

Committee date:	19th November
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Key Priorities

- Ensuring Westminster residents have the right skills and opportunities for today's and tomorrow's economic challenges
- Continue to ensure that our schools continue to be some of the best in the country
- Widen the educational offer to young people to include vocational and alternative paths to employment and future careers
- Work with businesses to ensure Westminster has the best conditions to promote enterprise, growth and employment.
- Harness and enhance the economic and social opportunities of Westminster being the UK's cultural hub.
- Build better integration between community organisations and those organisations with the city council

This P&S report for Economic Development, Education and Community, provides an update on the activities and priorities within my portfolio, if you require further details on specific items senior officers will be happy to provide this information outside the Policy and Scrutiny committee meeting including financial reports.

1. Business and Enterprise

Markets

- 1.1 The Markets Strategy consultation was launched on 6th August and closed on 29th October. The strategy aims to help these markets thrive. We want to help the markets become more environmentally and financially sustainable, offer a more diverse mix of products and invest in new IT and infrastructure. The consultation is also anticipated to be the basis for tailored plans for each market.
- 1.2 The consultation also considered proposed changes to daily, street trading licence fees and charges, which would be the first since 2006. A new application fee was proposed, based on the costs of processing the application and issuing the licence. If approved, there will be concessions for start-up businesses and for Westminster residents.
- 1.3 The consultation gave the opportunity for all licence holders and their representative bodies, as well as residents, businesses and visitors to provide their views on the proposals. To encourage engagement, the consultation was supported by an extensive programme of on-street surveying, drop-in sessions and Cabinet Member walkabouts at each market. Regular communications were also been shared with traders to encourage them about giving their feedback in the consultation and opportunities to take part. The consultation took place over a significant number of weeks to take account of August holidays.
- 1.4 Almost 850 responses were received via online channels and on-street surveys. Responses were received from residents, traders from each of the six markets in the borough, workers, visitors and community groups.
- 1.5 With the consultation now closed, all feedback is being collated and considered before the strategy is finalised.

- 1.6 A report will be taken to the Licensing Committee on 28 November for a decision on the fees and charges. A presentation will also be given on all the results from the wide consultation on the market strategy and the next steps to be taken in the approval process. Subject to Member approval, the strategy should be implemented in April 2019.

Westminster Business Unit

- 1.7 The Business Unit provides a single point of contact for businesses looking for support from the Council and operates a mailbox and contact number for businesses to get in touch. In the current financial year 138 businesses enquiries have been received, ranging from licensing and commercial property to CSR activity and starting up a business.

Business Westminster Website

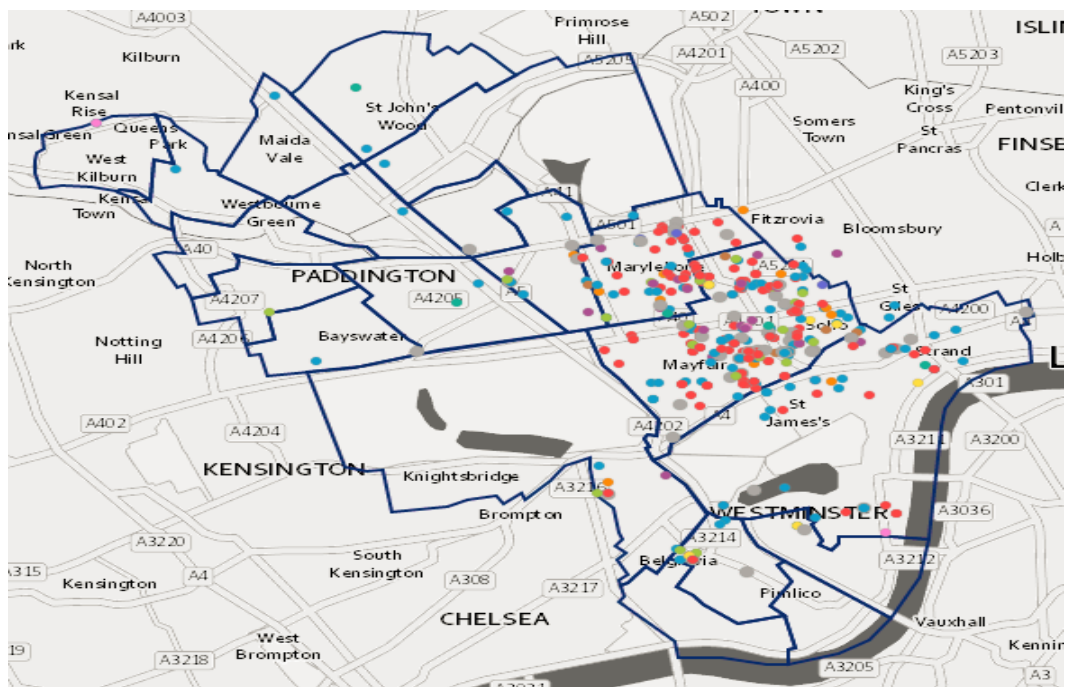
- 1.8 The Business Unit website has received 16,310 page views of which, 12,852 were unique visitors. The figure represents a 5% increase on the last reported figures with the Westminster Enterprise Week page showing a big increase in traffic

