



City of Westminster

Committee Agenda

Title: **City Management and Public Protection Policy and Scrutiny Committee**

Meeting Date: **Wednesday 29th January, 2020**

Time: **7.00 pm**

Venue: **Rooms 18.01 - 18.03 - 18th Floor, 64 Victoria Street, London, SW1E 6QP**

Members: **Councillors:**

Tony Devenish (Chairman)	Paul Dimoldenberg
Barbara Arzymanow	Matthew Green
Margot Bright	Aicha Less
Antonia Cox	Pancho Lewis

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

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



**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, Kisi Smith-Charlemagne.07817054613
Corporate Website: 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)

1. MEMBERSHIP

2. DECLARATIONS OF INTEREST

To receive declarations by Members and Officers of the existence and nature of any pecuniary interests or any other significant interest in matters on this agenda.

3. MINUTES

To approve the minutes of the City Management and Public Protection Policy and Scrutiny Committee held on 10 September 2019.

(Pages 5 - 14)

4. CABINET MEMBER FOR ENVIRONMENT AND CITY MANAGEMENT - PORTFOLIO UPDATE REPORT

Councillor Tim Mitchell (Cabinet Member for Environment and City Management) to update the Committee on current and forthcoming issues in his portfolio.

(Pages 15 - 22)

5. CABINET MEMBER FOR PUBLIC PROTECTION AND LICENSING - PORTFOLIO UPDATE REPORT

Councillor Ian Adams (Cabinet Member for Public Protection and Licensing) to update the Committee on current and forthcoming issues in his portfolio.

(Pages 23 - 38)

6. BUSKING AND STREET ENTERTAINMENT DRAFT POLICY 2020

The report presents the findings and draft Busking and Street Entertainment policy for consideration.

(Pages 39 - 46)

7. THE SAFER WESTMINSTER PARTNERSHIP

The report provides an overview of the Safer Westminster Partnership, key findings from the annual strategic assessment and highlighting some examples of best practice and the challenges faced.

(Pages 47 - 52)

8. WORK PROGRAMME REPORT

(Pages 53 - 60)

The Committee to receive a report on the progress of the work programme, 2019/20 work programme and action tracker.

**Stuart Love
Chief Executive
21 January 2020**

This page is intentionally left blank



CITY OF WESTMINSTER

DRAFT MINUTES

City Management and Public Protection Policy & Scrutiny Committee

MINUTES OF PROCEEDINGS

Minutes of a meeting of the **City Management and Public Protection Policy & Scrutiny Committee** held on **Tuesday 10 September 2019** in Room 18.2 and 18.3, 64 Victoria Street, London SW1E 6QP

Members Present: Councillors Tony Devenish (Chairman), Barbara Arzymanow, Margot Bright, Paul Dimoldenberg, Matthew Green, Aicha Less, Pancho Lewis, Mark Shearer and Shamim Talukder

Also Present: Councillor Ian Adams, Member for Licensing and Public Protection, Sara Sutton (Executive Director of Environment, City Management and Communities), Aaron Hardy (Policy and Scrutiny Manager) and Tristan Fieldsend (Senior Governance and Committee Officer)

Expert Witnesses: Julia Mayer (St Mary's Team Leader) Redthread

1. MEMBERSHIP

- 1.1 The Chairman sought any absences, apologies or substitutions to the committee's membership.
- 1.2 There was one change to the membership of the Committee, Councillor Pancho Lewis replaced Councillor Shamim Talukder.

2. DECLARATIONS OF INTEREST

- 2.1 The Chairman sought any personal or prejudicial interests in respect of the items to be discussed from members and officers, in addition to the standing declarations previously made.
- 2.2 There were no declarations made.

3. MINUTES

- 3.1 Councillor Less queried a typo on page 10, paragraph 6.9, regarding Church Street, it was confirmed that Councillor Less made the comments and not Councillor Arzymanow. Councillor Green queried page 7, advising that the cost for the Extinction Rebellion had not been provided to date.
- 3.2 RESOLVED: That the Minutes of the City Management and Public Protection Policy and Scrutiny Committee held on 12 June 2019 be signed by the Chairman as a correct record of proceedings.

4. CABINET MEMBER FOR LICENSING AND PUBLIC PROTECTION PORTFOLIO OVERVIEW

- 4.1 Councillor Ian Adams updated the committee on the Environment and City Management portfolio. He advised the committee that the Council had a very successful Notting Hill Carnival, with regard to noise in Bayswater and street cleansing. Councillor Adams advised that there had been positive developments in the provision of Markets and street traders, he informed the committee that the uplift in fees allowed the council to provide further support which had led to some good outcomes. Councillor Adams mention the letter published in the Times newspaper regarding short-term lettings, he emphasised that the council was not against short-term lettings, however wished to strike the right balance. Councillor Adams advised the committee that he would be meeting with the Leader and colleagues about what to do regarding short-term lettings and would report back to the committee.
- 4.2 Councillor Adams advised the committee that with regards to the BCU, he visited the newly opened Charring Cross Police Station, which was very impressive. He advised the committee that it had a new custody suite for greater engagement with drug users to assist with interventions. Councillor Adams informed the committee that rough sleeping was still a big challenge and a recent poll of 400 rough sleepers showed that that two-thirds were neither non-UK or Irish nationals. Councillor Lewis queried why rough sleeping was in Councillor Adams portfolio and not in Councillor Andrew Smith who deals with Housing. He also felt that the council were treating rough sleeping as a criminal element not as a housing issue. Councillor Adams advised the committee that the council does not treat rough sleeping as crime, he explained that his remit is public protection which is linked to enforcement; he informed the committee that rough sleeping is an enforcement issue. Councillor Adams advised the committee that residents welcomed the interventions and engagement work, he explained to the committee that cabinet members have broad and complex portfolios and he worked closely with Councillor Smith to provide a package of support.
- 4.3 Councillor Dimoldenberg questioned whether the council had thought of bespoke approaches and suggested giving a higher profile to good initiatives. Councillor Adams advised the committee that the council focus was on outreach, he

informed the committee that 8/10 new arrivals to the city do not spend a second night on the streets, because of the councils and its partners great engagement work. Councillor Adams stated that the council is trying a more sophisticated approach based on need, looking and the different types of rough sleepers, working with the Business Improvement District (BIDs), using new technology and shining a light on the hidden heroes who work hard. Council Adams mentioned the wide spread of human trafficking which was another serious issue linked to rough sleeping.

- 4.4 Councillor Less commented on the rough sleepers' tents on Park Lane and the litter that is left as a result. Councillor Adams advised that there was a number of operations with TFL, Police and the council's Integrated street team to clear hidden encampments. He advised that they were limited to how much they could do and needed to lobby the Government for more powers. Sara Sutton informed the committee that there were concerns regarding barriers to engage as the council wants to put support in place before any action is taken. Councillor Less made enquiries regarding gun crime stats and was informed by Ms Sutton that this would be provided. Councillor Shearer queried why there had been a 14% increase in EU nationals' rough sleepers. Councillor Adams responded to the query and advised that this could be linked to human trafficking. Councillor Shearer mentioned Whitley's and other development sites where noise and noise monitoring had been an issue, he asked if officers could provide clear learnings for the future.
- 4.5 Councillor Green thanked the Street outreach teams that had helped a vulnerable person in his ward. He commented on rubbish and the stats of commercial fly-tipping, he advised that he was surprised at the low number of fixed penalties notices for bad presentation of waste in his ward. Councillor Green stated that the presentation of rubbish in his ward was awful and there needed to be an education and if necessary, penalty notices issues to the commercial premises on Edgware Road, he queried what the council could do to address this issue. Responding to Councillor Green's query, Ms Sutton advised the committee that council was trialling a new approach with Heart London Business Alliance, which had been successful and will be rolled out across the City. Councillor Green also raises a query regarding the failed CCTV in Bayswater unable to capture vehicle registration numbers and the next steps for the Big Black Bin site. Ms Sutton advised the committee that they were looking at different options including new bin designs, understanding the different approaches and then evaluating each in turn, she confirmed that the next step will be to work with Ward Councillors.
- 4.6 Councillor Bright made a comment on noise from the Whitley's development site, referring to the report where it mentioned the hours of work were being reduced, she felt that Whitley's were being accommodating. She also raised a question regarding short term lettings, suggesting greater synergy between leaseholders and disposal short term tenants waste. With regard to the Whitley's development, Councillor Adams advised they hours have been changed, but had not been

reduced, he felt that the residents really want the developers to get on with the demolition which is schedule to finish in November and he will continue to support community engagement. Ms Sutton advised the committee that with regards to short-term lettings and Westminster Housing provision, her team viewed the subject as a cross portfolio issue and was working with Councillor Smith. Ms Sutton advised that to her knowledge short term-lettings were not permitted and the WCC housing team do investigate, build cases and take action, she referred to the successful case regarding a tenant. Ms Sutton briefly outlined some areas that would be looked at when dealing with short-term lettings involving lease holders.

- 4.7 Councillor Arzymanow informed the committee that she was approached regarding the locations for the new door step recycling posters which are intended for Airbnb. She advised the committee that she had requested a number of the posters to be placed on Big Black Bins. Councillor Arzymanow raised a query regarding Noise SMS and circumstances where individuals did not have access to a mobile phone. Councillor Adams advised that issues can be reported via the council website or by phone, he informed the committee that Noise SMS text allows customers the ability to update the council on the complaint, by responding to the SMS text, if the noise is continuing or has stopped. Councillor Adams informed the committee that the SMS service reduced officer interactions with cases by an average of 40% per month.

RESOLVED: The committee noted the report.

5. CABINET MEMBER FOR ENVIRONMENT AND CITY MANAGEMENT PORTFOLIO OVERVIEW

- 5.1 Councillor Tim Mitchell provided a report of the Environment and City Management Member's portfolio. Members of the committee were invited by the Chairman to submit questions regarding the report to Policy and Scrutiny Officer by email after the meeting.
- 5.2 Councillor Less raised a query regarding an Active Streets event that took place on the 23rd August in her ward. She advised that photographs were taken of children that were not from the ward and requested further information on who these children were. Councillor Lewis raised a query regarding climate emergency and whether Cllr Mitchell will consider setting up a committee for reducing emissions across the borough. Councillor Lewis requested an update on food waste recycling and noted a case against the deregulation of waste collection.

RESOLVED: The committee noted the report.

6. KNIFE CRIME REPORT

- 6.1 Council Adams advised the committee that the report highlights trends, key drivers and who is primarily involved in knife crime. Paying particular attention to robbery, Councillor Adams informed the committee that robbery was a key driver to knife crime and tackling robbery was a significant priority for WCC. He advised that the council would be working closely with the police to make sure resources are directed accordingly. Council Adams advised the committee that Public Health had adopted violence as a key priority and would be working more closely with health services. Ms Sutton advised the committee that violence is a multi-agency priority going forward and as such all agencies are accountable in combating knife crime.
- 6.2 Ms Sutton advised the committee that WCC had a disproportionate level of knife crime which had increased by 56% and robbery had also increased by 60%, she also informed the committee that 37% of offences were linked to possession. Ms Sutton noted that The Serious Youth Violence Task Group continued to provide the council's focus on working together across Council departments, the MPS and with partner agencies to adapt to the changing nature of violence in Westminster. Ms Sutton explained to the committee that The Task Group looked at how we could better understand the drivers behind serious violence in the borough, in order to provide appropriate strategic and tactical responses, as well as empowering our communities to help reduce serious youth violence. Ms Sutton advised the committee that The Task Group is leading on a number of initiatives, one in Church Street which include a tool kit for parents, supporting young people in education, public health violence workshops and community engagement.
- 6.3 Ms Sutton informed the committee that a number of options were being developed including the Integrated Gangs and Exploitation Unit (IGXU) which is a multi-agency team funded by Community Safety, Family Services, MOPAC and the Home Office, consisting of partners and professionals. Ms Sutton advised the committee that the IGXU identify and work with vulnerable and exploited young people aged between 10 and 24 who are involved in group violence or on the periphery of gangs to improve their life choices, social integration, reduce associations with gangs and reduce incidences of serious youth violence. She noted that the IGXT had also widened its focus beyond just gangs to deal with criminal exploitation (e.g. County Lines). Ms Sutton advised the committee that there was a focus on a community response providing a framework to respond to families and the wider community. She informed the committee that there is likely to be a report commissioned to better understand how we meet needs of these young people. Ms Sutton advised the committee that this was a complete integrated approach, bringing in health partners and robust interventions.
- 6.4 Ms Sutton informed the committee on the PAN London activities taking place including the MOPAC Violence Reduction Unit, she advised that the VRU will share information about what works in spotting the early signs of what might lead

to criminal behaviour and focusing attention and resources on what makes a difference. Ms Sutton advised the committee that the council is working closely with the police and highlighted a few key areas, such as council officers and the Police operating regular community weapons sweeps, regular meetings with Members, the Leader of the opposition and MPs. Ms Sutton handed committee members a briefing note with some of the outcomes from the work of the Serious Violence Task Group and the Knife Crime action plan. Ms Sutton reminded the committee that the police now had S60 authorities to safeguard communities in geographical areas where violence is believed to be likely or has occurred, allowing officers to search without grounds specific areas. She added that the S60 was subsequently in place this evening across North Westminster.

