

**COUNCIL MEETING: MONDAY 18 APRIL 2016
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| Question Number | Question asked by Councillor: | Subject |
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CQ184-16 from Councillor Andrew Pelling

Councillor Tony Newman

The authority is fortunate to have a councillor leadership team that sees their role as a full time one. Please detail recent and upcoming highlights in the Leader's diary.

Reply

I thank Councillor Pelling for his question.

I agree wholeheartedly that running London's largest borough is indeed a full time occupation. Successful delivery of this Administration's ambitious plans for the benefit of the people of Croydon can only be achieved with the full commitment and support of a strong Cabinet and Labour Group.

Whilst we've been working hard across all areas of the Council, some highlights from the last few months include:

- Met with the Borough Commander;
- Visit to the Lyric Hammersmith;
- Meeting with Krept & Konan in advance of announcement of Positive Youth Direction project at Cabinet;
- A number of meetings with Crystal Palace and the Crystal Palace Foundation;
- Regular meetings with the Chief Executive;
- Regular meetings with Executive Leadership Team and an assortment of officers;
- Meeting with Croydon Health Services;
- Regular Cabinet Member briefings;
- EFRA Air Quality Inquiry;
- Meeting with the Whitgift Foundation;
- Meeting with West Croydon Community groups;
- LGA Local Government Conference;
- Frequent attendance at the London Councils Labour Group, and Cross-Party meetings;
- UK Youth Parliament Election Results;
- Introductory meeting with the new Fire Borough Commander;
- Meeting with the Deputy Leader of Islington;
- A meeting with Citizens UK;
- Meeting with Shelter;
- Meeting with NUT;
- Cultural meetings with a number of Croydon's arts and culture leaders;
- Meeting with Croydon BME Forum;
- Roundtable Breakfast with SP Broadway and Croydon businesses;
- South London Partnership – Leaders' meeting;
- Regular participant at the LGA Environment, Economy, Housing and Transport Board;
- LGC Awards where Croydon was recognised for its outstanding performance on digital enabling;
- LSP Board meeting;
- London Councils Leaders' Committee;
- Meeting with Kevin Day;

- Meeting with Croydon TUC;
- Meeting with the Royal Society of Arts; and
- Launch of Croydon Tech Hub.

This list provides examples of the range of meetings I attend and is not exhaustive.

CQ192-16 from Councillor Phil Thomas

Councillor Tony Newman

You are paid a huge salary to lead our borough. Why are you afraid to attend public meetings in Shirley and for the closure of Fairfield Halls?

Reply

I thank Councillor Thomas for his question.

I think it pertinent to remind Councillor Thomas that Fairfield Halls' future has been saved by this Labour Administration and we are justifiably proud of this fact. The investment of £30m which we have approved will transform Fairfield Halls into a world class arts and cultural venue to rival the offer at the South Bank Centre.

With regards to Shirley there was a full discussion at the Council meeting on Monday 25th January, where many were able to voice their opinions regarding the proposed developments. This administration has consistently demonstrated its commitment to openness and transparency and I can assure you that all views expressed will be taken into consideration.

Turning to my allowance please do let me remind you that it is £11,000 less than the former Conservative Leader, Councillor Mike Fisher's, allowance. This is because, and I am sure you will recall, he secretly awarded himself an £11,000 pay rise prior to the 2014 election.

I have restored the Leader's Allowance to the former rate and it has remained frozen at that rate. I have also put in place regular publication of Councillors' allowances and expenses so that there can be no repetition of incidents like Councillor Fisher's secret pay rise.

CQ209-16 **from Councillor Lynne Hale**

Councillor Tony Newman

Please could you explain why the Mott MacDonald report about Fairfield has not, as promised, been shared with councillors or been placed in the public domain.

Reply

I thank Councillor Hale for her question.

The proposals for the redevelopment of Fairfield Halls have been conducted in a wholly open and transparent manner with more information published than for any other project Croydon has ever seen. This administration will ensure that local people are kept informed by publishing all relevant information as the project progresses.

CQ212-16 **from Councillor Sara Bashford**

Councillor Tony Newman

Cllr Newman stated at the Cabinet meeting on Monday 21st March that no Libraries in the borough would be closed, which is very welcome news. Can he please confirm this is correct and that if sufficient numbers of volunteers do not come forward to run their local library, then they will continue to be open to the public as they are now and preserve the literature and literacy offer?

Reply

I thank Councillor Bashford for her question.

I can confirm that this administration is fully committed to keeping all Croydon's libraries open.

We are currently undertaking an engagement exercise with residents about what they want their library service to look like in the future. At this point we do not know what the outcome of the engagement might be or how many people might express an interest in volunteering. As such it would be premature to make any assumptions about what future services might be available at the libraries but I can confirm that the libraries will continue to be open to the public and will preserve their literature and literacy offer.

CQ225-16 **from Councillor Tim Pollard**

Councillor Tony Newman

What progress has been made to identify a preferred operator for Fairfield Halls following its refurbishment and re-opening and how will they be engaged in the design process?

Reply

I thank Councillor Pollard for his question.

Soft market testing is currently underway with a number of operators and following this a procurement process will be undertaken to determine the operator for Fairfield with a view to appointing by the end of the calendar year if not earlier. The operator will feed into the ongoing Fairfield Halls development project.

CQ226-16 **from Councillor Tim Pollard**

Councillor Tony Newman

Why did the outcomes based commissioning contract not commence on time on 1 April?

Reply

NHS Croydon Clinical Commissioning Group and Croydon Council are committed to commissioning health and social care services for over 65s through an outcomes based commissioning approach.

The Accountable Provider Alliance (APA) is making good progress toward fulfilling capable provider criteria for this contract. However, at this stage further time is needed to align the contract with the Sustainability and Transformation Plan required by NHS England and the delivery of the Transforming Adult Social Care (TRASC) programme currently being developed by the council. This additional time will also allow the APA to complete their journey towards fulfilling the capability criteria.

All parties have therefore agreed to extend the process with a view to now awarding the contract later in 2016/17.

During this period, the APA will continue to develop greater integration of services, and will carry on working with their staff, patients and service users to build on the significant work they have already undertaken to deliver a new model for services in Croydon. The CCG and Council will continue to support work across Croydon to achieve greater integration, and new models of care, alongside the development of the APA.

CQ227-16 from Councillor Tim Pollard

Councillor Louisa Woodley

How was the financial position of the adult care LATC allowed to deteriorate so sharply after mid 2014 and why did the council not notice the deterioration?

Reply

I thank Councillor Pollard for his question.

Firstly let's get some of the facts clarified. The financial position of the LATC did not deteriorate sharply after mid 2014. The reality is that the LATC generated a net profit of £24k in the 2014/15 financial year.

During 2014 the company expanded rapidly resulting in a large increase in turnover, unfortunately the level of profit on those contracts was not as great as expected and the company is forecasting to make a loss in 2015/16.

There has been concern about the financial position of the company during 2015/16 and as a result an independent financial review of the company has been commissioned and undertaken by Deloitte to assess the financial position of CCS. The report made a number of recommendations and the company and Board are now implementing these recommendations. Some of these recommendations relate to issues that have existed with the LATC for a number of years but became apparent as the company expanded.

A governance review has also been undertaken jointly between CCS and the Council and the findings from this review are also being implemented.

CQ252-16 **from Councillor Shafi Khan**

Councillor Tony Newman

Would the Leader agree with me that to boost economic growth, create jobs, build desperately needed affordable decent homes, enable people of all ages to reach their potential through access to quality schools and learning and provide dignified care for our elderly, we need greater freedom from central government to take decisions over vital services in our local area?

Reply

I thank Councillor Khan for his question and could not agree with him more.

Whilst I welcome the Growth Zone deal with the Treasury and the support from the Greater London Authority on this issue I'm conscious that there is much work to be done in order to make devolution a reality. Key issues to be resolved include local control over business rate income which is required to fund the major infrastructure programme essential for supporting regeneration and growth across Croydon and south London and also greater local influence over wider public services.

This disjointed Conservative Government talks about devolution deals for local authorities one day, but the next day it takes education out of local people's hands with forced academisation of all schools.

While we fully support the devolution of public service delivery, it is a matter of grave concern to me that the present Conservative Government has repeatedly failed to do this in a fair way. It is important that we bear in mind that devolution will not make up for the 50 per cent cut in our core funding imposed by central Government over the last 5 years. Likewise, we have seen the Conservative Government pass responsibility for functions to local councils but dramatically reduce the budget at the same time. This is exactly what happened with Council Tax benefit as the Tories did not want to take responsibility for their own cuts.

CQ253-16 **from Councillor Shafi Khan**

Councillor Tony Newman

Can the leader update us about the financial impact of latest announcement made by the Chancellor about forcing every remaining school in Croydon to be an academy or free school by 2022?

Reply

I thank Councillor Khan for his question.

The Government's proposal to force all state schools to become academies is a matter of grave concern and the views of this Administration on the issue have been outlined in a letter to the Secretary of State for Education which is reproduced below for information.

It is unclear at this stage what the total financial impact will be although current estimates suggest that conversion costs for Croydon's remaining 66 maintained schools would be approximately £726k.

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Date: 07 April 2016

Rt. Hon Nicky Morgan MP
Secretary of State for Education
Department for Education
Sanctuary Buildings
20 Great Smith Street
London SW1P 3BT

Dear Secretary of State

Proposals about academisation in the white paper 'Educational Excellence Everywhere'

We write to provide comments on the recently published white paper about education.

Our experience in Croydon – both under the previous local Conservative administration and the current Labour administration – has been one of a significant improvement in our schools over the past few years. Academisation of our secondary schools has helped to significantly improve standards; and our primary schools have improved from 64% being judged good or outstanding by OFSTED in 2012 to just under 90% today, which is above the national average. This has been achieved in part through an effective school improvement strategy, in part through local federations of community schools, and in part through targeted academisation (44% of our primary schools are academies), working closely with locally developed academy chains (which have a strong commitment to Croydon) and a few national chains. This pragmatic approach, supported by government policy, has hitherto paid dividends for the people of Croydon. All of Croydon's community special schools are already judged good or outstanding. Additionally, in an innovative partnership with Croydon Head Teachers Association, the Council and schools have successfully established a jointly owned company, Octavo, which is able to be highly responsive to schools in delivering a range of traded services, including school improvement, providing flexible and agile support to schools as drivers of their own improvement.

However, the proposals in the new white paper for wholesale, forced academisation, take government policy to new extremes, and is likely to generate a number of negative consequences:

1. Diversion of attention from standards

The forcing of schools to go through the process of academisation will take away their focus on quality and standards, and force them to spend considerable amounts of time on changing the legal basis upon which they work. This seems particularly inappropriate in a situation where, as referred to above, a high proportion of schools are already judged by OFSTED to be good or outstanding. Furthermore, to force this change on the back of a lack of an evidence base which shows academisation to be the critical factor in securing outstanding outcomes, seems foolhardy.

2. Massive costs not focussed on improvement challenges

The proposal for school land to transfer from local authorities to the Secretary of State, and then in turn for these assets to be leased to academies, creates a double-whammy of legal costs. In Croydon, this would mean transferring 49 primary, 6 secondary (currently diocesan) and 6 special schools, (our primary schools are on average 1.7 ha in size): total transfer costs nationally are currently being expected to be in the order of £1.3 billion. In a context where such costs are not warranted for school improvement reasons (see above), this would be a massive waste of public funds, particularly so given the massive

savings on public services that government is already imposing: due to central government savings, Croydon Council has also lost £100 million from its budget over the past four years, and, based on government forecasts, Croydon predicts a further loss to its budget of £56million over the next three years. Whilst the Council is managing as much of this shift through as much transformation and efficiency-generation as possible, such a level of savings cannot be achieved without a significant impact on local services – including early help and youth services for children and young people.

3. Lack of local accountability and limitations of challenge through national oversight

The positive impact of passionate commitment to improving a local area – in the form of both democratic accountability and parent governors – will be lost through the white paper proposals. The nationalisation of accountability, through the slim structure of Regional Schools Commissioners, and the Department for Education, will be insufficient to provide rigorous challenge to schools: we are already seeing the consequences of this in recent cases of financial mismanagement in academy chains.

For the above reasons, we urge you to reconsider the proposal for forced academisation of all schools.

Should the government persist and legislate for these proposals, Croydon Council will put the best interests of the children and young people of Croydon first and try to make the policy work as well as possible. In these circumstances, we seek your assurances that central government will cover the full costs to Croydon Council of transferring community school assets to the Secretary of State.

Yours sincerely

Cllr Tony Newman
Leader of the Council

Cllr Alisa Flemming
Lead member for children

CQ255-16 **from Councillor Andrew Rendle**

Councillor Tony Newman

Will Cllr Newman join me in thanking everyone who took part in marking Autism Awareness Week and will he ensure these celebrations happen every year.

Reply

I am delighted with the excellent work being undertaken to raise awareness about autism and extend thanks to Councillor Rendle and everyone involved in making Autism Awareness Week a success.

As Leader of the Council I welcome Councillor Rendle's suggestion for annual celebrations to which I give my full commitment.

CQ266-16 **from Councillor Jamie Audsley**

Councillor Tony Newman

How are you committing Croydon council to support refugee resettlement?

Reply

I thank Councillor Audsley for his question.

Croydon along with all London Councils is committed to working with the Government to support the resettlement of refugees. The presence of the Home Office Screening Centre in the borough drives up the number of migrants seeking help and support from the Council which presents some significant challenges for us. We continue to make representations to Government for additional funding to enable us to continue providing appropriate help and support.

CQ274-16 **from Councillor Pat Clouder**

Councillor Tony Newman

Would the Leader not agree with me that the release of the Panama Papers exposes the links with the Tory party? Would he also agree with me that Jeremy Corbin's call for an independent investigation should be carried out as a matter of urgency as the public have a right to know?

Reply

I thank Councillor Clouder for her question.

I'm firmly of the view that openness and transparency results in greater accountability. The public have a right to know about the offshore funds and investments of the Prime Minister and other public figures whose decision making impacts so many aspects of their lives.

CQ180-16 from Councillor Luke Clancy

Councillor Alisa Flemming

Will the Cabinet member please provide an update on the school expansion programme in Coulsdon?

Reply

There are 6 primary planning areas in Croydon. Coulsdon is located in the South West Planning area. Every year we project how many places we will need in each planning area in future years. Where the projected demand is greater than the supply of school places, we set out how we will meet the demand in our Place Planning Strategy. The most recent Strategy was agreed by Cabinet in January 2016.

There are four proposed primary school expansions schemes in the South West Planning Area set out in our Supply Strategy.

Chipstead Valley – the Secretary of State has agreed expansion for this Academy from September 2016 and planning permission has been granted. The first additional class of pupils started in September 2015 in a bulge class, delivered as a precursor to the permanent expansion.

Woodcote Primary School– in January 2016 Cabinet agreed the permanent expansion of Woodcote Primary from September 2017, following consultation with all relevant stakeholders. The school will take a bulge class in September 2016. Further design work is currently being undertaken.

