



# SUSTAINABILITY ACTION PLAN



LONDON HERITAGE QUARTER





BUILDING A  
GREENER FUTURE  
**TOGETHER**





London Heritage Quarter's long-term vision is to become a vibrant, healthy and sustainable district. At the heart of this ambition is a clear commitment to resilience and achieving net zero.

Through working closely with our stakeholders and strategic partners, we aim to create a climate-ready destination where both the economy and community will thrive.

Developed in partnership with sustainability experts Bioregional, BID members and local stakeholders, our Sustainability Action Plan underpins our mission to transform London HQ into a leading destination that is futureproofed for resilience and sustainability. It reflects our dedication to environmental responsibility, social value and economic opportunity and will deliver tangible benefits to our members, the local community and central London as a whole.

This plan integrates environmental, economic and social priorities, drawing on the collective strengths of the Business Improvement Districts of Victoria, Northbank, Victoria Westminster and Whitehall.

This collaborative, partnership approach is key to unlocking the full potential of London HQ in south Westminster. The initiatives proposed here include both ongoing and new projects across all four BIDs. A major milestone is our commitment to achieve net zero by 2030 across scope 1 and 2 emissions for London HQ's own operations. This, together with the projects we will deliver in and across the BIDs which also support Westminster City Council's Sustainable City Charter, demonstrates our firm commitment to sustainability.

We invite all our stakeholders to join us on this journey. By working together, we can shape a resilient, prosperous and forward-looking London Heritage Quarter.



**Ruth Duston, OBE, OC**  
Chief Executive



## LHQ has collaborated with Bioregional, the purpose-led sustainability consultancy, to create this Sustainability Action Plan.

It is the result of rigorous desk-based research and analysis, and conversations with stakeholders.

Bioregional has supported businesses and organisations to transition to a net-zero carbon, circular, and sustainable future since 1994. Their sustainability framework, One Planet Living, guides their thinking with partners.

This plan brings together all LHQ's existing sustainability projects, and combines them with new activities, and sets them within the One Planet Living framework. Ten headline commitments have been developed unique to LHQ and aligned with the One Planet Living framework.

The projects and activities in the plan will be delivered over three years. A framework to track progress also forms part of the plan.

Bioregional's One Planet Living framework comprises ten intuitive One Planet Living Principles that can be used by anyone – personally and professionally – to imagine, plan, do, and communicate about deep sustainability. It is based on what science is currently telling us about what is needed to live within the Earth's means.



	<b>Health and happiness:</b> Encouraging active, social, meaningful lives to promote good health and wellbeing.
	<b>Equity and local economy:</b> Creating safe, equitable places to live and work which support local prosperity and international fair trade.
	<b>Culture and community:</b> Nurturing local identity and heritage, empowering communities and promoting a culture of sustainable living.
	<b>Travel and transport:</b> Reducing the need to travel, encouraging walking, cycling and low carbon transport.
	<b>Land and nature:</b> Protecting and restoring land for the benefit of people and wildlife.
	<b>Local and sustainable food:</b> Promoting sustainable humane farming and healthy diets high in local, seasonal organic food and vegetable protein.
	<b>Sustainable water:</b> Using water efficiently, protecting local water resources and reducing flooding and drought.
	<b>Materials and products:</b> Using materials from sustainable sources and promoting products which help people reduce consumption.
	<b>Zero waste:</b> Reducing consumption, re-using and recycling to achieve zero waste and zero pollution.
	<b>Zero carbon energy:</b> Making buildings and manufacturing energy efficient and supplying all energy with renewables.



# ENGAGEMENT-LED SUSTAINABILITY PLANNING

Comprehensive research and meaningful engagement were hallmarks of the early phase of the action plan project.

An initial review was undertaken, examining sustainability reports from a range of organisations relevant to our work and mapped against the framework. As such, the plan plays a wider role in ensuring LHQ supports the council's City Plan 2019-2040, Fairer Westminster, the Sustainable City Charter, and Transport for London and Greater London Authority strategies relevant to sustainability. It reflects the sustainability aspirations of the Victoria Neighbourhood Forum's emerging Neighbourhood Development Plan.