- 6.5 Councillor Arzymanow made further inquires regarding the S60 and stop and search powers, asking if it was possible to quantify the benefits of stop and search vs controversy, ultimately quantify the impact. Councillor Margo Bright queried what facilities were in place to deter young people from knife crime. Councillor Adams explained that the council was about to spend £500,000 on youth club provisions across the city and will support the broader community. Councillor Green raised the point of test purchase operations to restrict the sale of knives, he queried what the WCC trading standards team was doing to test sales specifically with smaller retailers. Councillor Adams informed the committee that he took part a Knife Crime Action Day in June, where test purchases were carried out, he advised that the main message that came from that day was storing knives in the back or well out of easy reach, he noted that ongoing education continued.
- 6.6 Ms Sutton further explained that Trading Standards had a regular programme of visit and test purchases which was carried out across the borough, she explained that a major problem was online retailers and the team collected stats on the illegal ordering and selling of knives, which Ms Sutton agreed to share with the committee. Councillor Shearer queried what the council intended to do to clear up Cambridge Circus area as it experienced high levels of knife crime. Responding to the query raised, Councillor Adams explained that there had been some improvements and the MPS were cracking down on robberies, however crime continued to persist and there was more work to do in this area. Councillor Shearer raised a further query regarding a reduction in detection rates and sought further information on the time scales on recruitment for the integrated team.
- 6.7 Councillor Less noted the surge of robberies involving older people during the day time, commenting on an incident in Church Street. Ms Sutton advised that there is usually an organised element to this and there is a focus to crack down on this type of crime and provide care to victims. Councillor Dimoldenberg commented on further communication required inform members on how the funding for youth provisions would be allocated. He advised officers that her would like to know the current status of how the money is being spent. Ms Sutton advised the committee that she was meeting with provider and would report back to the committee. How Councillor Lewis agreed that Cambridge Circus had a lot of problems and queried

how much communication was had with perpetrators to understand their motives for committing knife crime. Ms Sutton informed the committee that lots of work had been done with perpetrator and victims, she explained that there was a focus on contextual safeguarding and how to better support people. She advised that the IGXT had had good success as they are focused on engagement with young people.

- 6.8 **Expert Witnesses** Julia Mayer (St Mary's Team Leader) from Redthread, address the committee and provided an overview of Redthread and what they do at St Mary's Hospital. Ms Mayer advised the committee that the service was embedded in the hospital and provided intense support to young people at the earliest opportunity, engaging with young people and offering help, then continuing to engage when that young person has left hospital and is back in the community Ms Mayer informed the committee that the engagement levels were high and that her team build strong relationships, she confirmed that her team worked very closely with the IGXT.

RESOLVED: The committee noted the report.

7. EVENING AND NIGHT TIME ECONOMY TASK GROUP REPORT

- 7.1 Councillor Green addressed the committee asking that they approve the recommendations presented in the report. Councillor Green provided an overview of the report, advising the committee that the task group was established following a number of allegations made about discrimination and lack of inclusivity in late night premises in Westminster. He explained that the task group's aims were to investigate people's experiences from the perspective of visitors, residents and the industry. Councillor Green explained that to provide focus, the task group concentrated its investigation on nightclubs as they were the subject of the original complaints. The task group also limited the investigation to discrimination based on the protected characteristics defined in the Equality Act 2010.
- 7.2 Councillor Green advised the committee that a number of solutions were discussed during the course of the task group's work and these largely focus on three themes. He explained the first theme was establishing best practice across the industry and a standard to which venues can be held accountable. Councillor Green informed the committee that the second theme was avoiding situations where decisions can be misunderstood as being discriminatory and ensuring that there is contemporaneous evidence to help establish either way. Councillor Green advised the committee that the final theme was ensuring that there are proper procedures for clubgoers to bring complaints of discrimination which also allow venues to present their side. Councillor Green concluded by advising the committee the task group proposed a number of recommendations with the main

recommendation being the Code of conduct, he noted other recommendations which included transparency, training, technology and encourage inclusivity.

- 7.3 Councillor Bright raised a query regarding Stonewall and the reference point for the figures stated in the report (1 in 6 LBGT and 1 in 5 Disabled) people had been discriminated and required the context for the figures. In response to the query raised Councillor Green advised the committee that Stonewall had been invited to give evidence to the Committee, they chose not to and instead provided the written evidence provided in the report. Aaron Hady, Policy and Scrutiny Manager advised the committee that Stonewall had provided a reference point and this would be included in the final report.

RESOLVED: The committee approved the report.

8. COMMITTEE TRACKER AND WORK PROGRAMME UPDATE

- 8.1 Aaron Hardy (Policy & Scrutiny Manager) presented an updated report on the current version of the work programme for 2019/2020 and also provided an update on the action tracker.
- 8.2 Mr Hardy advised that there had been a slip in time scale regarding the Energy Strategy and report could not be available for the next meeting. Mr Hardy advised the committee members to e-mail him if there were any suggestions for items for the next meeting.
- 8.3 RESOLVED: The committee noted the report.

9. ANY OTHER BUSINESS

- 9.1 Councillor Less queried if the police would be attending the next meeting. Councillor Adams agreed that the committee's questions would be forwarded to the police with written responses received before the next meeting. Councillor Less also requested feedback on how Autumn Nights was received.

10. FUTURE DATES

Wednesday 20 November 2019 at 7.00pm
Wednesday 29 January 2020 at 7.00pm

The Meeting ended at 8:47 pm.

CHAIRMAN: _____

DATE: _____

This page is intentionally left blank



City of Westminster

City Management and Public Protection Policy & Scrutiny Committee

Date: Wednesday, 29 January 2020

Report of: Councillor Tim Mitchell

Portfolio: Cabinet Member for Environment and City Management

Report Author and Contact Details: Angela Bishop
abishop@westminster.gov.uk

ENVIRONMENT

1. Carbon Reduction Strategy

- 1.1 Westminster Council has committed to becoming carbon neutral by 2030, with the whole city following suit by 2040.
- 1.2 Officers are currently working on the Carbon Reduction Strategy and are in the process of procuring consultants to advise on an internal carbon management approach to meet the required target. The draft strategy will be released for consultation later this year.

2. Greener City Action Plan (GCAP)

- 2.1 Quarter One and Two updates have been completed by officers for GCAP priorities. Officers are now working on Quarter 3 with the service area leads. These updates will form part of the final GCAP Year 4 report published in 2020.
- 2.2 The report will highlight all the work done on the Greener City agenda over the last twelve months. It is proposed that a draft version of the GCAP annual report be brought to scrutiny in early 2020 for comments and steer ahead of the finalisation and publication of the report.

3. Clean Air Action Plan 2019-24

- 3.1. Public consultation on the Council's statutory Air Quality Action Plan 2019–24 launched at the end of 2019 and is open until February 26th, 2020. Statutory consultees include central Government, the Mayor of London and the Environment Agency. The Council is promoting the consultation to a variety of stakeholders including residents, businesses, schools, the healthcare sector and community groups.
- 3.2. It is envisaged that the final version of the Air Quality Action Plan 2019–24 will be adopted in March 2020.

4. School Clean Air Fund

- 4.1 Upon the launch of the School Clean Air Fund, Westminster dedicated £400k to have WSP Air Quality Consultants audit each Westminster primary school and nursery. The

audits will mean schools can utilise the recommendations to apply to the Fund for the projects or interventions they wish to take forward.

- 4.2 As of the start of 2020, twelve audits have been completed and there are a further eighteen confirmed and booked in.

HIGHWAYS AND TRANSPORT

5. Planned Preventative Maintenance – Carriageway 2019/20

- 5.1 Works at Duke Street, Great Western Road, Westbourne Park Road, Wimpole Street, Eaton Square, Ebury Bridge Road, Kilburn Lane, Piccadilly Underpass, Cambridge Street, Queen Anne’s Gate and Harley Street were completed between August and December 2019.

- 5.2 FMC are now commencing works for:

- Queensway in February 2020
- Cleveland Terrace in February 2020
- South Wharf Road in March 2020

6. Planned Preventative Maintenance – Footway 2019/20

- 6.1 Works at Randolph Avenue, Cunningham Place, Norfolk Place, St Michael’s Street and Ebury Street were completed between August and October 2019. FMC are commencing works in Craven Hill Gardens in March 2020.

7. Highways- Reactive Jobs on Footway and Carriageway

	August 2019 Performance		Sept 2019 Performance		October 2019 Performance		Nov 2019 Performance		Completed within time target. (Nov 2019)	Target
Priority 1 (2 hour)	98%	↓	98%	↔	99%	↑	98%	↓	61 of 62	98%
Priority 2 (24 hour)	99%	↑	98%	↓	98%	↔	97%	↓	215 of 221	98%
Priority 3 (10 days)	97%	↔	93%	↓	91%	↓	98%	↑	342 of 348	98%
Priority 4 (28 days)	94%	↓	97%	↑	93%	↓	97%	↑	473 of 488	98%

- 7.1 Reactive highways job performance (including pot holes and footway faults) for November was positive, following an underperformance in 10-day and 28-day jobs during October, due to a change in scheduling team resource. The team is now up to speed and performance in November has seen a marked improvement.

- 7.2 In terms of service audits during the April to June period, a total of 98 sites were visited and audited. Of these 98 sites, 95% of these sites were completed to service specification.

8. Lighting

8.1 All targets were exceeded for the four months (August – November 2019).

	August 2019 Perform.		Sept 2019 Perform.		October 2019 Perform.		November 2019 Perform.		Target
Priority 1 (2 hour)	100% (32 of 32 jobs)		100% (35 of 35 jobs)		100% (32 of 32 jobs)		100% (33 of 33 jobs)		98%
Priority 2 (24 hour)	100% (3 of 3 jobs)		100% (19 of 19 jobs)		100% (3 of 3 jobs)		100% (5 of 5 jobs)		98%
Priority 3 (48 hour)	100% (344 of 344 jobs)		100% (380 of 380 jobs)		100% (464 of 464 jobs)		100% (621 of 626 jobs)		98%
Priority 4 (7 day)	100% (4 of 4 jobs)		100% (6 of 6 jobs)		100% (2 of 2 job)		100% (1 of 1 job)		98%

9. LED Delivery

9.1 The two-year LED rollout programme began in December 2019. 130 lantern replacements were completed in St. James's Ward before Christmas. Hyde Park and West End ward lanterns are programmed for replacement during January, with 800 units being installed. Phase two of the functional lantern replacements will take place prior to the end of this financial year. Initial reviews of the completed works in St James's ward show good lighting levels being achieved.

