

Council

The Council Meeting held on Monday, 8 October 2018 at 6.30 pm in Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

MINUTES

Present: Councillor Bernadette Khan (Chair);

Councillors Humayun Kabir, Hamida Ali, Muhammad Ali, Jamie Audsley, Jane Avis, Jeet Bains, Sue Bennett, Margaret Bird, Simon Brew, Alison Butler, Jan Buttinger, Janet Campbell, Robert Canning, Richard Chatterjee, Sherwan Chowdhury, Luke Clancy, Chris Clark, Pat Clouder, Stuart Collins, Mary Croos, Jason Cummings, Patsy Cummings, Mario Creatura, Nina Degrads, Sean Fitzsimons, Alisa Flemming, Felicity Flynn, Clive Fraser, Maria Gatland, Lynne Hale, Simon Hall, Patricia Hay-Justice, Maddie Henson, Simon Hoar, Yvette Hopley, Karen Jewitt, Shafi Khan, Stuart King, Toni Letts, Oliver Lewis, Stephen Mann, Maggie Mansell, Stuart Millson, Vidhi Mohan, Michael Neal, Tony Newman, Steve O'Connell, Ian Parker, Andrew Pelling, Jason Perry, Helen Pollard, Tim Pollard, Joy Prince, Badsha Quadir, Helen Redfern, Scott Roche, Pat Ryan, Paul Scott, Manju Shahul-Hameed, Niroshan Sirisena, Andy Stranack, Gareth Streeter, Robert Ward, David Wood, Louisa Woodley and Callton Young

Apologies: Councillors Jerry Fitzpatrick, Steve Hollands and Oni Oviru

PART A

24/18 Minutes of the Previous Meeting

The minutes of the meeting held on 9 July 2018 were agreed as an accurate record.

25/18 Disclosure of Interests

There were no declarations of pecuniary interest. Members confirmed their disclosure of interest forms are accurate and up-to-date.

26/18 Urgent Business (if any)

There were no items of urgent business.

27/18 Announcements

Madam Mayor, Councillor Bernadette Khan, made the following announcements:

- She had visited the city of Arnhem in September which had provided the opportunity to see how children continue to be involved in commemorative activities;
- This year's remembrance activities would mark 100 years since the end of the First World War. Those activities would include a civic service at the Croydon minster, parade and wreath laying at the war memorial in Katharine Street;
- She had attended the fourth Annual Croydon Business Excellence Awards that had included the new category of Inspirational Young Person of the Year;
- There would be an event to mark Eid on 25 October 2018; and
- A fundraising gospel concert for the Major's Charity was to be held on 23 November 2018.

Warm congratulations were given to Councillor Chatterjee and five other Croydon residents for their successful channel swim raising funds for Croydon Community Against Trafficking and a local Scouting project.

The Leader, Councillor Newman, announced that in addition to Roy Hodgson, the Crystal Palace Manager, being awarded the Freedom of the Borough, former World and Commonwealth Games athlete, Donna Fraser was also to be awarded the Freedom of the Borough at the same time. The Leader highlighted that Ms Fraser was born in Thornton Heath, trained with the Croydon Harriers and campaigned on the issue of breast cancer awareness. Both were to be awarded the Freedom of the Borough at the December 2018 Council meeting and this would provide an exciting opportunity to recognise sporting achievements in the borough.

28/18 **Croydon Question Time**

The Mayor began the item with questions from the public.

Reflecting the number of public questions received on the issue of bin collections and waste services, Madam Mayor, Councillor Bernadette Khan, announced that to maximise the efficient use of the time available, these had been grouped together and would be put directly to Councillor Collins, Cabinet Member for Clean, Green Croydon.

Madam Mayor put the first question on behalf of residents to Councillor Collins, raising concerns about the costs of purchasing the new bins with further detail sought.

Councillor Collins responded that the primary objective of becoming a partner in the South London Waste Partnership (SLWP) was to make efficiency gains. Whilst the cost of purchasing the bins totalled £2.3m, Croydon would receive an annual overall cost saving of £5m compared to the previous level of cost with a £2.7m saving in first year. Additionally, there

would be further efficiency gains from items such as reducing landfill costs. The objective of the new service was for a £60m saving to be achieved during the eight years of the SLWP contract. However, most importantly this contract was about saving the planet. This was about Croydon playing its part through increased recycling and decreased residual waste.

Madam Mayor put a second question to Councillor Collins on behalf of residents, asking about missed bin collections and the difficulties experienced in reporting them.

Councillor Collins responded that the SLWP contract was a massive undertaking involving 245,000 bins and 130,000 households, making this one of the largest undertakings in Europe. Likely difficulties in implementing the contract were described from the outset. A period of 12 weeks had been allowed for the new arrangements to bed in. The difficulties experienced had been fewer than were thought likely with less than 1% of bin collections missed from the outset of the new service. Additionally, staff had shown diligence in dealing with 6,000 enquiries received about the new service. The reasons for missed bin collections were being explored with the contractor.

On behalf of residents, Madam Mayor asked Councillor Collins about concerns raised regarding the suitability of the larger bins and how requests that had been received for different sized bins were being considered.

Councillor Collins responded that one of the difficulties of implementing such a large service change was allowing for differentiation. Added to which there was always going to be an on-going turnover in residents as well as needing to future proof the system to be able to accommodate changes to needs and habits over time. For example, that there had been a rise in packaging waste as there had been an increase in online shopping. However, when implementing such a large service change, it was clear that it was important to start with a uniform system.

