



City of Westminster

City
for
All

Greener City Action Plan

2015-2025

Year 2 Update
December 2017

Introduction

Foreword by Cllr David Harvey, Cabinet Member for Environment, Sports and Community

This year Westminster City Council has been more committed than ever to improving air quality in our city, especially as it has, understandably, been ranked as our residents' primary concern. I am proud that our **#DontBeIdle** campaign, the first of its kind in the country, is proving a success. Over 14,000 drivers in the city have so far been asked by the Air Quality Team to turn off their vehicles whilst stationary and only a few people have refused to do so. Furthermore, more than 5,000 people have signed the pledge not to idle their engines.

The Marylebone Low Emission Neighbourhood is also the pilot for a parking surcharge, where pre-2015 diesel vehicles paying to park are now subject to a 50% higher charge than other vehicles. I am pleased that this has so far seen over a 14% reduction in the number of older diesel vehicles entering this area. Both initiatives to disincentivise polluting vehicles prove that our residents and visitors are more aware of the huge adverse impact that their vehicles can have on our health and well-being.

Our parks and green spaces also remain important to our residents and visitors and we are proud to not only have 23 Green Flag Awards, recognising our commitment to conservation and heritage, but also to have won 'Council of the Year' at the London in Bloom awards. We are also committed to ensuring that, whilst our parks are used for occasional events, they should be primarily used as a place of calm and tranquillity and a retreat from the fast-paced city.

I am proud that, thanks to the efforts of our staff, we are one of the few councils still offering at least a weekly waste collection to all residents. Clean streets continue to be a high priority. However, whilst Westminster is, just like throughout London, experiencing an ongoing issue with fly-tipping, I am glad that our enforcement rate on this matter remains the highest in London to help change the behaviour of offenders and protect our residents and visitors.

Whilst there is still some way to go before we make Westminster the green city that our residents deserve, we have, over the last two years, made great strides to ensuring that this happens and I am excited to see this progress.



Cllr David Harvey

Cabinet Member for
Environment, Sports
and Community

Executive Summary

We are now entering the third year of our ten-year Greener City Action Plan (GCAP), our vision of how we will maintain and improve the environment for our residents, visitors and people who work in the city. Environmental issues have continued to rise up the agenda over the past year, which is reflected by the inclusion of significant new environmental commitments being set out as part of our City for All programme this year.

With support and input from our Policy and Scrutiny Committee in 2017, we also agreed to re-prioritise all of the actions originally set out within the GCAP, to reflect what our residents told us was important to them right now. This means that although we still recognise the need to take action on a range of environmental themes (as set out below); given the constrained resources within the public sector, we need to re-focus on the more pressing and time sensitive nature of some issues – in particular air quality.

- 1 Addressing **noise pollution** across the city
- 2 Improving local **air quality**
- 3 Delivering **affordable, secure** and **low-carbon** energy supply
- 4 Making better use of the City's **waste resources**
- 5 Supporting a **sustainable transport** system for Westminster
- 6 Making the best use of **open spaces** and improving **local biodiversity**
- 7 Managing **water use** and **flood risk**
- 8 Ensuring that sustainability is delivered through **economic development**
- 9 **Communicating** and encouraging people into **environmental action**



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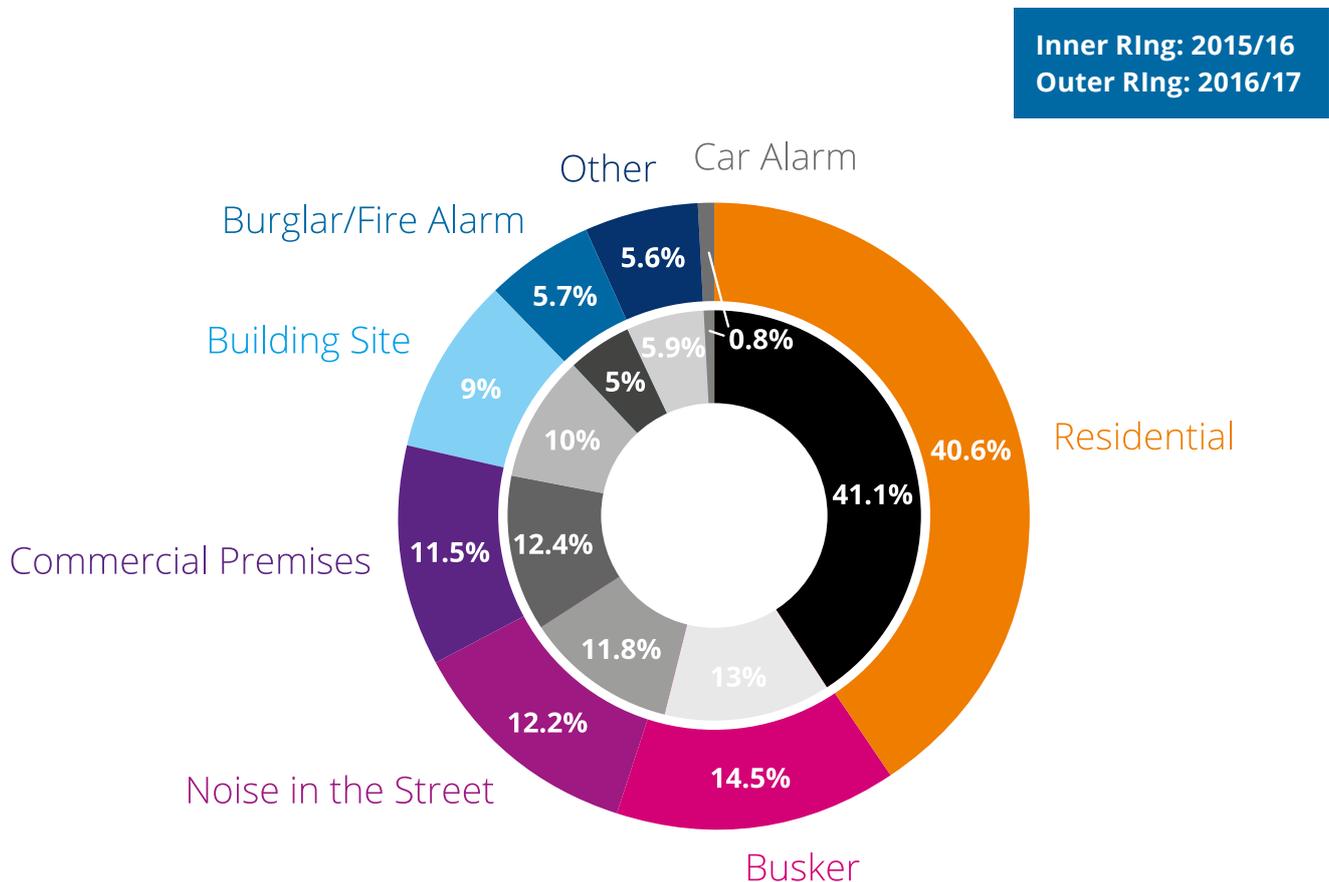
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1. Addressing noise pollution across the city

As the heart of a global city, Westminster's complex noise environment is part of the hustle and bustle of daily life. However, not all noise can be simply put down to city living, and the noise environment changes significantly across different parts of the city e.g. the night time economy results in very geographically specific noise environments – in the West End in particular. This also means city-wide solutions are not straightforward.

Figure 1: Breakdown of noise complaints; comparing 2015/16 with 2016/17



Over the first two years of this strategy, residential noise complaints remained the most common complaint received by the council, although this has reduced by 3.2% (582 complaints) in the last twelve months. Other types of noise remain broadly consistent and we will continue to monitor this over time.

What we did in year 2

- Our new Code of Construction Practice (COCP) agrees acceptable noise levels and traffic arrangements with the site contractors and stakeholders prior to the start of demolition and construction projects to limit the impact on residents. So far, 55 major construction projects, 12 basement developments as well as infrastructure projects like Crossrail and the Victoria Station upgrade have fallen under the COCP system. The development industry's compliance with these agreements is proactively monitored, and has led to a reduction of noise disturbance for residents and businesses.
- In the last three financial years, on average, the council's Environmental Services department met their target of 97% of noise complaints being responded to within 45 minutes. In the past twelve months, 727 notices were served – formal legal requirements made by the Noise Team against individuals or businesses under the Control of Pollution Act and the Environmental Protection Act, in order to try and maintain reasonable noise limits in the city.
- We monitored (but did not see an increase) in evening night tube complaints as individual lines were made into 24 hour operations.
- We worked with Crossrail, TFL and Tideway to minimise noise from a major long-term infrastructure project – Thames Tideway Sewer, particularly on their Victoria Embankment foreshore site; part of building a connection between a new 'super' sewer and the existing Victorian sewer system over the next four years.
- We continue to monitor and enforce outdoor events to ensure they finish by 11pm.
- We have launched a new mobile app for noise officers to use while out on inspections which means they can quickly identify historical complaints for addresses, to help them assess the best way forward in responding to new complaints.



CASE STUDY

Roadworks are an essential but inconvenient fact of life – often causing congestion which impacts on the economy and leading to noise and dust disturbance for local people. Working with TfL and City of London, we submitted a bid for TfL funding (lane rental project) to develop and trial a new approach to out of hours (non-daytime) street working on the TFL network. The main purpose of the two-year project is to develop guidelines for street works (any work requiring digging up of the road/pavement e.g. for improving utilities) with regards to working hours, noise and to mitigate measures, minimising impact on traffic flow and engagement with the community. The aim is to establish close working relationships with the City of London to jointly promote better practice and provide consistent expectations for those undertaking street works in central London. We will work with utility companies and other roadwork contractors to engage with residents and businesses to achieve the best possible outcome, especially where there is a conflict between the needs of residents for peace and quiet and the travelling public. If the project is to be successful it potentially could be rolled out to a wider area of London.

Still more to do next year:

- Work with more developers and construction companies to minimise impact from construction sites and street works.
- Implementation of the protection of tranquil spaces into the planning process.
- Work with the business community to help deliver noise reduction improvements through their operational practices e.g. through freight and waste consolidation.
- Monitor the results of pilot schemes e.g. 20mph zones, street-working pilot.

What you can do:

- If you need a private car, consider electric vehicles which will be less polluting and quieter. Even better, share with one of the many car club options we have in Westminster.
- Businesses need to keep machinery and equipment in good working order and be mindful of their impact on neighbours.



2. Improving our local air quality

Poor air quality is a problem for us all. Emissions from dust, pollution from heating and cooling our homes and offices, generating power locally, and driving vehicles all has a direct impact on the air that we breathe and consequently our health.

WCC has some of the highest air pollution in the country and our neighbouring authorities all suffer too, meaning wherever you are in Westminster – you are affected by poor air.

Thousands of Londoners die prematurely as a result of poor air and recent medical and academic reports highlight new evidence that links living with prolonged poor air to increased risk of conditions such as dementia and low birth weight in babies.

Air quality concerns have rocketed up the agenda over the past twelve months and residents have told us in the City Survey that it is their “number one concern”, and we are increasingly seeing residents complaining about vehicles idling in their area. Increased media reporting and general awareness now means that people are expecting more to be done in this area, but we need to work in partnership to see real change. To reflect this, we made a specific commitment in our City for All Year 3 programme around air quality:

'City for All' Year 3

Lead the way in demonstrating how responsible city government can address growing concerns over poor air quality. We will launch our new Clean Air Strategy filled with measures to improve air quality in

the city. At the heart of this will be our new '#DontBeIdle' campaign to persuade drivers to make the simple change of turning off their engines when idle. Evidence shows that when we run anti-idling days emissions fall by 20%, we will spread this positive message across Westminster focusing on high-risk areas such as hospitals and schools.

The latest official air quality data we have, shown in the next graphs and tables, as well as community based monitoring completed across different parts of Westminster submitted by local residents all show that we regularly exceed healthy air quality limits. Although technically within EU limits for particulate matter, we exceed World Health Organisation standards and this is where we want to aim for long-term.

The London Atmospheric Emissions Inventory (LAEI) data is released by the GLA on an ad hoc basis; the most recent edition, released in 2016, includes NO₂ (Nitrous Dioxide), PM_{2.5} (Fine Particulate Matter) and PM₁₀ (Coarse Particulate) emission concentrations for every 20M₂ (measured in 2013). On average, concentrations of all three emissions in Westminster exceed the World Health Organisation's (WHO) emission guidelines. These guidelines were set up to indicate whether concentration levels are at a level that may be harmful to health.