Smitham Primary School – In January 2016 Cabinet agreed the permanent expansion of Smitham Primary from September 2018, following consultation with all relevant stakeholders. A contractor has been procured and design development will commence in the next 4 months.

Oasis Byron – The Academy are planning to consult on permanent expansion later this year, with the decision whether or not to expand being made by the Secretary of State.

CQ181-16 from Councillor Luke Clancy

Councillor Alisa Flemming

Please provide a breakdown of users of all CALAT centres in the borough (including Coulsdon's) showing users by their postcode of origin (i.e. home address) to indicate the Borough ward in which they live.

Reply

I am pleased to be able to provide Cllr Clancy with the information below which is based on the number of registered learners in the spring term at 4 centres.

The total number of learners enrolled was is 4,341.

Under the Data Protection Act the postcodes cannot be provided therefore the table covers the number of learners by ward by centre.

CALAT Learners by centre and ward

Coulsdon Centre

| Coulsdon Centre | No. |
|------------------------|------------|
| Addiscombe | 14 |
| Ashburton | 15 |
| Bensham Manor | 14 |
| Broad Green | 11 |
| Coulsdon East | 80 |
| Coulsdon West | 128 |
| Croham | 27 |
| Fairfield | 24 |
| Fieldway | 3 |
| Heathfield | 20 |
| Kenley | 61 |
| New Addington | 7 |
| Norbury | 9 |
| Purley | 62 |
| Sanderstead | 49 |
| Selhurst | 15 |
| Selsdon and Ballards | 28 |
| Shirley | 8 |
| South Norwood | 26 |
| Thornton Heath | 19 |
| Upper Norwood | 9 |
| Waddon | 26 |
| West Thornton | 11 |
| Woodside | 16 |
| Out of borough | 164 |
| TOTAL | 846 |

Croydon Clocktower

Croydon Clocktower Centre

| | |
|----------------------|-------------|
| Addiscombe | 106 |
| Ashburton | 58 |
| Bensham Manor | 41 |
| Broad Green | 120 |
| Coulsdon East | 34 |
| Coulsdon West | 29 |
| Croham | 88 |
| Fairfield | 153 |
| Fieldway | 19 |
| Heathfield | 40 |
| Kenley | 37 |
| New Addington | 8 |
| Norbury | 30 |
| Purley | 66 |
| Sanderstead | 34 |
| Selhurst | 81 |
| Selsdon and Ballards | 42 |
| Shirley | 33 |
| South Norwood | 49 |
| Thornton Heath | 28 |
| Upper Norwood | 27 |
| Waddon | 88 |
| West Thornton | 46 |
| Woodside | 56 |
| Out of borough | 276 |
| TOTAL | 1589 |

New Addington Centre

| | |
|----------------------|------------|
| Addiscombe | 7 |
| Ashburton | 9 |
| Bensham Manor | 7 |
| Broad Green | 1 |
| Coulsdon East | 3 |
| Coulsdon West | 6 |
| Croham | 5 |
| Fairfield | 3 |
| Fieldway | 44 |
| Heathfield | 9 |
| Kenley | 1 |
| New Addington | 29 |
| Norbury | 2 |
| Purley | 4 |
| Sanderstead | 6 |
| Selhurst | 4 |
| Selsdon and Ballards | 4 |
| Shirley | 1 |
| South Norwood | 4 |
| Thornton Heath | 4 |
| Upper Norwood | 2 |
| Waddon | 6 |
| West Thornton | 1 |
| Woodside | 5 |
| Out of borough | 26 |
| TOTAL | 193 |

Strand House Centre

| | |
|----------------------|-------------|
| Addiscombe | 57 |
| Ashburton | 32 |
| Bensham Manor | 144 |
| Broad Green | 99 |
| Coulsdon East | 6 |
| Coulsdon West | 18 |
| Croham | 36 |
| Fairfield | 56 |
| Fieldway | 33 |
| Heathfield | 22 |
| Kenley | 11 |
| New Addington | 9 |
| Norbury | 88 |
| Purley | 24 |
| Sanderstead | 18 |
| Selhurst | 159 |
| Selsdon and Ballards | 8 |
| Shirley | 21 |
| South Norwood | 104 |
| Thornton Heath | 172 |
| Upper Norwood | 85 |
| Waddon | 46 |
| West Thornton | 156 |
| Woodside | 70 |
| Out of borough | 239 |
| TOTAL | 1713 |

CQ182-16 **from Councillor Andrew Pelling**

Councillor Alisa Flemming

What are the expectations on how Croydon schools will fare under the altered school funding formula being applied by the Conservative government?

Reply

The impact of the national school funding formula on schools in Croydon is currently unknown.

The school funding formula consultation is split into two phases. The EFA are currently consulting on phase one, for which responses are due on the 17th April 2016. The phase one consultation focuses on the principles for the new formula, which they outline as:

- A funding system that supports opportunity
- A funding system that is fair
- A funding system that is efficient
- A funding system that gets straight to schools
- A funding system that is transparent
- A funding system that is simple
- A funding system that is predictable

Phase two will consult on the quantum that will be used within the new formula, it is at this point that we anticipate we will be able to start modelling what impact this will have on schools in Croydon. We believe the second phase of the consultation will take place in around September 2016.

CQ193-16 **from Councillor Margaret Bird**

Councillor Alisa Flemming

Can the cabinet member tell me how many staff and jobs have been lost with the reorganising of Children's Centres and Nurseries under Best Start?

Reply

There have been no job losses.

The teams that formed the five Family Engagement Partnerships have been reorganised into the Best Start Early Help team. Workforce numbers have been maintained between the old and new structures.

Workforce numbers at the majority of the designated centres have either been increased or maintained in order to deliver the new commissioned service. These are staff that are directly employed by the schools to deliver centre based services. It is our understanding that there are two members of staff who have been displaced as part of this process.

We are working closely with nursery providers as part of developing the Best Start programme and will continue to provide support through the commissioning of an Early Learning Collaboration. As part of new government initiatives in respect of early education we are anticipating positive increases in employment opportunities available in the local childcare market.

CQ194-16 **from Councillor Margaret Bird**

Councillor Alisa Flemming

Given the increasing number of non-English speaking children in Croydon, can the cabinet member let us know what is being done to help all schools in Croydon ensure that they can access enough EAL teachers?

Reply

The recruitment of high quality teachers is a difficulty for schools and is of national concern, as has been widely reported. This includes the recruitment of teachers of EAL, but also in many other subjects such as mathematics and science. However, the Council, in conjunction with other partners including The Octavo Partnership and Schools Forum, is working hard to ensure a good and high quality supply of teachers and training in order to meet the needs of Croydon's children and young people.

The Octavo Partnership, which is 40% owned by the Council, recently held a successful teacher recruitment fair, in conjunction with external partners, including well-regarded teacher training institutions, teaching school alliances and universities, with the intention of recruiting the best candidates to come and work in Croydon's schools. In addition, we work to identify best practice in schools, thus enabling us to share expertise and grow the skills of the staff already working in our schools. The Council also commissions Octavo, through funding delegated by the Schools Forum, to provide bespoke and specialist support to schools where there is the greatest need. Schools are actively engaged in providing support and training in this area and there is a well-established network, which includes regular meetings and professional development opportunities, for teachers of children who have English as an Additional Language.

CQ195-16 from Councillor Margaret Bird

Councillor Alisa Flemming

Can the Cabinet member tell me what work is being done with secondary schools to reduce the number of pupils being referred to the Fair Access panel?

Reply

The Fair Access panel provides secondary schools with a forum to present cases where pupils are at risk of permanent exclusion or may benefit from a planned managed move to another provision. The panel also considers those pupils who are “hard to place” under the school admissions code. Schools will also present cases to seek advice and peer support.

The Learning Access Service works closely with Croydon secondary schools to ensure that only appropriate cases are submitted to the panel. Officers from Learning Access visit secondary schools on a regular basis to offer support and advice on cases where early intervention may avoid the need for presentation at the panel. Officers have conducted over 50 such visits during the Autumn and Spring terms of the current academic year.

Work has been done with a number of secondary schools to support the introduction of internal behaviour panels and restorative justice approaches to reduce the need to present cases to the panel. Where schools have been identified as making a high number of referrals to the panel officers have provided support and challenge.

Officers are working with the Croydon Head Teachers’ Association to produce guidance for schools on exclusion procedures.

Learning Access is also working with Early Help services to encourage the use of Early Help Assessments as an early intervention tool. Presentations have been made at the Fair Access panel by Early Help services to promote the use of Early Help Assessments in schools. Presentations have also been made to the panel by other early intervention services such as Growing Against Gang Violence and Safer London.

The Learning Access Service will continue to support schools in identifying at an early stage those pupils who may be at risk of permanent exclusion and maintain their current school placement where this is in the best interest of the child.

CQ197-16 **from Councillor Maria Gatland**

Councillor Alisa Flemming

Could Cllr Flemming tell me what action she is taking to build on the work done on Female Genital Mutilation by the CCG project?

Reply

The CCG has funded a post for a year which has led the work across the partnership on FGM, which has featured in the work of both the children's and adults' safeguarding boards.

Of particular value in this work has been the development of a risk assessment tool, which will help staff in all agencies to identify both girls and women who are at risk of, or who may have been affected by FGM. Significant levels of training have been provided, across agencies, about this: schools have engaged particularly well in these training opportunities.

The work that has been developed in Croydon is gaining a national profile and the project lead has been asked to speak at national conferences.

The next phase is to support the further embedding of the work, and in particular the use of the risk assessment tool, along with strengthened monitoring of the outcomes for those supported as a result of the use of the tool. The independent chair of the children's and adults' safeguarding boards, Sarah Baker, is in discussion with NHSE about the possibility of Croydon securing more funding to support the implementation of the next phase of work.

CQ198-16 from Councillor Maria Gatland

Councillor Alisa Flemming

Could the Cabinet Member tell me what concerns if any she has about the new Primary School to be opened on the Purley Way?

Reply

There are 6 primary planning areas in Croydon. Harris Primary Academy Purley is located in the Central area. Every year we project how many places we will need in each planning area in future years. Where the projected demand is greater than the supply of school places, we set out how we will meet the demand in our Place Planning Strategy. The most recent Strategy was agreed by Cabinet in January 2016.

Harris Primary Academy Purley Way will ensure that we have sufficient primary places in the Central planning area. I am pleased to learn that planning consent has been agreed.

There have been some issues which have been mitigated to the Planning Committee's satisfaction.

Transport and Highways

Highways improvements along the Purley Way have been identified to complement the new school development in order to mitigate the increased levels of traffic to the local area from the new school.

The transport and mitigation strategy has been extensively reviewed by both the Council Transport Planners and Transport for London who have both deemed the strategy acceptable to deal with the anticipated increases in traffic levels from the school.

Construction

The construction logistics will ensure that adequate mitigations in place to ensure that the residents are not negatively impacted during the construction works and delivery of equipment. The Council will work closely with the contractor on engagement with local residents and stakeholders prior to and during the construction works to minimise disruption to the local community. This engagement will be throughout the lifecycle of the project.

Pollution

There have been some concerns raised over local pollution levels. However all local statutory environmental health agencies are engaged with the project to continue to review and monitor pollution levels prior to and following the construction of the new school. This will enable the project team to address any emerging issues. The new school has been designed in a way to set back all the teaching and learning areas to the rear of the school, where pollution levels are significantly lower than they are on the Purley Way.

CQ199-16 **from Councillor Maria Gatland**

Councillor Alisa Flemming

Could the Cabinet Member update me on the pressures on school places for Secondary school places over the next two years?

Reply

The most recent Supply Strategy was agreed by Cabinet in January 2016. The strategy sets out plans to ensure that we have sufficient secondary school places to meet demand until 2021.

Specifically over the next two years – there are currently plans to deliver an additional 270 year 7 places (9FE), comprising school expansion and a new school.

CQ203-16 **from Councillor Simon Brew**

Councillor Alisa Flemming

Where will the popular pottery classes in CALAT Coulsdon be moved to after its closure?

Reply

As a result of the closure of the Coulsdon centre CALAT has ceased running pottery courses .We do not have the specialist facilities required at any other centres.

People who used to attend pottery courses have been referred to other providers such as SCOLA in Sutton.

CQ204-16 from Councillor Simon Brew

Councillor Alisa Flemming

In the Report on Children's social care at the CYP Scrutiny meeting on 15 March (item 7), para 6.6.8 lists a large number of issues that require improvement; they are listed on page 21 of the report which is attached for convenience.

What is the Cabinet Member doing to ensure that these improvement areas are being addressed, particularly bullet numbers: 1 3 4 5 7 8 9 10 11 12 14 15 ?

Reply

The Scrutiny Report provided a range of detailed information on the position of Children's Social Care and its performance. Contained within the report were details of the improvement plans. In addition, Committee members requested a copy of the detailed improvement plan and this has been provided.

On the specific points raised, some of these relate to the overall quality of the social work. The Report set out the following comments on the overall approach:

... Children's Social Care Service has been on a transformation journey. At the time of the last inspection in May 2012, although deemed adequate, this was only just the case, with weaknesses in management and practice, and basic systems and business processes not working well, in particular the client information / recording system. Performance and outcomes were limited. The transformation journey undertaken has been based on the messages from the Munro review and research evidence concerning the key elements of effective social work practice. The organisational and practice model the Council set to introduce comprised the following elements:

- Relationship-based practice: effective engagement and relationships between social workers and families being the essential prerequisite of effective help.
- Social workers being the agents of change within families, applying evidence-based techniques of help.
- A clear conceptual framework underpinning assessment and direct help.
- Reflective practice and supervision.

These principles continue to underpin our improvement plans and are supported by the values referred to in Section 1.8.

5.2 In October 2013 the service adopted a new more user friendly electronic recording system from liquid Logic, the Children's Recording System CRS. The CRS system is a proven system operating in over 30 local authorities. The system is now live across the whole service and is aligned to the Early Help Module referred to in Paragraph 4.11 above. CRS gives managers and staff in Croydon Children's Social Care the increased ability to performance manage and quality assure services.

5.3 The main focus has been on practice development. By concentrating on the set

of skills referred to in Section 5.1, we aim to:

- Improve outcomes and levels of satisfaction
- Build independence in our families and communities
- Meet needs at the appropriate stage, preventing escalation and demand on resources
- Grow confidence between our partner agencies

5.6 Children's Social Care is committed to the development of a systemic approach to working with children and their families. A key part of this has been the commissioning of a three year training programme for social workers, key staff in Early Intervention Services and managers in Systemic Practice with Families training, building on systemic ways of working already introduced, such as Strengthening Families (see below). The 18 day Systemic Practice with Families training for social workers commenced in November 2013, to further equip social workers with the skills, knowledge and tools to engage and work with families. We have now completed training for four cohorts of social workers and early intervention staff. A further cohort is due to start. There is capacity to train 50 social workers and Early Intervention staff each year to an accredited level. In addition we have commissioned training in reflective supervision for line managers and Delivery Managers as well as training on the systemic approach. The senior management team received a tailored training course. As a senior management team, we also use reflective supervision principles to look at key issues across the Division. This approach has enabled a much closer and more collaborative management style.