A key aspect of the new service was containerisation. This was to stop spillage and animals getting into waste containers. Both had caused a lot of on-street waste contamination. This would also allow for a greater volume of recycling and an increased income stream. Whilst it wasn't possible to give individuals their own bespoke service, the Council would continue to review and consider the waste service provided. However, residents did need to try the new system first. Part of the remit of the contractor was to look at why some residents aren't recycling. Council staff would work with residents to encourage recycling. Councillor Collins concluded by noting that hundreds of emails had been received from residents saying that they liked the new system.

Madam Mayor further asked Councillor Collins, on behalf of residents, why some new bins had not arrived and when they would be delivered.

Councillor Collins responded that over 245,000 new bins had been delivered. The company undertaking this task had made some errors

including delivering to some households where wheeled bins were not suitable. The company was going back to the 400 households that haven't received their bins. There would be a check to see whether errors in bin delivery had resulted from communication errors. Bins were to be delivered to all suitable properties.

Following the completion of the grouped questions, public questions were opened to those in the gallery.

Question: Mr Sas Conradie sought clarification on why the Council was providing £10K of funding for an unsuitable art show.

Response (Councillor Lewis): The arts festival was called *Tempting Failure* and featured over 70 performances. Some may not have been regarded as tasteful. Some explored issues around mental health. One artist's exploration was of bulimia and anorexia. It was unfortunate this had been misrepresented. There was pride in the Council's support for a broad range of art.

Question: Mr Robert Smith stated he was in attendance because he had failed to get a response to his emails and calls to the Council. He highlighted that he had failed to gain access to the survey that has determined his property was suitable to accommodate three wheeled bins.

Response (Councillor Collins): The SLWP contractor (Veolia) had carried out the survey to determine the suitability of properties for wheeled bins. Residents were able to contact waste services by telephone and/or email to request the outcome of this survey be reviewed. If this request was not successful, the Cabinet Member would meet personally with Mr Smith to look at the suitability of his property. The decision on suitability would be based on the property having a wheeled bin previously and having sufficient space for storage and access.

Question: Mr Paul Wills asked if residents were legally obliged to use the wheeled bins provided by the Council for refuse collections.

Response (Councillor Collins): Provision was made by the Environmental Act Section 46 requiring residents to participate in the waste service provided.

Question: Ms Shaheen Hasen sought to understand who had given permission to lorries using Frith Road and expressed concern that they were having an effect on homes and their foundations.

Response (Councillor King): Lidl and Poundstretcher had been operating over an extended time meaning there were no restrictions to how they serviced their stores. This was exacerbated by access to the stores not being part of the public highway. Therefore this was a civil matter between residents and stores. However, misuse of the one way system remained an offence and was enforceable through the police. Officers would be asked to speak to the stores involved and the police on this matter.

Question: Mr Terry Fletcher asked why such large bins were being provided for paper and card recycling and noted that his neighbours could only manage to fill these to a quarter of their capacity between collections.

Response (Councillor Collins): Recycling levels varied across the borough and there was a need to future proof the new waste system. It was anticipated that there would be a significant growth in cardboard recycling as online shopping increased. Wheeled bins did not have to be full to be put out for collection.

Question: Mr Donald Ekehomen sought to clarify if the sprinkler system now visible on the walls of a number of high rise buildings in the borough met with health and safety needs.

Response (Councillor Butler): The Council was going through the process of installation of sprinklers. This had started in 30 out of 40 high rise properties in the borough. The installation was in its first phase with the second on its way. Sprinkler heads would be boxed in when tested and commissioned. This also applied to valves in communal areas when checked.

Question: Mr Guy Salt asked for clarification regarding the survey of his property which had deemed it suitable for wheeled bins despite stepped access to the front and rear.

Response (Councillor Collins): Steps meant many properties would not be suitable for wheeled bins. A check would need to be made of the whole of the street and the resident was asked to provide his details so that the checks could be organised.

Question: Ms Maura Keane asked a question on the recording of missed bin collections. However, the time allowed for public questions had expired. Councillor Collins asked Ms Keane to write to him personally allowing him the opportunity to respond.

LEADER AND CABINET MEMBER QUESTIONS

The Mayor then moved to Councillor Questions to the Leader.

Announcements

The Leader, Councillor Newman, took the opportunity of the time allowed for his announcements to provide **Councillor Patsy Cummings,** in her capacity as BAME (Black, Asian and minority ethnic) Champion, with the opportunity to update Council on Black History Month. It was highlighted that Croydon would be hosting a wealth of events from 2 October 2018. Those who enriched our culture and heritage would be celebrated. Croydon was at the forefront of diversity and the wider community would be championed. Councillor Patsy Cummings promised that as the Council's BAME Champion, she would be ambitious for the diverse many and all of the borough's amazing residents.

Questions

In response to a question from **Councillor Tim Pollard** (Does Councillor Newman welcome the announcement of the Housing Revenue Account borrowing cap being lifted?), the Leader confirmed that the lifting of the Housing Revenue Account (HRA) borrowing cap was welcome in the light of housing crisis and growing pressures on the borough's housing stock. He highlighted the need to deliver sustainable growth in council housing but that this was made difficult by *Right to Buy*. In response to the Councillor's supplementary question (How many council homes is it intended to build during the next 3.5 years?), the Leader further stated that it was intended to build 1,000 affordable homes during the remainder of the administration through the *Brick by Brick* initiative and noted how the Council would be working with the Mayor of London to provide thousands of new homes. Councillor Newman called for a more supportive view to be taken in Planning Committee to deliver new homes across Croydon.

