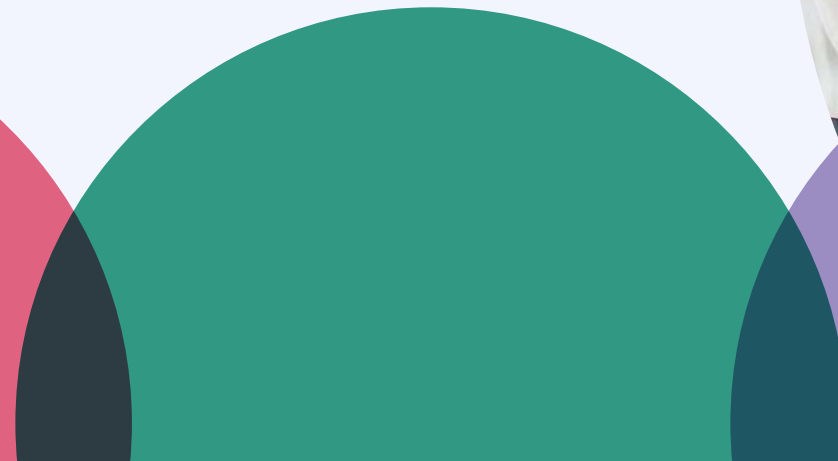


City for All

Vision and Strategy 2022/23



Our City for All

A City for All can only be created together

Westminster is known for its clean streets, excellent services and low council tax, but our biggest ambitions need partnership with our communities. This strategy sets out a plan for a world class City for All to be achieved by working together with you – our residents, businesses and partners – to ensure everyone has the chance to succeed in this special part of London we call home.

Some achievements are plain to see – we've provided an additional 1,190 affordable homes, installed more than 1,000 electric vehicle charging points, and supported more than 900 businesses with al fresco dining to help them bounce back from the past two years.

But there are less visible longer-term goals that are already seeing excellent results. Since 2019, we have cut 11% of council carbon emissions, helped more than 400 residents into jobs and connected 96% of estates to full fibre broadband – amongst other things.

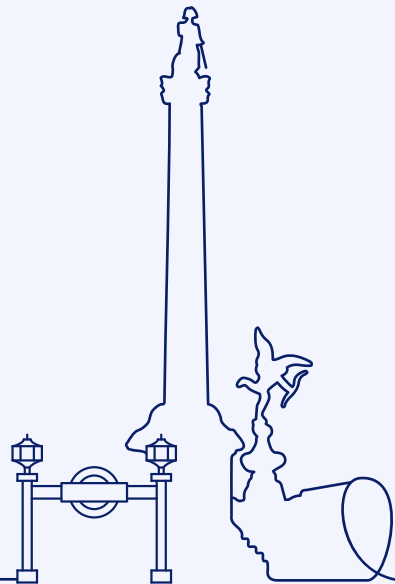
As Westminster evolves, there is always more to do. I am proud of the ambitions that we have for our communities and our city, and I hope you share my enthusiasm and determination by helping us deliver a City for All.



Cllr Rachael Robathan
Leader, Westminster City Council

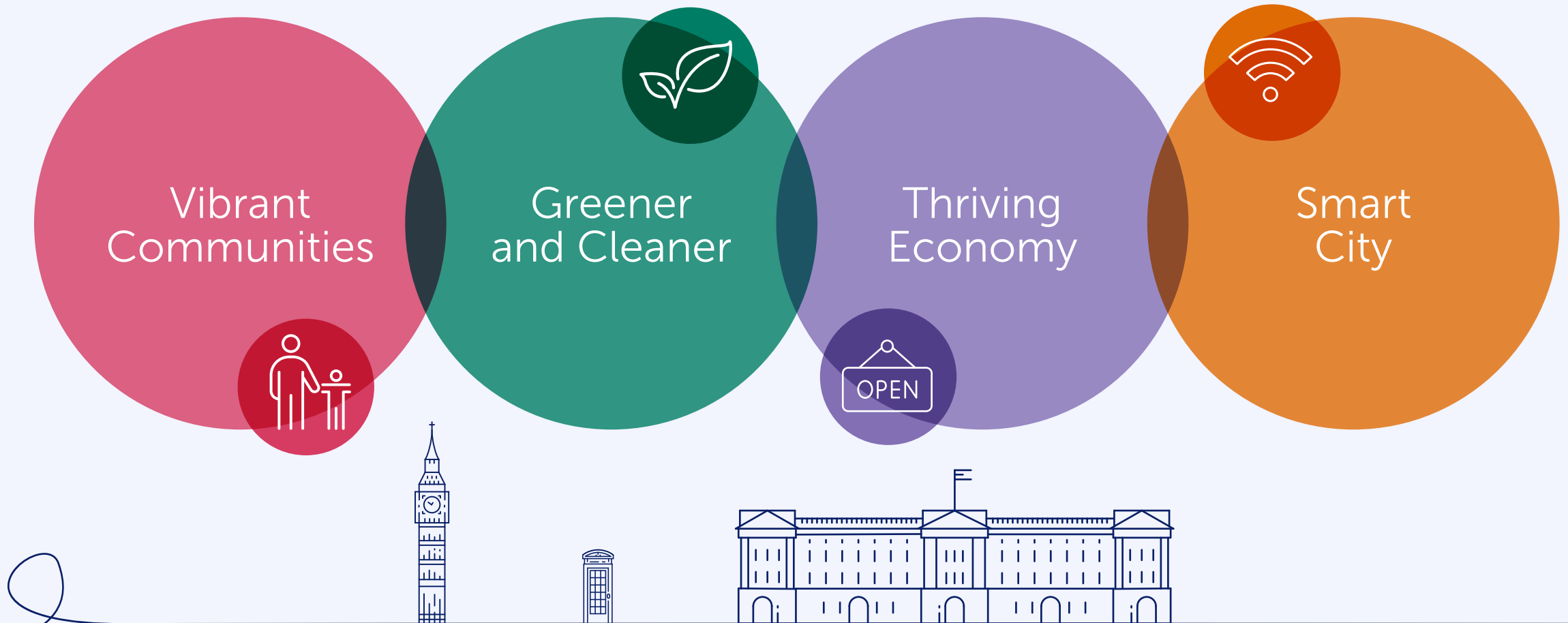


Councillor Rachael Robathan, Leader of the Council



Creating a City for All

City for All is our vision for Westminster that will improve people's lives for the better and help businesses thrive. The four 'pillars' below are based on what you tell us is important to you. This document sets out the steps we have already taken to deliver on these pillars, as well as our promises to all of Westminster's communities for the future.





