

# YOUR WEST MINS TIER



City of Westminster

FREE

Issue 006 | Spring 2024



## TOMORROW'S TALENT

Empowering Westminster's youth – from the Digital Dash tech leaders of tomorrow to the creative kids at Paddington Arts

# Thank you for recycling your food waste!

We want to thank all our residents for recycling their food waste – since March 2022 we have collected over 2,600 tonnes of food waste to be recycled. This is a great achievement, and we want to encourage as many residents as possible to recycle in Westminster.

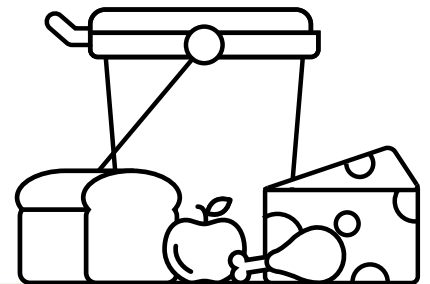
Around 90% of residential properties now have access to our food waste recycling service. If you aren't sure how to start recycling your food waste, or don't have access to the service yet, please contact us via:



- ✉ Recycling Team: [foodwaste@westminster.gov.uk](mailto:foodwaste@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/food-waste-recycling](http://www.westminster.gov.uk/food-waste-recycling)
- 🌐 [www.westminster.gov.uk/climate-action-plan](http://www.westminster.gov.uk/climate-action-plan)
- 📞 Call centre: **020 7641 2000**

Remember that all food waste from chicken bones to banana skins to coffee grounds can be put in your food waste bin. If you need food waste liners, kitchen bins or outdoor bins please do get in touch.

All the food waste we collect is recycled at an anaerobic digestion facility outside London.



## Why are we doing this?

### Wasting less

Food waste generates harmful greenhouse gas emissions. Using this service will help reduce waste and tackle climate change.



### Renewable energy

Your food waste will be used to create renewable energy used to generate electricity to power the national grid and heat for homes.



### Biofertiliser

Food waste will also be transformed into a biofertiliser, which will be used on farmland to grow more food.



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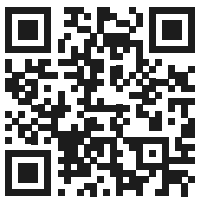
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# PLUGGING IN FOR A CLEANER, GREENER CITY

**W**estminster has some of the highest carbon emissions and worst air quality of any national local authority. To reach our goals of being a Net Zero City by 2040 and tackling poor air quality, we are introducing emissions-based charging for residents and visitors who drive into the city.

We've already installed more than 2,500 electric vehicle (EV) charging stations across the city, more than any other local



authority in the UK. We're now encouraging those who drive in the city to switch to low polluting vehicles. The charges will be introduced for residents with parking permits and those who pay-to-park, with the scheme seeing vehicles charged based on their levels of CO2 emissions.

Residents with an electric vehicle will pay the equivalent of £1.50 a week to park outside their home, and visitors with EVs who pay to park in Westminster will still be paying less than those driving petrol or diesel cars.

Westminster joins several other London boroughs in introducing an emissions-based scheme, as the popularity of Electric Vehicles continues to grow. It joins other recent Fairer Environment measures aimed at creating a greener city, such as our new food waste recycling service, that has so far collected more than 2,500 tonnes of food waste, giving Westminster an increased recycling rate of 3.7%.

● To find out more, visit: [westminster.gov.uk/parking](https://www.westminster.gov.uk/parking)

## PAVING THE WAY TO A LOW-CARBON FUTURE

**W**orking with FM Conway, we recently completed a carbon-neutral initiative in Elmfield Way Westbourne, using 92% recycled materials for a new road surface, the highest percentage ever used on a UK road.

The recycled material came from older road surfaces and the upgraded road and footways were laid using low-carbon techniques, resulting in a 78% total carbon saving, equivalent to around 100 tonnes of CO2.

The asphalt (pictured right), manufactured at lower temperatures and laid in a 30% thinner layer, reduced the overall tonnage by approximately 30%, saving carbon throughout the life cycle. The use of recycled content also reduced the need for virgin bitumen and



quarried stone, preserving the natural environment and minimising carbon impact from material haulage. The entire project was executed without the use of fossil fuels on-site, including using electric mini-excavators and work tools.

● Find out more about our commitment to becoming carbon neutral: [westminster.gov.uk/climate-action-plan](https://www.westminster.gov.uk/climate-action-plan)

## YOUR VIEWS

Got something to share about your neighbourhood, Westminster as a whole or any of the features in this magazine? We'd love to hear from you! Send us an email to [yourwestminster@westminster.gov.uk](mailto:yourwestminster@westminster.gov.uk) or by post to YourWestminster, 17th Floor Westminster City Hall, 64 Victoria Street, London SW1E 6QP.