In response to a question from **Councillor Fraser** (What has been the outcome of the letter written to the Home Office regarding the unmet costs of Unaccompanied Asylum Seeking Children?), the Leader confirmed that as agreed at last Full Council, a letter with cross party support had been written to the Home Office regarding the underfunding of Unaccompanied Asylum Seeking Children (UASC). However, this had received no response, not even an acknowledgement of receipt. The Leader called on the Home Secretary to respond. In response to Councillor Fraser's supplementary question (Is the delay in receiving a response related to Brexit?), on the reasons why no response had yet been received, the Leader agreed that Brexit was causing uncertainty and disruption. A paper on Brexit and its likely impact would be considered by Cabinet and the Council continued to work closely with the borough's business community.

In response to a question and supplementary from **Councillor Bennett** (Why has the lease of the Addiscombe Boys Club not been renewed and why has there not been any consultation on this decision?), Councillor Hall, the Cabinet Member for Finance & Resources, highlighted that the Council was working with all parties with regard to an alternative location for Addiscombe Boys Club. Those discussions were ongoing. Councillor Hall offered to meet separately with Councillor Bennett to go through the details.

In response to a question from **Councillor Young** (Should the Prime Minister's apology to the Windrush generation be repeated by the local Conservative Party?), the Leader highlighted that immediate action had been taken after the local elections in May 2018 to address the way in which members of the Windrush community living in the borough had been treated. This included convening a meeting of those affected to allow them to talk about the impact. The Leader called on members of the Croydon Conservative Party to apologise.

QUESTIONS TO COUNCILLORS LEWIS, FLEMMING AND AVIS

Announcements

Councillor Flemming, Cabinet Member for Children, Young People and Learning congratulated Croydon's young people on their GCSE results. Early indications had shown improvement in Maths and English but the data needed to be validated. Councillor Flemming highlighted that she was looking forward to Croydon's second Youth Congress which would now include primary school aged children. All Members had been invited to attend.

Councillor Avis, the Cabinet Member for Families, Health & Social Care, highlighted that the Council was working towards Dementia Friendly status. Specific mention was made of Rachel Carse, Dementia Action Alliance and Social Inclusion Co-ordinator, for her hard work in pushing this forward. It was also highlighted that the Life Community Reablement Programme had received a 'good' judgement in its first Care Quality Commission inspection. Mental Health Day was on the 10 October 2018. The film events organised by Councillor Janet Campbell, Mental Health Champion, were promoted and attendance encouraged.

Questions

In response to a question from **Councillor Helen Pollard** (Why is the Fairfield development being delayed and the link to the Arnhem community being lost?), Councillor Lewis, Cabinet Member for Culture, Leisure and Sport, highlighted the £30m investment being made in Fairfield Halls recognising that it was the jewel in the borough's cultural crown which would provide five venues from spring next year. The entrance to this exciting venue would be called the Arnhem Foyer.

In response to a question from **Councillor Degrad**s (Will there be a review to ensure the best location is selected for the Crystal Palace Festival and will this take into consideration the views of the local community?), Councillor Lewis, noted the Crystal Palace Festival was held on the Bromley border but research had found that more attendees came from Croydon. As a result, the festival was offered support to ensure it went from strength to strength. So far, the deficit from last year had been addressed with an ongoing focus on securing additional funding and business planning. In response to the Councillor's supplementary question (Would Westow Park be a suitable location for the festival?), Councillor Lewis agreed Westow Park would be a sensible alternative location for the festival.

In response to a question from **Councillor Gatland** (What progress has been made to improve the quality of Croydon's corporate parenting?), Councillor Flemming highlighted that work had been commissioned to look specifically at the GCSE results of looked after children and to ensure that Personal Education Plans were providing support throughout the school life of those within Croydon's care. There was also a focus on other aspects such as health assessments and such items were discussed at the Corporate Parenting Panel.

The outcome of Ofsted's Monitoring visit that took place during the preceding week was embargoed. Councillor Flemming noted that progress had been made but there remained no complacency about what else needed to be done. The focus was on quality assurance and increasing permanency for young people. Councillor Flemming noted the commitment across the chamber to corporate parenting as was demonstrated through the work of the Children & Young People Scrutiny Sub-Committee.

In response to the Councillor's supplementary question (What is being done to address social worker vacancies and what evidence is there of the Councillor's leadership driving an improvement in corporate parenting?), Councillor Flemming highlighted that the vacancy rate for social workers was historic, extended beyond Croydon and applied equally to adult social care. The Council was developing a package of support to encourage social workers to come to Croydon. Additionally, the improvement journey was continuing with leadership being provided from the outset. All Croydon's children mattered and they would be given all the support they deserved and needed.

In response to a question from **Councillor Canning** (Are you aware of the *Open House* initiative that occurred on 22 and 23 September and its success?), Councillor Lewis noted the importance of the *Open House* initiative and that it was right to give public access to buildings of architectural merit. This year's event was successful with the four tours of Fairfield Halls oversubscribed many times, demonstrating the interest in the venue reopening next year. In response to the Councillor's supplementary question (Has the Cabinet Member visited Croydon Airport?), Councillor Lewis welcomed the encouragement to visit the historic Grade 2 listed Croydon Airport which was open on the first Sunday of every month.

