

## Appendix 3 - ACTION TRACKER

### Climate Action, Housing and Regeneration Policy and Scrutiny Committee

ROUND 1  
18 July 2022

Agenda Item	Action	Status/Follow Up	Comments
Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services	That the bidding process for housing is reviewed, and an update be provided to the Committee in due course.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Committee be informed of the PDHU strategic options paper when it has been published.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Committee be updated about the new rough sleeping commissioning strategy in due course.	In progress	On the Work Programme under 'unallocated items'. (This is part of a larger piece of work of which the Policy & Scrutiny Advisor will liaise with Officers on the prospective timeline of when this can be brought to the Committee).
	That the Housing Service is made as accessible as possible for residents, including allocating named officers for tenants and looking into re-opening housing estate offices.	In progress	Cttee updated on 06/09/22 <ul style="list-style-type: none"> <li>The Housing Service is in the process of writing to all residents with the names of their housing officers.</li> <li>A paper will be presented to the Cabinet Member on HRA office spaces in September 22.</li> <li>New surgeries have been introduced at Lillington &amp; Longmore and Soho and a further surgery is due to start in September at the Mozart/Queens Park estates.</li> </ul>
	That regular tenancy checks in the Housing Service will take place.	In progress	Cttee updated on 06/09/22 <ul style="list-style-type: none"> <li>A new programme of tenancy checks will be put in place once recruitment to housing officer roles is completed later this month.</li> </ul>

Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services			<ul style="list-style-type: none"> <li>As part of community Thursdays, we are visiting large numbers of residents in their homes and addressing any issues identified.</li> <li>Finally, the programme of flexible tenancy reviews continues.</li> </ul>
	That the Housing Service will confirm with St Mungo's that a full, City-wide, count takes place.	Complete	<p>Cttee updated on 06/09/22</p> <ul style="list-style-type: none"> <li>St Mungo's undertake bi-monthly street counts.</li> <li>The count takes place between midnight and 4am and all wards are covered through the night.</li> <li>The next count is due on 27 September.</li> </ul>
	That action is taken to improve support for families placed in temporary accommodation out of Westminster.	In progress	
	That the procedures for case handling on housing Anti-Social Behaviour will be investigated and reported back to the Committee.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>The Housing ASB Team currently have 172 active open cases. 49 of these cases relate to verbal abuse/ harassment / intimidation, 42 cases relate to noise complaints, and 31 cases relate to drugs misuse. The area with the highest number of cases includes the Mozart Estate, Lydford Estate and the Avenues with 30 cases.</li> <li>Two cases were heard in court throughout the month of October. 1 x Possession on discretionary grounds in regard to a property in the West. This case was adjourned to later this month, and 1 x Injunction against a resident in the West. The case was adjourned.</li> </ul>
That the Fire and Building Safety Bill be kept on the agenda to be looked into in due course.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>Additional revenue and capital budget has recently been agreed to fund the new requirements set out in the Buildings Safety Act 2022 and Fire Safety Act 2021.</li> <li>A 2-phase service provider framework project has commenced to procure the required services to deliver new services set out in the legislation recently given royal assent.</li> <li>Further detail on this will be brought to Committee in due course.</li> </ul>	
Item 5 Cabinet Member Updates	That the possibility be explored for children over a certain age to invest small sums in the local climate bond, and clarity given on the time to issue the bond and the eligibility	Complete	<p>Cttee updated on 20/09/22</p> <ul style="list-style-type: none"> <li>Regarding children's eligibility to invest in the Climate Bond – this has been checked and unfortunately it is not legally possible. This is not an area</li> </ul>