10. Road Management

	August Volume	September Volume	October Volume	November Volume	Previous three months' average
Utility Works	2,069	2,073	2,422	2,322	2,432
Crane Licences	78	76	125	63	76
Temporary Structures	143	176	176	127	178
Road Closures TTOs	112	113	109	133	132

10.1. The average volumes for August to September 2019 were 2,221 for Utility Works, 86 Crane Licences, 156 Temporary Structures and 117 Road Closure TTOs.

10.2. Utility works volumes reduced on average by 9%, Crane Licences were up by 13%, Temporary Licences are down by just over 12%, and Road Closures by around same the percentage.

11. Surface Water Management

11.1. The third quarter continued without any significant operational issues. Wet weather was more frequent and intense during this quarter, although we have still not seen a significant increase in emergency call outs.

- 11.2. Due to wetter weather and intense rain events there was an increase in non-priority jobs raised. There was also a sharp increase in water percolation enquiries (into vaults/basements) between October and December, with 45 incidents reported.

12. Gullies Cleaning Data

Gullies Attended	Gullies Cleaned	Further Works Reported	Further Works Resolved (Heavy Jetting)	Stuck Lids Reported	Vehicle Over	Unforeseen Site Circumstances	Patch-Lining Repairs Completed
3280	2534	161	10	44	391	310	100

- 12.1. FM Conway can attend up to a hundred sites per day and frequently have issues with parked cars, road works, and traffic preventing works being completed.
- 12.2. FM Conway's routine cleans are also programmed alongside reactive cleans based on reports from members of the public and our highways inspectors. The service plans to implement a new programme to address issue of parked cars. This new programme would involve a dedicated vehicle lifter to attend with our gully crew at known locations with consistent parked cars.
- 12.3. FM Conway is working to implement further technological solutions in the upcoming quarter. The service provider has proposed using new software to collect, manage and display drainage inventory data. In conjunction with Westminster Council, FM Conway will plan to install gully sensor technology at up to 50 key locations. These sensors should provide real-time and predictive information for the management of these key locations.

13. Cycling

- 13.1. The fourteen cycle hangers 'On-Street' for the 2018/19 expansion have all been installed as of 6th August and occupancy in October 2019 showed all spaces were allocated except for two in the Church Street hangar. Thirty sites for 2019/20 have been developed following on from an increased funding allocation from TfL for this Financial Year, with a planned consultation programmed for January 2020 and installation to follow in March 2020.
- 13.2. Further proposals for 'In Estates' cycle parking at various Westminster Council estates include 27 hangars, four cycle shelters/hubs and Sheffield stands along with approximately two hundred Sheffield Stands to be consulted for possible installation at targeted areas in Westminster.
- 13.3. Quietways are continuing to progress with Quietway Hyde Park to Fitzrovia with construction planned to begin in February 2020. Quietway Fitzrovia to Pimlico construction will begin in Summer 2020. Works are nearing completion on Quietway Edgware Road to Fitzrovia.

14. 20mph Limits

- 14.1 The 2017/18 trial of the 39 20mph Zones was made permanent in January 2019 and was broadly considered to be a success.

- 14.2** Given the wholesale support for the trial and the need to encourage more of us to enjoy our local streets, walk, cycle and breathe in cleaner air a decision has been made to consult on a Borough-wide 20mph Limit.
- 14.3** The 3-month public consultation ran from 17 September to 10 December 2019. The consultation report is due in early 2020 when a recommendation on the way forward will then be made.
- 14.4** The headline results are showing that two thirds of respondents are in favour of city-wide 20mph limits. More breakdown will be provided in the consultation report.
- 14.5** If delivery is approved implementation would take place early summer 2020.

15. Public Realm Schemes

- 15.1** Over thirty public realm schemes are being delivered on the ground at any one time, with further work being continually undertaken on design and development of new schemes. Work is progressing on several Local Safety Schemes, developer schemes, Community Infrastructure Levy (CIL) funded schemes and the Local Implementation Plans (LIP) programme of work.
- 15.2** The major public realm schemes are progressing on time and on budget.
- 15.3** Of the larger public realm schemes, the initial phases of Queensway have been completed. Phase 4 has commenced; subsequent phases of work will continue over the course of the following years to complete this ambitious scheme.
- 15.4** The Strutton Ground scheme is now complete and fully operational.
- 15.5** Work on Phase 1 of the Oxford Street District programme is now also complete.
- 15.6** Enabling works has started at Christchurch Gardens. Work started on 6th January 2020 with the scheme expected to complete by the end of July 2020.
- 15.7** Work on Berkeley Square north commenced in July 2018 and is progressing well, with completion due in early 2020. Berkeley Square south is being explored as a separate scheme.

PARKING

16. Estate Parking

- 16.1.** The installation of Traffic Orders and accompanying signs and lines work to enable parking enforcement on Westminster Council housing estate land is ongoing, with all phase 1 and phase 2 estates (minus Wyatt House) now implemented and being enforced. Implementation and mobilisation of Phase 3a estates is in progress, with the remainder (phase 3b) due for completion by the start of the 2020/21 financial year.

17. Moving Traffic Contraventions

- 17.1.** A review of camera enforcement and the current estate of cameras has been completed and several new camera sites are in the process of being installed. The first raft of seven new cameras are due to be installed and enforcing moving traffic contraventions by the end of January 2020.

18. Electric Vehicle (EV) Charging

18.1 Work on additional rapid charger sites at taxi rest ranks to the six already installed has been delayed because of UKPN connection issues. The power issue involves residential supplies at Grosvenor Gardens so works here may be delayed until warmer months whilst the power issues at Achilles Way and Regency Place have now been resolved. With completion expected by the end of February, this would deliver an additional seven rapid charge points on three taxi rest ranks at Regency Place (3), Grosvenor Gardens (2) and Achilles Way (2).

18.2 The Council proceeded with a mini-competition under the TfL Rapid Charge Point framework to find a supplier and operator for the next round of eight rapid charger installs. This includes a number of publicly available sites. The bids were evaluated just before Christmas and the successful tenderer has been chosen. The announcement will be made in mid-January after the next meeting of the Procurement Assurance Board (PAB).

18.3 Westminster Council continues to seek other funding streams, including CIL, Capital Funding and Section 106 funding to support further roll-out. We are awaiting the results of our application made to GULCS in the Autumn for the next round of funding for residential charge points and up to two public rapid charger installations.

18.4 It is the Council's goal to continue with building upon our offering of EV infrastructure to keep up with demand and assist in reducing air pollution. This summer saw a considerable expansion in the number of charging points available to residents with Siemens delivering a further 196 lamp column charge points across the City. Many of the existing charge points were replaced at the same time, providing better access to residents through the addition of a Pay-As-You-Go function and the option to use a standard Type 2 charging cable.

18.5 The Council also installed a further 28 free-standing charge points over the summer through the contract with Blue Point London. This included 20 x 22kW charge points which are the first at this power output on our network). The site we had identified in Cambridge Square could not proceed and the site in Exhibition Road has been delayed due to planning and design issues. We are still seeking to overcome these problems.

18.6 As of January 2020, Westminster currently has 471 EV on-street charging points:

Charger type	Total Points	Q2 Installs	Output	Users
Trickle chargers (lamp column)	296	196	3-5k	Residents
Fast chargers	125	28	7-22kW	Publicly available
Rapid chargers	6	0	50kW	Taxi
Car Club Fast Chargers	44	0	7kW	Car club

19. Electric Vehicle (EV) Strategy

19.1. The Council is in the process of finalising an EV Strategy which highlights plans to double the current amount of charging points to 1,000 by April 2021, with 200 added per year thereafter with annual reviews. Installation locations will be based on user feedback and resident requests, to ensure that charging points are being installed in locations where they will be most effective.

WASTE AND PARKS

20. Food Waste

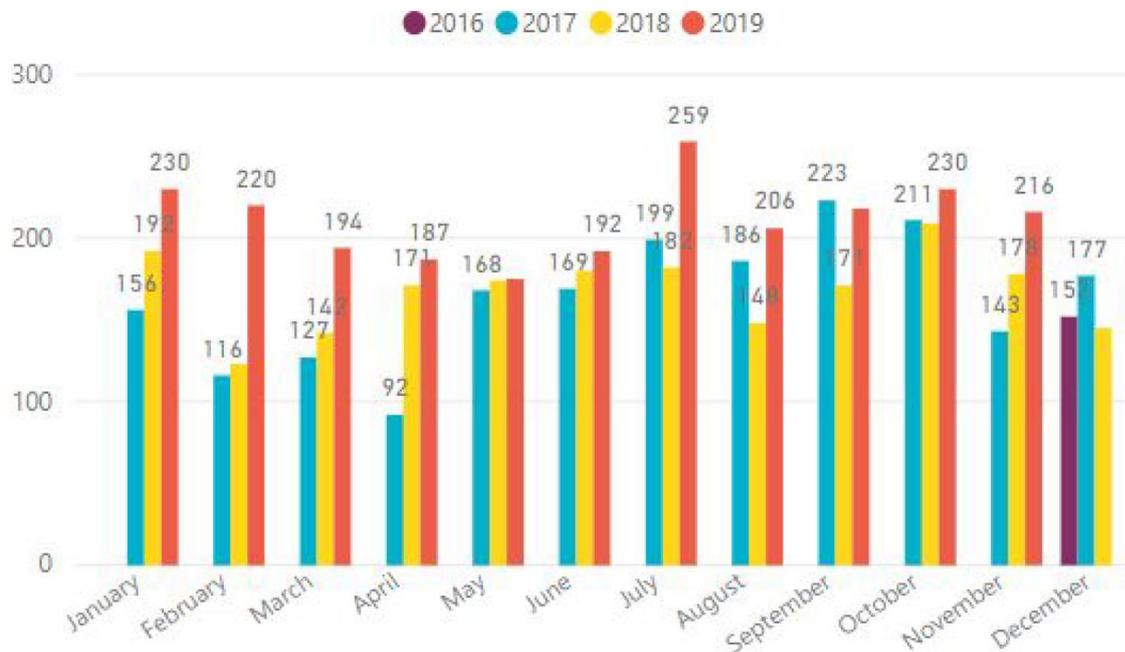
20.1 Separate collections of food waste began on 4th November for a trial period of 6 months from 7,500 homes. The trial is being conducted to test collections from different property types: 3,000 housing estate properties in Churchill, Tachbrook and Vincent Square Wards; 1,500 properties in high rise new build flats in Hyde Park Ward and 3,000 low rise, street level properties in Abbey Road and Harrow Road Wards.

20.2 Participation from residents has met expectations, with a total of 15 tonnes of food waste collected for recycling in the first month of the service. Once collected, the food waste is transferred in Greater London before being transported to Bedfordshire for Anaerobic Digestion, the products of which are electricity and a digestate to be spread on nearby farmland to improve soil conditions.

21. Waste Performance

21.1 As detailed in the graph below, in November we received 216 complaints, an increase from November 2018. However, since the new Report It forms went live in April, the ability to report waste collection complaints to the Council has become much easier and a higher proportion of these complaints are now considered unjustified, without the traditional call centre to filter them out before being classed as a complaint.

Refuse Complaints by Month and Year



22. Street Cleansing Events: Extinction Rebellion

22.1 The Extinction Rebellion was scheduled to occur between the 6th to the 20th of October. Their protesting was scheduled to blockade Government buildings in the Westminster area. In the early days, we were unable to carry out waste and recycling collections in 30 streets, due to protester/police presence. By Thursday the 9th October,

we had caught up on all collections with the assistance of the police, including the removal of abandoned waste from the protesters.

23. Street Cleansing Events: State Opening of Parliament

23.1. There have been two State Openings of Parliament within quick succession. For the first, the government decided that there should be a full ceremonial occasion for this State Opening of Parliament on 14th October. This meant that the Queen would be attending in a carriage rather than by car. Veolia were required to sand key areas of the route so that the horses and carriage would have an accident-free journey.

23.2 This was all carried out to plan (including an early morning rehearsal on Friday 11th October), even though the Extinction Rebellion protest was still occurring across central London. The second, on Thursday 19th December, was a much less formal occasion, with the Queen arriving by car. This required a much smaller cleansing presence to keep the area looking its best for the cameras.