5.7 We have re-drafted the supervision policy to support this approach. Group supervision is expected across Children's Social Care and one to one supervision should also be reflective. A staff survey has been undertaken to look at the change in experience since the introduction of the policy. This has shown that staff have experienced a difference and that they particularly value the group supervision opportunities.

5.8 The systemic approach is overseen by a senior Governance Group. The work is supported through the appointment of a Family and Systemic Psychotherapist to assist staff across the Department. She supports group supervision in parts of the service where there is no allocated Consultant Practitioner. However, her most important role is in enabling the implementation across the Division through her professional expertise.

5.9 In October 2013 the service adopted a new more user friendly electronic recording system from liquid Logic, the Children's Recording System CRS. The CRS system is a proven system operating in over 30 local authorities. The system is now live across the whole service and is aligned to the Early Help Module. CRS gives managers and staff in Croydon Children's Social Care the increased ability to performance manage and quality assure services. The audit framework is adapted to allow audits to look at whether there is evidence that our changes in approach are evidenced through the service that is received by children and their families.

The report also outlined a wide range of performance management methods by which managers understand and oversee the improvements that are required.

It also outlined the actions that are being taken to improve the numbers of permanent social work staff within the Department, although noting that many agency staff are of high quality.

Paragraph 6.8.6 referred to a summary of issues that have been identified during the wide range of audit activity that has been undertaken. Audits by their nature are intended to identify points of improvement and this is why the service and the Board has adopted such a positive approach to analysing our work in this vital area.

On the specific points:

1. As referred to above, the additional training and the recruitment and training for staff and managers, along with improved management oversight, is intended to produce a more consistent standard of practice so that all practice is of the high standard that is identified on many of the audited cases.
2. The overall improvement of practice noted is evidence that the approach that we are adopting is having a positive impact.
3. The recruitment of staff has been referred to above. The number of permanent staff has increased and the turnover of staff has reduced. We have recently undertaken a further recruitment campaign and interviews are commencing this week. There has been ongoing capital investment in IT systems and we are developing a People's IT service that will support IT systems across the Department. Managers have received supervision training in the past year. Staff continue to have support in recording and a new recording policy will be issued within the next month.
4. We are working closely with partners to improve our multi-agency working and this is being supported through the Croydon Safeguarding Children's Board.
5. Reference has been made above regarding the support being provided to social workers and the additional guidance on what represents good recording that will be provided.
6. We are fully aware of the positive impact of Early Help on our interventions. Members will be aware that the Best Start service has commenced this month bringing together staff across all agencies working with children aged 0-5, with the express benefit of providing help earlier from a range of agencies.
7. We have undertaken considerable work with our partners to improve the quality and the recording of strategy meetings. This will be the subject of an additional audit in this year to ensure that we can evidence this improvement independently.
8. As referred to above, the turnover of staff has reduced and is now significantly below the national average. We are not complacent about this issue and will continue to work at retention.
9. Recording has been referred to above.
10. Working with fathers is a national issue. Croydon is now developing a ground breaking project to encourage working with fathers across the multi-agency partnership in conjunction with the voluntary sector.
11. Chairs of Child Protection Conferences have undertaken additional training regarding SMART Child Protection plans and we believe that there has been an improvement in this area.
12. We have issued a new supervision policy and the recording of supervision is referred to in our new Recording Policy. There is additional guidance on the recording of reflective supervision.
13. It is pleasing to note the improvement in quality overall for Children Looked After.
14. All cases subject to voluntary accommodation are now reviewed on a fortnightly basis by the Head of Looked After Children to reduce the risk of drift,

particularly for younger children.

15. There have been considerable improvements in the recording and monitoring of children who have been reported as missing. All managers receive a daily report that means they are able to follow up cases with the allocated social worker.

As Lead Member for Children's Services I meet with the Director on a fortnightly basis to discuss issues relating to Children's Social Care.

I have also established regular meetings with all of the relevant Heads of Service.

I have taken the opportunity to observe Child Protection Case Conferences and to meet with staff and service users.

Achieving all of the improvements that we seek across Children's Social Care is a priority for the Council and for me as the Cabinet Member.

CQ213-16 from Councillor Andy Stranack

Councillor Alisa Flemming

At recent Corporate Parenting Panels we heard powerful testimony from young people who have been helped by Ian Willard and Bluetouch Consultancy to find secure jobs and learn vital life skills. Can I ask the Cabinet member to explain why the leaving care service has cut the support that Bluetouch Consultancy provide to young people in this financial year?

Reply

I thank Councillor Stranack for his question and I join him in congratulating the Leaving Care Service in their work supporting care leavers into education, employment and training. This service makes a genuinely positive contribution in helping our young care leavers take important next steps into their adult lives.

The service now performs well compared with local and national comparators and this is due to the commitment and hard work of all the staff in the service along with our partners across DWP, Job Centre Plus, adult care services, the virtual school and housing. The Council invests significantly in this vital service and the team includes seven social workers and twenty-one personal advisors supported by equally committed and hard-working management and support staff.

Councillor Stranack is, however, wrong to suggest that there has been any sort of cut to the support delivered to care leavers by the service. The Bluetouch consultancy was brought in as external support to assist the development of our work in this area two years ago. I am delighted to say that we have now recruited a permanent social worker with key skills and experience in delivering services to care leavers who will now be leading on improving the performance of the service even further.

CQ250-16 from Councillor Sherwan Chowdhury

Councillor Alisa Flemming

Would the Cabinet member agree that “it is vital we concentrate on the quality of education rather than the legal status of a school”?

Reply

The Council takes its role in ensuring a high quality of education very seriously regardless of the type of school. Where a school is a maintained school we work closely with them to support and challenge to improve outcomes and where a school is an Academy or Free School we either work directly with them, at their invitation, or with the Regional Schools Commissioner where we identify improvements are needed.

The Council always acts in the best interests of children and the quality of education provided to them. It is for this reason, and to ensure schools are provided with high quality support and guidance, that Octavo Partnership was established one year ago. A great strength of Octavo is the fact that all schools, regardless of the legal status, are partners.

The Council has been robust in pursuing improvements in the quality of education provided and has been pragmatic in ensuring the best vehicles for that to be realised. Where necessary, and where additional capacity for improvement has been required, this has included encouraging and supporting schools to find a high quality sponsor.

CQ251-16 **from Councillor Sherwan Chowdhury**

Councillor Alisa Flemming

Can the Cabinet member give us the break down numbers and details of Croydon schools (primary, secondary etc.) in terms of their status i.e how many are academies, free schools and community schools etc?

Reply

As of 1 April 2016:

Within Croydon there are 84 primary schools, of which 35 are academies, representing 42% of the total. The remainder of primary schools are maintained schools, including community and faith schools.

At secondary level there are 21 schools, 16 (76%) of which are academies. The remaining maintained secondary schools are all schools with a religious character under the aegis of either the Roman Catholic Church or Church of England.

All of Croydon's Special Schools (6) and Pupil Referral Units (4) are maintained by the Local Authority.

digital exclusion across the Borough.

Many over 65s have caring responsibilities, either for parents or for partners. Care giving is a risk factor for social isolation, especially for male carers. With the Whitgift Foundation, the council has supported the establishment of Croydon Carers Centre which delivers vital services to support carers. This includes the Carers Café where carers can meet, chat and share experiences over a tea or coffee.

Three life events are associated with social isolation among older people: retirement and losing connection with colleagues; falling ill and becoming less mobile; and a spouse dying or going into care. Through the Outcomes Based Commissioning programme the council is working with partners to develop new interventions which will help identify and support people at greater risk of social isolation. The development of 'Life Plans' will help older adults plan for future needs, including their needs for social support and interaction. Personal independence coordinators will help people recover after hospitalisation including rebuilding their social networks.

There are many other things that the council does which can help older people stay connected. Our neighbourhood safety teams help tackle crime, anti-social behaviour and the fear of crime. The streets division maintains pavements, highways and street lighting. Parks and open spaces, including allotments, give opportunities for outdoor recreation and social contact.

One of the gaps identified by the Opportunity and Fairness Commission was the need to map social isolation across the borough. This work will be taken forward by the council's director of public health to support the health and wellbeing board and the local strategic partnership develop a comprehensive plan to tackle loneliness and social isolation across the lifecourse.

CQ264-16 from Councillor Stuart King

Councillor Alisa Flemming

What role does the Paxton Academy play in the council's plans to meet the shortfall in primary school places in the North of the borough? When does the council expect the school to take occupation of its intended permanent home at 843 London Road?

Reply

There are 6 primary planning areas in Croydon. Paxton Academy is located the North West Planning area. Every year we project how many places we will need in each planning area in future years. Where the projected demand is greater than the supply of school places, we set out how we will meet the demand in our Place Planning Strategy. The most recent Strategy was agreed by Cabinet in January 2016.

Paxton Academy was identified in the Supply Strategy that was agreed by Cabinet in November 2013 and it opened on a temporary site September 2014.

Paxton Academy is a Free School so it is being delivered by the Education Funding Agency (EFA). The project is currently going through the planning pre application process. The EFA project manager will be able confirm the programme, including the proposed date for the move to the permanent site, after the planning process has been concluded.

CQ276-16 from Councillor Pat Clouder

Councillor Alisa Flemming

Would the Cabinet Member not agree with me that that the plans from Nicky Morgan to force all schools in England to become Academies is an attempt to turn education into a business and is foolhardy and not in the best interests of our children.

Reply

I agree that the government's current plans outlined in the white paper "Educational Excellence Everywhere" have the potential to have a variety of negative consequences, particularly in the areas of a diversion from attention on standards, large financial costs not focused on school improvement and lack of local accountability and limitations of challenge through national oversight. Indeed Councillor Newman and I have written to the Secretary of State expressing these concerns (a copy of this letter is attached to the Leader's reply to CQ253-16).

For several years the Council has always taken a pragmatic approach to Academies, and this has paid dividends for the children and young people in Croydon in terms of improved outcomes. Should the government continue to drive forward with their stated policy the Council will continue to work to ensure, in consultation with schools, that the policy works as well as possible in the interests of the children and young people of Croydon and will work closely with the Regional Schools Commissioner to ensure this is brought about.

CQ206-16 from Councillor Dudley Mead

Councillor Timothy Godfrey

Referring to the article in the Croydon Guardian March 30th 2016; would the cabinet member care to reflect upon his quotation: ‘this way ensures they are all treated fairly and properly, asked if he believed the two-year closure was the best option for staff, Cllr Godfrey said it is hugely helping them’. The interpretation to members of the Fairfield staff some of which have been there 30+ years has to put it mildly been viewed as insulting. Would Cllr Godfrey care to apologise publically for the remarks and also to disclose the truthful figure of the contribution to the staff redundancy costs, even though such information was supposed to remain confidential. Seemingly as you are controlling the finances of Fairfield (Croydon)Ltd it could be viewed that you are behaving as a shadow director?

Reply

We have already explained extensively and publicly why a two year closure period for the re-development of the Fairfield Halls is the most effective route - technically, practically, getting the job done as quickly as possible and most cost effectively.

The issue of individual redundancy arrangements is a matter for Fairfield (Croydon) Ltd and its employees.

The council made a grant this financial year of £750,000 to the Fairfield (Croydon) Ltd which was towards both the programme for the period until the venue closes later this year and towards closure costs. This grant payment in no way constitutes anyone in the authority acting as a shadow director.

It is also easy to selectively quote from an article; however it should be very clear that my quote was about the cash injection to support the Fairfield as an organisation

CROYDON GUARDIAN:

He added: “The council was fully aware that the Fairfield financial status was very difficult.

“If the Fairfield had fallen over without council support at any time in the past few years or in the future those staff would have lost their jobs and had to claim statutory redundancy pay from the government.

“This way ensures they are all treated fairly and properly.”

Asked if he believed the two-year closure was the best option for staff, Cllr Godfrey said: “It is hugely helping them, putting in money to clean up their balance sheet and enable the charity and the trustees to undertake their responsibilities.”

I pay tribute to the positive work of the venue staff over the years and hope that we can enjoy some of the events over the next few months and all look forward to benefiting from the newly refurbished Fairfield in just over 2 years’ time.

CQ207-16 **from Councillor Dudley Mead**

Councillor Timothy Godfrey

Now you have decided to dismiss all the staff at Fairfield ,can you tell me who after they have gone will look after the fixtures in the building some of which are unique?

Reply

The programme of works will begin very quickly in the summer after the building is vacated and the contractors appointed to undertake the work in the building will have responsibility for fixtures and fittings. The design work that has been undertaken pays close attention to the internal fixtures and fittings particularly from a heritage perspective and clearly the unique assets to which Cllr Mead refers are an important aspect of the future refurbishment and will be carefully looked after.

CQ211-16 from Councillor Lynne Hale

Councillor Timothy Godfrey

Please can you reassure residents that following the current consultations and conversations:

- that all of our libraries will still look and operate as professionally-run libraries and not resemble gyms or cafes with a few book shelves carrying ageing stock
- that all of our parks and green spaces will still be places we can be proud of, professionally maintained and safe

Reply

I am happy to reassure Councillor Hale that there are no plans to turn any of our libraries into gyms or cafes with a few book shelves carrying aging stock.

As Cllr Hale knows we are currently engaging with residents about what they want from their library service. We are seeking their views on all aspects of the service including new services that they might want to access or ways the buildings might be used to maximise their value to local communities.

Following the completion of this engagement the service will undergo a review from which we expect recommendations to come forward to cabinet about future changes. These might include changes to buildings and services, partnership delivery, use of volunteers and investment in stock. It will also focus on delivering efficiencies but to reiterate there are no plans to turn the libraries into gyms or cafes with shelves of books.

Mind you it is worth noting that the addition of cafes to libraries has been successful in some areas where there is sufficient space, high volume of users and proper analysis has been done to determine demand. In the right circumstance a café can make a valuable contribution to income generation.

Croydon's parks and open spaces will continue to be maintained within the terms of the grounds maintenance and facility management contracts and enhanced by the valuable contribution of new and developing volunteer and Friends groups.

Contractors and officers will continue to ensure parks are safe, regularly monitored and any risks promptly dealt with, to be enjoyed by local communities which will encourage and enable healthier lifestyles.

CQ220-16 **from Councillor Steve O’Connell**

Councillor Timothy Godfrey

Do you agree with me that, along with all our libraries, Upper Norwood Joint Library merits full Library Status with full time professional staff?

Reply

Many successful models of community library have developed in recent years including those managed by community groups and run by volunteers.

From May 1st this year Upper Norwood Library will become a “neighbourhood library”. It will be managed through the Lambeth library network and its day to day operation will be overseen by the Upper Norwood Library Trust.

A key part of the “neighbourhood library” model is the regular input from professional library staff to manage the stock and services in the library. They will work with the trust to ensure the full range of library services continues to be offered and the quality of services maintained. This will be underpinned by robust management of the funding agreement which the trust will have with Croydon council for our contribution to their running costs.

This model of delivery is in keeping with the plans for the transfer of the library to the trust which have been planned for some years and which began during the previous administration.

