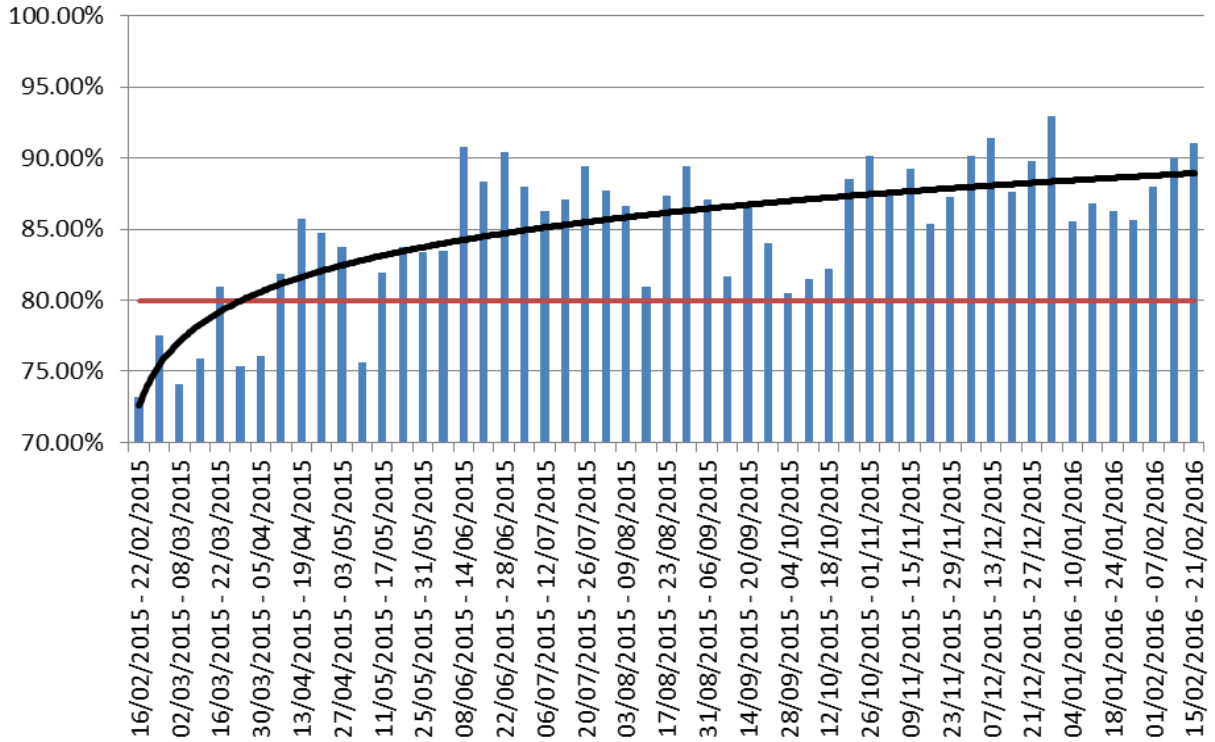
## Improvements/changes

8.4 Quality is the one area where there is room for improvement across both sites. Common issues raised by services are around incorrect information being captured or not being checked with the customer before inputting and not enough information being captured. The contact centre manager at Weston has been focusing on continuous improvement and has been working with services to review and streamline processes and to support advisors with refresher training and guidance. Regular monthly meetings are held with most key services including call listening and scoring which highlights areas where further advisor training may be required or process improvements needed. This also highlights where advisors are performing well.