# EXTRA HELP WITH THE COST OF LIVING

We are investing an extra £1m to help tackle the cost of living crisis, with help for local communities at the centre. The extra support is on the back of £19m package to help the estimated 31,000 households in the city facing hardship. The investment is expected to help to fund:

- Food support to local charities
- Financial advice and help for citizens struggling to make ends meet
- A full-time council officer who will provide direct support to local organisations

Find out what extra support is available at:  
🌐 [westminster.gov.uk/cost-of-living-support](https://westminster.gov.uk/cost-of-living-support)



## MAKE SURE YOU'RE READY TO VOTE

The UK government has introduced a requirement for voters to show photo ID when voting at a polling station at elections. You may already have a form of photo ID that is acceptable. You can use any of the following:

- passport
- driving licence (including provisional licenses)
- blue badge
- certain concessionary travel cards
- identity card with PASS mark
- biometric immigration document
- national identity or defence identity cards

You will only need to show one form of photo ID, but it needs to be the original version. The name on your ID must be the same name you used to register to vote. If you don't already have an accepted form of photo ID, or you're not sure whether your photo ID still looks like you, you can apply for a free voter ID document, known as a Voter Authority Certificate.

- Find out everything you need to know about Voter IDs at: 🌐 [westminster.gov.uk/voter-id](https://westminster.gov.uk/voter-id)

# FROM THE LEADER

Spring is here, which means it is budget setting time. Like all councils, we face escalating costs, but in Westminster we have kept the Band D council tax increase to 46p per week – one of the lowest in the country. However, the cost of living crisis shows no signs of easing which is why the council has now put £20 million into supporting food banks, supermarket vouchers and backing organisations which help local people.

I always want the council to be seen in the heart of the community it serves. It was a particular pleasure to launch the new Bayswater housing office, which means local people have help on their doorstep (see page 7).

Remember you can always have your say on many local issues, whether it's through taking part in surveys, submitting questions to ask at meetings of Full Council, or joining our Register of Active Residents and taking part in an opinion panel. Take a look at just some of the consultations that are currently running on page 18.

Finally, with the weather improving, I hope you can visit Westbourne and Little Venice, the subject of our Hidden Gems feature on page 10. There is so much to discover in our city!

Cllr Adam Hug





# CONTINUING TO CREATE A FAIRER WESTMINSTER

**W**e have been working hard on delivering our Fairer Westminster strategy for the people of this city. The five pillars – Fairer Communities, Housing, Environment, Economy and Council – have focused on priorities such as truly affordable housing, tackling the climate crisis and supporting residents through the cost of living crisis.

Community is central to everything we do and, over the past year, we've launched strategies to tackle living costs and make sure more children get free school meals. Our Family Hubs Network has provided further support, while our Health and

Wellbeing Strategy and the #2035 program are working to tackle health inequalities across the city.

We're working to improve our housing services, as we're committed to making sure everyone has a decent place to live. Whether you rent from us, use social care services, or rent privately, we want your home to be well-maintained, eco-friendly and affordable.

Tackling the Climate Emergency and becoming a net zero city by 2040 is key to a Fairer Environment. We've invested in cleaner travel options to help reduce carbon emissions, as well as turning our waste fleet

electric to not only improve the cleanliness of our streets but also further cut noise and pollution.

This all requires a robust and sustainable economy. This year we have invested in our high streets, launching programs such as Westminster After Dark to boost nightlife, and revitalising areas including North Paddington. We're also enhancing public areas such as Oxford Street and Regent Street to enhance the visitor experience.

It's important that we are accountable and transparent in everything we do. To that end, our website contains a series of continually updated pages that show our progress along with the work still to do. This way you can always see how we're doing on delivering a Fairer Westminster. See more at:

 [westminster.gov.uk/fairer-westminster](https://westminster.gov.uk/fairer-westminster)

## SETTING THE BUDGET

**W**e recently published details of the council's proposed budget for the 2024/25 financial year\*.

Local authorities across the country are under significant pressure with demand for and cost of service delivery rising, alongside a cost-of-living crisis caused by persistently high inflation – and despite a better financial position than most other local authorities, Westminster is not immune to these pressures.

This financial year, we have had to find more than £20m in savings to combat these financial pressures. This is on top of £350m in savings the council has made since 2010 and projections

show that we will need to find an additional £38m in the next financial year. In recognition of this, we have proposed a 2.99% increase in the general element of the council tax and a 2% increase ringfenced to support adult social care. For residents in Band D, this would result in a weekly increase of 46p, or £23.85 a year for the Westminster element, excluding the Greater

London Authority precept.

To provide further support for those in greatest hardship, we recently approved the continuation of our 100% Council Tax Support scheme for 2024/25 which means households most in need can apply for full relief from council tax. For details on deferring payments, applying for exemptions and more, visit [westminster.gov.uk/council-tax](https://westminster.gov.uk/council-tax)

(\*The information above is correct at the time of going to print. Budget approved at a meeting of the Full Council on 6 March.)

