

October 2011

Dear Paddington, Bayswater and Westbourne Area Forum Member

You are warmly invited to the

Paddington, Bayswater and Westbourne Area Forum  
**Wednesday 19<sup>th</sup> October 2011, 6.30pm – 8.30pm**  
**Lancaster London Hotel, Lancaster Terrace, W2 2TY**

Between **6.30pm and 7pm** there will be a **Surgery Session** where you can raise individual issues with Council Officers. During this session there will be information stands on:

- Parking
- CityWest Housing
- Trees
- Adult Services

**Coffee and tea** will be available from **6.30pm**.

At **7pm** there will be a welcome and announcements from the Chairman.

At **7.05pm** there will be a short presentation from the Lancaster London Hotel.

At **7.10pm** there will be an announcement on the Parking Policy Review.

At **7.15pm** you will be able to attend two of the following workshops:

- Changes to One Stop Shops
- Crossrail
- Business in Bayswater
- Social Services

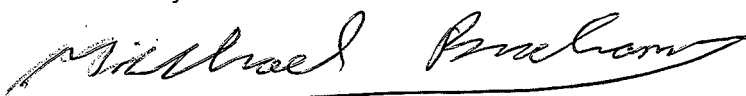
At **8.00pm** there will be an opportunity to discuss **Neighbourhood Funds**. Ward councillors will update you on how they have spent/are planning to spend their £46,000 ward budget, and ask for your feedback on the projects they have funded.

If you would like to comment on any of the topics covered but are not able to attend this Area Forum, please complete the form on the back of the briefs. You can return it to us using the Freepost address provided.

Area Forums are open meetings and so we encourage you to invite friends and colleagues, who may live, work or learn in the Bayswater, Hyde Park, Lancaster Gate or Westbourne wards. **Why not ask to leave some of our leaflets in your local shop, or put some through your neighbours' letterboxes**, telling them why they should also get involved?

I look forward to meeting you at the Area Forum on 19<sup>th</sup> October.

Yours sincerely



Cllr Michael Brahams  
Chairman of Paddington, Bayswater and Westbourne Area Forum

# Paddington, Bayswater and Westbourne Area Forum – 19<sup>th</sup> October 2011

## Agenda & Format

**Surgery Session  
6.30-7.00pm** Talk informally with a range of key council officers – including Councillors and department directors – over tea and coffee.

There will be additional information stalls on:

- Parking
- CityWest Housing
- Trees
- Adult Services

**Main meeting  
7.00pm** Welcome from the Chairman of the Paddington, Bayswater and Westbourne Area Forum, Councillor Michael Brahams.

At **7pm** there will be a welcome and announcements from the Chairman.

At **7.05pm** there will be a short presentation from the Lancaster London Hotel.

At **7.10pm** there will be an announcement on the Parking Policy Review.

At **7.15pm** you will be able to attend two of the following workshops:

- Changes to One Stop Shops
- Crossrail
- Business in Bayswater
- Social Services

At **8.00pm**, there will be an opportunity to discuss **Ward Budgets**.

**8.30pm** Meeting closes

## **Council Officers attending the Paddington, Bayswater and Westbourne Area Forum – 19<sup>th</sup> October 2011**

These Officers will be available to meet with you on a one-to-one basis. The Area Forums team will be on hand to help direct your query to the right Officer.

*Please note this officer list may be subject to change.*

- **Adult Services**

Cath Atlee – Assistant Director Joint Commissioning Adults

- **Benefits**

Zeb Badr – Benefits Officer

- **Development Planning**

Amanda Coulson – Area Planning Officer

- **Environmental Health**

Steve Harrison – Operation Director

- **Housing Needs**

Victoria Midwinter – Housing Needs Commissioning Manager

- **Libraries and Culture**

Elizabeth Williams – Area Manager

- **Noise Team**

Tatiana Atanasova – Noise Officer

- **Premises Management**

Andrew Ralph – Service Manager – Noise and Licensing  
Geraint Maddocks – Residential Environmental Health

