

## QUESTIONS TO CABINET MEMBERS

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CQ317	Bird	Brick by Brick
<b>DEPUTY LEADER AND CABINET MEMBER FOR CLEAN GREEN CROYDON – Councillor Stuart Collins</b>		
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Question Number	Question asked by Councillor:	Subject
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**CQ279-16**

**from Councillor Helen Pollard**

**Councillor Alison Butler**

Please give details of how much council money will be used to set up, enable and support the Boxpark development at East Croydon over the next three years? What is the financial case for this cash injection and will it directly benefit Croydon residents?

**Reply**

To summarise, the council has made a loan of £3m to Boxpark at a commercial rate of interest, and additionally intends to provide funding of £61,500 per annum. Boxpark's business case indicates that the loan principal and loan interest will be paid back in full to the council. The repayment of the interest will mean that the council's grant funding will be more than covered, and it goes without saying that all sums relating to the Boxpark project are budgeted for.

Along with the GLA the council also provided pre-development grant funding to Boxpark, which included preparation and submission of their planning application, and marketing and promotion of the project. The council's contribution was £150,000.

The Boxpark deal originally envisaged the council receiving eight container units for its own use, each charged at the market rent of £20,000 per annum. Due to the phenomenal demand for units we have agreed with Boxpark that it would be better to use those containers to bring in additional businesses and create new jobs, with our £160,000 of funding this year instead being used to commission Boxpark to produce a second year of the Ambition Festival.

Alongside this are the obvious benefits to Croydon arising from Boxpark locating in the borough. The project is set to create over 200 jobs, as well as business rate income of approximately £170,000 per annum. Additionally, the indirect Gross Value Added benefit to the local economy is estimated at between £7-10m, not to mention the positive press and publicity generated for Croydon's regeneration. The presence of Boxpark is known to be having a positive effect in the minds of commercial agents and occupiers when they are considering the town centre as a potential office location, which is one of the reasons the council along with CGLP (Croydon Gateway Limited Partnership, made up of Stanhope and Schroder) agreed to support the introduction of this high-profile meanwhile project in the first place.

Council officers across a number of services are working with Boxpark to help deliver the scheme, as they would with any major regenerative project such as this.

Details regarding the financial arrangements with Boxpark are available on the council website within the key decision notice that was published in April 2015:

<https://www.croydon.gov.uk/sites/default/files/Public%20notice%20of%20key%20decisions%20made%20by%20the%20Cabinet%20Members%20for%20Homes%20%26%20Regeneration%20and%20Finance%20%26%20Treasury%20on%2013%20April%202015%20v2.pdf>

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**CQ306-16**            **from Councillor Dudley Mead**

**Councillor Alison Butler**

Brick by Brick Ltd

The cabinet report for Monday 20th June 216 gave very few details about the corporate governance of Brick by Brick Ltd. Please give details in relation to this by considering the following:

Company registered number  
Date of incorporation  
Accounting reference date  
Main shareholders  
Authorised and issued share capital  
Debentures or other loan limits (if any)  
Directors  
Directors remuneration  
Main object clauses  
Main details of Articles of Association  
Likely date of publication of first report and accounts.

**Reply**

Company registered number: **09578014**  
Date of incorporation: **6 May 2015**  
Accounting reference date: **31 March**  
Main shareholders: **The London Borough of Croydon (sole shareholder)**  
Authorised and issued share capital: **100 ordinary shares of £1 each**  
Debentures or other loan limits (if any): **None**  
Directors: **Colm Lacey, Jayne McGivern, Jeremy Titchen and Lisa Taylor**  
Directors remuneration **Directors are entitled to such remuneration as they determine/decide (article 32); \*decisions of directors shall be carried/passed by: (i) a majority of those directors present at a meeting (article 9.1); or (ii) all of the directors being in agreement (article 10). Council nominated Directors do not receive additional remuneration for their role on the Board.**  
Main object clauses? **N/A**  
Main details of Articles of Association: **(i) re director decision-making see above\*; (ii) quorum for the transaction of business at directors meetings is any two directors or one eligible director (if only two directors are present and one is subject to a conflict of interests at a meeting convened to authorise the relevant conflict of interests) (articles 13.2 and 13.3); (iii) the appointed chairman at a directors' meeting has a casting vote (in the event that an equal number of votes are cast both for and against a decision) (article 15.1); (iv) Minimum number of directors is one (article 29); (v) directors appointed by either ordinary resolution (i.e. shareholders holding >50% of the voting rights in the company) or a decision of the directors (article 30.1); (vi) final dividends may be declared by ordinary resolution (subject to the directors having to first make a recommendation as to the amount of any such final dividend), whereas interim dividends may be declared by decision of the directors (articles 48.1 and 48.2).**  
Likely date of publication of first report and accounts: **First annual accounts made up to 31 March 2016 are due by 31 December 2016**

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**CQ317-16            from Councillor Margaret Bird**

**Councillor Alison Butler**

A few residents on Tollers Estate in Coulsdon East Ward, but not all of those who live within 50m as stated in the letter from Newman Francis, have received letters regarding Brick by Brick Croydon's building plan on their estate and have raised concerns that the Chief Executive is Colm Lacey LBC's Director of Regeneration. Where is the openness and transparency in a company run by Croydon Council officers and funded by Croydon Council's taxpayers?

**Reply**

The council has a severe housing need and is seeking to make use of suitable sites across the borough to address this. It has established a development company, Brick by Brick, who are currently developing proposals for various sites across the borough and engaging with local communities accordingly.

On the Tollers Estate, Brick by Brick are proposing the development of a new, purpose built community centre to replace the existing facility, and 45 new homes divided over four different sites within the estate. It is currently anticipated that the homes will be a mix of flats, maisonettes and houses of mixed tenure.