650
rough sleepers
helped off the street

93%
of our **schools** rated
good or outstanding
by Ofsted

3,000
Westminster
Connects **volunteers**
gave 29,000 hours
of their time to help
their communities



Supported the
NHS to deliver
400,000
first, second and
booster vaccinations
to people in 2021



Provided over
1,190
affordable homes



Created
17,000
extra outdoor dining
seats to support 900
local businesses and
help an estimated
10,200
workers come off the
furlough scheme and
back into employment

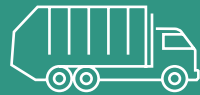
Helped thousands
of local businesses
access
£232m
financial support
grants



400
residents helped
into **jobs** through
our Westminster
Employment Service



100%
of our **young people** with special
educational needs or disabilities
secured employment after their
apprenticeships with the council



60
new **electric waste
collection** vehicles
– one of the largest
electric fleets in
the country

Became the first
local authority in
the UK to reach
1,000
electric vehicle
charge points



11%
reduction - totalling
5,067 tonnes - in
the council's **carbon
emissions** since 2019



28
Green Flag Awards
to parks and open
spaces in Westminster
in recognition of their
outstanding quality



Distributed over
5,600
laptops and computers to
help children **continue
learning** during lockdown



Over
250
young people attended
Digi Days workshops
to inspire future
careers in digital roles



Halved percentage
of households who
have no access to the
internet from 8% to 4%



96%
full fibre broadband
coverage in
social housing
across the city



Creating a City for All

Our refreshed City for All strategy was launched in March 2022 and we are already working hard to achieve our vision. Below are just some of the projects being completed, both within the next twelve months and in phases during the next few years...

Vibrant Communities

- Building 780 high-quality sustainable homes at Pimlico's Ebury Bridge estate in the next decade, half of which will be affordable.
- Launching a new service that helps young people transition to adulthood through employment coaching, housing support and a mental health offer.
- Enhancing our support this year for people sleeping rough to keep them off the street.
- Launching our new resident engagement approach so that every council housing resident can be part of shaping their community.

Greener and Cleaner

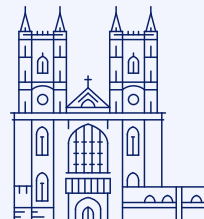
- Completing the roll out of food waste recycling services across the city by December 2022.
- Cutting emissions in up to 70 council buildings by 20% through retrofitting measures in 2022.
- Installing 300 more cycle storage spaces over the next year.
- Becoming the first local authority in the UK to charge our electric waste collection vehicles with energy generated from waste collected throughout the city.

Thriving Economy

- Using our £1m of funding to help the hospitality and leisure industries address their workforce needs and fill vacancies throughout 2022.
- Launching training and employability programmes throughout the year to help residents develop skills needed by Westminster's businesses.
- Consulting later in 2022 on our plans to make the Oxford Street District an attractive place that supports the local economy and responds to residents' views.
- Continue making Westminster's cultural attractions accessible through the Westminster Reveals programme later in the year.

Smart City

- Making it even easier to do business with us from 2022 onwards through a MyWestminster web portal and digital card giving residents access to a range of services in one place.
- Using local data on air quality issues to raise awareness of pollution and encourage sustainable travel this year.
- Helping people find and book physical and leisure activities more easily with our OpenActive data platform later this year.
- Use our voucher scheme in 2022 to help residents access full fibre broadband where it would not otherwise be provided.



Here's what we've heard

Creating a City for All means listening to you and acting on what you've told us. Through speaking with residents and from feedback in our City Survey, we know that your top priorities are clean streets, safety in our city and tackling homelessness and we're doing everything we can to tackle these issues. These are also some of the things that residents and businesses have been telling us are important..

"Affordable housing is important for preserving communities"

"Cultural awareness, gender inequality, intergenerational education, tackling racism and careers are important"

"I'm glad I joined the digital bootcamp. I gained more skills and have more confidence about my abilities to succeed"



"We need to look at the areas of the city that could benefit from more green spaces, be cleaner, feel safer, and have shops that are higher quality"

"Westminster has great tourist attractions, is diverse, with a lot to offer"

"Plenty of things to get involved in, like the parks and especially during lockdown. It was great to be able to walk through them"

"The new Wi-Fi has improved my interaction with clients, which is really important to my business"

"Some of the top challenges facing businesses are rental costs, reduced footfall, accessing financial support and attracting new customers"

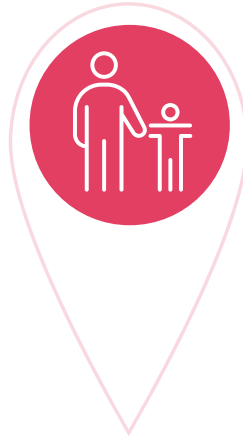


Vibrant Communities



Our vibrant
communities
should be safe,
happy and
healthy for all

The outcomes we want for our **Vibrant Communities**



Residents live in high-quality homes and affordable housing is built across the city.



Residents are healthy and live well for longer.



Children and young people have the best start in life.



People feel safe wherever they are in Westminster.



Vulnerable children and adults receive the best support to lead happy and successful lives.



We are giving our young people every opportunity for a bright future



We promised to build more homes in the city and make sure people can shape their local neighbourhoods to make Westminster one of the best places to live, work and play.

We have...

- ♥ Provided an additional 1,190 affordable homes since 2017 and started construction on the first 226 new homes at Ebury Bridge. This is the biggest building scheme of new affordable homes in south Westminster in more than 50 years.
- ♥ Successfully adopted the new City Plan, providing a 20-year blueprint for building more new homes, creating new jobs, and reaching net zero emissions by 2040.
- ♥ Worked with Fitzrovia, Soho and Queen's Park residents to make sure their priorities are reflected in their local neighbourhood plans.



