



# Business, Planning and Transport Policy and Scrutiny Committee Briefing

**Date:** Thursday 8<sup>th</sup> February

**Portfolio:** Cabinet Member for City Highways

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## 1. Transport

- 1.1 All 20mph trial zones have been introduced and received broad support. The trials will be reviewed in September 2018.
- 1.2 St. Saviour's School won the '20mph zone' school gates banner competition and the banners are due to be installed later this year.

## 2. Highways

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

	Oct Performance		Nov Performance		Target from 1 April '14	Previous Contract Target
Priority 1 (2 hour)	99%		99%		98%	98%
Priority 2 (24 hour)	92%		99%		98%	95%
Priority 3 (10 day)	91%		98%		98%	90%
Priority 4 (28 day)	93%		99%		98%	83%

Performance levels for all Highways Reactive works were achieved in November.

## 3. Preventative Maintenance

### 3.1 Planned Preventative Maintenance Footway – 2017/18

Elizabeth Street and King Charles Street are the footway schemes currently onsite.

This year's PPM footway programme is 88% completed.

### 3.2 Planned Preventative Maintenance Carriageway – 2017/18

No schemes were scheduled for January 2018 due to winter conditions. All outstanding schemes have, therefore, been programmed from 1<sup>st</sup> February onwards.

This year's PPM carriageway programme is 86% completed.

#### **4. Parking**

4.1 The diesel surcharge on pay-to-park tariffs in F Zone/the Low Emission Neighbourhood (LEN) has seen a 14% reduction in pre-2015 diesel vehicles paying to park in the area since its introduction in late June 2017.

4.2 A new debt management service has been procured, with the new contract with Marston Group Ltd having begun on 1<sup>st</sup> November 2017 for a five-year term with the option of a four-year extension. This includes a number of service enhancements regarding the collection and sourcing of parking-related debt, as well as the additional new provision of an abandoned and untaxed vehicle service.

4.3 Parking Services is in the process of procuring a new car sharing service to supersede the current car club provision. To allow for an effective procurement exercise, the current contract is being extended via a waiver until 31<sup>st</sup> May. The procurement is in two parts, covering 'fixed' and 'floating' provision, with the latter being a new concept for the City Council which will go live on 1<sup>st</sup> June 2018

4.4 The contract for Bay Sensors has been extended with Smart Parking, and discussions with NSL are in progress for extensions in the Business Processing & Technology (BP&T) and People & Resources contracts. Subject to successful negotiation, these contracts will be extended until 2020 and are expected to save the Council over £1m per annum.

4.5 A benchmarking exercise for pay-to-park transaction costs was activated as part of the BP&T contract and has resulted in our Pay to Park provider agreeing to reduce their transaction cost per parking session from 11.65p to 8.60p, effective from 1<sup>st</sup> April 2018. This will contribute to our MTP annual savings.

4.6 City West Homes (CWH) have obtained advice to clarify and address the issue of enforcement. This has been caused by contradictory historical advice given by governmental departments and compounded by a recent BPA paper. The advice broadly suggests that we are able to introduce Traffic Orders. We will work with CWH to devise a phased implementation plan subject to approval.

4.7 The development of an online suspensions application tool in conjunction with London Borough of Camden has been completed. Beta testing of the module by the back office is due to commence in March 2018, with full release anticipated later in 2018. The tool will allow customers to self-serve suspension bookings.

#### **5. Electric Vehicles**

5.1 There are currently 162 Electric Vehicle on-street charging points. 97 of these are in dedicated EV-only bays, 44 in dedicated car club bays, and a further 21 retrofitted into lamp columns. Funding has been secured to deliver up to a further 80 points this financial year.

5.2 Since January 2018, all new taxis must now be zero-emission capable (ZEC). Officers continue to work with Transport for London (TfL) to identify suitable rest ranks where, subject to planning consent, rapid charging units can be installed. In addition, discussions with TfL are underway to implement the first working ZEC taxi rank in the LEN.