The proposals are at a relatively early stage and Brick by Brick are engaging with the local community about these proposals, and with the Local Planning Authority, through the pre application process. As part of the engagement process, Newman Francis, on behalf of Brick by Brick, sent a letter to all residents within 50m of specific sites, or on council estates, where there is more than one site, Newman Francis wrote to each property on the estate. The area and addresses were calculated using the council's GIS mapping system.

The first engagement event was held on 30th June 2016 and the feedback from the engagement processes will inform the design of the scheme as it progresses through the planning process.

Brick by Brick is a private, independent company, with the council acting as sole shareholder. It aims to deliver high quality, new, residential-led development on a range of sites across the borough. The aim of Brick by Brick is to ensure people in Croydon have access to high quality and affordable housing and that the full value of development growth is kept in the borough – whether it be in the form of additional affordable housing, physical improvements in local centres or dividend return to the council to fund council services.

There have been a number of public reports regarding the establishment and governance of Brick by Brick, most recently Cabinet on June 20<sup>th</sup> 2016 and Scrutiny and Overview Committee on 7<sup>th</sup> July. Details are available at [www.croydon.gov.uk/democracy](http://www.croydon.gov.uk/democracy).

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**CQ284-16**            **from Councillor Helen Pollard**

**Councillor Stuart Collins**

Does Croydon get back in compost, all the garden waste that is collected?

**Reply**

When available, Compost is free of charge to Croydon residents at the three HRRC sites. Collected green garden waste is delivered to Viridor for processing and then when ready returned to our HRRC sites. Due to the processing it is not always practicable to have a steady supply as therefore not always available at the HRRC's.

We are in discussion with Viridor about how we can ensure a more consistent supply of compost and how better to advertise the times when compost is available.

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**CQ301-16**            **from Councillor Simon Brew**

**Councillor Timothy Godfrey**

The recycling centre in Caterham, Surrey makes checks on all users of the centre to ensure that only bona fide Surrey residents are allowed to use this facility, whereas a contributory cause of the recent traffic jams around the Purley Oaks recycling centre has been its use by non-Croydon residents.

When will the cabinet member institute similar simple checks at the Croydon centres, or alternatively institute a flat-rate fee for non-residents?

**Reply**

There are plans underway to introduce a permit scheme at the site which will regulate the sites better and ensure they are for the use of Croydon residents only. This, plus the site improvements which have been carried out should have a positive impact on traffic levels at the site.

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**CQ305-16**

**from Councillor Susan Winborn**

**Councillor Stuart Collins**

Fly tipping has become a serious issue in many parts of Fairfield Ward. Would be Cabinet Member please inform me how successful the Don't Mess with Croydon campaign has been.

**Reply**

Don't Mess with Croydon has been a great success and has seen:

- 75-80% fly tips cleared within 48 hours
- Installed 81 dual rubbish and recycling bins along streets where residents previously had no bin or waste storage facilities
- High numbers of Fixed Penalty Notices – over 1500 at an average of 75 per month
- More visits to businesses to check trade waste agreements than ever before – nearly 2000
- Encouraged over 240 businesses to sign a pledge to keep their street tidier.
- More prosecutions than ever before – over 100
- Sustained communications campaign
- 300 Street Champions and 60 clean up events
- Introduction of time banded waste collection in Thornton Heath High Street to only allow residential and business waste to be put out at certain times has rolled out with the second phase currently being introduced along the London Road
- 15 vehicles seized for fly tipping and waste carrying offences

With regards to Fairfield ward specifically:

- The Neighbourhood Safety central team patrol encompasses the main footfall areas of the Fairfield ward. The main functions of the patrol include public reassurance, preventing and tackling anti-social behaviour, the issuing of FPN's for environmental and highways offences
- The London Road Time Banded Waste Collection scheme which started in the first week of July prevents businesses placing waste on the public highway between the hours of 08.00 and 18.00. Whilst mainly in Broad Green, parts of North End were also included in the scheme. The scheme has also freed Veolia up to provide more timely removals of the orange bags and waste from the town centre and Fairfield as a whole.
- A number of businesses have signed up to the DMWC pledges. This is being rolled out fully across the town centre in the coming months.
- Specific intelligence led patrols are now being carried out in Fairfield in partnership with the Safer Neighbourhood policing teams.
- We have 10 active street champions to date they have completed
  - 2 x Community Clean –ups in Park Hill
  - 2x Street Surgeries



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**CQ308-16**

**from Councillor Margaret Mead**

**Councillor Stuart Collins**

Elderly residents who choose and are able to take green and other waste to amenity sites report it is now much more difficult to do so. The bins have doubled in size and so has the number of steps to be climbed before having to lift and empty the bags. What action is the Cabinet Member taking to address this problem ?

**Reply**

As part of the site improvements there have been a number of changes which customers should find beneficial. In the case of the green waste containers, the increased capacity means that they require emptying less frequently, resulting in fewer site closures whilst the waste is removed.

Whilst the larger capacity has unfortunately increased the number of steps to the top of the container, the site staff at the centres will be more than willing to assist anyone who is having difficulty putting their waste into this, or any other container at the site.

If residents would like to sign up to the new green garden waste service then they can do so online through My Account. If they are unable to register for the service online, or use the facilities at a local library or Access Croydon, a friend, neighbour or family member can register for the service on their behalf. Alternatively they could recycle their garden waste at home using a compost bin. Composting is a great way to recycle food and garden waste and reduce the amount going to landfill. Find out more about our home composting scheme at;

<https://www.croydon.gov.uk/environment/rrandw/reduce-reuse>

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**CQ309-16**

**from Councillor Margaret Mead**

**Councillor Stuart Collins**

Is the Cabinet Member aware of serious difficulties with contacting his department including non-delivery of green waste bins which have already been paid for? There is nowhere to log the complaint and no telephone number either. Can the Cabinet Member explain why this new system was not checked out before it was introduced?