Figure 2: Air Quality Monitoring (King's College) LAEI actual and projected emissions | Source: LAEI, 2016

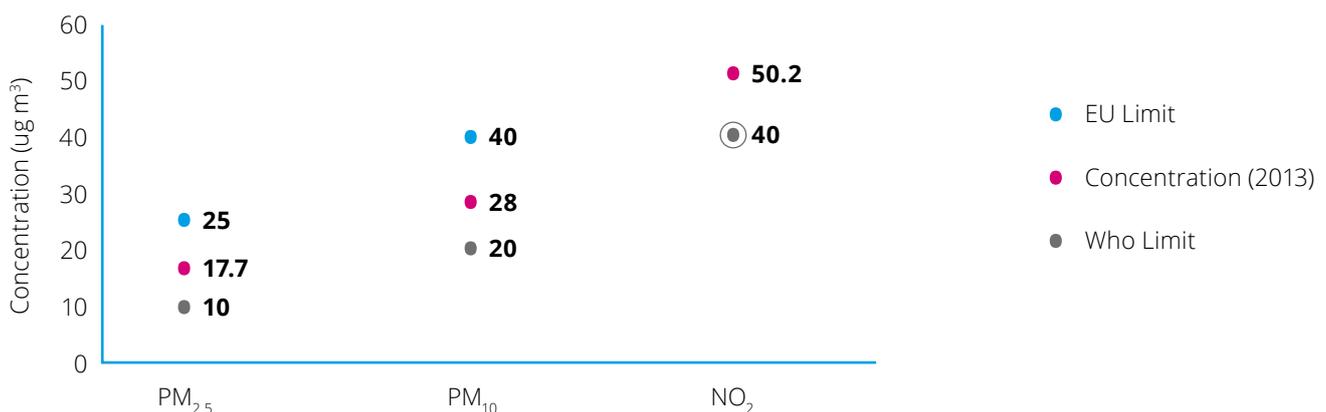


Figure 3 shows that all three emission types exceeded the WHO guidelines by between 26% and 77% – and concentration levels of NO₂ also exceed the EU's Limit Value.

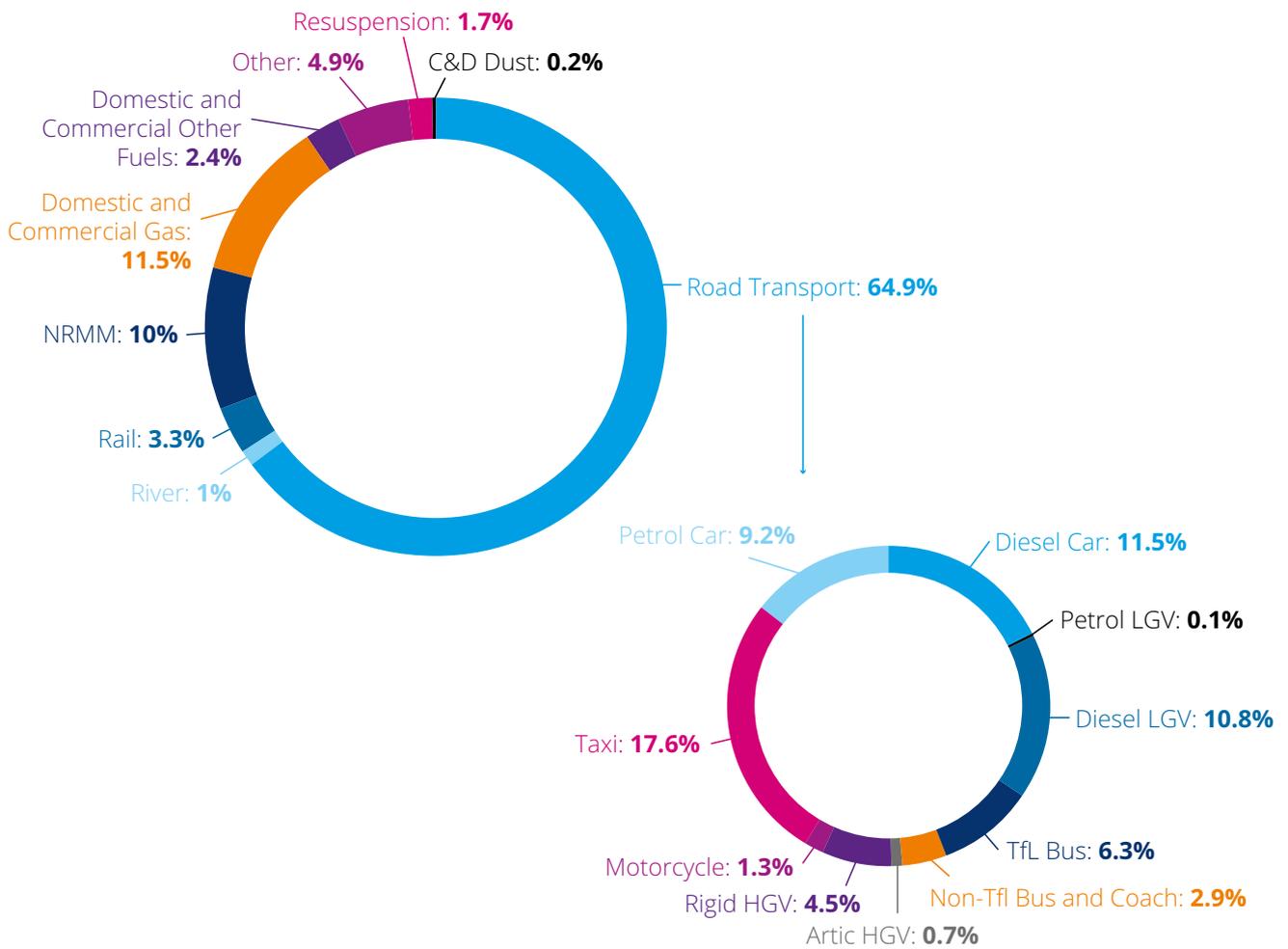
Figure 3 – Fine particulate matter (PM_{2.5}), coarse particulate matter (PM₁₀) and Nitrogen Dioxide (NO₂) concentrations
| Source: LAEI, 2016

Pollutant	Exceedance over WHO Guidelines	Exceedance over EU Limit Values
PM _{2.5}	77%	-
PM ₁₀	40%	-
NO ₂	26%	26%

Analysis of the air we breathe is below. Fine particulate matter (PM_{2.5}) refers to small particles of dust that are circulated within our atmosphere. The small nature of the particles is particularly concerning as they are more likely to be inhaled into the lungs, it is for this reason that PM_{2.5} is particularly dangerous for negative health outcomes. Like other pollutants they affect vulnerable populations disproportionately; they can be especially dangerous for young children and people who suffer from existing respiratory illnesses such as asthma.

Figure 4 shows that almost two-thirds of all PM_{2.5} emissions are derived from road transport, and in particular over 20% of PM_{2.5} emissions are caused by diesel emissions; which is partly why our most recent work attempts to tackle diesel emissions, for example through our pilot of the diesel parking surcharge in Marylebone.

Figure 4 – Source Composition of fine particulate matter (PM_{2.5}) in Westminster | Source: LAEI, 2016



What we did in year 2

- The new Code of Construction Practice (COCP) was implemented in July 2016 and 67 construction projects as well as Crossrail and the Victoria Station Upgrade project have been required to reduce dust and air pollution on their sites and have permanent dust monitoring in place to be able to verify that the mitigation measures were sufficient. These measures led to a reduction in air pollution from major construction sites have been proactively monitored with regards to their impact including dust and air pollution.
- 55 above-ground sites were required to have permanent dust monitoring in place and dust levels have been agreed prior to the start of the development. The compliance of these projects as well as 12 basement developments with the COCP has been proactively monitored.
- We collect and publish real time air quality data on londonair.org.uk, helping residents and visitors be aware of current conditions – there are five official air quality stations.

A screenshot from the London Air website



- Westminster Parking team has also purchased three electric motorbikes, which the engine idling team use to help them to carry out their role.
- We've installed over 60 new charging points for electric vehicles across the city including over 20 lamp column points.
- The Marylebone LEN was a key area of focus and is explained in more detail overleaf:

Marylebone Low Emission Neighbourhood (LEN)

In July 2016 the council obtained funding to create a Low Emission Neighbourhood (LEN) in Marylebone and we are now half-way through this three-year project. Marylebone is situated among some of London's most polluted roads and the area as a whole suffers from some of the highest levels of air pollution in Europe.



The creation of the LEN provided an ideal opportunity to test new air quality initiatives in a controlled and measurable way informing any decision to roll them out on a citywide basis. Since then the following new initiatives have started:

• 50% Diesel Surcharge

A trial of a 50% surcharge for diesel vehicles paying for visitor parking in the LEN. The volume of transactions from diesel vehicles both prior to and post-trial will be collected and the effects monitored – but the three month initial results show a 12% decrease in older diesels parking within the LEN and they are not being displaced into neighbouring parking zones. Diesel vehicles manufactured 2015 and later will be exempt due to Government policy having encouraged the purchase of diesel vehicles in recent years. The diesel surcharge was developed in partnership with LEN stakeholders and the scheme has strong support from the local area.

• Vehicle Idling

In addition to the proposed LEN initiatives, throughout the whole of Westminster the City Council continues to focus on the issue of 'Engine Idling'. This is when a vehicle's engine is left running unnecessarily when stationary, parked or at the side of the road, for more than one minute (excluding at traffic lights). To help support this campaign the parking service now has dedicated 'Air Quality Marshals' deployed daily Monday – Saturday between the hours of 7am–7pm dealing with engine idling issues – with two specific marshals dedicated to the LEN. Each day the wider team visit the top twenty hot spot areas and educate drivers to switch their engine off, and residents are encouraged to help us identify current hotspot areas through reporting issues to idlingqueries@westminster.gov.uk

To help support this message “switch off your engine signs” have been erected at 69 key locations. There is also the **#DontBeIdle** campaign where drivers can sign a pledge to switch off their engines when stationary and as of December 2017 we had over 5000 signatures.

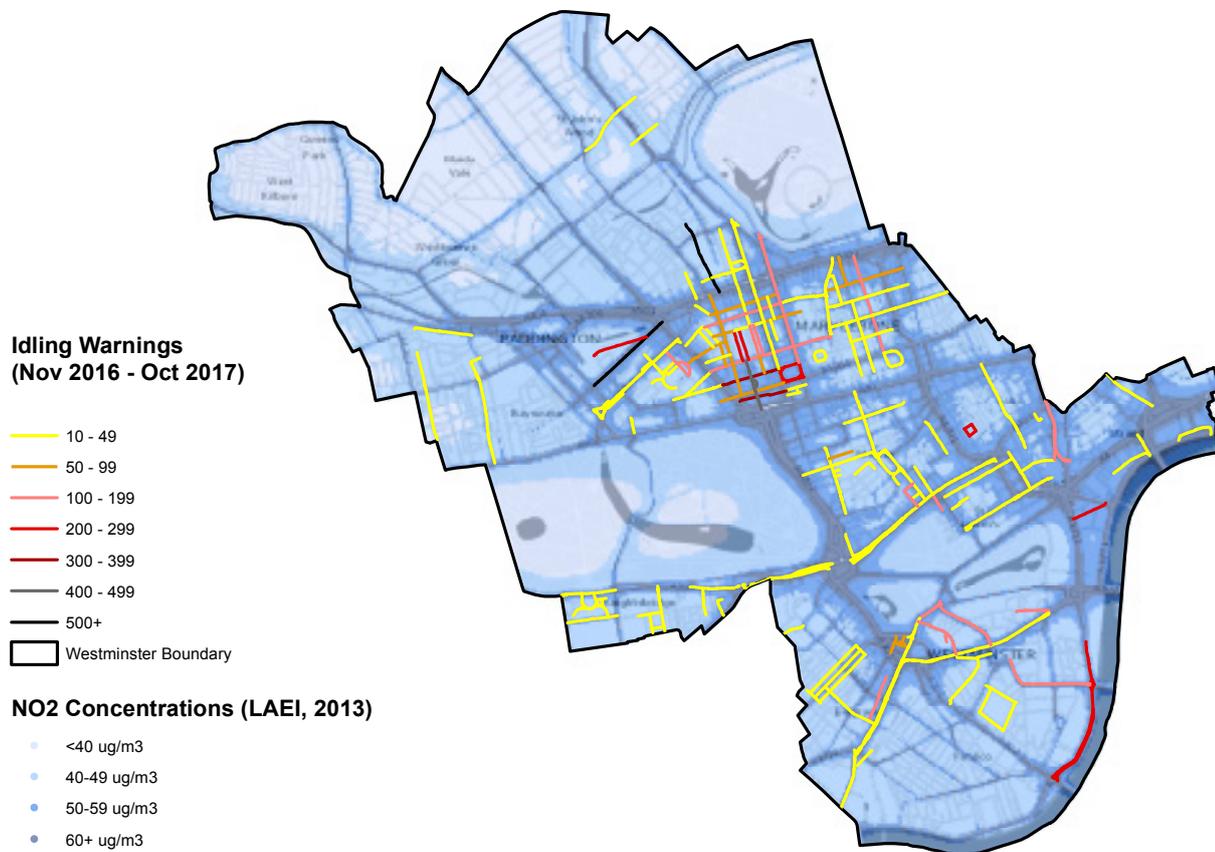
#DontBeIdle

WCC parking also ran a number of Air Quality Action days during the past year working with volunteers from local businesses, residents and Councillors, to get the ‘Switch Off your Engine’ message across to motorists. Nine ‘Air Quality Action days’ were held in identified hot spot areas, where 89 volunteers attended and 246 drivers were asked to switch off. Away from the action day events, air marshalls have interacted with 14,000 individual people around their idling behaviours (as of December 2017).



