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**1. Business & Enterprise  
Business Westminster Website**

- 1.1 In July, the website received 25,578 page views, a 5% increase on June. There were 21,382 unique visitors.
- 1.2 Broadband and Connectivity is still the most-viewed material, accounting for 16% across the entire site. This page holds the Connect Westminster broadband voucher scheme and eligibility information.

**Connect Westminster**

- 1.3 The Connect Westminster voucher scheme continues to support small businesses upgrade to superfast broadband by providing grants of £2,000. Scheme performance is as follows:

Approved applications	825
Vouchers issued	705
Funding allocated	£1,641,332,99
Average voucher value	£1,986.66
Registered suppliers of broadband	149
Upload speed uplift (Avg.)	9,731.62%
Download speed uplift (Avg.)	2,195.66%

## National Voucher Scheme

- 1.5 The National Voucher Scheme complements our own connectivity programme. It is run by Broadband Delivery UK. Reflecting a high need, Westminster has received the highest number of vouchers of all London boroughs. This national initiative is run along the same model as Connect Westminster. Vouchers though are worth an additional £500 at £2,500. Performance in the Borough to date is as follows:

Connected	250 (£671,562)
In the pipeline	228 (£487,129)
Business connections	415 (£1,127,191)
Residential connections	63 (£31,500)

## Westminster Enterprise Space Network (WEPN)

- 1.6 Twenty four workspace organisations have joined this new Council inspired membership network. These organisations collectively own a total of 52 different work spaces across Westminster. The launch of the WEPN will take place on Wednesday 16<sup>th</sup> October at City Hall.
- 1.7 The procurement of an evaluator is underway to conduct a baseline study of this burgeoning business network. The intention of such a commission is to understand current demands and challenges for these workspace providers and their clients. As part of the brief, the evaluator will conduct an annual impact analysis which will be disseminated among the members and their tenant businesses. The annual study will also inform the design of other Council business support.

## Pop-up Business School

- 1.8 The largest ever Pop-Up Business School took place in Soho from 8<sup>th</sup> -19<sup>th</sup> July. A total of 187 people attended over two weeks. On the final day, graduating participants were treated to a lunch from the Berwick Street Market before networking with the Business and Enterprise team. Preparations are now underway for the next Pop-Up which will take place in Ebury from 16<sup>th</sup> - 27<sup>th</sup> September.

## Paddington Works

- 1.9 New enterprise space at Paddington Works has been busy over the summer. The state-of-the-art facility has hosted a wide variety of events and welcomed many more new innovators to the creative workspace. Highlights include:

- Rip It Up, Start Again - a platform that showcases disruptors and shares inspiring experiences and advice from successful businesses.
- A “TedX Talk” with author of “Homo Distractus”, Dr Anastasia Dedyukhin. Dr Dedyukin’s book considers the distraction caused by the internet and how to stay focused and productive.

## **Youth Engagement**

- 1.10 Creative Industries Week took place from the 8<sup>th</sup> -12<sup>th</sup> July. 624 young people across twelve Westminster schools participated and feedback received from young residents has been very positive. The total number excludes students who submitted the art work which is currently displayed at the Pop-Up Gallery on the 19<sup>th</sup> floor of City Hall. Twenty-five businesses offered opportunities during the week, many of collaborating with the Council’s youth engagement programme for the first time.
- 1.11 Planning has commenced for future youth engagement as follows:
- 18<sup>th</sup> -22<sup>th</sup> November 2019 - Westminster Enterprise Week
  - 3<sup>rd</sup> -07<sup>th</sup> February 2020 - National Apprenticeship Week
  - 9<sup>th</sup> -13<sup>th</sup> March 2020 – STEAM Week coinciding with British Science Week

## **Apprenticeships**

- 1.12 The Business Unit is to partner with Victoria BID and the Camden Society to deliver an information session to BID members on employing people with Special Educational Needs and Disabilities. The breakfast will be delivered as an information and networking session on 4<sup>th</sup> September at City Hall.
- 1.13 Also in development is a further apprenticeship event with Victoria BID in late September. Focusing on wellbeing in the workplace for the BID’s SME membership, the Business Unit will attend to promote its support services.