**Reply**

The green garden waste service is managed through “My Account” and therefore subscribers who experience problems with the service can report these through the “My Account” reporting process.

This information is clearly set out on communication sent to subscribing customers. However if individuals experience difficulties then customers can either take advantage of the live chat facility online or the contact the Council team who are available to assist customers. This system has been tested and is used widely across the Council.

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**CQ310-16**      **from Councillor Margaret Mead**

**Councillor Stuart Collins**

Will the Cabinet member please say when the opening hours at Purley Re-cycling Centre will be extended to provide residents with an 'after work' choice? Traffic congestion will be greatly eased if the centre could be used until 8pm.

**Reply**

There are a number of things we can do to improve the layout of the street and significantly improve the user experience. Space constraints mean that Purley Oaks currently has to close several times each day while recycling containers are emptied.

To operate the site the Council is required to have an environmental permit which is issued by the Environment Agency, this permit governs the operating hours, therefore should the council decide to extend the current opening hours it would need to submit a new application to vary the hours and this could take many months and be the subject to satisfying the Environment Agency requirements.

During June users of Purley Oaks HRRC were encouraged to share their views on plans to upgrade this centre. The survey has now closed and we have received over 700 responses.

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**CQ318-16**      **from Councillor Margaret Bird**

**Councillor Stuart Collins**

Pensioners find the green waste charge costly and often can no longer lift bags into their car to take to the dump. Will there be a reduction in the green waste collection charge for this year if residents apply now as it will be mid-way in the season before they get their bin?

**Reply**

This being the first year of the chargeable garden waste service, the option of signing up on a pro-rata basis midway through the year is unfortunately not available, but is something we may explore in future years.

The commencement of the new service was well advertised and an early bird discount was available in order to incentivise residents to sign up for the service at the earliest juncture possible.

For those not wishing to sign up to the chargeable service and unable to dispose of their garden waste at the household reuse and recycling centres could recycle their garden waste at home using a compost bin. Composting is a great way to recycle food and garden waste and reduce the amount going to landfill. Find out more about our home composting scheme at;

<https://www.croydon.gov.uk/environment/rrandw/reduce-reuse>

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**CQ315-16**      **from Councillor Margaret Bird**

**Councillor Stuart King**

The Cabinet Member will be aware that Coulsdon East has been hit hard with the recent storms, houses have been flooded with both water and raw sewage and drain covers lifted with the sheer pressure of water, luckily not causing any injury, I am aware of , to any passing motorist.

Will the Council now acknowledge these problems in my ward which have been around for 20 years in one road and allow highways the resource to work with Thames and East Surrey Water to find the cause of the problem and resolve it quickly.

**Reply**

I recognise localised flooding is a problem across the borough and there are resources within the highway budget for flood management matters

Under the Flood & Water Management Act (FWMA) 2010, all Unitary Authorities including Croydon became designated Lead Local Flood Authorities (LLFA) and are responsible for leading local flood risk management including establishing effective local partnership arrangements.

Following the recent heavy rainfall there has been flooding in parts of Coulsdon East and as a result the Council has instigated a Section 19 Flood Investigation. The purpose of an investigation is to establish which Risk Management Authorities (RMA) have flood risk management functions in respect of the flooding incident and whether the identified RMAs are responding (or are proposing to respond) to the flood. Once an investigation has been completed, this will be published on the council's website and any relevant authorities notified who then have a duty to resolve the flooding.

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**CQ277-16**

**from Councillor Helen Pollard**

**Councillor Timothy Godfrey**

Can the Cabinet Member tell me why grass cutting in parks and on grass verges is erratic? Is there a policy decision to turn our parks into meadows? What are the conditions for when the contractor is expected to cut the grass? Who is checking to ensure the grass is cut to the specification?

**Reply**

The state of grass cutting across the borough has not been acceptable in any way.

The contractor claims that the rapid growth and poor weather conditions experienced in May and June have had an impact on the grass cutting regime due to the volume of grass and the ground conditions. This has caused delays in completing rounds. The councils monitoring team together with the contractor have been working to an agreed implementation plan to address the situation which has included the deployment of additional staff and working additional hours including weekends. We anticipate that the grass cutting rounds will be back to the established 15 working day cycle by the end of next week. The improvements in the weather and the slowing down of the rate of growth will also help to improve the situation.

While I have some sympathy for the contractor in coping with difficult cutting and growing conditions, they have not met our expectations in getting on top of the overall situation nor in tackling the areas that they could have worked on during poor weather conditions.

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**CQ278-16**            **from Councillor Helen Pollard**

**Councillor Timothy Godfrey**

It is important that when Fairfield Halls closes, Croydon still has a broad and accessible cultural offering. Please provide a full list of the types of activity that have taken place in Fairfield Halls over the last year e.g. orchestral, pantomime, civic events, community events, dance, theatre, comedy etc? For each type of activity, please give details of where the activity will be carried out when Fairfield Halls closes in July.

**Reply**

It is indeed very important that Croydon develops its full and accessible cultural offering across the Borough and we are working with a range of organisations and individuals who want to do projects and events in Croydon from theatre festivals to music concerts in our churches to outdoor events. We will be supporting the development of alternative spaces for events and performances both indoors and outdoors. We are not undertaking to re-site every event that has been in Fairfield over the last year – that is not our responsibility. We will do as much as we can to help organisations that come forward to seek advice from us in putting on their activities.

We are investing £250,000 this financial year in our cultural offering that will reach every part of our borough. This is an opportunity to ensure that we look at the wider cultural offer and needs of the borough that has not been possible as all programme funding was channelled into supporting a single large scale building.