Policy and Scrutiny Portfolio Overview: Cabinet Member for Climate Action, Regeneration and Renters	of those buying the bond needing to live in Westminster.		<p>where we have any discretion. As with other similar arrangements there is nothing stopping an adult buying a bond and it being notionally the child's.</p> <ul style="list-style-type: none"> <li>• Regarding the time we have to issue the bond post signing the pledge, this is 18 months, not 12.</li> <li>• Regarding eligibility of people who live outside of Westminster – there is no requirement for investors to live in Westminster to buy a bond.</li> </ul>
	That school children could be involved in the thinking around the local climate bond and tackling climate change	In progress	
	That Scope 3 emissions are investigated so a stricter definition can be implemented to ensure sustainable procurement of supply chains.	In progress	
	That the Co-Chair of the Low Carbon Transport Programme Steering Group be invited along to the Committee at a relevant time to provide an update.	In progress	
	That the existing pipeline for social housing in South Westminster be examined and ideas for potential regeneration be encouraged from Councillors and residents.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The Truly Affordable Housing Strategy was signed by Cabinet on the 17 October.</li> <li>• This aims to align housing delivery with our Fairer Westminster vision of meeting the demands of the housing waiting list and increasing the number of truly affordable homes in the borough.</li> <li>• The plan is to deliver at least 160 new homes to support affordable housing in Westminster, taking our total stock to at least 1362 affordable units.</li> <li>• The initial proposals include, change of tenure from intermediate rent to social rent at the Council's developments at Luton Street, Ashbridge, Luxborough, West End Gate, Torridon and Carlton Dene and change of tenure from market homes to affordable rent, and within affordable tenures, at 300 Harrow Road and Westmead development schemes.</li> <li>• These initial tenure changes would result in an additional 143 social rent homes, primarily larger family sized homes.</li> <li>• Discussions are ongoing and when notable progress is made an update will be made available to the Committee.</li> </ul>

	That the Fire and Building Safety Bill be kept on the agenda to be looked into in due course.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• Additional revenue and capital budget has recently been agreed to fund the new requirements set out in the Buildings Safety Act 2022 and Fire Safety Act 2021.</li> <li>• A 2-phase service provider framework project has commenced to procure the required services to deliver new services set out in the legislation recently given royal assent.</li> <li>• Further detail on this will be brought to Committee in due course.</li> </ul>
Item 6 Work Programme	N/A	N/A	

**ROUND 2**  
**18 October 2022**

Agenda Item		Status/Follow Up	Comments
Item 4 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Housing Services	That the criteria and details of representation of the Tenant and Leaseholder Plan be provided to the Committee.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• We have representation from 11 out of 18 Wards.</li> <li>• Wards covered: Pimlico North, Pimlico South, Marylebone, Maida Vale, Westbourne, Vincent Square, West End, Little Venice, Church Street, Abbey Road, Bayswater.</li> </ul>
	That further details be provided to the Committee about the use of temporary accommodation in the borough and when services need to be provided out-of-borough.	In progress	
	To provide the Committee with the anti-social behaviour figures in the borough for the previous five years.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The following figures are the number of new cases the Housing ASB team received each September over the last 5 years:</li> <li>• 2022 53</li> <li>• 2021 73</li> </ul>

			2020 72 2019 85 2018 61
	Homelessness and rough sleeping statistics to be provided to the Committee for the period from August 2022 to present.	In progress	
	That information be provided to the Committee on emergency weather conditions support for homeless and rough sleeping in the borough and any lessons learned from previous provisions.	Complete	Committee updated 04/11/22 <ul style="list-style-type: none"> <li>• WCC helped around 300 people sleeping rough over 9 days during this unprecedented heatwave, in partnership with St Mungo's, CSTM and The Passage.</li> <li>• Around 2,000 acts of kindness were carried out, including providing shade, sunscreen and water.</li> <li>• We circulated Public Health and Adult Social Care advice on 'Beat the Heat' to all providers, supported housing and hostel locations.</li> <li>• Summary of options available to those vulnerable:             <ol style="list-style-type: none"> <li>1. GLA's Cool Spaces – Please be aware of these shade &amp; water resources: Cool Spaces   London City Hall</li> <li>2. CIT, SET and SOS – conducted outreach shifts to check on client's welfare – SOS team had sunscreen and bottled water they dispensed during the day and night.</li> <li>3. CSTM &amp; Passage - Resource Centre's were open for longer periods to offer respite from the heat - up until 6pm, including sunscreen, water, and shade.</li> <li>4. Accommodation Pathway – WCC opened a further 25 bed emergency bedspaces overnight for clients with heat related vulnerabilities (managed between council &amp; outreach) and expanded daytime respite for overflow.</li> <li>5. Dogs on the Street was patrolling across Central London supporting pets and animals to stay safe in the heat, including temporary fostering (referrals: 07527904207).</li> <li>6. Homeless Health Service – This included our nursing In-reach team who accompanied outreach teams and set up at established resource centres to screen people rough sleeping.</li> <li>7. Aslan community Centre – was open for showers to rough sleeper referrals from outreach services – 14 slots each day.</li> </ol> </li> </ul>
	An update to be provided concerning how housing officers inform residents about the	Complete	Committee Updated 04/11/22