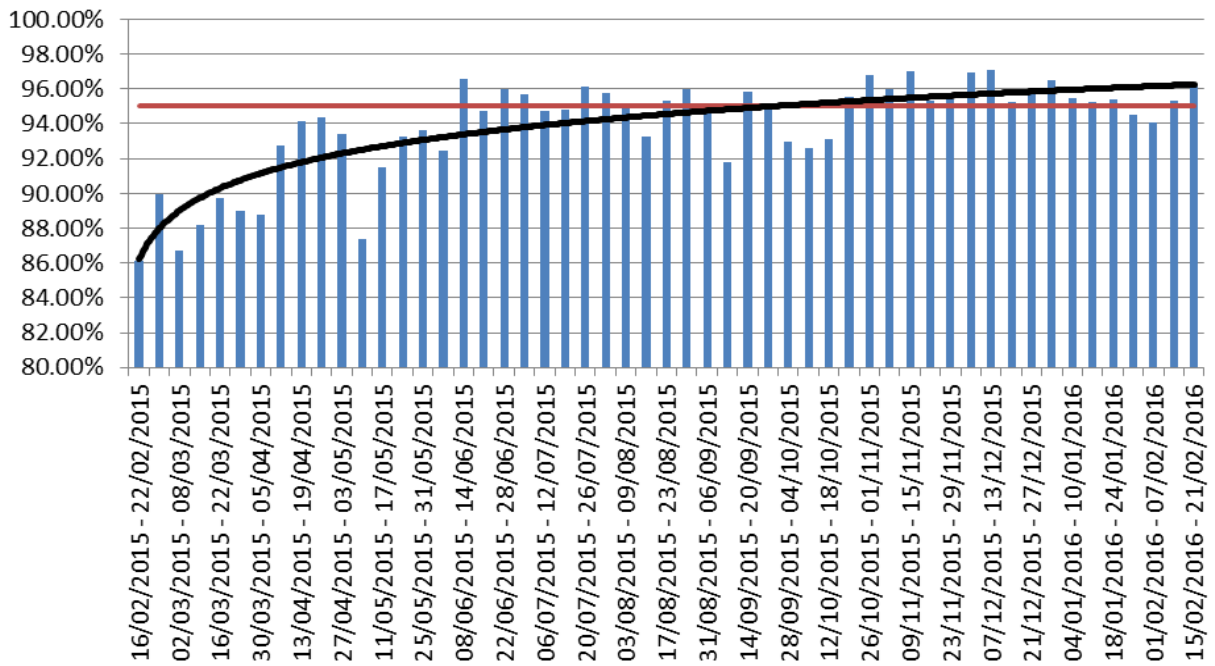
The out of hours team at Barking has caused some issues and concerns for WCC. Absenteeism continues to be an issue with reports of unexpected absences especially during the weekend. This has impacted performance and resulted in much longer wait times than should be expected. This was escalated with Agilisys Directors and an action plan is in place to deliver improved performance.