We are very keen to re use the Clocktower and Town Hall far more for cultural and community events. To that end we are working with the Warehouse Theatre to bring their International Playwriting Festival to the Council Chamber on the 10<sup>th</sup> and 11<sup>th</sup> September. 2016 marks the 30<sup>th</sup> anniversary of the Playwriting Festival and we aim to use it as a way of showing how Town Hall spaces can be used in different ways to benefit the Towns Cultural offer.

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**CQ280-16**            **from Councillor Helen Pollard**

**Councillor Timothy Godfrey**

How many people watched the recent cycle race in Croydon? How many were from outside the borough? Has this provided the predicted boost to Croydon's economy and reputation? If so, how is this measured?

**Reply**

SweetSpot, the organisers of the Pearl Izumi Tour Series provide the Council with statistics and information around attendance and the economic benefits of the event. The information will be available approximately 2 months after the race series has taken place.

I was delighted by the size of the crowd that came this year. I am confident it has built on last years race and showcased Croydon to a different audience and shown that we are very clearly open for business for events and activities.



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**CQ281-16**            **from Councillor Helen Pollard**

**Councillor Timothy Godfrey**

At the recent Park Hill Family Fest a visitor had trouble finding the Park when she arrived at East Croydon Station. Can the Cabinet Member look into ways of signposting this important green space?

**Reply**

I am delighted that Park Hill Recreation Ground is being used more as it is an important Town Centre Park. The recent Family Fest and Big Dance were good examples of community led initiatives supported by Croydon Council and the Mayor of London.

Croydon Town Centre has a number of signposts and maps known as Legible London located at key points which were delivered through a joint partnership between TfL and Croydon Council. One of these is located outside of East Croydon Train Station and includes Park Hill on the map. Also more recently there are Croydon Ambassadors who are working on behalf of the Croydon BID (Business Improvement District) who are normally found around the station who can provide directions. There is a planned review of the signposts and maps in the town centre to incorporate any changes that have occurred since it was introduced. Signposting to important destinations including green spaces will be looked in to as part of this refresh.

Croydon Council are currently looking at introducing new wayfinding through the Legible London programme in South Norwood, Thornton Heath and Selhurst and signposting to key green spaces within the surrounding areas will be incorporated as part of this programme.

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**CQ282-16**            **from Councillor Helen Pollard**

**Councillor Timothy Godfrey**

What role will Exchange Square play in Croydon's cultural offering whilst Fairfield Halls is closed?

**Reply**

This is one of the public spaces that we would look at in the context of becoming a licensed event space. It is ideally placed off Surrey St for holding events activity and I hope we can make more of it in the future. While it is a magnificent setting with the historic pump house located in its centre, it is also surrounded by residential developments, and so any offering does have to balance the needs of local residents and more intensive use of this privately owned square.

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**CQ283-16**      **from Councillor Helen Pollard**

**Councillor Timothy Godfrey**

Can the Cabinet Member tell me when he will publish the findings of the Peer Review for the redevelopment of Fairfield Halls?

**Reply**

I was delighted to have the support of The Theatres' Trust in conducting their Peer Review. I was pleased to support the process in the spirit that it was offered.

The Theatres' Trust are writing their report now and we have not had a specific date from them as to when we can expect that through – we will be sure to let you know when we have that.

The full professional team met with the Peer Review and spent a productive day going through all the issues and drivers for the restoration and refurbishment.

The quality of the design work already undertaken has already won a New London Architecture (NLA) Award. Lead architects Rick Mather received the accolade for their work on the project in the NLA Conservation and Retrofit category.

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**CQ298-16**            **from Councillor Simon Brew**

**Councillor Timothy Godfrey**

Will the Cabinet member please advise which parks are the 'strategic parks' referred to in the Cabinet paper in March ?

**Reply**

We are currently reviewing the outcome of a recent parks classification exercise which will define and identify those parks and green spaces to be classified as 'strategic'. We will shortly be going out to consultation on this and will update Members in due course.

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**CQ299-16**            **from Councillor Simon Brew**

**Councillor Timothy Godfrey**

Please list the organisations that will be involved in the market testing exercise for the development of Fairfield Halls.

**Reply**

That information is commercially sensitive and I apologise for not being able to release it.

However it should be clear we are very willing to talk to any organisation that has the ability to match our ambitions for the future Fairfield that are clearly indicated by the capital funds allocated to the refurbishment and that are demonstrated in the planning application.

We have an award winning design for the work done by the team so far, and we have matching ambitions for the future programme.

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**CQ300-16**      **from Councillor Simon Brew**

**Councillor Timothy Godfrey**

The recent cycle race was held in Fairfield Ward. Why were councillors from Fairfield ward and the rest of the Minority Group not invited to the Civic events related to this race, such as the open top bus? Is this another example of the Labour administration ignoring the Minority's democratic representatives?

**Reply**

The Cycle race was a great success for the borough and showcased the place at its very best.

There were no Civic events or an open top bus provided as part of the cycle race. The VIP area has been used by Sweetspot, the organisers of the Pearl Izumi Tour Series as a reception for a limited number of sponsors and invited attendees.

To date an invitation has not been extended to a wider range of councillors but this could be considered if the tour series continues and returns to Croydon.

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**CQ303-16**

**from Councillor Steve Hollands**

**Councillor Timothy Godfrey**

Can the Cabinet Member give details of the 'conversation' that will take place to find out what people want from their parks? Which media will be used, which audiences reached and when will the findings be published?

**Reply**

Following the March 2016 cabinet paper, a Parks Transformation Programme is currently under development. One of the work streams that is at a very advanced stage will cover engagement with residents, parks users, friends groups, community networks and groups, plus visitors, local businesses and Croydon's staff. This engagement will seek to elicit feedback across a number of themes as defined in the cabinet paper. The planned engagement will be conducted via a range of communication options to include online surveys (linked to a dedicated page on Croydon's website) social media interfaces (yammer, twitter, facebook etc.) and, suitable meetings/joint presentations with friends groups and networks.