Ebury Bridge residents enjoy a summer community day at EdgeFest 2021

Next, we will:

- ♥ Complete our Lisson Arches, Luton Street, Parsons North and Fisherton Street development schemes, which are part of our wider plans for Church Street.
- ♥ Continue to deliver more affordable homes across the city, including 780 high-quality sustainable homes at Pimlico's Ebury Bridge estate.
- ♥ Support more local groups in bringing forward neighbourhood plans.
- ♥ Involve local communities in planning processes and provide new guidance to developers.



We promised to support our communities through the pandemic, expand Westminster Connects, and do all we can to boost the city's recovery.

We have...

- ♥ Invested £3.75m to tackle issues caused by the pandemic in housing, employment, mental health and the built environment.
- ♥ Listened to our communities' concerns about COVID-19 vaccines and organised events with health experts to answer their questions.
- ♥ Organised workshops to help more than 1,000 children and young people deal with the physical and mental impacts of COVID-19-related school interruptions.
- ♥ Distributed nearly 400 food parcels through our libraries to support children who receive free school meals.
- ♥ Supported more than 1,000 residents by employing community health workers to work closely with GPs.



Westminster resident receiving her vaccination

Next, we will:

- ♥ Work with our residents, NHS, voluntary sector and community partners to make sure everyone in Westminster is healthy and can easily access health and care services.

Deployed
3,000
Westminster Connects
volunteers to provide
29,000 hours of support
to nearly **68,000**
residents

We promised to support people who are vulnerable to live independently and to make sure children and young people have the best start in life.

We have...

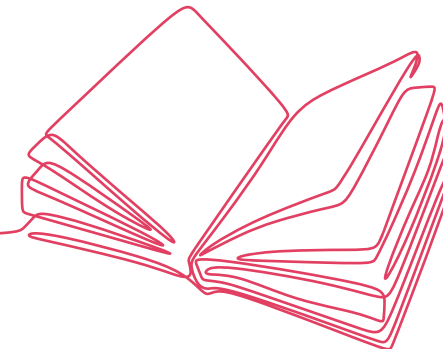
- ♥ Used our Supported Internship programme to create over 40 roles for young people with special educational needs and disabilities, both at the council and with local employers to help them build their skills and experience.
- ♥ Worked with people who use our services to create and publish guidance for residents with dementia, their carers and their families that will help them live fulfilling lives for as long as possible.
- ♥ Designed a new early years help service with parents and carers to improve children's school readiness and communication skills.



Libraries such as Victoria offer activities and events for all age groups

Next, we will:

- ♥ Launch a new service that helps young people transition to adulthood through employment coaching, housing support and a mental health offer.



We promised to keep Westminster safe for residents and visitors and take action against those that flout the rules.

We have...

- ♥ Reduced anti-social behaviour across our estates by taking legal action against the people involved.
- ♥ Launched our Night Stars, a new volunteer night safety service that builds on Soho Angels and is operated in partnership with St John Ambulance, to help people stay safe on a night out.
- ♥ Provided greater support for women and girls who have experienced abuse or harassment through our new Violence against Women and Girls Prevention Strategy.
- ♥ Worked with police to take enforcement action against nuisance pedicab drivers while supporting regulation efforts to drive unscrupulous drivers off the road for good.
- ♥ Called on the government to grant the council more powers to regulate irresponsible short-term lets.



Our Night Stars provide vital assistance to those needing help on a night out

Next, we will:

- ♥ Create a public forum for residents to discuss and resolve their concerns with the voluntary sector, health organisations and the Metropolitan Police.
- ♥ Keep Westminster safe by working with residents and partners to create an action plan for tackling anti-social behaviour.

Worked with the Met Police to bring
50
extra police officers to the West End

We promised to work with communities to create amazing public spaces.

We have...

- ♥ Introduced the Aldwych two-way traffic flow system in August 2021, which permanently removed traffic from the Strand to improve air quality and create an amazing public space.
- ♥ Restored and revitalised Hanover Square Gardens to ensure Westminster's historic places remain attractive and welcoming.
- ♥ Regulated busking and street entertainment to support street entertainment artists while protecting residents and businesses from excessive noise and overcrowding.
- ♥ Made our planning committee meetings more accessible by introducing online and in-person options.
- ♥ Opened sections of the Church Street 'Green Spine', bringing nature to residents' doorsteps, providing space for people to meet safely, and improving air quality.



A temporary skate park was installed on the Strand when it was closed to traffic

Next, we will:

- ♥ Continue to work with residents, businesses, and partners to make local neighbourhoods, such as Paddington, Harrow Road and Victoria, better for those who live, visit and work there.



We promised to improve our housing services and improve private renters' housing standards.

We have...

- ♥ Consulted with our tenants and leaseholders and will be acting on feedback from 1,800 residents to improve and tailor our housing services.
- ♥ Increased the number of front-line housing officers by one-third to respond to residents more quickly, doubled the number of repairs surveyors, boosted the number of leasehold advisors and created new resident advocate roles for our estates.
- ♥ Developed over 100 resident-led plans that help to set local priorities for your estate and deliver the changes needed to address them. So far, we have completed over 400 out of the 553 actions agreed with our estate residents.