A bespoke One Planet Living framework questionnaire was designed for LHQ to complete to capture information beyond Bioregional's own extensive desktop research.

We engaged with our stakeholders to capture their insights on what they felt was important to be in the plan. Two focus groups and several one-to-one interviews were held. A BID member survey also captured wider insights that provided respondents further opportunity to share their sustainability priorities, areas of focus and the level of support they would like from LHQ on their sustainability journeys.

LHQ also liaised with members of our Sustainability Steering Group who will guide future activity.







# STRATEGIC PILLARS & TAILORED IMPACTS

Our Action Plan has been developed through collaboration to create impactful activity tailored to the area.

Once all desk research, One Planet Living framework questionnaire responses, and internal and external quantitative and qualitative stakeholder feedback had been collected it was analysed to identify and prioritise the most impactful areas of activity.

The plan is therefore tailored to LHQ's context and stakeholders, and comprehensive in terms of social, environmental and economic sustainability.

Central to the plan are three strategic pillars and ten headline commitments that inform the plan's activities. The plan is current until March 2028. Monitoring and reporting on progress will take place during the lifetime of the plan.

# THREE STRATEGIC PILLARS AND 10 HEADLINE COMMITMENTS

Pillar 1	Pillar 2	Pillar 3
Sustainable destination	Climate resilient placemaking	Facilitating change
 <p><b>Health and happiness:</b> We are dedicated to continuously exploring ways the LHQ area can foster better health and wellbeing, with a strong focus on enhancing air quality and promoting social wellbeing for all.</p>	 <p><b>Land and nature:</b> We will continue to ensure the area is clean and maintained. We will focus on identifying projects where nature can build climate resilience and contribute to everybody's health and wellbeing.</p>	 <p><b>Travel and transport:</b> We acknowledge that travel and transport play a key role in creating a sustainable destination. We will champion active and low carbon travel and work with partners to focus on reducing congestion and delivering pedestrian friendly streets.</p>
 <p><b>Equity and local economy:</b> We are committed to making the LHQ area an even more appealing place to work and live through prioritising safety and making the area accessible and inclusive for all. We will also focus on developing green skills throughout the area.</p>	 <p><b>Sustainable water:</b> We are committed to raising awareness about sustainable water use and uniting as a community to build a collective response in mitigating flood risks.</p>	 <p><b>Materials and products:</b> We will facilitate knowledge-sharing around sustainable materials and products and explore how the area can encourage responsible consumption.</p>
 <p><b>Culture and community:</b> We will harness our influence to cultivate a culture of sustainability throughout the LHQ area. By upskilling, fostering knowledge-sharing and empowering all to embrace positive behaviour change.</p>		 <p><b>Zero waste:</b> We are focused on investigating the challenges we all face in reducing waste. We will look to develop and share our insights to inspire the adoption of the circular economy principles throughout the area.</p>
 <p><b>Local and sustainable food:</b> We will explore innovative ways to support and promote a sustainable food offering that enhances both environmental and social wellbeing for all.</p>		 <p><b>Zero carbon energy:</b> We remain committed to working with partners to decarbonise the LHQ area. We will also support our members with resources to reduce their carbon impacts and focus on rebranding our own carbon footprint.</p>







# DELIVERING OUR COMMITMENTS

The plan outlines our priorities and actions, which are translated into projects listed below and overleaf.