The engagement will run from mid-summer through into autumn period. It is our intention to provide feedback periodically during the campaign (e.g. initial themes arising from responses) via the dedicated web page.

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**CQ304-16**      **from Councillor Vidhi Mohan**

**Councillor Timothy Godfrey**

Prior to the GLA election your administration promised to reintroduce holding the Croydon Mela. Can you let me know where you have got to with implementing that promise?

**Reply**

I don't believe that we did make that promise. I do regret deeply that the previous Conservative Council cut the Mela from our cultural calendar along with ending the 'World Party' music festival.

We continue on our mission to rebuild our cultural offer and last year we celebrated the best of Asian-British fusion as part of the Ambition festival in 2015 at the Fairfield Halls.

There are a number of creative organisations and individuals we are talking to about potential outdoor events.

We would very much welcome any organisation that would like to bring forward plans for a Mela or similar event and we would be pleased to support such a venture to bring back Mela to Croydon.



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**CQ307-16**

**from Councillor Margaret Mead**

**Councillor Timothy Godfrey**

The Shirley Heath grass is now very high and is unable to be used, especially by children. This amenity land is contracted to be cut regularly but the grass has had one cut this year. Can the Cabinet Member explain how this contract is being monitored and what steps he is taking to get the grass back to being cut regularly?

**Reply**

The state of grass cutting across the borough has not been acceptable in any way.

The contractor claims that the rapid growth and poor weather conditions experienced in May and June have had an impact on the grass cutting regime due to the volume of grass and the ground conditions. This has caused delays in completing rounds. The councils monitoring team together with the contractor have been working to an agreed implementation plan to address the situation which has included the deployment of additional staff and working additional hours including weekends. We anticipate that the grass cutting rounds will be back to the established 15 working day cycle by the end of next week. The improvements in the weather and the slowing down of the rate of growth will also help to improve the situation.

While I have some sympathy for the contractor in coping with difficult cutting and growing conditions, they have not met our expectations in getting on top of the overall situation nor in tackling the areas that they could have worked on during poor weather conditions.

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**CQ312-16**      **from Councillor Badsha Quadir**

**Councillor Timothy Godfrey**

How has the Cabinet Member reached out to current and potential library users in the community survey about libraries, given that the online survey was so hard to access?

**Reply**

The online survey was very easy to access with an easy to click link being tweeted out and links provided on the front page of the Council web site and on the get involved platform.

I am pleased to say that 1216 people joined in the recent library online engagement of which 167 filled in paper copies. The highest group completing online were the over 65s and the highest ward responses were from - Ashburton, Shirley, Coulsdon East, Addiscombe and Sanderstead.

We also conducted 6 focus groups sessions with older people, young people and learners at CALAT. The focus groups were targeted at groups undertaking other activities- older people at Age UK, English learners at the Clocktower and young people from Croydon Youth Arts Collective. The focus groups contained both users and non-users of the existing library service. We were also provided with useful feedback from children at a local primary school.

All of the feedback we received from the engagement will be used with a range of other information around community needs and current usage to help develop our plans for the future library service.

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**CQ313-16**            **from Councillor Badsha Quadir**

**Councillor Timothy Godfrey**

What is the Council doing to increase the stock of library books?

**Reply**

I very much welcome this question as I believe a first rate Library service should have a wide range of books and other resources that make them a highly attractive place to study, enquire and read as some of their core tasks. I have been clear that if that is to be the case we need to look at doubling the book fund and improve our offer across the borough.

The Council is currently considering the feedback from the recent engagement survey in order to develop a future library service that is for the 21<sup>st</sup> century.

As part of this we are looking to review how book stock is shared across our libraries and that the right books are in the right places.

In the short term we will be working within the current budget to refocus our spending to make sure we are providing more books in those libraries where there is a higher borrowing demand.

We are looking closely at how our physical book offer can be supplemented by our digital offer to allow us to make better use of the funding available.

We are mindful that our libraries for the future should match communities' needs and that for some this will mean an increase in books and in others it may mean a reduction in books sitting on shelves as people seek a different range of service from their local libraries.

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**CQ295-16**      **from Councillor Yvette Hopley**

**Councillor Louisa Woodley**

Please could you list how many residents in Sanderstead you have signed up to Vizsbuzz?

**Reply**

At this present time 1 Sanderstead resident is signed up to Visbuzz. There are currently a total of 45 residents participating in this 12 month pilot which is seeking to reduce loneliness and increase digital inclusion.

**Process of selection:** - A selection of participants were invited to apply to be included in this pilot. These participants were identified from several sources, for example, ASC older people's teams, voluntary sector groups, the carers centre. Of these, 45 expressed an interest in being part of the pilot. Within these there was one participant from Sanderstead who expressed an interest and is now part of this pilot project.

Visbuzz is a simple to use internet based video calling system on an electronic tablet which helps people stay in touch with their family, friends and care professionals. Visbuzz enables the user to simply touch onscreen photos of their key contacts to initiate a face-to-face web chat.

**Useful links:**

For further information or queries, please contact us at: [visbuzz@croydon.gov.uk](mailto:visbuzz@croydon.gov.uk)

A quick video on Visbuzz,  
<https://www.youtube.com/watch?v=MXbhfb9H2Dw&feature=youtu.be>

Get involved - Visbuzz eligibility questionnaire  
<https://getinvolved.croydon.gov.uk/KMS/elab.aspx?noip=1&CampaignId=93&SessionId=7W3XW8KTF6>

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**CQ297-16**      **from Councillor Yvette Hopley**

**Councillor Louisa Woodley**

The Live Well Programme will provide a saving of £300,000 and The Just Be Behaviour Change Platform is due to be launched in July. In your estimation how many residents do you anticipate signing up to this programme?