More housing services officers are making it easier than ever to meet residents' needs

Next, we will:

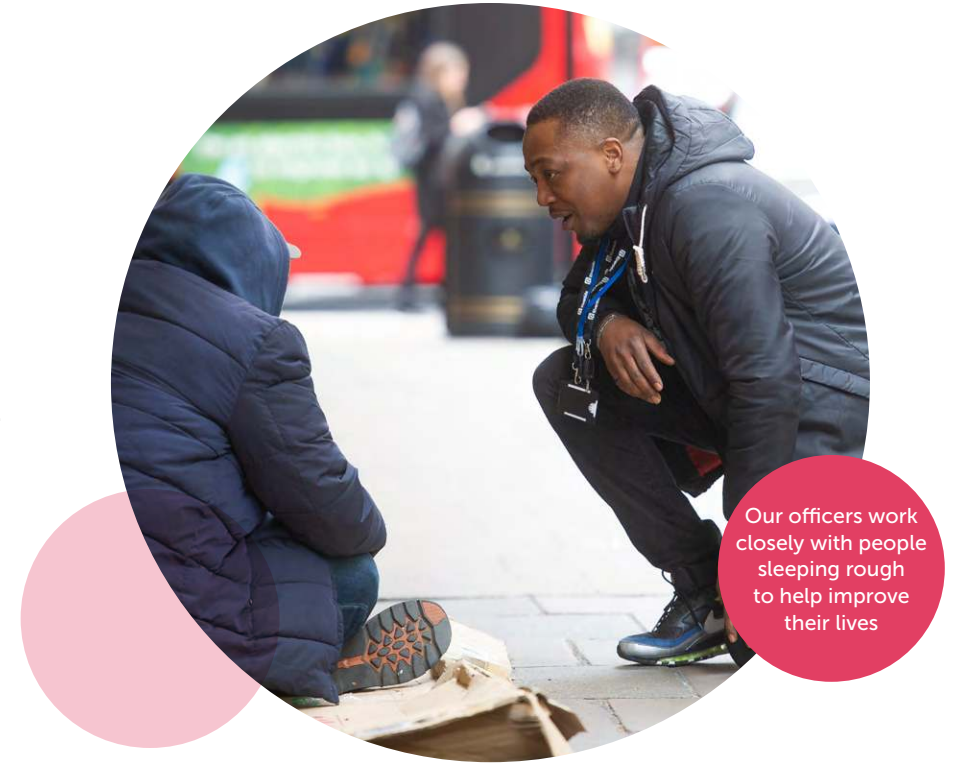
- ♥ Launch our new resident engagement approach so that every council housing resident can be part of shaping their community.



We promised to get more rough sleepers off the streets and into long-term housing and employment opportunities.

We have...

- ♥ Secured £10m funding to support people who experience a range of issues such as homelessness, ill mental health and domestic abuse.
- ♥ Decreased the number of people sleeping rough by 50%, from 389 to 187, since 2019.
- ♥ Helped more than 30 people who were homeless or sleeping rough into employment through our Westminster Employment Service and partnership work with Beam.
- ♥ Helped 650 people sleeping rough off the streets into accommodation.



Our officers work closely with people sleeping rough to help improve their lives

Next, we will:

- ♥ Enhance our support for people sleeping rough to keep them off the street by addressing other issues they experience such as domestic abuse, addiction or ill mental health.

The number of people sleeping rough in Westminster has decreased by nearly **50%** since 2019

City for All in action

Supporting people throughout COVID-19

During the pandemic, we have offered routes back in to training or work with Beam – an employment service dedicated to helping the homeless.

Lawrence had been sleeping on the street and was living in a homeless hostel when he was referred to Beam. A crowd-funding campaign was immediately set up to help him get on track to become a trained railway engineer. £4,500 was eventually raised, enough to cover the training, travel and equipment to start his journey into work.



Lawrence is now a railway engineer following the support he received

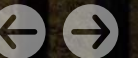
An inclusive Westminster means providing support to everyone that needs it



Greener and Cleaner

Visitors choosing environmentally-friendly ways to explore Westminster

We will be greener and cleaner by becoming a net zero city by 2040



The outcomes we want from a **Greener and Cleaner** city



The city is resilient to climate change's extreme weather effects.



Westminster is a net zero carbon council by 2030 and a net zero city by 2040.



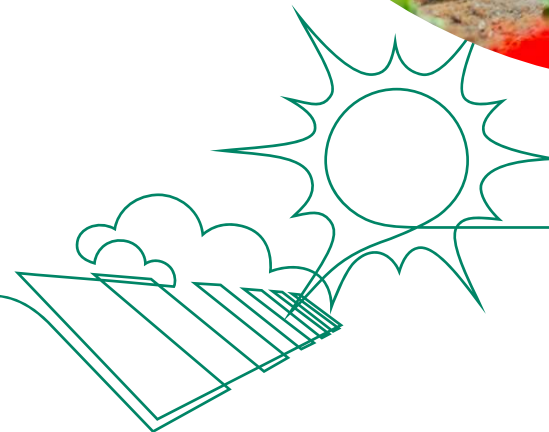
Cleaner air that benefits people's health and wellbeing.



Streets, parks and open spaces are safe and clean places that improve physical and mental health.



Residents planting flowers as part of Church Street's new 'Green Spine'



We promised to reduce council and city-wide emissions to meet our 2030 and 2040 net zero carbon targets.

We have...

- Engaged with hundreds of residents and businesses to create jointly our Climate Action Plan for reaching our net zero carbon targets.
- Achieved an 11% reduction, totalling 5,067 tonnes, in council emissions compared to 2019.
- Worked with residents and businesses to develop the Environmental Supplementary Planning Document, ensuring new developments and refurbished buildings cut down on emissions.
- Been awarded Green Flags for 28 of the parks and open spaces that make up the lungs of our city.

Next, we will:

- Retrofit up to 70 council buildings to cut up to 20% of their emissions.
- Adopt an ambitious Sustainable City Charter that encourages and supports businesses to reduce carbon emissions.
- Work closely with partners and residents in a ground-breaking Climate and Air Quality alliance to tackle the climate emergency and poor air quality.
- Publish a new Climate Adaptation Plan that outlines actions for reducing the impacts of climate change and extreme weather events.



Our estates have been repeatedly recognised for their green credentials

We promised to recycle more, improve waste management and help people make their homes more energy efficient.

We have...

- ♥ Expanded our food waste recycling services and made the West End's street sweeping vehicles fully electric.
- ♥ Piloted solar compactor bins to test how we can make our waste collections more efficient.
- ♥ Secured over £4m from the government to help residents make their homes more energy efficient through measures such as wall insulation and electric storage heater upgrades.
- ♥ Started retrofitting council homes to improve their energy efficiency for future occupants.