	support and services that are available with the cost-of-living crisis.		<ul style="list-style-type: none"> <li>• A sum of £400k for a 'Hardship fund' has been allocated for tenants to help residents through the Cost-of-Living Crisis.</li> <li>• Tenants who are in receipt of Universal Credit of Housing Benefit who are also in arrears will be identified, to target support to those who would benefit the most from the hardship sum.</li> <li>• 844 accounts with a balance of £507k in arrears have been identified and we are working with tenants to understand if a payment from the hardship fund will assist our residents to maintain their rent account.</li> <li>• The Income Team support our Council residents who may be struggling to pay their rent, service charges and energy bills.</li> <li>• The Income Team promote the online assessment for benefits calculator <a href="https://www.turn2us.org.uk">https://www.turn2us.org.uk</a> which helps residents to understand what support they could be entitled to.</li> <li>• The Income Team promote the WaterHelp scheme which allows qualifying households to obtain a reduction of up to 50% in their water rates bill.</li> <li>• The Income Team and the Housing Management team refer residents to the following partners for additional advice and support: The Citizens Advice Bureau, SHP Floating Support, Adult Social Care, Local Foodbanks, Local support payment vouchers (shopping vouchers), Older person grants, Morgan Sindall energy payments</li> </ul>
	That an update on the Pimlico District Heating Undertaking scheme (PDHU) will be provided to the Committee in due course.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• As per an outdated version of the workplan for this Committee a separate report on PDHU was mentioned incorrectly for the October session. A standalone item for PDHU has yet to be allocated.</li> </ul>
	That an update on The Tenant Handbook will be provided to the Committee in due course.	In progress	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The Housing Management service is reviewing the Tenants Handbook. We will ensure that any amendments are completed, and the updated version is available on the Council website.</li> <li>• This should be completed by 11th November 2022.</li> </ul>
	To provide the Committee with information regarding the timing of updates to residents about Major Works, including on the Council website	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The Major Works aspect of the Capital Programme is being delivered across the city is on schedule and our spend in line with our forecast.</li> <li>• In the South United Living are working on 11 live contracts and a further 8 Client Briefs are in development.</li> </ul>

			<ul style="list-style-type: none"> <li>• In the North with Axis Europe, we are concluding 2 projects, with a further key 5 projects to start within October and November.</li> <li>• The Major Works team will continue to update residents and Ward Councillor's appropriately and with due notice before a project begins and while it is ongoing.</li> </ul>
	That the Corporate Property Team will provide information to the Committee about the intended plans for vacant property on Broadwick Street, Soho.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• We are currently running a Housing Surgery at the old Soho Estate Office. This office space needs full refurbishment.</li> <li>• Future options for this space are being considered, taking into account that we need to have a Housing Management service presence in the area to support our Council residents who live in Soho.</li> <li>• There is an office space adjacent to the old estate office which is managed by Corporate Property. This space currently has a restrictive planning covenant which will make it difficult to let. Corporate Property are looking to amend this planning restriction.</li> </ul>
Item 5 Cabinet Member Updates Policy and Scrutiny Portfolio Overview: Cabinet Member for Climate Action, Regeneration and Renters	That an explanation be provided to the Committee on carbon offsetting, to include payment required by developers	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• Carbon offsetting is a planning obligation, collected under Section 106 of the Planning and Country Act 1990, that allow new major developments to comply with local planning policy where it is not feasible or practical to achieve all necessary carbon emissions savings at the development site.</li> <li>• The carbon offset is collected as a financial contribution which is then ring-fenced and used to 'offset' the carbon footprint of the new development by funding carbon saving projects elsewhere in the local authority area.</li> <li>• The level of financial contribution is calculated at the planning determination stage, in accordance with the below formula: Carbon offset contribution = residual emissions not addressed at the development site (tonnes CO2) x carbon price x 30 years</li> <li>• Westminster City Council's current carbon offset price is £95 per tonne of carbon over a 30-year period (the assumed lifetime of the development's services), in line with GLA guidance. WCC is currently reviewing opportunities to strengthen its offset requirements, including increase the local carbon offset price (rate of £300 per tonne was proposed in the draft Planning Obligations and Affordable Housing SPD).</li> </ul>