**Reply**

‘Just Be...’ our behaviour change website is accessible to the general public, with a focus on those people that live and work in Croydon, but we also intend to target the resource at the following audience:

- Residents of Croydon who are not currently using health services available to them
- Residents of Croydon who are defined as low income or living in challenging areas (hotspots of deprivation)
- Smokers
- Families
- Wider public in Croydon
- Croydon workforce

The website itself is only part of the lifestyle service which offers advice, support, signposting and interventions to the general population. Another element of the programme is MI Change (Motivational Interviewing Change), which offers up to 24 weeks intensive behaviour change support for those residents in our most deprived communities who would benefit from a person centred- holistic lifestyle support offer, and we hope to support between 2000 – 3000 residents each year.

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**CQ314-16**      **from Councillor Margaret Bird**

**Councillor Louise Woodley**

Could the cabinet member tell me what sort of budget does the council have for dealing with the problem of isolation as identified by the Fairness Commission?

**Reply**

The impact of social isolation was a key issue identified by the Opportunity and Fairness Commission. In recognition of this and its significant impact on health and wellbeing the tackling of Social Isolation is key commitment of the borough-wide Community Strategy.

The recent Croydon Congress on Social Isolation provided the community and statutory partners with an opportunity to shape borough-wide response to this issue. The focus now through the Health and Wellbeing Board is to develop an effective co-ordinated action plan to overcome the problems that arise from social isolation.

In terms of the budget there are already resources committed through both statutory and discretionary services which help combat these issues but may need greater co-ordination and focus which will make them more effective and efficiency. In addition as the action plan is developed there will be opportunities to ensure that all prevention funding is providing the best outcomes as well as looking at invest to save options.

As you are aware there is continuing reductions in public sector funding therefore we must look to ways to use scarce resources effectively and repurpose resources if they are not effectively delivering the outcomes we require.

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**CQ285-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

What are the terms of reference for the new scrutiny review into the Licensing of the Night Time Economy?

**Reply**

Please find the terms of reference attached.

## Project Brief

	Project/Report Title	Policing and Licensing of Night Time Economy
	Project Sponsor:	Cllr Callton Young
	Project Executive:	Solomon Agutu
<b>1.</b>	<b>Outcome Required</b>	
	<p>To carry out a review of the Policing and Licensing of Croydon's Night Time Economy and to assess whether the current strategies, policies, and actions of the various public and private bodies are fit for purpose, both for today and for the future, and for all sections of Croydon's Communities.</p> <p>To investigate the concerns expressed by members of the public &amp; business community engaged in Croydon's Night Time Economy regarding its licensing and policing, to decide whether it is discriminatory or overbearing, and what lessons can be learned.</p>	
<b>2.</b>	<b>Objectives</b>	
	<p>To scrutinise the policing and licensing of the Night Time Economy in the London Borough of Croydon - including its impact upon local businesses, on different parts of the local community and performing artists - and to make SMART recommendations to the Scrutiny and Overview Committee in November 2016.</p>	
<b>3.</b>	<b>Scope / Lines Of Enquiry</b>	
	<p>1) To review Croydon's current licensing policy, administration and implementation.</p> <p>2) To understand the police's strategy and actions with regard to its policing of the Night Time Economy, the challenges they face, and the resources they are able to employ.</p> <p>3) To test the validity of concerns raised at the February 2016 Scrutiny &amp; Overview Committee meeting by members of the business community and the public regarding the policing of the Night Time Economy.</p> <p>4) To establish whether or not certain types of music are discouraged in licensed premises in Croydon, or whether places that cater for a predominantly black clientele or play certain genres of music are treated differently from other venues or businesses.</p> <p>5) To learn about best practice from other local authorities and police forces, and to assess whether or how this can be applied to Croydon.</p> <p>6) To understand the changes that are likely to take place in Croydon's Night Time Economy over the next 5 years, and to recommend actions for both public and private bodies on how to respond to these changes, including how we ensure the Night Time Economy is both safe and inclusive.</p>	



4.	<b>Stakeholders</b>
	<p>Croydon Council</p> <p>Business owners engaged in Croydon's Night Time Economy</p> <p>Residents, employees and customers of Croydon's Night Time Economy</p> <p>Musicians, performing artists and others engaged in or wishing to become engaged in Croydon's Night Time Economy</p> <p>Croydon Police</p> <p>MOPAC</p> <p>GLA Lead</p> <p>ACPO</p> <p>London Night Time Commission</p>
5.	<b>Tasks, Roles and responsibilities</b>
	<p>Scoping of Topic</p> <p>Research assistance direction</p> <p>Publicity and liaising with comms as necessary</p> <p>Call for evidence</p> <p>Reviewing the evidence</p> <p>Liaising with Stakeholders</p>
6.	<b>Constraints</b>
	<p><b>Timescale:</b> To be completed by October 2016 in time to report to the Scrutiny committee on 1 November 2016</p> <p><b>Technology:</b> N/A</p> <p><b>Cultural/diversity:</b> Ensure that diversity issues are understood</p> <p><b>Environmental/sustainability:</b> NA</p> <p><b>Customer care:</b> NA</p>
7.	<b>Interfaces with other projects</b>
	<p>This follows on from the Scrutiny of the Croydon Night Time Economy where it was decided not to concentrate on policing as this would form a separate scrutiny.</p>