## 6. Lighting

6.1 The table below shows the current performance for reactive responses for lighting.

	Sept Performance		Oct Performance		Nov Performance		Target from 1 April 14	Previous Contract Target
Priority 1 (2 hour)	100%		97%		100%		98%	98%
Priority 2 (24 hour)	99%		100%		96%		98%	98%
Priority 3 (48 hour)	100%		98%		100%		98%	90%
Priority 4 (7 day)	98%		100%		97%		98%	98%

6.2 5775 maintenance activities have been completed, of which 53% were relating to outages. It should be noted that on average the time taken to fix outages is approximately 18 hours.

6.3 There has been an increase in the number of reported day burning lights. An evaluation of CMS control, along with options for the future, is currently underway and photo-electric cells are now being implemented to correctly control lights where signalling issues are experienced. Since the implementation of photo-electric cells, we have fixed 1302 day burners.

6.4 20 lamp column Electric Vehicle charging points have been installed in the quarter.

## 7. Road Management

7.1 The table below shows the number of Fixed Penalty Notices (FPNs) issued to work promoters for failure to correctly apply for permits to work. This includes both the utilities and our own contractors. The number of FPNs issued fluctuates based on the errors within promoters' work.

	Oct Performance		Nov Performance		Dec Performance		Target
FPNs	93		59		24		60

7.2 The table below shows the volume of activities on the highway:

	October Volume	November Volume	December Volume	Previous three months' average
Utility Works	822	798	776	781
Crane Licences	94	66	53	95
Temporary Structures	207	160	85	164
Road Closures	138	110	85	127

## 8. Surface Water Management

8.1 Quarter 3 of the 2017/18 programme experienced no operational issues. Due to the Christmas close down, there was a decreased number of routine visits. September had a high clean rate even with the most gullies attended per month to-date. FM Conway has reported that even during night works they encounter access issues with vehicles parked on single and double yellow lines. Therefore, they will use a car lifter from Parking Services to access gullies.

8.2 FM Conway has completed a two-month CCTV pilot survey of lateral lines (outlets to the Thames Water sewer). The report has highlighted the many areas in need of attention and this programme will trigger a range of preventative works to protect the current drainage infrastructure. Given the success, FM Conway has been asked to continue the programme until the end of the financial year.

## **9. Cycling**

9.1 The cycle hangars trial in Ilbert Street, for bicycles to be stored securely, is currently ongoing. This will last until May 2018 after a full year's trial where we will then assess whether the hangars will be extended to other parts of the city. However, any further hangars will be subject to planning permission, as was the requirement for the trial hangars.

9.2 TfL continues to progress Cycle Superhighway 11 (CS11) and the scheme is still being discussed with The Royal Parks and the Crown Estate Paving Commission (decision makers) regarding the gate closures in Regent's Park. Westminster City Council objected to the previous scheme which included the closure of 4 gates, supporting residents' concerns about traffic impacts during the busiest times of the day. To date, the Council has not been asked to comment formally on the emerging revised scheme or provide approval for the length of CS11 on our network. We are also awaiting modelling results for the proposals south of Regent's Park (in Portland Place).

## **10. Public Protection**

### **10.1 Knife Crime Plans**

A Westminster Partnership Knife Crime Plan has been created to coordinate interventions between key partners. The plan focuses on two areas: the evening and night time economy, and youth violence and gang activity. Each plan provides a series of strategic objectives relating to safeguarding young people, intelligence sharing, preventative education and enforcement. Operational activity is themed into four areas: prevent, protect, prepare and pursue.

### **10.2 Moped Enabled Crime**

Moped theft and moped enabled crime continue to be a local priority and Operation Venice is the Metropolitan Police Service's (MPS) response to this. Moped enabled offences in 2017 were double those of 2016, despite a small reduction in the last few months. The MPS, in conjunction with partners, has had increasing success in identifying and bringing offenders to justice, such as for multiple thefts and violent smash and grabs. The MPS is also working with partners to reduce the thefts of mopeds used in these offences.