In response to a question and a supplementary question from **Councillor Redfern** (How many children in need or with child protection plans in place are stuck without adequate action being taken?), Councillor Flemming clarified that at the time of Ofsted's monitoring visit in the preceding week, there were no children in Croydon's care that were judged at immediate risk of harm. Work was ongoing to reduce any risk of harm to Croydon's children. This included improving permanency by extending access to foster placements beyond the age of 18 (where this suited the child and the carer). The Best Start Family Service was also working on its early help strategy. However, it was also important that this was a shared commitment and that children's services were working in partnership with others such as the Police and health services to ensure children's safety.

In response to a question from **Councillor Pelling** (What is being done to encourage the widest participation in the *Parklife* consultation and what action is being planned to mitigate the effect of the development on local residents?), Councillor Lewis noted that consultation on the *Parklife* proposals for Purley Way Playing Fields were continuing and developments were being planned to minimise impact on residents. This included facilities being sited at least 100m from properties, car parking was to be moved away from housing, and

landscaping was being used to improve the safety of the children's play area. The outside gym was also being moved to lessen impact on neighbours. CCTV would be used to help resolve antisocial behaviour issues. Officers were working hard to integrate resident and Member feedback into the scheme. In response to the Councillor's supplementary question (How will the location of playing pitches preserve the iconic view?) Councillor Lewis highlighted that there was a long way to go in the planning process for the development and therefore there was still opportunity for resident and Member views to be considered.

In response to a question from **Councillor Ward** (With regard to the corporate parenting role played by all Councillors, could clarity be provided on the delegation of duties and responsibilities?), Councillor Flemming congratulated the Councillor on his work as Chair of the Children and Young People Scrutiny Sub-Committee and his commitment to Croydon's children and his passion for ensuring they received the best services. Councillor Flemming highlighted her commitment to the Corporate Parenting Panel left nothing out of scope in terms of the local offer for looked after children and care leavers. She reiterated that the invite remained open to all looked after children to participate in the work of the Panel.

In response to a supplementary question from the Councillor (Can clarity for Councillors regarding their corporate parenting role be stated in the constitution?), Councillor Flemming further stated that the initial pack provided to all Members once elected made their roles and responsibilities clear including as corporate parents. However, there was a need to be careful. Whilst not against putting responsibilities into writing the Councillor noted that she didn't want to stipulate and make it that Councillors think there are things that they should not do. Clearly, it was the role of all Councillors to act towards those in Croydon's care as they would towards their own children. The Councillor again highlighted that this wasn't just the responsibility of the local authority and/or those within the children's service team. Needed to ensure good working across the council and with external partners to get the best outcomes for those in the Council's care.

QUESTIONS TO COUNCILLORS BUTLER, ALI AND SHAHUL-HAMEED

Announcements

Councillor Butler, Deputy Leader and Cabinet Member for Homes & Gateway Services, announced that following the good example of Elim Housing Association, the Council would be ending fixed term tenancies for its properties. This would ensure residents felt part of the community and had a future as part of Croydon.

Councillor Shahul-Hameed, Cabinet Member for Economy & Jobs, highlighted her recent attendance at the Croydon Business Excellence Awards 2018. These saw *Bluebird Care* awarded the Croydon Business of the Year award. Croydon Council introduced two new categories this year. The

winner of the Love Your Local Trade category was Nix Hair and Beauty. The Inspirational Young Person of the Year was Laurence Grant. Special thanks were given to Councillor Letts, the Council's Business Champion, for her support of the awards. An Economic Summit would take place at Boxpark on 22 November 2018 and all Members were encouraged to attend.

Councillor Hamida Ali, Cabinet Member for Safer Croydon and Communities, noted that Cabinet in October would formally adopt the International Holocaust Remembrance Alliance definition of anti-Semitism. This had been employed across the Council since December 2016, however, to give this official recognition, it would be formally adopted by Cabinet.

Questions

In response to a question from **Councillor O'Connell** (Has public protection been subsumed into the larger streets team?), Councillor Hamida Ali welcomed the opportunity to bring clarity to the community safety review. There had been a restructure in the Place Department which was still ongoing in relation to community safety. This had seen a reorganisation of some frontline services, specifically in relation to enforcement. However, this review was ongoing in terms of how the organisation responded to community safety issues. The review had been commissioned to look at how the organisation responded more broadly and this would include how resources were organised for community safety. There was political and organisational commitment to address safety issues in the borough, as demonstrated through the commitment to address youth violence, where Croydon's work had been acknowledged as best practice.

In response to the Councillor's supplementary question (Please can the Cabinet Member confirm her priorities.), Councillor Hamida Ali reiterated that community safety functions had not been subsumed under the streets team.

In response to a question from **Councillor Canning** (Is the Cabinet Member aware of the community safety issues being experienced in Wandle Park?), Councillor Hamida Ali highlighted that the Council and Police were aware of community safety issues in Wandle Park. A joint agency group was allowing partners to work together to address antisocial behaviour issues. There had been an increase in uniformed patrols, safer neighbourhood patrols and advice provided to the café owners. Physical improvements were being investigated and the Council was in the process of redeploying CCTV cameras.

