

City Management and Public Protection Policy & Scrutiny Committee

Date: Wednesday, 10 April 2019

Report of: Councillor Tim Mitchell

Portfolio: Cabinet Member for Environment and City Management

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1. Environment

Greener City Action Plan (GCAP)

1.1 - [GCAP Year 3 report](#) was presented at Policy and Scrutiny in February for comments and steer, ahead of the finalisation and publication of the report. The report highlighted all the excellent work done on the Greener City Action agenda over the last twelve months. Work around the GCAP Year 4 planning and reporting has begun.

1.2 - We are looking to create data dashboards and interactive websites that will allow stakeholders to engage with environmental data in a new way. This data will encompass environmental factors that affect the areas that stakeholders live, work and visit. The interactive design may include the use of Ward maps to show specific GCAP themes, with case studies, short films and user sound bites.

1.3 - The GCAP Year 4 report will address environmental questions that were raised in this year's City Survey and will look to include results from the survey.

Air Quality Strategy 2019 – 2023

1.4 - Officers are finalising the strategy which will be publicly consulted on in the coming months.

Schools' Clean Air Fund (SCAF)

1.5 - We are currently exploring the potential for all Westminster City Council (WCC) primary schools to be audited for air quality. This would allow us to provide recommendations for schools subsequently accessing the Schools' Clean Air Fund.

1.6 - The Fund will officially open following forthcoming decisions on the Diesel Parking Surcharge. Work is being finalised on the options for the future of Diesel Parking Surcharge and a decision on the future structure of the surcharge will be made shortly.

1.7 - Three nurseries in the city are to receive GLA-funded air quality audits, similar to those that were provided to several primary schools in 2018.

Water Fountains

1.8 - Officers are looking to install water fountains in all Westminster City Council libraries and leisure centres. All checks and feasibility tests have been completed and we are now waiting on funding. We are also working with the Greater London Authority and Thames Water to identify up to five sites for bottle re-fillers in the city, as part of their programme to install a hundred drinking water fountains across London.

Open Spaces and Biodiversity Strategy

1.9 - This strategy has been renamed 'A Partnership Approach to Open Space and Biodiversity in Westminster'. The strategy was renamed to better reflect Westminster Council's role as custodian and the focus on stakeholder collaboration within the document. It will be published April 1st, 2019.

Energy Strategy

1.10 - Scoping of the work on a strategic Energy Strategy has started with publication of the draft document, which is scheduled for Autumn 2019.

2. Highways and Transport

Highways – Reactive Jobs on Footway and Carriageway

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

	December 2018 Performance		January 2019 Performance		February 2019 Performance		Completed within time target. (Feb 19)	Target from 1 April 2014
Priority 1 (2 hour)	100%		100%		99%		78 of 79	98%
Priority 2 (24 hour)	93%		100%		96%		242 of 251	98%
Priority 3 (10 day)	77%		76%		100%		304 of 305	98%
Priority 4 (28 day)	82%		44%		93%		509 of 546	98%

2.2 - We continue to experience an increase in the number of reactive footway jobs, beyond the level expected. The Christmas holiday shutdown has impacted the December and January performance figures and we are reviewing the service provision over Christmas with FM Conway for Christmas 2019.

2.3 - At the time of reporting (20th March) the Quarter 4 reactive maintenance audit by the Highways Contract Auditors Norman Rourke Pryme (NRP) was not scheduled for completion until April 28th.

Planned Preventative Maintenance Footway – 2018/19

2.4 - Brewer Street and Hereford Road were completed in the last quarter. There is currently planned preventative maintenance on site at Pall Mall and Marylebone High Street, both due for completion by the end of April. Cambridge Street, Grafton Street and Soho Square have been pulled forward from next year's programme and are on site due for completion by May.

Planned Preventative Maintenance Carriageway – 2018/19

2.5 - Northumberland Place, Montpelier Walk, Circus Road, Leinster Square, St John's Wood High Street, Hereford Road, Cliveden Place, Sussex Square, Howley Place, Old Queen Street, Park Place Villas, Belgrave Place, Carlisle Place and Strand were completed in the last quarter.

2.6 - Design works have commenced for the 2019/20 schemes.

Lighting

	December 2018 Performance		January 2019 Performance		February 2019 Performance		Target from 1 April 2014
Priority 1 (2 hour)	96% (25 of 26 jobs)	↓	98% (45 of 46 jobs)	↑	100% (22 of 22 jobs)	↑	98%
Priority 2 (24 hour)	N/A. None raised.	↔	100% (1 of 1 job)	↔	100% (5 of 5 jobs)	↔	98%
Priority 3 (48 hour)	38% (280 of 760 jobs)	↓	66% (238 of 362 jobs)	↑	96% (904 of 907 jobs)	↑	98%
Priority 4 (7 day)	60% (3 of 5 jobs)	↓	No jobs in period.		No jobs in period.		98%

2.7 - From 1st December to 28th February, we received 3,242 incident reports for street lighting, of which 3,113 defects/issues were identified. This includes day burners, which comprised 32% of total defects. The average monthly lighting defects for the

last three years is 490 per month. Given we are currently experiencing defects in excess of 900 per month, a detailed review of the fault causes is currently being completed. The contractor has a backlog of works and has brought in additional crews to address the issue in Quarter 4.