A no idling campaign targeted on ambulance and other hospital vehicle drivers will encourage drivers working at hospitals in Marylebone to switch off their engines when stationary. The project started at Princess Grace hospital to reduce engine idling and encourage patients, staff and visitors to use EV taxis. It is anticipated that this project could be replicated with Harley Street clinics and other private health clinics and we are hoping to work with Harold De Walden Estate as part of the LEN programme to deliver this.

Figure 5 – Map below shows Kings College research data used to identify areas of highest pollution and idling levels



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Still more to do next year:

- Write a new air quality action plan.
- Help deliver successful Low Emission Neighbourhood projects in Marylebone and the Northbank areas (working with Northbank BID).
- Work with the business community to help deliver air quality improvements – including expanding the **#DontBeIdle** project to business users.
- Work with TfL and property owners in Oxford Street to reduce vehicle numbers and emissions from vehicles which service the area.
- Lobby the Mayor of London and Government to play their part on air pollution.
- Level 1 and 2 construction projects will be audited with regards to the compliance with new non Road Mobile Machinery (NRMM) regulations.
- Introduce a further 30 EV charging points by the end of 2018 and up to 80 lamp column charge points. Also introduce rapid chargers both to support private use and to complement the shift towards an all EV black cab fleet.

What you can do:

- If you drive – consider less polluting ways to move around and use the ParkRight parking app to find an available space more quickly and reduce circling time.
- If you don't consider your impact on air pollution through using delivery services for food and shopping – do you really need things within an hour?
- Choose green slots for online supermarket shopping, or pick things up as you need them from a local shop.
- Don't burn any fuel in your open fire or wood burner – only smoke free fuels are allowed.
- Think about improving air quality indoors – cook on electric not gas if you are upgrading your kitchen equipment, upgrade to a low NOx boiler and keep it serviced, even small efforts like choosing candles carefully and have as many plants inside to filter pollutants as possible will make a difference.
- When walking, take less busy roads and side streets.
- If you have any spare outdoor space, plant something – herbs, flowers or food are all good options.





3. Delivering affordable, secure and low-carbon energy supply

Powering, heating and cooling our homes and offices often results in wasted energy resulting in high carbon emissions and air pollutants being pumped into the atmosphere.

Unsurprisingly, Westminster is one of the highest energy consuming areas in the UK and uses more energy in our authority boundary than whole cities like Newcastle, Glasgow and Cardiff.

In supporting a significant economic output, 24 hour living and transport systems and the heritage nature of most of our buildings we put extreme pressure on our localised energy infrastructure, especially in the

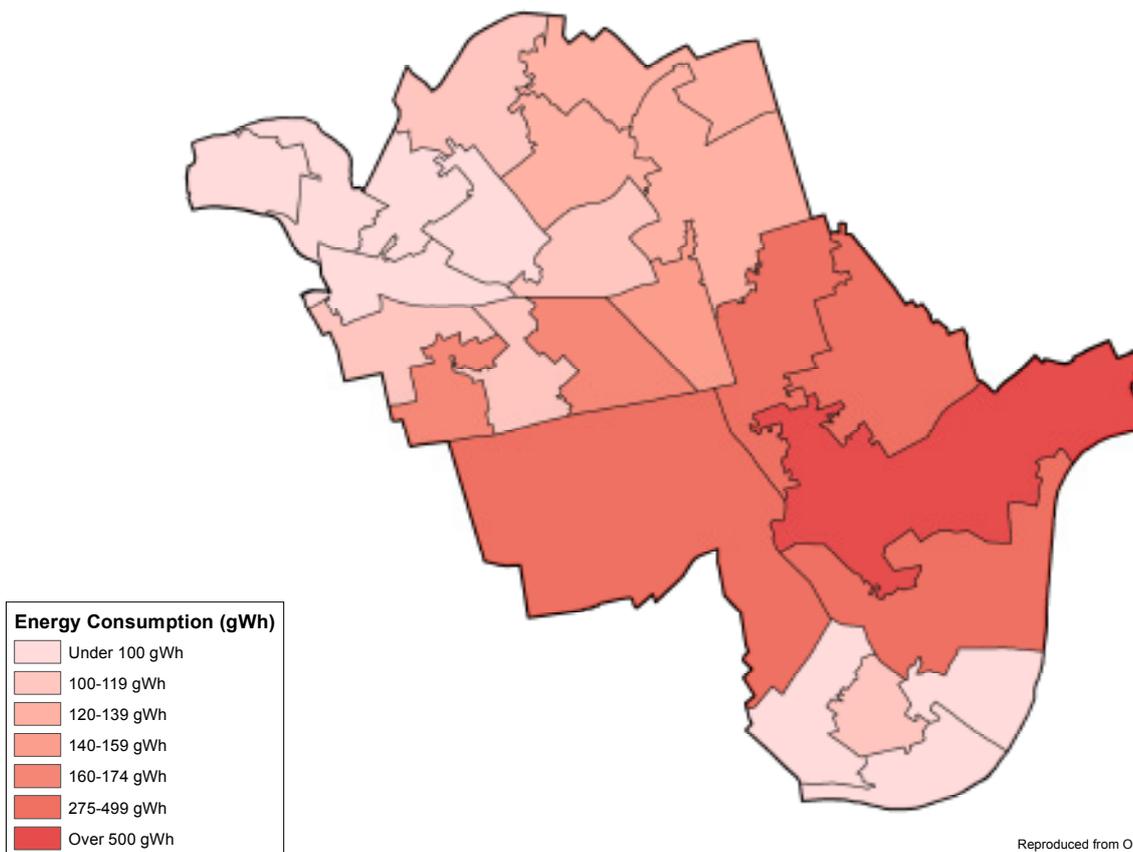
West End (Figure 6) during periods of hot weather which requires significant air conditioning.

'City for All' Year 3

Take direct action by refurbishing City Hall to make it 45% more energy efficient and bring forward a new Sustainability Manifesto to set the green agenda in Westminster

Figure 6 - Total Energy Consumption within Westminster

Total Energy Consumption (Electricity and Gas) in Westminster's MSOAs 2015

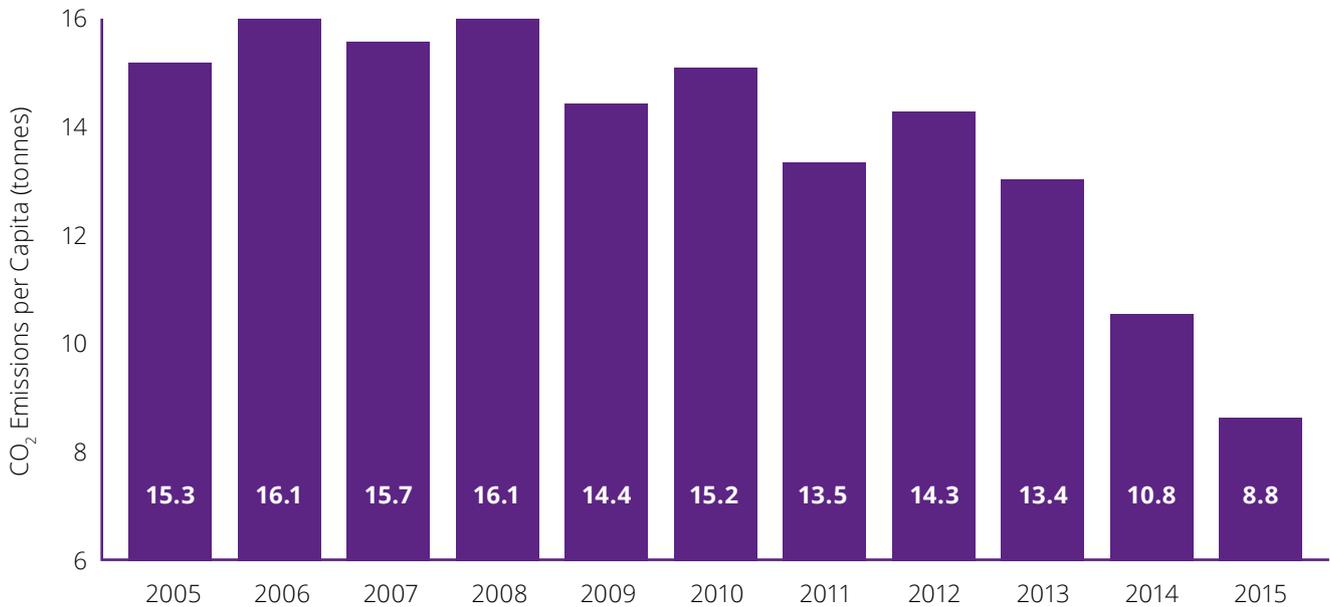


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In terms of our own energy consumption, in 2016 the council spent £3,799,339 on gas and electricity; this is £280,187 less than 2015 although we have reduced our portfolio which would account for the majority of this saving. However, over the past year we have set up a significant new commitment to

reduce our energy consumption – which is to reduce the carbon emissions from our operational properties against a 2014/15 baseline by 20% by 2019 and £600K has been set aside for next year to work towards this target. This is on top of the existing project to refurbish City Hall.

Figure 7 – CO₂ Emission Trends per capita



Greater London as a whole has comparatively low CO₂ emissions per capita compared to other regions due to the urban nature of the transport system, a high population density and a greater proportion of residential areas meaning large industrial facilities are unlikely to be located in the region. In Westminster 8.8 tonnes of CO₂ were emitted per person (residential population) in 2015. This represents a 19% decrease from 2014 and a 34% decrease from 2013. Whilst there has been a significant improvement, aside from City of London, Westminster still has a higher CO₂ per capita rate than any other London borough. A significant proportion of the recent reduction in carbon emissions per capita can be attributed to national policies to decarbonise the electricity grid – in 2017 the UK had its first coal free day in April this year, as gas and renewable energy take a bigger role.

What we did in year 2 City Hall refurbishment

The City Hall refurbishment is on track to achieve BREEAM Excellent and a “B” EPC rating – considered by the industry to be as high as it could get for an existing building. Construction is on programme and the contractor is either achieving or exceeding its environmental targets – for example during the strip out of the building in Autumn 2017, 94% of all the waste was recycled or reused.