## **Street Markets**

- 1.14 On 30 July we launched our new sustainable lunch boxes at Tachbrook Market. This is in partnership with CauliBox, a social enterprise. Encouragingly, all hot food traders on the street are taking part in this scheme.
- 1.15 Customers pay a £5 deposit and receive a reusable food container. These boxes are then returned for cleaning. All the boxes are be tracked through a QR code reader which will provide important data on patterns of usage. We aim to have 400 boxes in circulation in the first month. If the trial is successful (and it is a pilot which we hope will throw up a lot of learning) we will roll the programme out across our other markets. Promisingly, in the first three days 122 people signed up.

- 1.16 The regional final of the Young Traders Market was held in August at the Victoria Cathedral Piazza. The forty budding entrepreneurs are competing for a place in the national final. Products on sale included:
- Street food, coffee and confectionary
  - Up-cycled bags and accessories
  - Clothing
  - Beauty products
- 1.17 Three of the traders were also participants in the “Love Your Local Markets” Pop-Up event in Berwick Street Market in May. Perhaps in a sign of the early success of the business ecosystem we are seeking to build, all three are based at Council supported enterprise spaces.
- 1.18 Westminster was also successful in an application for funding from the GLA. A grant of £25,000 will allow further work on sustainability and improving market related infrastructure.
- 1.19 Meanwhile, the Markets Team are updating the Council’s website to ensure accurate information about each market. We are also re-designing site maps to encourage new traders in search of vacant pitches.

## **2. Westminster Employment Service & Responsible Business**

### **Coaching**

- 2.1 Our In-Work Support & Progression programme goes live in the summer. To inform this new initiative, the team recently conducted a focus group with former clients who are now in work. This group’s input will shape the project plan. The plan will be funded using a Section 106 contribution which the team secured in July.
- 2.2 Westminster Employment Service is to provide strategic oversight of the Council’s commitment to vulnerable young people. These are young people who are not in Education, Training or Employment. Central aims include improving referrals and linking young people to our employment coaches. As part of our commitment, the team has also secured funding for a dedicated role intended to provide 1-2-1 employment coaching for ex-offenders or those at risk of offending.
- 2.3 Two new apprentices (residents and former clients of our service) have completed their inductions. It is encouraging to note that 25% of the staff in the Economy Team are now Westminster residents. We want to go further. We are therefore developing initiatives to help the Council employ more of the people it serves. This is with the support of Michaela Jackson who is a new joint postholder with HR and who is specifically focused on this task.

- 2.4 The Head of Coaching, Beth Coyne, has meanwhile convened the second meeting of the new Financial Inclusion Group. This forum aligns the various initiatives across the Council that help vulnerable residents manage their finances and therefore to prevent one of the leading causes of homelessness.
- 2.5 The Senior Housing & Employment Coach is supporting our young people in care to register with the Housing Service. The aim is to ensure access to suitable accommodation as soon as these care leavers are eligible. This helps deliver our corporate parenting commitment to vulnerable young people.
- 2.6 Coaches are now providing one-hour coaching sessions for colleagues employed by the Council. Primarily aimed at those who are at risk of redundancy, this support includes preparation for internal interviews. Twenty five people have signed up to the service already.
- 2.7 The team is working with Westminster Kingsway College, the Pop-up Business School and colleagues from the *Leaving Care* team to design a bespoke employment programme for 10-15 participants. Aimed at building confidence and a sense of belonging, this programme is focused on vulnerable young people. The concept is to design and run a course for making and selling chocolates.
- 2.8 With help from WES, *the Victoria Cafe*, run by social enterprise, Unity Kitchen, has launched a new trolley service. Our team is also jointly exploring an opportunity for the setting up of a coffee cart either in the City Hall foyer or just outside. It is anticipated that this will generate additional income and work opportunities for our residents.

### **Virtual Reality**

- 2.9 The Economy Team met with Mbryonic, a virtual reality software firm based in Farringdon. Mbryonic increase sales for manufacturers by building virtual showrooms and tours and creating lasting memories with audiences through their unique branded experiences. The team is assessing whether the company's virtual reality technology could help our clients engage more effectively with local employers.