24. Big Black Bin - Behavioural Insight Project

24.1. Our behavioural insights project, which was granted £25,000 in match funding from the Local Government Association, focuses on using behavioural insights to reduce abandoned waste around our on street communal waste facilities such as Big Black Bins.

24.2. We are now finalising the designs for the Big Black Bins with WestCo. Once finalised, the manufacture of the bins will take approximately 6 weeks and we are aiming for delivery of the bins at the end of February.

25. Animal Warden Service

25.1 The animal warden service won three prestigious gold pawprint awards from the RSPCA, working in collaboration with colleagues in Housing and Licensing.



City of Westminster

City Management and Public Protection Policy and Scrutiny Committee

Date: Wednesday, 29 January 2020

Report Of: Councillor Ian Adams

Portfolio: Cabinet Member for Public Protection and Licensing

Report Author and Contact Details: Chloe Baker
cbaker@westminster.gov.uk
Ph: 07890 380122

1 Improving Neighbourhood Co-Ordination

- 1.1** In my last report to the Committee, I set out how our approach to neighbourhood management has been reviewed to provide Councillors with a consistent approach to member engagement at a neighbourhood level. This will better support Councillors in their role as leaders in their local communities.
- 1.2** As of May 2019, a new neighbourhood meeting structure was implemented across Westminster. The new structure promotes a more collaborative approach to problem solving with our partners, including helping the police tackle the more serious cases at ward level. The new structure gives ward Councillors the opportunity to take part in local problem solving through monthly Neighbourhood Coordination meetings with Council officers and key stakeholders.
- 1.3** A new tasking and co-ordination process is now operating across the neighbourhood teams, ensuring that local priorities are being addressed in a timely and co-ordinated manner. The process also ensures that the Council is more efficient in deploying its available resources to the issues that have been highlighted as being a priority for each area.
- 1.4** Each Neighbourhood will hold a Head of Service Area Management Meeting, which will be attended by partners including local police leadership. The purpose of these meetings will be to review and determine area priorities, assess progress against problem solving plans and community triggers and to ensure that all matters affecting the area are being addressed.

2 Rough Sleeping

- 2.1** As we move through the final quarter of the financial year, we are very proud of the work we have achieved across our services in supporting some of the country's most vulnerable people, but there is still a lot of work to do. The full count details will be released by the Office of National Statistics on January 31st

but our data shows that we saw 333 people on one night in November. However, only 12 people had been seen before in the last three street counts. This demonstrates not only the success of our interventions, but also the transient nature of rough sleeping in Westminster.

- 2.2** We have secured additional funding of £1.6m to support people who are sleeping rough in Westminster into sustainable housing. The money has allowed us to develop different ways of supporting people, including psychological support in hostels and assessment centres, and employing people with lived experience of homelessness in the development and delivery of our services.
- 2.3** We have successfully launched the Hidden Network Campaign- more detail can be found at www.westminster.gov.uk/rough-sleeping. The new campaign seeks to shine a much-needed spotlight on the network of hidden heroes that work day in, day out to support the rough sleeping community. We are now reaching out to businesses across the City to host a donation unit and provide the general public with the opportunity to donate to services instead of giving directly to people on the street. Councillor Adams made a keynote speech at a joint Victoria and Northbank Bid Breakfast event on the Hidden Network on 13 January 2020, referencing the Campaign as well as the recent work the council has done on rough sleeping.
- 2.4** The Council has put its full support behind the Westminster Homelessness Partnership. This is a core group of CEO's from charities in Westminster, West London Mission, CSTM, the Passage and St Mungo's who now meet monthly with officers at the Council to respond to this complex issue in a collaborative and supportive way. This year the Council will be working to ensure that our key policy asks of Central Government have the full support of some of the most influential organisations in the sector.

Visit to Helsinki

- 2.5** We have also delivered 22 housing first tenancies for people with complex needs. This is an important development taken from learning during a recent trip to Helsinki, Finland where we met with local and central government and charity partners to better understand why they are the only European country to show a reduction in homelessness. Unconditional offers of housing to some of the country's most vulnerable people followed by a holistic package of intensive support is proving to have the most sustainable outcome for people – taking this learning from Helsinki we will make sure that housing led initiatives become a key part of our strategy going forward.

Integrated Street Engagement Unit (ISEU)

- 2.6** The unit continues to identify and target problematic areas and has undertaken intensive frequent patrolling through coordinated solo and collaborative intel led operations with the aim of making better living for all in the city. The organisations that make up the unit continue to work hand in glove to provide social care, health and addiction support with the goal of helping some of the most vulnerable to turn their lives around. The team continue to provide the following services:

- Listening to and helping those on the street - Our unit are working with and providing support to our daytime street population every day to find out what help they need to turn their lives around.
- Substance abuse support – Our resident support workers with specialist skills are providing practical support for those with mental illness and/or those addicted to alcohol or drugs. These specialists are speaking directly to people on the street, supported by the back-up provided by more traditional building-based services. Turning Point attend joint deployments with WCC and conduct an initial on-site assessment.
- Social care and housing support – With both charity outreach workers and council officials working together in the unit, those on the street are directly helped through advice about accommodation options and what council services or public funds they can access.

2.7 ISEU's objective is to manage people into support services, providing a sustainable way to deal with the issue rather than simply shifting problems around. Our actions will therefore be primarily geared towards supporting people into appropriate services.

2.8 The unit has a Senior City Inspector and 8 City Inspectors in its set up, covering between 0700 and 2200 seven days a week on a two-shift rotational shift pattern. The ISEU has also successfully expanded with Westminster Senior Management and the Metropolitan Police to secure a dedicated Police team for the ISEU consisting of a Sergeant and 5 constables.

2.9 In the 3rd quarter (October-December 2019), the Integrated Street Engagement Unit have issued 48 Fixed Penalty Notices (FPN)s whilst taking part in premeditated operations focussing on rough sleeping and related ASB. In this period, the ISEU team with social care partners and Police had registered 36 referrals to various support services out of 374 on street engagements. The remaining individuals were largely already known or cooperating with services.

2.10 The ISEU have served 33 Community Protection Warning Notices for various ASB and criminal activities including begging. In addition to serving CPNs, ISEU have issued 17 section 149 notices to tents/structures unlawfully erected on the public highway and removed or disrupted 43 tents in total.

Emergency Planning and Business Continuity

3.1 A pan-London project called EP2020 that seeks to standardise the approach taken by all councils in how they respond to emergency and major incidents is in the implementation phase. The project is wide ranging and has involved major changes to the way Westminster's Borough Emergency Control Room (BECC) is both resourced and operated.

- 3.2** The Council is on-track to fully deliver all aspects of the project as per the programme timelines and has engaged in a process of seeking new volunteers from across the Council to support our emergency operations. A significant amount of training has been undertaken and new cohorts of both Gold and Silver Command Officers are now operating, meaning that the Council has increased resilience in its ability to lead during times of emergencies.
- 3.3** The Council has ensured that even though we have complied fully with the requirements of pan-London standardisation, we have not lost the best of what we already do. For example, the Council has a unique approach to training all of our City Inspectors as Local Authority Liaison Officers (LALOs) who can respond quickly to potential incidents. Our unique approach means that not only can we operate in the same way as every other London Borough and support mutual aid requests across councils, but we also have an improved response with our own local initiatives.
- 3.4** Planning has begun for the annual Exercise Safer London which is being held in March 2020. This is a pan-London exercise designed to test the Council's emergency response to major incidents or disasters. All aspects of the new approach implemented during 2019 in line with the Standardisation Programme will be further tested during the exercise to ensure that our emergency planning procedures remain fit for purpose.

4 Serious Violence and Knife Crime

Serious Youth Violence Task Force

- 4.1** The Home Office has signalled its intention to enact a statutory duty for Local Authorities to cooperate with its partners in tackling issues of youth violence. The Council has a number of governance structures in place that would fulfil the requirements of the statutory duty although some work will take place to ensure we have the most appropriate representation at each board, with the Safer Westminster Partnership taking overall leadership. The meeting also considered an invitation to Physical Activity, Leisure and Sports (PALS) from Steel Warriors to provide a new outdoor calisthenics gym in Westminster, made out of seized and surrendered knives from London Streets. The Integrated Gangs and Exploitation Unit (IGXU) and Westminster Housing Services will provide data to help determine the site.
- 4.2** In September the Violence Reduction Unit announced additional funding to support efforts against knife crime and violence. Supported projects were required to address the following three criteria;
- Addressing the drug related drivers of violence;
 - Supporting young offenders and reducing violent recidivism;
 - Minimising school exclusions and supporting young people back into education, employment and training.
- 4.3** As a result of a successful bid by the Council, Westminster has been allocated, as a Tier 1 borough, an additional £200,000 in 2019/20 and £200,000 in 2020/21.

This funding will be used to support projects in the following areas;

- Additional resources within the Integrated Gangs and Exploitation Unit (IGXU);
- Support for the Church Street pilot supporting a violence reduction programme for Year 5 and 6 school children;
- Expanding the current exclusions project in Westminster Schools.

Knife Crime

- 4.4** The Mayor's Office for Policing and Crime (MOPAC) published its Anti-Knife Crime Strategy in 2017. The strategy has six key themes:
- Governance
 - Targeting lawbreakers
 - Keeping weapons off our streets
 - Protecting and educating young people
 - Standing with communities, neighbourhoods and families against knife crime
 - Supporting victims of knife crime and offering ways out of crime
- 4.5** The Westminster Knife Crime Action Plan was refreshed in May 2019 in consultation with the MPS and the Mayor's new Violence Reduction Unit. The plan is overseen by Community Safety and has been updated and agreed within the Youth Crime Prevention Partnership, which sits within the broader Safer Westminster Partnership. Work is now underway to widen this action plan and for it to become the Westminster Violence Reduction Action Plan.
- 4.6** The latest refresh reflects the shift within the IGXU to include exploitation, such as the new Gangs Multi-Agency Child Exploitation (GMACE) meeting which takes place every six weeks. The purpose of GMACE is to identify, monitor and disrupt high risk gang members and identify young people at risk of exploitation in order to identify the links and to develop common themes in order to provide an adequate partnership response. The plan also reflects the changes in responsibilities following the BCU merger.
- 4.6** In October 2019, the Council joined with the MPS and BTP to run a second Operation Poniard. The operation focused on a day of action to tackle knife crime and to specifically promote social responsibility amongst retail premises selling knives; reducing opportunities to steal knives and reduce the availability of knives and fireworks to young people. During the operation, Westminster Housing received 22 reports of youths ASB related to fireworks, mainly in the South area – Churchill Estate, Lupus Street and Church Street (the analysts are currently compiling a final report in relation to calls made to the emergency services, LFB and the MPS). The increased police presence as well as implementation of dispersal and stop and search powers contained the disorder within short period. This resulted in a minimal impact on the local communities and positive feedback from the usual hot spot locations.

5 Basic Command Unit (BCU) Update

- 5.1** Following the tri-borough merger of the MPS BCU in February, the Council has kept regular touch with the MPS to ensure that Westminster remains safe.
- 5.2** The BCU has launched a Priority Crime Team (PCT) that consists of forty-six Detectives and Uniformed Officers working to a Detective Inspector in response to significant increases in robbery offences. The team has now launched a three-month operation against robbery under Operation Fahrenheit which is being fully supported by the Council.
- 5.3** Overall, the response time for 999 calls requiring an immediate response has remained stable, showing only a slight decrease since the implementation of the BCU.
- 5.4** The Council continues to lobby for more Police Officers in Westminster, particularly to cover community roles and the evening and night time economy in the West End. The Council has raised these issues with the new Policing Minister upon his appointment in July 2019. It is expected that approximately 3,400 additional Police Officers will be deployed in London following the Prime Minister's commitment to provide an additional 20,000 Officers nationwide. The Council is lobbying hard that Westminster must be treated as priority and receive early deployments of any additional officers.