I am confident that a successful, high quality and professional library service will be delivered in the library using this model.

CQ234-16 **from Councillor Chris Wright**

Councillor Timothy Godfrey

Where local friends groups and residents are holding events in parks to raise money for the enhancement of these parks, does he not agree that an 'events fee' should not be charged and will he assure me that this will never happen?

Reply

Friends groups are currently not charged for events but in line with other boroughs there was a suggestion that all events would be charged an Admin/Booking fee of £25 with an 'Event fee' on top of that. Community groups and charities are charged for the use of parks so the Friends of Parks are currently the only group not charged. We recognise the value that friends of groups and residents play in raising funding for parks and want to support this activity going forward. There will always be a balance to strike between the costs associated with running these events and monies raised.

CQ238-16 **from Councillor Donald Speakman**

Councillor Timothy Godfrey

Will you please make arrangements for resident to be able to have memorial trees planted in Croydon Council's Parks and other open spaces? The cost of such planting shall be at the expense of the donor.

Reply

It is already possible for residents to plant memorial trees in Croydon's Parks and open spaces. The Forestry Team arrange for memorial trees to be planted in parks and staff do their best to accommodate any request to plant memorial trees. They will work with the enquirer by suggesting suitable species choice and location and then undertake the planting during the planting season, December to March. They will also help arrange a small planting ceremony if that is what the family would like.

The Council charge £350, which covers supply and planting of the tree and 2-3 years maintenance.

If Cllr Speakman would like to progress this please contact Barry Lambton [barry.lambton@croydon.gov.uk]

CQ239-16 from Councillor Donald Speakman

Councillor Timothy Godfrey

Will you please state, for years 2014/15 and 2015/16 the sums spent on each of Croydon's Libraries including payments to the Upper Norwood Library? Would you also provide the Budget's for each library and Upper Norwood Library for 2016/17?

Reply

As you will know the library service has been delivered under a contract with Carillion Integrated Services (CIS) since October 2013. There is no requirement for the contractor to provide a breakdown of their costs by branch.

The total budget for the service in 2014/15 was £3,481,284. The final expenditure figure for 2015/16 is not yet available. I do not anticipate it being more than 1% greater than 2014/15. The budget for 2016/17 remains in line 2015/16.

In addition to the above the cost of providing the Upper Norwood Library has been met jointly with the London Borough of Lambeth. For the year 2014/15 we contributed £122.5K and in 2015/16 we contributed £125k. You may be aware that the Upper Norwood Library Trust will take over the running of the building from 01/05/16 and we have agreed to provide £85k through a direct funding agreement for 16/17 with a further £85K for 17/18 reliant on the trust achieving the outcomes in the funding agreement.

CQ265-16 **from Councillor Stuart King**

Councillor Timothy Godfrey

Can the cabinet member set out the ward tree inspection schedule for West Thornton ward?

Reply

West Thornton Ward was inspected and pruned in the 2015/16 financial year.

The councils tree work contractors under the guidance of the councils Trees and Woodland Officers inspect the trees in a given ward categorise the trees into Dead and Dying, Poor, Fair, Good and Excellent condition, consider if the trees are a suitable size for the location that they grow and also take into account the likelihood of tree related subsidence, works are then carried out to the trees as considered necessary.

West Thornton Ward is on a 3 year cycle and under the current programme next programmed for inspection in the 2018/19 financial year.

CQ179-16 **from Councillor Helen Pollard**

Councillor Kathy Bee

It was recently agreed that parking charges would be increased. Can you list the roads in Fairfield ward where the parking charges have been/will be increased? Please also state the old and new charges that will apply.

Reply

Please see attached Central Zone Permit Map and the extract from the parking charges document which shows the previous and current parking tariffs.

For information regarding the central zone permit and other zones, these are available on the Council's website:

<https://www.croydon.gov.uk/transportandstreets/parking/os-restrictions/cpzs>

CQ183-16 **from Councillor Andrew Pelling**

Councillor Kathy Bee

What action do you feel that the authority can take to mitigate pollution on the Purley Way?

Reply

The council has been operating an air quality monitoring station at this site since 1994. This site is a continuous monitoring station which measures nitrogen dioxide, which is the most common road transport pollutant. There has been a decline in nitrogen dioxide levels at this site; the most recent measurement was 30 µg/m³ in 2015, which is below the annual mean objective of 40 µg/m³. The hourly air quality objective for nitrogen dioxide is 200 µg/m³ not to be exceeded more than 18 times a year and there have been no exceedences of the hourly objective at this site.

Given that the pollution levels at the roadside station on Purley Way are currently meeting the government and EU objectives no specific actions are being implemented however the Council's Air Quality Action Plan is aimed at tackling emissions from road traffic, industry and homes throughout the whole borough. These actions are aimed at reducing pollution and minimising exposure to the public. The plan contains ten measures specifically aimed at delivering cleaner air in the borough.

These are:

- A. Low Emission Strategies
- B. Reducing pollution from idling vehicles
- C. Air Quality and Freight
- D. Cleaner Air 4 Schools
- E. Non road transport emissions
- F. airTEXT
- G. Encouraging Smarter Travel Behaviour
- H. Improving the Public Realm
- I. Low Emission Zones
- J. Air Quality on the Transport for London Road Network

Although the monitoring station at Purley Way does not monitor particulates they are monitored elsewhere in Croydon and this data is fed into an air quality model which provides an assessment of air quality across the whole of the borough, looking at both roadside and background locations. This information is then included in an Updating Screening Assessment, the latest of five review and assessments was carried out in 2015.

The results from the modelling are consistent with monitoring data showing exceedences of air quality objectives for nitrogen dioxide at roadside locations, whereas PM10 and PM2.5 (particulate matter) are predicted to be met across the borough. The source apportionment results show that road transport is the largest contributor of NOx, PM10 and PM2.5 emissions and NOx concentrations. Background concentrations were found to be the largest contributor of PM10 and PM2.5 concentrations.

As nitrogen dioxide is predominately road traffic pollutants any actions taken to mitigate emissions from road traffic will also assist with the reduction in particulates. Other sources of particulates are from construction sites and this is managed through

the Council's Construction Code of Practice.

The latest Updating and Screening assessment can be found on our love clean air website (www.lovecleanair.com)

CQ185-16 **from Councillor Yvette Hopley**

Councillor Kathy Bee

Could you explain why you have decided, without consultation, to issue a blanket ban on in and out driveways in the borough?

Reply

I can confirm the vehicle crossover criteria has been reviewed by me in my capacity as cabinet member. The review was undertaken due to the demand for double garages, in and out (more than one crossover per property) or a crossover extending to the full width of a property and multiple vehicles on-site results in many streetscapes becoming dominated by large crossovers and driveways at the expense of landscaping, and kerbside parking. Limiting access to one crossover a property looks to rebalance the needs of available kerbside parking for residents and visitors and managing the overall streetscape. Depending on the classification of the road residents would also need to seek planning consent, I have attached the link to the council's website which provides information about crossovers and a link to the downloadable application pack <https://www.croydon.gov.uk/transportandstreets/rhps/pavements/crossovers/vehaccess1> should Cllr Hopley want to review.

As you will know there is no statutory requirement to formally consult residents on criteria changes for vehicle crossovers. This is signed off by the cabinet member and has been the process for many years including under the Conservative administration. You may recall Cllr Thomas, as cabinet member at the time, amended this policy in September 2006 where he made changes to two of the criterion within the application pack.

CQ186-16 from Councillor Yvette Hopley

Councillor Kathy Bee

Do you support Croydon Voluntary Association for the Blind's (Croydon Vision) petition which object to allowing cyclists to ride up and down the pedestrianised Northend 24 hours a day and ask that cyclists return to riding only one way and only during daytime "off peak" hours, which was legally permitted?

Reply

TfL has identified the Croydon Town Centre as one of the areas of London with the greatest potential for cycling, and the Metropolitan Centre with the greatest potential. This is due to the great many trips made by car in and around the Centre, which could readily be made by bike if conditions allowed.

The previous administration proposed very ambitious changes to assist cyclists as part of its Mini Hollands proposal, including allowing cycling in North End throughout the day. The trial allowing cycling in North End is part of a wider strategy to enable many more people to be more active by cycling as part of their daily routine and thus reap the health benefits.

Before embarking on the trial we considered Department for Transport research and investigated casualty statistics in order to assess the risks posed by cyclists to pedestrians in North End, compared to that faced by cyclists on the alternative routes (principally the Wellesley Road). During the trial we have conducted further extensive research.

Whilst the risks to pedestrians in North End are very low, I do take the concerns of Croydon Vision very seriously. I have thus met with representatives of Croydon Vision to explore those concerns and to propose a suite of mitigation measures if the trial is to be made permanent. A report aiming to make the decision will be discussed at Traffic Management Advisory Committee on 26 April. The report includes a full equalities impact assessment and reflects the issues raised by Croydon Vision.

CQ187-16 **from Councillor Yvette Hopley**

Councillor Kathy Bee

How many new pedestrian crossings have you got planned for installation in 2016/17?

Reply

As part of the council's LIP programme for 16/17 officers are looking to introduce a number of pedestrian crossings around the borough, the programme is currently being finalised but for information the proposed locations are below.

7 new Zebra Crossings at:

Park Hill Road by Coombe Road
Selsdon Road by Carlton Road
Church Road (SE19) by Stambourne Way
Waddon New Road near Rectory Grove
St James Rd near Windmill Road
Pampisford Road near St Annes Way
Park Hill Road by Chichester Road

3 new Signalled crossings at:

London Road j/w Sumner Road
London Road j/w Handcroft Road
Wellesley Road j/w Bedford Park

If you would like more information regarding any of these please contact Mike Barton MIKE.BARTON@croydon.gov.uk who will be happy to take you through them.

CQ208-16 **from Councillor Simon Brew**

Councillor Kathy Bee

I understand that the planned improvements to Wellesley road involve the closure of the U turn at its North End.

How will traffic formerly using this U-turn be expected to travel East towards Bedford Park?

Reply

A new surface-level pedestrian and cycle crossing over the town-centre's widest and busiest road will ease journeys between the historically "office-based" side of the town, the borough's main retail hub and residential areas.

The new Wellesley Road crossing is part of the larger £50m Connected Croydon project funded by Croydon Council, Transport for London, and The Mayor of London, and will form part of a series of improvements to public spaces in and around the busy through-route, which carries more than 28,000 vehicles per day and is often accused of dividing the town.

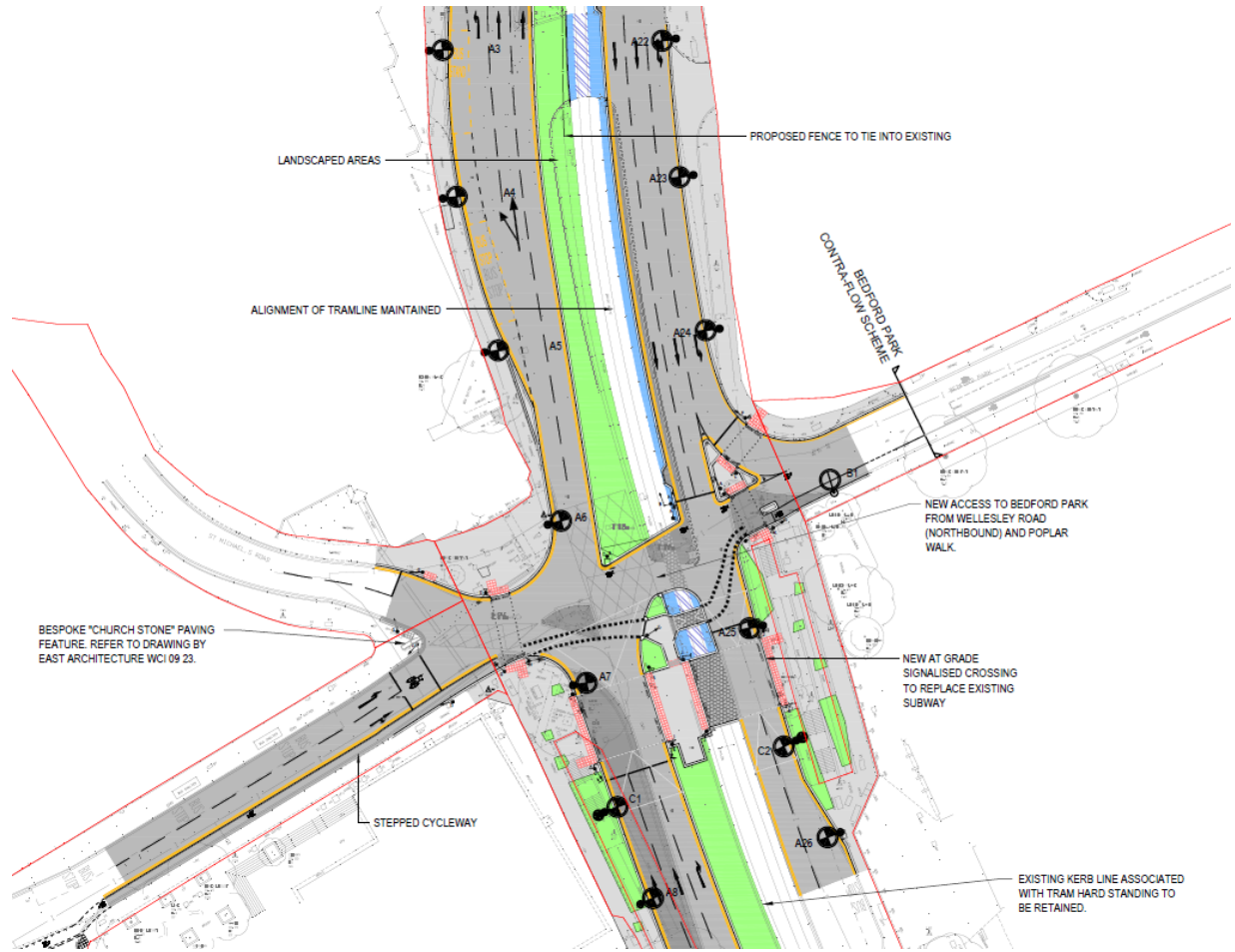
In addition to the crossing – between Bedford Park and Poplar Walk – proposed improvements include the closure and filling-in of the existing subway; wider, less-cluttered footways with new paving, lighting, signage, seating and planting; and improved cycle facilities along Bedford Park and Poplar Walk.

Further improvements, developed by the council in conjunction with the Greater London Authority and Transport for London include:

- removal of the U-turn north of the Bedford Park junction;
- planting to the central reservation (from the exit of the underpass heading north to the junction with Station Road);
- areas of seating and planting along the pedestrian pavement on both the east and west sides of Wellesley Road;
- approximately 110 new street trees; and
- approximately 115 items of old street furniture and lighting removed or replaced.

Northbound traffic on Wellesley Road will be able to turn directly into Bedford Park using a new signalised right hand turn at the Wellesley Road / Poplar Walk / Bedford Park junction.

Southbound traffic on Wellesley Road will continue to use the existing left turn into Bedford Park.