Connect Westminster

- 1.9 The Connect Westminster project has been running since August 2017, providing SME's in Westminster and the WEP area of Camden with vouchers worth up to £2,000. This is to upgrade their broadband to future proof gigabit capable connections. A total of £2.8m is available for this purpose, partly funded through ERDF.

1.10 To date we have achieved the following:

Applications received	529
Funding allocated	£974,621.32
Suppliers registered	147
Average download speed uplift	1,636.86%
Average upload speed uplift	9,327.31%



Spread of applications across the borough

Broadband & Connectivity Update

1.11 The provision of free Wi-Fi for traders has been enthusiastically supported during the street markets consultation. Free Wi-Fi zones would enable traders to take card payments as well as increase their digital presence. The Business & Enterprise Team are exploring how Wi-Fi could be delivered to traders through a CIL application to fund the capital costs. A CM Report exploring options will be prepared for review. Alongside the provision of the Wi-Fi zones, digital training would be provided for market traders to enable them to fully realise the benefits of a continuous online presence.

Westminster Enterprise Week

- 1.12 Westminster Enterprise Week, part of national Global Entrepreneurship Week takes place for the fourth year from 12th-18th November. A programme of 20 events has been created. These include panel discussions, business challenges, workplace tours and interactive workshops - in addition to arranging assembly speakers for schools.
- 1.13 Bright Ideas Trust, ZSL, Pergola Paddington, Paddington Central, Landsec, Google Garage, Halifax Flagship store, JLL, Ryder, Capita, Central Working, London Basketball association, Virgin Start Up and Vertex Pharmaceuticals are just some of the sponsoring organisations.
- 1.14 Over 600 spaces are booked for events delivered throughout the week. With the addition of 'Enterprise Assemblies' this year, where entrepreneurs visit schools themselves, during school assembly, to deliver engaging talks to young people on the theme of enterprise. The team hopes to engage 1250 young people over the week.

Westminster Business Support Fair

- 1.15 The Westminster Business Support Fair took place on 25th October at the Greenhouse Centre. The fair provides local businesses and residents an opportunity to drop in and have their business questions answered by council teams and partner organisations.
- 1.16 Organisations and council teams present include the business unit, healthy workplace charter, waste management services, planning department, Westminster employment service, Recruit London, Cross River Partnership, trading standards, One Westminster, enterprise nation and representatives for business rates, affordable workspace and business support.
- 1.17 Local business, Heavenly crepes, provided the catering for the evening. Feedback from attendees was collected, with a focus on the biggest challenges they faced as a business and how the council could best support them. This information will be provided in the next CM update.

Pop-Up Business School

- 1.18 The second Westminster Pop-Up Business School will take place between the 26th November and the 7th December at Paddington Arts. Property developer Derwent London, Octavia housing association and Blenheim Drug and Alcohol support service will support the event.
- 1.19 The Pop-Up school will deliver a two week programme expanding on the sessions previously covered. The additional sessions will focus on keeping customers, pitching products and services, negotiation, website development and increasing income. We are aiming to increase the number of participants that attend the course (108) and increase the number of business starts compared to the first Westminster Pop-Up (28% started a business after the course). Promotion will focus on Church Street with support from the local regeneration team.
- 1.20 The Pop-up school has been scheduled to take place at the same time The National Campaign, Small Business Saturday (1st December). To mark the Saturday, we will arrange for participants from the school to have the opportunity to sell their products on a market stall in Westminster.

Apprenticeships and Youth Engagement

- 1.21 This month, the Apprenticeship Development Officer, Eileen Gallagher, delivered an apprenticeship information session to sixteen WES employment advisors as part of the Advisor Academy. The purpose was to provide the advisors with up to date guidance.