- **Safer Neighbourhood Team**

Sgt John Marshall – Lancaster Gate and Bayswater SNT  
Sgt Ken Taylor – Hyde Park SNT  
Sgt Simon Reason – Queensway Town Centre SNT  
Claire Hardy – Neighbourhood Crime Reduction Officer

- **Sport and Leisure**

David Kerrigan – Strategic Head of Commissioning

- **Street Management**

Adebowale Adeyemi –Warden for Bayswater  
Anthony Kilbey – Warden for Lancaster Gate  
Ronnie Mannan –Warden for Hyde Park

- **Transportation**

Peter Wilson – Commissioning Officer  
Rakesh Vaghela – Service Development Manager

# VENUE DETAILS

Lancaster London Hotel, Lancaster Terrace, W2 2TY



Lancaster London Hotel,  
Lancaster Terrace,  
W2 2TY



**148, 274, 390, 94**



**Lancaster Gate (Central line)**

**Paddington (Bakerloo, Circle & District lines)**



**There is limited meter and pay & display parking on the surrounding streets.**

## **Access arrangements:**



**Wheelchair access**



**Lift available to function room**



**There are wheelchair accessible toilets**



**There is an induction loop in the main meeting room.**



**Please let us know as soon as possible if you require BSL interpreters as these are only booked on request.**



**Registered assistance dogs are welcome.**

**Westminster City Council is committed to making this meeting accessible. In order that all attendees can participate fully please let us know about any adjustments you may need and we will do our best to meet your requirements.**

**If you, or someone you know, would like these details in an alternative format please tell us and we will be happy to provide them.**

**For these and all other enquiries please contact the Area Forums team on 020 7641 3916 or via email to [areaforums@westminster.gov.uk](mailto:areaforums@westminster.gov.uk)**



## 1. Ward Budgets

### Ward budgets

Please find below details of all the ward budget projects which have been funded in this year (2011-12). Ward Members are still considering ideas for this year, if you have any proposals please contact the relevant Neighbourhood Officer below:

#### *Westbourne:*

Victoria Andrews – [vandrews@westminster.gov.uk](mailto:vandrews@westminster.gov.uk) – tel: 020 7641 4299

#### *Hyde Park, Lancaster Gate and Bayswater:*

Owen Murray – email: [omurray@westminster.gov.uk](mailto:omurray@westminster.gov.uk) - tel: 020 7641 3411

### Bayswater

#### **Festive Lights on Westbourne Grove/Bishops Bridge Road**

**Provider: Piggotts; Cost: £2,000.00**

Contribution towards starburst Christmas lights to be placed in trees along Westbourne Grove and Porchester Road.

#### **Police Bikes**

**Provider: Met; Cost: £1,422.00**

Purchased three new police bikes for Bayswater Safer Neighbourhood Team to use throughout the ward.

#### **Hanging Baskets**

**Provider: Parks; Cost: £2,247.30**

Purchase of 18 hanging baskets in the ward for summer 2012 and summer 2013.

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### Hyde Park

#### **Enforcement project for the Edgware Road**

**Provider: Westminster Street Management team; Contribution £24,120**

Members have jointly funded with Hyde Park ward the following services to tackle the issues which affect the Edgware Road and the surrounding area.

- An additional evening patrol will be undertaken each week by a Westminster Warden
- Two licensing enforcement officers will patrol for a period of four weeks to gather evidence against premises which are in breach of their licence.
- A senior planning enforcement officer will be employed for twelve months to deal with the short term letting issues in the area.

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## **Lancaster Gate**

### **Festive Lights on Westbourne Grove/Bishops Bridge Road**

**Provider: Piggotts; Cost: £2,000.00**

Contribution towards starburst Christmas lights to be placed in trees along Queensway and Inverness Terrace.

