
CQ523-13 from Councillor Carole Bonner**To – Councillor Mike Fisher**

Please advise how much has been paid to external legal advisers in the years 2011/12, 2012/13 and the year to date and break this information down into the various categories of issue e.g. employment, property, education etc.

Reply

The breakdown of the Council's expenditure on legal services is set out below:

<i>Spend Information (financial year)</i>	All External Legal Services (exc. VAT)	Direct payments to Barristers or Chambers (exc. VAT)
2011/12	£2.592m	£0.412m
2012/13	£2.680m	£0.657m
April to Sept 2013	£1.524m	£0.283m

The Council has entered into a contract (which commenced in 2011) for the provision of external legal services. The Contracting arrangements enable the Council to instruct the external firms listed, for the purpose of providing advice, and the contact is not of for specific value (nor is there a guarantee that instructions will be issued to them), rather the fees charged are based on an agreed schedules of rates. The also is part of a framework agreement with 32 Chambers to obtain legal advice from Barristers.

Firm	Work Types
Ashfords	Litigation, Conveyancing & Sundry Debts
Bevan Brittan	Housing / Property
DLA Piper	Commercial
DMH Stallard	Litigation, Housing / Property, Commercial, Conveyancing & Sundry Debts
Pinsent Masons	Commercial
Sharpe Pritchard	Litigation
Trower & Hamlins	Housing / Property & Commercial
Watmores	Litigation
Wragge & Co	Litigation, Housing / Property, Commercial, Conveyancing & Sundry Debts
Weightmans	Litigation, Housing / Property, Commercial, Conveyancing & Sundry Debts

The amount paid for external legal services is available on the Council's website and

can be found in the payments over £500 -
<http://www.croydon.gov.uk/democracy/budgets/payment-over500/payments> and
within the Council's published budget information -
<http://www.croydon.gov.uk/democracy/budgets/>

CQ526-13

from Councillor Humayun Kabir

To Councillor Mike Fisher

Will the Leader of the Council now support Labour's plans to freeze energy prices, which will help boost Croydon's economy?

Reply

Thank you for your question. You may have misheard your own national leader but he erroneously suggested that freezing energy prices would help reduce the cost of living, not boost the economy.

Your assumption that a freeze of energy prices would 'boost Croydon's economy' only serves to highlight the Labour groups ignorance and the inadequacy with which it comes up with such hair brained, short term gimmicks.

Ed Milliband's recent proposal to freeze gas and electricity prices until 2017 would deter energy companies from investing in the UK. This would only exacerbate the problem of limited supply that the previous Labour government neglected, drive up domestic energy prices even further, hinder rather than encourage job creation opportunities and stunt growth. Granting a domestic energy price freeze would only be counter-productive in the medium to long term and it would fail to achieve a reduction in the cost of living and be detrimental to Croydon's economy.

Given the inevitable consequence of such a policy, I can only assume that the Labour party is either: ignorant and misguided or using this proposal as nothing more than a cheap stunt in desperate attempt to win votes. Whichever it is, the conclusion remains the same; Labour can't be trusted.

Unlike Labour, the Conservatives are putting the long term interests of taxpayers first to ensure the UK's economy not only grows, but flourishes. In order to do so, we have introduced measures like repeatedly freezing fuel duty at the pumps and not imposing the hikes in duty that the previous Labour government had planned. We have helped more people back into work, raised the lowest level of income tax allowance and helped thousands of people to buy a new home.

At a local level we have seen similar ineptitude by the Labour party while Conservative Croydon has worked hard to achieve a flourishing economy. There are now 60 proposed developments in the city centre to the value of £3billion in private sector investment. While the Labour party scratched its head and then screamed to the hilltops, our ground breaking CCURV model has been the catalyst which kick-started regeneration in the city centre, bringing much needed jobs and homes.

But it isn't just about attracting investment and creating jobs, Conservative Croydon has been working hard to make sure that it is our residents getting those jobs and better incomes. Councillor Kabir is already aware we are giving young people a much better start in life by achieving better GCSE results than they ever were under Labour, but he may not be aware of how we have helped thousands of families adapt to the changes to make the welfare system fairer.

Up and down the country Labour politicians have been complaining to anyone who will listen about the reforming the welfare system and making work pay. Conservative Croydon has demonstrated that with the proper support and planning in place that the

welfare reforms can be delivered successfully, household incomes improved and the bill to taxpayers reduced. Our exemplary and effective implementation of the welfare reforms has resulted in:

- No increase in evictions, private or public, since welfare reform.
- Above average council rent collection, despite a rent increase.
- 89% of customers paying council tax for the first time meeting their payments.
- £788,320 annual increase in income to customers identified as eligible for Disability Living Allowance.
- Over 25% of households affected by the household benefit cap are now exempt because they are in work;
- based on an average salary, claimants now working are contributing over £1m through income tax back into the public purse.

Moreover, it seems ironic that Labour should now be making a feeble attempt to claim the high ground on the cost of living given their appalling record on repeatedly hiking Council Tax. During their 12 years in office Labour doubled council tax, wasted the money and nearly sent the Council bankrupt. Labour might try and claim that they want to reduce the cost of living but their actions have always spoken louder than their words.

To summarise, no I will not support Labour's flawed commitment to temporarily freeze energy prices and I am already very much committed to ensuring that the Croydon economy not only receives a mere 'boost', but flourishes and blossoms. I would ask that the Labour Party, when making policy decisions, adopt the central tenet of the Conservative administration and put the welfare of residents first.

CQ543-13 from Councillor Simon Hall

To Councillor Mike Fisher

Can the Leader tell me whether he still considers that the 2008 decision for the acquisition of Davis House (aka Robert Street, Croydon, incorporating 69-77 High Street) was a good deal and something that would not cost the Council anything – and, in particular, could the Leader please detail how much, since 2008, the Council has paid out or committed to (be it revenue, ‘investment’ and capital) relating to Davis House, whether it was direct or indirect (e.g. LLPs), including its recent acquisition by the Council?

Reply

I do believe this was the right decision to make in 2008. The council’s investment in Davis House including the recent acquisition is £11.2m.

CQ554-13 **from Councillor Toni Letts**

To Councillor Mike Fisher

The Coalition Government have recently announced that social mobility is dropping month by month, with more people living in poverty. What measures has the Leader of the Council put in place to ensure that disadvantaged families living in Croydon are taken out of poverty?

Reply

Thank you for your question.

I don't mean to split hairs but social mobility isn't something that can be measured month by month and is an entirely different issue to people living in poverty. Social mobility relates to the ability of an individual to achieve at the highest levels irrespective of their background or how wealthy their parents are.

This Conservative administration in Croydon cares passionately about inequalities and this can be seen not least in our track record on education. We have invested in our schools and delivered year on year improvement in GCSE attainment for the past eight years. We are bucking the national trend and performing better than the national average. By taking bold decisions and investing heavily in education, we have been able to give children and young people from across all parts of Croydon a better start in life and a better chance of fulfilling their potential.

We have also invested in early years, adult education, economic growth to deliver jobs and in tackling child poverty – all to help give everyone a fair chance of succeeding in their chosen path.

Of course, we all know that your question is rather tongue in cheek and that you are just as aware that the previous Labour government oversaw a widening of the gap between the richest and the poorest in society and then finished off their disastrous job by delivering the worst recession since the 1930s, leaving huge numbers of families unemployed and unable to support themselves. But do be reassured, this Conservative administration is working hard and delivering opportunities for all in Croydon.

CQ559-13 **from Councillor Tony Newman**

To Councillor Mike Fisher

Would the Leader of the Council confirm the current ownership of Davis House; and does he believe the council's financial interest in Davis House has provided good value for Croydon's Council taxpayers?

Reply

The Council acquired Davis House on the 31st October this year from Davis House LLP.

Davis House was acquired by CCURV in 2008 to facilitate the building of BWH. Income from Davis House has reduced during this period primarily due to the economic downturn caused by the incompetence of the previous labour government. At this time I believe the council's best interests are served by acquiring the building at a capital cost which we believe offers best value, whilst also having no impact on the council's revenue bottom line, as the income received will cover the running and financing costs. The council will also have the flexibility to develop the asset in the future.

CQ560-13

from Councillor Tony Newman

To Councillor Mike Fisher

Will you as the current Leader of Croydon Council personally apologise to Croydon's Muslim community for the shambles of the Eid celebration held at the foot of the Town Hall main staircase, and not in the Mayor's parlour that was free that evening?

Reply

It is always regrettable when an event important to the community does not meet with expectations.

As you know the council has a good track record of hosting public events important to the community. In the past these events have been held in many different venues including the Town Hall and Fairfield Halls. On this occasion officers worked with members of the Muslim community to plan a public event to mark Eid. This involved working with the community to develop a programme and consideration for where it should be held given the venues available at the time that could accommodate up to 100 people. The Mayor's Parlour was part of these considerations, unfortunately the rooms adjoining it were not available neither was the Braithwaite Hall and with hindsight officers could have consulted with the community to move the event to another date.

After careful consideration of the important lessons learnt from this event, I have asked officers to pay particular attention to working in partnership with our different communities especially in relation to specific arrangements for each of these events that mark and celebrate Croydon's different faiths.

Recently, the council held an event in the community space to celebrate Diwali with approximately 125 residents attending. Feedback from those who attended has been very positive and I look forward to hosting many more community and faith events in the community space of Bernard Weatherill House.

CQ561-13 **from Councillor Tony Newman**

To Councillor Mike Fisher

When do plan to give evidence to Croydon's independent streets commission?

Reply

Thank you for your question.

I am aware that the Labour Member for Croydon North, Steve Reed MP, has sponsored a commission in North Croydon, the website for which states that he is also a panel member. I understand that this same commission is being promoted by Labour Councillors and, do correct me if I am wrong here, this is the same commission that Councillor Newman said in this very chamber would “shame the Tories into action”.

I am aware of that commission but I am not aware of an independent streets commission.

CQ567-13 **from Councillor Gerry Ryan**

To Councillor Mike Fisher

When is the Borough Ward review going to take place given that the average representation in Conservative held Wards is much lower than Labour held Wards, all bar New Addington? When will this in balance be corrected?

Reply

I thank Councillor Ryan for his question.

The Local Government Boundary Commission monitor levels of electoral imbalance across all principal local authorities in England annually.

When the electoral variances become notable then the Commission will conduct an electoral review.

I can report that we are currently within the accepted criteria for electoral balance within a local authority area and as such the Commission have no immediate plans for Croydon to be included in any boundary review.

CQ571-13

from Councillor Mike Selva

To Councillor Mike Fisher

As evidence mounts that Incineration is an outdated technology, will Councillor Fisher reconsider his decision to impose one on the residents of Waddon?

Reply

The local Labour party has made a number of false accusations in an attempt to scaremonger amongst local people. They have claimed at various times that not just one but two incinerators have been planned for Croydon. Of course, this is entirely fictitious and just another effort by the Labour party to scaremonger and talk Croydon down.

Labour continues to pretend that they are opposed to the construction of the energy recovery facility in Sutton because they think this will help them fool voters. Of course, they fail to give enough credit to the people of Croydon who will remember that it was the previous Labour government's national policy to promote the use of such facilities.

Background

The South London Waste Partnership (SLWP) is made up of four local councils (Croydon, Kingston, Merton and Sutton) who work together to provide improved and more cost-effective waste management services to their residents.

In May 2009 the SLWP embarked on a major procurement process to secure a contract for residual waste treatment. This was the largest procurement project any of the partner boroughs had ever undertaken over the 25-year term of the contract. In November 2012 the Partnership signed a contract with Viridor.

Viridor are proposing to build a state-of-the-art energy recovery facility (ERF) on a plot of land just off Beddington Lane in the London Borough of Sutton. The new facility would be located right next to an existing 92-hectare landfill site, which it will replace. This landfill site is also operated by Viridor and is currently where the SLWP sends most of the residual waste collected from households in their area. The existing landfill site has a remaining life of 10 years.

Viridor's proposal has received the backing of Sutton Council's planning authority, the Mayor of London and the Secretary of State. The Environment Agency has granted Viridor an environmental permit for the facility, and Sutton Council are in the final phase of preparing the issuing of a formal planning determination that is expected in December 2013.

Consultation

Councils adjoining Sutton were consulted on the planning application and in Croydon the proposal was considered by the council's Strategic Planning Committee. Croydon residents living close to the borough boundary were consulted on the planning application and given the opportunity to submit representations. Residents in the other boroughs in the partnership were also consulted. Eight exhibitions/ information events for the public were held across the SLWP's area with all costs associated with the events being funded by Viridor.

Transport assessment

A transport assessment was included in Viridor's planning application for the ERF and formed part of the determination of the proposal. In terms of traffic generation, the 2023 scenario (when the Viridor contract expires) is that there will be less lorry movement than there is now because landfill will by then have come to an end. There would be a period during the demolition and construction phase when there would be a slight increase in traffic because at that stage landfill and other waste management activity, such as recycling and composting, will continue at the site.

Benefits of the ERF

Despite greatly improved rates of recycling and re-use, currently 44% compared to 16% in 2005/2006 there is still a need to treat landfill waste, and an energy recovery facility is a safe and cost-effective alternative to landfill with additional environmental benefits.

The cost of the contract means a saving to the four boroughs in the SLWP of approximately £197m over a 25 year contract period when compared to the current cost of landfill. It also offers a share in energy income received by Viridor, a share in income from third party waste being delivered to the facility and potential for the retention of business rates relating to the new facility.

A number of people continue to make an incorrect comparison between the energy recovery facility and old fashioned incinerators. This is plainly misplaced. The new facility is a far more advanced and complex disposal system that, while burning waste, produces and harnesses energy for the benefit of the local community. During the processing of waste, the facility will produce fewer emissions than ordinary landfill. In fact, the new facility will eradicate the need for landfill in Croydon and the proposal is for the existing landfill facilities at Beddington Lane to be converted into a country park for local residents.

The ERF has been designed to process around 275,000 tonnes of non-hazardous residual waste a year. Wider environmental benefits will include the landfill diversion of up to 95 per cent of waste delivered to the facility and the generation of up to 26 megawatts of electricity, which will power the facility itself and supply over 22 megawatts to the National Grid.

Interim arrangements with Viridor

The SLWP is finalising the interim arrangements for Viridor to manage the Partnership's residual waste from 1 April 2014. The arrangements will include a combination of transporting residual waste to alternative energy recovery facilities and landfilling of waste at Beddington Farmlands.

Monitoring of the ERF

The regulator of the ERF would be the Environment Agency (EA). It would be their responsibility to continually assess the plant operations and its environmental performance. There would also be continuous and periodic monitoring of emissions and frequent plant inspections by the operator.

The Health Protection Agency will also make periodic visits to the facility.

CQ572-13

from Councillor Mike Selva

To Councillor Mike Fisher

Traders along the London Road, West Croydon are already frustrated at the time it has taken for the Council and London Mayor to deliver the full riot recovery funding promised; now many are unhappy with the tendering process.

How were the shops on the London Road that have been offered a grant of up to 10k chosen and who ran the tendering process.

Reply

Investment in London Road, West Croydon

The council has worked closely with a range of statutory and voluntary partners to provide assistance and support to residents and businesses impacted by the disturbances. This included provision of practical help and advice, help for homeless households, business rates relief and one off discretionary payments to enable businesses to continue trading in the short term.

Other sources of compensation for businesses

Aside from immediate and on-going funding to support residents and businesses affected by the riots; individuals and businesses, where they were insured, had recourse to their insurance policies. Whilst the Council would not have individual knowledge of the status of those claims the Association of British Insurers have on a number of occasions stated that their members are dealing with claims as speedily as possible. Regrettably we all know that for some businesses this was not speedy enough in the days and weeks that followed the rioting. To that end the Leader of the Council has previously written to and met with the Association of British Insurers to lobby on behalf of Croydon for speedier payments and my understanding is that the vast majority of private insurance claims have now been settled.

The last potential source of compensation, for those who were uninsured or underinsured was the Riot Damages Compensation Act which is the responsibility of the relevant police authority, in this case the Mayor's Office for Policing and Crime (MOPAC). As with insurance claims the Council would not have individual knowledge of the current status of those claims. It may be helpful for Members to note that claims under the riot damages act are limited. For example, claims can only be made in relation to property in the form of buildings and contents (for example loss of business due to the forced closure of shops will not be covered).

Both the Local Independent Review Panel and the National Riot Victims and Communities Panel highlighted the system as being too slow, too rigid and in need of fundamental review. The home office has begun a review of the system and London Councils have collectively been lobbying for reform. As part of the implementation of the Local Panel's recommendations, the Leader of the Council will be keeping this under review and will continue to support the reform of this system, along with lobbying for payments to be made to those businesses and residents that are still yet to have claims settled under the Act.