In response to the Councillor's supplementary question (What has been the effect of recent boundary changes on Safer Neighbourhood teams?), Councillor Hamida Ali informed Members that as a result of the recent boundary changes, the Police were matching their Safer Neighbourhood teams with the new Ward boundaries.

In response to a question from **Councillor Hale** (Does the Cabinet Member agree that it will be much easier to build Council homes now the Housing

Revenue Account borrowing cap has been lifted?), Councillor Butler confirmed that she also welcomed the lifting of the HRA borrowing cap and that she shared the Leader's other concerns about *Right to Buy* and questioned how the Government expected Councils to raise money to buy new homes when under *Right to Buy* these would be sold at a discount in three years. In response to the Councillor's supplementary question (The Council has missed its housing targets so far. Therefore, how ambitious will it be going forward?), Councillor Butler highlighted the administration's ambitious housing targets and called on all to support new schemes through the Planning Committee. The Cabinet Member highlighted that the Council was working with the Mayor of London and the Greater London Assembly to submit a bid to fund house building in the thousands. There was a commitment to building two thousand homes in the next administration but there was a desire to deliver beyond this.

In response to a question from **Councillor Mann** (What support is being given to local businesses in the face of adverse conditions?), Councillor Shahul-Hameed clarified that business partnerships were being set-up to provide support to the borough's district centres. In the case of Crystal Palace, where the district centre fell across five boroughs, support was being organised through the Chamber of Commerce. Additional support was being provided to local businesses through £150K of rate relief, the enterprise loan fund, business advice surgeries and other similar initiatives. In response to the Councillor's supplementary question (Is the Chamber of Commerce back in operation?), Councillor Shahul-Hameed highlighted it was the role of the new Regeneration Manager to communicate with other boroughs and to coordinate support for businesses including in areas such as Crystal Palace.

In response to a question from **Councillor Perry** (In light of the lifting of the Housing Revenue Account borrowing cap, will *Brick by Brick* continue to ride roughshod over the views of residents?), Councillor Butler highlighted that the Council was working through *Brick by Brick* to deliver homes in the borough. It was intended to use this as a way to offer shared ownership homes and to listen to those in temporary accommodation and on the housing waiting list. In response to Councillor Perry's supplementary question on community concerns about *Brick by Brick*, Councillor Butler stressed no housing scheme had been forced through. Every scheme had been developed in discussion with local residents with the vast majority not appearing at Planning Committee because there were no significant objections. All schemes had been altered in response to residents' feedback.

In response to a question from **Councillor Audsley** (What is being done to address youth violence?), Councillor Hamida Ali stated that a Public Health response to youth violence must be evidence lead, and long term in outlook. The community safety review would examine the gap between the current approach and a Public Health approach. Whilst the Home Secretary was promoting this approach to tackling youth violence, it was undermined by cuts to services such as Public Health and the Police and the funding deficit could not be offset by short term or one off pots of funding.

In response to the Councillor's supplementary question (What is being done to understand more about the Public Health response to youth violence?), Councillor Hamida Ali agreed there was a need to look at other contributory factors to youth violence and highlighted the forthcoming youth summit would provide a further opportunity for consultation and engagement on the issue. Councillor Hamida Ali also noted the need to look at factors such as school exclusions and whether or not these were a contributory factor in youth violence.

QUESTIONS TO COUNCILLORS COLLINS, KING AND HALL

Announcements

Councillor Collins, Deputy Leader and Cabinet Member for Clean, Green Croydon, gave his thanks to residents for their patience and understanding during the introduction of the new waste service. He highlighted that this new service had already resulted in a 9% increase in recycling in Croydon bringing this up to 45% overall.

Councillor King, Acting Cabinet Member for Environment, Transport and Regeneration, informed Members of a possible delay in the Blackhorse Lane project to replace two bridges. The statement of works by the contractor, Morgan Sindall, stated that the work would be completed in early 2020. However, the delay was not acceptable. A letter of objection had been written to Transport for London (TfL). This sought to understand what changes had caused the delay and what could be done to reduce it. The Council was seeking clarity on what steps would be taken including sanctions.

Councillor Hall, Cabinet Member for Finance and Resources, noted that the Government had allocated additional funding for adult social care with £1.4m forthcoming for this year in Croydon. However this was not sufficient to cover the Government's reduction in local government funding.

Councillor Hall also announced that the Council had signed-up to the *Employers with a Heart Charter* which supported and gave extra leave to those with premature babies.

Questions

In response to a question from **Councillor Mohan** (Why were some new bins only delivered hours before the start of the new collections and how many collections have been missed?), Councillor Collins noted he was aware of the situation in Park Hill where bins had been delivered late. However, he also highlighted that only 0.68% had been missed of the three quarters of a million collections that have happened successfully since the launch of the new service. Some disruption had been anticipated at the start of the new waste service which was anticipated to last for the first 12 weeks of operation. Councillor Collins apologised to residents for missed collections and highlighted the hard work of officers in working to embed the new service.

In response to the Councillor's supplementary question (What was the costs of supplying the new bins?), Councillor Collins informed Council that the total cost of the new bins was £2.3m in total including publicity activities. Overall, the new waste service would result in a benefit to the revenue budget of £2.7m in the current year.

In response to a question from **Councillor Canning** (Please can an update be provided on the introduction of the bulky waste collection.), Councillor Collins noted an increase in bulky waste collections from 1,300 in a month up to 2,100. This had resulted from making these collections free and the issue of how to speed up collections was to be explored with the contractor, Veolia.