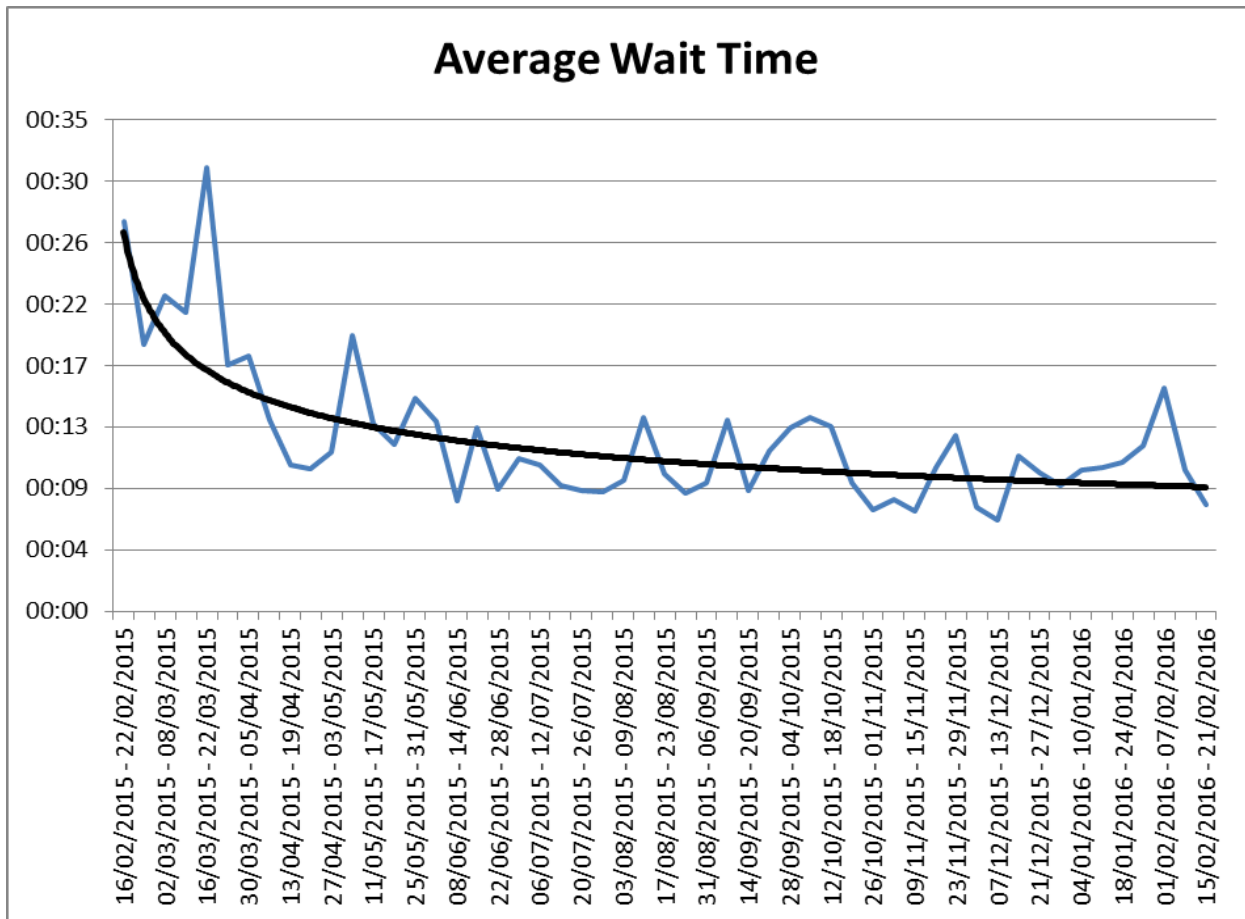


### KPI 1 - Total % Calls Answered within 20secs

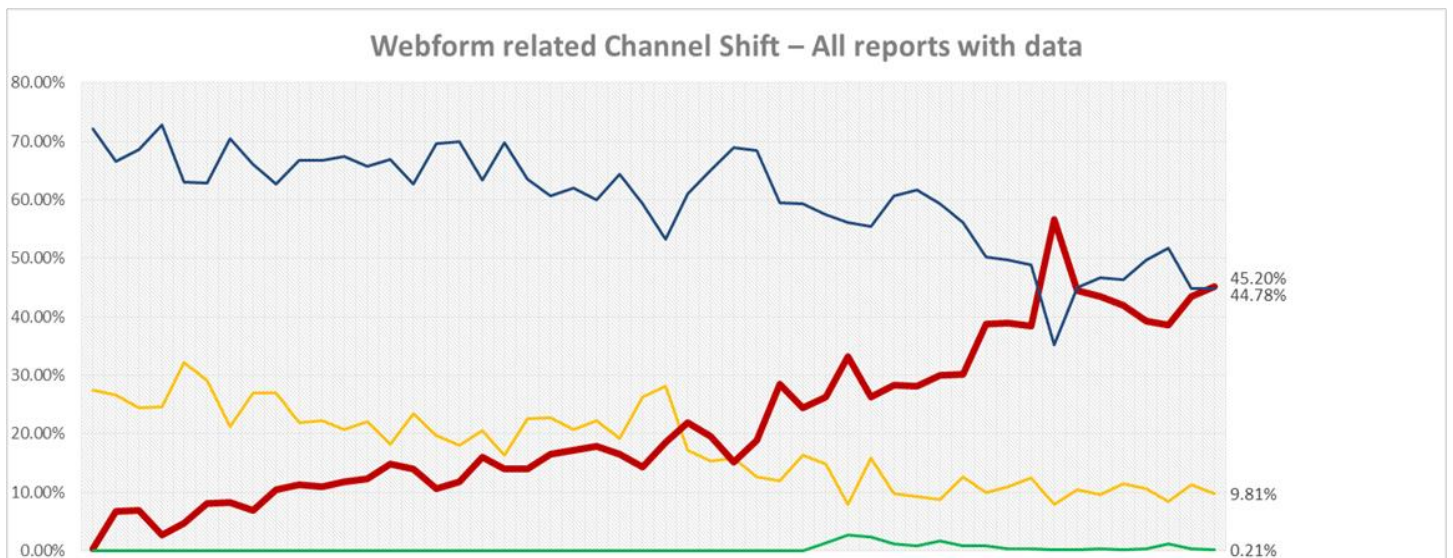