### SUPPORT WITH PAYING YOUR COUNCIL TAX

Remember you can contact the Council Tax Service if you have financial difficulties affecting your ability to pay. They will make sure you have claimed any relevant discounts or exemptions. They can offer a longer than usual payment plan. Having discussed your circumstances, the service may propose a discretionary reduction and each request for a reduction is carefully considered.



# NEW HOUSING CENTRE OPEN FOR BUSINESS

**More help is now on hand for residents in Westbourne and Bayswater with the unveiling of the latest housing office, offering enhanced support**

**T**he doors of Bayswater's newest Housing Service Centre have officially swung open, marking a significant milestone in bolstering local assistance for residents. This is the third new housing office opened within the past year, following the launches of service centres on the Mozart Estate and at Lillington and Longmore in 2023.

The official opening saw a fantastic turnout from Bayswater's vibrant community, who were joined by Council Leader, Cllr Adam Hug, and Cabinet Member for Housing, Cllr Liza Begum. They engaged with residents, answered questions, and shared their insights into the services offered by the new centre.

Jonathan Morely of the Wessex Gardens Resident Association said: "It's great

to have the opening of the new office, something we've wanted since they closed the last one. It's very important for the elderly and vulnerable and really anyone who lives on our estate. I think it really is a great bonus for the area."

The new council-run office at Shrewsbury Rd is open from 9am to 5pm, Mondays to Fridays and provides on-site assistance for residents including those living on the nearby Brunel and Wessex estates. By opening offices in communities across Westminster we will be able to provide more personal advice and support services for the

city's social housing tenants and leaseholders. Visitors to the centre can speak to housing staff about issues including repairs and grounds maintenance, or find support paying bills. The office is based in the same building as Bayswater Children's Centre and includes dedicated space for community groups and resident activities.

Cabinet Member for Housing Services, Liza Begum said: "We want to make it as easy as possible for our residents to access the help they need. Having a familiar, friendly face on hand locally will reassure residents, providing a caring and human service, ensuring we know what issues matter most to local people."



- To make an appointment, call **0800 358 3783** or email **housing.enquiries@westminster.gov.uk**
- To find your closest Housing Office, visit our website: **westminster.gov.uk/about-council/contact-us/housing-services**

# INFLATION BUSTING PAY RISE FOR HOMECARE WORKERS



**Dedicated homecare workers in central London are celebrating a well-deserved boost in their pay, surpassing the London Living Wage**

**W**estminster City Council has rolled out an unprecedented initiative, padding the pockets of homecare workers with an extra £2,808 annually. This move outstrips the national inflation rate by almost 10%, standing at a commendable 4.0%.

Implemented in December, this permanent increase is now reflected in the wages of approximately 450 contracted homecare workers, entrusted with the care of some of the city's most vulnerable residents. These unsung heroes will now enjoy an additional £1.50 (pre-tax) atop the London Living Wage.

This landmark investment, a sum exceeding £1 million per year, aims to rectify disparities within the care sector, predominantly staffed by women from Global Majority backgrounds. By offering improved compensation, the goal is to curb high levels of staff turnover and retain compassionate caregivers who embody Westminster's exacting standards of care.

Abimbola Animashaun, one such devoted homecare worker, described her work. "My favourite part of the job is communicating with the clients because you

really make their day," she says. "Often, they will be looking forward to seeing you, and that is something which means a lot to me." Homecare services play an invaluable role in enabling individuals to receive personalised support within the comfort of their own homes, tailored to their unique care plans.

Deputy Leader and Cabinet Member for Adult Social Care, Public Health and the Voluntary Sector, Councillor Nafsika Butler-Thalassis, expressed her gratitude,

stating, "I am so grateful for the tireless work the council's homecare workers provide to our residents. They worked throughout the COVID pandemic, and they are now working through the cost of living crisis, so I'm incredibly pleased that we can finally thank them with this above-inflation pay increase. I hope this will also make it easier to retain homecare workers locally as well as attract people to the sector, giving our residents greater stability in their caring arrangements."



**"MY FAVOURITE PART OF THE JOB IS COMMUNICATING WITH THE CLIENTS BECAUSE YOU REALLY MAKE THEIR DAY"**







# DIGITAL DASH

## EMPOWERING TOMORROW'S TECH LEADERS

### Westminster City Council teams up with tech titans to celebrate the city's youthful digital talent

In a grand finale against the iconic backdrop of the Houses of Parliament, we recently hosted the culmination of Digital Dash, an initiative aimed at nurturing tech talent among young people in North Paddington. The atmosphere buzzed with excitement as representatives from corporations, including Visa, Microsoft, Bloomberg, Goldman Sachs and PA Media, gathered to celebrate the achievements of the contestants.