### **Hallfield Estate Carnival**

**Provider: CityWest Homes; Cost: £600.00**

CityWest Homes ran a fun day for residents on the Hallfield Estate on Saturday 10<sup>th</sup> September. The day included a football tournament, face painting, a steel band, Hallfield's Famous Talent Show, music, resident recognition awards and funfair rides.

### **Summer Youth Programme**

**Provider: Youth Services; Cost: £6,296.00**

Funding was provided for four weeks of detached youth work to engage both the young people and their parents in the programme followed by a five week programme of activities twice weekly. Activities included: History walk of the Thames, cycling/canoeing in Lea Valley, cooking course, archery, horse riding, swimming, cycle maintenance, snow camp and Duke of Edinburgh taster Camp.

### **Supported Housing Lunches**

**Provider: Housing with Care Services; Cost: £1,400.00**

The Housing with Care Services team continue to provide a coffee morning and lunch club each Wednesday to supported elderly residents who live on the Hallfield Estate. Residents attend each Wednesday coming to the coffee morning and then staying for lunch, with bingo and discussions afterwards. The lunches were provided from w/c 23<sup>rd</sup> May 2011 and continue over a 35 week period until w/c 16 January 2012.

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## **Westbourne**

### **Club Xpress – Half term Holiday Camp**

**Provider: Westbourne Park Family Centre; Cost: £5,000**

Continued support for the popular holiday club. Funding will support the delivery of two, three-day holiday clubs taking place during October 2011 half term and February 2012 half term for children aged 5-13.

### **Westbourne Summer Festival, July 2011**

**Westbourne Neighbourhood Forum; Cost: £4,832.54**

A summer festival event was held on Sunday 17<sup>th</sup> July from 1-5pm in the Westbourne Green Park. A range of family activities and entertainment were provided throughout the day with around 300 people attending.

### **City West Homes, Community Fair, September 2011**

**Provider: City West Homes; Contribution: £750**

A community fair was held on the 17<sup>th</sup> September from 1-5pm on the Brunel Estate. A range of activities were on offer including fairground rides, face painters, information stalls and refreshments.

**Other projects planned:**

Councillors are also planning to continue their support for the Youth Voice project at the Stowe Centre which was successfully piloted earlier this year. Councillors are also keen to fund the installation of a community notice board for the Chippenham Mews Residents Association, the final details of which are being discussed with planning.

If you would like to comment on this workshop, please fill out the box below and leave in the box at the registration desk or post back to Area Forums at:  
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**Comments:**



## 2. Changes to the One Stop Service

This workshop session will provide information on the closure of the traditional One Stops Service and the ways you can transact with Westminster in the future. City Hall One Stop closed on 23<sup>rd</sup> August 2011 which will be followed by Harrow Road and Church Street One Stops on 16<sup>th</sup> December 2011.

In the lead up to the closure, the 2 remaining One Stop Services will stop accepting cash and cheque payments from 01/11/2011.

Westminster has increased the ways and places its customers can transact. From the 1<sup>st</sup> November you will be able to pay bills and apply for services at your local Post Office by cash, cheque or card.

We have set up 'Your One Stop Express' self serve computers and free phones in convenient locations across the City including libraries and community centres where you can carry out your transactions with Westminster online with assistance from a member of staff or speak to a customer service expert on the phone.

Parking Services are now accepting online permit applications for first time, renewals and changes to existing permits removing the need to carry out the transaction at a One Stop Service and providing customers with the convenience of transacting at home or at work.

More information on where to do your business with the council will be available from officers.

1. What do you think about the new ways to do business with Westminster City Council?
2. Where and how would you like to transact with Westminster City Council in the future?

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### **3. Business in Bayswater**

**Facilitator:** Mike Fairmaner - Economic Policy and Area Programmes Manager

**Also present:** Ben Collins - Bayswater Business Improvement District

#### **Topics to be covered**

#### **1. The Council's High Streets Support Scheme – help for businesses affected by the August disturbances**

The High Streets Support Scheme helps businesses to recover from the disturbances by offering:

- Grants to small businesses to cover costs to uninsured property, stock and equipment damaged during the disturbances
- Fast tracking of applications for business rate relief
- Grant to Bayswater BID to encourage footfall to the area to generate sales
- Refunds to businesses for any fees payable to the City Council for making applications to the City Council to enable them to repair their property following damage caused by the disturbances.