Next, we will:

- ♥ Complete the roll out of food waste recycling services across the city by December 2022.
- ♥ Become the first local authority in the UK to charge our electric waste collection vehicles with energy generated from waste collected from our homes and businesses.
- ♥ Completely electrify our residential waste collection fleet and work with Veolia to use zero-carbon vehicles when delivering collection bags to businesses.
- ♥ Help residents improve their homes' energy efficiency and cut energy costs through our Green Homes advice service.
- ♥ Develop and agree a clean energy plan for our social housing estate.



One of our street cleansing team with an electric waste collection vehicle

We promised to make environmentally-friendly travel options more easily available for residents.

We have...

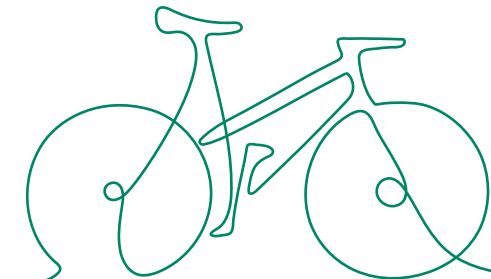
- 📍 Installed more than a thousand electric vehicle (EV) charging points for private and commercial vehicles throughout Westminster, making it easier to switch to cleaner vehicles. We're also on course to install hundreds more, making green transport a practical option for everyone.
- 📍 Extended our Zipcar contract to make more car and van sharing options available for residents and visitors, meaning less traffic and less air pollution.
- 📍 More places for cyclists to store their bikes thanks to over 130 cycle hangars on our streets and estates. In total, that's nearly 800 spaces for residents to keep their bikes safe and secure.



Cycle lanes are making green travel an easier option for all

Next, we will:

- 📍 Install 500 more EV charging points in 2022 for private and commercial vehicles.
- 📍 Install 300 more cycle storage spaces over the next year.
- 📍 Consult on proposals for new cycle routes in areas of the city where it works for residents.



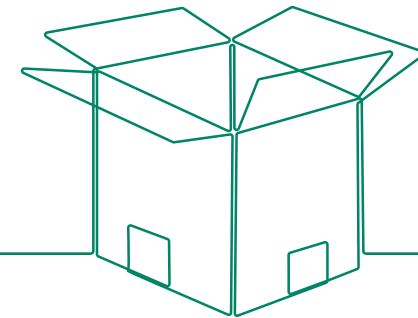
We promised to work with industries and businesses to reduce traffic, leading to better air quality.

We have...

- 📍 Developed a pilot for bookable kerbside locations to help make parcel deliveries more efficient and reduce air pollution from engine idling.
- 📍 Made parcel deliveries more efficient thanks to a Park Lane 'delivery consolidation' hub.
- 📍 Worked with businesses and landowners to start freight consolidation schemes on Savile Row, where deliveries have been re-timed to reduce congestion at busy times.

Next, we will:

- 📍 Work with the logistics industry to access bookable, fast-charging bays for their electric delivery vehicles.
- 📍 Influence the design and delivery of Transport for London's Central London Zero Emission Zone.
- 📍 Work with businesses to introduce cargo bike schemes that can help reduce their environmental impact.
- 📍 Identify suitable sites for 'last mile delivery' hubs to reduce traffic and encourage the use of greener transport modes such as cargo bikes.



We promised to work with the community to improve air quality throughout the city.

We have...

- ♥ Worked successfully with residents and the local Marylebone Station Environmental Action group to encourage the government and train operator to use fewer polluting trains at Marylebone Station as the first stage of ditching diesel trains.
- ♥ Consulted on and published our revised Code of Construction Practice, which will reduce air pollution and loud noise from construction work.
- ♥ Used a Smogmobile on the Strand and Regent Street on Clean Air Day to raise people's awareness of pollution's negative impacts on health.
- ♥ Implemented ten School Streets to encourage pupils to walk and cycle on school journeys.
- ♥ Helped young people with special educational needs and disabilities to feel confident travelling to school or college using public transport.

Next, we will:

- ♥ Continue expanding our School Streets in consultation with residents, monitoring their impact to make sure they work for everyone.



Air quality marshals with the Smogmobile on the Strand

City for All in action

Community engagement with the climate emergency

During the last year, we have raised awareness of the scale of the climate emergency. In July and November 2021, we partnered with PwC to hold two 'carbon bubble' events at Westminster Cathedral Piazza and Trafalgar Square to show how big one tonne of carbon dioxide is. We spoke to interested visitors and encouraged them to reduce their personal carbon footprint.

We also collected feedback and ideas from more than 250 residents and businesses throughout the summer to co-develop our Climate Action Plan, which was published in November 2021. We set up stalls at community events across the city and asked people their opinion on the most important actions needed for tackling climate change.

We are all working together to reduce carbon emissions and tackle the climate emergency



School children at one of our carbon bubble events



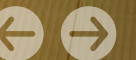
Thriving Economy



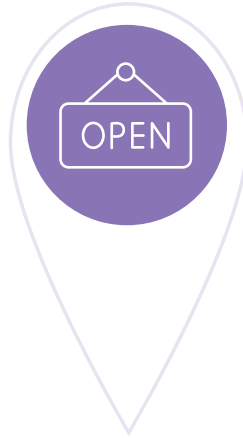
A thriving economy means benefits for everyone in the city



Artist Lakwena takes over Temple Roof Garden, creating a free exhibit for visitors



The outcomes we want from a **Thriving Economy**



Residents secure high-quality education, employment and training opportunities.



Residents and local businesses share the benefits of sustainable economic growth.



Westminster is a destination of choice for employment, business and tourism.



Paige, a council Kickstarter, who went on to secure a permanent role



We promised to support residents of all ages to access jobs and training opportunities and help businesses grow and prosper.

We have...

- ♥ Helped more than 400 residents into local jobs since January 2021 through our Westminster Employment Service.
- ♥ Helped to cut Westminster's youth unemployment rate in half by providing quality education, employment and training opportunities and support.
- ♥ Supported recruitment drives for sectors where there is a skills shortage, including full fibre broadband installation and hospitality businesses.
- ♥ Coordinated with the Westminster Adult Education Service and partners to get residents into jobs or training for the skills employers need.