Enterprise Spaces

- 1.22 **Paddington Works** was soft launched on 30th October. The Lord Mayor joined the CM at the opening. The operational team includes a general manager, an event manager, administrator and a council sponsored graduate, it will support over 200 entrepreneurs.
- 1.23 **Pop Up Leicester Square:** enterprise space is being fitted out by the operator, Interim Spaces, ahead of a launch this autumn.
- 1.24 **Church Street Regeneration Team** completed its second stage application for Good Growth Funding from the GLA for small business support in Church Street. In preparation architectural designs for a retail unit in the middle of the high street have been included.
- 1.25 A proposal for **Westminster Enterprise Space Network** was presented separately to the CM for comment and approval to proceed with implementation. This programme seeks to enhance the emerging enterprise space industry in the City of Westminster, and increase the council's impact in supporting small businesses, particularly start-ups, as well as influencing enterprise spaces, including mainstream flexible workspaces, to deliver social value activity for residents.

2. Westminster Employment Service (WES)

Coaching

- 2.1 The Team recently had the opportunity to showcase partnership work at a London wide event on Universal Credit hosted by the DWP. The employment team presented case studies highlighting Westminster's approach and the positive impact, which WES is having on the lives of residents.
- 2.2 As part of the regular partnership meetings at the Leaving Care Team, the Head of Coaching facilitated a workshop with partners from Housing, Economy, Children's Services and Health to consider the education and employment needs of Care Leavers. The discussion focused on how to respond to a wide range of needs and characteristics, including those in custody who become looked after, those returning as 21 year olds, those living in hostels and Care Leavers who have ongoing immigration status barriers to employment.
- 2.3 Actions include working with the hostels to help young people meet employers, in parallel with developing skills plans for young people in custody. In addition, this important partnership wishes to develop traineeships with an embedded ESOL (English as a second language) module, to enable young people to move much more rapidly into employment and then to learn on the job.

Employer Updates

- 2.4 One of a series of planned Westminster job fairs was held at Greenside community centre on the 17th of October. The event was lively and animated and was very well attended by employers and residents. Feedback has been extremely positive. The Westminster Employment Service, City West Homes, Recruit London, DWP and the United College Group (City of Westminster College) are looking forward to organising a further event in March 2019. Headlines from the job fair include:
- 30 employers attended from the construction, retail and hospitality industries, including Multiplex, Build a Bear and the Landmark Hotel

- Three hundred and twenty three people also attended from across the city, over two thirds were Westminster residents
- One hundred and eighty residents registered for additional employment services with the Westminster Employment Service and City West Homes

3. Westminster Adult Education Service (WAES)

3.1 Apprenticeship

Westminster Adult Education Service's Apprenticeship provision has exceeded the National Benchmark by 23% for outcomes for 2017-18 apprentice cohort. WAES offers 60 courses, has seen over 670 enrolments and has a provision of around 27 assessors. These range from Accounting, Health and Social Care to Children and Young People's workforce delivery to supporting Teaching and Learning in Schools.

3.2 Family and community learning partnership

Westminster Adult Education Service Family and Community learning team has a wide reaching delivery across Westminster, and is involved in many projects; an example of key projects are:

- Lancaster Lunch club: A project to bring residents aged 70+ within Lancaster Gate Ward together for a fortnightly healthy lunch, with the aim of promoting health, wellbeing and community cohesion.
- Regents Park Arts club: Two hour weekly painting and drawing classes aiming to provide older residents the opportunity to further their creative skills, make new connections and reduce social isolation.
- The Advocacy Project: A peer mentoring scheme for people with mental health challenges.
- Homestart: A volunteering project to support families with children under 5
- Cardinal Hume: Working to reduce barriers to success for homeless people.

3.3 WAES in collaboration: WAES into Employment

The new project WAES into Employment is an outcome of a successful pilot scheme that came out in summer 2018. The project worked with employers such as Keltbray Construction and offered people ways into employment within construction as well as customer service, supported by Access Employment Education Training (AEEET). The project is an excellent example of collaboration and successful partnership working with Westminster Employment Service (WES) Recruit London and Central London Forward. The project will start in November and aims to support 300 learners with Westminster residents as a priority group and wider London into training with the aim of securing employment or further advancing their skills. The project will be delivered from WAES Amberley site. To monitor and evaluate the success of the project, quarterly reviews will be held.

3.4 WAES and links with the hospitality industry

WAES is working in partnership with The Ritz London on the prestigious WAES Westminster Hospitality Traineeship. This modest pilot has gained the attention of our hospitality industry with the second cohort including partnership work with Red Carnation Hotels as well as The Ritz. WAES are in discussions with Corinthia Hotel and Marriott Hotels in regards to future work-based learning and traineeships. This is a direct result of the successful work WAES has accomplished with The Ritz and has resulted in 100% positive progression for the learners, 20% have progressed on to permanent employment and 80% are continuing their education for further development.