The Mayor of London Regeneration Fund

The Mayor's Regeneration fund for Croydon is £23m, of which £9.2m has been allocated to fund a range of projects in the London Road area to help deliver longer term sustained recovery for West Croydon. This is being achieved through

improvements to the public realm, promoting business growth, social cohesion and increased skills and employment opportunities for local people in line with the recommendations made in the [Report into the rioting in Croydon 8 and 9 August 2011](#) and feedback from the local community gained through consultation exercises.

The spreadsheet below lists a range of projects in the West Croydon area that are being financed by the Greater London Authority from the Mayor's Regeneration Fund. The projects which are designed to benefit both residents and businesses are spread across West Thornton, Broad Green, Selhurst, Fairfield and Thornton Heath wards. It is predicted that that the economic and social benefits will spread further afield stimulating increased economic activity in neighbouring wards.

Funding allocation from (GLA) Mayor's Regeneration Fund for London Road area totals £9.2m which along with match funding from the council and other partners is being used to fund a range of projects listed in the table below.

Investment in London Road, West Croydon area since the riots in 2011

Intervention	Value (£)	Anticipated completion date
Public realm improvements		
London Road, between Oakfield Road and Sumner Road - improvements to building facades including new signs, windows, shopfronts and painting (includes 100k contingency)	1,000,000	2014
London Road, between Oakfield Road and Sumner Road - public realm improvements including new paving, lighting and de-cluttering pavements	2,050,000	2014
London Road, Oakfield Road to West Croydon station interchange - public realm improvements including wider tramstop and better connection between London Road and the town centre retail core	4,600,000	tbc
Support for social cohesion, business growth, skills and employment		
West Croydon Investment Programme	1,968,704	
West Croydon Enterprise hub	603,000	2015
Local employment creation project	548,000	2015
Entrepreneurs of the future (partnership with the Prince's Trust)	279,000	2015
Cleaner, Safer Project to tackle environment and business crime issues	178,000	2015
Social & Economic Audit & Community Connectors (social recovery) Project	154,704	2014

Intervention	Value (£)	Anticipated completion date
Root and Branch project (mentoring programme targeting young people age 15 and 16)	210,000	2015

More detailed information on some of the key projects being delivered is provided below:-

Projects funded from the Mayor's Regeneration Fund

Improvement to building facades in London Road - £3.05m of the Mayor's Regeneration Fund has been allocated to improve London Road between Oakfield Road and Sumner Road. Of this, £1m is earmarked for improvements to building facades ranging from small scale interventions such as new signs, replacement windows, shop-fronts and painting. These works will start in 2013 and will continue into 2014. The remaining £2.05m is set aside for improving the look and feel of the public areas, including new paving, new lighting and de-cluttering pavements.

The objective of the shop front improvement programme is to achieve the maximum visual uplift to London Road with the available funding in order to increase footfall, spending and pride in the area. Shops were prioritised for grant aid based on:

- Strategic location;
- The shop / business' contribution to London Road's reputation as a unique and diverse shopping destination or their contribution in providing essential services or goods to the local community (e.g. launderette);
- The building's architectural quality / character and its' contribution to the specific identity of London Road;
- The existing condition of the building and whether a relatively modest investment can contribute to the visual uplift of the area (e.g. is it simply a case of a new coat of paint, or more extensive works)

Each property was awarded a numerical score for each of the categories outlined immediately above with the buildings achieving the highest scores targeted for work in phase 1. The average spend per building is estimated at approximately £10,000 although this figure cannot be confirmed until the tendering process is completed.

The work will be tendered in batches valued at approximately £100,000. Building companies based in the Borough who can evidence extensive experience in carrying out this type of work will be shortlisted to receive invitations to tender.

West Croydon Interchange Public Realm Project - South of Oakfield Road, the public areas on London Road will be repaired, repaved and made more pleasant as part of the £4.6m West Croydon Interchange improvements which will include provision of a wider tram stop, more space for pedestrians, a more welcoming and legible arrival place outside West Croydon Station and better connections to the retail core and the vibrant retail area of London Road. A pedestrian crossing facility on Station Road will also be introduced as part of this project though this is subject to further testing and detailed design to enable Transport for London to assess the impact on the movement and timings of buses and trams.

Community cohesion and empowerment - We are helping local communities to become more resilient and self-supporting. The West Croydon Community Forum,

London Road Traders Association and SME Consortium have delivered projects to attract people back to the London Road area. A range of community initiatives have been launched including the London Road Carnival of Culture which provide opportunities for local groups and individuals to collaborate and engage with each other across a range of business, cultural, sports, and other social activities.

To celebrate and encourage community cohesion, in 2012 the Council launched the Croydon Community Civic Awards to celebrate the achievements of outstanding local people, communities and voluntary groups. The civic awards are now running for a second year and have attracted in excess of 170 nominations.

Other regeneration activity in the area

A £20m redevelopment of Bedford House site in London Road by Affinity Sutton is underway and negotiations are ongoing in relation to a number of other sites along London Road which are earmarked for redevelopment. These are:-

- Site of the former Croydon General Hospital
- Site of the former Half Moon pub
- Royal Mansions site

West Croydon Masterplan

The Council has collaborated with public and private sector stakeholders to develop the West Croydon Masterplan to enable major transformation of West Croydon including redevelopment of West Croydon train station and transport interchange facilities to provide a welcoming gateway to Croydon with improved connectivity with Croydon's retail centre, a high quality public realm and much needed housing on sites adjacent to Station Road.

The master planners have been collaborating closely with public and private sector stakeholders to develop a plan that balances short-term delivery and long-term public benefit, and a narrative that sets the scene for a cluster of new buildings.

Place Plan

Members should also be aware that the Council is developing place plans for each of Croydon's 16 places one of which is Broad Green. It is proposed that each Place Plan will include a strategic regeneration vision for the area - based on the vision and area based frameworks set out in "The Places of Croydon" section of the Croydon Local Plan, April 2013, and will address the following themes:

- Homes
- Employment Skills
- Community facilities
- Character, Heritage and Design
- Green Grid and open spaces
- Transport and public realm,
- Other regeneration issues

They may also include any issue that is important to an area's short, medium and long term regeneration, such as community safety and education issues. The Development and Environment department has commenced initial work which will inform the development of the Place Plan for Broad Green.

Funding for community engagement from Big Lottery Fund

Work on deepening community engagement and development has had a further boost through the allocation of £1m from the Big Lottery Fund to the London Road area of Broad Green over a period of up to ten years, through the second phase of the Big Local Trust programme. The fund is targeted directly at local communities and

The Local Trust will support these communities over the ten years to run the programme themselves so that it is community driven, responds to local needs and builds on local strengths. This involves creating a local partnership and developing a community plan.

CQ574-13 **from Councillor Manju Shahul-Hameed**

To Councillor Mike Fisher

How much has actually been spent in the London Road to date of the riot compensation money received and on what schemes? Do not include anything connected with the West Croydon plan which was costed before the riots.

Reply

This question has been answered in depth response to CQ572-13. I suggest that the Labour Members stop wasting tax payers' money by asking the same questions over and over again.

CQ520-13 **from Councillor Jane Avis**

To Councillor Margaret Mead

Would Cllr Margaret Mead please give the cost of the refurbishment of the offices of the carers support drop in centre in George Street?

Reply

No, I cannot as this is a question for the Whitgift Foundation who managed the modernisation of the Carers' Support Centre. The Council contributed £100k social care capital funding to the project.

CQ521-13 **from Councillor Jane Avis**

To Councillor Margaret Mead

Would Cllr Margaret Mead please provide an estimate of the annual running cost of the carers' drop in centre?

Draft Reply

You will need to apply to the Whitgift Foundation for annual running costs.

CQ522-13 **from Councillor Jane Avis**

To Councillor Margaret Mead

Would Cllr Margaret Mead please give details of the charge being made to the various organisations using the Carers' Drop in Centre?

Reply

Apply to Whitgift Foundation.

CQ529-13

from Councillor Pat Clouder

To Councillor Margaret Mead

With the first on sight of winter could the Cabinet Member for Adult Social Care & Housing reassure me that resources are in place to address the reports that this year will be a bad winter that could affect the elderly and vulnerable in Croydon? Could she tell me what concerns she has and what she is doing to address these concerns?

Reply

The council has a good track record of preparing for bad winter weather and ensuring that contingencies are in place for maintaining essential services to support older and vulnerable residents. These include:

- Business continuity plans are in place corporately and across the individual council services
- Care managers check on individual service users in receipt of adult social care services, who are known to be particularly vulnerable, to ensure that they will have access to essential services and/or contingency plans are in place
- Meals on wheels services ensure that they have access to emergency/off road vehicles in the event of bad weather
- The Local Authority Trading Company (Croydon Care Solutions Ltd) has a stock of heaters available to be delivered in emergencies to vulnerable people who are without heating
- The Red Cross service at Croydon University Hospital enables safe discharge of patients in severe weather who may be more vulnerable post – discharge (by giving food parcels, shopping, etc)
- Care managers, in their regular liaison with 3rd sector services, promote the services that such partners provide in local communities as well as referring directly to these services e.g. the “keep warm” initiative
- All social care services provided by independent or third sector organisations have business continuity plans in place to ensure that essential services continue to be provided to the most vulnerable people during bad weather
- Well established arrangements to provide accommodation for people sleeping rough in Croydon when the temperatures are forecast to be at zero degrees Celsius or below for three consecutive days. Last year we provided accommodation for around forty people through these arrangements. Referring agencies (including the Salvation Army, Westminster Drugs Project, Croydon Reach, Police Community Support Officers, Nightwatch) are alerted to the freezing weather arrangements coming into force and accommodation is arranged by the council’s SNAP team.

CQ556-13 **from Councillor Maggie Mansell**

To Councillor Margaret Mead

Now that Epsom CCG has vetoed the current BSBV consultation, what steps will you take to lobby for investment in Croydon University Hospital A&E department?

Reply

I understand that a business case has already been developed for submission to the NHS. The BSBV consultation is continuing and this Council supports the view of the local practitioners and the GPs that a strong Croydon University hospital, with a full suite of A&E and maternity services is vital to serve Croydon residents.

CQ557-13

from Councillor Maggie Mansell

To Councillor Margaret Mead

What support is the Council providing Croydon University Hospital to reduce the winter pressures over the next six months?

Reply

The local Health and Social Care economy has been awarded an additional £4.5million this winter by the Department of Health to be invested in services that will improve Croydon University Hospital's ability to achieve the national target of 95% of A&E attendees being seen and admitted or discharged within 4 hours throughout the winter months. The allocation and use of this investment is being overseen locally by Croydon Clinical Commissioning Group, Croydon Health Services (including Croydon University Hospital [CUH]) and Croydon Council working together with other key partners including the London Ambulance Service.

Officers from the Department of Adult Services, Health and Housing (DASHH) are working closely with partners to make sure there is a joint and flexible response to enable Croydon University Hospital to cope with the additional and changing demand pressures that may develop during the winter period (October to March) including participating in regular meetings and conference calls and being prepared to flex our service response as appropriate.

DASHH's Adult Care Team at CUH already work closely with hospital staff to ensure that older and vulnerable people, who need support following discharge from hospital, have timely and effective discharge arrangements in place, with this service being commended by CQC following the recent CQC inspection of CUH. The additional winter pressures monies have enabled DASHH to provide additional social work capacity in A&E and to the two escalation wards to support the hospital in avoiding unnecessary admissions and facilitating timely discharges. This includes the setting up of short term care packages for people presenting to A&E to enable them to remain at home and receive the health care they need from their G.P. or from community health services.

The Council has also committed to using winter pressures monies to provide additional specialist equipment (for example hoists), domiciliary care support (home care) and, for those who may not be well enough to go home straight away, short term residential care (convalescence). The Council has also ensured that arrangements are in place with the voluntary sector to provide advice and information to people who arrive at A&E about how and where else their needs can be met in order to prevent unnecessary demand on A&E staff.

CQ591-13 from Councillor Alisa Flemming

To Councillor Margaret Mead

Would Cllr Margaret Mead, please give an update on the progress of Carers' Assessment, i.e. how many carers have been given an assessment in number and percentage terms, and how many carers are waiting for an assessment.

Reply

Carers' assessments are undertaken by care managers and social workers when carrying out community care assessments or reviews of Croydon residents who have eligible social care needs. These carers' assessments can be conducted jointly with the individuals who they are supporting or separately, depending on the preference of the carer and the cared for person.

The Council submits an annual statutory return to the Department of Health in relation to our completion of carers' assessments. The figures reported for the 2012/13 year are as follows:

Number of carers receiving specific services including respite	363
Number of carers receiving information and advice only	988
Number of carers assessed or reviewed separately	401
Number of carers assessed or reviewed jointly with service user	950
Number of carers declining an assessment / review	23

CQ513-13 **from Councillor Tony Pearson**

To Councillor Tim Pollard

Can the Cabinet Member explain any impact for New Addington Library as a result of the situation with Carillion?

Reply

It is not uncommon for operational divisions of companies to be sold. In this case the contract will be delivered through the same provider, which is now part of a different parent company. The contract and the team undertaking the work remain the same. There is therefore no specific impact on New Addington Library as a result of the sale by John Laing, of John Laing Integrated Services (JLIS) to Carillion plc on 18 October 2013.

We are pleased with the maturity and professionalism shown by staff as the changes are being put in place.

CQ516-13 **from Councillor Ian Parker**

To – Councillor Tim Pollard

Does the news that Hendersons have sold JLIS to Carillion mean that a different company will be delivering library services from the one we thought we had won the contract?

Reply

It is not uncommon for operational divisions of companies to be sold. In this case the contract will be delivered through the same provider, which is now part of a different parent company. The contract and the team undertaking the work remain the same. There is therefore no specific impact on New Addington Library as a result of the sale by John Laing, of John Laing Integrated Services (JLIS) to Carillion plc on 18 October 2013.

We are pleased with the maturity and professionalism shown by staff as the changes are being put in place.

CQ517-13 from Councillor Adam Kellett

To – Councillor Tim Pollard

The recent application for judicial review of the Riesco sale was withdrawn with almost indecent haste once the strength of the Council's case was made known. Can the Cabinet member tell me how much taxpayers' money was spent counteracting this frivolous and vexatious case? Could that money not have been better spent on Croydon's culture, rather than fighting attempts to keep part of China's culture British?

Reply

The Council has incurred approximately £25,000 (Ex VAT) in respect of total legal costs gaining legal advice to enable it to respond to the judicial challenge issued regarding the sale of items from the Riesco collection. Please note final figures for these costs have yet to be finalised pending receipt and agreement of any outstanding bills/fees.

The amount of officer time involved and the cost of this time have not been calculated but it was very considerable and involved a number of officers. This inevitably drew time away from other service work.

CQ546-13 **from Councillor Patricia Hay- Justice**

To Councillor Tim Pollard

What impact assessment have you undertaken on the closure of police stations on people reporting domestic violence; many of whom may be unable or unwilling to speak to police on the phone, at their house or in a public area?

Reply

We have not undertaken a direct impact assessment on the closure of Police stations. We are aware that the limited offer of some sub police stations mean that our clients generally use the central Police station in Park Lane. We monitor all attendance and referral data at the Family Justice Centre (FJC), we can evidence that individuals affected by Domestic Abuse and Sexual Violence often receive advice and support, prior to reporting abuse. It is common that it is after attending the FJC that individuals attend the Police station to report crimes and make statements, as they have been given encouragement and the necessary support to do so. We will have Police based at the FJC 1 day a week to encourage increased reporting and to support individuals affected by DASV to have access to the Police in an alternative environment.

CQ573-13

from Councillor Mike Selva

To Councillor Tim Pollard

In 2005 Croydon was one of the leading boroughs tackling domestic violence; sadly that is no longer the case and domestic violence is increasing? How are you tackling this and what are you doing to ensure that those affected by domestic violence can find help? How are you raising awareness of domestic violence across the Borough and what activities have you planned for National Domestic Violence week?

Reply

The attempts by the Opposition to portray worsening support for domestic violence since 2006 is wrong.

Croydon is the London borough with the largest population, so it is not surprising that it has the highest volume of DV among all London boroughs. However when the rate per/1,000 population is considered, this shows Croydon ranked 19th out of the 32 boroughs. The worst rate of DV is found in Newham (at 9.5 /1,000), which also has the second highest volume of DV.