Over the course of 12 weeks, 20 young individuals from North Paddington engaged in an immersive journey alongside mentors from global tech giants. Their mission was to develop digital solutions addressing challenges within their community.

Collaborating with Bloomberg Associates and the Paddington Development Trust, Digital Dash paired talented youths with seasoned mentors from leading tech firms. This dynamic partnership not only provided invaluable training opportunities but also bridged the gap between education and employment, equipping young residents with the skills and confidence needed to thrive in the tech industry.

"The young people's zeal, originality and consideration reveal the remarkable talent pool



in North Paddington," said Gordon Innes, Economic Development Lead at Bloomberg Associates.

Among the victorious teams was Cognizant, whose focus on crime reporting on a shared platform impressed judges and industry leaders alike. Throughout the program, mentors from participating companies offered guidance and support, helping participants such as Nathan Fairclough develop a range of

skills, from product design to public speaking. Reflecting on his experience, Nathan said, "I'm planning on going to university this year to study Engineering. I know the teamwork skills I have developed will be invaluable and will become more useful as I move into the workplace. The highlights have been visiting the offices of the supporting companies and learning about the way people work."

Tiye Sako, another participant, praised Visa's mentoring approach. "Visa's mentoring allowed me to apply the business management principles that I study in university to real life," he said. "Their confidence in me to lead the team meant that I very quickly learnt how to take on a leadership role. It will ultimately enhance my leadership skills."

Neil Johnston, CEO of Paddington Development Trust, emphasised the project's transformative impact. "Engaging large corporate players and matching them with local talent is a win-win outcome," he said.

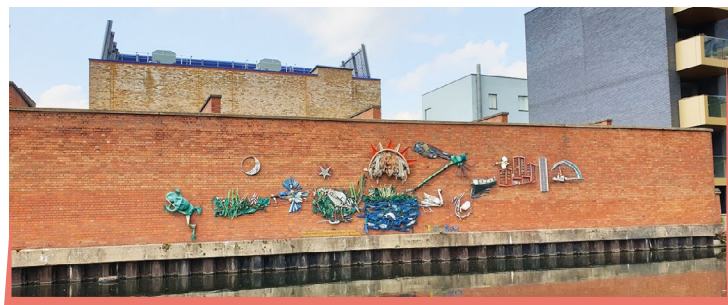
Digital Dash is part of our wider 'North Paddington Programme', a £20m investment in employment and skills, wellbeing, crime reduction and public realm improvement aimed at revitalising Harrow Road, Queen's Park, and Westbourne. Find out more about the North Paddington Programme at:

[westminster.gov.uk/north-paddington-programme](https://www.westminster.gov.uk/north-paddington-programme)

# WESTBOURNE & LITTLE VENICE



In each edition of *Your Westminster*, we'll bring you a guide to the hidden gems of the city. In this issue we take in the ancient waterways, get into youthful arts and try not to faceplant while grinding a half-pipe...



## 1 LITTER ART

80 Amberley Rd, W9 2JL

Standing out amongst the trees, wildlife and serenity that comes with life along the London stretch of the Grand Union Canal, is this curious little feast for the eyes along its northern bank at the back of Amberley Road. Created by children from the Stowe Youth Club in conjunction with sculptor Kevin Herlihy, it features a montage of wildlife and local features all made from discarded rubbish. A novel form of recycling, for sure.

## 2 ROBERT BROWNING MEMORIAL

Warwick Crescent, W2 6NL

From 1862 to 1887, famed Victorian poet Robert Browning lived at No.19 Warwick Crescent overlooking the waterways of Little Venice (indeed, the island at the centre of the Basin was once coined 'Browning's Island or Pool'). This easy-to-miss monument to the great man depicts two doves, symbolising peace, love and learning. It's often thought that Browning coined the name 'Little Venice' for the area, but sadly this is one of those common mistakes and the term can actually be traced back to Lord Byron in the 1700s.

### 3 GRAND JUNCTION/ST MARY MAGDALENE

Rowington Close, W2 5TF

Grand Junction has been a community hot spot since the 1860s. It serves as a venue for arts, culture and community, based inside the Grade I listed St Mary Magdalene Church. The church fell into disrepair during the mid-20th century, but thanks to the tireless work of the Paddington Development Trust, it has been lovingly restored with a new building, a café, learning studio and visitor facilities.



 [grandjunction.org.uk](http://grandjunction.org.uk)  
 020 7266 8258



### 4 PADDINGTON ARTS

32 Woodfield Rd, W9 2BE

Formed in 1981, Paddington Arts has been committed to developing local youth talent in the creative arts for over 30 years. Started as a way to film a documentary about city kids exploring the countryside for Childrens ITV, the organisation has grown to run workshops in dance, drama, steelpan, singing and new media. There's nowhere better for children looking to explore their creative side.