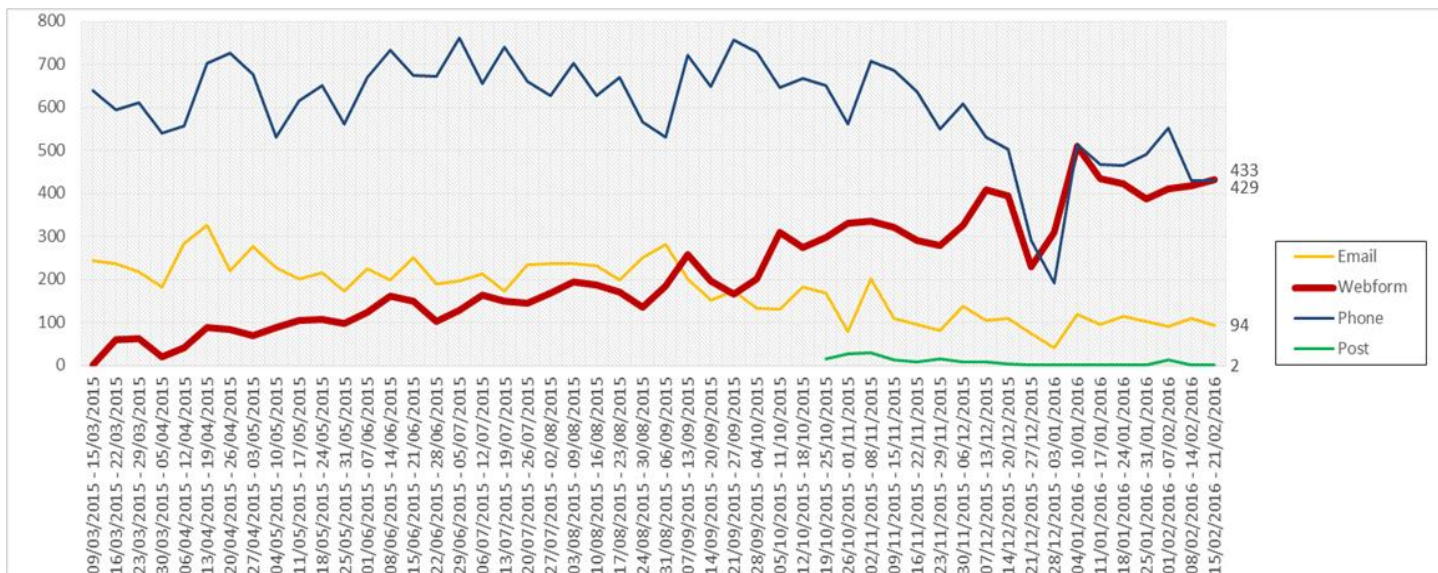
### KPI 2 - Total % of Calls Answered within 60 seconds