<b>8.</b>	<b>What are Scrutiny Committee quality expectations?</b>	
	<p>1.A short sharp review</p> <p>2.Participation by key stakeholders</p> <p>3 Well attended meetings including police attendance</p> <p>4 A sub-committee that is transparently credible and impartial in composition</p> <p>5. SMART recommendations including best practice from elsewhere</p>	
<b>9.</b>	<b>Governance</b>	
	<p>The Committee/Sub committee is the Governance</p> <p>The adhoc working Party will do the work.</p> <p>Working Party members: Cllrs Callton Young,Paul Scott, Carole Bonner, Mario Creatura, James Thompson and two credible cooptees</p> <ul style="list-style-type: none"> <li>• Chair as sponsor: Cllr Callton Young</li> <li>• Executive: Solomon Agutu</li> <li>• Head of Democratic Services and Scrutiny as Senior Buyer</li> </ul>	
<b>10.</b>	<b>Key risks and mitigation</b>	
	RISK	MITIGATION
	Non participation by Members	Brief Members to understand importance
	Non Participation by Police	Help them to understand the scope and the rationale behind review
	Non participation by Council officers	Chair of Scrutiny to Champion
	Non Participation by other stakeholders	Advertising and publicity
	Bad timing of meeting / wrong focus	
	Hijacking by usual suspects	
	Hijacking by Executive	
	Bad publicity for Croydon from local and regional press	Ensure comms support is engaged early enough to explain the message
	Lack of administrative and Scrutny Officer support	

<p><b>11.</b></p>	<p><b>Other information</b></p> <p>Statistics required about when crime takes place on the 24 hour clock (6 months figures)</p> <p>How many applications for Music licences made since 2004</p> <p>How many refused and the names and types of the venues refused</p> <p>How many representations made by Police and why</p> <p>The number of pubs, clubs and music venues closed by the police since 2004 &amp; reasons given</p>	
<p><b>12.</b></p>	<p><b>Glossary</b></p>	
<p><b>13.</b></p>	<p><b>Distribution</b></p>	
<p><b>15</b></p>	<p><b>Milestones</b></p>	
	<p>Agree initial scope and initial lines of Enquiry</p>	<p>7 June 2016</p>
	<p>Source external co-optees and seek confirmation</p>	
	<p>Appoint committee and agree a schedule of meetings</p> <p>Agree a schedule of meetings tasks and visits</p> <p>And people to see/invite</p>	<p>Report for 28 June Committee</p>
	<p>Call for evidence (targeted and universal) including local publicity</p>	
	<p>Key stakeholders invited (police/ bars)</p> <p>Owners and complainants</p>	
	<p>Member pre-agenda</p>	
	<p>Meetings with other stakeholders</p>	
	<p>Publicity Schedule (including Twitter, Facebook)</p> <p>Get Involved web pages</p>	<p>At launch</p> <p>At call for witnesses</p> <p>At publishing of meetings</p>



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**CQ286-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

How many alcohol licenced premises are there in the Town Centre and rest of Croydon?

**Reply**

There are 123 pubs and bars across the borough that have a licence to sell alcohol.

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**CQ287-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

How many shops and supermarkets are licensed to sell alcohol?

**Reply**

There are 426 off licences/supermarkets that sell alcohol in the borough.

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**CQ288-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

How many Mosques are there in Croydon?

**Reply**

We are aware of 14 mosques in Croydon. An exact figure is difficult as groups come and go and not all have their own premises.

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**CQ289-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

How many other places of worship are there in Croydon?

**Reply**

We are aware of 300 worshipping groups in Croydon. Not all have their own place of worship and make use of school halls and other venues.



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**CQ290-16**

**from Councillor Steve O'Connell**

**Councillor Hamida Ali**

What is the Cabinet Member's experience of working with Ward Panels?

**Reply**

I have lots of experience working with ward panels and have been a member of the Woodside panel since it was formed. Safer Neighbourhood Panels are an essential tool to get the community and police working together to discuss concerns around crime and anti-social behaviour, and setting the priorities the local police team will tackle. Importantly, they also get involved in working with the police team and local partner agencies such as the council to find lasting solutions to these priorities.

As a ward Councillor these meetings are important and enable me to have an understanding of what my constituents think is important. As the cabinet member responsible for safety and justice they are an important part of the Safer Croydon Partnership's strategy to reduce crime and anti-social behaviour as they enable community priorities to feed into strategic planning. I sit on the Safer Neighbourhood Board so have direct dialogue with the ward pane chairs, which enables me to have a good understanding of the issues across the whole of the Borough and what needs to be prioritised by the Safer Croydon Partnership.

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**CQ291-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

When will the review of the Partnership Boards be complete?

**Reply**

A review will be conducted of the partnership boards of the Local Strategic Partnership (LSP) to ensure that they are delivering Croydon's new Community Strategy 2016-21, are representative of the local community and contribute effectively to the achievement of positive outcomes for the residents of Croydon. Part of the review will include ensuring supporting strategies and plans are aligned with the Community Strategy.

The review will start in Autumn 2016. Any proposed changes to the LSP will be considered by the LSP Board and partnership boards and recommended to cabinet and Full Council, with implementation by Spring 2017.

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**CQ292-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

What is the current membership of the Inter Faith Group and how often does it meet?

**Reply**

We are aware of 250 email addresses that constitute the membership of Faiths Together in Croydon. The steering group meets every two months and they put on four or five events each year.

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**CQ293-16**      **from Councillor Steve O'Connell**

**Councillor Hamida Ali**

How often does the Cabinet Member aim to meet the Borough Commander and other senior officers?

**Reply**

I have scheduled monthly meetings with the Borough Commander and we also see each other regularly at various partnership meetings. In addition to this we plan to regularly speak to each other and have a commitment to discuss specific issues as and when they are required.

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**CQ294-16**

**from Councillor Steve O'Connell**

**Councillor Hamida Ali**

What is the status of the proposed Public Space Protection Order?