 [paddingtonarts.org.uk](http://paddingtonarts.org.uk)  
 020 7286 2722

### 5 ROYAL OAK SKATEPARK

(Under A40) Torquay St, W2 5EJ

If you say 'famous London skateparks' almost everyone thinks of the South Bank. But Westbourne has its own little slice of half-pipe heaven nestled under the busy Westway. Royal Oak skatepark is hailed as a great place for beginners to the sport to hone their skills. Open 24/7, with lighting aiding night shredders and the A40 overhead keeping out the rain.



### 6 LITTLE VENICE BASIN

Blomfield Road, W9 2PF

Little Venice Basin is an ideal spot to escape the hustle and bustle of the nearby Westway. In contrast to the more commercially-minded Paddington basin further up the canal, this oasis of peace and tranquility boasts charming water cafes, delightfully decorated narrowboats and even a floating art gallery. It's also home to intriguing wildlife, including moorhens, coots, grebes and even Egyptian Geese.

 [canalrivertrust.org.uk](http://canalrivertrust.org.uk)

#### TELL US ABOUT YOUR HIDDEN GEMS!

Got a favourite café, a green space you'd love to share, or a secret spot that fills you with joy? We want to hear about the areas of your neighbourhood that make it your Westminster! Email us at [yourwestminster@westminster.gov.uk](mailto:yourwestminster@westminster.gov.uk) or write to the council address on page 3 and your own hidden gem might feature in a future issue!

# WHAT'S ON IN WESTMINSTER

Westminster has a wealth of activities to take part in. Here are just some of what's coming up. Find more great things to do at [westminster.gov.uk/events](http://westminster.gov.uk/events)



## WEST AFRICAN DRUMMING WORKSHOP

Visit Westminster Music Library to join a free interactive drumming workshop for families, led by Seneke Sillah of Mbilla Arts. No musical experience is required to take part in this fun music-making session. Seneke was born in The Gambia in West Africa and from an early age demonstrated a talent for playing mbalax, the traditional music of the Wolof people of The Gambia and Senegal.

This session is designed for families with children. Children of all ages are welcome to take part, and parents/guardians are encouraged to join in! All children must be accompanied by an adult.

Visit [bit.ly/3T1tb6z](http://bit.ly/3T1tb6z) or call 0207 641 6200 for details.

## ITEA PARTY WITH AGE UK WESTMINSTER

For those aged 50 and over, come and join Age UK Westminster at Church Street Library for free digital learning sessions in a friendly, social group setting. Bring your digital device if you have one and be supported by our dedicated volunteers to learn to use it and get online. Monthly drop-in sessions take place on:

**Wednesday 13 March from 2pm to 4pm**

**Wednesday 10 April from 2pm to 4pm**

**No need to book just turn up on the day.**



## CODING CLUB AT CHURCH STREET

Computer coding is a great and fun skill to learn and these weekly sessions for primary school-aged children teaches problem-solving and logical thinking. They take place in a fun and safe environment. Registration is needed, just drop in to Church Street Library to find out more.

## MUSIC FOR ALL SEASONS



The Musicians of London present a unique, nine-concert series at Abbey Road called 'Music for all Seasons'. Inspired by composers from across Europe, the series focuses on chamber music, and will bring together outstanding young professional musicians from around the world. Throughout the concert series, the audience is encouraged to experience music in different ways.

Find out more at [www.juliaklimek.com](http://www.juliaklimek.com)



## COMMUNITY ART CLASS

Let's turn Charing Cross Library into a vibrant art studio. Join us for a fulfilling creative journey where you can unleash your creativity with free weekly classes run by Westminster Adult Education Service. Whether you're a seasoned artist or just starting out, join for free drawing and painting sessions. No registration needed, just come along and express yourself through art. Classes take place weekly on **Tuesdays from 2.30pm to 5pm.**

# FANCY LEARNING SOMETHING NEW?

**O**ur free online training platform is the perfect way to learn a range of skills such as confidence building, career advancement and communication.

Has there been a key skill you've made a commitment to learn this year? Take a look at our new My Skills Zone webpage. It's a hub with more than 2,000 FREE courses for residents like you to access and tailor your learning. From communication skills and confidence to Diversity and Inclusion the options are all there ready to use.

My Skills Zone also provides a great benefit to those looking to upgrade their skills when applying for jobs. Simply create an account at our webpage and you're all set to explore what's on offer:

 [myskillszonewcc.careercentre.me](https://myskillszonewcc.careercentre.me)



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- 🌐 [www.robinsonwilsonsolicitors.co.uk](http://www.robinsonwilsonsolicitors.co.uk)





# REMEMBER TO

1- Register to vote

2- Check my photo ID

3- Vote at a polling station!

No ID? You can apply for free voter ID

Find out more at

[electoralcommission.org.uk/voterID](https://electoralcommission.org.uk/voterID)

or call 0800 328 0280



# MAKE THE MOST OF YOUR CITY WITH

WESTMINSTER city save

Our residents' membership scheme is free to join and offers amazing discounts and savings, including...