In addition to more efficient plant and machinery, there will be controls on lighting, heating, and cooling to create more efficient systems. Lighting will be controlled by movement and daylight sensors and heating/cooling restricted to business hours and/or occupied floors. The operational times of the lifts will also be limited to reduce energy consumption – lifts can be put on standby outside peak hours and the number of lifts operating can be restricted outside normal business hours. Lighting will be controlled by movement and daylight sensors and heating/cooling restricted to business hours and/or occupied floors. The new occupiers of the building will also be subject to green leases and we are keen to ensure the use of the building is in line with its design to be an excellent environmental performing building over the rest of its lifespan.

CASE STUDY – ARCHIVE CENTRE REFURBISHMENT

Using carbon offset funds from nearby developments which were unable to meet their energy commitments on site, the Council undertook a successful energy refurbishment of the community library and Archive Centre in 2017, delivering improvements to lighting, heating and building management systems. Results from the preliminary analysis are:

- We delivered savings of 194,055kWh (of gas and electricity) annually.
- This will reduce our carbon footprint by 74.28 tonnes of CO₂ per year.
- The savings from the preliminary analysis are 21.9% higher (in kWh) than the initial projections.

Warm Homes Healthy People project

Our residential health team was successful in obtaining funding from the Public Health Initiative Fund for the Warm Homes Healthy People Project which runs until April 2018. The aim is to offer identified 'at risk' households a "healthy home check" to identify and address any housing issues that might compromise their health and wellbeing.

Still more to do next year:

- Work towards ensuring the City Hall refurbishment and corporate property energy project is delivered – ensuring that no Council owned investment or commercial property falls below an EPC "E" rating by 2019.
- Ensure the carbon offset policy is applied to developments not meeting the required environmental standard and ensure the fund is spent on high quality offset projects.
- Deliver the Church Street regeneration project, including a new district heating system proposal.
- Using City Hall as an example, introduce green leases for all new lettings in the city council's investment properties to promote responsible occupancy.
- Work with the WPA and BIDS to reduce energy consumption (and resulting air pollution) from our non-residential buildings.
- Deliver strong energy planning policies as part of the City Plan revision.
- Energy efficiency programme have agreed with the Corporate Property Team that they will target 19 operational buildings in order to deliver carbon savings. The project includes lighting, building management system (BMS) and boiler optimisation.
- Deliver a local offset fund of £1m – section 106 spend fund for carbon offsetting projects within Westminster.

What you can do:

- Insulate your loft and walls where possible, and install the most efficient boiler you can afford.
- Switch off lights and equipment.
- Make sure vulnerable neighbours are winter ready and keep an eye out for them during extreme weather.

CASE STUDIES – WARM HOMES HEALTHY PEOPLE PROJECT 2016/17

Emergency Heating Works – Mrs C, Cherwell House

This elderly lady in her 80s requested a Healthy Homes Check after the service was promoted on the phone by an apprentice in the Business and Performance Team. The occupant was a low income leaseholder in a right to buy City West Homes flat and her boiler was old and continuously breaking down. When a Healthy Homes Check was conducted, the boiler was not functioning, the flat was freezing cold and

the tenant did not have reliable hot water. Mrs C advised that in the past that they were afraid of using the heating / hot water frequently in case the boiler broke down. As a result of the identified problem, we were able to provide an emergency heating grant to provide a brand new A rated combination boiler to provide reliable and efficient hot water and heating.

Ms H, Hereford Road

Following an Open age community event, a healthy homes check was conducted at a split level flat with a number of hazards. This included a risk of falls, especially outside the flat, leaking water and dampness, smashed windows and a lack of ventilation to the bathroom. Residential Services subsequently worked with the housing association via a protocol agreement to quickly

resolve the problems identified and reduced the risk to the resident who was more vulnerable to harm as a result of their age. The resident provided some positive feedback to the organisers as they were previously unaware that such services were on offer.

‘I am so grateful to Open Age. Until we had a talk at our social group from a person from Environmental Health I did not know I could ask for help from them; I thought it was only for council tenants as it was a council service. I live in a housing association flat, and have been asking my landlord for three years to deal with repairs and damp from flat above. Yet the EH officer came to visit and took photos of everything that was wrong and discovered a hazardous situation of unsafe different levels in my garden which I had lived with for 30 years. I cannot believe that all this has happened since meeting him at the group, I feel such relief and a weight taken from my shoulders. He has been on to my landlords who have agreed to do the work. I wouldn't have known any of this if it wasn't for Open Age's excellent speakers’.



4. Making better use of the city's waste resources

Westminster collected 193,000 tonnes of municipal waste in 2016/17. The recycling rate was 17.4% up from 15.5% in 2015/16.

Increasing the recycling rate is particularly challenging because we had over 23,000 households with a daily waste collection service, a high turnover of residents, large number of short term lets, a high proportion of flats making storage and segregation of waste difficult, streets being swept 24 hours a day generating 10% of the total waste arising, and historic building design and waste generation patterns necessitating many commercial streets having three waste collections a day, which can dis-incentivise the segregation of waste.

We have agreed a target with the Mayor of London to recycle 35% of collected waste by 2020, and we are making gradual progress through our awareness campaigns and champions. Plans are in place to continue increasing the quantity and quality of recycling collected but this will take time, especially when the economy is strong and all types of waste collected tends to increase.

Figure 8 - Percentage growth in household waste

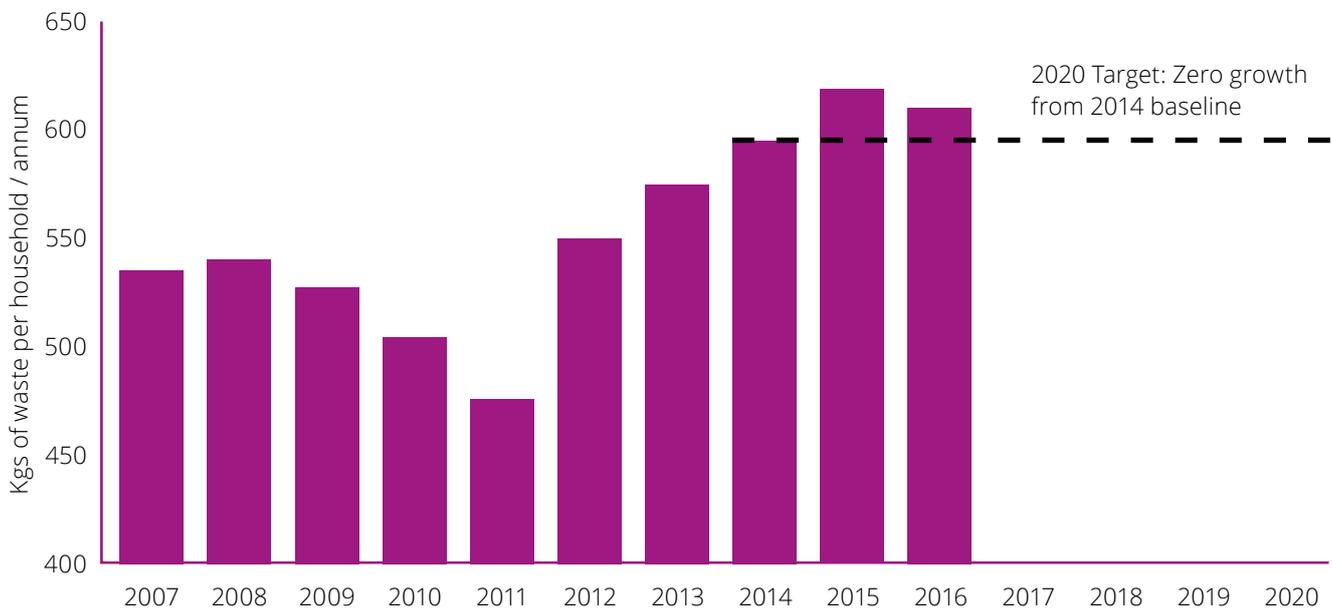


Figure 9 – Municipal Waste Recycling Rate

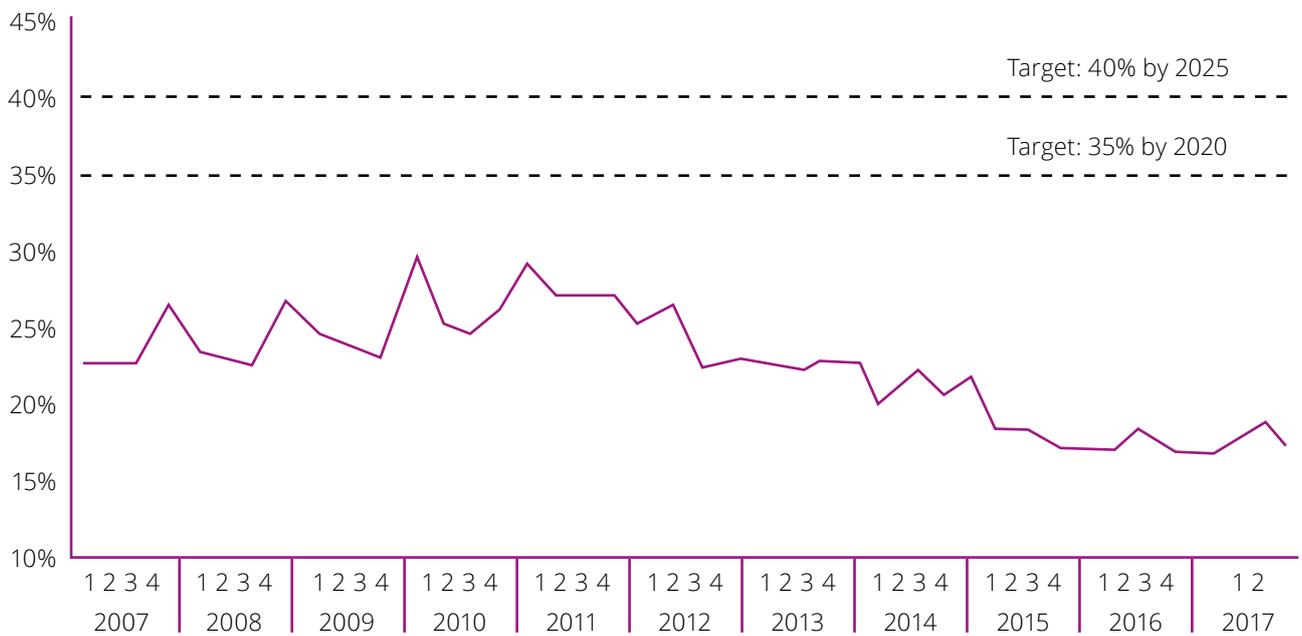


Figure 10 – Percentage of municipal waste being sent to landfill



We have been working hard to reduce the environmental impact of our waste management activity – and in September 2017 we stopped sending any of our collected waste to landfill (whereas in the previous year we sent 1.7%).

CASE STUDY FOR 'HEART OF LONDON'

A waste consolidation scheme has been established by Heart of London Business Alliance (HOLBA) to reduce the number of waste collection companies contributing to HGV movements in 30 streets around Piccadilly, St James's and Leicester Square. The City Council and Paper Round were the successful bidders and we expect to see positive results from the scheme in 2018 as businesses in the area come to the end of their existing waste collection contracts and join the consolidation scheme.

What we did in year 2

- Three additional commercial waste recycling vehicles were added to the service so we are contributing to more food waste, cardboard and mixed dry recyclables being recycled from businesses locally. The commercial waste recycling rate is currently 16.3% (Nov 2017) up from 14.7% in 2015/16.
- We were granted £320K to trial dual fuel diesel/hydrogen vehicles waste vehicles, which could contribute to a much cleaner fleet in future if successful, as reliable alternatives to diesel fuelled HGVs have historically been difficult.
- The waste team door knocked 40,000 properties across the city to encourage recycling performance and increased the number of recycling champion volunteers from 83 to 96, giving out information and talking to residents about how to recycle more locally, as shown in the example below.



Still more to do next year:

- Adopt a sustainable procurement strategy and monitor its progress as we let more contracts under the arrangement.
- Establish a strategy to increase the recycling rate to 35% by 2020, and continue to be high performing on the low amount of waste we send to landfill.
- We want to lower contamination rates from 12% last year to 11.5% next year, and improve year on year.
- Improve 'on the go' recycling services to increase the recycling of free newspapers, drink bottles and cans.
- Further investigate waste management capacity both within the city and through our duty to cooperate with other authorities.
- Trial cleaner vehicles in the waste management fleet such as a hydrogen waste collection vehicle.