In response to the Councillor's supplementary question (What is being done to raise awareness that it is illegal to fly tip rubbish?), Councillor Collins highlighted fly tipping was unacceptable and that activity was happening to highlight this message through the Council's media and communication channels. Another campaign would be run and the Council's website would provide clarity on what could be collected.

In response to a question and a supplementary from **Councillor Stranack** (Is the Cabinet Member aware of the difficulties residents have faced in reporting issues regarding waste collections and will those that have experienced missed collections be compensated?), Councillor Collins noted additional resources had been made available to respond to calls and emails from residents regarding the new waste service. This included 6,000 phone calls and the ability of the Council to impose penalties on the contractor as a way of enforcing the contract was highlighted.

In response to a question from **Councillor Fraser** (What is the impact of the lack of published proposals/policy by the Government on the future of local government funding?), Councillor Hall agreed that currently there was no published Government proposal on the future of local government funding. This was affecting the Council's ability to plan its Medium Term Financial Strategy.

In response to the Councillor's supplementary question (Is the lack of information as a result of the Government's focus on Brexit?), Councillor Hall highlighted that other Councils were also being affected by reductions in local government funding. These included Sussex and Northampton where bankruptcy was a possibility and only statutory services were being provided.

In response to a question from **Councillor Creatura** (Is the Cabinet Member aware that not all properties have a place to store wheeled bins and that this is causing residents to experience accessing in leaving their properties?), Councillor Collins highlighted that the new waste service depended on bins not being left on streets. It would take a few months to review where bins remained on streets and the Council would need to review if the contractor was not returning the bins or if residents genuinely didn't have enough space to store them off the street.

In response to the Councillor's supplementary question (Have residents been consulted on the provision of wheeled bins?), Councillor Collins agreed that the contractor was required to return bins to properties. Officers were picking this up in their discussions with the contractor.

In response from a question from **Councillor Mann** (Is it possible for residents to use recycling centres in neighbouring boroughs which may be located closer to their properties than those within the borough?), Councillor Collins said he would explore reconfiguration of landfill sites to allow use of those out of borough by Croydon residents. Currently, this wasn't allowed on the basis that other Council's would not pay for the landfill of non-residents. It was also noted that bulky waste collections had been introduced to assist residents that didn't have cars.

In response to a question from **Councillor Brew** (Is the Cabinet Member aware of difficulties faced by residents in Cliff End Purley in using wheeled bins with steps from properties to the pavement?), Councillor Collins agreed that carrying waste bins down 10 to 30 steps did not sound sensible. However, an assessment of the whole street would have to be made before this could be progressed further.

In response to a supplementary question, regarding missed garden waste collections since the start of the service, Councillor Collins noted that officers were meeting with Veolia and that tougher penalties for missed collections would be used.

In response to a question from **Councillor Prince** (Please can an update be provided on Transport for London's plans for the Fiveways area following the completion of the last consultation.), Councillor King noted that more cycle provision in the borough was planned. It was anticipated that this would come forward for planning in 2019 with a proposed two year build.

29/18 **Member Petitions**

The Mayor invited Councillor Pelling to read out the title of the submitted Member petition which read:

Grindall Close Petition: *"We the tenants of Grindall Close have written this petition to ask for three more parking bays, so that each property will have one of its own, (two for number 5, with two rooms, tenants and cars) and conflicts between us as neighbours can cease. Parking is essential for all of us we all have a variety of complex mobility issues and live at the bottom of the hill. Access to a car nearby is a lifeline for us. We ask that they not interfere with the access bay we already have, and are clearly marked for each household. We also ask that they are not positioned where they will increase noise or pollution, as small stresses like these can have severe impacts on the physical and mental wellbeing of disabled people like ourselves."*

Councillor King responded to the petition by highlighting that the Housing Department had looked at a similar proposal in 2015. In that instance, the proposal had not gone forward due to lack of support specifically from residents. However, the latest petition had been signed by all residents and the ongoing parking issue was known. A full response would be provided.

The Mayor invited Councillor Clancy to read out the title of the submitted Member petition which read: **Petition to Croydon Council regarding the New Wheelie Bins (Magpie Close & Lodge & Part Ashbourne)**: *“We, the undersigned, wish to register our objections to the new wheelie bins on the estate where we live (Ashdown Park in Coulsdon). The houses all have small frontages and they do not have the facilities for storing 2 large bins, one medium sized bin and a food caddy in a discreet way. While you state that the houses have the necessary space at the front, this space belongs to the homeowners and should be used in accordance with their wishes. In the 2005, the estate was granted an exemption from the Council’s requirement for landfill collections to be from medium sized wheelie bins, as these would not fit inside the bin cupboards.*

These cupboards are small and integrated with the buildings. When the additional recycling bins were added to the bins, they were modest in size, could be stacked and were easier to conceal. The new requirement will mean that they will generally be very difficult to hide and are likely to become an eyesore. All the houses on the estate have covenants that the associated grounds be maintained in a good and tidy condition, and the front gardens be open plan, the latter making it more difficult to store them out of sight. All owners of the property and land on the estate are beneficiaries to the covenants. We request that a solution for collecting waste be found which leaves the frontages of the properties as clear of visible bins as possible.”

Councillor Collins noted the petition and committed to look at the issues raised.