### **Responsible Business**

- 2.10 The Westminster Employment Service, in partnership with Planning colleagues, has been central to the development of new guidance on the *Responsible Economy Policy* of the City Plan. This has generated new opportunity to engage with the development community and, over the summer, the team has responded to 17 planning consultations. As a result, £250,000 has been generated to support employment initiatives.
- 2.11 Additionally, highlights from social value commitments negotiated with suppliers and delivered by our own staff volunteers include:
- *RMG, Places for People*: our Housing Options Service is offering two paid work placements for long term unemployed residents; and has also agreed to sponsor a market stall for three months for a new resident trader.

- *Veolia* is also offering six further jobs including five earmarked for those who are homeless. Referrals come through our local charity partners, *Connections at St Martins in the Field* and *Street Kind* respectively.
- In a further development intended to combat homelessness, *Continental Landscapes* joins *Veolia* in making one job available to this cohort.
- *Lowe Build*, an infill supplier, has agreed to sponsor an exhibition for service users at *Community Access Westminster* and to fund a fixed term work vacancy within a charity for residents with a disability.
- *Zipcar* and *Drivenow* will host an environmental hackathon at the UTC in the new school term. This has been co-ordinated by *Lauren Bailey*, our lead on *Social Value*.
- Finally, we held our first volunteer led afternoon tea in the 19<sup>th</sup> floor café. Residents from the *Penfold Community Hub*, a local centre for elderly residents, travelled with Council volunteers by minibus to *City Hall*. There they were greeted by other staff and offered a selection of cakes and drinks.

### **Sector based social recruitment – HIRE Westminster**

- 2.12 Two Business Engagement Managers started this summer. The managers will work on our new pilot aimed at providing support to Westminster's hospitality and retail sectors. The initiative will enable these sectors to more effectively recruit and retain staff whilst delivering opportunities for disadvantaged residents. *Waitrose & Partners*, *John Lewis*, *Ralph Lauren* and *Marriott Hotels* have all signed up, committing to a decent wage as well as preparing residents for work through training and mentoring.

### **Apprenticeships**

- 2.13 In partnership with the Organisational Development team, we are in the latter stages of planning the recruitment of the City Council's 2019 apprenticeship intake. This year, there are 15 exciting opportunities available. A new rotation system is to be introduced which will give apprentices the opportunity to complete four, six-month work placements within different departments across the two-year programme. This broad range of work experience is modelled on the successful graduate intern programme. The target is for at least 50% of the opportunities to be taken up by Westminster's residents. Vacancies are expected to go live over the next few weeks.

### **Partnerships**

- 2.14 *NHS Employment Project*: This service is delivered by *Central & North West London NHS Foundation Trust*. Providing employment support for residents with mental health conditions, initial appointments to meet referrals from local medical practices took place at the end of July.

- 2.15 The *Greener Jobs Project*. Groundwork has been appointed to deliver a new project aimed at helping the unemployed into horticulture and gardening. In a double dividend, the project will also improve amenity and green spaces.

### 3. Education and Schools

#### Opening of the Tresham Centre for disabled children

- 3.1 Following the Perfect Pathways consultation with parents in 2018; the Short Breaks service for disabled children has been working with families to improve the Short Breaks offer.
- 3.2 Over the last year the Short Breaks service has undergone significant changes with the introduction of a new and more transparent panel process which ensures families are treated fairly and have the opportunity to speak at panel meetings.
- 3.3 The offer to families has also expanded with the opening of a pilot service in Pimlico last summer during the holidays and with the opening of the Tresham Centre for disabled children in July; both these are dedicated to disabled children.
- 3.4 The contract with the Westminster Society came to an end in the spring and a new in-house service was introduced which delivers and expanded care offer in response to feedback from our SEND parent carer forum 'Make It Happen'.
- 3.5 The Tresham centre was refurbished before the summer holidays and in the short time since then is quickly becoming established as a much-valued service for families, with 25 young people attending every day.
- 3.6 After the summer holidays plans are in place to develop services for after school and at weekends. This will be a 'One Stop' service for families with a disabled child, providing a holistic support for disabled children and young people aged 0-18yrs.