3.5 The Andrea Dayes Sensory Room

The Leader of Westminster City Council, Councillor Nickie Aiken, visited Westminster Adult Education Service in Lisson Grove centre on Wednesday 17th October 2018 to open the Andrea Dayes Sensory Room.

This facility, which was match-funded by the GLA, uses special lighting, music and fittings to support adults with autism or learning difficulties to process everyday information. It is called the Andrea Dayes Sensory Room in honour of a former member of staff who worked for WAES for more than a decade and made an exceptional contribution to learners with learning disabilities and disabilities.

We would like to thank Cllr David Harvey for his attendance to this event.

Art Exhibition Private View: Creative Graduates 2018 at Westminster Reference Library

The Creative Arts Department at Westminster Adult Education Service were given a short notice opportunity to have access to exhibition space at Westminster Reference Library.

This was a landmark event for the first generation of WAES Creative Graduates. Exceptional Creative Arts entrepreneurs, who are either established artists or going onto study, were able to showcase their work, which was of high industry standard.

Staff and Governors from WAES attended a private viewing of the artwork on Tuesday 23rd October. Friends and family of the Creative Arts Graduates were in attendance as well.

The private viewing also saw the launch of the WAES alumni.

3.6 Learner Destinations

WAES has completed destination analysis of 5000 learners who were enrolled in 2017-18. This research is focused on those learners whose education are funded by the Education Skills Funding Agency who sets the Adult Education Budget (AEB) allocation for providers at this time. From the 2017-18 cohort, WAES' support and training has enabled 40% to progress into paid employment, another 27% have progressed on to further studies with the majority going into further and higher education. On an extremely positive note, 305 of unemployed Westminster residents were supported into work in 2017-18.

It is Important to note that we have seen a modest number of learners with learning difficulties and disabilities progress onto Supported Internships, a welcome shift, and WAES is working on a Careers and Progression strategy to improve the impact of our work. We have seen 67% of learner's progress with positive destinations. We are reviewing our process of destination tracking, as of the 2017-18 cohort, 28% were not contactable, or were unwilling to share their information. The results show that 4% are not in employment and a further 1% are in voluntary work. WAES is proud to be supporting many of the most vulnerable Westminster and London learners into employment.

4. Education and Schools

4.1 School Test and Examination Results Update

In October the Department for Education (DfE) released provisional school level GCSE results. The headlines are very positive for Westminster secondary schools with results well above national averages for all performance indicators. Westminster is currently ranked 1st in inner London for Attainment and Progress 8 scores. Eight out of the ten secondary schools with Progress 8 scores are well above or above national average.

4.2 Ofsted inspections

There have been Ofsted inspections of three schools so far this term in Westminster. One report has been published for St Edward's Roman Catholic Primary, where there was no change to the current overall judgement of 'good'. The reports for Dorothy Gardner Centre and Barrow Hill Junior School will follow shortly. The current percentage of good and outstanding schools is 97% compared to the national average of 86%.

4.3 Capital Projects Update

St Marylebone Bridge Special School

The Council is negotiating with the Department for Education (DfE) and United Learning, the academy sponsor of Wilberforce Primary, to relocate the special school permanently on part of the Wilberforce site. The DfE is funding a new building and we expect to agree heads of terms by December 2018 so that it will be ready for occupancy in early autumn 2020. There will therefore be no requirement to decant the school temporarily and the existing accommodation at Third Avenue will be vacated once the permanent school building at Wilberforce is completed.

Marylebone Boys' School

The school has now moved into its new building in Paddington. The formal opening by Lord Agnew, Under-Secretary of State, and Cllr David Harvey took place on 4 October.

Portman Children's Centre

Planning permission has been granted and funding committed for major works to Portman Children's Centre in order to create a Family Hub (similar to the Bessborough Street model). Tenders are being invited from consultants to deliver the scheme, which is expected to be completed in 2019. In the meantime, Portman is temporarily located at Lilestone St.

A number of other projects such as a new MUGA (Multi-Use Games Area) at Hallfield School and other works to improve accessibility for pupils with SEND are either underway or in the planning stage as reported in September. These are funded by external grant or developer contributions (S106 and Community Infrastructure Levy).

4.4 Short Breaks Update

Westminster South Summer Pilot

A new short breaks play scheme was successfully piloted in South Westminster during summer 2018. Short breaks staff ran a pilot scheme for six days at Churchill Gardens Primary in Pimlico. The lessons learnt and insight gained will inform future provision. We are currently planning to continue offering a play scheme for families in South Westminster for all school holidays. With the further development of the service, officers will be looking into delivering a short breaks offer on Saturdays as well.