30/18 **Maiden Speeches**

Councillor Roche, Member for Shirley South, was committed to ensuring the voices of residents were heard and listened to. He paid tribute to his Mother, a single parent and victim of Multiple Sclerosis and noted that her reliance on her care team had given him experience of the process of setting up this support and the difficulties involved. He aimed to campaign for change in this area and was pleased to be a member of the Scrutiny Health and Social Care Sub-Committee. He was also a Member of the Planning Committee which was exciting and challenging. Councillor Roche highlighted the plans for intensification in Shirley ward and the need to ensure residents had their concerns addressed.

Councillor Campbell, Member for West Thornton, paid tribute to her Grandfather, who fought in the 1st and 2nd World Wars, her Grandmother who

was the first black female booking clerk on the London Underground and her Father who was a tube driver. Councillor Campbell stated her sadness at witnessing the recent treatment of the Windrush Generation and highlighted that she was a mother and a foster carer who was honoured to serve her community. In her role as a mental health campaigner and Deputy Chief Whip, she wanted to achieve change and provide services for residents that were right first time. Councillor Campbell emphasised her belief in the manifesto which was drawn from the residents of Croydon.

Councillor Redfern, Member for Purley Oaks & Riddlesdown, highlighted her aim to serve all residents and paid tribute to the previous Councillors for the ward, noting that these demonstrated three versions of how to be a good Councillor. Councillor Redfern then provided a spoken tour of her ward including the Common, the Collegiate School and Harris Purley Academy. Councillor Redfern highlighted the need for development in the ward to be appropriate and to not damage the community.

Councillor Clarke, Member for Fairfield, highlighted his appointment as a Councillor was an immense honour and that while he wasn't born or raised in the borough, this hadn't prevented him from putting down roots in Croydon. Councillor Clark highlighted his background in standing up against hatred and his support for Windrush Day. He emphasised that he saw his role as a Councillor was to represent all including those who over the coming years would move to the borough and, like their predecessors, would make a contribution to the life of the community.

Councillor Streeter, Member for Shirley North, paid tribute to Andrew Rendle, his predecessor. He noted the beauty and diversity of his ward and his desire that local government be on the side of residents. Councillor Streeter highlighted his criticism of the Croydon Local Plan and his desire to restore the relationship with residents and listen to their voices.

31/18 **Constitutional Changes - Honorary Aldermen & Alderwomen and Annual Report of the Young Mayor**

The Leader, Cllr Newman, proposed the recommendations in the report which were seconded by Cllr Tim Pollard.

Council **RESOLVED** to approve the recommendations in the report.

32/18 **Council Debate Motions**

The item began with the Administration motion which read:

"This council believes strongly that a secure home is at the very heart of all of our lives, it gives security and therefore enables aspiration to grow. It gives

children a stable home in which to grow up in and because of this we will be ending the use of fixed-term tenancies in our council homes.

“This council also believes that residents living in the private rented sector should have the security to build their lives and their futures and to become an active part of their community. We are aware that the largest reason for homelessness within this borough is eviction from the private rented sector. As well as security, homes must be of a decent standard which is why Croydon Council is proud to have introduced a Landlords’ Licensing Scheme right across the borough

“Insecurity harms the quality of life for tenants, with private renters less likely than either owners or people in social housing to say they know lots of people in their local area, but more worried that they will have to move within the next year. The threat of being evicted also gives landlords huge power over tenants, who may decide not to complain about disrepair, big rent increases or other problems in case they are kicked out.

“We therefore call on the government to abolish Section 21 and the use of no-fault evictions, which would help to make renting more secure, improve standards, increase tenant confidence and ultimately contribute towards making renting a viable long-term alternative to home ownership or social rent for the millions who currently cannot access either.”

Councillor Butler proposed the motion and highlighted the importance of having a place to call home at heart of all our lives – that this was the foundation to belonging. The Councillor noted that for far too many it’s not their choice to be in the private rented sector and that this was becoming an increasingly difficult option caused by the use of evictions. The damage caused by evictions was noted. For example in the resulting school moves. Emphasised that those in the private rented sector had very few rights and many lacked security of tenure making it harder to become part of the community. Croydon was therefore to end fixed term tenancies for its residents. The Councillor called on the Government to take action including lowering the cap on deposits and for the Housing Minister to listen to the needs of tenants and not just landlords.

Councillor Sirisena seconded the motion and reserved the right to speak.

The Mayor then called on **Councillor Tim Pollard**, who firstly declared a personal interest having been a landlord for over a decade but one who had never evicted or increased the rent on a sitting tenant. Highlighted that he had no need to do either with rent abiding tenants. Emphasised the lack of good properties to rent and the failure to provide new council houses. Noted the landlord incentive scheme used in neighbouring boroughs and how membership is dependent on the landlord fulfilling certain requirements including not using Section 21 for revenge evictions. The Councillor noted that there was no incentive to use Section 21 if you had good tenants. He highlighted his sympathy for the idea of balancing the relationship between landlord and tenant but expressed concern that withdrawing Section 21 would

significantly restrict the supply of rented accommodation. Referenced the risk that landlords would evict current tenants before a change in legislation takes effect. Concluded that therefore it was not possible to support the motion as it currently stands and recommended it be amended.