CQ231-16 from Councillor Vidhi Mohan

Councillor Kathy Bee

Now that you have started consulting on the 20mph proposals for the north east zone, what assurances can you give us that you will get a higher public response that you did for the first round of consultations? What specific steps are you taking to ensure improved resident participation?

Reply

A number of lessons have been learnt from our experience in area 1 and we have decided to write to every household with details of the 20mph proposal for their area.

We have reviewed and updated our communications plan from the area1 engagement to include, but not limited to, the following actions:-

We have also placed A3 size boards on lamp columns within the area, explaining the proposal and the need to respond.

All the schools within the area have received an email explaining the 20mph proposal and requesting them to encourage parents/carers that live within the area to respond online.

An email has been sent to all those who have registered online with the Council's 'My Account' service, explaining this proposal and how they can take part.

The council's website www.croydon.gov.uk/20mph has all necessary information regarding the work. The plasma screens within 'Access Croydon' have been displaying information on this project. Regular tweets from the council account are being sent out and we have posted the proposal information in libraries and leisure centres within the area. Further press releases have been and will continue to be released.

Local councillors have also been seeking the views of local people to ensure that everyone has an opportunity to comment on this ground-breaking project.

CQ232-16 from Councillor Vidhi Mohan

Councillor Kathy Bee

Do you realise the adverse impact your so called 'fairer parking policy' is having on certain schools in the Borough? Some schools pay for their staff to park in pay and display bays, and your huge increases in parking charges are now having an adverse impact on school finances. Are you planning to take steps to mitigate this loss for schools?

Reply

The purpose of the new charges is to ensure that these are consistent across the Borough and also to encourage more sustainable forms of transport especially for commuters. This does follow a number of years where there has been no increase in on-street charges.

This review of parking charges was implemented to make charges simpler by moving to linear charging and removing multiple tariffs that were in place previously. By bringing in a fair pricing structure across the borough there are inevitably going to be areas where prices increase as well as decrease

Parking Services have been contacted by 1 school in the whole borough. This was Archbishop Tenison's School and they contacted parking as the charges had gone up from £1 to £3.20 for a whole day's parking and the fact that the school paid for their staff's parking.

Parking Services have advised the school on the reasons why the charges were reviewed and offered details of nearby locations where free parking is available. The school also has excellent public transport links as it is close to East Croydon station Sandilands and Lloyd Park tram stops and bus routes.

CQ256-16 **from Councillor Andrew Rendle**

Councillor Kathy Bee

Residents have come to me seeking help with motorists blocking the entrance to flats to the rear of The Lower Addiscombe Road. Will Cllr Bee meet with myself and officers on site to come up with a solution?

Reply

I would be happy to meet you on site to look at this issue although it could be potentially be resolved quickly without the need for this. Residents can call our enforcement hotline on 0208 760 1966 if they want to report any illegal parking. The council will then send an officer out to the location who will issue a PCN if the vehicle is illegally parked.

CQ260-16 from Councillor David Wood

Councillor Kathy Bee

Please could Cllr Bee provide an update on the Quietways programme and advise on when we can hope to see traffic calming and other measures to benefit pedestrians and cyclists in Selhurst and other parts of Croydon?

Reply

The most technically challenging project (within Croydon) on the Croydon to Waterloo Quietway is under construction, namely the pedestrian/cycle crossing on the Wellesley Road at Bedford Park.

Officers have recently met with TfL and its delivery partner to discuss the detail of the Croydon to Greenwich Quietway. The route will be / was cycled with the Cycling Commissioner on 18 April. Designs for the most challenging part of the route (the junction of Cherry Orchard Road and Addiscombe Road) have already been prepared.

Other than at Norbury Avenue, designs for the Croydon section of the Croydon to Waterloo Quietway have been prepared and consulted on. I have been in discussion with the Cycling Commissioner regarding delivering this route and we (with assistance from TfL) propose to re-engage with the residents and other stakeholders located in and around Norbury Avenue, to find a solution to address the high volume and speed of traffic in Norbury Avenue. When that solution is agreed upon, the remainder of the Croydon section of the Quietway can be constructed.

I estimate that we are a year away from seeing the Croydon to Waterloo Quietway implemented in the borough and two years for the Croydon to Greenwich Quietway

CQ189-16 **from Councillor Sara Bashford**

Councillor Mark Watson

At the Scrutiny meeting on 22nd March Cllr Watson said that the issue related to the banning of certain types of music, e.g. Bashment, in venues in Croydon would be further looked at as it discriminatory against certain groups in our community. Can he please provide an update about what has happened since this meeting?

Reply

It was made clear at the Scrutiny meeting that there is no Council or Licensing policy banning any particular kind of music. Any matters of concern relating to Licensed premises can be referred to Licensing Committee, which is an independent body that sets policy makes all licensing decisions. These decisions have to be based on the licensing objectives and could not be based on a particular type of music. I have been discussing this with local stakeholders since the Scrutiny meeting so that all parties are clear about the framework in which we are working.

There were many other positive suggestions that came out of the Scrutiny meeting and I have pulled together a steering group so that we can work through these and develop a shared vision for what the evening economy will look like in both the short and medium term. I am excited about the opportunity that we have to improve the offer in Croydon and to create a place that is safe, culturally diverse and is attractive to a broader demographic.

CQ196-16 from Councillor Vidhi Mohan

Councillor Mark Watson

I read with interest your prospectus for the new Community Fund 2016-19. In it you state that the total budget is £1.9 million per annum, but you have now consolidated budgets of around 10 existing funds into one new fund. Can you please be open and transparent and please tell me what the existing budgets for these 10 funds are, and by how much they have been cut to reach your figure of £1.9 million?

Reply

The Community Fund

For the 1st October 2016 the Council is re-commissioning and launching the new Community Fund which is consolidating a number of funding streams including budgets which are currently embedded within the People Department. The new Community Fund will be £1.902m. The areas that will be included are detailed below.

- Active Communities Fund
- Stronger Communities Fund
- Youth Localities
- Estate based youth work
- Housing advice and information
- Carers Fund
- Mobile advice and information
- Sexual health
- Preventative Services (excluding those for people aged over 65)

This fund includes the addition of £70,000 into the Community Fund which currently is commissioned outside the Voluntary Sector.

The change of £200,000 (full year effect £400,000) relates to savings across voluntary sector budgets where some currently sit outside the £1.114m and will be consolidated from 1st October 2016. The total budgets impacted are £3.5m the reduction is 11.4%.

Other Changes

In addition there are also changes in relation to services for over 65s which budgets currently sit within the People Department and are part of the Outcomes based Commissioning programme and Healthwatch funding.

CQ218-16 **from Councillor Steve O'Connell**

Councillor Mark Watson

There appears have been a public disagreement recently between the Leader and the Borough Commander on police tactics in our Town Centre. What is the Cabinet Members view?

Reply

I would agree that there are different views amongst various parties on how to keep the town centre safe but managing different opinions and trying to find a way forward is not unusual when working in partnership. My view is that all parties need to work together to ensure that we have an attractive, interesting and safe cultural offer. I am leading this work and have pulled together a steering group to develop a shared vision for the evening economy and to agree and deliver an action plan for both the short and medium term. This will look at how we can keep the environment attractive and safe and how we can encourage more diversity in the entertainment offer in Croydon.

CQ258-16 from Councillor David Wood

Councillor Mark Watson

Please could Cllr Watson outline what discussions he has had with the Metropolitan Police following recent allegations of ‘bashment bans’ at certain licensed venues in Croydon?

Reply

I meet with the Borough Commander regularly and this issue has formed part of our discussions recently. All parties are clear that there is no Council or Licensing policy banning any particular kind of music. Any matters of concern relating to Licensed premises can be referred by the police to Licensing Committee, which is an independent body that sets policy and makes all licensing decisions.

These decisions have to be based on the licensing objectives and cannot not be based on a particular type of music. I am not able to go into any detail regarding some of the allegations about specific premises as one of them is about to go through a licence review hearing and the police and council do not want to prejudice that process in any way. However, please be assured that the council is committed to providing a safe, welcoming and vibrant night time offer and we are committed to working together with the licensed premises to achieve that aim.

Councillor Mark Watson

It sometimes seems that barely a week goes by without news of another missing teenager in Croydon. There is concern that this is sometimes due to the influence of criminal gangs preying on impressionable young people – and girls in particular - and using them in illegal activity as they believe that they are less likely to be caught. Please could Cllr Watson outline what steps the council is taking to work with the Police and community organisations to tackle this problem?

Reply

Children and young people who go missing and may be at a variety of risks including exploitation by criminal gangs are indeed a subject of considerable concern to the Council, the Police and to other related agencies. The Multi Agency Sexual Exploitation & Missing Panels are multi agency groups including all of the partner agencies. They bring together information regarding children at risk. Through this joint work, the agencies are creating profiles of friendship groups both within the girls missing and their known male associates. This mapping work is crucial to our growing understanding of our profile. We are triangulating intelligence held in CSC, Police, YOS and Education records. In addition:

- The Missing Panel has adopted a new structure which will now include less focus on individual cases and take a more strategic approach to looking at high risk missing people patterns, including links between gangs, drug running and sexual exploitation.
- Independent Reviewing Officers for looked after children and Child Protection Co-ordinators are routinely chairing Missing strategy meetings for missing LAC children or those young people on CP plans. This provides a regular forum for the partners to ensure all efforts to locate missing children are exhausted.
- We have developed clear protocols with neighbouring authorities regarding the processes they will undertake for Looked After children placed within Croydon.
- All managers in Children's Services receive a daily report on children who have been reported as missing or absent from home without leave. A report is provided to the Chief Executive and Lead Member for Children's Services every six weeks that gives information on overall trends.
- We have developed clear links between those children who are Missing from Education & Missing from Home & Care and a number of high risk children have been identified by one of the other systems ensuring they did not fall through the cracks. This more joined up work between Education and CSC has also allowed us to identify schools of concerns and put in targeted gang of CSE intervention services.
- The Missing Project continues to provide 1:1 intensive services to children who go Missing and the work of the Young Person Advocate with the current cohort of young people is creating space for real change and also allowing us to hear directly from the young people involved which only aids in our understanding and work to prevent.
- We work very closely with colleagues from the voluntary sector and have commissioned the NSPCC and the Railway Children to undertake independent Return Home Interviews. This enables the child to give their reasons for going missing and explore with them the risks that they may be exposing themselves

to. This means that we are identifying the most high risk young people and putting a lot of effort in engaging them in the process. It provides a forum to give support to the young person as well as gain valuable intelligence that we are able to pass on to our police colleagues.

CQ262-16 from Councillor Robert Canning

Councillor Mark Watson

Many residents are very concerned and distressed by the recent spate of gruesome cat-killings that have taken place in Croydon and other boroughs in south London. Can the Cabinet Member for Communities, Safety and Justice provide an update on the steps that are being taken to apprehend as quickly as possible the person or persons responsible for this shocking cruelty?

Reply

These incidents are very distressing and we are fully aware of the concerns raised by residents. The matter is criminal and as such the Police are leading the investigation. The investigation is based in Croydon, but allegations have spread to different parts of the country.

The Police and the RSPCA are taking this very seriously and are working with SNARL (South Norwood Animal Rescue and Liberty), a local activist group to assist the investigation with information they receive. Any suspicious deaths cats are being sent to a pathologist for examination so that the cause of death can be established and see whether incidents are linked. DNA swabs from deceased cats are also being taken where appropriate.

The police are actively investigating but in cases such as this it is important to bear in mind that detecting the offender is challenging and the police need the support of local residents to always report any suspicious behaviour. Several local charities and the RSPCA are assisting by appealing for information.

CQ263-16 from Councillor Robert Canning

Councillor Mark Watson

What steps are being taken to share the experience and success of Croydon Council's ground-breaking Gateway and Welfare Service with other local authorities?

Reply

Prior to Christmas we hosted a visit from a parliamentary select committee that included MP's Frank Field and Karen Buck. The committee was conducting a national review on how authorities had dealt with the impacts of welfare reform. The committee concluded that Croydon was setting the standard and breaking new ground that others needed to follow.

Over the last couple of months a number of articles have been published including in the municipal journal (MJ) and national Guardian. Both focussed on Croydon's unique approach in how we are redressing considerable financial challenges by working with customers in providing choice and breaking down barriers and silo's across the Council and with partners.

In light of the articles, select committee visit and general awareness from others on what the Council is delivering we have hosted a number of site visits for other authorities. These have included Birmingham, Camden, Southwark and Wolverhampton. During the visits we have explained our approach, what we feel are the key factors of success and our planned next steps. Engagement has also included a detailed conversation with the Cabinet Office.

To further promote the success of this innovative new service, we are currently considering applications for a number of national awards whilst meetings are also planned with the local government association and DCLG.

CQ267-16 **from Councillor Jamie Audsley**

Councillor Toni Letts

How are you working with Croydon's businesses to communicate the difference between the National Living Wage of 7.20 implemented by the Government and the London Living Wage of 9.40?

Reply

I continue to be fully supportive of Croydon as a London Living Wage (LLW) borough and am working with officers and through my personal relationships with business leaders to ensure our residents are receiving a fair wage.

Since the Council became a London Living Wage borough in 2015 we have made it a requirement that all of our new contracts require contractors to pay the LLW and pass this down through their supply chain; this is monitored regularly. At events with our contractors, supply chain and SME base we promote the LLW and other Value Croydon measure e.g. through meet-the-buyer events and job fairs.

Over the coming months we will be considering how a Croydon business / employers charter might be introduced. The charter will lay out our ask of employers and businesses, detailing how we expect them to work with and behave towards the Council, stakeholders and residents; as part of this we will be seeking commitment to the LLW. This will communicate a wide range of issues, including the difference between the National Living Wage and LLW to businesses across the borough.

CQ190-16 **from Councillor Phil Thomas**

Councillor Stuart Collins

How many households have paid for the Green Garden Waste Collection ?

Reply

Following the formal introduction of the new chargeable Green Garden Waste (GGW) scheme after the cessation of the free garden waste sack service on the 29th January 2016, expectations for uptake have been exceeded. Since launching the service in February over **13,250** new customers have subscribed to the new service across the borough and **14,655** bins have been requested.

The GGW service will be on a fortnightly basis from Mondays to Fridays. **This equates to fifteen collections per year.** This year the service starts on 18 April 2016 and ends on 18 November 2016. So is the same duration as under the previous years' service. Residents who have subscribed to this service are able to see when their next scheduled collection day will be online in About Your Area at <http://maps.croydon.gov.uk/aya/pages/aya/aya.html?tab=home&task=gardenwaste>

CQ191-16 **from Councillor Phil Thomas**

Councillor Stuart Collins

How many times have Veolia been defaulted in the last year for missed collections or for not cleaning the streets properly?

Reply

Veolia undertake approximately 10.5million scheduled waste collections across the borough and based on the current schedule sweep in the region of 35,000 street cleans per annum. Over the same period Veolia have been defaulted 8,675 times; this represents 0.08% failure rate.