Furthermore, when comparing the rate of change over the last two years the percentage increase ranks Croydon 14th out of 32. Croydon's change is lower than the 6% average for London, showing that in most places in London the problem is growing more than in Croydon. In Tower Hamlets the 20% increase was the worst in London, amounting to almost one more allegation per day than in the previous year.

However, the Council is not complacent. We are doing a number of things to counter domestic violence.

- The Domestic Abuse and Sexual Violence (DASV) strategy was written in 2012 with partners to extend the strategic focus from a purely protective standpoint to a model that encompasses the four principles of prevention, protection and reducing risk, provision and partnership. In the 2012 inspection of children's services by OFSTED, inspectors praised this strategy.
- A Coordinated action plan has been developed to tackle and prevention DASV that is addressed by all agencies and is increasing victims confidence in accessing support and services.
- The Family Justice Centre has had reinvestment as part of its redesign and provides a focal point for the work with victims. This includes new posts based at the FJC, including probation, victim support and mental health.

As a result, there are many examples of improved working. Some of these are:

- New joint working protocol was agreed with the Police, resulting in the Police notification system avoiding duplication and victims slipping through a potential gap.
- The level of partnership working dealt with through the Multi Agency Risk Assessment Conference (MARAC) mechanism has significantly increased.
- Footfall to FJC increased by 300%, seeing on average 14 clients per day.
- Agreed a single assessment process with housing to avoid re traumatising victims.

In addition there is a new Governance Structure for DASV within the Local Strategic Partnership. Chief Executives of all key Croydon agencies have signed a DASV declaration which confirms their commitment as key stakeholders to be accountable in tackling DASV both strategic and operational level.

With regards to the National Domestic Violence Week, we will have visibility in our corporate headquarters, we will be visiting Children's Centres, working in partnership with the Domestic Violence Forum to profile the service offer. In addition, we are planning a local campaign and are working with the Police to launch this to coincide with the publication of the JSNA.

CQ584-13 from Councillor John Wentworth**To Councillor Tim Pollard**

What are the Ofsted categories of all schools in Croydon, including Academies? Please give the comparative figures for school inspected in 2011, 2012, 2013 for each sector?

Reply

The published Ofsted figures show that the overall proportion of schools judged to be good or outstanding has risen year on year since 2009.

Comparative figures indicate that for **all schools** 65% were judged good or better in 2011, 67% in 2012 and 76% at the end of the academic year 2013.

For primary schools, the comparative figures are 61%, 64% and 73%.
For secondary schools, the comparative figures are 69%, 71% and 67%.
For special schools, the comparative figures are 67%, 50% and 67%.
For PRU's, the comparative figures are 80%, 80% and 100%.
For Nursery schools, the comparative figures are 100%, 100% and 100%.

The Ofsted categories of all schools in Croydon are shown below. Where no category is given it is because the school has not yet been inspected (i.e. it is a new school or Academy).

Croydon Primary Schools 2010-2013 (1st November 2013)	Overall Effectiveness	
	Ofsted Date	Grade
All Saints C Of E Primary (VA) (Junior expansion 01/09/2012)	22/02/2012	3
Applegarth Academy (Primary 01/09/2012) (Academy 01/04/2013) STEP		
Ark Oval Primary Academy (Academy 01/09/2011)	05/12/2012	2
Atwood Primary (F)	03/12/2008	1
Beaumont Primary	17/01/2013	2
Beulah Infant & Nursery	16/06/2011	2
Beulah Junior	13/11/2012	3
Broadmead Primary (amalgamation 01/09/2010)	17/05/2012	3
Castle Hill Primary (A) (Academy 01/11/2013) ReaCH2		
Chipstead Valley Primary	06/03/2013	1
Christ Church CofE Primary (Purley) (VA)	02/11/2011	2
Coulsdon CofE Primary (VA)	02/11/2011	1
Courtwood Primary	27/06/2012	3
Cypress Primary (Infant expansion 01/09/2012)	23/10/2013	3
David Livingstone Primary (Academy 01/08/2011) STEP	24/04/2012	2
Davidson Primary	17/10/2012	2
Downsview Primary	24/11/2010	2
Ecclesbourne Primary (amalgamation 01/09/2009) Academy 01/04/2011 Pegasus	26/09/2012	3
Elmwood Infant	23/03/2010	2
Elmwood Junior	04/07/2013	2
Fairchildes Primary	17/10/2012	1
Forest Academy (Academy 01/09/2013) Synaptic Trust		

Forestdale Primary	20/11/2012	2
Gilbert Scott Primary (amalgamation 01/09/2007)	27/09/2011	2
Gonville Academy (Academy 01/05/2011) STEP	25/06/2012	2
Good Shepherd RC Primary (VA)	26/09/2012	2
Greenvale Primary	20/06/2013	2
Gresham Primary	22/06/2009	2
Harris Primary Academy Benson (Academy 01/09/2013)		
Harris Primary Academy Kenley (Academy 01/09/2013)		
Heavers Farm Primary	12/01/2012	2
Howard Primary	01/12/2011	2
Kenley Primary	17/10/2011	3
Kensington Avenue Primary	15/07/2010	2
Keston Primary (amalgamation 01/09/2004)	06/06/2013	2
Kingsley Primary	10/10/2012	2
Margaret Roper Catholic Primary (VA)	18/06/2009	2
Monks Orchard Primary	08/07/2009	2
Norbury Manor Primary	21/03/2013	3
Oasis Academy Byron Primary (A) (Academy 01/09/2012)	21/06/2011	2
Oasis Shirley Park Academy (Academy 01/09/2009)	22/02/2012	3
Orchard Way Primary	08/11/2012	3
Parish Church CofE Infant & Nursery (VC)	07/05/2008	1
Parish Church CofE Junior (VC)	05/05/2010	1
Park Hill Infant	12/05/2010	1
Park Hill Junior (F)	13/11/2012	3
Purley Oaks Primary	05/02/2013	3
Regina Coeli Catholic Primary (VA)	25/09/2013	4
Ridgeway Primary	05/10/2010	1
Rockmount Primary	26/05/2010	2
Rowdown Primary	02/07/2013	3
Ryelands Primary	20/06/2012	3
Selsdon Primary (F)	01/05/2013	3
Smitham Primary	28/02/2012	2
South Norwood Primary	09/10./2012	2
St Aidan's Catholic Primary (VA)	25/11/2009	2
St Chad's Catholic Primary (VA)	24/06/2009	2
St Cyprian's Greek Orthodox Primary (A) (Academy 01/07/2012)	06/07/2010	2
St James the Great RC Primary (Academy 01/04/2012)	24/10/2012	1
St John's CofE Primary (VA)	04/10/2010	2
St Joseph's RC Infant (VA)	10/02/2011	2
St Joseph's RC Junior (VA)	16/10/2012	2
St Mark's CofE Primary (VC)	14/03/2013	4
St Mary's Catholic Infant (VA)	11/12/2007	1
St Mary's RC Junior (VA)	08/02/2012	2
St Peter's Primary	30/01/2013	2
St Thomas Becket Catholic Primary (A) (Academy 01/07/2012)	12/09/2007	1
The Aerodrome Primary (new school 01/09/2010) (A) ReaCH2 (Academy 01/12/2012)	03/07/2012	2
The Crescent Primary (F) (new school 01/09/2011)	07/11/2012	2
The Hayes Primary	24/03/2009	2
The Robert Fitzroy Academy (A) ReaCH2 (new school 01/09/2012)		
Wattenden Primary	22/05/2013	4
West Thornton Primary (Academy 01/06/2011) Synaptic Trust	26/09/2012	1
Whitehorse Manor Infant (Academy 01/04/2011) Pegasus	08/03/2007	1
Whitehorse Manor Junior (Academy 01/04/2011) Pegasus	09/07/2012	2
Winterbourne Infant & Nursery	16/11/2011	2
Winterbourne Junior Boys	24/10/2012	4
Winterbourne Junior Girls	08/11/2012	2
Wolsey Infant	15/05/2009	1

Wolsey Junior Academy (A) (Academy 01/11/2013) STEP		
Woodcote Primary (amalgamation 01/09/2008)	04/07/2013	3
Woodside Primary (Infant expansion 01/09/2012)	23/05/2012	2

Croydon Secondary Schools 2010-2012	Overall Effectiveness	
	Ofsted Date	Grade
Addington High (Academy 01/06/2013)		
Archbishop Tenison's CofE High (VA)	15/05/2013	2
Brit School of Performing Arts and Technology (CTC)	27/02/2008	1
Coloma Convent Girls' (VA)	30/09/2009	1
Edenham High (F)	05/10/2011	2
Harris Academy Purley (Academy 01/09/2009)	07/12/2011	1
Harris Academy South Norwood (Academy 01/09/2007)	20/01/2010	1
Harris Academy Upper Norwood (Academy 01/09/2013)		
Harris City Academy Crystal Palace (opened 1/1/1990 as CTC - Academy 1/9/2007)	07/10/2009	1
Norbury Manor Business and Enterprise College for Girls (Academy 01/01/2012)	06/06/2013	2
Oasis Academy Coulsdon (Academy 01/09/2008)	23/03/2011	2
Oasis Academy Shirley Park (Academy 01/09/2009)	22/02/2012	3
Riddlesdown Collegiate (Academy 01/06/2012)	12/10/2011	2
Shirley High Performing Arts College (Academy 01/01/2012)	10/06/2009	2
St Andrew's CofE High (VA)	08/06/2011	2
St Joseph's College (A) (Academy 01/06/2012)	22/02/2012	3
St Mary's Catholic High (VA)	07/02/2013	3
The Archbishop Lanfranc (F)	19/09/2013	4
The Quest Academy (opened 01/09/2010)	13/06/2013	3
Thomas More Catholic (VA)	21/02/2012	2
Virgo Fidelis Convent Senior (VA)	01/04/2009	2
Woodcote High (A) (Academy 01/06/2012)	30/01/2013	3
Croydon Special Schools 2010-2012	Overall Effectiveness	
	Ofsted Date	Grade
Beckmead	20/09/2011	3
Bensham Manor	19/03/2013	2
Priory	12/10/2011	3
Red Gates	02/10/2013	2
St Giles	09/07/2013	2
St Nicholas	22/01/2009	1
Croydon PRUs 2010-2012	Overall Effectiveness	
	Ofsted Date	Grade
Cotelands Centre PRU	04/12/2012	2
Moving On PRU	16/03/2011	2
Phil Edwards Centre PRU	11/01/2011	2
The Coningsby Centre PRU	19/10/2010	2
Victoria House PRU	24/04/2013	2
Croydon Nurseries 2010-2012	Overall Effectiveness	
	Ofsted Date	Grade
Coulsdon Nursery	06/03/2013	1
Crosfield Nursery and Children's Centre	05/03/2012	2

Purley Nursery	25/09/2013	1
Selhurst Early Years Centre	07/06/2011	2
Thornton Heath Children's Centre	03/07/2013	3
Tunstall Nursery and Children's Centre	15/03/2011	1

CQ589-13 from Councillor Kathy Bee**To Councillor Tim Pollard**

How many late applications for school places have there been since June this year for each year group, which wards do they live in and how does this compare with 2012?

Reply

The table shows the number of late applications received from June to November for the 2013/14 school year and the total number of late applications for the 2012/13 school year and the 2013/14 school year. This information is not available by ward at present.

Year group – Normal admission round	Applications received from June-November 2013	Total late applications 2013	Applications received June-September 2012	Total late applications 2012
Reception	148	1747	177	2145
Year 7	63	782	N/A	821

The following tables show in-year applications for all year groups, as families move to or within Croydon.

NC Year	App Rec'd June 2013 - Nov 2013	App Rec'd Sept 2012 - Aug 2013
R	148	642
Y1	234	502
Y2	195	556
Y3	192	433
Y4	171	357
Y5	138	283
Y6	102	107
Total Primary	1180	2880

NC Year	App Rec'd June 2013 - Nov 2013	App Rec'd Sept 2012 - Aug 2013
Y7	63	199
Y8	90	267
Y9	72	247
Y10	68	169
Y11	70	101
Total Secondary	363	983

CQ590-13 **from Councillor Kathy Bee**

To Councillor Tim Pollard

How many children are there currently with no school place by year group and by ward?

Reply

As at 26.11.13 there are no children who have not received the offer of a school place. However, the table below shows the number of children whose parents have declined a school place and who are currently out of school.

These are not available by ward at present. However, trends in recent years show that most of these children live in the north of the borough and their parents have refused places.

Year Group	Total refused offer of a school
Reception	81
1	6
2	4
3-6	5

CQ595-13

from Councillor Matthew Kyeremeh

To Councillor Tim Pollard

What youth facilities are available in the Thornton Heath ward? Please provide data of where they are and what services are provided in each of them. Are there any plans to provide any such facilities?

Reply

Young people in the Thornton Heath ward can access a variety of youth facilities and provision at Winterbourne youth hub and Samuel Coleridge Taylor Centre youth hub as well as services provided in Thornton Heath Library and Thornton Heath Fusion leisure centre and by a large variety of voluntary and third sector organisations including sessions in sports, specific activities for young people with disabilities, specific single gender sessions, arts activities and participation opportunities. Winterbourne hub currently has a minimum of 18 hours of youth provision across the week, in addition to other community provision. Samuel Coleridge Taylor Centre hub currently has 27 hours of youth provision across the week.

Partners delivering in the Youth Hubs include Reaching Higher, which runs dance workshops; Inside Out working with young women; Mighty Men of Valour providing open access sessions, NVQ young people training; Tabular Rasa; Age Unlimited young women's sessions, etc.

We are currently working to further develop the partnership with the voluntary and community sector so we can build on this success and further develop the youth offer in Thornton Heath ward and across the borough.

CQ596-13 from Councillor Matthew Kyeremeh

To Councillor Tim Pollard

What are the projections for Looked After Children to be placed in Croydon in the next Council budget year?

Reply

The table below shows trends for children entering care over the last 12 months. If these trends were to continue in the same way for the rest of the year, then at the end of March 2014 we would have 446 indigenous LAC, 350 UASC LAC and 795 LAC in total.

Current LAC	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Indigenous	415	417	427	433	437	428	428	421	436	438	437	436
UASC	338	334	291	299	296	299	304	302	312	322	331	346
Total	753	751	718	732	733	727	732	723	748	760	768	782

Coming into care	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
Indigenous	13	18	30	20	16	9	20	17	27	26	14	8
UASC	15	8	6	17	8	10	14	9	22	19	20	12
Total	28	26	36	37	24	19	34	26	49	45	34	20

CQ597-13

from Councillor Matthew Kyeremeh

To Councillor Tim Pollard

How many Governors' vacancies for Primary and Secondary schools are there in Croydon and by ward?

Reply

The local authority is not responsible for maintaining an overview of governing body vacancies. Governing bodies are responsible for their own recruitment: there is no formal requirement for schools to inform the local authority of their vacancies; whilst we ask schools to do this, schools do not always inform us when vacancies are filled.

In respect of the category of governor for which the local authority is responsible – i.e. local authority nominated governors – we currently have 23 vacancies. It is the case with many of these that offers are currently being considered; the governing body is considering reconstitution which would affect the number of nominations required; or a different form of governance (e.g. IEB) is being considered.

We are working in partnership with the School Governors One Stop Shop (SGOSS) – a charity supported by the DfE to recruit school governors. This has helped to successfully place appropriately skilled governors to strengthen governing bodies. As a result of this success, SGOSS have agreed to fund a campaign in Croydon to recruit more governors, which will include direct contacting of a significant number of targeted households.

CQ598-13

from Councillor Paul Scott

To Councillor Tim Pollard

Question to the Cabinet Member for Education: On 14th November the Planning Committee considered a retrospective planning application for an extension to St James The Great primary school, made by Croydon Council. The Committee takes an extremely dim view of retrospective applications at the best of times and was therefore very disappointed to receive one from its own Council!

The Committee heard from a distressed local resident that the prefabricated building was installed without any notice to local residents with works commencing much earlier in the mornings than would normally be allowed. A total lack respect had been shown to local people.

The twin classroom block portacabin building itself was considered to be so unsightly by Croydon's planning officers that they insisted that it be clad in brickwork to help improve its appearance. They were also insisting that the UPVC windows be stripped out and replaced with aluminium ones. These extra works will have added considerable additional expense to Council Tax payers and the original cladding and windows will have been wasted.

Cllr Perry stated that "The Council should hang its head in shame", and offered his apologise to the local residents affected.

Could you please explain how your department has presided over such an incompetent situation, flouting planning laws, treating local residents with an appalling lack of respect and wasting money and resources, giving full details of what went wrong and what lessons have been learnt.

Reply

This question relates to the establishment of a bulge class at the school.