## Health and happiness

- Increase engagement with air quality readings and encourage behaviour change with stakeholders
- Continue to support BID member employee's mental health and wellbeing through identifying and hosting relevant webinars and workshops
- Use learnings from pilots to inform and roll out a new freight rationalisation project
- Continue to explore new partnership opportunities with businesses, landowners, Transport for London, Westminster City Council, the Greater London Authority and neighbouring BIDs on initiatives to reduce vehicle congestion



## Equity and local economy

- Undertake an accessibility review for those with limited mobility and disabilities
- Continue to develop LHQ's Youth Steering Group and identify solutions they can contribute to
- Continue to support skills development and employability for homeless and vulnerable people through initiatives such as the Hotel School and local charities



## Culture and community

- Continue offering businesses volunteering opportunities with Kitchen Takeover and Food Store initiatives
- Maintain the volunteering partnership with The Passage to offer corporate volunteering opportunities for BID members
- Use existing citizen data to educate BID visitors about environmental sustainability and an action they can take to encourage positive behaviour change



## Land and nature

- Use existing nature and biodiversity studies to roll out more nature and biodiversity projects
- Study climate resilience to identify ways to build and strengthen resilience across the four BIDs



## Sustainable water

- Create a communications piece that guides businesses on how to reduce water use in hotspot areas
- Amplify flood risk messaging with BID members, anchored to WCC's Local Flood Risk Management Strategy



## Local and sustainable food

- Engage with partners on seasonal and locally sourced sustainable food options



## Travel and transport

- Roll out an active travel strategy across the four BIDs, aligned to WCC's Sustainable Transport Strategy
- Improve pedestrian access across key areas to reduce congestion and increase active travel
- Continue to publish LHQ's wayfinding visitor maps



## Materials and products

- Create an awareness programme around responsible consumption



## Zero waste

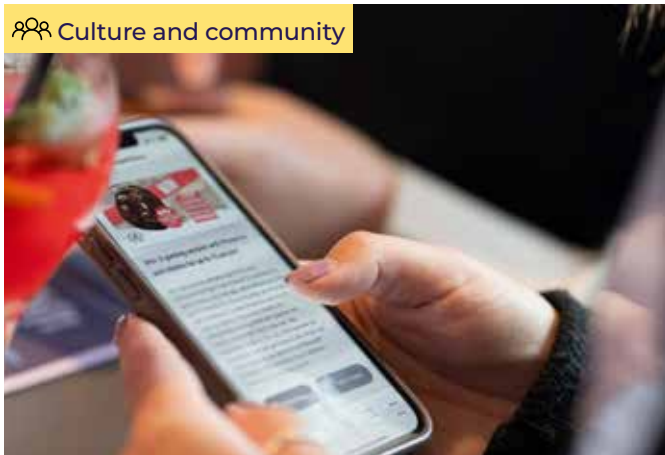
- Deliver sustainability knowledge on waste reduction and circularity to members
- Signpost reuse/sharing platforms for BID members to use to share various items, beginning with office items



## Zero carbon energy

- Continue to actively participate in the development of Project SWAN
- Promote the benefits of BID members signing up to WCC's Sustainable City Charter
- Create and promote a guide for BID members on how they can reduce operational energy use through implementing energy efficiency measures
- Continue to participate in the Zero Emissions Group to explore impactful ways to tackle carbon emissions across the four BIDs





## Communications

A new Sustainability hub on our website will inform BID members about plan progress and hosts case studies, cost-saving tips, opportunities and efficiency measures.



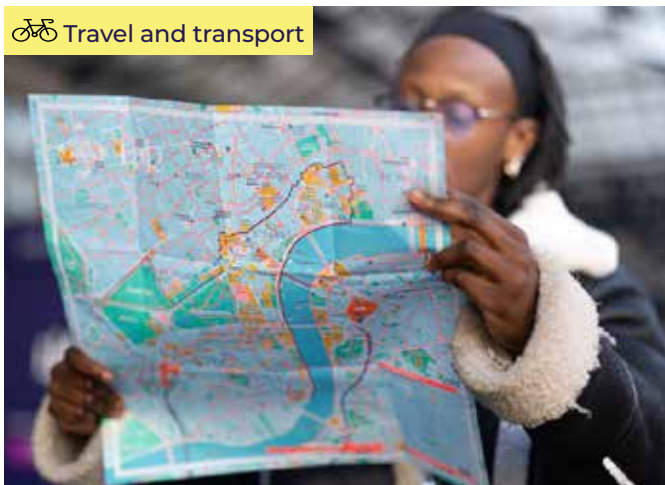
## Urban Vision

Drawing on our extensive green and blue project delivery experience, we will develop and roll out more projects to tackle the climate and ecological emergencies.