CQ200-16 from Councillor Richard Chatterjee

Councillor Stuart Collins

'How much money has been generated by fining fly-tipping by residents per ward, please?'

(I hope it is possible to give data like 20 x £80 for Shirley Ward, 10 x £80 for Ashburton Ward' etc.)

Reply

I am afraid it is not possible to breakdown FPN data to this level of detail within the timescale for responding to this question. I can confirm that for the period April 2015-March 2016 the Council has issued 1104 FPN's for a variety of offences including fly tipping, littering, urinating in public and spitting. To date the Council has received £59,970 in payments for these fines although this figure will increase over the next month or so as outstanding FPNs are paid.

In addition, the Council has successfully prosecuted 90 people through the courts during the same period for fly tipping and other environmental offences. This has resulted in thousands of pounds in fines being issued by the courts and a 6 month jail sentence for one offender.

There are numerous other ways that the council are targeting fly tipping, which doesn't involve fining people. Sometimes the problem requires information and advice or a review of bin provision. In other cases an enforcement approach is more appropriate so each individual report has to be assessed for the best approach. For example, in Thornton Heath we are currently trialling a time banded waste collection service, which has provided additional bins along the high street and set up an agreement with residents and businesses that waste will only be put out between certain times. This has made a huge difference to the management of domestic and trade waste and the appearance of the High Street. Also, the Council have been making use of some new legislation and since January has seized 12 vehicles suspected of being involved in fly tipping or other illegal waste transfer. This is proving to be a really effective tool in tackling large scale commercial fly tipping.

CQ272-16 **from Councillor John Wentworth**

Councillor Stuart Collins

Could you please provide an update on the take up of the Green Waste collection service?

Reply

Following the formal introduction of the new chargeable Green Garden Waste (GGW) scheme after the cessation of the free garden waste sack service on the 29th January 2016, expectations for uptake have been exceeded. Since launching the service in February over **13,250** new customers have subscribed to the new service across the borough and **14,655** bins have been requested.

The GGW service will be on a fortnightly basis from Mondays to Fridays. **This equates to fifteen collections per year.** This year the service starts on 18 April 2016 and ends on 18 November 2016. So is the same duration as under the previous years' service. Residents who have subscribed to this service are able to see when their next scheduled collection day will be online in About Your Area at <http://maps.croydon.gov.uk/aya/pages/aya/aya.html?tab=home&task=gardenwaste>

I am sure you will also join me in recognising the fantastic effort of all our staff involved in achieving this sign up figure.

Councillor Stuart Collins

What measures has the Council taken over the past 12 months to prosecute fly tippers and those carrying waste without a license. How does this compare to the previous administration?

Reply

The previous administration had no four year strategy in place, only an enforcement drive six months before the 2014 elections. Their decision to cut the weekly bin collection and the afternoon pick up of Veolia's orange bags contributed to a rise in fly tipping.

The Council then took this issue seriously launching Don't Mess with Croydon, Take Pride. Since June 2014 there has been a huge amount of activity and success in targeting fly tipping and illegal waste carrying over the last 12 months. In summary, we have:

- Issued 1104 FPNs for littering/fly tipping/waste offences
- Prosecuted 90 people for littering and fly tipping/waste offences including one person being jailed for 6 months. We also have more in the pipeline for the next few weeks all compared to single figures of the previous administration
- Actively targeted waste carriers providing advice to ensure they are carrying waste legitimately
- We have deployed CCTV at 36 sites across the borough and obtained footage at many of these which has allowed us to follow up with FPNs/prosecutions and seizures of vehicles
- Seized 13 vehicles suspected of fly tipping or carrying waste illegally

The seizure of vehicles has been a particular success. A total of 13 vehicles have been seized to date since September 2015 including several associated with travellers in the Borough that are suspected of serious fly tipping offences. This is the first time we have been using this power, which is in part to do with a change in the law making it easier but is primarily to do with the excellent enforcement team the council now have and the good working relationship with the police in helping to identify and seize the vehicles.

Of the 13 vehicles seized, one was found to be stolen on false plates and was returned to its rightful owner via the Police, one has been returned after correct documentation was produced on the spot, two have been returned after fines have been issued for waste carrying/no licence/fly tipping offences were identified and six have been crushed. Three vehicles are currently in our compound while further investigations take place.

CQ201-16 **from Councillor Sara Bashford**

Councillor Simon Hall

Can Cllr Hall or Cllr Newman explain why "The Mayor of Croydon Charity Fund" is over due filing its accounts?

The Charity Commission website shows that the annual return for March 2015 is in excess of 60 days late, as at 02/04/16.

Reply

The filling of the "The Mayor of Croydon Charity Fund" accounts for 2014/15 were unfortunately submitted late. This was an oversight in process which has now been rectified.

I am pleased to report that these accounts have now been submitted and a process has been put in place to ensure the submission is made on time in future.

CQ221-16 from Councillor Badsha Quadir

Councillor Simon Hall

Re: Green Lawn Cemetery Warlingham

- 1 When was the cemetery ground Purchased ?
- 2 Did it include the extension area into the Tandridge council domain ?
- 3 How much did it cost Croydon Council ?
- 4 Where are the deeds kept and is it accessible to the public ?

Reply

1. The current cemetery was acquired by way of 2 separate conveyances in 1944 and 1947.
2. The land recently identified for a possible extension to the cemetery was acquired together with some other land in 1969.
3. The Land Registry Certificate does not have this information for the 1944 purchase. The Deeds have been requested and this information can be provided shortly. The land acquired in 1947 cost £1500 and the 1969 acquisition was for £9,250.
4. The Deeds for the land are held by the Council and would not generally be made available to the public. However, the publically available information regarding the Councils titles is held by the Land Registry under title nos. SY45670, SY30566 (2 titles relating to the 1969 acquisition), SY 23753 and SY 5833.

CQ228-16 from Councillor Jason Cummings

Councillor Simon Hall

Please detail the current YTD performance versus budget for the People department and give the current year end outturn estimate.

Reply

Work is currently underway to finalise the 2015/16 accounts and the final outturn figures will be presented to the General Purposes and Audit Committee and Cabinet in June/ July.

As Councillor Cummings is aware, the Council has to set and deliver budgets in the difficult context of not only reduced grant funding from the Government, but the Government also making in-year changes to specific grant funding streams as well.

Since taking office we have now established excellent financial controls both in the People department and across the Council as a whole. We have recognised the demand pressures in the People department, including those created by government policy, and our ambitions for the service users by investing a further £10m in the People department in 2016/17.

The latest financial performance data available is month 11 (end of February 2016).

As at month 11, the People department was forecasting an overspend for the whole of 15/16 of £11.45m, an improvement of £0.43m. on the Quarter 3 forecast.

The over spend at quarter 3 was largely offset by corporate non departmental underspends, as well as underspends from the Place and Resources departments resulting in an overall Council forecast overspend of £0.6m.

The overspend at month 11 has continued to be offset by corporate and improved departmental underspends in People and Resources department resulting in a Council forecast overspend of £0.2m in the month 11 management accounts.

Initial indications are that the final outturn for 15/16 will show the Council within budget.

CQ229-16 **from Councillor Jason Cummings**

Councillor Simon Hall

What is the monthly expenditure on the Taberner House site?

Reply

There are no costs currently being incurred on the Taberner House site.

CQ230-16 **from Councillor Jason Cummings**

Councillor Simon Hall

Please list all council assets that have been disposed of since May 2014 with a value of over £500,000 with date of disposal and value realised.

Reply

The following assets have been sold since May 2014 over the value of £500,000

| | | |
|---|----------|---------------|
| Addington Palace Golf Club | £1m | 02 April 2015 |
| Land at Fiveways, Purley Way to Notting Hill Housing Associaton | £4.5m | 08 May 2015 |
| West Croydon Bus Station to TfL | £560,000 | 26 May 2015 |

CQ257-16 from Councillor Andrew Rendle

Councillor Simon Hall

Can Cllr Hall let me know how much funding we in Croydon receive from central government and how does this compare to other London Boroughs?

Reply

I thank Cllr Rendle for his question.

The two tables below show the amount of Government grant received by Croydon and how that compares per head against other London Boroughs.

Members from both sides of this Chamber have called on the Government to address the funding inequalities between inner and outer London and the second table clearly demonstrates the unfair position that Croydon residents are placed in.

Despite sharing many characteristics in terms of need and deprivation levels as inner London Boroughs, Croydon receives far less Government funding per head. The Government also refuses to take the growth of the population in Croydon into account when calculating our settlement.

Sadly, despite the strength of our arguments for a more equitable distribution of funding, Government Ministers have repeatedly failed to tackle this inequality. There was an opportunity to address this issue, albeit temporarily, when the Secretary of State for Communities and Local Government announced his transition fund for Local Authorities earlier this year. Sadly, the Conservative Minister and Croydon's two Conservative MPs voted to prioritise funding for other local authorities such as Surrey and Bromley rather than fight for fairer funding in Croydon.

Croydon's Settlement Funding Assessment allocations 2015/16 to 2019/20

| | 2015-16 adjusted £m | 2016-17 £m | 2017-18 £m | 2018-19 £m | 2019-20 £m |
|-----|---------------------------|---------------|---------------|---------------|---------------|
| SFA | 132.0 | 114.6 | 101.7 | 94.4 | 87.3 |

Settlement funding assessment per head in London - allocations 2015/16 to 2019/20

| Authority | Population 2015 '000's | Settlement Funding assessment- per head | | | | | Rank 2015/20 Average |
|------------------------|------------------------------|---|---------------|---------------|---------------|---------------|----------------------------|
| | | 2015/16 £ | 2016/17 £ | 2017/18 £ | 2018/19 £ | 2019/20 £ | |
| City of London | 8.3 | 3363.97 | 3120.17 | 2938.93 | 2838.59 | 2735.78 | 1 |
| Hackney | 262.8 | 712.77 | 649.77 | 603.2 | 577.09 | 551.28 | 2 |
| Westminster | 232.6 | 662.56 | 604.33 | 561.09 | 537.1 | 512.65 | 3 |
| Tower Hamlets | 282.7 | 664.59 | 603.92 | 559 | 533.91 | 508.83 | 4 |
| Southwark | 306.5 | 645.73 | 585.71 | 541.33 | 516.48 | 491.81 | 5 |
| Camden | 234.5 | 660.16 | 590.79 | 539.4 | 510.73 | 481.96 | 6 |
| Islington | 223.6 | 649.49 | 585.6 | 538.35 | 511.9 | 485.64 | 7 |
| Lambeth | 321.3 | 591.52 | 533.5 | 490.61 | 466.57 | 442.77 | 8 |
| Newham | 330.3 | 573.12 | 522.79 | 485.61 | 464.74 | 444.17 | 9 |
| Hammersmith and Fulham | 180 | 586.89 | 528.12 | 484.57 | 460.29 | 435.87 | 10 |
| Kensington and Chelsea | 155.6 | 584.5 | 512.89 | 459.62 | 430.17 | 399.89 | 11 |
| Lewisham | 293.9 | 553.22 | 499.12 | 459.18 | 436.73 | 414.71 | 12 |
| Greenwich | 269 | 533.02 | 481.51 | 443.51 | 422.12 | 401.19 | 13 |
| Haringey | 269.6 | 522.29 | 467.45 | 426.93 | 404.19 | 381.77 | 14 |
| Barking and Dagenham | 202.4 | 488.32 | 442.17 | 408.12 | 388.95 | 370.23 | 15 |
| Brent | 322.4 | 473.55 | 424.41 | 388.09 | 367.72 | 347.6 | 16 |
| Waltham Forest | 272 | 448.16 | 399.59 | 363.72 | 343.58 | 323.74 | 17 |
| Wandsworth | 317 | 398.15 | 361.51 | 334.34 | 319.22 | 303.95 | 18 |
| Enfield | 331.5 | 390.81 | 345.18 | 311.49 | 292.56 | 273.96 | 19 |
| Ealing | 351.1 | 384.91 | 338.75 | 304.64 | 285.51 | 266.62 | 20 |
| Croydon | 380.8 | 346.68 | 300.85 | 267.00 | 247.99 | 229.28 | 21 |
| Sutton | 201.5 | 337.01 | 288.23 | 252.18 | 231.96 | 211.98 | 22 |
| Hounslow | 272 | 322.06 | 280.15 | 249.17 | 231.81 | 214.62 | 23 |
| Redbridge | 300.5 | 312.65 | 272.73 | 243.24 | 226.69 | 210.37 | 24 |
| Merton | 210.3 | 308.75 | 263.91 | 230.72 | 212.17 | 193.67 | 25 |
| Hillingdon | 295.7 | 287.19 | 245.68 | 215.01 | 197.8 | 180.83 | 26 |
| Barnet | 381.8 | 281.13 | 237.29 | 204.87 | 186.72 | 168.7 | 27 |
| harrow | 250.8 | 276.47 | 232.24 | 199.54 | 181.22 | 163.06 | 28 |
| Bexley | 240.7 | 272.64 | 230.42 | 199.23 | 181.71 | 164.47 | 29 |
| Havering | 247 | 256.39 | 212.62 | 180.29 | 162.13 | 144.28 | 30 |
| Kingston upon Thames | 172.5 | 233.65 | 186.39 | 151.38 | 131.85 | 112.25 | 31 |
| Bromley | 323.9 | 215.11 | 174.44 | 144.36 | 127.53 | 110.78 | 32 |
| Richmond upon Thames | 196.5 | 225.2 | 167.9 | 124.78 | 101.56 | 75.88 | 33 |

CQ188-16 from Councillor Sue Bennett

Councillor Louisa Woodley

The insourcing of the Learning Disability Day Opportunities and Employment Services is due to take place in August and will include further efficiencies. Can you outline how those efficiencies are going to be achieved?

Reply

The Council's Adult Social Care (ASC) Service is embarking on a Transformation Programme, including the development of a Single 0-65 Disability Service. In order for these services to be reviewed and transformed as part of the ASC Transformation Programme and the Single 0-65 Disability Service, it was advantageous for the Council to consider the best option for where and how LD services are provided. As a result of this process it was decided that the service should be provided by the Council. No 'further efficiencies' are planned during the insourcing.

This decision was made on the basis that it was the best option for LD services to enable it to be part of the Single 0-65 Disability Service that is currently being developed and to ensure the service is best placed to be integrated and reshaped according to these wider transformation programmes. The Transformation Programme for ASC will be seeking to engage customers, carers and as wide a range of stakeholders as possible to design the future model of learning disability services over the next three months.

The key priority of the transition process is to ensure the continued provision of high quality services to service users and carers. The Council has also made provisions to have involvement from the Council's HR service to support staff and guide the transition process.

CQ214-16 **from Councillor Andy Stranack**

Councillor Louisa Woodley

Can the Cabinet Member give me an update on the Outcomes based commissioning process for the over 65 services which was due to start on the 1st April 2016?

Reply

NHS Croydon Clinical Commissioning Group and Croydon Council are committed to commissioning health and social care services for over 65s through an outcomes based commissioning approach.