Westminster Play Schemes

This October half-term St Quintin Centre in north Kensington supported ten children who would have normally attended Churchill Gardens Centre based in Pimlico. They were able to integrate with children who are already attending the centre and do some onsite activities, as well as take part in their own planned activities such as trips to Hyde Park and the Cinema.

The activities at St Quintin were based around the 'Superheroes' theme where children made superhero costumes by decorating capes and masks. We also offered activities offsite such as trips to Kidzania, Flip Out trampoline park, Look Out Discovery, swimming at Guildford Spectrum and a trip to the Polka Theatre where children watched the Ginger Bread Man.

Workshops and Parenting Programmes

The Short Breaks Westminster team attended the Early Years SEND Conference earlier this month and facilitated taster sessions for nursery providers. The taster sessions provided staff with practical skills and strategies when working with children with special needs in nursery settings.

The start of the new academic year also marked the start of Bi-Borough parenting programmes. Early Bird is a 10-week support programme for parents and carers, offering advice and guidance on strategies and approaches for dealing with young autistic children (up to 5 years). The programme is delivered by licensed trainers for the Bi-borough short breaks team and is currently running from the St Quintin Centre.

Early Bird Plus for parents and carers of older children (4-9 years) will begin in January 2019 and will be run from the Tresham Centre off Lisson Grove and from Bessborough Children's Centre in Pimlico.

4.5 Schools Funding-Chancellor Philip Hammond Budget Announcement around Education and Skills

These are some of the highlights from Budget 2018 which will have an impact on schools funding:

- An additional £400m of capital funding was announced for this financial year for equipment and facilities. This equates to approximately £10,000 for the average primary school and £50,000 for the average secondary school.
- An additional £450m to support apprenticeships training and £140m to halve the levy for smaller employers.
- An additional £28m of capital funding to support T Levels in 2020 across 52 providers.
- An additional £100m for the National Retraining Scheme to provide new career guidance and work opportunities.
- £200m will fund activities for 10 to 14 year olds working with those at risk of youth violence.

4.6 Special Educational Needs and Disabilities (SEND) Service Update

Priorities within the SEND Strategy 2018 continue to be the focus of service improvement; particularly ensuring that the views of children, young people and their parents are influencing and shaping the way in which services are delivered and resources are allocated. We have reviewed and refreshed the content of our published Local Offer and provided targeted guidance to schools' governing bodies on their statutory duties in readiness for the new academic year.

We continue to make improvements in the proportion of statutory assessments completed within 20 weeks and ensuring through our quality assurance framework that Education Health and Care Plans (EHCPs) are of good quality and timely. The procurement of a new SEND pupil workflow and data system is currently being planned. The system will enhance and increase the effectiveness of the assessment process. Work is also underway to update our self-evaluation for the Local Offer SEND inspection we anticipate and to identify the next steps in delivering the SEND Statutory reforms.

Plans are in place to establish a specialist resource for up to eight pupils with autism at All Souls Church of England Primary for admission from September 2019.

4.7 School Organisation and Investment Strategy 2018

The City Council has updated the School Organisation and Investment Strategy (SOIS) based on its annual review of pupil place projections together with its review of the necessary investment required in schools to provide school places for every resident pupil who needs one, in line with the Council's statutory duty. The full report and draft is attached separately.

5. Looked After Children and Care Leavers Awards

On 23rd October Westminster Family Services, our Lead Member Heather Acton and colleagues from across the Westminster City Council gathered at the Tate Gallery to celebrate the educational achievements of our Looked After Children and Care Leavers at the annual Looked After Children and Care Leavers Awards. Awards were presented by our Deputy Mayor Louise Hyams to children from Primary School age through to children and young people attending Higher Education. 207 awards were presented in recognition of both diligence and for academic, sporting and cultural achievement. Children also performed on the evening reading their own poems and writing and performing songs. It was a very positive and uplifting evening for those in attendance and an key event in Family Services calendar, providing the chance to formally recognise and celebrate our children and young people's achievements.

6. Community Services - Physical Activity, Leisure & Sport (PALS)

6.1 Sayers Croft & Forest Schools

The Forest School programme, delivered by Sayers Croft, is based out of the Environmental Area at Paddington Recreation Ground and continues to go from strength to strength with over 8,000 participants last year. In October, the team received a very special visit from HRH the Duchess of Cambridge, who has particular interest in outdoor environmental activities for children.