Our staff work hard to help residents into employment

Next, we will:

- ♥ Use our £1m funding to help the hospitality and leisure industries address their workforce needs and fill vacancies.
- ♥ Help residents develop the skills needed by Westminster's businesses by launching new training and employability programmes.



We promised to improve our engagement with young people and connect them with good jobs.

We have...

- ♥ Created over 100 employment opportunities through the Kickstart apprenticeship scheme.
- ♥ Established a Youth Employment Coordinator role to reduce the number of young people who are not in education, employment or training.
- ♥ Co-designed with young residents our Westminster Business Library, which has dedicated co-working space, events and support for young people.
- ♥ Created activities for over 450 young people through our City Lions programme, which breaks down barriers to the creative industries through mentoring and holiday workshops. We also held a 'Creative Collective' exhibition that was presented in our libraries and the Saatchi Gallery.



The council has worked with Unity Kitchen to employ young adults with learning disabilities at our City Hall canteen

Next, we will:

- ♥ Create employability programmes and employer advisory groups by working with different job sectors to support their workforce needs.



We promised to support businesses through the pandemic and be well placed to benefit from the nation's recovery.

We have...

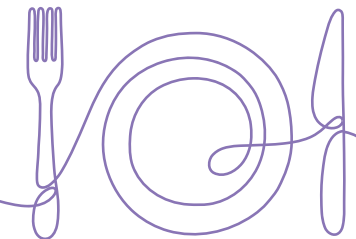
- ♥ Helped 900 businesses stay open with temporary outdoor dining schemes that created 17,000 extra seats. We are introducing permanent schemes where residents support them.
- ♥ Worked with the government to ensure support for cultural venues during the pandemic and helped thousands of businesses access £232m in financial support grants and £1bn in business rates relief.
- ♥ Used new technology to enable our City Inspectors to work in a more mobile and efficient way that allows them to report issues more quickly and take immediate enforcement action where appropriate.
- ♥ Made Wi-Fi available for our market traders and arranged ongoing digital support and training so they can provide an even better customer service.



A market stall in Chinatown, one of many across the city

Next, we will:

- ♥ Consult on outdoor dining schemes to make sure they support businesses while minimising the impact on residents.



We promised to make Westminster an exciting place to visit and do business.

We have...

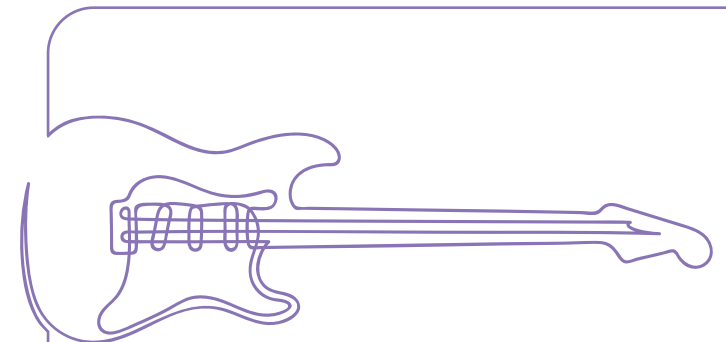
- ♥ Worked with partners to encourage more than 200,000 people to enjoy the council-led and award-winning Westminster Reveals programme, including Underbelly Festival, the National Gallery's Nation's Favourites and West End LIVE.
- ♥ Revitalised ten vacant shops across Oxford Street, Regent Street and St. James's with pop-up stores, in partnership with Business Improvement Districts (BIDs) and property owners by featuring 25 up-and-coming brands and innovative start-ups. One of these featured an immersive Windrush Living Room - an interactive exhibition space recreating the living areas of the Windrush Generation for visitors of today to experience.

Next, we will:

- ♥ Consult on our plans to make the Oxford Street District an attractive place that supports the local economy and responds to residents' views.
- ♥ Continue to make Westminster's world-leading cultural attractions accessible through the Westminster Reveals programme.
- ♥ Bring communities together through a programme of events, which will include a celebration for the Queen's Platinum Jubilee with a special MyWestminster Day.
- ♥ Create more arts and music rehearsal spaces, collections and learning opportunities at our Reference Library.



Our annual West End LIVE! event draws crowds to the city



City for All in action

Helping businesses and high streets to thrive

In response to COVID-19's economic impact, the council partnered with BIDs and landowners to launch a pop-up business programme that offers prime retail space on and around Oxford Street, Regent Street and St. James's to small businesses and start-ups.

Since May 2021, it has provided space to 25 local enterprises and start-ups in ten empty business units that would otherwise have been shuttered and unused. One example was the Black Heroes Foundation's events programme, which was delivered with their Soul Food Café at their immersive Windrush Living Room.

For its work helping businesses, Westminster was recently shortlisted for the Best All-Round Small Business Friendly Borough Award.

"I am thrilled to be part of the Regent Street Edit pop-up," says Lily Rose Dambelli of emerging fashion retailer LR.D. "The prime position offers a brilliant platform to showcase my first collection alongside five other incredible sustainable brands."