The Accountable Provider Alliance (APA) is making good progress toward fulfilling capable provider criteria for this contract. However, at this stage further time is needed to align the contract with the Sustainability and Transformation Plan required by NHS England and the delivery of the Transforming Adult Social Care (TRASC) programme currently being developed by the council. This additional time will also allow the APA to complete their journey towards fulfilling the capability criteria.

All parties have therefore agreed to extend the process with a view to now awarding the contract later in 2016/17.

During this period, the APA will continue to develop greater integration of services, and will carry on working with their staff, patients and service users to build on the significant work they have already undertaken to deliver a new model for services in Croydon. The CCG and Council will continue to support work across Croydon to achieve greater integration, and new models of care, alongside the development of the APA.

CQ215-16 from Councillor Andy Stranack

Councillor Louisa Woodley

In relation to the new service users' card which will be provided to those on direct payments CASSUP users raised questions over how small cash payments could be made to procure services from small businesses or individuals using the card.

Please could you provide clarification?

Reply

Currently, the council discourages cash payments for services provided via direct payment as they cannot be monitored or audited so that facility does not exist now through non card delivered DPs.

However the pre payment purchase card can make BACS transfer payments to any bank account authorised by the council of any amount so negates the need for cash payment.

As the Council is reviewing this area and redesigning the approach to Direct Payments with service users and carers via CASSUP, we will keep this area under review.

CQ216-16 **from Councillor Richard Chatterjee**

Councillor Louisa Woodley

'With so many key senior staff having left or about to leave Adult Social Services, how much overlap will there be between those experienced staff and their successors and will residents not suffer as a result?'

Reply

The ASC Division is undergoing a restructure process which brings together the operational and commissioning functions together.

This has resulted in new posts being created which we are in the process of permanently recruiting to. However, for all vacant posts we have experienced interims in place and plus we also have a number of experienced permanent post holders at senior levels to ensure that the quality of services are maintained and also improved.

Councillor Louisa Woodley

'When users take up Direct payments they will have to take responsibility for interviews, opening bank accounts, pensions, tax, insurance, quarterly returns, book-keeping plus liability as employers including being answerable to tribunals over employment issues. How are you going to support vulnerable members through this process which is obviously daunting?'

Reply

1. We have a well-established Direct Payment Support Service (DPSS) which provides a range of support services to service users and their carers on DPs.
2. When a DP Advisor carries out an initial visit to a service they will discuss the following support available:
 - The PA Recruitment Process – the DPSS will support with drafting and placing the advert, sending out and receiving application forms/CVs, arranging and sitting in on interviews, and organising letters such as job offers, taking up references and DBS checks
 - The DPSS can advise on what type of bank account needs to be open and Finance can provide a letter for the service user to take to the bank outlining why the account if necessary. Moving forwards the pre paid card will save the service user from opening a bank account
 - Information will be given regarding setting up of payroll and insurance and support is given to do this.
 - The DP Advisor will explain the importance of Quarterly Returns(QRs) and that they will support the service user on an on-going basis if necessary with completing the QRs. Pre paid cards will remove the need to complete QRs
 - Where there is employment issue, the DP advisor will liaise with the insurance company to get legal support and advice (including template letters) on how to follow the legal process regarding the process that needs to be followed.
 - The DPSS are now also supporting service users regarding pensions by ensuring that they have enough in the account any pension contributions they need to make – details of how much will have been sent to the service user via the payroll company. This will require seeing the latest QR to establish whether extra funding will be required.

CQ233-16 from Councillor Chris Wright

Councillor Louisa Woodley

Could the Cabinet Member please explain why elderly residents were not consulted or notified of the large increase of 38% in the cost of Meals on Wheels . Does she not agree that such lack of understanding, and courtesy is very harmful to a large number of vulnerable members of our borough

Reply

There has not been any promise or practice in the past of consulting on changes to the charge for the Meals-on-Wheels service.

Users of the service were sent letters in December 2015, advising them that the charges would increase from February (and outlining why the charges were going up). The letters also let customers know that if they had any concerns about the service or the new prices that they could contact the council where an adviser would be able to assist them.

Because the customers are vulnerable or older residents, they were offered an individual “benefits check” to make sure that they were receiving all their financial entitlements. This could be undertaken over the telephone if people were unable to come into BWH. We also had information to give to customers about alternative sources of meals (such as on-line shopping) if that was their preference.

Unlike some other councils that have ceased providing MoW, Croydon council remains committed to providing a hot Meals-on-Wheels service as it recognises the preventative benefits that this can offer to older or other vulnerable citizens. The new price of £4.99 to the customer is still lower than the cost of the meal to the council, which is continuing to provide a subsidy.

CQ236-16 **from Councillor Sue Winborn**

Councillor Louisa Woodley

Could the Cabinet Member please confirm how many residents with learning difficulties are currently accommodated outside the borough and could the Cabinet Member please compare the 2013-14 figures with the latest figures.

Reply

| Out of Borough Placements in 2013-14 | Current Out of Borough Placements as of today |
|---|--|
| 183 | 189 |

CQ237-16 **from Councillor Sue Winborn**

Councillor Louisa Woodley

As all Social Care Departments are scheduled to be inspected, could the Cabinet Member please advise when this process is scheduled to commence.

Reply

There is no specific inspection of Adult Social Care, however the Council's Shared Lives service was recently inspected by the CQC and found to be outstanding.

Children's Social Care is due to be inspected by Ofsted through the Single Inspection Framework.

Ofsted commenced their inspections of every local authority service in November 2013. It was intended to be a three year cycle. However, it has been extended to December 2017. Ofsted publish dates on which they will commence their inspections, which take four weeks.

No prior notice is given of when they will inspect any particular authority. Therefore the only clear information is that Croydon will be inspected at some point before December 2017.

Ofsted has recently published details of two further inspection frameworks regarding Children's Social Care. These are targeted inspection frameworks specifically addressing services regarding Child Sexual Exploitation. They will either be a single agency inspection on the Council, or a multi-agency inspection including the Police, Health and Probation.

Ofsted will identify specific authorities for inspection. Again, no notice will be provided.

CQ243-16 from Councillor Margaret Mead

Councillor Louisa Woodley

Can the Cabinet Member say how many people in 2014/15 were helped to remain at home with the help of a major adaptation, such as replacing a bath with a shower ? How many people have been/ or are being helped to date and what is the Cabinet Member doing to help increase the rising number of Croydon's elderly population to stay in their home ?

Reply

1. During 2014/15 reporting period (1 April – 31 March) 185 older people or physically disabled people received major aids and adaptations to their homes. Current performance during financial year 2015/16 (1 April – 31 March): 246 clients received major aids and adaptations to their homes, representing an annual increase in service levels.
2. In terms of other ways that the Council support older people to lead independent lives and stay at home:-
 - a. the Council offer clients a reablement service, one element of this service that we monitor via an ASCOF (Adult Social Care Outcome Framework) National Performance Measure is: **ASCOF 2B part 1: Proportion of older people who were discharged from hospital into reablement/rehabilitation services.** For this performance measure during 2014/15 reporting period Croydon's performance was 87.8% an increase on the previous year (2013/14: 85.2%) and latest current data available quarter 3 2015/16 shows we remain in-line with the previous year: 87.4%. The London average during 2014/15: 85.3% and the England average: 82.1%.
 - b. In-part, the successes of reablement and our willingness to offer older people to use their direct payments to remain at home, filter through to an additional ASCOF measure: **2A part 2: Permanent admissions of older people to residential and nursing care homes.** For this performance measure during 2014/15 reporting period Croydon's performance was 426.0 per 100,000 which was **below (below is good)** both the London average (491.7) and England average (688.8). 2015/16 'year to date' as at February 2016 shows performance levels currently at 354.1 per 100,000 population and therefore indicates **a further reduction** in admissions being made, however the 2015/16 figure (354.1 per 100,000 population) is an 'indication' of performance, final year end performance will be available May 2016.
 - c. Additionally, on an annual basis, the Council have a statutory duty to undertake a client survey which gathers the responses of how our clients feel about the support and care services they receive from Adult Social Care Services, one questions within the survey asks clients: **do care and support services help you in having control over your daily life?**

- For clients aged 65+: 2014/15: 84.3% of clients responded yes (194 clients out of 230 that responded), this was an improvement in comparison with the previous year 2013/14 where 80.3% of clients responded yes (200 clients out of 249 that responded). Results of the 2015/16 survey are not yet available (data is still being collected), but anticipate results being available for review during May 2016.
3. Going forward, the new Model of Care which the Accountable Provider Alliance is developing will have a further positive impact on both carers and service users being prevented from going into hospital and care homes. The MoC focusses on strengthening community based solutions through integration as the voluntary sector, adult social care, GPs and the hospital trusts work together to deliver this.

CQ244-16 from Councillor Margaret Mead

Councillor Louisa Woodley

Because of the seriously high overspends in adult social care I understand you have set up a “Member Board” which is not cross party. Do you agree, in the interests of openness and transparency and in the light of the risks of these significant overspends, that at the very least the Shadow Cabinet member for Adult Social care and Health should have a place on this Board?

Reply

As part of the approach to reduce overspend on key high risk areas, The People Department established additional monthly boards to provide more detailed monitoring of expenditure and of delivery of action plans in relation to the 2015-16 budget: relevant cabinet members attended these meetings. For the 2016-17 financial year, these monitoring processes occur within the Departmental Leadership Team meetings: relevant Cabinet members continue to attend for this item. This enables the relevant Cabinet members to transact their responsibilities for oversight and challenge of budget management.

Cross party scrutiny of these functions appropriately sits in other fora, such as the General Purpose and Audit Committee (GPAC), so that openness and transparency is provided through the formal committee structure. The Administration has ensured that such opportunities have been available, for example in December 2015 the Executive Director gave a presentation to GPAC about actions being taken on the People Department budget and the impact of these.

All Members are also able to attend Cabinet meetings and ask questions on specific reports as well as using the Scrutiny mechanism to question the Cabinet Member, undertake pre-decision scrutiny or ‘call-in’ individual decisions.

Shadow cabinet members are of course also entitled to receive officer briefings and I understand that such briefings have not been requested on this subject.

CQ245-16 from Councillor Margaret Mead

Councillor Louisa Woodley

With the dismantling of the Integrated Commission Unit and the transfer of various sections of the Unit to other parts of the Council there is a high risk in respect of the loss of experienced senior officers with commercial knowledge. Given the additional huge amount of changes within the Council's social care services, will the Cabinet Member agree with me that she is in danger of inflicting chaos?

Reply

The perceptions demonstrated by the shadow cabinet member in this question are very flawed.

The rationale for the adult social care restructuring includes the need to strengthen commissioning by providing greater differentiation to the strategic and commercial commissioning support provided through the team managed by Sarah Ireland. This will directly address one of the current issues, which is that capacity in relation to commercial commissioning is insufficient.

Furthermore, we need to ensure that the structure aligns to facilitate delivery of the plans being developed for outcomes based commissioning for the over 65s, which provide the platform for a significant step-change in integration and preventative work for this age-group.

Joint commissioning between the Council and CCG will also be strengthened through the establishment of a Joint Commissioning Board.

The restructure therefore both looks forward, in terms of providing alignment with ways in which the local and national landscape is changing. It also provides the basis through which to address elements of chaos that were inherited from the previous administration.

CQ249-16 from Councillor Sherwan Chowdhury

Councillor Louisa Woodley

Could the cabinet member inform me how many people with learning disability for whom the council commissions services are living in residential homes with 5-12 other people ? How many with more that 12 other people?

Reply

- 1. Based on an analysis carried out in December 2015 out of care homes for younger adults with learning disabilities and physical disabilities in Croydon the market share by home size is as follows:

| | Under 10 beds | 10-19 | 19-29 |
|------------|---------------|-------|-------|
| Care homes | 67.5 | 28.9 | 3.6 |
| Beds | 45.3 | 44.4 | 10.3 |

Out of 332 people with learning disabilities placed in residential care homes, 149 were placed in Croydon.

- 2. Additionally there are a further 192 adults are in non CQC registered Supported Living Schemes for adults with learning disabilities (both in and out of borough). These range in size from single person schemes to 6 bed schemes.

CQ254-16

from Councillor Shafi Khan

Councillor Louisa Woodley

According to a recent study, around 15% of older people aged over 65 feel trapped in their own home and are thought to be lonely. Can the cabinet member tell us how the Council is going to combat loneliness before it becomes a major public health issue?

Reply

The Annual Report of the Director of Public Health 2015 identified loneliness and social isolation as risk factors for poor health and wellbeing in older people. The figures that Councillor Khan quotes match those cited by Croydon's Director of Public Health about social isolation and loneliness in the borough.

The Opportunity and Fairness Commission have challenged all of us to put social isolation at the heart of the agenda and for Croydon to be a borough where no one is isolated. They identified some of the great things we are already doing in Croydon. Tackling loneliness and social isolation is not something that the council can do on its own however. A small number of examples are set out below. Most of them involve the council working with other organisations, critically the voluntary sector to help people maintain or build social connections.

Each October the council coordinates Celebrating Age Week (including Silver Sunday) with a wide range of activities including tea dances, IT taster sessions, Rhyme Time for grandparents and children, knit, stitch and chat. These aim to introduce people to the numerous activities and opportunities for socialising for the over 65s in the borough. Many more social activities for older residents can be found on the council funded CarePlace website. These include lunch clubs supported by the council.

The Council runs a 'Shared Lives' service, which is an established and successful way of helping adults who need support to live in our community and helps tackle isolation. This service was recently found to be 'outstanding' by the CQC.

The council is piloting two new projects to promote digital inclusion in the over 65s. Research shows that adults over 65 are much more likely to feel socially included if they have basic digital skills and access to digital services. This helps them to stay in touch with their friends and family even if they find it difficult to get out and about.

- Sentab is an easy to use social and communication platform which runs on any TV and does not require ownership of laptops or computers. It allows people to make video calls, share photos, play games and meet new people. It is being rolled out in New Addington.
- Visbuzz is an extremely simple way for people who do not use computers to make and receive video calls to and from their family and friends. The pilot is deploying a number of tablet computers to older adults who are isolated or at risk of isolation with funding from the Capital Ambition programme.

These schemes support our wider Go On Croydon programme, which is tackling

digital exclusion across the Borough.

Many over 65s have caring responsibilities, either for parents or for partners. Care giving is a risk factor for social isolation, especially for male carers. With the Whitgift Foundation, the council has supported the establishment of Croydon Carers Centre which delivers vital services to support carers. This includes the Carers Café where carers can meet, chat and share experiences over a tea or coffee.

Three life events are associated with social isolation among older people: retirement and losing connection with colleagues; falling ill and becoming less mobile; and a spouse dying or going into care. Through the Outcomes Based Commissioning programme the council is working with partners to develop new interventions which will help identify and support people at greater risk of social isolation. The development of 'Life Plans' will help older adults plan for future needs, including their needs for social support and interaction. Personal independence coordinators will help people recover after hospitalisation including rebuilding their social networks.

There are many other things that the council does which can help older people stay connected. Our neighbourhood safety teams help tackle crime, anti-social behaviour and the fear of crime. The streets division maintains pavements, highways and street lighting. Parks and open spaces, including allotments, give opportunities for outdoor recreation and social contact.