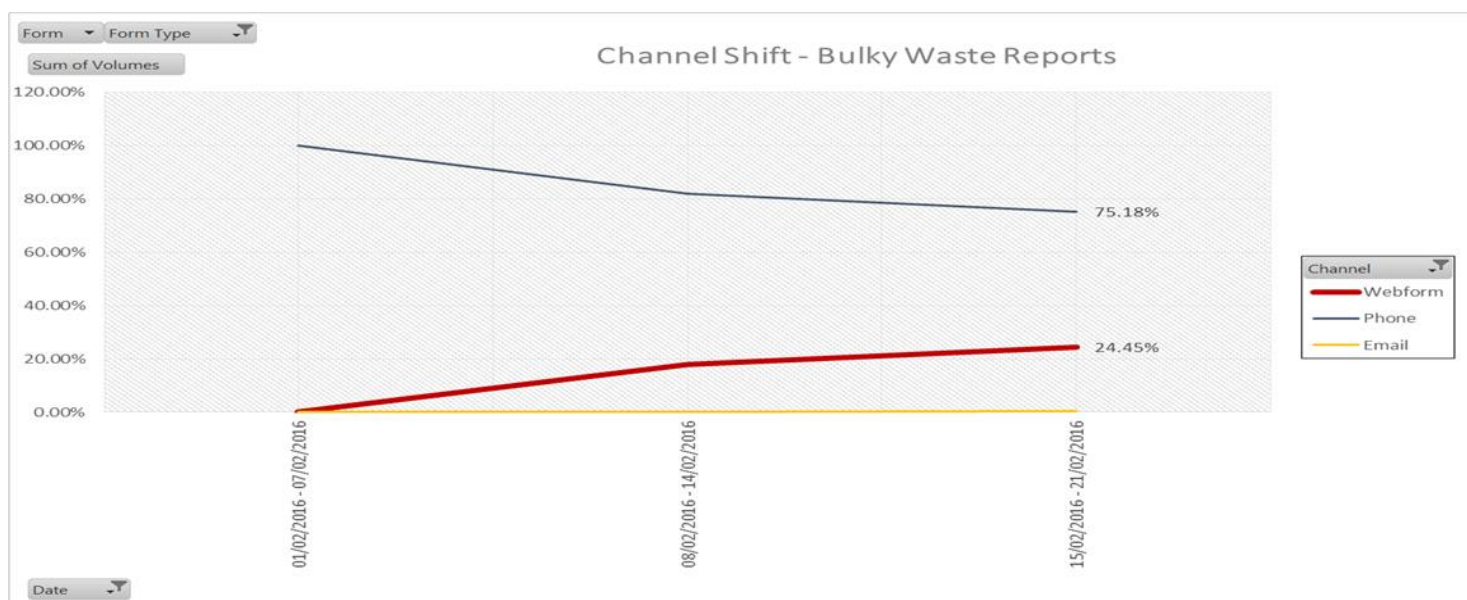


8.5 Online webforms continue to grow channel share, with the Bulky Waste form recently going live. The newly introduced webforms enable an automatic integration with back office systems eliminating the need for rekeying and re-entering data in the back office or in the contact centre. Fully integrated webforms result in less manual work, reduced failure demand and an expedited process from end to end. Webform channel share within the areas with a live webform is now 45%. Since the 1<sup>st</sup> Jan 2015, within the areas with a live webform the phone demand has fallen 33% and Email demand has fallen 60%.





New Form: Bulky Waste: 25% uptake within fortnight of going live:



8.6 Webform performance expansion continues to improve, with the final technical hurdle now overcome, allowing the next phase of forms to be rolled out.

Forms Rollout 2015/16		
Form Description	Form Package	Status
Dumped Rubbish	Cloudoko	LIVE
Abandoned waste (wardens)	Cloudoko	LIVE
Graffiti	Cloudoko	LIVE
Street Washing Request	Cloudoko	LIVE
Street Sweeping Request	Cloudoko	LIVE
Graffiti (wardens)	Cloudoko	LIVE
Street Washing Request (wardens)	Cloudoko	LIVE
Street Sweeping Request (wardens)	Cloudoko	LIVE
Dead Animal	Cloudoko	LIVE
Dog Fouling	Cloudoko	LIVE
Dead Animal (wardens)	Cloudoko	LIVE
Needles / Syringes (wardens)	Cloudoko	LIVE
Dog Fouling (wardens)	Cloudoko	LIVE
Planning - Pre Planning Enquiry	Victoria	LIVE
Planning - Report Unauthorised Development	Victoria	LIVE
Recycling Bags / Boxes	Cloudoko	LIVE
Bulky Waste Collection	Cloudoko	LIVE