The site at St James the Great was one which formed the basis of a contract between the Council and a design and build contractor providing modular buildings. The contractor was required to complete the design prior to the submission of planning permission. The contract was finalised and works began in July to be ready for the new term. The delay in commissioning the modular accommodation at this site was due to:

- The agreement for this bulge class was part of an extended debate with the school about the possibility of a permanent expansion scheme; the latter (as previously reported to Cabinet) halted due to the inappropriate expectations of the school.
- Once there was agreement for the bulge class there was then further debate than usual about the facing materials to be used, due to the requests of the school for particular materials.

The work to put in place the accommodation for the bulge class ensured that residents were informed: officers made at least two visits to local residents to answer questions, give assurances, and provide routes of enabling residents to have further questions answered.

CQ600-13

from Councillor Paul Scott

To Councillor Tom Pollard

Question to the Cabinet Member for Education: The current proposals for the proposed new Arena School do not include for any on-site car parking provision despite the concerns of local residents (the existing Arena car park is outside of the site) or for any sports facilities except for a standard 4 court sports hall despite one of the proposed specialism's being Sport. It is understood that the Arena itself no longer forms part of the proposals. Would the Cabinet member please confirm how he proposes to address these issues?

Reply

The design for the Oasis Academy Arena has just passed its feasibility stage and is now progressing through the detailed design stage in preparation for submitting it for a planning application next year.

Its current design assumes that staff and visitors to the school can make use of the current Arena car parking facilities.

It does include a 4 court sports hall and also an external multi use sports court and it is anticipated that lease arrangements will be put in place with Croydon Arena for use by the school.

The final outcome of works that will be included in relation to the Arena facilities and its users is not yet concluded. Meetings with Croydon Sports & Development, the Croydon Arena management and the on-site stakeholders are continuing on a monthly basis. The outcome of these discussions and its impact on design will form part of the planning application.

CQ607-13 from Councillor Adam Kellett

To Councillor Tim Pollard

Could the Cabinet Member please advise me as to what we are doing to improve the educational outcomes for looked after children? What part does the Virtual School have to play in this?

Reply

The Virtual School has the remit of promoting the needs of looked after children and coordinating the work of all of the agencies involved in their education to improve the educational outcomes of this highly vulnerable group.

The activities of the Virtual School include:

- Tracking the progress of looked after children each term to ensure that they are making expected levels of progress, enabling the service to work very proactively with schools where necessary.
- Tracking the updating of Personal Education Plans for looked after children, ensuring that these are updated as required and giving feedback to social workers and teachers on the quality of the plans.
- Undertaking specific interventions with looked after children, e.g. the Letterbox Scheme, a programme to improve literacy and numeracy; Jamie's Farm, which aims to raise self-esteem, provide therapeutic intervention and build confidence.
- Establishing links with cultural organisations such as theatres and museums in order to obtain free tickets for as many children as possible to provide them with some form of enrichment activity out of school.
- Training for foster carers, social workers, designated teachers and school governors, e.g. on the use, and evaluation of impact, of the pupil premium grant to improve outcomes for looked after children.

As a result of this work, outcomes for children in the care of Croydon have improved. For example, since 2011 the percentage of CLA under the care of Croydon who achieve 5 A*-C including English and maths at the end of Key Stage 4 has improved from 6.6%, to 14.6% in 2012, and 12% in 2013.

CQ610-13 from Councillor Helen Pollard

To Councillor Tim Pollard

Can the Cabinet Member tell me what arrangements have been made for the governance of the Monks Hill Sports Centre and Community Centre once the Quest building project has been completed? What involvement will there be for local people?

Reply

It is currently envisaged that Monks Hill Sports Centre will remain under the auspices of the council's leisure management contract pending renegotiation of the service specification for the facility. This will guarantee public access and community use of the centre and will embed criteria on specific issues such as pricing and service quality to ensure that the centre can continue to be used for the benefit of all members of the local community.

The oversight of the sports centre's service specification will be undertaken by the council's leisure client team who will work closely with the Academy to ensure that we get the best possible results for both the local community and the academy students. All facilities run by the authority have a user panel as part of the management arrangement allowing local users to input into the running of the facility and this will be the case for Monks Hill Sports Centre.

It has been proposed that there will also be an advisory/steering group which will include relevant stakeholders to ensure that views are taken into in the operations of the facility.

CQ613-13 **from Councillor Terry Lenton**

To Councillor Tim Pollard

How many of Croydon's schools are taking part in the Council's 'Healthy Schools Programme'? Can academies and private sector schools participate?

Reply

Since the ending of the National Healthy Schools programme, and the launch of the Croydon Health Schools programme in 2012, 72 schools in the borough have obtained the criteria required for the Croydon award. This also entitles them to the bronze standard award on the London Healthy Schools programme, for which Croydon was a pilot borough. All schools are able to participate, including Academies and schools from the independent sector.

The School Improvement service runs a traded service to support Healthy Schools delivery. We currently have 52 schools that have signed up to the Healthy Schools Service Level Agreement. They receive individual bespoke support, part of which will be to ensure their audit documents are robust enough before submitting to the Quality Assurance groups. Other schools are still able to apply for the award.

As part of the Healthy Weight strategy for the borough, some schools that have not been part of the programme are being approached to encourage them to take up the support available to them as part of the broader public health strategy.

CQ508-13

from Councillor Michael Neal

To Councillor Vidhi Mohan

Can the Cabinet Member please give me an update on how successful Croydon Enterprise Month was in November?

Reply

To date, we are extremely pleased with the level of collaboration amongst so many different organisations who have come together to promote new business start-up, enterprise and business growth across the borough. In total 27 'business support' agencies, member organisations, colleges and businesses are running this series of events, workshops, seminars and surgeries through until the beginning of December. Feedback to date has been very positive with many attendees requesting further support services which we intend to develop into an annual calendar of events that promote enterprise and business growth in Croydon.

The Pathway's to Growth brochure, which NatWest Bank sponsored, provided details of the vast range of the events on offer. Members may also have seen the positive coverage in the Croydon Guardian with the 4 page supplement and daily updates.

The Economic Development Team will be inviting all of the participating organisations to a meeting in December where a full evaluation of Croydon Business Month will be conducted.

As lead member, I have asked Officers to prepare an evaluation report that we will report back to Members in due course.

CQ510-13

from Councillor Susan Winborn

To Councillor Vidhi Mohan

Can the Cabinet Member give us an update on how the Pathways to Employment scheme is progressing and what is being done to create jobs in Croydon?

Reply

The Pathways to Employment approach is firmly embedded as a model to maximise the number of local people securing new jobs created as a result of regeneration and economic development schemes.

A service level agreement has been concluded between LBC and JCP that focusses on a number of priorities to removing barriers to clients with the greatest need of support. These priorities relate to outreach, deprived wards, gangs, the family resilience service, and welfare reform.

These priorities are being delivered through the Pathways to Employment Action Plan to create jobs in Croydon. These actions include:

- Implementation of the service level agreement between JCP and LBC,
- Development of a local recruitment and training programme with the Croydon Partnership covering construction, retail and leisure employment opportunities,
- Extending the recruitment and training programme to other major developments taking place in Croydon,
- Supporting the delivery of over 3,000 apprenticeships in Croydon over the next two years.
- Working with CALAT and JCP to deliver Pathway to Employment events in the ten wards with the highest unemployment.
- Through LBC's Business Support Schemes, European funded programmes and the Mayors Fund maximise employment opportunities.
- Create with JCP a straight forward guide to all employment and training programmes.
- Organise with Croydon Congress a major Pathway to Employment event
- Maintain and develop engagement with the Pathways to Employment model.

At the end of Quarter 3 (July to September) significant progress has been made in activities underpinning to the action points and indeed some of the action points have since been completed. Existing and new activities will be monitored every quarter.

I am pleased to say that the latest Labour Market statistics for Croydon show continuing improvement. The claimant rate for Job Seekers Allowance (JSA) for all claimants in October 2013 fell by 4.9% compared with last month and down 23.8% compared with a year ago. Croydon achieved the second largest reduction of all South London boroughs. Data for 18- 24 year old JSA claimants displayed even stronger reductions down 6.1% on September and down 35.8% on a year earlier.

CQ586-13

from Councillor Louisa Woodley

To Councillor Vidhi Mohan

Following on from his response in July- could the Cabinet member give me a further update on the money spent so far and the general progress being made to help businesses and residents in West Croydon post the August 2011 riots? Could he explain what has been achieved in the Community Connectors project, how many businesses have been supported through the Enterprise Hub, how many new jobs have been created and how many 18-30 year olds have been engaged in the Entrepreneurs of the Future project? Could he also give me an update on how the post riot money has been spent in New Addington?

Reply

The West Croydon Investment Programme is now delivering real progress in West Croydon and the London Road area. A number of businesses are benefitting from safer roads, delivered through the Safer Cleaner project. In addition to this, the Safer Cleaner co-ordinator has been in post for some months and continues to work closely with business owners to help tackle environmental crime such as fly tipping and waste removal.

The building shop front improvement scheme is being rolled out to over 40 businesses on the London Road, and has recently been extended following a successful application to the Mayor of London for additional funding. The design work for this is currently being undertaken, with improvements slated to begin in early 2014.

This project is complimented by the extensive public realm improvements that will be taking place in 2014, leading to a much improved aesthetic appearance and shopper experience.

For residents, both the Community Connectors project and Root & Branch project have been immense successes.

The Community Connectors project has offered an innovative approach to community engagement in the wards of Broad Green, Selhurst and Thornton Heath. The project exceeded its targets and engaged 77 new community connectors (residents) across the three wards. These connectors initiated 77 community projects; 60 received match funding and 17 relied solely on community assets – their own time and resources. Invaluable connections were made with over 240 neighbourhood based clubs and associations and there was successful engagement with over 300 local residents a range of local people including young people, lone parents, homeless people and older people.

The Root & Branch project, a mentoring scheme for some of the most at risk 15 and 16 year olds, has students from five different Croydon schools which are benefitting from targeted and dedicated support to help them select more positive life choices. To date over 65 students have enrolled and completed the first stage of the programme with another 55 set to benefit from the scheme.

The Enterprise Hub has supported around 200 local residents and businesses through hosting the launch events and since August provided ongoing support for 10

local businesses with advice and training. Training within the dedicated ICT suite and training rooms included, amongst others things, marketing, taxation advice and financial management. Further extensive 1:1 outreach and support services are planned in the coming months. In addition, the hub has supported 70 local residents who show strong demand to become entrepreneurs, with pre-business start-up advice and free training. Many are unemployed, around half are women and over 60% are from BME communities. The hub receives around 30-50 enquires and drop-ins every week from the public and businesses. Four new jobs created with target of 80 over lifetime of the project.

Entrepreneurs of the Future project has engaged with numerous 18-30 year olds through outreach with Youth Social Housing, IYSS, Croydon Young Single Homeless, Croydon College, Job Centres, CVA amongst others, and through the IAG sessions. To date 30 young people are actively engaged on the programme; with a target of 155 over lifetime of the project.

New Addington Phase 2 – Mayor’s Regeneration Funding

£956k of Mayors Regeneration Funding has been allocated New Addington. To build on the success of the OLF public realm improvement project that was delivered in 2012, £800k is being allocated to a second phase of public realm works will comprise of public realm improvements including providing level access from the High Street to the shops and improvements to the footpaths and road.

The scheme has been drawn from ideas from the New Addington external project board which was set up as part of the OLF project and made of local stakeholders, including ward members, businesses and residents. Some initial consultation was undertaken in early 2013 on these ideas for the project, and now that the design team have been appointed, further consultation will take place early in the New Year on the designs for the project. Construction is due to start early 2015.

areas

Further to this, £156k has been allocated to the Good Food Matters project to help create a new food and learning centre on Mickleham Way. The centre includes a teaching kitchen, wildlife meadow, orchard, and growing areas including greenhouses. The construction of the new teaching kitchen and greenhouses will be complete by the end of 2013 training courses and activity will start in 2014.

CQ608-13

from Councillor Avril Slipper

To Councillor Vidhi Mohan

Could the Cabinet Member for Economic Development please provide an update on plans to support businesses in our district centres?

Reply

The Council is committed to supporting Croydon businesses irrespective of where they are based, in the town centre or our district centres. Having a vibrant and successful business base is essential to achieving economic growth, creating employment opportunities and providing services and products to our local communities.

The Council has invested resources to pull together a range of organisations from all three sectors to deliver 'Croydon business month' in November, a series of business events covering the entire borough with workshops being held in South Norwood, Coulsdon, Waddon and New Addington, for example. So far the feedback is extremely positive and we will keep the momentum throughout the year.

The Council also maintains an on-line business support resources which can be accessed via the following link

<http://www.croydon.gov.uk/business/support/>

The Council supported the setting up of the New Addington Business Improvement District and we are currently investigating the viability of further BIDs in other district centres.

I would also draw attention to our business loan fund, which is an invaluable direct financial support to our business community particularly those SMEs based in our district centres. Further information can be accessed via the link above.

CQ509-13

from Councillor Michael Neal

To Councillor Simon Hoar

Can you update me please on the new policing plans for New Addington under the local policing model?

Reply

The Metropolitan Police Local Policing Plan changes include providing larger Neighbourhood Teams who will develop detailed knowledge of local people, local problems and local crime.

Police staff will be out on patrol including on foot or bike. Neighbourhood teams will be available later into the evening and at peak times, seven days a week.

The teams will be supported by other units including emergency response and patrol and investigative and specialist policing teams to ensure they also investigate the most serious crimes and look after the most vulnerable victims. Every ward will have a dedicated police constable and police community support officer. The new teams will respond more effectively to concerns by using up to date intelligence. A neighbourhood inspector can direct extra officers to fight crime where and when it occurs. The Neighbourhood South East Inspector is Claire Robbins and has responsibility for Fieldway, Heathfield, New Addington, Selsdon & Ballards and Shirley wards.

The Contact Points for the New Addington area are Addington Police Station, Addington Village Road and New Addington, 42 Central Parade. Their opening hours are Wednesday and Thursday evenings 7-8pm and 2-3pm Saturdays.

Croydon Police Station will be open 24/7. As well as being the borough's custody centre, Berin Underwood House has a front counter open Monday to Friday from 10am till 6pm

CQ514-13 **from Councillor Ian Parker**

To Councillor Simon Hoar

Will the restructure of community safety deliver more Area Enforcement Officers and when will the restructure be completed?

Reply

A total of 10 new enforcement posts are being created through the restructure of the Community Safety Service. This includes:

- 6 new posts in the Area Enforcement team. This will help ensure that the team increases its coverage across the Borough and the numbers of offenders who are blighting our borough that are identified and prosecuted.
- 3 new Environmental Enforcement Officer posts so that more detailed investigations and prosecutions can be undertaken for serious environmental and highways offences.
- 1 support post to assist the operational teams to allow officers spend more time in the community rather than having to undertake administrative work themselves.

The new structure will fully rollout in March 2014 but some of the additional capacity will start in January 2014.

CQ527-13 **from Councillor Humayun Kabir**

To Councillor Simon Hoar

We have outsourced the enforcement of litter to a private company when our own officers already have these powers? How much are they, the contractor, expected to make?

Repy

The Council have not outsourced the enforcement of litter to a private company. We have agreed to run a pilot with Kingdom Security for 6 months that increases the number of officers on the street and helps to keep the Borough clean at no cost to the Council. We have not replaced any existing Area Enforcement Officers who are still issuing FPNs for littering and fly tipping.

The pilot with Kingdom is additional to the AEO's and is designed to be cost neutral to the Council. For each £75 FPN that is legitimately issued the Council pay the contractor £45. Each monthly invoice therefore varies due to the number of FPNs that have been issued. The pilot clearly supports both parties' interests as we are receiving additional enforcement officers to help keep Croydon clean and save money on clearing up litter, something which I am sure you welcome.

CQ528-13 **from Councillor Humayun Kabir**

To Councillor Simon Hoar

How many people who have been fined have actually paid the £75 fine for dropping litter? How many have appealed and how many have been written off?

Reply

Since April 1st 2013 a total of 1804 fines have been issued for litter related offences. This includes fines issued by Kingdom Security and the Council's Area Enforcement Team.

1030 of these fines have been paid to date although many of the fines issued in the last few weeks will legitimately not have been paid yet as people have 28 days to settle the fine. The monthly payment rate is consistently around 65%.

In total 295 appeals have been received with 15 of those upheld and the fine written off.

This pilot clearly supports the Council's interests as we are receiving additional enforcement officers to help keep Croydon clean and save money on clearing up litter, something which I am sure you welcome.