## Youth Empowerment

LHQ are proud to be partnering with Volcano for Royalties London, a new pilot project education programme designed for passionate young Londoners aged 18 to 30. Participants gain hands-on experience in event planning, use music and art to activate urban spaces, pitch ideas to partners, and help shape a safer, more inspiring area.



## Sustainable, Active Travel

Our new walking map, created with Footways London, highlights walking routes, hidden gems and adds local insight.



## Freight

Our involvement with the Zero Emissions Group since 2022 has promoted zero emission freight and good practices around reducing congestion and carbon emissions.





## Action Funder

Our involvement with Action Funder, the platform crowdfunding, has supported 32 projects and 14,928 people and spanning air quality, climate, parks and wildlife activities.



## Air Quality

We're feeding air quality data into the BreatheLondon network from three node sensors. Communications initiatives, linked to the data, will increase engagement with air quality and encourage behaviour change.



## Health & Wellbeing

BID members will benefit from mental health and wellbeing webinars and workshops.



## District Heating

Project SWAN is a collaboration between LHQ, HEMIKO, Vital Energi, the Department for Energy Security and Net Zero, and Westminster City Council that aims to deliver one of the UK's first heat network zones supplying businesses and homes with low carbon heating and hot water utilising low carbon sources like the River Thames.



## Flood Risk

We will facilitate the delivery of WCC's Local Flood Risk Management Strategy with our BID members to tackle flood risk.



# AMPLIFYING SUSTAINABILITY

LHQ's goal is a climate-resilient district.

Integral to achieving this is sharing, amplifying and building on best practice from our stakeholder community that at its core comprises over 1,000 members from the four BIDs that make up London Heritage Quarter.

There is much positive activity both underway and planned. We will align our activities with these initiatives and showcase inspirational stories and learning through the LHQ website and via other platforms including the LHQ Hub App. BID-member, forward-thinking sustainability projects include:



**Landsec** engaged over **500** local Westminster residents to refresh the new public realm at Cardinal Place, ensuring it's a sustainable destination, accessible for all and enhances nature.



Work is underway at **Tate Britain** to create a new, accessible garden that will improve the area's biodiversity and include a dedicated, flexible garden classroom for audiences of all ages and backgrounds.

Photo courtesy of Tom Stuart-Smith Studio



## Strand Palace

installed **17** drinking water fountains and provided guests with themed, reusable water bottles that diverted **34,087** single-use plastic bottles from landfill in the first few months.





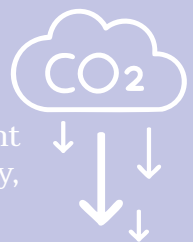
**Grosvenor** have removed gas cookers from over **20** sites for reasons including health, safety, comfort, sustainability and better cooking results, with more planned.