## Forms Rollout 2015/16

Form Description	Form Package	Target Date
Licensing - Temporary Event Notice	Victoria	Feb-16
Licensing - Application for a premises licence	Victoria	Mar-16
Licensing - Business Proposal Form (Food/Non Food)	Victoria	Mar-16
Licensing - Crane Operations and Road Closures	Victoria	Mar-16
Licensing - Massage or other special treatments	Victoria	Mar-16
Licensing - Notification of Interest in a Premises	Victoria	Mar-16
Licensing - Register of Approved Temporary Traders	Victoria	Mar-16
Licensing - Street Trading Licence (inc Temporary)	Victoria	Mar-16
Licensing - Temporary Licence for the use of Tables and Chairs	Victoria	Mar-16
Licensing - Temporary Structure Licence	Victoria	Mar-16
Licensing and EH Pre Application Advice request form	Victoria	Mar-16
Licensing - Application for Renewal of Registered Approved Temporary Traders	Victoria	Apr-16
Licensing - Application for Temporary Street Trading Licence at Special Events	Victoria	Apr-16
Licensing - House in Multiple Occupation (HMO) Licence Application	Victoria	Apr-16
Licensing - Personal Licence (change of details)	Victoria	Apr-16
Licensing - Special Treatment - Renewal / Variation	Victoria	Apr-16
Licensing - Vary the use of Tables and Chairs	Victoria	Apr-16
Premises Licence - Application to Vary DPS	Victoria	Apr-16
Premises Licence (Transfer)	Victoria	Apr-16
Premises Licence (Variation - Minor)	Victoria	Apr-16
Premises Licence (Variation)	Victoria	Apr-16
Licensed Premises - Gaming Machine Notification	Victoria	May-16
Licensed Premises - Gaming Machine Permit	Victoria	May-16
Licensing - Application for a new gambling premises licence	Victoria	May-16
Licensing - Application For A Personal Licence	Victoria	May-16
Licensing - Application for a Street Trading Licence for the Exhibitions	Victoria	May-16
Licensing - Approval of Marriage Venue (Variation)	Victoria	May-16
Licensing - Approval of premises for civil marriage and civil partnership	Victoria	May-16
Licensing - Club Gaming Permit / Club Gaming Machine Permit	Victoria	May-16
Licensing - Dangerous Wild Animals	Victoria	May-16
Licensing - New Small Society Lottery	Victoria	May-16
Licensing - Notification of Intent to Operate Gaming Machines	Victoria	May-16
Licensing - Performing Animals	Victoria	May-16
Licensing - Pet Shop	Victoria	May-16
Licensing - Poisons List	Victoria	May-16
Licensing - Returning Small Society Lottery	Victoria	May-16
Licensing - Riding establishments	Victoria	May-16
Licensing - Scrap Metal Collectors	Victoria	May-16
Licensing - Scrap Metal Site	Victoria	May-16
Licensing - Sex Establishment (New)	Victoria	May-16
Licensing - Sex Establishment (Variation)	Victoria	May-16
Licensing - Sexual Entertainment Venue (New)	Victoria	May-16
Licensing - Sexual Entertainment Venue (Variation)	Victoria	May-16

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City of Westminster

## Environment and Customer Services Policy and Scrutiny Committee

**Date:** 7<sup>th</sup> March 2016

**Classification:** General Release

**Title:** Broadband Coverage

**Report of:** Executive Director: Growth, Planning & Housing

**Cabinet Member Portfolio:** Cross Portfolio

**Wards Involved:** All

**Policy Context:** Enterprising City

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### BT Openreach Street Work Activity

Since the submission of the Environment Policy and Scrutiny Committee Report we would like to provide supplementary information with regards to recent applications Westminster City Council have received from BT Openreach for street works and road closures in order for cabinets within Westminster to be upgraded. The table below summarises this activity:

Site	Location
BELGRAVE ROAD (8400012)	66 (WARWICK SQUARE)
BISHOP'S BRIDGE ROAD (8401271)	Riven Court/Junc Queensway
BRAVINGTON ROAD (8401128)	O/S 2 TO O/S 9
HEREFORD ROAD (8400413)	98 (WESTBOURNE GROVE)
INVERNESS PLACE (8400469)	41-51 INVERNESS TERRACE
LEINSTER PLACE (8400443)	49/50 OAKTREE LODGE
OGLE STREET (8400854)	17-19 (FOLEY STREET)
TACHBROOK STREET (8401601)	O/S 140 NS FW, O/S 140/142, O/S 142
WELLINGTON STREET (8400700)	O/S 29-31
WESTBOURNE GROVE (8400743)	OPP 25, JCT WITH HATHERLEY GROVE, S/O 98

It is unclear whether these applications have been acted upon and whether the cabinets are currently servicing Westminster residents and businesses. These locations contribute towards the 144 new cabinets which BT Openreach promised to Westminster within a press release dated September 2015.