#### Summer results

- 3.7 Results this summer show Westminster primary and secondary schools continuing to achieve very highly compared to national averages and London.
- 3.8 The **Key Stage 2** tests in the last year of primary school showed 71% of children in our schools achieving the expected standard in reading, writing and mathematics above the published national average of 65%.
- 3.9 Provisional borough **GCSE results** available to us at the moment are not complete but show that students in Westminster schools are achieving well above the national average for attainment in English and mathematics, and a high percentage are attaining a pass grade (4) or strong pass grade (5) in both subjects. There were also improvements in the results in the attainment 8 scores; a performance measure that shows performance across a range of

subjects. When the final figures are collated, the borough averages should again be well above national average figures for the main performance measures. Marylebone Boys and the Simon Milton UTC had their first GCSE results this year.

- 3.10 The picture we have of performance at **A level**, based on the figures we have so far, is that A level students in Westminster schools continue to achieve very well at the top grades: A\*A, A\*-B and A\*-C. When the final figures are collated, the borough averages should again be above national averages. Some of the results did drop slightly but this seems to reflect the national picture of a fall in the number of awards for higher grades.
- 3.11 When we have the full validated and comparative data for this year's summer results, a full report on the performance of our schools will be presented to the committee.

### **Trailblazer programme – introduction of mental health support teams in schools**

- 3.12 The government published a Green Paper in December 2017 to develop plans for improving emotional wellbeing and mental health support for children and young people. Following two highly competitive national bidding rounds we have been successful in attracting funding for Trailblazer Mental Health Schools Support Teams (MHSTs) in both CCG areas that cover Westminster.
- 3.13 In each CCG area there will be two new teams of eight staff (a total of 16 staff per area) made up of Educational Mental Health Practitioners, Wellbeing Facilitators, Family Support Workers and Psychologists. Young people with low to moderate anxiety and depression, the two most prevalent conditions, will be able to access therapeutic support.
- 3.14 In the West London CCG area the service is being delivered by Hammersmith and Fulham Mind. The programme will cover the Queens Park and Paddington Wards in Westminster and is fully funded for the first two and a quarter years of operation. Schools and colleges which are part of the programme have agreed to host practitioners from the MHSTs and have appointed a mental health lead within their organisation. The teams are expected to be fully operational by December 2019.
- 3.15 In the Central London CCG area, the service will be delivered by Brent, Wandsworth and Westminster Mind. The Programme will cover all of Westminster (except for the Queens Park and Paddington Wards) and is fully funded for the first two years and one month of operation. Schools and colleges which are part of the Programme will agree to host practitioners from the MHSTs and will appoint a mental health lead within their organisation. Practitioners from the MHSTs will begin to operate in schools and colleges from February 2020. The teams are expected to be fully operational by June 2020.

### **Passenger Transport Minibus service commencement**

- 3.16 Between January and April 2019, a procurement exercise was undertaken for Passenger Transport Minibus Services. The procurement sought to identify suitable providers to deliver minibuss transport for pupils eligible for home to school travel assistance and vulnerable adults travelling to day activities in Westminster City Council and the Royal Borough of Kensington and Chelsea.
- 3.17 There have been significant service improvements to Passenger Transport services since it was procured in 2014, and this re-procurement represents the opportunity to formalise current quality standards, incorporate feedback from consultation and engagement with stakeholders and apply lessons learned from previous procurements.
- 3.18 The new contracts have now been awarded to CT Plus and Olympic South (HATS) for the two school transport contracts and to CT Plus for the vulnerable adults' contract. Following a mobilisation period where the council worked closely with Day Centres and providers, the new service commenced for vulnerable adults on 1st August 2019. Day centre staff and service users were happy with the smooth handover and good service. The children's contracts will go live at the start of the new term this month. The Council will continue to work closely with providers to ensure the service transitions as smoothly as possible with robust communication in place to parents and carers.