Local business owners taking residency in vacant units on Oxford Street



Residents and businesses share the benefits of economic growth

OPEN



Smart City



A smart city utilising technology for residents and businesses



The outcomes we want from a **Smart City**



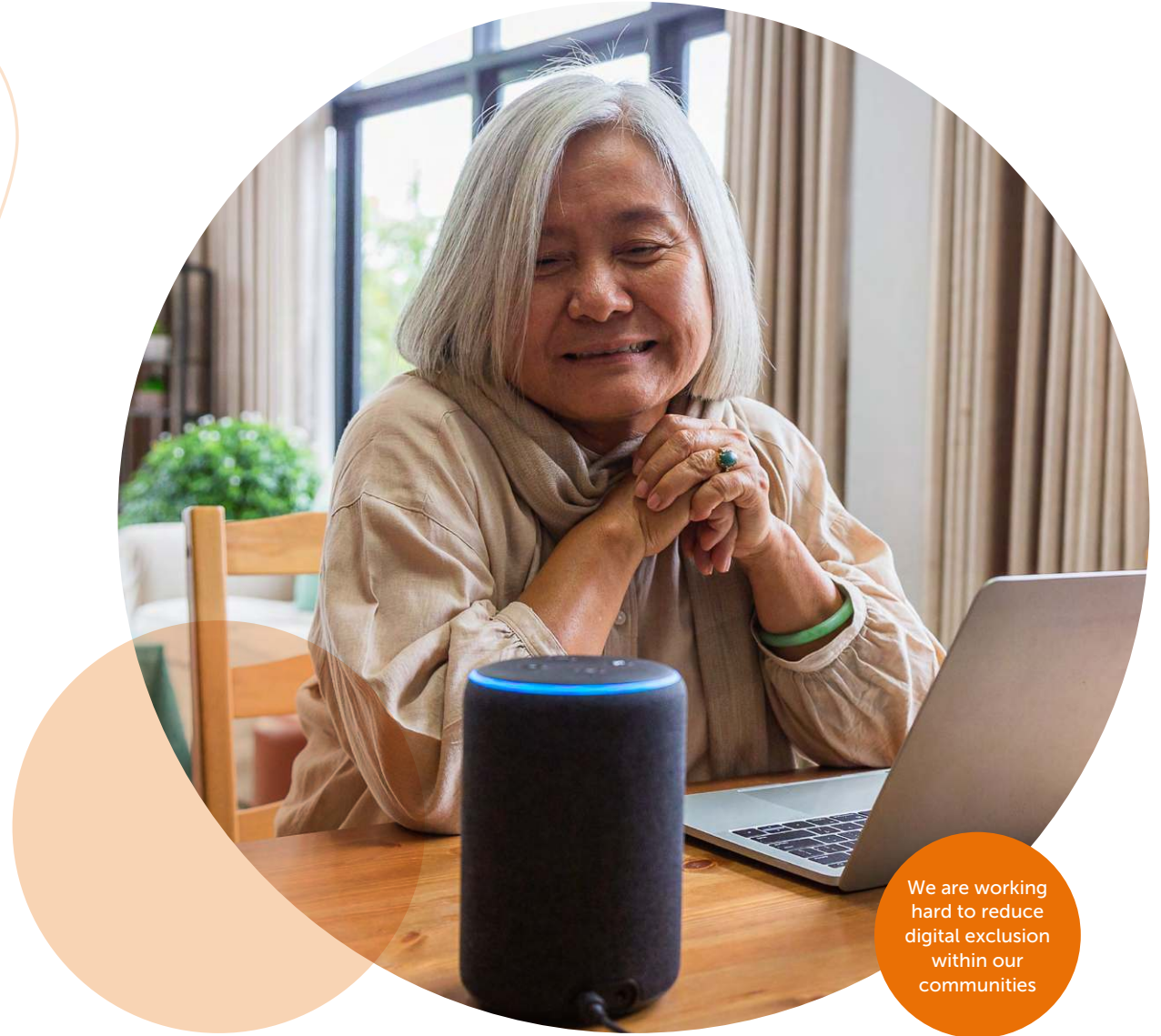
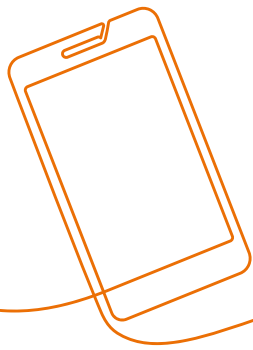
World-class online services for residents and businesses to interact with council services anytime, anywhere.



Cutting-edge technology and data reduce our carbon footprint and encourage environmentally-friendly behaviours.



Digital connectivity helps businesses to thrive and residents to improve their lives.



We are working hard to reduce digital exclusion within our communities

We promised to help communities stay digitally connected and use smart technology to improve people's lives.

We have...

- Supported residents to live independently by trialling Amazon Smart Speakers, which help people stay connected to friends and family, organise their schedules and use devices around their homes.
- Co-hosted a Dragons Den event with our service users to hear businesses' assistive technology pitches and to consider these options for improving people's wellbeing.
- Distributed more than 5,600 laptops and computers to help children continue learning during lockdown.
- Made thousands of digital books, magazines, newspapers and musical scores available for free through the Libby and Pressreader apps.
- Launched the Digital Academy which includes 30 Digital Ambassadors helping residents use technology, digital teaching bootcamps, school Digi Days with over 250 children and a digital skills hub.



Our children were able to learn during lockdown thanks to the digital support we provided

Next, we will:

- Deliver a pilot with City Lions on the use of technology to increase young people's participation in the programme.
- Design virtual library services, informed by workshops with residents and the Royal College of Arts.
- Create an online platform that will give residents more control in selecting the care services they purchase and use.

We promised to make it easier for everyone in Westminster to do business with us online.

We have...

- ♥ Launched the first version of our new website, which was co-designed with residents and will be continuously improved to make it a world-class, easy-to-navigate and personalised platform.
- ♥ Made our online processes more streamlined and efficient, such as reducing free school meals application times from 15 days to just two.
- ♥ Halved digital exclusion in Westminster from 8% to only 4% by providing digital skills training and improving broadband connectivity.

Next, we will:

- ♥ Continue to integrate council services and tailored support on our website and tools such as 'Report it', making our services more accessible and improving residents' and businesses' experiences.
- ♥ Launch the fully integrated MyWestminster portal and digital card that will allow residents to access a range of services in one place, such as housing, libraries, ActiveWestminster, food waste collections and our City Save scheme.



We've improved our housing website to make it easier to find what you need

We promised to trial smart city technologies which help tackle the climate emergency.

We have...

- 📍 Rolled out smart and energy efficient LED lighting to reduce council buildings' energy consumption.
- 📍 Completed the first phase of a gully blockage sensor trial to manage the risk of flooding to residents.
- 📍 Installed sensors near schools to monitor air pollution and used the data to help tackle poor air quality.