During the visit local school children from St Augustine's and St Stephen's participated in a range of forest school activities from bug hunting, food planting and story time within the brand new bluebell glade area that converted an underused dog exercise area.

The event was also joined by senior officers and Cllr Lindsey Hall, Lord Mayor of Westminster, who assisted with greeting the Duchess at the start of the visit.

6.2 ActiveWestminster Awards

The 9th annual ActiveWestminster awards is fast approaching and takes place on Friday 7th December at Lords Cricket Ground. Almost 200 nominations across 10 award categories have been received, which will now go to judging panels attended by officers and partners from across the physical activity, leisure and sport sector.

The event itself will once again be hosted by Sky Sports David Garrido, who will be joined by special guests and of course around 170 ActiveWestminster partners who have worked tirelessly throughout 2018 to improve opportunities for local people to get involved in physical activity, leisure and sport.

6.3 Historic pool gets a makeover

We have completed the refurbishment of the Grade II listed small pool at the Porchester Centre, with the facility opening to the public on the 16th October. Following public consultation with users in 2017 we amended its original plans to ensure the refurbished pool would promote accessibility for a variety of user groups including children, older people and people with a disability or mobility issues.

The work carried out by Hydrospec on behalf of the Council and our contractor, Everyone Active included:

- Re-lining the pool deck to provide a more accessible graduated access (1.05m- 1.55m depth) which will enable better access including a deck level pool
- Improved pool hall facilities including new glazing and access doors
- Improved plant facilities including a new 'balance tank'
- Improved ancillary facilities within the changing facilities

6.4 **Apprenticeships**

Teams from across Community Services have been working hard to establish new apprenticeship opportunities throughout the service and create new sector specific professional development opportunities for existing staff. The current recruitment of apprenticeships includes:

- 9 apprentices at Sayers Croft Field Centre and includes 1 apprentice that is based within the Forest Schools programme at Paddington Recreation Ground.

- Physical Activity Leisure & Sport service:

4 apprentices are in place with the leisure contractor, with an additional 6 being recruited throughout the leisure contract (part of our social value commitment of the new leisure contract), 1 of which will be an engineering and maintenance apprentice

4 further apprentices based in leisure contract's community sport team, which has attracted external sponsorship

1 Business Administration placement within the Council's Physical Activity, Leisure & Sport (PALS) team

6.5 **#MyWestminster Active Streets Project**

Officers across City Management and Communities are developing plans to build on existing work around 'ActiveStreets', which is a key commitment within the Physical Activity, Leisure & Sport (PALS) strategy – as well as the draft Biodiversity and Open Spaces strategy. This is not a new concept, as it has been promoted through the Physical Activity, Leisure & Sport for some time, but this is an excellent opportunity with it becoming a key #MyWestminster project. This will also see the development of school based ActiveStreets and the team hope to implement one at St Mary Bryanston Square CE Primary School following the recommendation from the School Clean Air Audit.

6.6 **ActiveWestminster Strategy**

The new Physical Activity, Leisure & Sport (PALS) strategy 2018-2022, (ActiveWestminster – Activate Your City, Lives & Neighbourhoods) launched on the 21st March 2018 at the Greenhouse Centre, Marylebone.

Our strategy provides a framework, which will build on the positive achievements made to date and to help us work together to better address our key challenges. The strategy has not been developed in isolation. It has been developed to facilitate impact, not simply to sit on a shelf. It sets out clearly our ambitions for physical activity, leisure and sport and how we will work together via our underpinning principles to achieve these ambitions. We cannot achieve these changes alone.

Key actions for 2018:

- A reorganisation of the Physical Activity, Leisure & Sport Team to better reflect the new themes and priorities of the strategy has now been completed
- ActiveStreets pilots (note above) is beginning to be rolled out
- Begin the removal of prohibitive signage (No Ball Games, No Cycling etc)
- New ActiveWestminster website & app to be formally launched at this year's AW Awards
- Launch ActiveWestminster networks, refresh ActiveWestminster Partnership & recruit the ActiveWestminster Board has now begun.

6.7 **PE & School Sport (PESS) Programme for Westminster**

PESS Membership provides invaluable support in planning, developing and delivering PESS programmes within Westminster schools. The membership gives access to competitions, school-networking opportunities, updates from local and national organisations, support from PE advisors, PE coordinator networking meetings, online PE safety support, leadership and gifted and talented programmes and support with applying for the School Games Mark award.

Our Relationship Officers support PE coordinators on a day-to-day basis, answering questions and putting schools in contact with the relevant organisations, clubs or individuals. The offer is shaped through regular consultation with PE coordinators, PE advisors, School Games Organisers, our ActiveWestminster partners (including London Sport), and it is also aligned with the priorities of The School Games, inspiring young people to take part in competitive school sport.