## FUL HAIRCARE

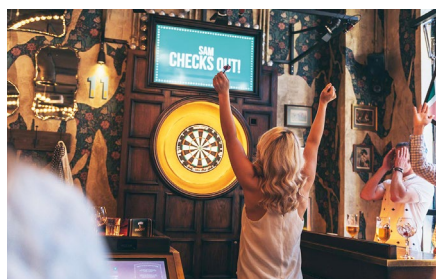
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## FLIGHT CLUB DARTS

Enjoy 25% off food, drink and social darts at Flight Club Victoria. With 18 uniquely designed playing areas there's plenty of space to play or try lunch in the fairground themed bar.

As the winner of Best All in One in London in the 2019 Design My Night Awards, you're guaranteed a victorious experience! Westminster City Save cardholders can redeem this offer by booking online, or showing your card on the day. Offer valid Monday to Friday, 12 midday to 6pm (up to 12 people total). Visit [flightclubdarts.com](http://flightclubdarts.com) to book.



## IYENGAR YOGA LONDON

Get £25 off a six-week yoga course at Iyengar Yoga London, London's original Iyengar yoga centre renowned for its outstanding teaching. This course is ideal if you are new to yoga or have never tried the Iyengar method before. Taught in small groups by some of the country's most experienced yoga teachers, you will learn the basic postures and principles and build on what you learn each week.

Located a few minutes from Maida Vale tube station, the centre is open daily from early in the morning to late at night. Visit [iyengaryogalondon.co.uk/westminster-city-save](http://iyengaryogalondon.co.uk/westminster-city-save), choose your course and enter the promotion code: WESTMINSTER to claim your discount. Please show your Westminster City Save card on arrival at the studio.



## BACH TO BABY

Bach to Baby is the critically acclaimed concert series for babies, toddlers and their carers. Tots dance, roam about and revel in the wonder of live music, while you take a moment out of your busy day to hear top notch performances by outstanding musicians, with your young babes in tow.

Show your City Save card at the door to get 20% off tickets bought on the door (usually £15 each, reduced to £12). Up to two children admitted free with every adult ticket. Valid for concerts at St. Gabriel's Church, Pimlico. Find out more at [www.bachtobaby.com](http://www.bachtobaby.com) or email [info@bachtobaby.com](mailto:info@bachtobaby.com).

Sign up for a City Save card today and start making the most of your Westminster!

[westminster.gov.uk/city-save](http://westminster.gov.uk/city-save)  
**020 7641 6000**

# REGISTER FOR CHANGE



Joining the Register will allow us to tap into the rich community assets we have. Your local knowledge, lived experiences and skills to aid us with recruitment processes, resident panels, focus groups, decision making and co-design activities.

**“WESTMINSTER IS WHERE MY HOME IS, AND SO WHAT GOES ON IN WESTMINSTER MATTERS TO ME. IF THE COUNCIL WANTS TO KNOW ABOUT WHAT MATTERS TO THE PEOPLE WHO LIVE HERE, IT’S TIME FOR US TO ENGAGE WITH THEM AND SAY WHAT WE THINK.”**

**W**e are looking for Westminster residents to help us shape and improve policies and services. By working together we can build a more inclusive city that celebrates our diverse communities, and where residents, workers and visitors from all backgrounds feel welcome.

There are many ways you can have your voice heard, one of which is with our Register Of Active Residents (ROAR). By signing up to ROAR you can get involved in the different areas that matter most to you.

We want to involve residents to help shape decisions and contribute to the development of services, plans and programmes. Working alongside our officers and local councillors, you can:

- propose ideas and co-design solutions to improve your community
- contribute to the development of services and programmes
- better understand how the council works and hold decision-makers to account
- participate in community events
- share local knowledge



**MARGARET**

A Westminster Connects volunteer

**“I’VE JOINED A NUMBER OF PANELS, DUE TO A DESIRE TO SEE THINGS CHANGE AND GET SOME THINGS DONE. FOR ME IT’S A CASE OF TRYING TO MATCH THE HOUSING SERVICES AGENDA WITH THE RESIDENTS’ AGENDA AND LOOKING TO SHAPE THINGS GOING FORWARDS.”**



**DAVID**

Chairman of the Ingestre Court Residents Association

There are plenty of other ways you can get involved with your community and the council. From signing up to newsletters, to joining amenity societies, to becoming a member of our Resident Research Panel. To find out more, head over to [westminster.gov.uk/our-westminster](https://www.westminster.gov.uk/our-westminster)





**WESTMINSTER  
ADULT  
EDUCATION  
SERVICE**



# SPRING OPEN EVENT

**Step into Spring and Study a New Course at WAES. Find out more at our Spring Open Event.**

Discover our courses starting from April 2024 for anyone aged 19 and over.