6 Private Sector Housing

Building Safety Programme

- 6.1** Following Grenfell and in response to Central Government's Building Safety Programme, work has been undertaken to inspect and assess privately-owned residential high-rise buildings with unsafe ACM (Aluminum Composite Material) cladding across the City. Since identification of affected buildings, officers have been closely engaged with relevant parties, including building owners and leaseholders, to bring about any necessary remediation. This work has included inspections and obtaining certain information regarding building construction and fire risk assessment.
- 6.2** This work has identified 13 high-rise, privately-owned buildings providing residential accommodation in Westminster which have hazardous cladding. It is important to note that interim fire safety measures which meet LFB approval are in place in these buildings pending full remediation. Officers have been fully engaged with the building owners and relevant partners to secure remediation. This has resulted in one building being fully remediated, and substantial remediation of three further buildings with completion expected shortly.
- 6.3** Following consultation with LFB and our Building Control department, enforcement action has now commenced under the Housing Act 2004 through the service of Hazard Awareness Notices on building owners. These notices

have provided building owners with a 3-month window in which to provide details of how any hazardous cladding is to be removed and replaced.

- 6.4** Pre-enforcement notification letters were sent to affected leaseholders two weeks prior to this, which provided them with a range of advice and support on this issue. This included a new section on the Council's website to provide further information and a dedicated mailbox to answer any specific queries. This exercise has proved very successful in minimizing queries from affected parties.
- 6.5** Responses by building owners to the Hazard Awareness Notices will be reviewed and consideration will be given to the need for any escalation of enforcement action with the expiry of the Hazard Awareness Notices this month.
- 6.6** Officers have encouraged building owners to apply to the Government's Private Sector Remediation Fund to assist with funding necessary works. This has resulted in all bar one of the owners of buildings with hazardous cladding submitting applications for funding. The remaining building has received confirmation that remedial works will be funded through insurance arrangements.
- 6.7** In addition, MHCLG issued a request to local authorities across the country to undertake a data collection exercise regarding high rise residential buildings in their area towards the end of 2019. Westminster contains one of the highest number of such buildings nationally, and work has commenced to undertake this exercise. This work has attracted funding from the MHCLG in accordance with New Burdens rules

Housing Standards Task Force

- 6.8** The Housing Standards Taskforce continues to enforce against rogue landlords and agents. In the current financial year, we have issued 15 Civil Penalty notices and have collected £61,500 in penalty charges. There is an appeal pending at the First Tier Tribunal in respect of a £20,000 penalty for the operation of an unlicensed House in Multiple Occupation (HMO) property in Shirland Road.
- 6.9** Not all cases are prosecuted and where the landlord is cooperative the Council, at its discretion, may decide to take less formal action. In one case in Third Avenue, a student house was found to be unlicensed and following intervention by the HST, the owner (who was not a portfolio landlord) quickly licensed the property, installed a new fire alarm and had the electrics overhauled. Taskforce action has resulted in the discovery of 20 unknown and unlicensed HMOs in the current year.
- 6.10** The Metastreet report into Houses in Multiple Occupation (compiled with data from the HST analysts) has now been finalised and shows clear correlation between Houses in Multiple Occupation and housing hazards, particularly those relating to fire safety and excess cold hazards. The results of this analysis will form part of the background documentation for the proposed Additional HMO licensing scheme, which will come before members shortly.

- 6.11** External funding for the Housing Standards Taskforce finishes in March 2020. The team are looking to secure further funding from the Community Infrastructure Levy/Section 106 planning contributions as a means of continuing the project beyond March.

Short Term Lets (STL)

- 6.12** A meeting was had with the CEO of AirBnB and the STAA (Short Term Accommodation Association) on how the sector could be better regulated, the proposal from the company being a voluntary registration system that could be implemented locally. The City Council would rather a statutory registration scheme but welcome any further steps by the sector.
- 6.13** AirBnB would like us to consider a joint communications campaign to provide information for hosts, and to work together to develop case studies to inform a proposed AirBnB white paper to Government. That work is ongoing.
- 6.14** Since 2015, there have been 1987 STL cases, and there are currently 1406 active cases. To date, 482 of those cases have related to Planning Contravention Notices and 24 related to enforcement notices. There have been 166 cases to do with noise, 18 related to anti-social behaviour and 208 cases on waste related STL.

7 Street Entertainment

- 7.1** Approval to go out for consultation on the new Busking and Street Entertainment Policy has been granted by the Licensing Committee following over 18 months of engagement with residents, businesses and buskers. Westminster's policy seeks to balance the interests of buskers and street entertainers with those who live, work and visit here. It takes a targeted approach to address the unique situation in each of our key busking hotspots.

Key Policy Proposals

- 7.2** There will be no change to busking rules across most of Westminster. However, our policy will promote a voluntary Code of Conduct and encourage performers to join our Busking and Street Entertainment Forum.
- Supporting self-regulation by performers. Covent Garden has an established Street Performers Association (SPA) which all performers should join before they work there. In Trafalgar Square, we are piloting self-regulation with the newly created SPA in this area.
 - Implementation and evaluation of a light touch licensing scheme in Oxford Street, Piccadilly Circus, Chinatown and Leicester Square. Performers will need to apply for a licence to perform here, keep to designated pitches, and abide by specific conditions.

7.3 The consultation period will last for six weeks, from the 14th January 2020 – 25th February 2020. During this time all stakeholders will be encouraged to feedback on proposals and designated/licensed streets. The Council has taken steps to ensure all relevant stakeholders have an opportunity to give their views, including; flyers, face to face engagement, postcards sent out to residents and businesses in our policy areas and emails to our key stakeholder list.

7.4 Once collated, this feedback along with feedback from Policy and Scrutiny will be analysed and written into a set of recommendations for the following Licensing Committee where representations may be heard and a decision will be made to recommend to Full Council if appropriate.

8 Whiteleys Development Queensway

8.1 The latest Community Liaison Group meeting for the Whiteleys development took place on Monday 16th December. Attendees included a number of Resident Associations, two local residents, representatives from the developer, a Ward Councillor and officers from Highways and PP&L.

8.2 The last phase of breaking was underway before Christmas and the developer was expecting it to be completed by 6th January.

8.3 Some pile extracting work was also undertaken before Christmas and this was subject to Best Practical Means methods to minimise any impact.

8.4 The incoming contractor for the build phase has submitted a S61 for next phase piling. This is expected to be approved by officers this week.

8.5 Carbon monoxide alarms are still going off in several flats. All the occupants of the affected block in Kensington Garden Square are owner occupiers and therefore the Council would not normally be involved. However, an officer has visited residents. They did not identify any deficiencies that might cause the hazard and suggested that the owner occupiers carry out their own investigations.

8.6 An engineer from Cadent Gas suggested that the Carbon Monoxide monitor could be triggered by a sewage blockage at the property, but they were unable to confirm this. There is still no indication that it is being caused by the building site machinery.

8.7 This site was closed for Christmas from 20 December until 2 January.

9 Independent Westminster Hate Crime Commission

9.1 The Independent Westminster Hate Crime Commission has been established with Nick Ross being appointed as Chairman. The Commission has met several times and the evidence-gathering process is now well underway.

9.2 A report with recommendations that will both support and challenge the Council will come for consideration later this year.

9.3 The Hate Crime Commission is made up of the following members:

- Nick Ross (Chair): a renowned broadcaster and founder and visiting professor at the Jill Dando Institute of Crime Science. He has served on several national policing and crime prevention committees.
- Sir Peter Bazalgette: chair of ITV and previous chair of Arts Council England, 2013-17. Sir Bazalgette has also written a number of books and sits on the board of UK Research and Innovation. He wrote a review of the Creative Industries for the government in 2017.
- Jonathan Kent: Detective Inspector (Safeguarding) in the Metropolitan Police Service
- Professor Gloria Laycock OBE: headed the Home Office Police research Group and was founding Director of the UCL Jill Dando Institute. Professor Laycock is currently professor of Crime Science at UCL. She was awarded an OBE in 2008 for her services to crime policy.
- Professor Les Moran: professor in the School of Law at Birkbeck College. During that time, hate Crime has been the focus of his research, teaching and public engagement, including setting up and teaching a post-graduate course on hate crime. He was chair of GALOP, a member of the MPS LGBT advisory group and the Law Society's Equality and Diversity Committee.
- Fiyaz Mughal OBE: founder of 2 UK-based social enterprises- *Tell MAMA* and *Faith Matters*, which work to tackle extremism in the UK, Europe and Middle East. Fiyaz is also the found of the annual No2H8 Crime Awards and has severed on various Parliamentary Committees in an advisory capacity.
- Isaac Saliu: Deputy Member for Westminster in the Youth Parliament
- Sara Sutton: Executive Director for City Management and Communities at Westminster City Council

10 Response to recommendations for the Inclusion in the Evening and Night Time Economy Task Group Report

10.1 The Inclusion and Night Time Economy Task Groups report was published late last year. I am very pleased with the report and the work undertaken by the Task Group to produce it. I have considered the recommendations contained with the report and have provided a full response on what I intend to do to deliver on those recommendations. This report is attached to this report at Appendix 1.

11 Licensing Policy Review

- 11.1** The council is due for its Licensing Policy Review which must be consulted upon and published before January 2021. There is a statutory requirement to undertake this review at the end of every 5-year period of the policy under the Licensing Act 2003.
- 11.2** We have identified an opportunity to amalgamate existing licensing regimes under one licensing policy held together by a strategic framework guided by four principles:
- A Licensing Policy for the next 20 years
 - Neighbourhood approach to policies
 - Balanced policies to protect residents and encourage responsible and inclusive growth
 - Proactive policies that sets out what “we want” rather than “what we don’t”.
- 11.3** These principles will help establish an approach for Westminster providing a clear vision for the future of licensing over the next 20 years that puts safeguarding, equalities and responsible growth its core.
- 11.4** We intend to develop enhanced policies applicable to the operational use of any licensed business that the new policy will cover. This will provide an opportunity to identify the types of operations that are encouraged over those that are not.
- 11.5** The new policy will empower local communities by enabling them to shape their communities through the development of neighbourhood licensing policies.
- 11.6** As of April 2018, the council is required to undertake a Cumulative Impact Assessment (CIA) if it believes that cumulative impact exists. The CIA’s purpose is to limit the growth of licensed premises where the promotion of the four licensing objectives is being compromised. We will develop a CIA that will provide a robust evidence base to restrict the licensed operations that are not going to promote the Licensing objectives and add to cumulative impact.
- 11.7** The Committee will have the opportunity to challenge the way we approach and develop aspects of the Licensing Policy.

To: Chairman of City Management and Public Protection Policy and Scrutiny Committee
Chairman of the Inclusion in the Evening and Night Time Economy Task Group

From: Cabinet Member for Public Protection and Licensing

Date: 10th January 2020

Subject: Response to recommendations of the Inclusion in the Evening and Night Time Economy Task Group

Recommendation 1

The council's Evening and Night-Time Economy strategy should have an explicit aim of increasing inclusion and the council should encourage partners with similar strategies to do the same. This should also relate to the City for All objectives of creating a caring and fairer City as well as celebrating Westminster's communities.

Cabinet Member comments:

It is important that we continue to promote and strive for better inclusion across our City. The Evening and Night Time Economy is a huge benefit to Westminster and encourages visitors from all over the UK and beyond every day. I intend to ensure that if the Evening and Night Time Economy strategy is developed over the coming year that a key element within that strategy is the promotion of inclusivity throughout venues operating in the evening and at night.

Recommendation is **AGREED**

Recommendation 2

The council should encourage the development of a voluntary local scheme developed with strategic partners and businesses that introduces a code of conduct for late night establishments to foster and encourage inclusivity. This code of conduct, with the active support of the council, would:

- a. encourage venues to prominently advertise their dress code and any other criteria that might be a reason for refusing someone entry.
- b. encourage venues to have a complaints procedure and to prominently advertise it, along with other relevant avenues of complaint (e.g. EHRC and the SIA)

This could be done by extending the Best Bar None accreditation scheme (including an inclusivity component) to other BIDs/parts of Westminster.