© The National Gallery, London. Photo Edmund Sumner



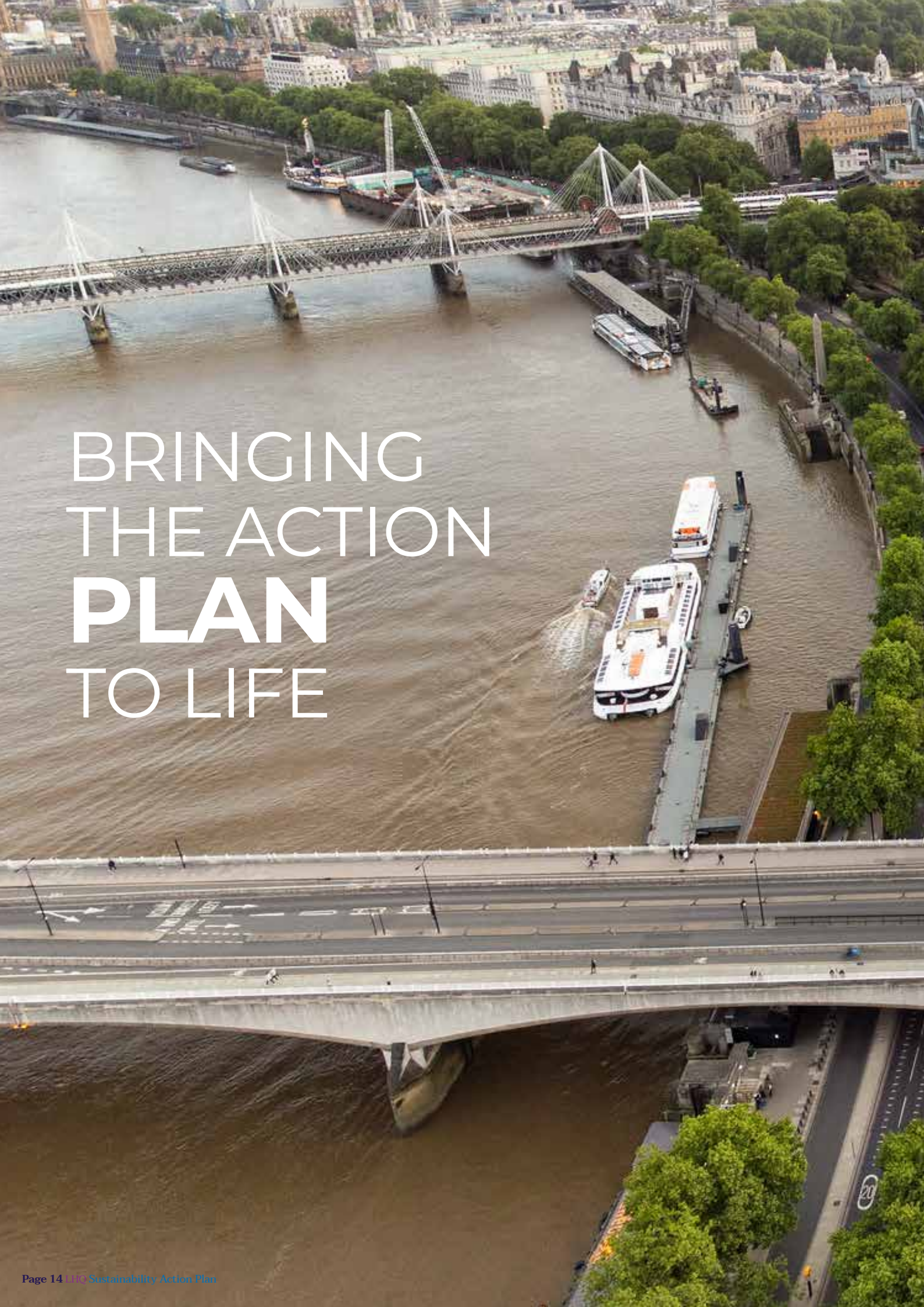
**The National Gallery's** refurbished Sainsbury Wing achieved a **29%** reduction in embodied carbon and a **20%** improvement in operational energy efficiency, whilst **4.2 tonnes** of items from the original building were donated for reuse.



**One Aldwych**, London's cultured independent hotel in Covent Garden, is **B Corp™** certified, the only **five-star** hotel in London to have achieved this accolade.








# BRINGING THE ACTION **PLAN** TO LIFE





“We invite all our stakeholders to join us to implement the plan. By working together, we can shape a resilient, prosperous, and forward-looking LHQ”

Ruth Duston, OBE, OC Chief Executive, London Heritage Quarter







LONDON HERITAGE QUARTER

MORE THAN **MONUMENTS**

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