#### **2. What the Business Improvement District is doing**

The Business Improvement District (BID) charges a small levy to businesses on top of business rates that is then used to improve and promote the area to increase businesses. The BID employs Street Ambassadors to help people find their way and communicate with businesses, funds Christmas decorations, organises the Formula One event in March and works with the Council to improve street cleanliness

#### **3. Discussion to generate ideas on how to prove make Queensway and Westbourne Grove a better shopping centre and more attractive to businesses and residents**

Ideas might include for example:

- Better street paving and lighting
- Christmas decorations
- Better pedestrian signage

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**Comments:**



## 4. Crossrail

Crossrail construction is progressing at a number of locations in the Bayswater area.

**Eastbourne Terrace.** The works currently taking place in Eastbourne Terrace are utility diversion works which are relocating services in the pavement on the west side of Eastbourne Terrace so as to allow construction of the main Crossrail station “box”. These works have required the diversion of some bus routes serving Paddington Station and the relocation of bus stops and stands, which have led to concerns being expressed by some local residents. The works are programmed to be completed later this year following which the site will be taken over by Crossrail’s contractors carrying out the main Paddington station works.

Crossrail have stated to the City Council that their preferred method of constructing the new station at Paddington involves the total closure of Eastbourne Terrace to all traffic, including buses and taxis, for a period of 2 years starting in early 2012. Previously, Crossrail had given an undertaking to Parliament that Eastbourne Terrace would remain open to traffic whilst construction takes place. However, Crossrail now consider that a full closure would be quicker, safer and cheaper to construct. After this two year period, Eastbourne Terrace would reopen to traffic while the Crossrail construction works continue. Detailed discussions on these revised proposals have taken place over the last year between the City Council, local residents groups and businesses, Transport for London and Crossrail. The major impact of this proposal is the diversion of traffic, including buses to other routes including Craven Road and Westbourne Terrace and the associated relocation of bus stops and stands, and a number of residents, Amenity Societies and businesses have already expressed a range of concerns. Since the last meeting of the Bayswater Area Forum in May 2011, Crossrail have submitted detailed proposals in respect of the closure of Eastbourne Terrace which are to be reported to the City Council’s Planning and City Development Committee on 6 October 2011.

Crossrail have also submitted further details about the proposed bus diversions and their proposed strategy for monitoring and mitigating the impact of the diverted traffic. The City Council is currently considering these submissions and is required to respond to Crossrail by the end of October 2011, following a full consultation exercise with affected residents, businesses and other stakeholders. Crossrail have not yet submitted their formal request for the undertaking to Parliament to be lifted. Once this has been received, a decision will be made by the City Council’s Cabinet Member for Built Environment.

**Bishops Bridge Road.** Network Rail have completed the refurbishment of Span 4 on the London Street side of Paddington Station, and London Underground are carrying out substantial works to create a new station and entrance from the towpath to the Hammersmith and City line station. Crossrail are continuing with the construction at this location of the new taxi set down and pick up facilities for Paddington Station which will be linked to Bishops Bridge Road by a new taxi ramp. New lifts and escalators are also being constructed which will link the taxi deck to the station concourse. These works are programmed by Crossrail to be completed soon, following which the existing taxi facilities on the Eastbourne

Terrace side of the station will relocate to the new deck so that the station construction can start at Eastbourne Terrace.

**Royal Oak / Westbourne Park.** Construction of the Crossrail tunnel portal at Royal Oak has been completed. The Crossrail tunnel boring machine is due to be launched from this site in Spring 2012.