One of the gaps identified by the Opportunity and Fairness Commission was the need to map social isolation across the borough. This work will be taken forward by the council's director of public health to support the health and wellbeing board and the local strategic partnership develop a comprehensive plan to tackle loneliness and social isolation across the lifecourse.

CQ271-16 **from Councillor Joy Prince**

Councillor Louisa Woodley

How many disabled people in Croydon are likely to be affected by the Government's cut of £30 per week in ESA payments? What is likely to be the effect on Council expenditure?

Reply

From 1 April 2017 the Government is set to reduce the weekly entitlement of employment support allowance (ESA) for the work related activity groups. The reduction will see all new applicants receive £29.05 less than the current award. The changes are aimed to bring the amount awarded in line with those seeking to find work and in receipt of job seeker allowance or universal credit at £73 per week.

Other customers in receipt of ESA with the support element who are considered unable to work will remain unaffected, remaining at £109 per week. .

As the changes link to new claims only, those in receipt will remain unaffected. We have estimated over a 12 month period approximately 1,000 new claims will be affected.

We appreciate that along with all of the welfare reforms customers weekly income will be affected. However, whilst the changes do not directly impact the council expenditure they will place a greater pressure on schemes such as the discretionary housing payment and Croydon's discretionary scheme where alternative sources of short term funding are available.

The council will continue to provide support through services including the Gateway for budgeting, debt advice, employment and temporary housing. However, increased demand will no doubt also increase pressure on resource.

CQ177-16 from Councillor Helen Pollard

Councillor Alison Butler

I can't help but notice that there is a lack of activity on the site of the now-demolished Taberner House. A number of planning applications for this site have now been approved but there is still no sign of development on a site that is becoming an eyesore in the centre of Croydon.

Can the Cabinet Member let me know when development will start on the site, and when the whole of the redevelopment of the Queen's Gardens area will be completed?

Reply

Only one scheme for the Taberner House site has received planning consent to date, and that is the scheme put forward by the previous administration that provided only 15% affordable housing and that included a reduction in the amount of public open space in Queens Garden. We make no apologies for going back to the drawing board to deliver a proposal for the site that better serves the people of Croydon.

Having tested the market extensively over recent months we are speaking with a number of partners to bring the site forward, and we hope to be able to announce this publicly in the coming weeks. Any new scheme will provide at least 30% of affordable housing on site as well as a fully refurbished Queens Gardens with a greater amount of space for residents to enjoy.

CQ178-16 **from Councillor Helen Pollard**

Councillor Alison Butler

Can you tell me what plans you have to maintain South End since its regeneration?

Reply

The contractors are responsible for all maintenance for a period of 12 months from completion. This period comes to an end at the end of July 2016. The Council's Development team are working with the contractors to resolve the final defects before this is handed over to Highways at the end of July. Highways have been engaged in the defects process and will agree the handover from the contractors at the end of July.

From this time onwards South End will be maintained under the Council's standard maintenance contract. The Building Frontage Improvement recipients will be responsible for the upkeep of their properties.

CQ202-16 from Councillor Simon Brew

Councillor Alison Butler

What are your plans for the CALAT building in Coulsdon and Car Park after the closure of the much-used centre?

Reply

In the short term, the Council is letting the CALAT Centre, on a temporary basis, to Zodiac Gymnastics Club who are being displaced from their current home at the Leaden Hill Industrial Estate in Coulsdon ahead of a proposed redevelopment of the estate. This is with a view to enabling this valued local club additional time to find permanent accommodation. The CALAT Centre Malcolm Road car park will be for the sole use of Zodiac Gymnastics Club.

For the time being, the CALAT Centre car park accessed via Chipstead Valley Road will be retained for short-stay public parking.

In the longer term the site has been identified as a potential opportunity for new homes which would be delivered by the Council's development company Brick by Brick.

CQ205-16 from Councillor Dudley Mead

Councillor Alison Butler

Can the cabinet member please explain why it has taken so long for licences to be issued, when most of the payments were made before September 2015. Some landlords have complained they have had the licence before the 'notice of intention to issue a licence', some landlords have received two licences for one registered property and as yet none for others. I am of the view that this exercise does not add to the reputation of the council and can reasonably be described as a shambles. Do you agree?

Reply

I don't agree that the process has been a shambles. The huge number of applications received – almost 26,000 – and the amount of work involved in processing these needs to be appreciated. I do accept that, due to some IT problems, we have not issued as many licences as we hoped we would have by this time, however the team have been working extremely hard to issue licences manually in the meantime. This manual process has its positive points – it has made us aware of a significant number of errors made by applicants when completing the forms and where these appear to be a deliberate attempt to mislead us has enabled us to focus our attention on these landlords.

We have advised landlords that they are licenced from the date of their application even if they have not received their actual licence, and we can process an application within hours if a landlord contacts us because they need their licence for some reason.

I am completely confident that the scheme is being administered professionally and has already enabled us to identify and commence to deal with the poorer landlords who we have concerns about.

CQ210-16 **from Councillor Lynne Hale**

Councillor Alison Butler

Subject to planning approval, when do you expect the first College Green/ Fairfield homes to be on the market and ready for people to move into? What percentage of monies from these sales will then go into the Fairfield refurbishment works?

Reply

Subject to planning, the housing development for phase 1 of the College Green / Fairfield Halls scheme which will deliver circa 200 new homes, a quarter of which will be family homes, will be complete by the end of 2018.

The scheme will also help to cross fund circa £18m worth of funding for the Fairfield Halls refurbishment works.

CQ219-16 **from Councillor Steve O'Connell**

Councillor Alison Butler

Can the Cabinet Member unequivocally confirm that she has no intention of building on Metropolitan Open Land in the Shirley area?

Reply

I have no intention of building on any Metropolitan Open Land

CQ222-16 from Councillor Jason Perry

Councillor Alison Butler

Please detail how much it costs to run a planning committee and a planning sub committee meeting? Please break down into room hire, officer cost, printing etc.

Reply

It is very difficult to provide a robust figure on overall costs of operating Planning and Planning Sub Committees. The main costs (over and above the costs associated with Planning Committee/Sub Committee preparation – as covered by CQ 224-16) include staff time attending the meetings (which is very much dependant on the time taken to conclude agenda business), any security arrangements and any further resource required to manage members of the public and those who have requested to address the Planning Committee/Sub Committee. Clearly staff costs are a factor.

In view of the greater costs associated with determination of applications at Planning Committee, it was agreed to instigate a Planning Sub Committee to consider the many smaller applications referred to Committee. This reduced the number of members from 10 to 5 and, importantly for applicants who are predominantly householders, gave the additional benefits of a less intimidating atmosphere, shorter agenda items with less waiting. At the same time, Strategic Planning Committee was discontinued with its business concluded through Planning Committee.

Where a number of items referred to the Sub Committee is limited, Planning and Sub Committee are amalgamated on the same day, therefore reducing cost further.

CQ223-16 **from Councillor Jason Perry**

Councillor Alison Butler

Please detail how many planning committee and planning sub committees have been held since 1st May 2014 and how many items were heard at each committee

Reply

The current Planning Committee/Planning Sub Committee format was constituted in September 2014 and since that time there have been 33 Planning Committees and 25 Sub Committees. During that same period, 59 planning applications were referred to the Planning Committee and 68 planning applications to the Sub Committee.

CQ224-16 **from Councillor Jason Perry**

Councillor Alison Butler

Please give detailed costs for a planning application dealt with under delegated powers and one dealt with by committee?

Reply

Recent evidence suggest that with minor planning applications (including minor householder developments) it cost around £1,086 to determine a planning application via a Planning Committee process compared to around £300 under an officer delegated process. The costs tend to become more comparable with larger planning applications, when officer scrutiny is more involved, even where such applications are delegated to officers to determine. As you will appreciate, every case is different.

The elevation of cases to Planning Committee increases officer monitoring costs, senior officer report involvement, further site inspections by senior officers presenting, pre Planning Committee officer preparation, assembling a Power-Point presentation, general agenda preparation and Member engagement (when cases are referred), formulating speaker lists and preparing addendums (as appropriate).

CQ235-16 **from Councillor Chris Wright**

Councillor Alison Butler

Homefield House has been empty and deteriorating for many years and has been a danger to a local school.

Will the Cabinet Member please explain what are her plans for this site, why it is still not secure, and why the utilities are still not turned off.

Reply

The site has been identified as a site for new housing to be delivered by the Council's development company Brick by Brick. Initial feasibility work has been completed and subject to viability the aim is to submit a planning application by September 2016, with start on site by the end of the year.

As a meanwhile use the site has been offered to the Metropolitan Police for Dog training but unfortunately the police have had to delay matters although discussions have recommenced. The utilities have been left connected although switched off at the mains to minimise risk but help facilitate survey work and power was a requirement for the use by the Metropolitan Police.

CQ240-16 from Councillor James Thompson

Councillor Alison Butler

Please supply the names of the people who made the decisions to appoint the directors of Brick by Brick. For each of the directors please detail how much they will be paid for their roles.

Reply

The present four directors of Brick by Brick Croydon Limited ('Brick by Brick') were appointed at a board meeting of the company on the 19th of January. At that meeting, and subsequent to careful consideration and discussions within the Council (which is the sole shareholder in the company), the then sole Director of Brick by Brick (the Assistant Chief Executive (Corporate Resources and Section 151 officer) of the Council) appointed four Directors and then vacated his post.

Of the four directors, the two independent directors are paid an annual fee for their role on the Brick by Brick board. For Jayne McGivern, who is also the Chair of the Board, this is £24,000 per annum and for Jeremy Titchen this is £18,000 per annum.

The directors who are in the employment of the Council (Colm Lacey, Director of Development and Lisa Taylor, Assistant Director of Finance) are not paid for their roles on the Board.

CQ241-16 from Councillor James Thompson

Councillor Alison Butler

How will the Council ensure that it is 'open and transparent' regarding the financial affairs of Brick by Brick? What will be published and when. How will such reports be able to be scrutinised?

Reply

Information as to the operation and performance of the company will be provided on an ongoing basis by the Board of the development company to the shareholder. This will take the form of:

- Monthly highlight reports on all projects
- Observer status for the shareholder at all Board meetings
- Annual Business Plan
- Annual Report

The Business Plan will be agreed between the company and the Council (as shareholder). The Business Plan will be presented to Cabinet for approval on behalf of the shareholder on an annual basis. The company will also provide a detailed Annual Report to the council which will be presented to Cabinet alongside the Business Plan.

A new Member Steering Group is also being established, to be chaired by Councillor Alison Butler, the Cabinet Member for Homes, Regeneration and Planning. The shareholder representatives will report regularly to this group on progress with development company projects.

CQ242-16 **from Councillor James Thompson**

Councillor Alison Butler

Will Brick by Brick be able to operate as a landlord within Croydon. If it does will it have to pay the Landlord Licensing fee's in the same way as other private landlords?

Reply

Yes.

CQ268-16

from Councillor Jamie Audsley

Councillor Alison Butler

Please can you provide me a summary of how the landlord licensing scheme has performed since its implementation?

Reply

The first success of the scheme was apparent even before it was officially implemented due to the number of landlords who were forced to obtain gas safety certificates in order to complete their applications to take advantage of the discounted fee period – this has been a legal requirement for many years but even so there were a significant number of landlords who did not have one and it is an achievement of the scheme that many hundreds of privately rented properties previously without gas safe certificates have now been inspected and certificates issued, ensuring that many more properties are safe in this respect.

One benefit to tenants is that their landlord cannot issue the usual Section 21 possession notice if the property requires a licence but the landlord hasn't got one. We are checking the licence status of all properties occupied by tenants presenting as potentially homeless. Since this team was set up in November 2015 the team have found 24 possession notices to be invalid because the property was not licenced, this is 11% of all such notices the team has dealt with in that time. In these cases homelessness has been delayed at the very least, and a small number of these landlords agreed to keep the tenant on when they were advised that the possession notice was not valid, therefore in these cases homelessness was prevented.

There are too many individual and varied cases to list out as success stories but the scheme has enabled us to locate at least one rented property that is not suitable for habitation (and serve a prohibition order), focus on a significant number of landlords who's applications have been flagged as a potential cause for concern, and commence to deal effectively with landlords who we've had concerns about for some time but have not had the powers to tackle. A total of 105 improvement notices have been served to deal with disrepair in privately rented properties since 1 January. A number of landlords have been advised that they must deal with anti-social behaviour perpetrated by their tenants, it is early days yet but this is the first stage of the process which could result in us taking legal action against landlords for breaching their licence conditions.

I am satisfied with the results achieved in such a short time period and am confident that there will be many more successes to report as the scheme progresses.

CQ269-16 from Councillor Joy Prince

Councillor Alison Butler

A) How many i) planning applications and pre-apps were received in the latest 12 month period for which figures are available? ii) planning officers were in post on average during the same period? And iii) what are these figures expected to be for 2016-17 and 2017-18?

B) how do these figures compare with similar authorities?

Reply

A) i)

Between 1st April 2015 and 31st March 2016, the Council validated 4,746 planning applications and other associated applications (including applications for advertisement consent, applications for Certificate of Lawful Development and Prior Approvals). This compares to 4,523 validated during the previous financial year.

During the same period, the Council received 813 service requests, covering the following pre application service levels

| | |
|--------------------------------|--------------|
| Duty Officer Service Requests | 378 Requests |
| Correspondence Service Request | 53 Requests |
| Meeting Service Request | 360 Requests |
| Development Team Service | 22 Requests |

This compares to 717 pre application submissions received during the previous financial year.

A) ii)

During this period the establishment remained constant, although the service carried three vacancies, which has increased individual caseloads to a significant extent along with the services capacity to service pre application requests in accordance with agreed timeframes. The service has been focussed on planning application determination in accordance with recognised targets.

A) iii)

It is likely that the level of pre application and application engagement will increase. We are already experiencing an up-lift in application numbers during 2016 which is likely to continue into future years, especially the number of service requests involving “major” development.

B)

In terms of applications validated, in view of the size of the Borough and the level of development activity, Croydon is within the top quartile, compared to other London Boroughs (in terms of applications validated and determined). There are no comparative data available to compare the level of pre application submissions across London Boroughs.

CQ275-16 **from Councillor Pat Clouder**

Councillor Alison Butler

Could the cabinet Member let me how many empty properties we have in Croydon and what the plan is to ensure these are occupied.

Reply

There are currently 643 empty properties in Croydon that the council's Empty Property Service is working with landlords where possible to bring back into use.

All long term empty properties in Croydon are visited by the Empty Property Service, with those causing complaints, nuisance to neighbours and local blight being prioritised. Advice and assistance is given to owners on the various options available to them to return their empty homes to occupation.

We have also secured grant funding from the GLA to deliver a programme that has recently enabled 83 properties to be returned to occupation by tenants nominated by the council. Additional capital funding will be used in 2016/17 to continue this good work.

For long term vacant properties, where the owner does not cooperate with the service, an enforcement programme is in place, with compulsory purchase being the action of last resort.