### **10.3 Metropolitan Police Public Access and Engagement Strategy**

The Mayor's Office for Policing and Crime (MOPAC) Public Access and Engagement Strategy consultation has concluded. As part of a programme to reduce the MPS Estate's portfolio from over 400 buildings to approximately 100, MOPAC has confirmed that in Westminster:

- Charing Cross Police Station will be staffed 24 hours a day by Public Access Officers;

- The front counters at Belgravia and West End Central are now closed;
- Paddington Station is to be replaced with the Church Street development. The proposed opening hours will be 10.00-18.00hrs Monday to Thursday and 09.00-18.00hrs on Friday.

The Charing Cross Front Office experienced an increase in attendees on the first few days after the closures, however, a new triage system has been implemented and is working well. The Metropolitan Police continue to support the local communities with the Neighbourhood Policing Teams who remain unaffected by these changes.

At the time of writing, a decision on the proposed Borough Command Unit merger was expected to be made formally at the end of January.

#### **10.4 Effective Neighbourhood Working Programme**

The purpose of the programme is to define and implement a neighbourhood approach for a World Class Westminster, where services are delivered locally and are tailored to the needs of the community. This is a Council-wide programme, designed to save £900,000 in 2018/19, which will be delivered in two phases. The first phase, in 2017/18, includes City Management and Communities, Growth Planning and Housing, and Public Health.

A formal staff consultation on the proposed model and structure began on 22<sup>nd</sup> January 2018, with a 45-day consultation period after which a new structure will go live in July 2018.

#### **10.5 Westminster Integrated Street Engagement Unit (ISE)**

As part of one of the key #MyWestminster projects, we are creating the ISE to support homeless people. This will be a multi-agency unit that will bring Council resources together with local police teams and externally commissioned outreach and substance misuse services, in a formal partnership structure. The aims of the unit are to:

- develop and promote a relationship with substance support services to ensure rapid access to treatment and harm minimisation services;
- commission some of the work to a recognised charity with a focus on social care as the first approach for anyone encountered on the streets in the daytime;
- reduce street-based anti-social behaviour (ASB) and criminality across the city;
- provide a reassuring presence and improve perceptions amongst residents and businesses of action being taken to combat street-based ASB and criminality.

#### **10.6 Victims Code**

The Victims Code of Practice (VCOP) is a statutory document which sets out the services and information that victims of crime are entitled to. As a result of our Victims Delivery Group, we are arranging a peer review of partners' services to see how we are meeting our responsibilities. We are also leading on designing a minimum set of standards that victims in civil cases should be entitled to in Westminster.

### **10.7 New Year's Eve Street Enforcement Operation**

City Inspectors led a multi-agency street enforcement operation to ensure a safe event. Activities included:

- Targeting the illegal sale of tickets
- Visiting key licensing premises

### **10.8 Shisha Event, London Metropole, Edgware Road (30.11.18)**

City Inspectors, in conjunction with Marble Arch BID, organised the event which educated businesses on legislation that covers shisha activity and promoted compliance. Over 25 businesses attended, including property landlords Portman Estates and Church Commissioners who were keen to understand their responsibilities.

### **10.9 London Crime Prevention Co-Commissioning Fund**

Community Safety is supporting five proposals in the second stage of the co-commissioning programme:

- Taith – a therapeutic project to tackle harmful sexual behaviours in young people across 9 London Boroughs including Westminster, Kensington, Hammersmith and Wandsworth.
- Out There Response and Rescue – a pan-London project to address the challenge of young people being exploited across so-called 'County lines' to deal drugs.
- Inside Out – a project embedding resettlement workers in the secure youth estate (e.g. YO1 Feltham) to improve support for young people while in custody, and improve their resettlement back into the community.
- Minerva – service supporting female offenders in the community across 15 London boroughs.
- Support for LGBT and male victims of sexual violence – a project to provide specialist sexual violence advocates while also upskilling non-specialist responses to victims of sexual violence.

These represent 5 of the 8 proposals that have reached this stage in the co-commissioning programme. Collectively the 8 proposals are asking for somewhere in the region of £15m against a £10m budget so it is expected that some will not receive funding. A final decision is expected from MOPAC towards the end of January.