CQ538-13 **from Councillor Donna Gray**

To Councillor Simon Hoar

How many fixed penalty notices have been issued for dog mess in the last 6-months?

Reply

Four FPNs have been issued for dog control order offences in the last six months.

The low number of fines reflects how difficult it is for officers to catch people letting their dogs to foul and not clearing up after them. Enforcement Officers operate in high visibility uniforms, which deter these offences from taking place in front of them. The usual response to reports of dog fouling in a particular area is for officers to engage directly with dog walkers, leaflet drop stretches of houses, door knock and speak directly to residents that we have identified and to erect signage warning people of the offence and the consequences. The Area Enforcement Team have also undertaken covert operations where there have been particular concerns but these have rarely been successful in catching those who are responsible.

CQ539-13 from Councillor Donna Gray

To Councillor Simon Hoar

How many fixed penalty fines have been issued by the Environment Enforcement Officers to date? Please give a breakdown of what people have been fined for (i.e % for cigarette butts?

Reply

Question numbers CQ539, CQ540, CQ553 and CQ579 are virtually identical to each other, so yet again, I am moved to say how appalled I am at the local Labour group's persistence in wasting tax payers' money, by repeatedly asking the same question over and over again. I would urge Labour to think carefully about the added cost to Croydon's hard working taxpayers arising from their (Labour's) profligate ways.

Kingdom Security has issued 1571 Fixed Penalty Notices since they started in August 2013. The offences are broken down as follows:

- Cigarette litter – 1446
- Dog Control order offence – 3
- Food waste – 13
- Other litter/printed material - 109

The Council's Area Enforcement Team has issued 233 FPNs since April 1st 2013. 1 of these was for a dog control order offence with remainder for the illegal deposit of waste including littering and fly tipping offences.

CQ540-13 **from Councillor Donna Gray**

To Councillor Simon Hoar

How many penalty notices have been issued for fly-tipping in the last 6-months?

Reply

The Area Enforcement Team has issued a total of 232 fines in total since April 1st 2013. Forty of these FPNs have specifically been flagged as being for fly tipping.

CQ545-13

from Councillor Patricia Hay- Justice

To Councillor Simon Hoar

Alcohol related anti-social behaviour is a real concern for many residents; however the issue is not so much the availability of alcohol, but the cheap unit price of alcohol. Cumulative Impact Zones (CIZ), which restrict the number of stores selling alcohol in a number of areas will impact on genuine small businesses but are unlikely to reduce alcohol related anti-social behaviour. Would the Cabinet Member agree that a minimum unit price for alcohol would not be more effective but be fairer to local pubs and small businesses who find it hard to compete with supermarket cheap alcohol? Is it not a shame that his party caved into lobbyists and big businesses and dropped the minimum alcohol pricing?

Reply

Your question was doing well until you concluded it with inaccurate political spin. The proposal to introduce a minimum unit price of alcohol was abandoned by the government because there was insufficient evidence to demonstrate that it would reduce the level of problem drinking without penalising those who drink responsibly.

The government has instead introduced a ban on sales of alcohol below the value of alcohol duty and VAT. This will come into effect in England and Wales no later than spring 2014 and the government believes that it will stop the worst instances of deep discounting which result in alcohol being sold cheaply and harmfully.

Cumulative Impact Zones are a measure introduced in the Licensing Act 2003 and are adopted by many local authorities as a way of controlling the unwanted proliferation of licensed premises in designated areas where they are seen to be compromising one or more of the four statutory licensing objectives, something I would have expected you to support.

Over the last seven years, drinking behaviour has changed where more people now buy alcohol from supermarkets and shops than they do from pubs. In Croydon, there has been a 12% increase in the number of off-licences and a 20% decrease in the number of pubs. There is a good evidence base to suggest that effective interventions to reduce the negative impacts of alcohol are those that restrict the ease of acquiring alcohol itself. This can be achieved primarily by restricting the number of outlets but also by reducing the hours.

CQ548-13 **from Councillor Shafi Khan**

To Councillor Simon Hoar

Can the Cabinet member for crime and public protection update us about the number of mobile CCTV owned by the Council and how many are in operational state currently? Can he also brief us about their work schedule and remit.

Reply

The Community Safety Team has 41 mobile CCTV cameras. The types of camera vary and are used for different purposes. This includes:

The mobile CCTV van, which is overt and used for high visibility operations including joint work with the police, the eviction of traveller encampments or other co-ordinated operations across the Borough; 23 overt CCTV cameras fixed to lampposts and used to identify or prevent crime, anti social behaviour or environmental crime such as fly tipping; 17 covert cameras used as part of targeted operations to identify and gather evidence of people causing anti-social behaviour or environmental crimes such as fly tipping. These cameras come in a variety of types including ones that can be deployed in people's houses and cameras for external use that can be deployed in a variety of settings to avoid detection. The volume of cameras deployed at any one time depends on the volume and types of investigations that the team are currently undertaking.

The Community Safety Team are currently investing in £30k of additional cameras, which will start becoming operational in early December. A variety of cameras are being purchased, but will primarily supplement the range of covert equipment that is currently available to the team. This is so that we can catch and bring to justice the people that are blighting our Borough.

CQ550-13 **from Councillor Wayne Lawlor**

To Councillor Simon Hoar

The surplus raised from the sale of South Norwood police station must be ring fenced to reuse on policing in South Norwood, such as a shop front to report crime. Can the Cabinet Member for crime and public protection explain what action he has taken to ensure that happens?

Reply

All decisions concerning the Metropolitan Police Estate Assets budget are taken by the Mayor's Office for Policing and Crime (MOPAC). However, I am fully supportive of the police approach, which enables them to dispose of outdated and unsuitable buildings and ensures that more police officers are out on patrol (of which Croydon is gaining an additional 117 police officers) whilst achieving significant financial savings at the same time, following the economic downturn generated by the last Labour Government.

CQ553-13 **from Councillor Toni Letts**

To Councillor Simon Hoar

Can the Cabinet Member inform me of the number of tickets issued by the Enforcement within Croydon Town Centre and how much income the Council has obtained in the first three months from this project?

Reply

Kingdom Security has issued 1571 Fixed Penalty Notices (FPNs) since the six month pilot started in August 2013.

The project has not been designed to generate income for the Council. The benefit is that it supplements the existing enforcement capacity in the Council and helps to keep the borough clean at no extra cost. The Council pays the contractor £45 from the £75 charge for each FPN that is issued. Any funding that is available after Kingdom has been paid for their work will be used to fund prosecutions against people who have not paid the FPN. It is too early in the pilot to determine whether there will be any surplus income in addition to this but if there is it will be reinvested into environmental projects and improvements such as signage, bins or preventative activity.

CQ555-13 from Councillor Toni Letts

To Councillor Simon Hoar

With street robberies having risen to 1,840 in the year to August 2013 at an average 35 robberies a week, what discussion has the Cabinet Member for Public Protection had with the Met Police on this matter and what comfort can he give businesses and to those of us who work, shop or simply want to party in Croydon?

Reply

The total number of Personal Robbery incidents recorded by Croydon police for the period January to August 2013 is 1158 or 33 incidents per week. Compared to last year robbery figures are down by 2.3%.

Tackling Robbery is a key priority for Croydon Police who hold fortnightly tasking meetings to deploy patrols in hot-spot areas. Additional activity underway includes improved intelligence sharing amongst partner agencies particularly at the point of release for offenders and enhancing police engagement in the local Integrated Offender Model.

Recent activity in the Town Centre focused on tackling robbery and anti-social behaviour in particular street drinkers and beggars. The successful Anti-robbery campaign ran for several weeks in the summer months in the West Croydon area and Operation Loch Derg focussed on multi agency activity to target the Top 5 ASB offenders in the town centre.

Operation Winter Nights is in place which is a multi-agency action plan to tackle the increased activity linked with the Christmas period, including more visitors in Croydon shopping and partying.

The chances of becoming a robbery victim are small, however individuals are advised to be cautious using mobile phones in and around main-line stations, bus and tram stops and make themselves aware of personal safety tips.

CQ568-13 **from Councillor Pat Ryan**

To Councillor Simon Hoar

Would the Cabinet Member for Community and Public Safety agree that the non attendance of police at the Remembrance Sunday service in Upper Norwood was due to the negligence of the Borough Commander, the new Police shift patterns, or both?

Reply

No, I do not agree, and you have already had an answer to this question from the Borough Commander.

CQ569-13 **from Councillor Pat Ryan**

To Councillor Simon Hoar

Would the Cabinet Member for Public Safety and Crime Protection seriously re-consider retaining the Dog Handlers (Enforcement Officers) and their Dogs so as to ensure that the communities here in Croydon have the maximum protection at all times, day and night?

Reply

The restructure of the Mobile Enforcement Unit and Area Enforcement Teams offers the best solution to maintain delivery of the Council's key priorities around tackling anti-social behaviour, improving safety and reducing environmental crime. We have created a structure that will increase the number of Area Enforcement Officers and increase the resources that will go in to tackling fly tipping and other environmental crime whilst continuing to target unauthorised traveller encampments and anti-social behaviour.

CQ579-13 from Councillor Paul Smith

To Councillor Simon Hoar

To ask the Cabinet Member for Community Safety & Public Protection how many fixed penalty fines have been issued in the litter pilot. How many in the town centre and how many in district centres; how many have been paid and how many are being pursued through the courts for payment?

Reply

Kingdom Security has issued 1571 Fixed Penalty Notices (FPNs) since the six month pilot started in August 2013. All of these have been issued in the Town Centre. There are plans to deploy the team to various district centres by early December.

Of these, 901 FPNs have been paid to date although many of the fines issued in the last few weeks will legitimately not have been paid yet as people have 28 days to settle the fine. For the first two months of the pilot the payment rate has been 65%.

If people fail to pay the FPN then the Council can prosecute for the offence. The option to discharge liability for the offence is withdrawn and we prosecute the offender instead. The Council have now appointed solicitors to act on its behalf, prepared the case files and will be prosecuting the first batch of 50 people in early December.

This pilot clearly supports the Councils interests as we are receiving additional enforcement officers to help keep Croydon clean and save money on clearing up litter, something which you, shamefully, opposed.

CQ616-13 from Councillor Jason Cummings

To Councillor Simon Hoar

What positive impacts are the residents of New Addington likely to see from the introduction of a CIZ on Central Parade?

Reply

Central Parade has 7 premises licensed to sell alcohol off the premises located in very close proximity to one another. The density of off licences in this area is at a rate of 25.27 per 1000 households compared to the borough average of 2.13.

Local residents and community groups have complained to the Council and Police about intoxicated adults frequenting these shops becoming abusive and aggressive to passers-by. A questionnaire on alcohol circulated by the New Addington Pathfinders (a local community group) carried out during the weekend of the 29-30th June 2013 found that out of 384 respondents, 271(70%) felt that there were too many off-licences and other shops where alcohol could be purchased.

New Addington has the largest number of individuals (182) in Croydon that misuse alcohol and the largest number (154) of persons who are classified as being alcohol dependent persons.

The introduction of a CIZ policy in Central Parade will be such that where relevant representations are received on any new applications from shops or supermarkets wishing to sell alcohol off the premises, there will be a presumption under the special policy that the application will be refused. The policy will also apply to any existing shops etc. that wish to make a material variation to their existing premises licence. A material variation would be, for example, an increase in permitted hours for the sale of alcohol or to add the sale of alcohol off the premises as a licensable activity to the premises licence.

CQ511-13 **from Councillor Tony Pearson**

To Councillor Sara Bashford

Can the Cabinet Member for Corporate and Voluntary Services please tell me what the process is for voluntary groups to book and use the new community space in Bernard Weatherill House?

Reply

I thank Councillor Pearson for his question, the detailed arrangements and process for booking and using the Community Space within the Civic quarter in the process of being finalised.

The contact for local voluntary services and community groups to make enquiries and to book the new community space within BWH is detailed below:

rsadministrator@croydon.gov.uk

Community.Space@croydon.gov.uk

Tel: 0208 726 6000 (Ext. 60886)

CQ515-13 from Councillor Ian Parker

To – Councillor Sara Bashford

In your bulletin you show pictures of Access Croydon and refer to the improvements. Have there been any teething problems with residents not wanting to use the increased self service options or are residents pleased with the new facilities?

Reply

The feedback from customers has been really positive. Residents are very complimentary about the new facilities and customer satisfaction is up to 93.4%

Customer verbatiums from our customer satisfaction survey have included:

- Excellent and efficient service and very friendly
- Greeted and dealt with kindly and professionally
- I was served straight away, all done in one place
- Good reception at front desk
- More facilities and very good at helping and advising. Friendly atmosphere.

The service model in place ensures every visitor is initially assisted and supported by a member of our customer service team. This will identify whether the type of enquiry and the customer is suited for self-serve or whether in fact in the case of more complicated or sensitive enquiries an interview or more detailed support arrangement is required.

Previously we had 100% of customers queuing to be ticketed and then waiting a longer period to have a consultation. Now less than 20% of customers have to queue, on average for 4 minutes to be seen and have their request fulfilled. 20% of staff are sign posted to the phone and approx. A further 60% have assisted self serve opportunities, thereby removing wait and queue time for 80% of customer.

As part of the arrangements we have also have Learn Direct situated in Access Croydon 2 days per week. Residents can sign up to IT/ Computer courses, free of charge if they are on benefits, or at a greatly discounted rate if they are on a low wage. This service is growing in popularity with Learn Direct committing to a permanent arrangement.

CQ518-13 **from Councillor Adam Kellett**

To – Councillor Sara Bashford

Now that Bernard Weatherill House has been officially opened, can the Cabinet Member inform me as to whether all staff that are to be moved there have now done so? Can she also advise me as to how many buildings have now been vacated as a result of those moves?

Reply

I am pleased to confirm that all staff have now successfully moved into Bernard Weatherill House (BWH), with the last move being completed on the weekend of 12th October and the Council resuming business as usual as of Monday 14th October 2013. Over 2800 council staff now name Bernard Weatherill House as home.

Since the inception of BWH, 11 council buildings have been vacated as a result of this move, saving in excess of £2million in terms of running costs per annum.

CQ551-13 from Councillor Wayne Lawlor

To Councillor Sara Bashford

Will the Cabinet Member confirm the total amount that has been on furniture specifically for the new luxury HQ, BWH?

Reply

The Council has recently successfully moved 2,800 staff, including key partners. This move has consolidated 11 buildings into one, saving in excess of £2million running costs per annum.

The Council procured new Furniture Fixings and Equipment (FF&E) for BWH ensuring it could provide staff, partners and visitors a fit for purpose, modern, flexible and efficient building; enabling:

- the delivery of improved services to residents.
- maximised use of office space, thereby creating efficiencies.
- replacement of stock that had outlived its useful life.
- the creation of flexible working spaces to meet current and future demands.
- cost savings over the medium to long term through consolidation of the estate.
- one off procurement affording greater efficiency than adhoc replacement.
- the reduction of impact on services and additional associated costs.

The procurement of FF&E was reported to the Corporate Services Committee 27th March 2013 and the cost of furniture is within that approval and the Councils financial regulations totalling £2.6m. This is a considerable achievement in terms of value for money when taking into account the quantity and quality of what has been procured fulfilling the needs of more than 2800 staff, customers from all over the Borough and partners for an expected lifespan of at least 10 years.

As part of our commitment to sustainability and recycling I am also pleased to advise that all reusable furniture from Taberner House and other sites has been redistributed to schools, other council sites and 3rd sector organisations as set out in our procurement strategy.

CQ563-13

from Councillor Raj Rajendran

To Councillor Sara Bashford

Would the Cabinet Member for Finance please consider to introducing rebate (say 1%) to residents who will be willing to pay Council Tax in full by April of each year, in order to encourage residents to pay Council Tax in advance and to reduce administrative expenses however small that may be?

Reply

This is not something we would currently consider for a number of reasons.

Firstly such a scheme has previously proven to not be economically viable. The amount of effort required to administer it would far outweigh any benefits. Where other authorities have introduced such schemes in the past they have found the effort required to manage discounts and for instance to prove exactly when certain payments were made (where made directly into a bank for instance) has been significant against the small increase in earlier payments/cashflow.

Secondly the incentive has been found to purely encourage those who are more able to pay, to pay slightly earlier. Those struggling to pay are unable to get funds to benefit from the discount and therefore are seen to be disadvantaged. Such a reduction does not encourage residents who do not normally pay to make payment.

Our approach which has seen collection reach its highest ever levels in recent years has been to provide more flexible payment arrangements where customers are willing to pay by direct debit – including different payment dates and 12monthly instalments. This is the cheapest method of payment and statistics show residents paying by Direct Debit are most likely to keep up to date with payments.