2.8 - Performance in December and January was much lower than the acceptable level. This was as result of higher-than-expected reactive jobs due to the elevated failure of lantern equipment and a delay in resourcing to deal with the scale of the task. Additional crews were mobilised in mid-January to address the backlog of jobs created and performance in February was back in a positive position.

Changeover in Lighting Provider

2.9 - Between Friday 8th and Friday 15th March, street lights controlled by the Harvard Technologies Central Management System day burnt as a consequence of the actions of the company's administrator. The administrator demanded payment of £142,000 and wrote to us on 7th March 2019 advising that, as we had not paid any of the administration costs, they would switch off the Harvard control system effective immediately. This resulted in resulted in several lighting columns day burning. Bromley and parts of the TfL network were also impacted by this decision.

2.10 - This was not a failure of the Harvard system, rather an unacceptable and entirely inappropriate action taken by the administrator to recover their own costs. The Council agreed to pay a final sum of £19,000 after which the Harvard system was switched back on Friday, 15th March 2019. We believe this additional fee will be equivalent to the additional energy charges the Council would have incurred had the lights remained on until 1st April 2019. Ultimately, this issue has been resolved and on 1st April Lucy Zodion Limited will take over operation of the Harvard system.

2.11 - Officers are now working with Lucy Zodion to ensure a smooth handover when they take control of the system on 1st April 2019. Looking forward, a trial of three replacement smart lighting systems recently concluded and will be submitted for a decision in April.

Road Management

	December Volume	January Volume	February Volume	Previous three months' average
Utility Works	1,085	2,043	2,261	1,041
Crane Licences	53	81	84	71
Temporary Structures	105	173	149	143
Road Closures	76	146	100	100

2.12 - Utility work totals are down across the three months from December, with a particularly significant drop in December. This saw granted permits drop from 2,052 (2017/18) to 1,085 (2018/19).

2.13 - Crane licences were up for January this year, with an extra twenty-three processed, while figures for December and February maintained similar levels.

2.14 - Road Closures show a similar trend, with an increase of thirty-nine in January, while December and February remained constant in comparison to last year.

2.15 - The significantly lower numbers in December across all areas, when compared to January and February, can be attributed to the Christmas Moratorium. With this being enforced in most part for the entire month, there is less scope for works undertakers to operate in the city, with less approvals being issued accordingly.

Surface Water Management

2.16 - There were no reported operational issues in Quarter 4 (Q4) with the gully routine maintenance and reactive services. Dry weather continued for most of the quarter, but we are now starting to see more rain. This has seen an expected rise in reactive orders, but the Priority 1 call outs have remained relatively flat. Through the 2018 – 2019 Drainage Capital Programme, we identified and repaired many long-standing issues in coordination with our contractor.

2.17 - We slowed our CCTV survey programme and focused more on defect repairs in the latter part of the quarter. In Q4, over 1,000 gullies were CCTV surveyed, 177 patch lining repairs completed, and over 150 gullies were successfully cleared with the heavy jetting programme. The on-going data collection continues to feed into a comprehensive drainage improvement programme which will progress the overall drainage network to a higher standard.

Cycling

2.18 - The cycle hangars traffic order consultation is being conducted for the nineteen new sites from the 7th March to 29th March. It is expected that the additional hangars will be installed following the consultation, depending on the level of responses and objections.

2.19 - We are reviewing the current cycling Quietway schemes being proposed in the borough, in order to rationalise out capital programme. Future delivery of these routes would be subject to a Cabinet Member Report, relevant traffic order consultation and confirmation of Transport for London (TfL) funding.

2.20 - I am pleased to report that the Council was successful with its Judicial Review of TfL's Cycle Superhighway 11 (CS11). TfL appealed this decision and the High Court confirmed on the 6th February 2019 that TfL will not be granted permission to appeal the decision dated 13th September 2018. The High Court makes it clear that the appeal would have no real prospect of success nor is there any compelling reason for an appeal. TfL have not formally been in touch with the Council regarding next steps despite our approaches.

Public Realm Schemes

2.21 - The major public realm schemes are progressing on time and on budget.