- **Explore our facilities**
- **Interact with our tutors**
- **Engage in sample activities**
- **Obtain information on welfare assistance and funding support**

**APPLY NOW**

**LISSON  
GROVE  
OPEN EVENT**

**WEDNESDAY  
13 MARCH 2024**

**10am – 3pm**

**219 Lisson Grove  
NW8 8LW**



To find out more, scan the QR Code or visit [www.waes.ac.uk](http://www.waes.ac.uk)

info@waes.ac.uk | 020 7297 7297

www.waes.ac.uk |    



City of Westminster

# HAVE YOUR SAY

## There are many ways to make sure your voice is heard at the council...

From our consultations hub where you can comment on ongoing and upcoming projects, to engagement sessions that let you feed into decision-making on topics that interest you, we are committed to putting local people at the heart of decision-making. Some of the current projects include...



### BUSKING AND STREET ENTERTAINMENT

We know the cultural value of busking and street entertainment in the city but we want to make sure performances don't obstruct highways and minimise disturbance to residents and businesses. In April 2021, we introduced a licensing regime focusing on designated locations and a light-touch approach. Following a review, we are now proposing revisions to the licensing policy, standard conditions, and code of conduct.

[westminster.gov.uk/street-entertainment-licensing](https://www.westminster.gov.uk/street-entertainment-licensing)

### WESTMINSTER AFTER DARK

From the West End to Harrow Road, Westminster plays a key role in London's nightlife, supporting jobs and a world-leading array of cultural, entertainment, and culinary attractions. We want to create an inclusive Evening and Night-time Plan to improve the nightlife in Westminster. We want our community to be safe, sustainable, inclusive and accessible. Your ideas matter whether you're a resident, a visitor, a business owner, or part of a local group. You could even win tickets to a West End show for taking part!

[westminster.gov.uk/westminster-after-dark](https://www.westminster.gov.uk/westminster-after-dark)



### RESIDENT RESEARCH PANEL



### RESIDENT RESEARCH PANEL

We are always looking for ways to improve our services, projects, and policies. That's why we set up this panel, so it is easier for you to participate in research to provide us feedback, tell us your views on a specific topic and help shape the council's work through one-off discussions and surveys. Topics will vary and we expect to send opportunities throughout the year. You will receive at minimum a £35 voucher for each discussion group that you take part in. When completing surveys, you will have the chance to enter voucher draws, sometimes worth up to £100.

[westminster.gov.uk/resident-research-panel](https://www.westminster.gov.uk/resident-research-panel)

### FULL COUNCIL

Anyone who lives, works or studies in Westminster is invited to pose a question in-person at an Ordinary Full Council meeting. This can be about a local issue or a wider question about the council. Ordinary meetings refer to one of the four scheduled meetings per year, and are usually held in January, June, September and November. The meetings are held at Old Marylebone Town Hall, 97-113 Marylebone Road, NW1 5PT. Find out how to participate at:

[westminster.gov.uk/about-council/democracy](https://www.westminster.gov.uk/about-council/democracy)

There are plenty of other ways you can get involved with your community and the council. From signing up to newsletters, to joining amenity societies, to becoming a member of our Resident Research Panel. Head over to [westminster.gov.uk/our-westminster](https://www.westminster.gov.uk/our-westminster) to find out more.

Find out about more consultations at our hub at: [westminster.gov.uk/consultations](https://www.westminster.gov.uk/consultations)

# YOUR COUNCIL SERVICES

## GENERAL CONTACT DETAILS

- ☎ 020 7641 7000
- ✉ [responsewcc@westminster.gov.uk](mailto:responsewcc@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk](http://www.westminster.gov.uk)

## ADULT EDUCATION

- ☎ 020 7297 7297
- ✉ [info@waes.ac.uk](mailto:info@waes.ac.uk)
- 🌐 [www.waes.ac.uk](http://www.waes.ac.uk)

## ADULT SOCIAL CARE

- ☎ 020 7641 1444
- ☎ 020 7641 1175
- ✉ [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)
- 🌐 [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)



## ANIMAL WELFARE

- ✉ [awarden@westminster.gov.uk](mailto:awarden@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/animal-welfare](http://www.westminster.gov.uk/animal-welfare)

## ANTI-SOCIAL BEHAVIOUR

- ☎ 0800 358 3783 **Freephone**
- ✉ [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/housing](http://www.westminster.gov.uk/housing)

## ARCHIVES

- ☎ 020 7641 6200
- ✉ [archives@westminster.gov.uk](mailto:archives@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/archives](http://www.westminster.gov.uk/archives)



## BENEFITS

- ☎ 0800 072 0042 **Freephone**
- ✉ [westminster.benefits@secure.capita.co.uk](mailto:westminster.benefits@secure.capita.co.uk)
- 🌐 [www.westminster.gov.uk/benefits](http://www.westminster.gov.uk/benefits)