What you can do:

- Recycle everything possible, reduce unnecessary waste and encourage your friends and neighbours to do the same.
- Reuse items and donate unwanted gifts and clothing to your nearest charity shop.



5. Supporting a sustainable transport system for Westminster

Westminster is one of the best served locations by public transport in the world.

There are four main rail stations, two with direct connections to London's principal airports; new Crossrail stations are due to open in 2018; 32 underground stations with 10 of the 12 tube lines running through the city; 4 river bus piers; 157 daytime bus routes and several 24-hour bus routes; and national, international and airport destination coach services. Given the numbers of people in Westminster (residents, visitors and workers) the transport network and public realm can struggle to cope with the demands. With this intensity of use, there are issues such as overcrowding, poor air quality, social isolation, noise and road safety.

We have focused our efforts this year on young people through this new pledge:

'City for All' Year 3

Encourage the next generation to create a greener city by rolling out the Daily Mile so that every child who goes to school in Westminster is walking or running a mile every day. We will also celebrate our 7,000 'Little Green Giants' who take part in the Forest Schools programme, learning about the environment and visiting our open spaces to become the green ambassadors of the future.

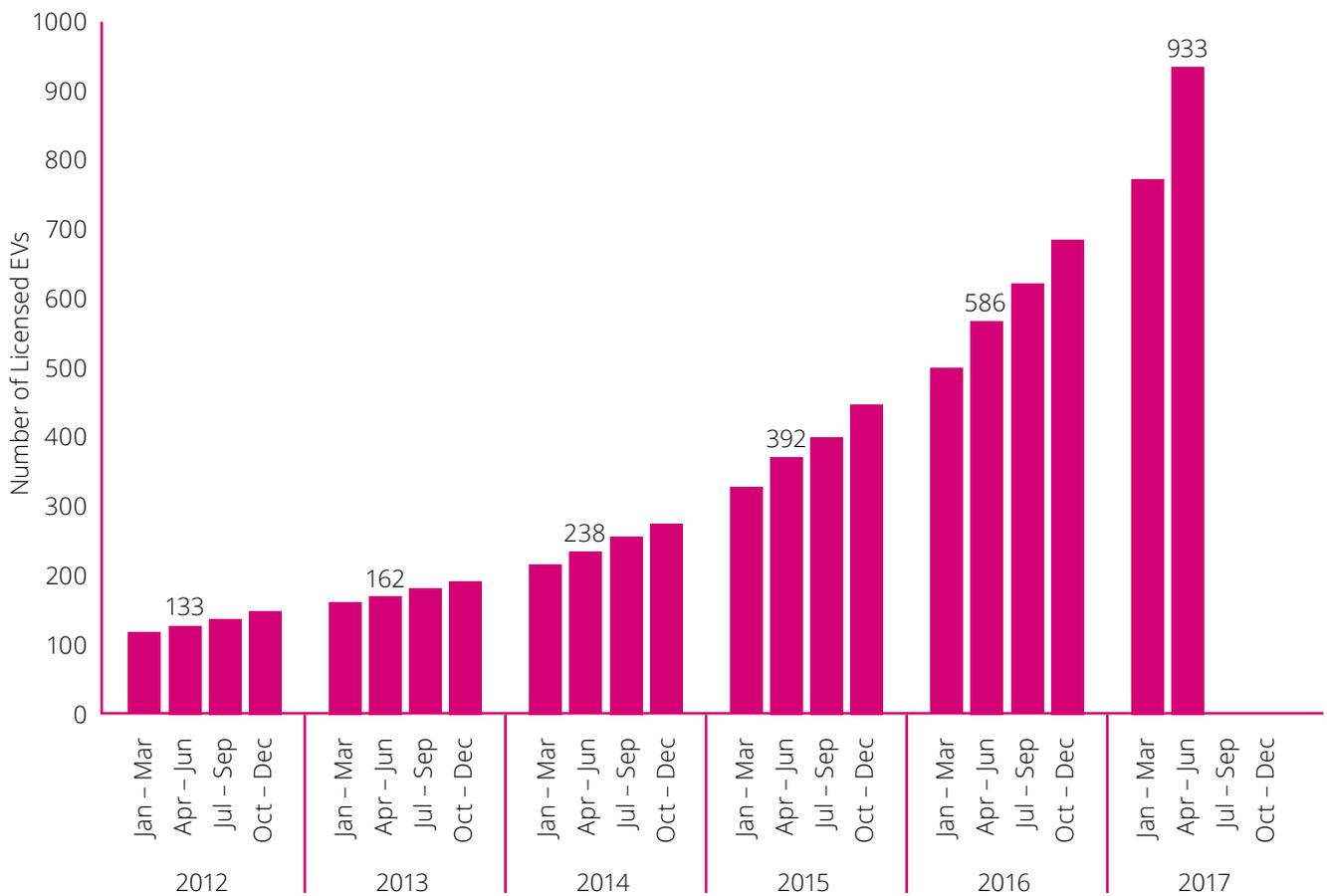
Expansion of On-Street Electric Vehicle (EV) Charging

There are currently 118 on-street EV charging points across 72 sites in Westminster from four different competing suppliers, as well as 21 Ubitricity Lamp Column points which are recent additions. In addition to this there are a further 44 charging points available for the 44 Westminster Car Club electric vehicles. Sales of EVs and their corresponding new registrations to Westminster

addresses (Figure 11) and plug-in hybrid vehicles (PHEVs) have continued to grow over the last couple of years and the City Council has tried to complement this growth by expanding the number of charge points available to drivers. There are currently 1473 active resident Eco permits.



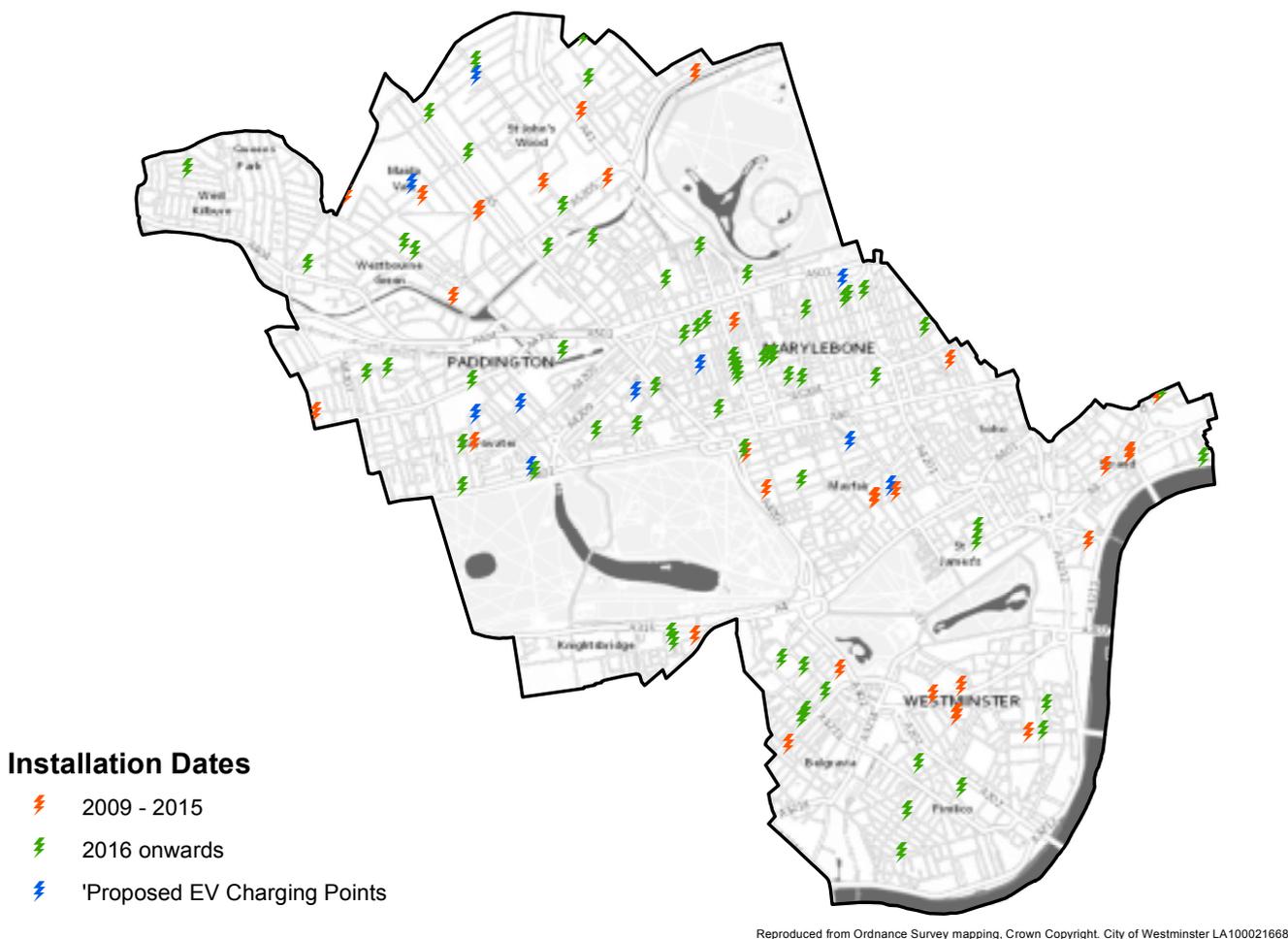
Figure 11 - EV Licensed Vehicles in Westminster



As of the end June 2017 there were over 900 licensed Electric Vehicles in Westminster. There has been a 600% increase in the number of licensed electric vehicles in Westminster since 2012. Between 2016 and 2017 alone there was a 59% rise in the number of licensed electric vehicles in Westminster, a rise of nearly 350 extra licensed vehicles.



Figure 12 – Total number of EV charging points within Westminster



What we did in year 2

- In June 2017 we implemented a diesel surcharge (an industry first) on visiting vehicles (pre-2015) who are paying to park in F parking zone. Since the start of the trial there has been a 6% reduction in the number of visiting cars paying to park in the LEN and a 12% reduction in pre-2015 diesels paying to park.
- Westminster became the first borough in the UK to enforce unnecessary vehicle idling by PCN under Road Traffic regulations, and have engaged with over 8,000 idling motorists this financial year educating them on the effects of unnecessary idling and air pollution.
- We have deployed dedicated Air Quality Champions across the City to support the work carried out by our on-street Marshals.
- We have held monthly Anti-Idling Action days where staff and volunteers have engaged with Idling drivers.
- We have grown our car club membership to over 11,000 members and over 25% of our car club fleet is now Zero Emission Capable (i.e hybrid). Our work in electrifying vehicles, with car club owner Zip Car, won the 'Parking Partnership Award' at the 2017 British Parking Awards.
- We approved the Westminster Walking Strategy and Action Plan for publication in early 2018.
- Westminster completed the Quietways between Bloomsbury and Southbank, and Hyde Park and South Kensington, and are currently progressing one between Bayswater and Edgware Road.
- 91 schools will have school travel plans in place. There are 17 schools with TfL STARS Accreditation; Bronze, 3, Silver 3 and Gold 11 and we are committed to encouraging sustainable travel in schools and will strive to encourage 100% of our schools to have a travel plan.
- Cycle training – 1177 children have been trained so far, with 849 of these completing the course in 2016/17, along with 837 adults.
- Dr. Bike was offered to the general public, as well as information about our training programme and other services, including our bicycle maintenance classes.
- The Council was awarded a "Parking Partnerships Award" for the collaborative work carried in partnership with Zipcar for the transition and electrification of the car club fleet and parking infrastructure. Westminster has the largest fleet of car share plug-in hybrid electric cars in London with dedicated charging points.

Play Streets – Marylebone Low Emission Neighbourhood

Play streets create a safe and fun outdoor playing environment for children in their local area. By temporarily closing the street or a portion of the street, children are encouraged to play and explore outside.

We will work directly with schools, residents and families with younger children to identify locations for play and potentially 'Play & Cycle' streets.

A Community Green street was trialled on 22nd September, on Luxborough Street which achieved excellent engagement with the University of Westminster and a local school.