A few highlights:

- There are 31 primary schools and 11 secondary's signed up to the programme and have delivered 5 primary and 5 secondary school sport competitions so far from the start of this term.
- There are 20 Schools doing the Daily Mile or an activity very similar with another 5 Schools looking to implement.

7. Libraries

7.1 Marylebone library

A feasibility study to determine the deliverability of the revised scheme to reopen the disused larger pool at Seymour Leisure Centre, with changes to the library proposal as a consequence continues and will be completed in December. A public consultation with residents and stakeholders will follow in spring. The revised scheme will still provide over 1000 m2 of library space in an integrated design.

8. Registration Services

8.1 Registration Services update

As part of the Home Office's UK Visa and Immigration Service's redesign and digitisation of Nationality Services, local authority registration services will no longer be able to offer Nationality Checking Services from the end of 2018. The Nationality Document Return Service (NDRS) and Joint Passport application service will end on 30 November, and the Nationality Checking Service (NCS) will end on 31 December. From 1 January 2019 Nationality Service customers must apply online, and access enhanced or support services at one of 57 central service points. The provision of Citizenship Ceremonies is unaffected.

8.2 Death registration

A death registration service has opened at St Mary's Hospital, to enable the bereaved to register a death without the need to travel to Harrow Road. This will also enable stillbirths and neonatal deaths to be registered at bedside at the parents' request.

9. Voluntary and Community Sector (VCS)

9.1 VCS Support Contract

Voluntary and Community Sector (VCS)VCS Support Contract

The Voluntary and Community Sector Support Service, which One Westminster are contracted to deliver, acts as a conduit between the City Council and the large and complex range of organisations that make up Westminster's Voluntary and Community Sector. It also supports the sector in a wide variety of ways, such as facilitating networking; promoting and advocating on behalf of the sector; and enabling access to training, infrastructure support and other useful resources.

The contract was recommissioned last year and a major area for development since the new contract commenced is the provider's contribution to our Corporate Social Responsibility agenda. The aim is for this provider to develop and deliver and 'brokerage' service to connect Westminster businesses with VCS organisations in their area, so they can work together to deliver social impact locally. The Policy and Strategy team, which manages the VCS Support contract, is working with several other council teams to ensure that One Westminster's contribution complements other work streams aimed at delivering social impact, e.g. the council's wider work on employment and skills, business engagement, the Heart of the City initiative, our Responsible Procurement approach and the Lion Awards.

9.2 Westminster Advice Services (WASP contract)

A full procurement procedure has recently been undertaken to recommission our Advice Services and we are now at the final stages of clearance to award the contract, which will commence immediately once this is signed off which is expected imminently.

The opportunity is being taken to build some additional elements, which were previously commissioned separately, into the service scope. This will achieve better alignment and efficiency and improve residents' access to comprehensive advisory service in multiple locations across the city. The Licensing Advice service (which helps people navigate and engage with our various licensing services) is being incorporated, and we are adopting the debt and welfare benefits advice service currently provided by City West Homes to their residents. The new contract is will also absorb the provision previously offered by the Public Health-commissioned Advice Plus service.

In the new specification there is an emphasis on focusing on outcomes, ongoing service development and effective partnership working between the contract provider and a wide range of local stakeholders including health partners and VCS organisations.

As noted in a previous update, since November 2017 Westminster City Council in partnership with Citizens Advice Westminster and the Migrants Resource Centre, has provided an advice service for EU nationals living in Westminster who have concerns about their status in the run up to Brexit. From the 5th June, the previous helpline number was replaced with a new low- cost number: 0300 330 9011. The telephone service is available on Tuesdays and Thursdays - 11am – 2pm.

9.3 Wider Community Strategy

Recent discussions have brought into focus the many links and interdependencies between various pieces of work, all of which relate to Voluntary and Community services, cross sector working, and the facilitation of resilience and cohesion across Westminster's diverse community in general. All of our work on the VCS and businesses is relevant to this, including CSR initiatives and business engagement, but also our volunteering programmes, our strategic approach to VCS use of council building space, our role in shaping the way the VCS access funding, and ideas coming out of the Community Cohesion Commission are all highly relevant. Operational council services which support the community as a whole and help to bind people together are also related – e.g. work on the future of libraries (Libraries Advisory Board) and the Advice Services developments, referenced above.