	<p>That a list of minor infill schemes that are no longer progressing will be shared with the Committee</p>	<p>Complete</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The following infill schemes are currently held. Whilst they remain development opportunities, they are not currently being pursued due to the unprecedented economic challenges (primarily build cost inflation) rendering the current proposals unviable.</li> <li>• They are and will continue to be evaluated as individual schemes but also in the context of the wider development and regeneration programme, to ensure best value.</li> <li>• Desborough Close</li> <li>• Cirencester Garages</li> <li>• Lapworth Court</li> <li>• Thurso House</li> <li>• Noel Coward House</li> <li>• Lydford Community Hall</li> <li>• Dalkeith Court</li> <li>• Abbots Manor Infill</li> <li>• Abbots Manor Rooftops</li> <li>• Maida Vale Infill</li> <li>• Maida Vale Rooftops</li> <li>• Woodchester Allotments</li> <li>• Glastonbury House</li> <li>• Blomfield Mews</li> <li>• Boundary House Sites A&amp;B</li> <li>• Lisson Cottages</li> </ul>
	<p>That information will be provided on when work will continue at Adpar Street.</p>	<p>Complete</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The Adpar project is now recommencing, and the contractor have resumed work by extending the hoarding line around the planters. They will be establishing the full site set- up over the coming weeks.</li> <li>• Clear access will be maintained with the footpath and pavement open to the public. A meet the contractor event is schedule Tuesday 8th November the Braithwaite Resident Room, Braithwaite Tower, Hall Place, W2 1LR.</li> </ul>



	That information on Justice for Tenants will be provided to the Committee such as, what information or data has the Council given them and how are they acting on the Councils behalf.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• Justice for Tenants are taking referrals from us for tenants who want to claim rent repayment orders from their Landlords. JFT will act for the tenants and make the legal applications to the First Tier tribunal on behalf of the tenants.</li> <li>• We refer tenants to them in two ways. Firstly, directly at the request of the tenant usually when we have visited a property and assessed it to be an unlicensed House in Multiple Occupation. We also write to potential HMO occupiers advising them that they can contact JFT directly.</li> <li>• There is no transfer of data unless the tenant has requested this to take place.</li> </ul>
	That information will be provided to the Committee about the length of tenure on Green Bonds and what the applicable rates are.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• Green Bonds are typically five-year investments.</li> <li>• In respect of the bond's interest rate, this will be a market derived rate at the time of issuance that will reflect the market investment environment and the market's view of Westminster's credit risk as a bond issuer.</li> <li>• The objective will be to achieve a lower rate than the level the Council could achieve borrowing via the Public Works Loans Board (PWLb).</li> </ul>
Item 6 Repairs, Mechanical, and Electrical Services Overview Paper	That information be provided to the Committee on the breakdown of and the nature and extent of repairs for individual Wards.	In progress	
	That information be provided of the metrics that are used to monitor contract improvement in relation to the RMG contract.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• Housing Solutions Service are responsible and accountable for a range of metrics and processes to monitor performance and improvement in relation to the RMG contract.</li> <li>• Service delivery and performance is monitored through Key Performance Indicators (KPI's) for each area of the service activity with 27 KPI's for the 2022/23 financial year and these are set and re-designed on a yearly basis.</li> <li>• The housing solutions service achieved between satisfactory to exceptional performance levels across each area of the service outputs, measured across their performance framework and have remained compliant with all other contract requirements.</li> </ul>