**Reply**

The council is assessing the use of Public Space Protection Orders as a tool to tackle anti-social behaviour. PSPOs are one of a number of different tools available to the council and police to tackle anti-social behaviour so it is important to assess which is the most appropriate one to use in particular circumstances. The use of PSPOs across the country has been controversial, particularly where they have been specific in targeting behaviours by people that are often vulnerable such as homelessness, begging or street drinking. We therefore want to make sure that the additional enforcement powers that this would give the council and police are a proportionate and appropriate response to the issues that are being experienced locally before any final decisions are made.

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**CQ311-16**

**from Councillor Badsha Quadir**

**Councillor Hamida Ali**

What plans are there for putting in place central resources that community groups can use to help them with community festivals in parks/open spaces?

**Reply**

The council is keen to make it easier for communities to get involved in their local area and community festivals in streets, parks, estates and other open spaces are an excellent way of promoting community cohesion. Croydon already hosts a number of festivals and the council keen to see these grow. The council recently held a meeting with festival organisers to explore bringing event organisers together to review ways of working together across the borough exploring opportunities to provide training and advice, guidance on fundraising, volunteering and marketing. The council will be reviewing its events policy to ensure there is consistency of support across events as well as exploring options for a single point of contact. Working with festival organisers and other stakeholders the council host a number of networking opportunities in the Autumn to encourage greater collaboration and the sharing of best practice from elsewhere.

At the beginning of July the council launched it new Community Grants programme where members of the community can apply for grants of up to £5000. It's a much more accessible scheme where the first step is simply to tell us about your ideas. More information about community grants can be found by visiting <https://www.croydon.gov.uk/community/advice/tsfunding/funding/> . In addition each councillor now has £4,000, totalling £12,000 per ward to allocated to community festivals and events. You can contact your local councillor or visiting <https://getinvolved.croydon.gov.uk/>

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**CQ296-16**

**from Councillor Yvette Hopley**

**Councillor Mark Watson**

85,000 adults in Croydon do not have basic digital skills according to the Lloyds survey and almost 64% of the over 65's lack digital skills. Rather than digital inclusion this is digital exclusion for the majority of our elderly people. Of that 64% how many people do you hope to have included in your digital skills programme by the end of this year?

**Reply**

We absolutely believe every Croydon resident has the right to be able to access the benefits of the internet. Also that the gap for those without basic skills will get greater. This is why we were the first London Borough to partner GO ON (the national charity aimed at increasing digital skills) to tackle the issue.

Through the Go On Croydon project we are providing a huge range of opportunities for all our community – from the Digital Zone down in Access Croydon from which only last month Cabinet heard Arthur tell us the incredible story the digital skills he had been provided and the profound effect on his life and his mental health problems.

We also have digital zones provided in a number of our partner organisations including Lloyds Bank and Age UK. There are now over 14 across the Borough and that number will continue to increase, including a number in sheltered housing.

Separately are also supporting local organisations such as Norbury Church and other community bodies to set up support networks, with several hundred laptops and pc's being recycled into the community over the coming months.

A number of more detailed pieces of work are progressing including the provision of specialist laptops to a group of older people to understand the opportunity and how that approach might assist, several hundred elderly people are also benefiting from a trial of basic equipment to facilitate contact with relatives and key professionals.

This is the start and we are working to ensure the project provides an ongoing legacy of partnership to support the community. In this year alone we expect to reduce the number of residents without basic digital skills across the borough by 10% reducing the percentage of over 65's that lack digital skills down to a maximum of 57%.

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**CQ302-16**      **from Councillor Maria Gatland**

**Councillor Alisa Flemming**

Could Cllr Flemming set out how she will ensure all FE colleges will be involved in the process of outsourcing the CALAT service

**Reply**

The Local Authority receives funding from the Skills Funding Agency (SFA) in order to deliver Adult Learning across the Borough. If the Council decides to outsource CALAT and in doing so moves towards a commissioning model the Council will need to comply with both its own and the SFA procurement requirements. A pre-qualification questionnaire will be published using the Council's procurement portal and eligible organisations will then be invited to tender for the provision. The potential value of the contract will require the Council to publish both the PQQ and ITT in the Official Journal of the European Union. It is in the best interest of the Council to advertise the process as widely as possible to ensure that a wide range of eligible providers apply to deliver the contract. This will help ensure that the Council can select a provider or providers who are best able to deliver the highest quality and widest range of provision to the most vulnerable learners across the Authority.

The Skills Council require that any potential provider should be on their register of approved providers. In addition the Authority will need the approval in writing from the SFA before awarding the contract. In doing so the SFA will take into account the steps taken by the Council to commission the service.



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**CQ316-16**      **from Councillor Margaret Bird**

**Councillor Alisa Flemming**

With Oasis Byron Academy now rated outstanding in all areas by Ofsted, can the Cabinet member assure me that admissions will no longer forget, in the future, to mention this brilliant primary school when advising prospective parents of available school places in my ward Coulsdon East.

**Reply**

The Academy has enjoyed the same excellent promotion as all schools across the borough in the Primary School Admissions Prospectus. I'm sure, you use this publication to support prospective parents, as well as using the online 'Schools Finder' tool which helps to identify local schools. With these excellent tools at hand for our Admissions Officers, there is never any possibility of forgetting any school in the borough, particularly not one that currently has available places.

The Academy recognises there is room for demand for the school to increase and the specific promotion of each school and Academy in the borough is undertaken by each governing body. The latest Ofsted report will undoubtedly support this process for the governors at Byron, and I congratulate the school for its 'outstanding' judgement.

To further remind you that this school is far from forgotten, I refer you to recent Education Estates Reports where Oasis Academy Byron has been recognised as being a key part of our place planning strategy to ensure sufficient primary school places in the South West planning area, which includes Coulsdon. We are working with the Academy and expect to consult on permanent expansion later this year. Should expansion be agreed then significant investment will be made to the school as part of a building programme.