2.22 - The Baker Street Two Way switch-over successfully took place in February. The Baker Street Two-way scheme is a joint scheme with TfL, as both Baker Street and Gloucester Place are part of the Transport for London Road Network (TLRN). The final works to complete the scheme are now taking place.

2.23 - Following the two-way switch, two accidents occurred on Baker Street, north of Marylebone Road. They involved a pedestrian and a bus at separate locations and times; we have been informed that in both cases the injuries were not serious. Following the incidents, in agreement with TfL, we supported the following actions: further 'Look Both Ways' road markings were installed at every arm on all junctions and additional locations were identified where A frames were installed to say 'Look Both Ways'. In addition, Marshalls were instructed to be more proactive and warn people of the new road layout and two-way system. New leaflets were printed, giving information about the new layout and asking people to be more careful. These leaflets have been distributed on the ground by the Marshalls and was supplemented with daily email. There have been no incidents since these actions.

2.24 - Work is continuing on Phase 1 of the Oxford Street District programme in advance of the opening of Crossrail.

2.25 - Work has commenced on the Queensway and Strutton Ground schemes and will start in Christchurch Gardens shortly. Finally, HRH Prince of Wales planted a tree in Cleveland Place to mark the completion of the St James's Palace forecourt scheme.

3. Parking

3.1 - Approval to implement Traffic Orders on Westminster housing estates to enable enforcement of the parking restrictions has been granted.

3.2 - The first phase of the project will see the implementation of the new arrangements in Churchill Gardens Estate. This is planned for Quarter 1 2019/20 go-live, subject to the traffic orders' formal consultation process. The rest of the estates will follow suit in three phases running from Spring to early Autumn 2019.

3.3 - Work to develop Parking Services' procurement strategy for its two main contracts (People and Resources and Business, Processing and Technology), both expiring in 2020, has commenced. Several strategy workshops that have taken place to inform the nature of the procurement.

3.4 - Work continues to develop the online suspensions tool (OLS) for full self-serve release in Q1 2019/20. Following adoption by WCC contractors FM Conway and WSP, Gristwood and Toms (WCC Tree pruning contractors) commenced self-serve on 14th March. The Council's City Promotions, Events & Filming team are due to commence

self-serve at the start of April. Camden have been operating a fully self-serve system since November 2018.

3.5 - The flexible car sharing contracts with DriveNow and Zipcar continue to bed in and develop. Pre-scheme concerns of vehicle clustering in the West End have not materialised, nevertheless we are continuing to monitor vehicle numbers closely.

Electric Vehicles

3.6 - To aid the transition of the black taxi fleet to zero emission vehicles, ESB have installed the first six rapid chargers across four taxi rest ranks on the Westminster network. Two chargers are in Wellington Place and one charger each in Warwick Avenue, Kensington Road and Lancaster Gate. This complements the rapid charger in operation on the Transport For London Road Network in Park Road.

3.7 - Work is to start on the two further locations (five rapid chargers) in Regency Place and Grosvenor Gardens in April. We have identified locations for six additional rapid chargers on taxi rest and refreshment ranks and investigation will commence in April to check site suitability. The scope will then be extended to seek sites for rapid chargers for public availability.

3.8 - There are currently 222 Electric Vehicle (EV) on-street charging points: ninety-seven of these are in dedicated EV-only bays, forty-four in dedicated car club bays, five taxi rapid chargers and a further seventy-six retrofitted into lamp columns. Work is to start imminently on an additional thirty lamp column charge points and thirty-five freestanding charge points provided by Blue Point London, made up of fifteen 7kW and twenty 22kW charge points (the first at this power output on our network).

4. Waste and Parks

Street Waste Action Team (SWAT)

4.1 - The SWAT project recently received the 'Waste Performance of the Year' national award at the annual Keep Britain Tidy Conference and officers have received a number of enquiries from other local authorities looking to adopt the approach. The SWAT team has recently completed operations in Bayswater ward and is currently active in Lancaster Gate ward.

Fly Tipping – Behavioural Insight Grant

4.2 - A preferred bidder has been selected to provide guidance and support on 'nudge' techniques to tackle fly-tipping problems. This project is being funded with a £25,000 grant by the Local Government Association. The six month project is expected to start in April/May and will follow a four-stage methodology (Diagnose, Discover, Design and Do). The key issues identified for the project to address are:

- 35% of waste placed in on-street communal waste bins could have been recycled;

- 86% of these sites had bulky waste dumped next to the bins over a three week audit;
- 82% of sites had bin bags dumped next to the bins, despite there being space in the bins.

4.3 - The 'behavioural change' objectives of the project will be:

- to encourage people to understand that leaving rubbish next to these bins is dumping;
- to deter people from dumping bulky waste at these locations and to use the bulky waste collection service;
- to encourage residents to recycle, channelling waste from the general waste bins into recycling bins instead.