CASE STUDY – THE DAILY MILE

Last year officers from the Sport, Leisure and Wellbeing team noticed an emerging campaign that is successfully engaging children to lead a healthy, active lifestyle from an early age by encouraging primary school pupils to walk or run a mile every day. It was also recognised that the Daily Mile programme sat perfectly with one of the city's flagship legacy events the Westminster Mile which took place in May. The Daily Mile is a simple and proven programme that complements the Government's new obesity strategy, delivering real change to a whole generation of young people.

The Daily Mile is far more than a Sport or Physical Education class. The programme delivers health and wellbeing benefits far beyond a child's physical metrics, improving concentration in the classroom and helping children learn. It is fully inclusive, resulting in transformational change in the physical, mental and emotional health and wellbeing of all participants. All children benefit, no matter their circumstances, age or ability and should help them towards a lifetime of sustainable travel activity.

The Daily Mile fits very well with Westminster's City for All pledges to provide all children and young people with at least an hour of physical activity a day, as well as vital work around the whole council approach to tackling childhood obesity. Pilot programmes have already been launched at Hallfield Primary and Ark Atwood and we hope to have 50% of schools participating by the end of March 2018.

CASE STUDY – CYCLE PARKING

As part of Westminster City Council's Cycling Strategy (2014), we install as many cycle parking stands per year as possible. The level of the current pavement provision is at a point where it is becoming difficult to find additional suitable locations where demand is highest. We continue to look at various methods of increasing provision, including space allocation in public realm projects and safe residential storage. There are currently 20 secure cycle parking facilities, such as bike hangars and cages, on housing estates within Westminster with an additional five being delivered in early 2018. A trial to install two secure bike hangars on the highway north of the borough was undertaken this year, to hopefully pave the way for more secure cycle facilities available on the highway. We look to install 100 cycle stands and at least 50 cycle hoops annually, in 2016/17 34 cycle stands were installed with a further 294 cycle stands and 65 hoops on order to be installed as part of the 2017/18 implementation.

School Engagement Programme

Air quality lessons were facilitated at six schools in 2017, and in two of these, we also ran an air quality filming project resulting in two promotional video's to be shared across the school community.

There is a dedicated Bike It Officer that will provide cycling activities to encourage active travel choices. There are 4 schools signed up.

Pedestrian training is available to all schools. So far, 2 schools from the Marylebone LEN have taken part and seen approximately 29 year 2 pupils and 28 year 6 pupils receive on-road training.



20mph limits pilot

20mph speed limits have been introduced at up to 40 schools throughout this year. This trial is part of our drive to create a safer, healthier and more pleasant environment.

The aim is to increase walking and cycling, and to make more vulnerable road users like cyclists, older people and school children feel safer.

The 20mph limits are being implemented in areas highlighted by a road safety review and as a result of residents' requests for speed restrictions.

Council officers and organisations have been visiting schools to deliver road safety education through theatre and workshops, lessons and on-road training. The theatre show was to inform pupils of the 20mph limits as well as to increase their awareness of their own road safety and reduce any distractions.

Still more to do next year:

- We will continue to monitor the effects of an emissions based parking policy on the demand for kerbside space.
- We will introduce a floating car club model to support of current fixed point operation to further increase the popularity and membership of car clubs amongst Westminster residents.
- We will continue to expand our EV charging point network to facilitate the growth in electric vehicle ownership.
- We will trial the introduction of Zero Emission Capable (i.e hybrid) taxi ranks in the city.
- We will install rapid charging points for Zero Emission Capable (i.e. hybrid) taxis in the city.
- We will ensure 10,000 motorists sign the **#DontBeIdle** pledge.

What you can do:

- Think about the form of transport you need to get to your destination.
- Can you walk or cycle there?
- Have you thought about joining the Westminster car club?
- Could you car share on journeys?



6. Making the best use of open spaces and improving local biodiversity

Our latest audit shows we have a total of 204 open spaces, the majority of which offer free access to the public. This means Westminster is able to provide more than the national average amount of publicly available open space, with 2.17 hectares per 1000 resident population.

Westminster has a high proportion of Sites of Interest for Nature Conservation (SINC) designations compared to other local authority areas, especially within London, with 32 sites equating to 77% of our total open space. The number of green walls and roofs are steadily increasing, creating more green

space aiding air quality and biodiversity, as well as making people feel happier. While these new green spaces are broadly spread out across the city, we do have some areas of wildlife deficiency; something that our new Green Spaces and Biodiversity Strategy (2017) aims to tackle moving forward.

'City for All' Year 3

Build Westminster's reputation as an environmentally friendly city by bringing forward a new Open Spaces and Biodiversity Strategy to make sure the city's green spaces remain world class. Create the first new play streets within the Marylebone Low Emission Neighbourhood, where children can enjoy playing without harmful emissions. And roll out the first green business club across Westminster, making it easier for businesses to make their buildings more energy efficient.

'City for All' Year 3

Create seven new horticulture hubs, bringing people together in schools and community spaces to grow their own food. We will also offer community gardening and education at eleven additional sites, demonstrating the clear link between nature and a healthy life as part of our programme to tackle the unacceptable level of childhood obesity in our city.

Figure 13 - Total Number of Green Walls and Roofs

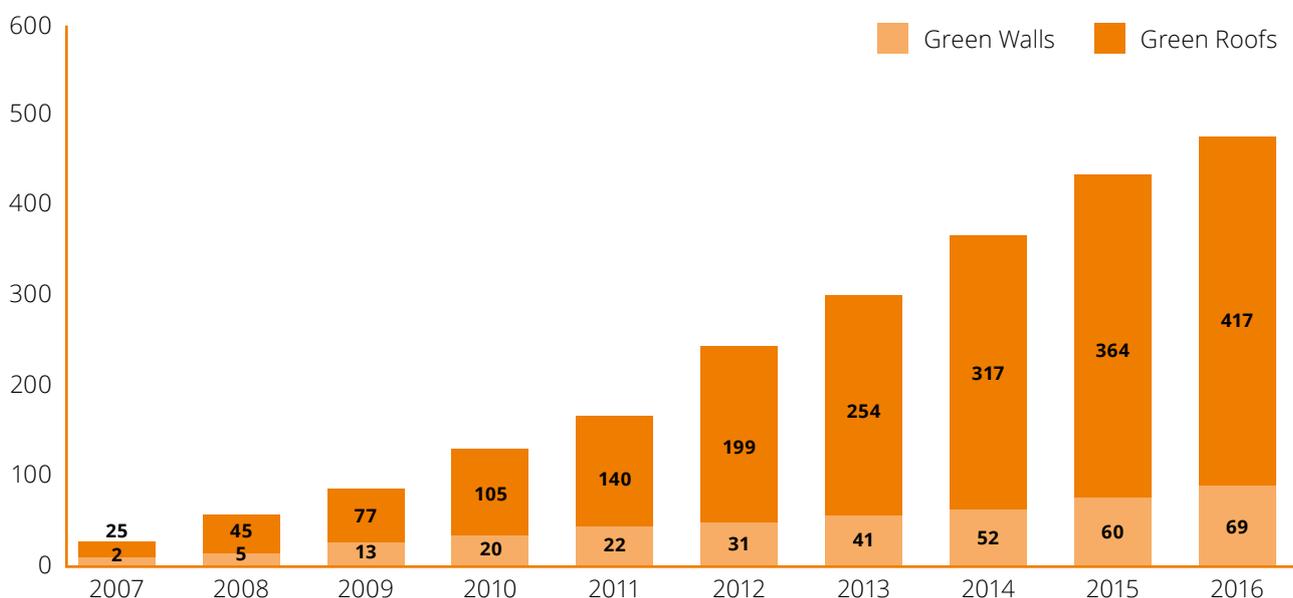


Figure 14 – Number of Green Walls and Green Roofs | 32 Green Flag Awards

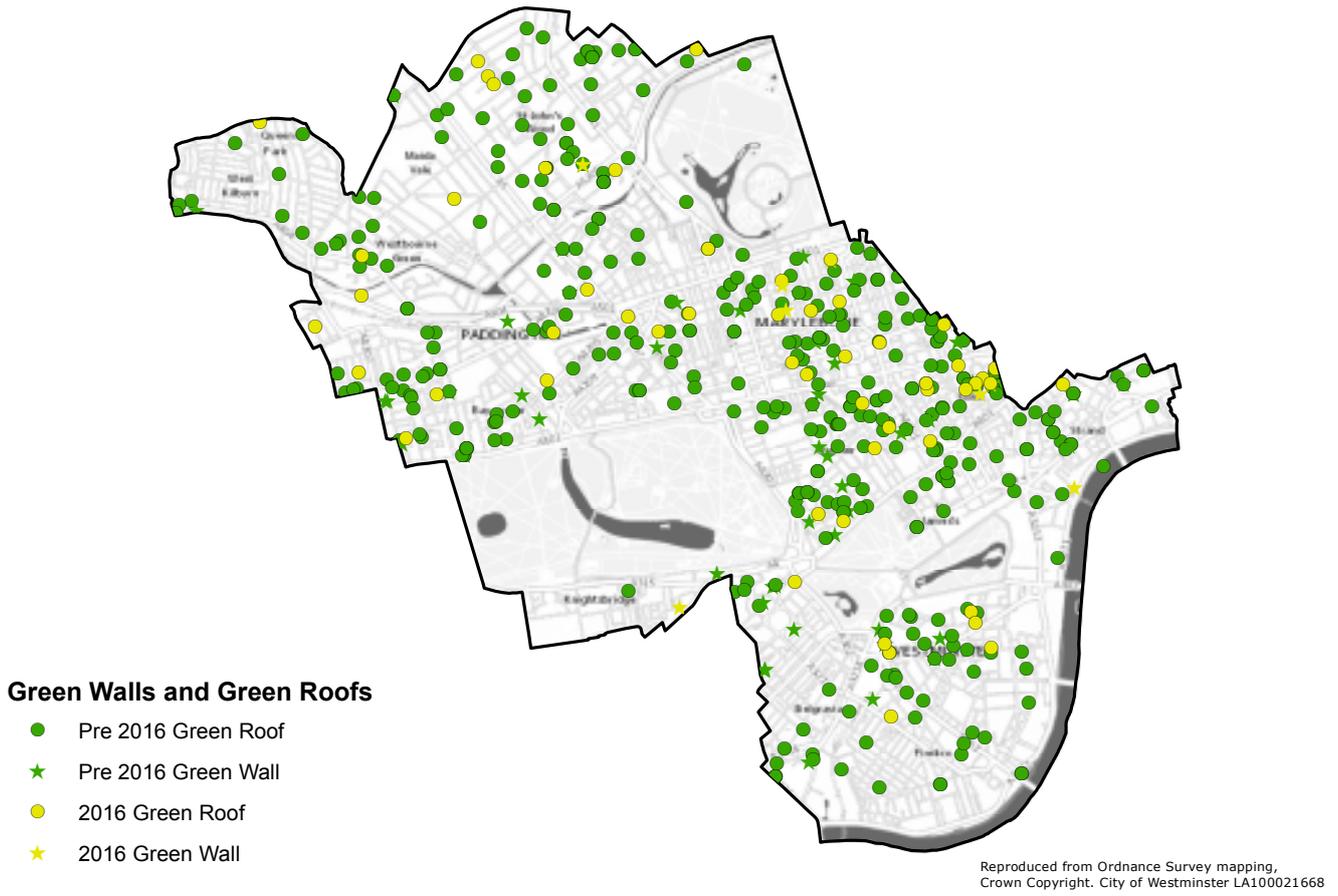
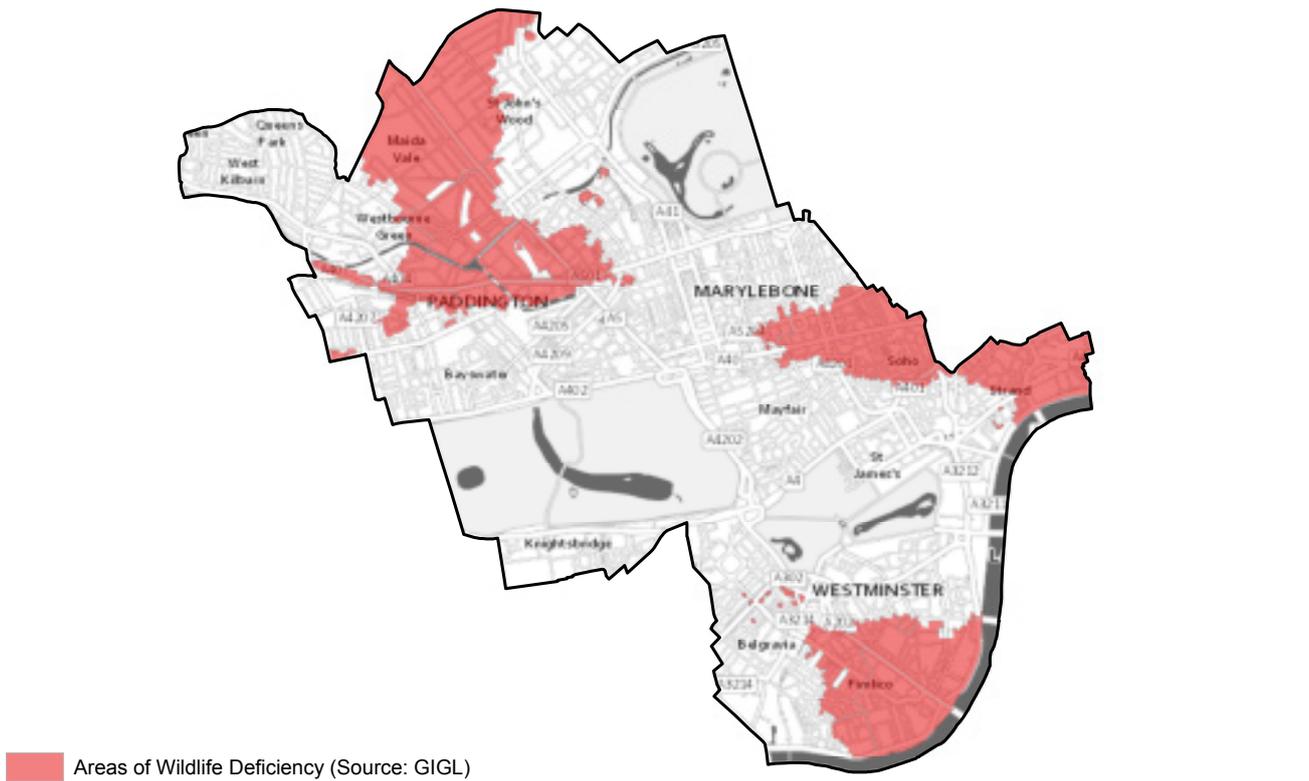