The Mayor then called on **Councillor Hale** to speak who highlighted her agreement with the need for stability and that it was vital to put down roots. However, the Councillor felt this motion not to be the answer. Councillors regularly received calls from those that lose their homes. Frequently these were families with children at local schools. Emphasised that the Council was failing to meet demand for housing and that the number of households on housing register was higher than at the same point a year previously. Whilst there had been a promise to build council houses none had been built in four years which had led to a reliance on the private rented sector. The vast majority of landlords did a great job, they needed confidence they can regain their property when things go wrong. Called for landlords' hands not to be tied and for Croydon to build a new generation of council houses.

The Mayor then called on **Councillor Sirisena** to speak who highlighted Section 21 as the leading cause of homelessness not just in Croydon but across the country. No fault evictions were used against those who complained about the quality of their accommodation. Ultimately the motion was about fairness; tenants should have the right to live peacefully if honouring their contract. Section 21 gave a small number of landlords power over the happiness of 11 million renters. Section 21 would be abolished under a Labour Government which would empower those most in need. Called for a renters' union and seconded the notion.

The motion was put to the vote and carried.

The opposition motion was then put to the Council:

“Across Croydon, the bin reforms are damaging faith in the Council. Thousands of concerned residents have flooded the Council’s helpline - confused by conflicting instructions, bins not delivered on time, waste left due to missed bin collections.

“When residents try to call to speak to a real person they end up stuck in an unmoving queue, before being directed online – regardless of whether they have access to a computer or not. They email for help and are often ignored.

“Our Labour-run Council just isn’t listening, it is failing the people of Croydon. This Council apologises to its residents, resolves to instigate swift processes to improve the situation, and provide Council Tax compensation for those receiving a substandard service”.

Councillor Mohan proposed the motion and noted his support for any policy that helped increase recycling. This had increased under the previous Conservative Administration to close to 45% but had fallen under Labour. The Councillor noted that it would have to be seen how long the increase in

recycling rates by 9% would last. Highlighted there had been no consultation with residents on the new waste service. The main issues with this were noted: 1) Bins were delivered to properties which did not have the space to accommodate them; 2) Bins had therefore been removed which was a waste of resources. 3) There were difficulties in making contact to report issues about the service – it was difficult to speak to someone when the contact centre was called and emails were not answered. Not all residents had computer access; 4) Capacity – a lot of residents were failing to fill their bins and at a time when the aim was to reduce the level of packaging it was questioned if this level of capacity would ever be needed. The Councillor congratulated officers on the great job they had done in attempting to implement the policy. Felt the failure of the policy was with politicians. Called for residents to receive an apology and compensation.

Councillor Milton seconded the motion and reserved the right to speak.

The Mayor then called on **Councillor Collins** to speak. Highlighted that from the outset he had been clear that implementation of the new waste service would result in some disruption. The Councillor noted that the rollout of the new service had been a massive task and that there had been the inevitable teething problems. However, since the new service had started only 1% of bins had been missed from collections. Emphasised his gratitude to staff and talked about his pride to have worked with officers who had conducted more than 1,500 site surveys. Approximately 10,000 emails had been received and 6,000 enquiries all of which had been resolved by officers. As a result, around 100 emails had been received praising the new waste service and staff. Thanked residents for their patience and understanding and called for staff and residents to continue to work together to get it right. Emphasised his opposition to the motion.

Councillor Degrads then spoke stating that the new service was focused on recycling which was a manifesto pledge due to the impact of plastic on the environment. The Councillor had participated in community clean-ups and had seen plastics in the borough's rivers. Called on others to do the same and see the effect. The Councillor had spoken to residents who regarded the new service as doing more to encourage recycling than the previous arrangements. Emphasised the need to change as individuals and that Croydon had lead the way in changing behaviours.

Councillor Millson spoke in support of the motion and opened by stating his support for the Council's recycling objectives. Highlighted that the motion was not opposed to the Council's policy. Rather felt that there should have been more time to have consulted residents. Emphasised the need to have taken seriously the experience of residents who had missed collections for four weeks. For many this was the only direct service they receive for the tax they paid. If this had been another form of service, for example a utility, then there would have been an expectation of some form of compensation.

The motion was put to the vote and fell.

Recommendations of Cabinet or Committees referred to Council for decision

The meeting had reached the time specified in the constitution for it to conclude. The guillotine procedure was therefore used to close the meeting.

The recommendations as set out in the report were put to the vote and carried. Council **RESOLVED**:

Corporate Plan

1. To approve the Corporate Plan for Croydon, 2018 – 2022.

Medium Term Financial Strategy

2. To approve the Medium Term Financial Strategy (MTFS) 2018/22 including the establishment of a £100m asset acquisition fund as referenced in the MTFS which is set out in the report; and
3. To agree that the Cabinet Member for Finance and Resources, acting in consultation with the Leader, be given authority to approve asset acquisitions made pursuant to the Asset Investment Strategy referenced in the Medium Term Financial Strategy 2018/22.

Governance Review

4. To approve the establishment of a cross party governance review panel to assess and review the Council's governance arrangements as set out in the draft scoping document and terms of reference for the governance panel;
5. To appoint a maximum of 7 councillors (4 Labour 3 Conservative) and 1 independent member to the governance review panel (together with independent external chair and such other expert independent members external to the Council as the panel may wish to co-opt in a non-voting capacity); and
6. To require the governance review panel to report its findings and make recommendations within the 2018/2019 municipal year on options and improvements to the Council's governance arrangements, and in any event to report on progress to the Cabinet and Council, as advised.

Exclusion of the Press and Public

The motion was not required.

The meeting ended at 10.00 pm

Signed:

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Date:

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