			<ul style="list-style-type: none"> <li>In addition to KPI's there is a Quality Assurance Framework which includes over 40 activities throughout the year, focusing on partnership delivery, a rolling programme of Continuous Improvement &amp; Development which includes Customer Feedback and Involvement, Formal Accreditation, Quality of Service checks, Audits on Compliance, Security, Health and Safety and Workforce Development across contract activities.</li> <li>There is also a strong social value commitment to the contract. RMG delivered the required elements year on year, and for 2021/22 they successfully delivered 20 social value commitments. These ranged from areas of employment, the environment, education, digital and community themes. A total of £15,160 was pledged alongside these activities and over 54 hours of volunteering was undertaken by RMG staff.</li> </ul>
	To provide information to the committee on the Leakage Prevention Strategy and how these issues are being managed in tower block estates.	In progress	
	That information will be provided to the Committee about the steps that are being taken to increase communication with residents about housing issues.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>Housing Surgeries are promoted by sending text messages to residents in the local area and posters on notice boards.</li> <li>We have also made all the Residents Associations in each area aware.</li> </ul>
	That information be provided to the Committee on what is being done to improve the level of communications with residents, such as via text messaging and community noticeboards.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>The Housing Management service uses a text service to send targeted messages to Council Residents.</li> <li>We are planning to implement a new text and email service which is linked to our new Customer Relationship Management (CRM) system currently used by the Housing Contact Centre and being extended to the Housing Management teams.</li> <li>The Housing Contact centre request up to date contact details from residents who call the Contact Centre. They update mobile numbers and email addresses using the new CRM system.</li> <li>Housing Officers carry out tenancy audits and ask residents for up-to-date contact details. Any amendments needed are made within the Orchard Housing Management system. We are developing the CRM system so that it will be used by Housing Officers and when implemented Housing Officers will update contact details using this system.</li> </ul>

			<ul style="list-style-type: none"> <li>• As part of our Community Thursday's initiative a range of Housing staff visit residents every Thursday and we seek up to date contact details from tenants that we meet. We can send a request through to our back-office teams to update these details where required.</li> <li>• We are developing the Mobile Working application we use so that we can see residents contact details when using the application on their doorstep.</li> <li>• Residents can update their contact details using the Resident MyWestminster Portal. They can provide mobile numbers and email addresses.</li> <li>• We are planning to trial the use of digital notice boards within one block on five estates.</li> </ul>
<p>Item 7 Climate Action Programme Update</p>	<p>That information will be provided to the Committee about the steps taken to review the tree planting and greening programme in line with the manifesto commitment.</p>	<p>Complete</p>	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• Unfortunately, there is little, if any scope, for increasing canopy cover by planting more trees than we are currently intending to plant (the commitment within our current Climate Emergency Action Plan is 'targeting a 10% increase of existing cover by 2050 (in line with Greater London Authority targets)').</li> <li>• The reason for this is the constraints on space for tree planting in the City, finding space for more trees would inevitably displace other uses or activities.</li> <li>• Lead officer Barbara Milne is currently drafting a briefing note on tree cover targets to be shared with Cllr Dimoldenberg and Cllr Sullivan in December 2022.</li> <li>• The council has a long-established relationship with the Westminster Tree trust and are currently working with Tomorrow's Forests to produce a feasibility study for adding 'miyawaki' style planting to Westbourne Green, sponsored by businesses.</li> <li>• The aim would be to reduce air and noise pollution from Westway and get communities involved with planting/ forest school education.</li> <li>• We are also in the process of commissioning a Green Infrastructure Audit (funded by Climate Emergency team) which will conduct an in-depth survey of different green assets, including a tree survey, and provide a clearer evidence base of where deficiencies, surpluses and potential opportunities lie.</li> </ul>

	That information be provided to the Committee about cycle hangers and what steps are being taken to increase the roll out of these, in line with the demand.	Complete	<p>Committee updated 04/11/22</p> <ul style="list-style-type: none"> <li>• The current waiting list is large and the current roll out does not fully satisfy demand – the current target is to have 90 additional cycle hangars installed by March 2023 (from the April 2022 baseline).</li> <li>• The lead officer, Jack Allen, has been in recent discussions with Councillors’ Paul Dimoldenberg and Max Sullivan to explore how we can make greater inroads in meeting this demand.</li> <li>• In the meantime, residents are encouraged to send a request for a cycle hangar by using the following page: <a href="https://www.westminster.gov.uk/register-interest-secure-cycle-storage-westminster">https://www.westminster.gov.uk/register-interest-secure-cycle-storage-westminster</a> so we can accurately track demand and ensure we increase the programme appropriately.</li> </ul>
Item 8 Work Programme	Work Programme items remain the same for the rescheduled meeting 14 November	Complete	
	The creation of a Biodiversity Task Group - Councillor Cara Sanquest is to lead this work.	In progress	