CQ576-13

from Councillor Manju Shahul-Hameed

To Councillor Sara Bashford

As the Cabinet Member is aware, HIV is a very serious disease which is increasing. It can really impede a sufferer's day to day life, such as travelling to work and as such is recognised under the Disability Discrimination Act. How many (disabled) Blue Badges have been allocated to people who have been diagnosed with HIV since 2006. Could the Cabinet Member for Adult Social Care break give a breakdown of these statistics by Croydon's three constituencies?

Reply

The Blue Badge scheme is governed by The Disabled Persons (Badges for Motor Vehicles) (England) Regulations which specifies that badges can be awarded to residents who are registered blind, in receipt of a qualifying level of a "passport benefit" such as Disability Living Allowance, Personal Independence Payment or Armed Forces & Reserve Forces compensation scheme or those who are unable to walk or have very considerable difficulty walking. Badges are not awarded based on diagnosis.

Approximately 50% of all applicants granted Blue Badges qualify on the basis of an award of one of the passport benefits listed above. These applicants are not required to provide any information about their disabling condition(s) when making an application for a Blue Badge.

Although some applicants may divulge that they have a diagnosis of HIV when submitting an application on-line or by completing a paper form no statistical records are kept of the diagnoses declared by applicants.

CQ578-13 **from Councillor Paul Smith**

To Councillor Sara Bashford

To ask the Cabinet Member for Corporate and Voluntary Services whether she is committed to the London Living Wage?

Reply

As reflected in the 2013-14 pay policy statement, the Council agreed a minimum rate of pay for its directly employed non-schools workforce that exceeds the London Living Wage set in November 2012. Following the recently announced increase in the London Living Wage to £8.80 per hour the Council will do the same this year and those staff affected will be notified as soon as possible.

CQ587-13 **from Councillor Louisa Woodley****To Councillor Sara Bashford**

Could the Cabinet member tell me how many people are currently employed by the Council and the total cost? Of this figure, could he tell me how many are agency staff and indicate their cost as well as the amount spent on consultants so far this financial year? Could he also provide a breakdown by ethnicity and grade of council employees?

Reply

The table below gives the number of Council employees, excluding schools, by ethnicity. Owing to the numerous grades across the various pay and grading structures, as part of its annual Workforce Profile, the Council publishes the ethnicity breakdown of its employees in three salary levels: senior manager (above £56,921); manager (£37,550 to £56,921) and officer (less than £37,550). The table below shows data as at 30 September 2013.

Ethnicity	Senior Manager	Manager	Officer	Total
Bangladeshi	1	3	9	13
Black African	2	44	200	246
Black Caribbean	3	59	296	358
Chinese		3	12	15
Indian		24	74	98
Mixed White and Asian		3	26	29
Mixed White and Black African	1	1	9	11
Mixed White and Black Caribbean		4	41	45
Other	3	20	122	145
Other Asian		8	40	48
Other Black background		13	43	56
Other Mixed background		6	31	37
Pakistani	1	5	15	21
White British	74	357	1221	1652
White Gypsy or Traveller			2	2
White Irish	8	14	41	63
White other	7	29	105	141
(blank)	8	34	155	197
Total	108	627	2442	3177

The budget cost associated with these employees is £133m

Since 1 April 2013, the Council has engaged a full-time equivalent of 297 agency workers at a cost of £15.6m.

There is not a universally accepted definition of for the term “consultant” which can refer to a variety of arrangements for engaging additional resource. These may include those employed as casual or temporary workers and/or those where the

individual is paid directly by the Council or through a company. Without further clarity, it is not possible answer this part of the Councillor's question.

CQ588-13 **from Councillor Louisa Woodley****To Councillor Sara Bashford**

Could the Cabinet member tell me how many (and which) of the smaller community groups have been successful in their bids (through commissioning) to provide services so far this financial year and indicate the services that they are providing?

Reply

The Council is committed to supporting local voluntary and community sector (VCS) organisations to become commissioning ready by providing hands-on support to develop the capacity and know-how to successfully compete for commissioning opportunities. So far this financial year five contracts have been awarded to VCS organisations with a total contract value of over £3.5m. In addition there are a number of contracts that are currently out to tender or are in the detailed planning stage that will have a high level of interest from VCS organisations and have a total contract value of approximately £10m.

The table below sets further detail of those contracts awarded so far this year:

Project Status	Project name	Provider	Total contract value (£)
Awarded	Young People & Care Leavers and Family Support	CAYSH	2,071,201
	Young People Accommodation and Floating Services		
Awarded	Mental Health Step Down - Supported Housing	South London YMCA	848,252
Awarded	First Aid Training provision	Mediaid UK	236,850
Awarded	Housing Mediation	Croydon Community Mediation	144,750
Awarded	Housing Advice	Croydon Citizens Advice Bureau	225,000
Total			3,526,053

Forthcoming opportunities are listed below:

Project Status	Project name
Award stage	DASHH Preventative services
Live	Older People Floating Support
Planned	Learning Disabilities -Supported Housing
Planned	Single Homeless -Supported Housing
Planned	Young Person Services -Supported Housing
Planned	Youth Provision

CQ592-13 **from Councillor Alisa Flemming**

To Councillor Sara Bashford

When was the contract for the new IT services negotiated and agreed; and how many other companies tendered and what was the timetable?

Reply

The Council's new ICT services contract was negotiated between 19 July 2012 and 16th October 2013. The recommendation of the preferred bidder and award of contract to Capita was agreed by the Corporate Services Committee on 24th July 2013.

The tender process consisted of 5 stages with the following number of companies and timetable:

1. Pre-Qualification / 10 companies / 19 July 2012 to 2 October 2012
2. Invitation to Submit an Outline Solution / 5 Companies / 2 October 2012 to 7 January 2013
3. Invitation to Submit a Detailed Solution / 3 Companies / 7 January 2013 to 3 May 2013
4. Invitation to Submit a Final Tender / 3 Companies / 3 May 2013 to 24 July 2013
5. Financial Close / 1 Company / 24 July 2013 to 16 October 2013

CQ593-13 **from Councillor Alisa Flemming**

To Councillor Sara Bashford

Would the Cabinet Member responsible please give a list of external organisations using the BWH building and what is being charged for that use?

Reply

I am pleased to advise that a number of external organisations cohabit with the council in BWH including:

Metropolitan Police
Citizens Advice bureau
Croydon Credit Union
National Health Service
Job Centre Plus
NHS Clinical Commissioning Group
Interserve PLC
Cap Gemini

Charges for rent are considered commercially confidential to each organisation but are in line with comparable market rents where charged.

CQ602-13 **from Councillor Sherwan Chowdhury**

To Councillor Sara Bashford

Could the cabinet member tell us that BWH HQ how much space percentage wise will be use by our current council staff members?

Reply

Approximately 12.5% of desk space is occupied by non LBC staff. All occupants have access to communal areas including ground floor reception, Access Croydon, 1st floor meeting suite and 8th floor café and showers.

CQ612-13 **from Councillor Jan Buttinger**

To Councillor Sara Bashford

I am very pleased that staff are recognised for their achievements through the Staff Awards process. I understand that the finals are held at The Hilton Hotel, Croydon. Can you please tell me how this is funded?

Reply

The Croydon Council Awards ceremony was funded entirely through sponsorship. £24K in sponsorship was obtained from nine sponsors, who were: Veolia Environmental Services, Interserve FM, Deloitte, Hymans Robertson, Franklin Templeton Investments, PwC, Capita, Mulalley and Capgemini.

CQ614-13

from Councillor Janet Marshall

To Councillor Sara Bashford

My Account was mentioned at a the last Full Council meeting, can you tell me what services are the most used so far and how many households have signed up to it since it was introduced?

Reply

Over 11,000 residents have signed up for "My Account" since it was launched in July. Using their account residents have made over 6600 online payments to the value of over £900,000 in that period. With more and more services being brought on-line we expect that number to continue to grow considerably.

Initial customer feedback from those using the system has indicated 85% of customers will use My Account again and 8 out of 10 customers would recommend it to family and friends.

As well as improving residents access to services it has also allowed us to make significant efficiencies which will help us protect other priority front line services for local people.

To give you an idea of the services being accessed;

Environmental services are proving really popular with residents with 37% of all customer contact now going through My Account.

- Customers particularly like paying for and ordering bulk waste collections online with 915 orders place in 8 weeks
- Ordering bins has had 1463 requests over a 14 week period

For Housing customers we have seen

- 1230 registered rent users making payments and viewing their statements online weekly
- Over 300 people viewing their position on the housing register: this number is increasing weekly
- 751 repairs reported online

For other services we have had

- 1225 parking renewals, appeals and temporary cover notes
- Booked 171 appointments for planning and housing applications, with a view of increasing these appointments to other services

As these services are so popular online we are extending them to a mobile service. My Croydon mobile app is now live and initially provides functionality for reporting local environmental issues (such as fly-tipping and pot holes). In the new year a number of other services currently in My Account will be provided through this new mobile technology platform.

CQ615-13 from Councillor Terry Lenton

To Councillor Sara Bashford

From experience in Coulsdon East Ward I have been very impressed with the advice and support given to residents affected by the welfare reforms introduced in April. In what percentage of cases have residents taken up the various forms of help on offer?

Reply

As you are aware over 15,000 local families were affected by the changes in April. In order to provide the right support the council set up a multi-agency service with resources from various council departments and other local agencies including jobcentre plus.

The support provided includes finding work, moving to alternative accommodation in or out of the borough where appropriate, budget planning including switching energy suppliers, advice on food shopping and effectively managing/prioritising and applying for other benefits that customer did not know they were entitled to. In view of the number of people affected the approach has been to assist those to help themselves where they are able, but to then provide more direct and intensive support to those who most need it.

The team have now engaged with over 1,200 households of those most affected and of the engagements to date they have assisted the family to a sustainable solution for 52% (over 630 households). The table below confirms a breakdown the solutions:

Breakdown of solutions established	Number of households
Found work and now in receipt of working tax credit	244
No longer claiming housing benefit (for example have either moved or found work)	178
In receipt of an exempting benefit	89
Budget plans and or other occupiers are contributing to the difference	125

These stats do not include specific work to support tenants in our own housing stock – where we have also been able to support a number of residents. 59 families have been supported through a move or mutual transfer, but many are staying and making arrangements to pay the additional sum due.

Critically we have not seen an increase in evictions as a result of the changes and support in place, but we are continuing to work with a large number of families as the full impacts are felt and as residents require advise and assistance

CQ541-13 from Councillor Simon Hall

To Councillor Steve O'Connell

CCURV has been going for over five years. Can the Leader provide details of any CCURV developments that are not building for the Council (directly or indirectly) or other parts of the Public Sector?

Reply

The main schemes that CCURV is progressing that are not building for the Council (directly or indirectly) or other parts of the Public Sector are:

1. The redevelopment of Taberner House to deliver 400 residential units which will be available to rent, to purchase or for shared ownership. The scheme is now fully designed and a planning application is due in mid-December.
2. Lion Green Road, Coulsdon. CCURV has submitted a planning application for a foodstore and health centre. Terms have been agreed to lease the foodstore to Waitrose and negotiations are underway with a local doctors practice to run the health centre.
3. Rees House, Morland Lodge and Homefield House. These are surplus Council assets which CCURV is progressing for residential development.
4. New Addington. The Council is undertaking a masterplanning exercise in consultation with the public, and CCURV are providing advice on the commercial viability of various redevelopment options.

CQ542-13 **from Councillor Simon Hall**

To Councillor Steve O'Connell

What is the balance sheet carrying value of the new HQ (Bernard Weatherill House) that is anticipated to be shown (gross amount) in the Council's accounts as at 31 March 2014 and what estimate, if any, has been made of the market value of this building?

Reply

The Balance Sheet Carrying Value of Bernard Weatherill House as at 31 March 2014 is anticipated to be £145m

No estimate has been made of the market value of Bernard Weatherill House. The valuation would be in line with existing use value in accordance with CIPFA accounting guidance.

CQ507-13 from Councillor Michael Neal

TO - Councillor Phil Thomas

For the financial year 2012 /13 how many tons of recycling were there for the following;

1. Paper / card
2. Food waste
3. Green garden waste
4. mixed cans / plastic / glass
5. Electrical waste

Reply

Below is shown the actual tonnes of recycling collected through Croydon during 2012/2013.

Recycling	Household and Flats	HRRC	NRC
1. Paper / card	12,401	1,407	563
2. Food waste	10,483	-	-
3. Green garden waste	9,799	4,620	-
4. mixed cans / plastic / glass	8,483	202	447
5. Electrical waste	-	1,480	2
Totals	41,166	7,709	1,012

CQ512-13 **from Councillor Tony Pearson**

To Councillor Phil Thomas

Can the Cabinet Member detail the procedure for Councillors wishing to report flytipping, potholes etc in their Wards?

Reply

The way that Councillors currently report environmental issues varies. Many Councillors email Directors, Heads of Service or other officers directly. However, this is not always the most expedient way to get a response as officers will often be away from the office and will be unable to deal with the enquiry until they return.

The quickest way for straightforward service requests to be dealt with (e.g. for a fly tip to be removed or pothole to be repaired) is by using the Council's various contact points as other customers would. Contact details are as follows:

Tel 020 8726 6200

contactthecouncil@croydon.gov.uk

Via the report it section on www.croydon.gov.uk

The Council is also about to launch a reporting 'app' for use on mobile phones whereby many requests can be photographed and uploaded and will be automatically passed on to the correct team for a response.

For more complex or longstanding issues Councillors should continue to go directly to the relevant officers so that they can investigate and ensure that the service is providing the best possible response.

CQ519-13 from Councillor Helen Pollard

To- Councillor Phil Thomas

The storm we had earlier this month caused a lot of trees to fall onto the public highway. Can the Cabinet Member tell me how the Council coped with this freak weather event? Have all the trees been cleared?

Reply

The Council's Trees and Woodland Service implemented its tried and tested emergency procedures, and contractors were working on removing fallen trees from main roads by 04.00hrs on the morning of the storm. Prioritisation of incidents ensured that main routes are cleared first to allow emergency vehicles access and keep traffic flowing, these were followed by minor roads and side roads and finally footpaths and Parks and Open Spaces.

The Trees and Woodland Services 3 man team worked tirelessly for days prioritising incidents and directing operations via City and Suburban, the Council's service provider. Emergency situations inevitably require a coordinated response from the council and involve a number of service areas working together as one team and this was no exception involving services such as the Council's Contact Centre, Security Services, Horticultural Services, Highways Services and Green Spaces team to mention a few.

246 incidents were responded to by City and Suburban with over 175 related to highways trees.

Mopping up operations are on-going, often trees which are weakened during a storm are susceptible to climate conditions and fall, or are required to be removed later so it is likely that the effects of the storm could still have further impact during the winter period.

CQ524-13 **from Councillor Carole Bonner**

To – Councillor Phil Thomas

The new street lighting programme is much welcomed by residents but if the example of my ward, Fieldway, is representative of the Borough then the programme has been beset with delays, technical issues and persistent problems with no street lighting for sometimes weeks on end. Despite previously published timetables for the installation on a ward by ward basis there now seems to be a scattergun approach to the programme so can the Cabinet Member please provide details for every ward that show when street light works commenced/will commence, when they are/were due to be completed, the percentage that have been successfully connected, the estimated completion date and the number of complaints received during the installation process?

Reply

The core investment programme continues to progress around the borough by a ward by ward basis. Unfortunately due to unforeseen engineering difficulties upon UK Power Networks cable network this has caused a delay in the completion of this work in wards such New Addington and Fieldway. These wards are due to be completed by the end of December 2013

CQ532-13

from Councillor Stuart Collins

To Councillor Phil Thomas

The streets of Croydon are now blighted with duplicate street signs and stumps of the old street lights, at the last meeting the Cabinet Member for the environment said this was because the contractor could not switch off the electrical grid. Does this mean the old signs and stumps will stay there forever, if not, when exactly are they due to be removed?

Reply

Cllr Collins obviously needs to come in to meet Council officers for them to brief him on how the new street lighting works. I don't know where he got the message that we would be turning off the electrical grid.

The street lights in the northern two thirds of the borough so Purley northwards is connected to a dedicated cable network known as "Croydon Cable Network" this is a switched network which needs to be abandoned during the replacement programme, to abandon such a network is a logistical challenge as it needs to be decommissioned section by section which will involve a number of streets at a time. As you have mentioned there are a number of stump columns remaining in-situ as these act as feeder pillars for the neighbouring streets which have not been replaced as yet. Once the limb of the old network is no longer needed this will see the corresponding feeder pillars being removed. Skanska, UKPowerNetworks continue to work on the stump decommissioning programme and every effort is being made to minimise the time in which feeder pillars are kept in-situ.