Figure 15 – Access to Wildlife (SINCs), Wildlife Deficiency Areas in Westminster

Deficiency in Access to Wildlife Map



What we did in year 2

- A new, combined strategy for Open Spaces and Biodiversity is being produced and will be launched for public consultation before the end of 2017/18. The draft strategy will outline how the council, its partners and the local community can all work together to protect, enhance and make the most of Westminster's open spaces, green infrastructure and wildlife.
- The wildlife area at Paddington Recreation Ground has been extended and further developed, enabling more children than ever to benefit from opportunities to learn about nature, through our Forest Schools programme.
- The number of children (Little Green Giants) participating in our outdoor learning sessions in 2017 are:

	Session Participants
April	422
May	1139
June	2503
July	923
August	471
Total	5458



- Participants visit either the Environmental Area at Paddington Recreation Ground or our residential Outdoor Learning Centre at Sayers Croft in Surrey. At both sites we deliver a wide range of outdoor sessions that encourage engagement in and understanding of natural spaces. We expect to reach 7,000 little green giants in 2017.
- Recognising the challenges around providing adequate space for play in the City, we are proposing a pilot scheme – Active Streets – to restrict traffic in designated places at specific times, to offer additional play space for children to get active.
- We are extending our Community Food Growing project to deliver several new sites focusing on Housing Estates around the city.
- As part of the work to develop the new Open Spaces and Biodiversity strategy it was identified that we need a targeted approach to supporting the city's wildlife, working directly with local partners. As a first step we are working to establish a joint task group with Royal Parks colleagues, which will work on developing specific actions and priorities which can be delivered at a local level within the next two years.
- We have worked with developers, landowners and other local partners to deliver additional green infrastructure sites, continuing our trend of year on year increases.

Still more to do next year:

- Build policy on living roofs and green infrastructure on new development into the City Plan revision.
- Continue to support BIDs and landowners to deliver green infrastructure.
- Ensure that when key services are being procured, they take on board the biodiversity impacts.
- Work with partner organisations and deliver ten new green infrastructure projects within housing estates and private developments.
- Deliver new green infrastructure as part of the Church Street regeneration.

What you can do:

- Support wildlife by hanging a bird feeder and planting bee-friendly flowers.
- Water communal plants and street trees with your waste water during droughts.
- Visit and enjoy our parks and open spaces.



7. Managing water use and flood risk

In Westminster, water is needed for human consumption, dust damping, washing and cleansing, waste removal, and watering planting. Our current demand for water is unsustainable, and as the number of Londoners increases and summer rainfall decreases, there are challenges to meet demand.

As well as using water, the water courses we have transport goods, people, and waste and the demand on this is likely to increase.

Westminster is well protected against tidal flooding with the Thames Barrier, but during periods of extreme weather events, which are anticipated to increase in frequency and intensity, heavy rainfall is

the most likely source of surface water flooding. The Council, and partners have a role to play in managing this risk and improving the resilience of people and property to future flooding. New developments can help mitigate this by complying with planning policies designed to improve drainage locally through the introduction of sustainable urban drainage schemes (SUDS).

Figure 16 - London Fire Brigade Flooding Call Outs

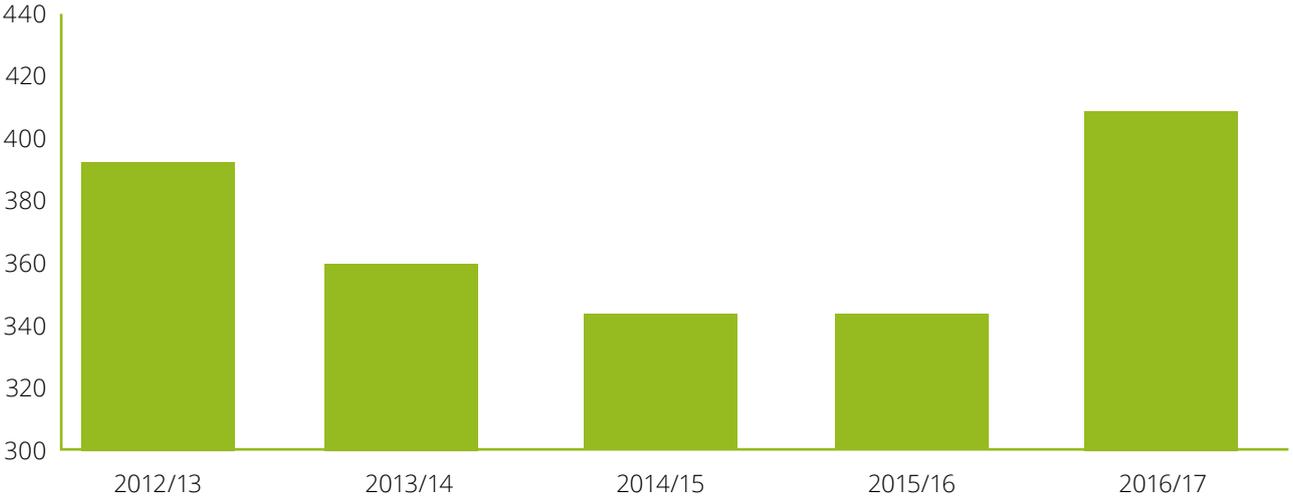
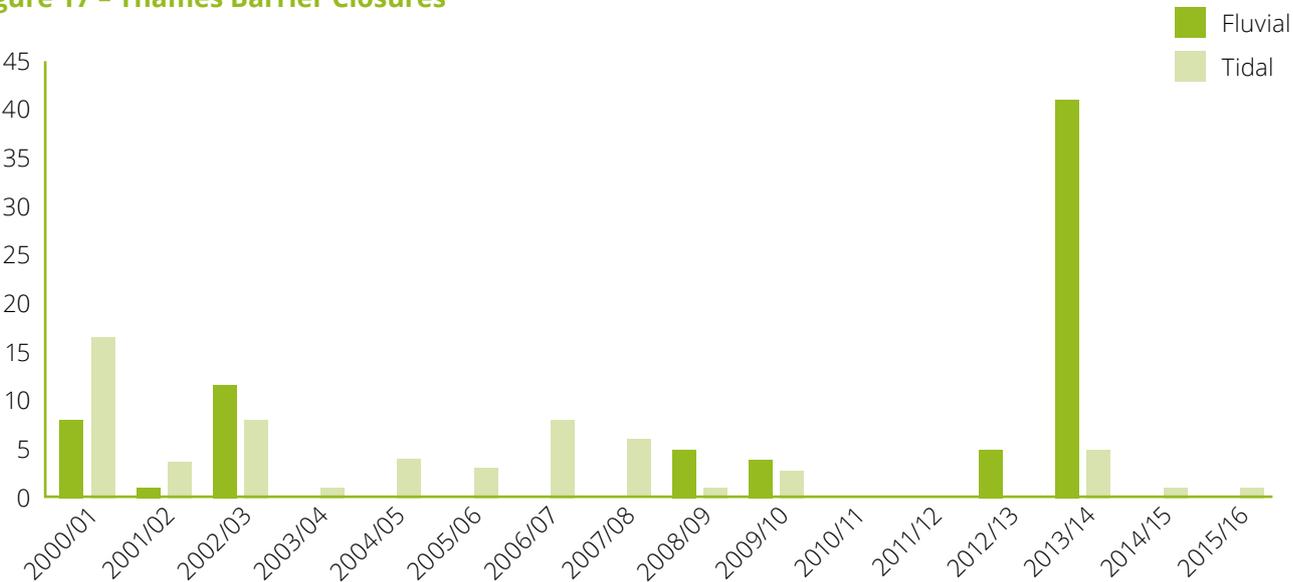


Figure 17 - Thames Barrier Closures



Only closed once in 2015/16 as a result of a tidal flooding incident.

Still more to do next year:

- Continue to promote water efficiency.
- Work with Thames Water to roll out their water meter programme to all residents.
- Review Westminster's Strategic Flood Risk Assessment.
- Review local flood risk strategy.

What you can do:

- Don't buy bottled water but use re-usable containers to drink tap water, saving plastic waste, air pollution and carbon emissions (as well as your wallet).
- Install a water butt at home to water plants with collected water.
- Only fill your kettle with the water you need.
- Report leaks straight away.
- Order some free water saving devices from watersavingdevices.thameswater.co.uk

CASE STUDY – GULLY CLEANSING

In July this year FM Conway took over the gully cleansing contract and the whole gully service is being reviewed in 2017/18 with the aim of improving the service by making sure that the service:

- Has a strategically developed gully cleaning regime in place.
- Integrates with our known surface water flooding 'hotspots' derived from flooding models to minimise the risk of surface water flooding;
- Has in place protocols so that the drainage team has advance notification of a heavy rainfall event and can put in place measures to mitigate the risk of surface water flooding.

Since taking over the service in July to clean the 16,500 gullies in Westminster, F M Conway has cleaned approximately 25% of the total gully stock, which should greatly improve the way water drains from our city.

Some of the more unusual findings and requests the Gully Cleansing Crews have become involved with include: –

- Retrieving weapons at the request of the police.
- Retrieving personal property for the public e.g. car keys, mobile phones etc.
- A gully near Oxford Street was found to be filled with five full sand bags.
- Number plates found in gullies.

In terms of innovation, 95% of a gully's content is recycled. The waste from each gully is taken to F M Conway's drainage treatment plant where the first stage of the process is to separate the solids and liquids. The two waste products are then fed into a waste classifier and segregated further by splitting the waste into solids, organics, and water.

The recovered sand is reused, and 'litter' taken for further segregation and recycling, and the organics taken for landfill capping. The water is filtered through processes to remove suspended particles, hydrocarbons, and sludge. The extracted sludge solids get pressed and formed into a filter cake used for landfill capping and the hydrocarbons are collected for processing as a fuel source. The clean water remaining is used to wash sustainable recycled aggregate used for building and construction.