Cabinet Member comments:

I have instructed officers to begin discussions with relevant trade bodies, licensed club venues and other key stakeholders to develop guidance and an accompanying code of practice for licensed operators on inclusivity. The overall aim will be to work with industry to develop a meaningful and widely adopted guidance and accompanying code of practice.

An alternative approach would be that the council will develop this guidance and code of practice independently if there is insufficient support from trade bodies. I am keen that the council should proceed in any event, as I feel strongly that venues must do more to promote inclusivity within Westminster. If we were to take this alternative approach then I would also instruct officers to seek out ways of incentivising the adoption of this code through policy, the Licensing Charter or any other means.

Recommendation is **AGREED**

Recommendation 3

The Council will encourage and support venues and industry representatives (e.g. the UK Hospitality Industry and NTIA) to develop a best practice guide for increasing inclusion in the evening and night time economy.

Cabinet Member comments:

See response to recommendation 2.

Recommendation is **AGREED**

Recommendation 4

The council should encourage HOLBA to incorporate inclusivity as part of the Best Bar None accreditation scheme currently being implemented.

Cabinet Member comments:

Officers are in discussions with HOLBA and Best Bar None to identify whether inclusivity could form a specific element of the Best Bar None (BBN) accreditation. It is not possible to include inclusivity within this year's Best Bar None accreditation. HOLBA have already agreed the accreditation for this financial year and these have already been distributed to licensed premises. We will continue to work with HOLBA and BBN to include inclusivity within their accreditation next year.

One of the points officers will emphasise with HOLBA will be my desire to see the relevant inclusion element within the BBN assessment requiring each business to demonstrate compliance and promote our codes of practice. This will enable greater buy in and emphasis on the councils inclusivity guidance and codes of practice.

Recommendation is **AGREED**

Recommendation 5

The SIA should ensure that its training for door supervisors also contains a module on inclusion in the Evening and Night-Time Economy. There should also be compulsory regular refresher training on this subject.

No cabinet member response required.

Recommendation 6

The licensing authority should encourage applicants to provide information/details about how they will ensure and support inclusivity as part of the operating schedule attached to a premise's licence.

Cabinet Member comments:

Officers are currently undertaking a review of the councils licensing policies and a revised version of these policies will be published by the end of 2020 following formal consultation. I have highlighted to officers that inclusivity and equalities must be a key component in the revised policy. It is intended that the council's policy will have a part dedicated to inclusion and equalities with a focus on staff training, operational procedures and design. Applicants will be encouraged to provide far more information to officers on how they will ensure that they are compliant with the Equalities Act and how they will ensure that their premises will provide the inclusivity that the council expects. Officers will identify applicants that do not provide sufficient information on this point and could make a representation to that application that would require the applicant to address the issue or explain to members of the Licensing Sub-Committee why they have not done so.

Recommendation is **AGREED**

Recommendation 7

The council should, when appropriate, lobby the Government to include promotion of the Equality Act as a licensing objective in the Licensing Act 2003.

Cabinet Member comments:

I completely support the Task Groups work and agree with the findings within this report. However, I believe that there may be more effective ways of improving inclusivity within licensed premises within Westminster, such as the guidance document, policy development and providing more information on how to report inequalities rather than lobbying government on this point. There is already a means of recourse for any alleged offences under the Equality Act via the Equalities and Human Rights Commission.

I believe that lobbying government on this point, in my view is unlikely to be successful at the moment for the following reasons.

Firstly, local authorities have been lobbying successive governments since the introduction of the Licensing Act 2003 to make specific changes that they would see as being positive steps in developing the Act and their powers. One of these was the inclusion of the promotion of Public Health as a licensing objective. This was supported by a host of other stakeholders and significant evidence was presented to the government on this matter. It was also an issue that was nationwide and would have related to premises that sell alcohol and provide late night refreshment (hot food and/or drink between the hours of 11pm and 5am). The government has not accepted the arguments for including public health as a licensing objective even with strong supporting evidence and a large number of organisations lobbying on this point.

There is limited evidence on the issues surround inclusivity in licensed premises, which has been highlighted within the Task Groups report. These issues don't appear to be affecting other local authorities around the country and it is unlikely therefore that the council could gain wider support on this issue from other local authorities and organisations.

Secondly, the Licensing Act 2003 does provide the legal framework for licensing the types of operations that have been the subject of the Task Groups focus. However, the council is responsible for other licensing regimes that may also need to improve their inclusivity e.g. sex establishments, speacial treatment and gambling premises. Although there's no specific evidence highlighted to the council that these types of premises aren't inclusive the council should not limit the promotion of the Equality Act to one licensing regime.

I want to see all licensed premises, not just late-night entertainment venues being more inclusive within Westminster. Therefore, as part of the Licenisng Policy review mentioned above we will be making it very clear within our new policy that the council will expect all licensed premises to meet the requirements of the Equality Act and ensure that they offer an inclusive venue or service to their customers and staff.

I am also instructing my officers to start to engage with the Equalities and Human Rights Commission to identify whether they would be willing to work with us to develop a more transparent and accessible route for members of the public to raise concerns. I want to better inform the public on how they can inform the Equalities and Human Rights Commission of venues that are actively discriminating against people who are protected under the Equalities Act.

As part of the engagement with the Commission officers will explore whether the Commission would be willing to collaborate on the development and/or promotion of the councils guidance and code of practice, referred to in my response to recommendations 2 and 3. This would also enable the opportunity to develop better information sharing on best practice (Recommendation 8).

The council will seek to develop a specific information page on the councils website that sets out the expectations and legal requirements associated with venues who operate as part of Westminster's Evening and Night Time Economy. This webpage will also provide information on how staff from licensed premises, residents or visitors can raise concerns or make a complaint to the Equalities and Human Rights Commission who are the enforcing body for the Equality Act.

Recommendation is NOT AGREED

Recommendation 8
<p>The council should encourage the systematic sharing of best practice for fostering inclusivity among venues and industry organisations with the council facilitating, as required.</p>
<p>Cabinet Member comments:</p> <p>My officers are already involved with a number of initiatives, such as Club Watch and Pub Watch that foster engagement and communication with licensed premises. More needs to be done to raise the awareness of the requirements of the Equality Act and how venues should promote inclusivity through operational management, staff training and design.</p> <p>To achieve this, officers will be working with trade bodies, the existing engagements networks, the Equalities and Human Rights Commission and other stakeholders to develop a guidance document specifically for licensed operators on this issue. A code of practice will accompany that guidance that, if followed would promote inclusivity within these premises. The councils new Licensing Policy will make inclusivity a key part of that policy specifically setting out the council's expectation on applicants and licensees to adhere to the Equality Act and promote inclusivity. My officers will work with the Equalities and Human Rights Commission and exemplar operators to widely publish and share best practice in this area.</p>
Recommendation is AGREED



City Management and Public Protection Policy and Scrutiny Committee

Date:	Wednesday 29 th January 2020
Classification:	General Release
Title:	Busking and Street Entertainment Draft Policy 2020
Report of:	Sara Sutton, Executive Director of City Management and Communities Julia Corkey, Executive Director of Policy, Performance and Communications
Cabinet Member Portfolio	Councillor Ian Adams, Cabinet Member for Public Protection and Licensing
Wards Involved:	All wards, with a licensing focus on: <ul style="list-style-type: none">• St James's• West End• Marylebone
Policy Context:	City for All
Report Author and Contact Details:	Kirsty Munro, Principal Policy Officer kmunro1@westminster.gov.uk

1.0 Executive Summary

- 1.1 Westminster is populated with residential and business premises sited close to and within nationally and internationally recognised commercial, cultural and tourist destinations and this creates a vibrant and exciting atmosphere. These areas of high footfall are also attractive to buskers and street entertainers, helping to create a lively and diverse street scene unique to our City.
- 1.2 Busking and street entertainment has been and will remain a consideration for our placemaking and public space design approaches ensuring our City and town centres remain an attractive experience for all. However, whilst we recognise the cultural contribution that busking and street entertainment adds to the City's vibrancy and character, it does cause adverse impacts as certain locations have a high number of loud or amplified performances daily, meaning locals get little or no respite for lengthy periods of time. In addition to the complaints received, in some areas in our City it is not

appropriate for busking and street entertainment. This is because of the nature and design and use of the areas, which can at times cause pedestrians to spill out onto roads to get past buskers and street entertainers and their audience or impede on pedestrian flow in already highly congested areas.

- 1.3 A report on busking and street entertainment was presented to this Committee in September 2018, which set out the context of busking and street entertainment in our City, proposed the council's early thoughts for a new policy, and set out the stakeholder groups which the council would carry out further engagement with. Members were asked to provide their early feedback for consideration and recommended that further engagement was necessary to reach a balanced policy proposal.
- 1.4 Since this report, officers have engaged with a wide range of stakeholders, have analysed the evidence and data available, and have refined the policy proposals. The evidence, policy design rationale, and draft policy were taken to the Licensing Committee for their review and approval to hold a public consultation earlier this month.
- 1.5 The draft policy recognises that the experience of busking and street entertainment can be different from one location to another across our City, therefore the council considers adopting a policy that balances the interests of buskers and street entertainers with those who live, work and visit here by taking a targeted location based approach that:
 - promotes the best of responsible busking and street entertainment by developing a voluntary Code of Conduct tailored to our City
 - encourages buskers and street entertainers to integrate into our community by developing a dedicated busker and street entertainment forum
 - recognises the established self-regulation of buskers and street entertainers already present in our City
 - supports newly created self-regulation schemes with buskers and street entertainers in identified suitable areas
 - balances the needs and rights of residents and businesses that are near to popular busking and street entertainment locations so they are not adversely impacted (inflicted) by introducing a light touch approach to control and regulation.
- 1.5 A six-week public consultation on the draft policy is taking place between 14th January to 24th February 2020, and the Committee is asked to provide their feedback and recommendations on the draft policy attached as Appendix A.

2.0 Key Matters for the Committee's Consideration

- 2.1 The Committee is asked to consider the following questions:
 - i. Do the range of proposals to better manage busking and street entertainment in selected areas of the West End strike a fair balance between protecting the cultural contributions of buskers and street entertainers and the needs of businesses and residents?

- ii. Do you have any comments for the council to consider as part of its consultation on the draft Policy?
- iii. If the policy is adopted, what can the council do to ensure that the policy achieves its intended aims?
- iv. The council want to recognise the art of busking and street entertainment in our City by hosting dedicated busking and street entertainment events. Do you have any further ideas on how the council could promote and encourage considerate busking?

2.2 The responses will form the basis of recommendations to be submitted to the Cabinet Member for Public Protection and Licensing, and comments will be considered as part of the council's consultation on the draft policy.

3.0 Why we need a new Busking and Street Entertainment Policy

3.1 Full details of the evidence and rationale for the council wanting to adopt a new policy is detailed in the Licensing Committee Report that was heard on 10th January 2020 and can be found here.

<https://committees.westminster.gov.uk/documents/s35683/6.%20Busking%20Street%20Entertainment%20Licensing%20Committee%20Report%20January%202020.pdf>

3.2 A brief summary and overview of the considerations is provided below.

3.3 Busking and street entertainment is a form of evolving performance art consisting of entertainment in a street or areas where the public commonly have access. The phrase 'busking and street entertainment' should be given its ordinary meaning as commonly applied in everyday language which can include (but is not limited to) performances by musicians, magicians, comedians, artists, dancers, acrobats and mime artists.

3.4 Every day our streets are brought to life with performances. Musicians, magicians, comedians, artists and dancers come from all over the world to perform here and play an important role in the vibrancy of our City. At the same time, buskers and street entertainers share the streets and open spaces with everyone else who lives, works, and visits our City, and we receive around 1,800 reported complaints each year (table 1) as well as complaints heard through scheduled and ad hoc officer meetings with residents and businesses, impact statements, environmental health requests and petitions. Complaints typically relate to excessive noise and obstruction and are predominantly concentrated in the West End. At busy times, we also witness risks to public safety caused by busking and street entertainment where pedestrians spill out onto roads to get past buskers and street entertainers and their audience.