At this present time it is not possible to say on a feeder pillar basis when exactly they will be removed, but if Cllr Collins would like to know about any particular pillar he can contact Steve Iles, Head of Highways & Parking who will be able to assist.

CQ533-13 from Councillor Stuart Collins

To Councillor Phil Thomas

Cabinet Member for streets and environmental services: please give me a breakdown of how much has been raised from bulky waste charges in each year since 2006 and the number of jobs relating to the money raised in each of those years?

Reply

The breakdown of income received since 2006 from the removal of bulky household waste items is shown below, although the number of jobs for the earlier years are not known.

Financial Year

2006/07	£28,530		
2007/08	£27,677		
2008/09	£23,995		
2009/10	£97,931		
2010/11	£101,488	-	10,148 jobs
2011/12	£83,884	-	8,388 jobs
2012/13	£102,613	-	10261 jobs

As Cllr Collins is aware, it was the last Labour Council that introduced charges for bulky waste.

CQ534-13 **from Councillor Stuart Collins**

To Councillor Phil Thomas

If a future administration was to pull out of the South London Waste Partnership in support of the public disgust at the building of an incinerator on their doorsteps, what would be the financial penalties on any contract, if any, that the Council would incur?

Reply

Let me remind you it was the last Labour Council, of which you were a Cabinet Member that took us into the SLWP. The Energy From Waste (ERF) facility in Sutton was supported by the Labour controlled Merton Council and the policy of the last Labour Government was to support the building of ERF's.

Croydon is the Procuring Authority for the treatment of residual waste contract and in addition has a legal binding Inter Authority Agreement with the three other partnering boroughs those being the London Borough of Kingston, Merton & Sutton, this would certainly have a reputational as well as a financial implication for the Council in respect of partnering boroughs and contractors.

If we were to pull out of the SLWP the cost would run into millions to the Council.

Can I ask is it now the policy of Labour Group to pull out of the SLWP?

CQ535-13 from Councillor Sean Fitzsimons

To Councillor Phil Thomas

Question to the Cabinet Member for environment and streets services on 20mph Zones:

Considering recent comments by your colleagues, Cllr Fisher and Cllr Pollard on 20mph zones outside schools; will you ask your officers to review their refusal to consider a 20mph zone for Robert Fitzroy Academy on Davidson Road?

Reply

At no stage has the Council refused, or even considered, a 20mph zone for Robert Fitzroy Academy on Davidson Road. I can therefore assure you that officers will include Robert Fitzroy Academy on Davidson Road in their considerations for a 20mph zone, along with all other schools in the borough, and these will all be judged on their individual merits and prioritised according to their need.

CQ544-13 **from Councillor Patricia Hay- Justice**

To Councillor Phil Thomas

If your Leader believes that 20MPH zones are necessary, enforceable and practical outside of schools, why do you not support them for all residential streets? Residents would like their children to be safe on the way to schools well as outside the school gates.

Reply

The Council is looking at the possible introduction of a number of 20mph zones outside schools specifically aimed at improving road safety at school arrival and dispersal times. Each of these will be judged on their individual merits and prioritised according to their need.

The widespread use of 20mph zones in all residential streets would not only be prohibitively expensive, but are unlikely to receive significant compliance from motorists, who will see little reason for such restrictions. This could then lead to less compliance at those sites, such as outside schools, where they are particularly needed.

CQ547-13 **from Councillor Shafi Khan**

To Councillor Phil Thomas

Can the Cabinet member for environment and highways tell us how long does it take to fix a pot hole from the moment of notifying or identifying one and how many pot holes were mended in the borough so far in 2013 financial year (ward by ward) with their associated cost to complete the work?

Reply

The Council's Highways team have an inspection and maintenance policy which outlines intervention levels and priorities which range from 1hr to 28days to repair a defect in the road surface

This team undertakes a significant number of repairs across the borough each year and I would suggest that Cllr Khan contacts Steve Iles, Head of Highways and Parking Services who would be happy to meet with you to run through your request.

His contact details are:-

steve.iles@croydon.gov.uk Tel: 020 8726 7100 Extn: 52821

CQ549-13 **from Councillor Shafi Khan**

To Councillor Phil Thomas

Can the Cabinet member for parks tell us; how many park rangers were working for the Council in January 2006 and how many are working at the moment?

Reply

Records in the service area could only be traced back and confirmed to 2008/9 for the Park Rangers. The information is as follows and includes vacancies.

Year	Posts
2008/9	22
2012/13	21

CQ552-13 **from Councillor Wayne Lawlor**

To Councillor Phil Thomas

Will Croydon Council be supplying or helping to supply Christmas lights for South Norwood High Street this year?

Reply

The previous Labour administration made a decision to retract funding for festive decorations around the borough as you were keen for local businesses to fund them.

However through our street lighting contract we will provide the mechanism for the businesses to attach their decorations on the street lighting columns, maintain them while they are up and remove them at no cost. The councils street lighting team sent out a reminder to all district centres some weeks back asking if they wanted to arrange for festive decorations to be installed this year and no response has been received from the businesses from South Norwood High Street, so no decorations are planned to be installed.

CQ564-13 from Councillor Raj Rajendran

To Councillor Phil Thomas

Would the Cabinet Member please supply the total number of Penalty Charge Notices (PCN) issued in Bensham Manor Ward in relation to alleged vehicle contravention offences and how much monies were collected during each financial years 2010-11, 2011-12, 2012-13 and 2013-14 (till November)?

Reply

We have got PCN information on all roads in Bensham Manor Ward excluding the following roads as these span different wards:

London Road, Strathyre Avenue, Colliers Water Lane, Malvern Road, Weybridge Road, Bensham Lane, Brigstock Road, Frant Road, Brook Road, Pawsons Road & Queens Road.

Please see table below for Bensham Manor Ward PCN's.

The totals are summarised below:-

Total PCNs Issued		Total Income Within Year
2010/11	1,101	£100,198
2011/12	1,085	£101,192
2012/13	1,017	£87,166
Apr 2013 - Oct 2014	488	£29,745
Grand Total	3,691	£318,301

Please note that the income received does not necessarily correlate to the PCN's issued within that financial year due to the different stages that PCN's are paid.

CQ570-13 **from Councillor Pat Ryan**

To Councillor Phil Thomas

Would the Cabinet Member for environment and highways give serious consideration to imposing a 20MPH speed limit in Queen Mary Road, particularly since this is now operating as a one-way system?

Reply

The use of 20mph speed limits in residential streets is unlikely to receive significant compliance from motorists, who will see little reason for such restrictions. This could then lead to less compliance at those sites where 20mph limits have been introduced for particular road safety reasons, such as outside schools.

Enforcement of speed limits is the responsibility of the Metropolitan Police and the Upper Norwood Safer Neighbourhood Team could look to provide the RoadWatch project on Queen Mary Road. This project uses local resident volunteers, supported by the Police Community Support Officers, to monitor traffic speeds using laser guns and electronic display signs. The information gathered by the teams is then passed on to the Metropolitan Police, to target regular offenders for speed enforcement.

CQ575-13

from Councillor Manju Shahul-Hameed

To Councillor Phil Thomas

Will there be any Christmas lights in the London Road and if not why not bearing in mind the hardships West Croydon has faced over past few years?

Reply

The previous Labour administration made a decision to retract funding for festive decorations around the borough as you were keen for local businesses to fund them.

However through our street lighting contract we will provide the mechanism for the businesses to attach their decorations on the street lighting columns, maintain them while they are up and remove them at no cost. The councils street lighting team sent out a reminder to all district centres some weeks back asking if they wanted to arrange for festive decorations to be installed this year and no response has been received from the businesses in London road so no decorations are planned to be put up, except for a request from the Town Centre BID to install festive decorations in London Road from West Croydon Station to Oakfield Road, which have been installed.

CQ580-13

from Councillor Mark Watson

To Councillor Phil Thomas

On Saturday all the parking ticket machines in the East Croydon area of Addiscombe were out of order. People lost money in machines that didn't issue tickets and were increasingly frustrated and concerned that they would get a fine. How many parking ticket machines are currently out of order, how long have then been out of order and how much lost revenue has occurred. Are parking enforcement officers still issue penalty notices in these areas? When will they be fixed? Why are there no notices up to let people know the machines will take their money and not issue a ticket?

Reply

The Council is experiencing a high volume of pay & display machines being vandalised and money stolen, this is an on-going issue and the authority have been working closely with the Police due to it being criminal activity. To date the Police have made 3 arrests in the Thornton heath area which appears to be the most affected area. The number of machines being vandalised is high and frequent so it's difficult to say for sure how many are out or order at any one time. What I can say is we have brought in additional resources to ensure once reported the machines are repaired the same day. Unfortunately we cannot place signage on the machines as when we are notified that a machine is faulty we visit the same day to repair so the down time is limited. We are continuing to enforce parking but do take into consideration any representation submitted.

In the event of a faulty machine, there is a contact number on the machine to say call the council Enforcement Hotline, the number is 020 8760 1966 this is manned Mon-Sat 7am-7pm.

In addition the parking team are exploring modifications to the machines to prevent them being vandalised, these modifications will be introduce as soon as the equipment is supplied.

CQ581-13

from Councillor Mark Watson

To Councillor Phil Thomas

The street lights went out on numerous streets in Addiscombe on Wednesday 13th November. I called Skanska, as did a number of residents, each day to try to get an answer of when they would be back on and were frustrated by the lack of urgency and response from this company. Whilst the service may be outsourced you cannot outsource the responsibility for keeping our streets safe. What are the terms of the contract in terms of getting the lights back on and what compensation will they pay for leaving residents in the dark? What have you done to raise these concerns with the contractor?

Reply

The old street lights in the northern two thirds of the borough; from Purley northwards, are connected to a dedicated cable network known as the "Croydon Cable Network". This is a switched network which is very problematic and is being abandoned during the street lighting replacement programme.

The main problem with this network is when a fault happens it can switch off a number of streets at time. There was a cable fault in Addiscombe Court Road that caused a few roads in this area to be out of light for a few days. This was reported to UK Power Networks on 13th November and following intensive investigation the fault was found and rectified on 19th November.

Dealing with the fault in 7 days does concern me as the cabinet member. We should always be striving to improve services and in this regard I have already tasked officers to escalate the Council's concerns with UK Power Networks to see if the service can be improved. During this outage the Street Lighting PFI Contract Manager did keep in contact with residents and updated residents and Cllr Watson.

CQ582-13

from Councillor Mark Watson

To Councillor Phil Thomas

Currently some roads in the East Croydon area of Addiscombe, such as Canning Road have a 7.5t weight restriction which limits their use by HGV vehicles. This has the unintended consequences of encouraging these lorries to use other residential streets as cut-throughs. To ensure consistency and to improve the quality of life of residents' can all residential streets in the East Croydon area, especially Addiscombe Court Road, Cedar Road, Tunstall Road, Chisholm Road and Lebanon Road have a similar restriction?

Reply

A lorry prohibition (weight limit) has been considered in the past for this area, but found to be particularly difficult to introduce. Any large vehicle travelling along Addiscombe Road will need a way to exit the area when it meets the part-time road closure at each end of the tram section of Addiscombe Road. Alternatively a much wider lorry ban would need to be considered which would include all access roads onto this part of Addiscombe Road which would include Park Hill Road to the north of Chepstow Road, and all those roads off of this section of Park Hill Road.

It should also be noted that any lorry prohibition (weight limit) is required to include an exemption to allow access for any vehicle that has legitimate business in the area. This makes this type of prohibition extremely difficult to enforce as it is difficult to tell which heavy goods vehicles have legitimate business in the area and which are simply traveling through. Widespread area wide weight limits are particularly susceptible to non-compliance, as it becomes increasingly difficult to determine where a vehicle has legitimate rights to be in an area, as that area increases in size.

Such a prohibition would also require extensive enforcement by the Metropolitan Police to be effective. Such enforcement is unlikely to be provided at a level sufficient to provide an effective deterrent and for this reason the Metropolitan Police currently oppose such bans unless there is overwhelming evidence that such vehicles are causing a real danger as borne out by the personal injury collision record. It would, therefore, be difficult to recommend the introduction of a lorry ban for this area.

However, if you wish to pursue this matter, please contact officers in the Highway Improvements team, who can advise you further.

CQ583-13 **from Councillor John Wentworth**

To Councillor Phil Thomas

Would the Cabinet member let me know if there are any plans to renew the pavement surface in Queen Mary Road SE19?

Reply

There are no immediate plans to resurface the footway or carriageway in Queen Mary Road.

Our inspectors however continue to carry out twice yearly safety inspections in the road and raise task orders to rectify defects as necessary.

CQ601-13 from Councillor Sherwan Chowdhury

To Councillor Phil Thomas

The cabinet member for environment and highways has informed us in the beginning of the year that Norbury street lighting would be finished by August/September 2013; then in the last council meeting he reply (CQ 422-13) that by end of December 2013 partly finished. But still there will be some remaining to be finish in 2014. Could you please let us know how did you informed that it would be finished by August/September 2013?

Reply

At the commencement date of the core investment programme Skanska provided the authority with an indicative 5 year programme which outlined on a ward by ward basis the likely completion dates and as you mentioned Norbury was scheduled to be completed by August/September 2013. The street lights in the northern two thirds of the borough from Purley northwards is connected to a dedicated cable network known as "Croydon Cable Network". This is a switched network which needs to be abandoned during the replacement programme. To abandon such a network is a logistical challenge as it needs to be decommissioned section by section and this has caused delays in the programme for which Skanska, UK PowerNetworks and the authority are working on.

CQ609-13 from Councillor Terry Lenton

To Councillor Phil Thomas

I appreciate that accessing Council services on line is a fast and efficient method for residents. However, some elderly people in my ward are intimidated by modern technology. How can they report such things as fly tipping or request a bulky waste collection?

Reply

Whilst we understand that many residents are used to online services and in fact can prefer the flexibility and ease of such systems that will not be the case for everyone. So whilst we are encouraging residents to use our web services wherever possible we are ensuring the option for both face to face and phone access remain. We will continue to monitor and revise this approach as our on-line offer continues to develop.

In recent months we have seen over 12,000 residents sign up to the new online “My Account”, with payments of over £900k being made through that facility. 38% of contacts for environmental services such as reports for fly-tipping are now being made online and this is providing significant efficiencies for the organisation, which is allowing us to protect other front line services.

However we will ensure we continue to provide choice where residents prefer alternative methods – including for fly-tipping and bulky waste as specifically asked

CQ525-13**from Councillor Carole Bonner****To Councillor Dudley Mead**

Will the Cabinet Member provide details on a ward by ward basis of the number of repairs that have been reported in the years 2011/12, 2012/13 and the year to date, how many of those repairs were fixed on the first visit and how many required 2 or more visits to resolve the problem? Will he further confirm whether the contractor is paid per visit or per reported fault?

Reply

The table below shows the total number of reported repairs per year, per ward:

Wards	Number of repairs reported during the year		
	2011/12	2012/13	2013/14 (April to October)
ADDISCOMBE	2,465	2,591	1,187
ASHBURTON	4,466	4,750	2,404
BENSHAM MANOR	988	962	486
BROAD GREEN	5,910	5,921	3,036
COULSDON EAST	2,360	2,364	1,404
COULSDON WEST	666	639	379
CROHAM	326	427	274
FAIRFIELD	1,175	1,288	777
FIELDWAY	10,965	11,177	5,941
HEATHFIELD	1,619	1,617	945
KENLEY	1,293	1,406	863
NEW ADDINGTON	5,768	6,003	3,426
NORBURY	2,659	2,958	1,447
PURLEY	719	864	462
SANDERSTEAD	1,341	1,210	804
SELHURST	5,773	6,106	3,120
SELSDON & BALLARDS	114	103	54
SHIRLEY	3,924	3,881	2,210
SOUTH NORWOOD	4,386	4,438	2,388
THORNTON HEATH	3,376	3,561	1,873
UPPER NORWOOD	4,335	4,765	2,520
WADDON	5,932	6,577	3,514
WEST THORNTON	1,589	1,715	988
WOODSIDE	1,426	1,622	951
OUT OF BOROUGH	97	125	53
Total	73,672	77,070	41,506

We only capture first fix data for gas breakdowns/repairs, which is shown in the table below-

	2011/12	2012/13	2013/14 year to date (April to October)
Total completed on first visit	15,564	17,265	8,754
Total completed on 2 or more visits	4,048	895	571
Total completed gas repairs	19,612	18,160	9,325

For any central heating/ gas breakdowns the contractors are paid an annual fee irrespective of the number of visits.