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ROUND ONE (22 JUNE 2015) at The University Of Westminster		
Agenda Item	Reasons & objective for item	Represented by:
<b>Cabinet Member Q&amp;A</b>	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> <li>• Cabinet Member for City Management</li> <li>• Cabinet Member for Sustainability &amp; Parking</li> </ul>
<b>Baker Street Two Way Proposals</b>	To examine the proposals put forward to return Baker Street and Gloucester Place to two-way operation. The Committee will then respond to the consultation.	<ul style="list-style-type: none"> <li>• Graham King</li> </ul>

ROUND TWO (8 SEPTEMBER 2015)		
Agenda Item	Reasons & objective for item	Represented by:
<b>Cabinet Member Q&amp;A</b>	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> <li>• Cabinet Member for the Built Environment</li> </ul>
<b>Code of Construction Practice</b>	To assess the Code of Construction Practice before public consultation.	<ul style="list-style-type: none"> <li>• Barbara Terres / Jonathan Rowing</li> </ul>
<b>Baker Street Two Way Proposals</b>	A verbal update – item previously examined at June meeting.	<ul style="list-style-type: none"> <li>• Graham King</li> </ul>

ROUND THREE (9 NOVEMBER 2015)		
Agenda Item	Reasons & objective for item	Represented by:
<b>Cabinet Member Q&amp;A</b>	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> <li>• Cabinet Member for City Management</li> <li>• Cabinet Member for Sustainability &amp; Parking</li> </ul>

# Work Programme



## Environment Committee

<b>Crossrail 2</b>	To examine the plans for Crossrail 2 and the impact and opportunities in Westminster	<ul style="list-style-type: none"> <li>Graham King</li> </ul>
<b>Cycling Strategy</b>	To examine the implementation of the Westminster cycling strategy	<ul style="list-style-type: none"> <li>Barry Smith</li> </ul>
<b>Baker Street Two Way</b>	An update on the proposals for a two-way system in the Baker Street area	<ul style="list-style-type: none"> <li>Graham King</li> </ul>

### ROUND FOUR (18 JANUARY 2016)

Agenda Item	Reasons & objective for item	Represented by:
<b>Cabinet Member Q&amp;A</b>	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> <li>Cabinet Member for the Built Environment</li> </ul>
<b>Nine Elms Bridge – <i>Launch of a Public Inquiry</i></b>	To consider concerns and interests in the developments put forward for a Nine Elms Bridge. This item will be the launch of a public inquiry.	<ul style="list-style-type: none"> <li>Graham King</li> <li>TfL</li> <li>Nine Elms</li> <li>Community Groups</li> </ul>

### ROUND FIVE (7 MARCH 2016)

Agenda Item	Reasons & objective for item	Represented by:
<b>Cabinet Member Q&amp;A</b>	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> <li>Cabinet Member for City Management &amp; Customer Services</li> <li>Cabinet Member for Sustainability &amp; Parking</li> </ul>
<b>Broadband coverage – improving connectivity in Westminster</b>	To review the work of the connectivity group and the outcomes following the 2015 review of superfast Broadband in Westminster	<ul style="list-style-type: none"> <li>Steve Carr</li> <li>David Wilkins</li> <li>Cllr Jonathan Glanz</li> </ul>

# Work Programme



## Environment Committee

<b>Open Spaces Strategy (OSS)</b>	To consider the development of an OSS. Westminster's Open Space Strategy (OSS) is being refreshed to bring it up to date and amalgamate it with the Council's statutory Biodiversity Action Plan (BAP).	<ul style="list-style-type: none"> <li>• Barry Smith</li> <li>• Rebecca Cloke</li> <li>• Collette Willis</li> </ul>
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### ROUND SIX (18 APRIL 2016)

Agenda Item	Reasons & objective for item	Represented by:
<b>Cabinet Member Q&amp;A</b>	To hold to account and review the activity of the Cabinet Member.	<ul style="list-style-type: none"> <li>• Cabinet Member for the Built Environment</li> </ul>
<b>Neighbourhood Planning</b>	To assess the activities and operation one year on, following a recommendation to do so from the Committee in April 2015.	<ul style="list-style-type: none"> <li>• Lisa Fairmaner</li> <li>• Rachael Ferry-Jones</li> </ul>
<b>Air Quality</b>	To consider progress on air quality in Westminster and examine low emissions neighbourhood funding.	<ul style="list-style-type: none"> <li>• Jennie Preen</li> </ul>
<b>Waste Disposal Contract</b>	To examine the waste disposal contract re-let, following last year's examination in Committee	<ul style="list-style-type: none"> <li>• Mark Banks</li> <li>• Phil Robson</li> </ul>

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