Table 1: Number of busking and street entertainment complaints from April 2017 to November 2019

Year	Apr 2017 – Apr 2018	Apr 2018 – Apr 2019	Apr 2019 – Nov 2019 (8 months)
Number of complaints	1733	1923	1503

3.5 The council currently uses several existing enforcement powers to tackle any busking and street entertainment that is causing adverse impacts on the surroundings. However, these powers are considered imperfect tools to deal with buskers and street entertainers and we come across various challenges in our attempts to use them. These challenges include lengthy and complicated processes for enforcement, coupled with difficulties proving that busking nuisance meets the necessary criteria for enforcement, especially where the legislative tool being used is not designed to address busking.

3.6 As well as reviewing the complaints, in order to reach a balanced and targeted policy proposal since September 2018 officers have been engaging closely with our performers, local community, and other interested stakeholders through meetings, presentations, collaborative workshops, and correspondence. Stakeholders included: Councillors, residents, businesses, BIDs, Landowners, Police, individual buskers and street entertainers, Street Performers Associations, Keep Streets Live, the Musicians' Union and the GLA. We heard some mixed views, summarised as:

- **Buskers & Street Entertainers views:** Most performers are responsible and instead of regulation we should focus our efforts on supporting the community to self-regulate and take enforcement against the minority that are causing problems with the current powers available. Any regulation of busking would risk buskers no longer wanting to perform here
- **Businesses and Residents views:** Current voluntary-based approaches with the performers, and enforcement powers, are not effective and regulation is needed to ban or control busking especially in hotspot areas. Even responsible busking can cause a significant impact when loud performances are heard up to 8 hours each day with no respite, and crowds causing obstructions to entrances and exits to their premises.

3.7 Officers also considered that the experience of busking and street entertainment can be different from one location to another, which can be attributable to how buskers and street entertainers interact with the general use, design and characteristics of an area. A summary of the key defining features of the different busking hotspots in the City is provided below:

Busking hotspot	Key public realm features	Busking Community
Covent Garden	Entirely pedestrianised area with shared public spaces. Large variety of shops and restaurants and a number of residents in immediate vicinity	<ul style="list-style-type: none"> • The North Hall, West Piazza and Courtyard has an established Street Performers Association (SPA) which operates from 10am – 9pm everyday • The SPA holds auditions and prohibits the use of instruments which are

		<p>likely to cause a nuisance.</p> <ul style="list-style-type: none"> • Problems of nuisance can arise outside of the SPA operating hours and locality.
North Terrace of Trafalgar Square	Entirely pedestrianised area with shared public spaces. Few residents in immediate vicinity.	<ul style="list-style-type: none"> • A new SPA (called the Westminster SPA) has been formed which has representatives based here and aims to self regulate issues arising.
Oxford Street	Europe's busiest shopping street with half a million daily visitors. Very busy thoroughfare with buses, cars and taxis, and a large number of businesses and retail outlets, with some residents based in the surrounding streets	<ul style="list-style-type: none"> • Large number of buskers perform here but there is no organised community • Buskers tend to be spread out and transient along the street
Piccadilly Circus, Chinatown & Leicester Square	These destinations form a single tourist circuit, with some pedestrianised areas (e.g. Leicester Square) and some busy thoroughfares with both traffic and pedestrians. There are a large number of business premises and a few residents in immediate vicinity.	<ul style="list-style-type: none"> • The Westminster SPA has representatives based here and aims to self regulate issues arising • The SPA is based in the North Terrace of Leicester Square and cannot always supervise the entire area

3.8 The council considered that we need a new policy approach that balances the desire to retain a vibrant busking and street entertainment culture with the safety of the general public in our shared public spaces, the needs of local residents and businesses, and enhances the council's powers to respond to complaints.

4.0 Summary of the draft Busking and Street Entertainment Policy 2020

4.1 Based on the evidence and considerations summarised, we have taken a targeted location approach that both promote busker and street entertainer self-regulation across the City, whilst introducing regulation and control in our hotspot areas where adverse impacts are most acutely felt. The table below summarises the draft policy approach and full details can be found in the attached draft policy (appendix A)

Table 2: Summary of draft policy approach

Policy Approach	Action	Location
<p>Promoting Busker and Street Entertainer Self-Regulation</p>	<p><i>Voluntary Code of Conduct</i> Fostering a positive and co-operative relationship between all users of the shared space by setting clear guidelines on responsible busking.</p>	<p>City-Wide</p>
	<p><i>Busking & Street Entertainment Forum</i> Giving buskers and street entertainers a platform to raise issues and have questions answered, share ideas and work together on ways of promoting busking and street entertainment in our City.</p>	<p>City-Wide</p>
	<p><i>Supporting Established SPAs</i> Providing a dedicated enforcement presence that promotes the Code of Conduct and supports the already established self-regulation scheme of the Street Performers Association.</p>	<p>Covent Garden</p>
	<p><i>Supporting New SPAs</i> Supporting the development of a newly established Street Performers Association by promoting the Code of Conduct, and having a busker and street entertainer Memorandum of Understanding (MoU) that works to regulate and monitor marked performance areas.</p>	<p>Trafalgar Square (& Leicester Square)</p>
<p>Introducing Regulation and Control</p>	<p><i>Licensing Scheme</i> Introducing a licensing scheme for certain locations within our City, where there is reason to believe that as a result of busking and street entertainment there has been, is being, and will continue to be undue interference with or inconvenience to or risk to safety of persons using a street and/or nuisance to occupiers of nearby premises. Busking and street entertainment in these areas to be prohibited apart from performers who are licensed to operate from a number of designated pitches. This will also give the council dedicated powers to tackle nuisance associated with busking and street entertainment.</p>	<p>Oxford Street, Piccadilly Circus, Chinatown & Leicester Square</p>

5.0 Compliance and Enforcement

- 5.1 In line with our Corporate Enforcement Policy, we will usually take a stepped approach to enforcement by first helping buskers and street entertainers to understand the rules, and only undertake enforcement should they continue to act unreasonably or breach the licensing conditions.

5.2 We will have proactive and visible enforcement officers monitoring performers daily, with a focus on the hotspot areas, and any enforcement action taken will vary depending on whether the busker or street entertainer is in a non-regulated or regulated area detailed in the attached draft policy (Appendix A).

6.0 Policy Monitoring and Review

6.1 This policy represents an entirely new approach to busking in our City, therefore the council will commit to reviewing this policy through evidence and the feedback we receive from, buskers and street entertainers, our officers, and the local community. This will take place every three months throughout the first full calendar year, in order to assess its impact and effectiveness. We will also complete a full review after the first 12 months to consider amendments where required, and whether any approach needs to be expanded across other areas of our City.

6.2 The council is aware that by creating a licensing scheme in designated areas this may have the unintended consequence of displacing issues to other non-regulated areas of the City. This will be closely monitored and kept under review, and the council will consider expanding any regulation to areas of displacement if required to prevent any nuisance or risk to safety.

7.0 Next Steps and Timescales

Activity	Timescale
Consultation on Draft Street Entertainment Policy takes place	14 th January to 24 th February 2020
Second Licensing Committee held to review the consultation responses and final Policy	27 th March 2020
If licensing committee approve the Policy a recommendation is made to Full Council to adopt the final Policy	Summer 2020
If Full Council adopt the policy a three-month legal notification period for implementation of licensing proposals must be held	Summer – Autumn 2020
Policy implementation begins	Autumn 2020

If you have any queries about this Report or wish to inspect any of the Background Papers, please contact Report Author Kirsty Munro x3639
kmunro1@westminster.gov.uk

APPENDICES:

Appendix A: Draft Busking and Street Entertainment Policy

BACKGROUND PAPERS: None

This page is intentionally left blank



City Management and Public Protection Policy and Scrutiny Committee

Date:	January 2020
Classification:	General Release
Title:	The Safer Westminster Partnership
Report of:	Sara Sutton
Cabinet Member Portfolio	Public Protection and Licensing
Wards Involved:	All
Policy Context:	Community Safety
Report Author and Contact Details:	Report Author Angela Lambillion 07971024133 alambillion@westminster.gov.uk Angela Lambillion- Community Safety Commissioning Manager

1 Executive Summary

- 1.1 The purpose of this report is to provide the Scrutiny Committee with an overview of the Safer Westminster Partnership, key findings from the annual strategic assessment and highlighting some examples of best practice and the challenges faced.

2 Key Matters for the Committee's Consideration

- 2.1 Committee to discuss with Councillor Adams, what issues should be considered in the Safer Westminster Partnership 2020/23 Strategy.

3 Community Safety Partnership

- 3.1 Community Safety Partnerships (CSP) were set up under Sections 5-7 of the Crime and Disorder Act 1998 and are made up of representatives from the 'responsible authorities' which are:
- Police Service (Metropolitan Police Service);
 - Police & Crime Commissioner (Mayor's Office for Policing and Crime or MOPAC);
 - Local Authority (Westminster City Council);
 - Fire and Rescue Service (London Fire Brigade);
 - Clinical Commissioning Group (CCG);
 - National Probation Service (NPS) and
 - Community Rehabilitation Company (CRC).
- 3.2 The Police and Justice Act (2006) brought in new statutory requirements for CSPs and have been updated by subsequent legislation until the Crime and Disorder Regulations 2011. These include the duties;
- Produce yearly Strategic Assessments and partnership plans;

- Share information and have an Information Sharing Protocol;
 - Report on work and progress on a yearly basis;
 - Formulate and implement a strategy to reduce reoffending;
 - Conduct Domestic Homicide Reviews in relation to incidents of domestic homicide.
- 3.3 In Westminster the Community Safety Partnership is called the Safer Westminster Partnership and its aim is to ensure the responsible authorities work together to create strategies and practical interventions to reduce crime and disorder in Westminster.
- 3.4 The Safer Westminster Partnership is chaired by Helen Harper the Borough Commander for Central West area and meets two to three times per year.

4 Strategic Assessment and partnership plans

- 4.1 A strategic assessment is produced annually as a requirement of the Police and Justice Act 2006 on behalf of the responsible authorities for the Safer Westminster Partnership. The latest Strategic Assessment was produced in September 2019 a copy of which is attached in the Background Papers.
- 4.2 The Strategic Assessment is the evidence base for the partnership and aims to identify the key crime and anti-social behaviour issues affecting the borough and to make recommendations on SWP priorities for the following year.
- 4.3 The 2019 Strategic Assessment will be used as the evidence base for the forthcoming 2020/23 Safer Westminster Partnership strategy.
- 4.4 Below details some of the new and emerging findings from the Strategic Assessment. This covers the period July 2018 to June 2019.
- 4.5 Crime continues to rise in Westminster (28%) at a greater rate than across London (6%). A third of the increase in crime across the Metropolitan Police Service, was a result of increasing crime in Westminster. Whilst crime levels increase, detection levels continue to decline. Only 5.9% of crimes in Westminster were 'solved' over this review period. Despite this, public confidence and feelings of safety remain very high.
- 4.6 The West End and St James's wards are not just the hotspots of crime and disorder for Westminster, but across London. The concentration of crime in this area has increased considerably over the last year. 41% of all recorded crime in Westminster is located within just 4 of the 128 Lower Super Output Areas¹.
- 4.7 Previous victimisation is the single best predictor of future victimisation than any other characteristic of crime. Over half of the victims in Westminster are not residents and they are less likely to be repeat victims of crime, than borough residents. Of particular concern are vulnerable older residents, who are more likely to experience financial and physical abuse and proportionally more likely to be repeat victims of crime.
- 4.8 The number of offenders residing in the borough is decreasing at a much greater rate than the rest of London, despite a steadily increasing population and increasing crime levels. Despite this reduction in offenders, those that remain and reoffend are responsible for a considerable proportion of crime. In particular older adult male offenders, who have one of the highest re-offending rates across London.
- 4.9 Drugs and alcohol are two of the key drivers of crime and disorder. Individuals dependent on opioids and/or crack cocaine are responsible for an estimated 45% of acquisitive crime and

¹ Lower Super Output Areas are a geography containing approximately 1,500 residents.

around 40% of all violent crime is alcohol related. Illicit drug supply has been identified as one of the factors linked to levels of serious violence, particularly in relation to competition for the control of drug supply markets. Getting people into treatment and preventing people from becoming drug users in the first place needs to be the SWP key approach.