For all other repairs the contractors are paid for the jobs (reported faults) that are completed (which may require more than one visit).

CQ531-13 from Councillor Pat Clouder

To Councillor Dudley Mead

Could the Cabinet Member for Housing tell me how many empty properties there are in my ward of Thornton Heath and how many in the other wards in Croydon?

Reply

As of 1st October 2013 in Thornton Heath ward there were 27 privately owned properties that have been empty for more than 6 months and considered long term empty by Council Officers.

The attached table details how many similar properties exist in each of the wards.

Addiscombe	36
Ashburton	29
Bensham Manor	38
Broad Green	22
Coulsdon East	22
Coulsdon West	29
Croham	43
Fairfield	42
Fieldway	10
Heathfield	24
Kenley	30
New Addington	5
Norbury	23
Purley	37
Sanderstead	27
Selhurst	31
Selsdon & Ballards	13
Shirley	17
South Norwood	34
Thornton Heath	27
Upper Norwood	30
Waddon	41
West Thornton	24
Woodside	30
TOTAL	664

CQ562-13 from Councillor Raj Rajendran**To Councillor Dudley Mead**

Would the Cabinet Member for Housing please supply the number of applicants living in Bensham Manor Ward who are still on Council's Housing Register waiting for 1 to 5 Bedroom accommodations each Municipal years 2010-11, 2011-12, 2012-13 and 2013-14 (till November)?

Reply

		Sept 2012	Mar 2013	Oct 2013
Council Tenants on Transfer List	1 bed	4	2	2
	2 bed	6	5	1
	3 bed	5	3	0
	4 bed	1	0	0
Total		16	10	3
Housing Association Tenants on Transfer List	1 bed	2	3	3
	2 bed	2	3	1
	3 bed	5	5	0
	4 bed	4	5	4
Total		13	16	8
Register (Applicant)	1 bed	264	246	28
	2 bed	96	94	64
	3 bed	56	48	14
	4 bed	40	41	3
Total		456	429	109
Register (Homeless)	1 bed	4	5	10
	2 bed	22	18	33
	3 bed	21	20	25
	4 bed	9	7	5
Total		56	50	73
Grand Total		541	505	193

The Council's housing allocation scheme was revised in April this year. Among others, the new scheme aims to achieve greater targeting of social housing to those in the greatest need; encourage positive behaviour and places greater emphasis on responsibility. Also, tighter qualification rules on residency within the borough and in the definition of housing need have been introduced, the effect of which has been a reduction in the numbers of applications registered on the housing waiting list, allowing the council to better manage the waiting list and promote mobility for existing social tenants.

CQ565-13 **from Councillor Gerry Ryan**

To Councillor Dudley Mead

Can a list of all property in scope for family use that is now sheltered accommodation be provided? Recent newspaper reporting has alarmed a great many of my constituents as I'm sure many others.

Reply

The Council's cabinet recently agreed to a proposal to change the designation of the retirement housing block at Gillett Road to general needs housing to allow use as temporary accommodation for households accepted as homeless.

A further proposal to change the use of Tonbridge House is being consulted on and a report with officer recommendation is expected to be presented to the Cabinet for a decision.

The proposal is part of a range of measures introduced to help the council cope with some of the challenges presented by rising levels of homelessness, occurring not only in the borough, but across London in general. This and other actions combine to provide safe alternatives to the use of B&B type hotel accommodation generally acknowledged as unsuitable for long term use for families with children.

Implementation of the proposal has been accompanied with a number of measures to address residents concerns. No tenant is compelled to move but for those who opt to do so, personal and financial support to move is offered. Other actions include installation of CCTV scheme and introduction of a concierge service for the block at Gillett Road.

CQ585-13 **from Councillor John Wentworth**

To Councillor Dudley Mead

Please provide figures for Council expenditure on the Phoenix Centre, Westow Street SE19. Who owns the building and who is legally responsible for its proper management?

Reply

The freehold of the building is owned by Berkeley Square Common Investments Ltd. The Council have a long leasehold interest of 125years from 25 March 1994 at a peppercorn rent.

The building is currently occupied by the Phoenix Community Association under the terms of a Licence.

The licensees are responsible for the day to day running and management of the Centre but the Council, as landlords, are able to enforce the terms contained within the Agreement.

There is no rent payable for the building and the rates are the responsibility of the licensee. The only costs incurred by the Council are in respect to the insurance and asset maintenance which amount to approximately £10,000pa.

CQ603-13

from Councillor Sherwan Chowdhury

To Councillor Dudley Mead

Councillor Dudley Mead: There are many vulnerable single people who urgently need accommodation for their well being. Could the cabinet for housing let me know how can be this demand met?

Reply

Vulnerable single people can apply to the Council for housing assistance and can be assisted in a variety of ways. The Council's website provides online housing options information and allows those in housing need to make an appointment to see a housing adviser. Vulnerable single people can be assisted by the council through the homelessness service, those that require supported housing before moving on to independent living can be assisted through the various supporting people schemes provided. Young people in housing need can seek advice and support through the Turnaround Centre. Single vulnerable people that are sleeping rough can receive support and resettlement assistance from Croydon Reach.

CQ604-13 **from Councillor Alison Butler**

To Councillor Dudley Mead

Can you please advise how many individuals and families have been placed outside of the borough, either due to housing requirements or welfare reform?

Reply

Placement outside of the borough - April to 30th November 2013:

- 197 homeless households were placed outside the borough in different forms of emergency and temporary accommodation.
- 19 households affected by welfare reforms have been assisted to secure accommodation outside the borough.

In so far as it is reasonable possible, the council aims to secure accommodation within the borough. However, for reasons of affordability, availability, reduction of risk, need to maintain social links, it is sometimes not practicable to achieve this and it is necessary to place families outside

CQ605-13 **from Councillor Alison Butler**

To Councillor Dudley Mead

Can you please advise on how many occasions the Council have been able to negotiate a lower rent with a private landlord for individual tenants or families?

Reply

This is one of the options we use to prevent homelessness , but we do not routinely keep these statistics. However, we have recently successfully negotiated with 9 private landlords to reduce the rent and enable the tenants to remain in the property.

CQ606-13 from Councillor Alison Butler

To Councillor Dudley Mead

Can you please advise how many applicants we have on the waiting list for sheltered accommodation and how many vacancies we have and where?

Reply

Please see below;

Croydon is generously provided with sheltered accommodation. In recent years however there has been a problem of demand expressed in high refusal rates and low demand for some schemes. Applicants are able to express and exercise choice about which schemes they would like to be offered and or accept when offered. Some schemes are more popular than others. There is scope to improve the effective use of this accommodation as we try to meet some of the growing demand from others in younger age groups.

No of applicants registered for sheltered housing

Waiting list	number
Housing register	98
Transfer register	90

Current vacancies

Five vacant flats as at 21 November 2013 as follows;

Number vacant	scheme
1	Ashwood Gardens, New Addington,
1	Purvis House, 38 Windmill Grove, CR0 2UQ
1	Bell Court, Cromwell Road, CR0 2JY
2	Tonbridge House, 50 Penge Road, SE25 4EU

CQ530-13

from Councillor Pat Clouder

To Councillor Jason Perry

We have recently seen reports on the increase of deaths of cyclists on our road. Could the Cabinet Member of Highways tell me what he is doing to address fatalities of this kind in Croydon?

Reply

Council Members and Officers have been extremely distressed to hear about the recent fatal collisions between cyclists and large vehicles across London and in particular the recent tragic collision between a cyclist and a bus here in Croydon.

We will be working closely with the Metropolitan Police, London Buses, and Tramlink to look at any measures that can be made to improve road safety in this part of east Croydon. At this time, the Metropolitan Police are still investigating the contributory factors in this tragic incident. The layout of this junction has not changed over recent years, so the Council needs to be cautious over making any changes without fully understanding the facts. However, I can assure you that once the Metropolitan Police have concluded their investigations, the Council will be working to resolve any issues that arise, but it is essential that the details are considered carefully to ensure that any measures proposed are the right ones to help improve cycle safety in this area

Just prior to the fatal collision at East Croydon, we initiated a 'Cycle Aware - large vehicles and cyclists' safety campaign. We also have longer running programmes of 'view from the cab' sessions for cyclists to better understand the difficulties drivers of large vehicles may have seeing cyclists; led rides to help build cycling skills and confidence; and cycle training.

We have already begun to tackle some of the most challenging locations and barriers to cyclist in the borough. Recently we introduced crossings for cyclist at the Park Lane Gyratory and across Roman Way as part of the Connect2 route implementation and are allowing cyclists to share the footway along the south side of roman Way and Old Town.

We have recently been talking with the Cycling Commissioner for London about potential funding for cycle improvements at East Croydon as part a series of cycle 'Quietway' routes

The Council has a wide-ranging programme of smaller scale cycle infrastructure initiatives, all aimed at encouraging cycle usage and improving cycle safety.

These include a number of new cycle routes and improvements to existing routes across the borough, such as the Woodside Green to Lower Addiscombe Road cycle route. This improvement provides a shared use cycle route along roads with low traffic flow, with wide traffic free paths in places and improves access to Woodside Green, so that cyclists can avoid the busy junctions at Spring Lane / Blackhorse Lane. This route also provides improved access and connectivity to the local network of quieter back streets and links to route 21 of the National cycle network (NCN) via South Norwood Country Park.

Further route improvements are also being made at Featherbed Lane / Kent Gate Way where a new cycle route along the southern footway enables cyclists to bypass the very busy roundabout and Gravel Hill and the dual carriageway along Kent Gate Way, again connecting with Route 21 of the NCN.

A new signal controlled Toucan crossing has been introduced on Spring Lane to help improve access for cyclists along NCN Route 21.

A scheme for Church Road in South Norwood is being introduced which will see the removal of a number of central islands and their replacement with formal crossing facilities, so as to remove the dangers for cyclists when passing these pinch points.

Negotiations are currently underway with DfT to allow cycling along wide footpaths near Norbury Grove and Rycroft Road in Norbury, this will enable cyclists to travel towards Streatham and its cycle network avoiding the busy section of Beulah Hill approaching Crown Point and avoids using the Crown Point junction which is a very busy traffic intersection.

CQ536-13 from Councillor Sean Fitzsimons

To Councillor Jason Perry

Spending on cycling infrastructure:

Can you send out how much your department has spent each year on cycling initiatives and infrastructure since 2006?

Reply

The Council takes its responsibilities towards cyclist very seriously and is keen to support the on-going increase in cycle usage across the borough.

Each year the Council funds initiatives ranging from cycling training, confidence and skills building led rides and 'view from the cab' HGV awareness sessions for cyclists, through to cycle route improvement and new cycle infrastructure delivery. A general summation of specific budgets from the past seven years is provided below:-

2007 / 08 = £544k
2008 / 09 = £714k
2009 / 10 = £585k
2010 / 11 = £244k
2011 / 12 = £643k
2012 / 13 = £2063k
2013 / 14 = £843k

The 2012/13 expenditure reflects delivery of the major Connect2 project being focused in that year (Connect2 provides a safer and more pleasant route into central Croydon from the east and west of the town and good connections to the wider London Cycle Network).

Funding on cycle infrastructure and training prior to 2007 is not easily available as it is no longer included on the financial monitoring system.

CQ537-13 **from Councillor Sean Fitzsimons**

To Councillor Jason Perry

Actions following cyclist fatality: Following the recent death of a Cyclist at East Croydon, what actions have your officers taken to learn lessons from this?

Reply

Please refer to CQ530-13

CQ558-13 **from Councillor Maggie Mansell**

To Councillor Perry

Please list the locations of charging points for electric cars across Croydon?

Reply

Thirty-eight public access charge points are known to the Council (there may be some others in additional retail car parks etc. we are not aware of). The list of these charge locations and points is:

Site	Road name	Number of points	Ward
Granville Gardens car park	Granville Gardens	2	Norbury
Garnet Road car park	Garnet Road	2	Thornton Heath
Belgrave Road car park	Belgrave Road	1	South Norwood
Addiscombe Road	Outside 275 Lower Addiscombe Road	1	Ashburton
Dingwall Road NCP	Dingwall Road	4	Fairfield
Whitgift NCP	Wellesley Road	4	Fairfield
Allders NCP	Dingwall Avenue	2	Fairfield
Fairfield NCP	Barclay Road	4	Fairfield
Wandle Road car park	South Croydon	2	Fairfield
South Croydon Rail Station car park	Blunt Road	1	Fairfield
IKEA car park	Valley Park	2	Broad Green
Comet Croydon	222 Purley Way	4	Waddon
Sanderstead Road car park	Sanderstead Road	1	Purley
Croydon Nissan	433 - 441 Brighton Road	2	Purley
Purley High Street	Outside 1B High Street, Purley	2	Purley
Purley Rail Station	Approach Road	2	Purley
Lion Green Road car park	Coulsdon	2	Coulsdon West

Many workplaces are also beginning to provide charging points. New developments like Bernard Weatherill House and larger office and housing schemes are being required to have electric vehicle charging points, increasing the number of 'semi-public access' charging points. Individuals who purchase an electric or plug-in hybrid car would mainly be charging at home from their own plug-in facility.

CQ566-13 **from Councillor Gerry Ryan**

To Councillor Jason Perry

Can any advice on Mayor Johnson promoting the tram to Crystal Palace in the next six months as he did around three and a half years ago be made known? If this is not now going ahead can you provide the full explanation?

Reply

Via the South London Partnership the Council has worked with TfL to assess the benefits and costs of potential Tramlink extensions including one to Crystal Palace. The benefit/cost ratio for the Crystal Palace extension is positive but delivery of any new transport infrastructure in the Capital must compete for increasingly scarce finance. Thus TfL has been investigating with Croydon (and other authorities with potential Tramlink extensions in their areas) the potential for external funding to help bring forward extensions. That work has yet to conclude.

CQ577-13 **from Councillor Paul Smith**

To Councillor Jason Perry

To ask the Cabinet Member of Planning, Regeneration and Transport what representations have been made to Government against the impact of the new Planning Order that denies residents the opportunity to oppose a much wider range of permitted developments?

Reply

In May 2013 the Government made amendments to the Town and Country Planning (General Permitted Development) Order (GPDO) to introduce new classes of permitted development. These include larger rear extensions to dwelling houses (8m for detached properties and 6m for semis and terraces) and Class J to enable offices to be converted to residential accommodation subject to the local planning authority not being able to raise any objection in relation to flooding, contamination or transportation issues.

The Council made very strong representations against the residential extension permitted development proposals. These were not accepted by government.

When the Government consulted on the office to residential changes representations were made to Government. The Council presented a case that offices within the Opportunity Area Planning Framework (OAPF) should be exempt from the new Class J measures. This was not accepted. Croydon Planning Officers also contributed to representations submitted to Government from their peer group organisations, the Planning Officer Society (POS) and the Association of London Borough Planning Officers (ALBPO). Representatives were also submitted via London Councils.

CQ599-13 from Councillor Paul Scott

To Councillor Jason Perry

Question to the Cabinet Member for Planning: At the last Council Meeting the Cabinet Member announced that funds are to be allocated for environmental improvements along Portland Road. Can he please confirm whether the local community, People for Portland Road and local councillors are to be consulted on the proposals, and if so over what time scale.

Reply

I presume the Member refers to the £200k hat has been allocated for public realm works around the swimming pool in Portland Road, following lobbying from Gavin Barwell MP.

A further £1.5m bid has been made to Transport for London (TfL) for Local Implementation Plan (LIP) funding for 2014/15-2016/17 for public realm improvement at the South Norwood district centre with a focus on Portland Road. A similar bid for £1.1m was also made for 2015/16-2016/17 for the Norbury district centre. We have not received notification of the outcome, but an announcement is expected shortly.

As is always the case, local councillors, residents groups and businesses will be involved in the consultation on design proposals.

CQ611-13 from Councillor Helen Pollard

To Councillor Jason Perry

I attended the Shirley Planning Forum meeting on 4th November and it was a very good opportunity for local residents to discuss local planning issues and the current consultation with officers from the Council. Can the Cabinet Member tell me what feedback will be given to residents after the consultation on the Local Plan? They need to know that their comments have made a difference.

Reply

In accordance with The Local Development Framework statutory processes we shall be preparing a detailed consultation log of all comments received during the current consultation which will include the councils response to the representations made. This is to be published alongside the next stage of the plan. In the interim the spatial planning service will continue its valuable dialogue with the forum.