Another important part of the picture will be our development of a Community Engagement Strategy for the council to drive forward future community engagement. This includes methods for how we will use data insight to better understand our community, develop a comprehensive community engagement programme encompassing events such as MyWestminster Day and Open Forum as well as engagement with harder to reach groups and be more closely aligned with our consultation processes across council departments.

9.4 Voluntary Community Sector Stakeholders

On 4th September Cllr Harvey met with key VCS groups from across the borough (Cardinal Hume Centre, The Abbey Centre and One Westminster) for a round table session. The meeting was constructive and positive. A follow up meeting has been set up on 30th November where Cllr Harvey will once again meet with a range of key VCS partners to explore how the council and the Voluntary and Community Sector can work together to best effect. At this meeting we hope to progress the development of a refreshed compact between the city council and the VCS (the original agreement was drafted in 2011). These discussions form an important part of the wider VCS Strategy work outlined above.

9.5 The Voluntary Community Sector (VCS) Support Service (provided by One Westminster)

Figures from the latest monitoring report (May to July 2018) demonstrates that the majority of KPI's were met or exceeded.

Statistics below support this:

- WCN Events: Percentage of attendees rating the quality of events as good or excellent - 93.5% (target 90%).
- Networking: Percentage of attendees stating they are more aware of other VCS organisations and more able to start partnerships and undertake new ways of working with other VCS organisations – 98.7% (target 80%).
- Influencing: use of social media to distribute key messages of importance to the local VCS and to funders – 76.9% (target 70%)

5.11 The only KPI underperforming is the percentage of service users who state that support or referral by One Westminster has helped their organisation become more sustainable - 66% against the target of 80%. Officers will monitor this KPI more closely, but are not overly concerned at this stage.

9.6 Team Westminster Flagship Volunteering (provided by Groundwork)

The Year 3 annual report (August 2017- July 2018) shows that overall the contract is performing well. Evidence of this is shown by some statistics below across the three strands:

- Westminster Active: The number of new volunteers placed in regular one-off opportunities (inclusive of any opportunity with sport or active element) – 120 against the annual target of 120 volunteers (102%).
- Ambassador: Team Westminster ambassadors spent 3657 hours volunteering at

several high profile events. This exceeded the yearly target number of 3000 hours by 122%.

- Social Action: The number of individuals involved in community action events was exceeded at 113%.

5.13 The Groundwork Flagship contract was procured in 2015 for three years with the option to extend for an additional two years. This contract has steadily improved in its delivery and presence in Westminster. Officers have recommended a contract extension for the remaining 2 years.

9.9 Volunteer and Outreach Development (provided by One Westminster)

Year 3 Quarter 3 (May to July 2018) show that the VOD contract is meeting most of its targets. However, the 'hard to reach' group understandably still presents some challenges. Interestingly the percentage of homeless volunteers who are homeless has been exceeded this quarter at 108% while volunteering among the older people aged 65+ is reported at 40%. The formal meeting for this report is pending and officers will ascertain the reasons behind this and report accordingly.

9.10 Team Westminster Do-It local website (Provided by Vivo Rewards Ltd.)

The Do-It Westminster site continues to run successfully. As of 11th September, there were 417 live opportunities in Westminster. In the week prior to that, 54 people registered their interest, 11 opportunities and 96 organisations were added. Overall, 1,949 hours have now been logged by volunteers for opportunities in Westminster. The total amount of user signups across Team Westminster is 1,301.

9.11 Community Engagement Strategy

A key recommendation of the Council's recent Community Cohesion report was to do more to bring people together and engage with traditionally harder to reach groups. The Community Cohesion review itself involved a year-long period of engagement activity with groups across Westminster.

The report was launched at an event – hosted by the Leader - in November 2017 with over a 100 key stakeholders representing community groups, partners, residents and businesses across the city. The Leader also attended a Westminster Community Network meeting in March to discuss how the Council can work together with voluntary groups to strengthen community identity.

Building on this, officers are developing a Community Engagement Strategy for the Council to drive forward future community engagement. This includes methods for how we will use data insight to better understand our community, develop a comprehensive community engagement programme encompassing events such as MyWestminster Day and Open Forum as well as engagement with harder to reach groups and be more closely aligned with our consultation processes across Council departments.

10. Culture and Heritage

A new cultural vision is due to be published before the end of 2018 that will highlight the value of culture to Westminster's economy and its residents in terms of skills, employment, health and wellbeing. The strategy will identify the specific levers which the council has at its disposal to support Westminster's vibrant creative economy and cultural landscape, and position the council as a facilitator and a broker between the sector and our communities and wider businesses. The vision will provide a base from which future projects and strategies may be developed.