Next, we will:

- 📍 Continue to roll out flooding sensors across the city for high-risk neighbourhoods.
- 📍 Use local data on air quality issues to raise awareness of pollution, encourage sustainable travel and decide if schools need additional measures to improve air quality.
- 📍 Make the council's environmental data publicly available to encourage innovation in tackling problems and help our communities to make informed decisions on local environmental issues.



Our air quality champions help spread awareness of air pollution hot spots

We promised to improve our services and outcomes for residents and businesses.

We have...

- 📍 Opened our award-winning Innovation Hub with hundreds of university students, school pupils, care leavers, apprentices, graduate trainees, our Youth Council and commercial partners.
- 📍 Launched our first Innovation Challenge competition with Google and Microsoft and received over 200 ideas from residents, businesses and visitors for how to tackle issues in Westminster.
- 📍 Started our community-wide Call for Ideas initiative which received 115 proposals from over 80 organisations and led to pilots with O2, Vodafone, BT, Microsoft, Google and a range of small and medium-sized businesses.
- 📍 Created Westminster's first Augmented Reality (AR) experience for Christmas 2021 to attract people back to the city and support local businesses. It was listed as one of London's top 100 Christmas attractions.



Our Innovation Challenge participants brainstorming ideas to improve the city

Next, we will:

- 📍 Implement the winning ideas from the Innovation Challenge with our partners.
- 📍 Introduce an AR app for the Oxford Street District to showcase its amazing offer to visitors and support businesses in the process.
- 📍 Begin using our OpenActive open data platform, which will make it easier for people to find and book physical and leisure activities.



We promised to improve the city's full fibre broadband connectivity, including at social housing properties and new affordable housing.

We have...

- ♥ Increased Westminster's full fibre broadband availability from 17% in 2019 to 65% and made sure 96% of our social housing also has access.
- ♥ Connected an additional 14,800 properties to full fibre broadband by addressing implementation barriers and reducing associated costs.
- ♥ Secured free connectivity for our community halls, creating employment opportunities for residents in the process.
- ♥ Helped over 850 businesses connect to full fibre broadband through our Connect Westminster scheme, which is co-funded by the council and the European Regional Development Fund.

Next, we will:

- ♥ Work with housing associations and providers to roll out full fibre broadband on their estates.
- ♥ Use our voucher scheme to help residents access full fibre broadband where it will not otherwise be provided.
- ♥ Help residents and businesses prepare for the permanent removal of old phone lines in 2025.



We've helped thousands of residents and businesses access full fibre broadband

GREATER
LONDON
AUTHORITY

 **European Union**
European Regional
Development Fund

City for All in action

London's most connected borough

Westminster has gone from being one of the least connected areas in the UK to having the highest full fibre broadband availability in London. Technological infrastructure, such as antennae and cables, are important to getting people online, but people's skills, confidence and motivation are as well.

We've worked hard to make sure people can get online and take advantage of the opportunities it offers. For example, our Digital Ambassadors programme has delivered 49 training sessions for more than 80 people, and the council recently launched a three-year digital skills training programme for businesses.

We are also working with other councils to share information about our work so that they can help their residents and businesses get online.



Participants at our recent Innovation Challenge



A smart city means working with future generations and embracing innovative solutions



Measuring Our Progress

It's important that we create our City for All together. We will be open and transparent, and make information on our progress more accessible and interactive, so that you can see how we're doing. We will understand our progress by tracking a range of measures, including:

Vibrant Communities

- ♥ Increase in number of new, affordable homes built.
- ♥ Increase in number of rough sleepers supported off the streets.
- ♥ Increase in schools rated Good or Outstanding.
- ♥ Increase in percentage of children achieving Good Level of Development at the end of the early years foundation stage.

Greener and Cleaner

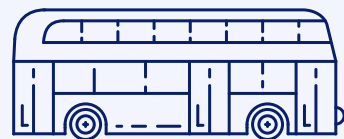
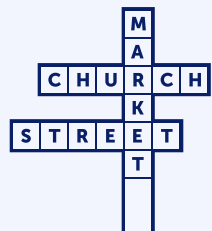
- ♥ Reduction in council and city-wide carbon emission levels.
- ♥ Improvement in air quality.
- ♥ Increase in percentage of residents using local parks and green spaces.
- ♥ Increase in number of businesses carrying out a carbon audit and action plan.

Thriving Economy

- ♥ Increase in number of residents our Westminster Employment Service supports into jobs.
- ♥ Reduction in percentage of young people not in education, employment or training.
- ♥ Increase in number of businesses supported to locate or expand in Westminster.
- ♥ Increase in number of supported apprenticeships and internships at the council.

Smart City

- ♥ Increase in Westminster's full fibre broadband availability.
- ♥ Reduction in the percentage of digitally excluded residents.
- ♥ Increase in percentage of residents satisfied with our website experience.
- ♥ Reduction in customer transaction times.



How to get involved, have your say and be heard

Every single one of us – council worker, resident, family, business, voluntary group or visitor – has a part to play in creating a City for All.

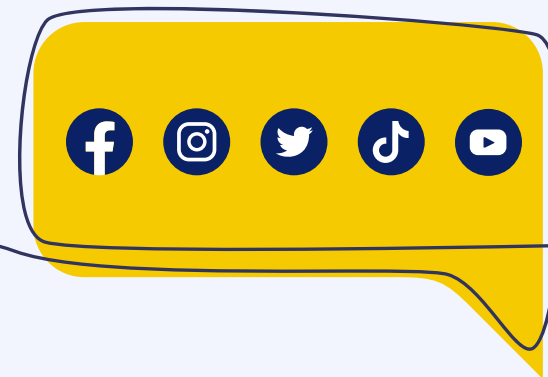
What will you do?

For the latest news and events, visit our website or sign up to receive our newsletters:
www.westminster.gov.uk/news

Upcoming decision-making council and committee meetings:
committees.westminster.gov.uk

Consultations or proposals that are likely to impact our residents and businesses:
www.westminster.gov.uk/about-council/consultations

Get involved and have your say in our Open Forum:
www.westminster.gov.uk/about-council/open-forum





City of Westminster



City of Westminster

City
for
All