Since the last meeting of the Bayswater Area Forum in May 2011, Crossrail have indicated that additional utility diversion works are required on Lord Hills' Bridge, because of the ground settlement problems that will be caused by the passage of the tunnel boring machines under the bridge. This will require some temporary closures of Lord Hills' Bridge, including a northbound closure for approximately 2 weeks. Discussions are currently taking place between Crossrail and the City Council regarding the impacts of this closure, including the diversion of bus route 36.

Also since the last meeting of the Area Forum, Crossrail have submitted a draft request for additional lorry routes in the area to transport tunnel segments from Old Oak Common to the worksite at Westbourne Park (Great Western Road). The proposed additional lorry routes, including Chepstow Road, will be the subject of consultation with affected frontages and other stakeholders when the formal submission is received from Crossrail.

### Contact Details

For further details please contact:

Don Murchie, City Planning Delivery Unit  
Email - [dmurchie@westminster.gov.uk](mailto:dmurchie@westminster.gov.uk)  
Telephone - 020 7641 2517

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**Comments:**



## 5. Social Services

### 1. Update on the closure of the day service for people with physical / sensory disabilities at 42 Westbourne Park Road

The Day Centre for People with Physical Disabilities closed at the end of September as planned, with services tapering off in the last few weeks as staff prepared for closure. Regular users of the centre who are eligible for social services have been given personal budgets and supported to plan alternative activities. Many of them are interested in pooling their funds so that they can continue to meet as a group. They are exploring art classes, yoga and healthy living activities and with the support of SOS they have established a Wednesday Club which met for the first time at the end of September. Both eligible users and other attendees have been given information about alternative community activities and services across the City and information and advice will continue to be available from other sites.

### 2. The Hydrotherapy Pool – Staying Open

Many individuals and groups had asked the Council to retain the hydrotherapy pool and after some negotiation with a range of interested parties, we have been able to do this. The pool will be staying open and we have submitted a bid to the Design Council for their “Living Well with Dementia” Challenge grant to upgrade the facility for use by people living with dementia and to make it more attractive. This will benefit the whole community, as it will be more accessible for all. If any local groups are interested in hiring it for sessions they can contact Emma Haselden at the Council ([ehaselden@westminster.gov.uk](mailto:ehaselden@westminster.gov.uk) or 020 7641 7431) to find out more.

### 3. The future use of the Centre – New Services

Adult Social Services wishes to use the site for people with dementia and their family carers. There are a growing number of people with dementia who need day care and we feel that the centre at Westbourne Park Road is very suitable for this service. We would bring together a number of health and social care services for people with dementia (including the Memory Assessment Services) and provide a better service on this site than elsewhere. It would also save the Council money by releasing other sites.

There was a consultation in July-September on changes to day services for older people. This ended on 1<sup>st</sup> October and we are now reviewing all the responses. The Cabinet Member for Adult Services and Health, Councillor Daniel Astaire, will make a decision on this in November.

Adult Social Services is still considering ways to make the centre available to wider community groups although the main use proposed is for dementia day services. In addition to retaining the hydrotherapy pool (with a separate entrance), the main part of the centre could also be used as a meeting place when the day service and health services are not using it.

While we await the Cabinet Member’s decision we have been preparing planning applications to vary the use of the centre and to extend the hours of opening to include Sundays and evenings in order to make fuller use of the facility, whatever final decision is made after the consultation. Local residents should be receiving

information on this from the Planning Department in November and your views will be welcomed.

#### **4. Making use of the whole site – a residential development?**

The Council is pursuing the possibility of disposing of part of the site for residential development, subject to obtaining the necessary planning permissions. Any planning application will be the subject of statutory consultation and your views will be sought on any proposal. The delivery of the service to people with dementia and their carers would not be compromised by such an application.

**Contact:**

Cath Attlee, Assistant Director Joint Commissioning: Adults Services  
[cattlee@westminster.gov.uk](mailto:cattlee@westminster.gov.uk) or 020 7641 1964

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