## BIRTHS, DEATHS AND MARRIAGES (Register Office)

- ☎ 020 7641 7500
- ✉ [registeroffice@westminster.gov.uk](mailto:registeroffice@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/birth-and-death-certificates-marriages-and-citizenship](http://www.westminster.gov.uk/birth-and-death-certificates-marriages-and-citizenship)

## BUSINESS UNIT

- ☎ 020 7641 2070
- ✉ [businessunit@westminster.gov.uk](mailto:businessunit@westminster.gov.uk)
- 🌐 [www.businesswestminster.com](http://www.businesswestminster.com)

## CEMETERIES

- ☎ 020 8567 0913
- ✉ [parks@westminster.gov.uk](mailto:parks@westminster.gov.uk)

## CHILDREN/FAMILY INFORMATION SERVICE

- ☎ 07971 625 922
- ✉ [FIS@westminster.gov.uk](mailto:FIS@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/children-and-education](http://www.westminster.gov.uk/children-and-education)

## COUNCIL TAX

- ☎ 0343 178 2743
- ✉ [westminstercounciltax1@secure.capita.co.uk](mailto:westminstercounciltax1@secure.capita.co.uk)
- 🌐 [www.westminster.gov.uk/council-tax](http://www.westminster.gov.uk/council-tax)



## HEALTH & WELLBEING

- ☎ 020 7641 7000
- 🌐 [www.westminster.gov.uk/health-and-social-care](http://www.westminster.gov.uk/health-and-social-care)

## HOUSING SERVICES

- ☎ 0800 358 3783 **Freephone**
- ✉ [housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/housing](http://www.westminster.gov.uk/housing)

## LEISURE CENTRES

- ✉ [active@westminster.gov.uk](mailto:active@westminster.gov.uk)
- 🌐 [www.active.westminster.gov.uk](http://www.active.westminster.gov.uk)

## LIBRARIES

- ☎ 020 7361 3993
- ☎ 020 7641 6200
- ✉ [libraries@westminster.gov.uk](mailto:libraries@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/libraries](http://www.westminster.gov.uk/libraries)



## PARKING

- ☎ 020 7823 4567
- ✉ [parkingservices@westminster.gov.uk](mailto:parkingservices@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking)

## PEST CONTROL

- ☎ 0800 358 0514 **Freephone**
- ✉ [pestcontrol@westminster.gov.uk](mailto:pestcontrol@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/pest-control](http://www.westminster.gov.uk/pest-control)

## RECYCLING/RUBBISH

- ☎ 020 7641 2000
- 🌐 [www.westminster.gov.uk/recycling](http://www.westminster.gov.uk/recycling)



## REPORT IT

- 🌐 [www.westminster.gov.uk/report-it](http://www.westminster.gov.uk/report-it)

## SEN

- ☎ 020 7361 3311
- ✉ [SEN@rbkc.gov.uk](mailto:SEN@rbkc.gov.uk)
- 🌐 [localoffer.westminster.gov.uk](http://localoffer.westminster.gov.uk)

## STREET MARKETS

- ☎ 020 7641 8549
- ☎ 020 7641 7010
- ✉ [streettradinglicensing@westminster.gov.uk](mailto:streettradinglicensing@westminster.gov.uk)
- 🌐 [www.westminster.gov.uk/markets](http://www.westminster.gov.uk/markets)

## WESTMINSTER CONNECTS

- ☎ 020 7641 1222
- 🌐 [westminster.gov.uk/westminster-connects](http://westminster.gov.uk/westminster-connects)

## WESTMINSTER EMPLOYMENT SERVICE

- ☎ 07971 026709
- ✉ [employmentteam@westminster.gov.uk](mailto:employmentteam@westminster.gov.uk)
- 🌐 [westminster.gov.uk/wes](http://westminster.gov.uk/wes)

# HYDE PARK EVENTS

The Royal Parks will be working hard with our event organisers to minimise disruption to park visitors and the local community.

If you have a question or comment about events in the Royal Parks:

Email [eventfeedback@royalparks.org.uk](mailto:eventfeedback@royalparks.org.uk)

During an event, call 0300 061 2222

Schedule of events:

UEFA Champions League Final - Fan Meeting Point	Saturday 1 June
American Express presents BST Hyde Park	Friday 28 June to Sunday 14 July  Midweek community programme: Monday 1 July to Thursday 4 July Monday 8 July to Thursday 11 July  Sound check times will be available 28 days before event at: <a href="http://www.royalparks.org.uk/whats-on">www.royalparks.org.uk/whats-on</a>
Swim Serpentine	Saturday 14 September
GOSH Race for the Kids	Saturday 12 October
Royal Parks Half Marathon	Sunday 13 October
Hyde Park Winter Wonderland	November, December and January (except Christmas Day)