8. Ensuring that sustainability is delivered through economic development

London's green economy continued to grow between 2008 and 2013 in contrast to national growth trends. Over 9,200 green businesses in London (18% of the national total) now employ over 163,500 people.

This sector was worth approximately £25.4bn to London's economy in 2011/12, and has grown by more than 5% over each of the last two years, one of the quickest growing sectors in London. The same study shows that this growth is predicted to continue to the end of the decade by approximately 6% per year. Within London this sector includes financial institutions trading on carbon, consultancies and small start-up energy efficiency companies. It is a high value sector which requires a range of skills. This is a longer term ambition but initial work is underway.

What we did in year 2

- Work closely with the local business community to help them undertake their Corporate Social Responsibilities (CSR) projects in Westminster.
- Developed our own sustainable procurement strategy.
- Launched the www.businesswestminster.com microsite. The microsite will host best practise and support for making your business more environmentally friendly.
- Started developing sector profiles for key sectors within Westminster. An initial profile has been created for the Green Economy. A sector engagement event will take place in 2018/19 as part of the wider roll-out of our Sector-based Employer Forums.
- Created a pilot project to support long-term unemployed into gardening, horticulture and landscaping jobs with the charity Groundwork London. The Economy Team is in the process of fundraising to scale up these activities.
- The Economy Team is in the process of creating a further 16,250 sq.ft of affordable workspace within Paddington. This space is not focused on a specific sector but could create affordable workspace for start-up Green Economy businesses. This is in addition to space at Impact Hub Westminster which houses businesses that have a positive environmental impact.
- Employed a Business Engagement Officer to work with businesses within Westminster to help shape their Corporate Social Responsibility plans.
- Launched the Connect Westminster project to provide businesses with micro-finance to help them get connected to gigabit capable broadband. This enables firms to work in a more environmentally friendly way through cloud computing, going paperless, agile working, etc.
- Below is an update on consequential improvements to business connectivity in Westminster:

Number of applications	86
Number of SME's who have applied	84
Total funds committed to date	£144,028.50
Download speed uplift for new applicants (%)	903%
Upload speed uplift for new applicants (%)	1657%

* To download a 50GB 4k film it would take 7hrs 3minutes on the average pre-scheme download speed. With the average new download speed it would only take 39 minutes.

Still more to do next year:

- Work with universities to develop research projects that can support the delivery of environmental objectives.
- Undertake a business case to develop an “EnviroHub” in Westminster, to be a centre of excellence for new environmental start-up companies.
- Create dedicated pages of the Business Unit microsite to better signpost businesses to the wide array of support available in London and nationally for making your business environmentally friendly.
- Fundraising to scale up the pilot project to support long-term unemployed into gardening, horticulture and landscaping jobs. Should fundraising be successful the pilot project will be expanded.
- Work closely with the local business community to help them undertake their Corporate Social Responsibilities projects in Westminster
- Launching an Enterprise Space at Paddington Exchange to create affordable workspace that could be utilised by the sector.
- Host a sector engagement event for Green Economy businesses to understand in greater detail the needs and opportunities of the sector.

What you can do:

- Get involved with the environment sector.
- Support businesses that operate responsibly.
- Businesses can join BIDs to share best practice and resources.
- As a business close doors to keep heat during winter and cool air in summer.
- Use your purchasing choices to buy responsible goods and services.

CASE STUDY – SUPERFAST BROADBAND

We launched ‘Connect Westminster’ in 2017, and the first upgraded connection has been delivered. Below is an update on improvements to business connectivity in Westminster.

To download a 50GB 4k film it would take 6hrs 37 minutes on the average pre-scheme download speed. With the average new download speed it would only take 34 minutes.

Number of applications	74
Number of SME's who have applied	69
Total funds committed to date	£124,717
Download speed uplift (%)	953%
Upload speed uplift (%)	1729%

9. Communicating and encouraging people into environmental action

Effective communications plays a vital role in helping to achieve the council's vision for a sustainable Westminster.

It demonstrates the council taking the lead, and strengthens our position when lobbying central government. Our communications work encourages those in Westminster to adopt more environmentally-friendly behaviours such as recycling more and not dropping litter, taking steps to protect and improve their health, and everyone's environment.

'City for All' Year 3

📍 Create seven new horticulture hubs, bringing people together in schools and community spaces to grow their own food. We will also offer community gardening and education at eleven additional sites, demonstrating the clear link between nature and a healthy life as part of our programme to tackle the unacceptable level of childhood obesity in our city.

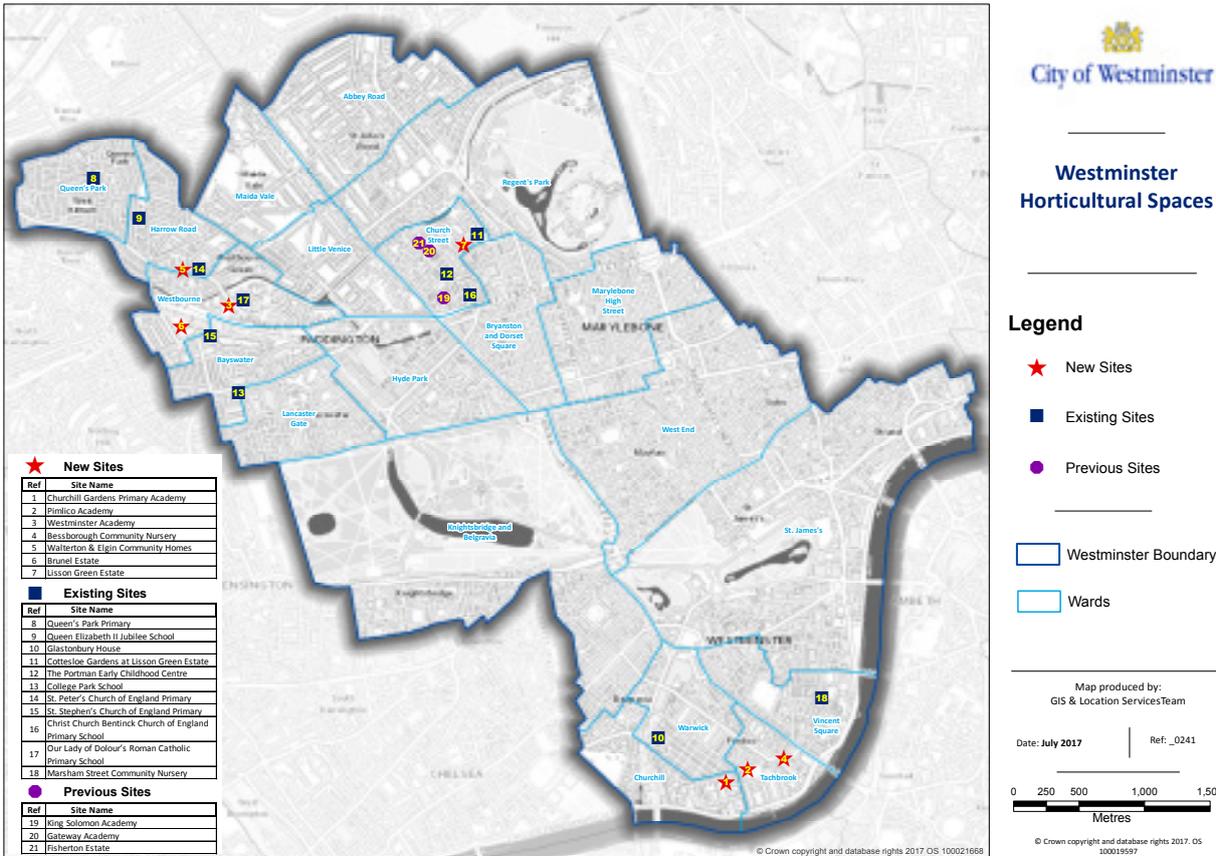


CASE STUDY – SEVEN HORTICULTURE HUBS, WESTMINSTER FOOD GROWING PROGRAMME

The Food Growing Programme is a service level agreement between Public Health and GPH, funded through the Tackling Childhood Obesity Together (TCOT) programme. The project aims to lead Westminster to becoming a place where communities grow and eat fresh fruit and vegetables and know what contributes to a healthy lifestyle.

The project will harness community engagement and be a chance for young people to develop new skills and enterprise. The seven new horticultural sites have been selected: three schools, one nursery and three housing estates all situated in areas of the borough with a high index of deprivation and a high population of young people.

Figure 18 – Horticultural Hubs Attendees



CASE STUDY – #DONTBEIDLE CAMPAIGN



Westminster suffers from the worst air pollution in the country and each year nearly 10,000 Londoners die from illness linked to poor air quality. It is the leading concern among residents and car emissions are a large part of the problem. In response to this Westminster City Council has launched a hugely successful **#DontBeIdle** campaign to encourage all drivers to switch off their engines when they are parked in the city. The campaign specifically seeks to raise awareness of the pollution caused by idling engines, create a social conscience amongst drivers and to permanently change driver behaviour so that they switch off their engines when parked.



With 9.9 million drivers in the capital and 370,000,000 miles driven in Westminster each year road transport contributes to over half of the most deadly emissions (NO_x and PM_{2.5}). Tackling air quality is a national issue and will take action at all levels to tackle the problem. But it's also a very local issue and the action that each individual takes every day has a big impact. We can improve air quality by changing behaviour, one driver at a time. Our campaign was informed by research conducted by world renowned scientists at Kings College. Poor air quality is linked to asthma, heart disease and lung cancer as well as other respiratory illnesses. A car idling produces up to 150 balloons of

exhaust emissions containing harmful chemicals like cyanide, NO_x and PM_{2.5} every minute.

The campaign will raise awareness of the dangers of engine idling amongst target audiences across different media. Directly interact with over 1000 idling drivers each month, getting them to turn off their engines, and permanently change their behaviour, and to date, over 14,000 people have been interacted with on this message while driving around Westminster. A key ambition is to get over 10,000 drivers to sign the **#DontBeIdle** pledge within a year. Conduct community led Idling Action Days and Roadshows each month promoting local awareness of the issue and to recruit Air Marshal volunteers to act as champions in their own communities to lead education.

This campaign supports the council's Greener City programme that will help to deliver its City for All vision. We will make Westminster an example to all, with cleaner air and widely prized open spaces that are the envy of the world.

The campaign has seen a number of departments from within the council come together to work on the campaign including Policy, Communications, Highways and Parking Services. It has also been supported by central government, TfL and involved work with various trade associations. As the campaign gathers pace this engagement will continue to strengthen and we hope to build on the existing base of volunteer engagement with 45 volunteers within three months and expected to rise.



CASE STUDY – LEN PARKLET COMPETITION

The LEN Parklet competition was delivered in conjunction with the University of Westminster to give students the opportunity to develop designs to develop a parking space into a park. WCC received seven excellent entries, showing a wide range of thinking on how greening could improve air quality in the LEN. The competition entrants had given consideration to sustainability of building materials, local

environment and how different planting could impact upon local air quality. The competition proved invaluable in building relationships with the university, and improving stakeholder engagement for the Marylebone Low Emission Neighbourhood. Two winning designs were presented to the LEN Steering group, and both were chosen as joint winners.



By Jinhyo Lee, Deependra Pourel, Sanjog Shrestha, Bernadette Widjaja



By Lukas Virketis

Still more to do next year:

- Review the council's internal environmental performance and staff engagement.
- Lobby the government on a fairer local deal for Westminster to address our energy needs and address air quality.
- Develop a digital engagement programme. This will include refreshing the council web pages and improved ways in which residents can interact with the council to share ideas.
- Develop an awards project to reward good environmental behaviour in the city.
- Include an environmental section into the ward profiles reports.
- Promote local environmental projects that could be delivered by ward budgets.
- Work with schools to deliver education packs for schools and colleges to involve young people on the environment.

What you can do:

- **#DontBeIdle!**
- Talk to people in your community about the local areas and its environment.
- Take part in environmental schemes and initiatives run by local businesses and the council.
- Report issues such as fly tipping and antisocial behaviour to the council.
- Suggest ideas to improve your neighbourhood to your ward councillors.





If you have any queries or want to get involved, please contact:

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Policy, Performance and Communications **020 7641 1021**

cjohn@westminster.gov.uk