- 4.10 Copious research exists on the risk and protective factors, that are flags or signals of involvement in crime and youth violence. Overall, Westminster has lower risk and protective factors than across London. However, there are pockets of risk, correlated with the most deprived wards of the borough, which is evidenced by the volume of Youth Offending Service and Integrated Gangs and Exploitation Unit clients who reside there.
- 4.11 The majority of violent crime in Westminster is not perpetrated by young people. Only 16% of those accused of serious violent crimes were aged up to 24 years. 38% of the young accused were resident's and half of the victims.
- 4.12 Knife crime is often associated with being perpetrated by young people. However, we have no data to understand the volumes of young people involved in the borough, only in relation to the age of victims. It is also assumed to involve injury, yet 82% of all recorded knife crime in Westminster last year did not involve injury.
- 4.13 Whilst it is important to focus on high harm crimes, we can't ignore the rapidly increasing levels of theft in the borough. Theft is the most frequent precursor crime for juvenile offenders and theft offenders have the highest recidivism levels. The sheer volume of offences, very low detection rates and escalating costs to the partnership means it is drawing partnership resources away from dealing with more serious and high harm crimes.
- 4.14 Over the last 12 months, there has been an increase in support for extreme right wing or identarian groups, nationally and to an extent locally. The threat from the extreme right wing in London, is predominantly in the form of public order, which Westminster is a focal point for demonstrations. Events and the number of people attending has increased and this trend is anticipated to continue over the next 12 months.
- 4.15 A workshop is being held on 29th January for partners to help develop the 2020/23 Safer Westminster Partnership strategy. The strategy will be presented to the Safer Westminster Partnership on April 29th for approval.

5 Key Deliverables

- 5.1 Reviewing the risk and protective factors that put someone at increased risk of being involved in crime and youth violence identified Church Street as the most high-risk area of the borough. The Serious Youth Violence Task Group is prioritising Church Street ward to pilot a public health approach to serious youth violence, with a view to taking these lessons and seeing what can be adapted on a wider scale across Westminster.
- 5.2 Youth clubs, schools and local voluntary sector organisations will work together to deliver a programme of activity to work with young people in years 5 and 6 in primary schools in the Church Street area. The project will engage not just young people but also their families. Positive diversionary activities will not only keep young people safe and off the streets, but they will focus on building resilience and maintaining their health and wellbeing.
- 5.3 A parenting toolkit has been produced and provides a glossary of facts, practical advice to look for signs of your child's involvement in youth violence, as well as tips on how to speak to your child and how you can seek further help or support. It is being circulated to parenting groups, libraries, GP surgeries, youth clubs, Family Hub, other voluntary sector groups, business owners and supermarkets in the local area. Other boroughs have expressed an interest in replicating the booklet for their own areas.

- 5.4 A Serious Youth Violence Community Engagement officer was recruited in July and has been very pro-active in the first four months. She has worked with 9 community groups delivering to over 200 parents, delivered 4 training sessions on capacity building for community representatives, held 1 community against knife crime event attended by over 90 people and begun working with schools. Many more sessions are planned over the next few months, along with the development of a joint Community Safety Community Engagement Strategy.
- 5.5 £200k for this financial year and the same for 2020/21 has been granted from MOPAC to further develop our work to tackle youth violence. It has been proposed to uplift and add to existing projects working with young people to prevent and reduce violence this year and in 2020/21 expand the work of the Integrated Gangs and Exploitation Unit (IGXU) as well as develop new initiatives, such as Serious Youth Violence training offer for schools.
- 5.6 A joint vulnerable adult's task and finish group with the Safeguarding Adults Executive Group has been set up with key partners to address the increased victimisation risk older residents face, in particular to becoming victims of financial abuse. The groups will initially focus on gaining a greater understanding of those who are most at risk of financial abuse/scams, cuckooing and at risk within supported living environments.
- 5.7 The Integrated Offender Management (IOM) team work with high recidivist offenders in the borough to reduce their re-offending. Quantitative evidence has shown that the cost of crime and number of offences has decreased after involvement with the IOM and the interval between offending has increased. Evidence on 65 offenders worked with since April 2017 is estimated to have made over £1m in savings by preventing reoffending.
- 5.8 Contracts for specialist services to support victims of domestic violence and abuse expire in March 2020 and officers are in the process of re-commissioning these services across Westminster, Kensington and Chelsea and Hammersmith and Fulham. This will include specialist front line support to victims and a coordination service to manage the Multi-Agency Risk Assessment Conference (MARAC) working with high risk victims of domestic abuse and the Dedicated Domestic Violence Count at Westminster Magistrates Court.
- 5.9 The Prevent Team successfully applied to the Home Office for the largest funding pot, across both staff and projects, that Westminster has ever received. A range of Prevent projects have been commissioned for this financial year, working with educational institutions, parents and young people.

6 Challenges

- 6.1 Crime is increasing at a much greater rate in Westminster than across the Metropolitan Police Service, particularly in a small area of the West End. Following the police Borough Command Unit merger, there are over 200 fewer officers working in the Neighbourhood teams. The council has lobbied for a reversal of these cuts.
- 6.2 65% of those accused of crime in Westminster were not residents and 33% were foreign nationals. Most services are available only to residents only, making it difficult to successfully reduce reoffending in the borough. To successfully reduce crime levels in Westminster, we need a strategy that encompasses a focus on both cross-border offending and foreign national offenders.
- 6.3 With the increased government scrutiny on violent crime has come funding opportunities. These are sporadic and often at very short notice and usually limited to a maximum of two years. This makes commissioning sustainable provision challenging. Funding is often limited to just tackling violent crime meaning other borough priorities attract little funding.

- 6.4 A key risk in our response to counter terrorism is the capacity to respond to the increasing demands and risks. Robust plans and agreement on priorities and coordination of partnership response are key to ensure demands are met.
- 6.5 At present Offender Management is carried out either by the National Probation Service or by the Community Rehabilitation Company (CRC). From April 2021 Offender Management will be unified within the National Probation Service (NPS). The contracts nationally awarded to the CRCs will terminate. Unpaid work and accredited programme work will be tendered within the private sector and new providers will be engaged to provide these services across the country.
- 6.6 The unification will be a major undertaking, at least as significant as the split in 2014. Across the country the CRCs have introduced different hierarchies and pay structures, and some have moved to newer and more innovative IT systems. All of this will have to be consolidated under one NPS structure. It is likely that existing NPS structures will prevail but resolving the issues associated with this is going to be challenging and time consuming.

**If you have any queries about this Report or wish to inspect any of the Background Papers please contact Report Author 07971024133
alambillion@westminster.gov.uk**

BACKGROUND PAPERS

Safer Westminster Partnership Strategic Assessment 2019



Safer Westminster
Partnership Strategic

This page is intentionally left blank



City Management and Public Protection Policy & Scrutiny Committee

Date:	29 January 2020
Classification:	General Release
Title:	2019/2020 Work Programme and Action Tracker
Report of:	Director of Policy, Performance & Communications
Cabinet Member Portfolio	Cabinet Member for Public Protection and Licensing Cabinet Member for Environment and City Management
Wards Involved:	All
Policy Context:	All
Report Author and Contact Details:	Lizzie Barrett ebarrett@westminster.gov.uk

1. Executive Summary

1. This report presents the current version of the work programme for 2019/2020 and also provides an update on the action tracker.

2. Key Matters for the Committee's Consideration

- 2.1 The Committee is asked to:

- review and approve the draft list of suggested items (appendix 1) and prioritise where required; and
- note the Action Tracker.

3. Changes to the work programme following the last meeting

- 3.1 This work programme takes from the work programme items suggested by the committee and also builds on suggestions from the topic selection campaign. It is presented here for the committee to review and prioritise as appropriate. The suggested focus for the item for the November meeting is the Energy Strategy and an update on Basic Command Units.

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

ebarrett@westminster.gov.uk

APPENDICES:

Appendix 1- Work Programme

Appendix 2- Action tracker

WORK PROGRAMME 2019/2020

City Management and Public Protection Policy and Scrutiny Committee

ROUND FOUR 29 JANUARY 2020		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Ian Adams Cabinet Member for Public Protection and Licensing
Street Entertainment	Review Council’s proposed Street Entertainment Policy	
Safer Westminster Partnership/Community Safety Partnership	Annual report	Sara Sutton

ROUND FIVE 16 MARCH 2020		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Tim Mitchell Cabinet Member for Environment and City Management
Energy Strategy	Review the approach to developing a council wide energy strategy	
Basic Command Unit	Review of the first year of basic command units	Metropolitan Police

ROUND SIX 28 APRIL 2020		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide “critical friend” challenge	Councillor Ian Adams Cabinet Member for

		Public Protection and Licensing
Hate Crime Commission/Strategy	To review hate crime within the city and the initiatives aimed at tackling it. To feed into the development of a hate crime strategy	

ROUND SEVEN TBC		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To update the committee on key areas of work within its remit and the Cabinet Member's priorities	Councillor Tim Mitchell Cabinet Member for Environment and City Management
Noise Pollution	To review the problems associated with noise pollution and ways of tackling it.	Sara Sutton

ROUND EIGHT September 2020		
Agenda Item	Reasons & objective for item	Represented by
Cabinet Member Q&A	To receive an update and provide "critical friend" challenge	Councillor Ian Adams Cabinet Member for Public Protection and Licensing

UNALLOCATED ITEMS		
Agenda Item	Reasons & objective for item	Represented by
Sexual Exploitation	Review of sexual exploitation in Westminster	
Gambling Policy	Review proposals and comment	
Utilities Update	An investigation into the practices of utility companies	
Probation Service		
Green Infrastructure Strategy		

TASK GROUPS AND STUDIES**Subject****Reasons & objective****Type**

Inclusion in the ENTE

Report on inclusion within, access to and diversity in Westminster's dance entertainment venues (nightclubs) which operate within the evening and night-time economy, identifying areas of best practice and making recommendations aimed at further improving standards

Task Group

This page is intentionally left blank

ACTION TRACKER
City Management and Public Protection Policy and Scrutiny Committee

ROUND 1 12 June 2019		
Agenda Item	Action	Status/Follow Up
Item 4 Cabinet Member Updates: Councillor Tim Mitchell	The committee requested the details for the locations for the thirteen cycle hangars along with any alternative locations (Sara Sutton/Kevin Goad)	Completed
	The committee requested information about details regarding the process for parking bays, when long term building works are planned (Kevin Goad). Also, to consult with Housing services	Completed
	Cllr Arzymanow to forward to Cllr Mitchell/Sara Sutton the location and details where drivers consistently break parking regulations (Artemis Kassi). Cllr Mitchell to look into as part of larger project (Angela Bishop)	Completed
	The committee requested information about the costs associated with the Extinction Rebellion protests (including cleaning of bridges etc)	Completed
	The committee requested information regarding the Banksy, including the measures taken to protect it and whether an information board can be placed near it	Completed
	Item 6 Waste and Recycling (fly tipping)	The committee requested Cllr Arzymanow requested to take part in a ward walk (Annette Acik/Alex Woodman)
The committee requested Church Street Library to be added to Wetspots Map. Please provide the Wetspots Map for circulation to members (Mark Banks)		Completed
The committee requested further information on WCC Bulky Waste Collection: income generated, how many items collected in the last year, by ward, types of waste etc (Mark Banks)		Completed
The committee requested further information on WCC Bulky Waste Collection: income generated, how many items collected in the last year, by ward, types of waste etc (Mark Banks)		Completed
The committee requested information on how often hotspots were visited in the Churchill Ward, including Lupus		Completed

	Street and the siting of black bins (Alex Woodman)	
	The committee requested information on whether it is feasible to run a recycling point for decorator's items (including paint) (Mark Banks)	Completed