

REPORT TO:	TRAFFIC MANAGEMENT ADVISORY COMMITTEE 16 OCTOBER 2019
SUBJECT:	NORFOLK ROAD AREA – RESULTS OF INFORMAL CONSULTATION ON A POSSIBLE EXTENSION OF THE THORNTON HEATH CONTROLLED PARKING ZONE (CPZ)
LEAD OFFICER:	Shifa Mustafa, Executive Director of Place
CABINET MEMBER:	Councillor Stuart King, Acting Cabinet Member for Environment, Transport and Regeneration (job share)
WARDS:	Thornton Heath
CORPORATE PRIORITY/POLICY CONTEXT:	
<p>This report is in accordance with objectives to improve the safety and reduce obstructive parking on the Borough's roads as detailed in:</p> <ul style="list-style-type: none"> • Croydon Local Plan Feb 2018 • The Local Implementation Plan; 3.6 Croydon Transport policies • Croydon's Community Strategy; Priority Areas 1, 3, 4 and 6 • The Croydon Plan 2nd Deposit; T4, T7, T35, T36, T42 and T43. • Croydon Corporate Plan 2015 – 18 • www.croydonobservatory.org/strategies/ 	
FINANCIAL IMPACT:	
These proposals can be contained within the available budget.	
FORWARD PLAN KEY DECISION REFERENCE NO.: n/a	
<p>1. RECOMMENDATIONS</p> <p>That the Traffic Management Advisory Committee recommend to the Acting Cabinet Member for Environment, Transport and Regeneration (job share) that they:</p> <p>1.1 Consider the responses received to the informal consultation on the proposed introduction of a Controlled Parking Zone (CPZ) in the Norfolk Road Area.</p> <p>1.2 Agree to proceed to the formal consultation stage for a proposal to introduce a CPZ into the Norfolk Road, as illustrated on drawing number PD-405a.</p> <p>1.3 If formal consultation is agreed, delegate to the Highway Improvement Manager, Public Realm Directorate the authority to give the notice.</p>	

2 EXECUTIVE SUMMARY

- 2.1 This report considers the results of the informal consultation on the proposed introduction of a CPZ into the Norfolk Road Area which includes roads close to the existing Thornton Heath CPZ.
- 2.2 Due to the majority in favour of an introduction of a CPZ in Norfolk Road, it is recommended that the Council proceeds to the formal consultation stage with a proposal to introduce a CPZ in Norfolk Road only, as illustrated on drawing No. PD-405a.
- 2.3 On 16 September 2019 and pursuant to the delegation from the Leader dated 6 June 2016, the Executive Director Place, following consultation with the Cabinet Member for Environment, Transport and Regeneration (job share) determined that it was appropriate to refer consideration of the matters detailed paragraph 2.2 above to the Traffic Management Advisory Committee for onward recommendation and determination to the Cabinet Member for Environment, Transport and Regeneration (job share).

3 DETAIL

- 3.1 An informal consultation was carried out on 28 May 2019 in the Norfolk Road Area, as a direct response to a petition received from residents of Norfolk Road, requesting that the Council introduce a controlled parking scheme to address the parking concerns in the area.
- 3.2 A letter, map of the consultation area, Frequently Asked Questions factsheet and questionnaire were delivered by Royal Mail, to every property in the consultation area. In this document the council provided all the relevant information relating to parking controls, including costs and asked a series of questions.
- 3.3 The council tries to make it easy and convenient for everyone to respond by providing a postage paid return envelope. The results below are compiled to show the individual responses from each household and business to determine the views expressed by the locals. The analysis of the questionnaire and comments also helps the council to ensure that the design of a proposed zone most accurately reflects the desires of the community, be it week day only zone, controls on Saturday, or even 7-day controls.
- 3.4 The informal consultation area included the following roads: Annsworthy Avenue, Beulah Grove, Beulah Road, Buller Road, Buttonscroft Close, Foulsham Road, Grange Park Road, Hobart Gardens, Heath Road, Kitchener Road, Luna Road, Manchester Road, Milner Road, Natal Road, Norbury Road, Norfolk Road, Parchmore Road, Robert Close and Woodville Road. The informal consultation ended on 21 June 2019.
- 3.5 The results of this consultation have been analysed, both for the overall area and on a street-by-street basis. When examining the results, the council has taken into account the response rate, the level of support and whether the streets involved would form a coherent zone area. The council tries to ensure that zone boundaries are clear so that any confusion can be avoided.

- 3.6 This enabled the council to accurately define the areas where there is support for the introduction of controls and those areas where there is not. The responses received have helped the council to decide whether a scheme should be introduced and how it will operate.
- 3.7 The introduction of parking controls in one street often results in displacement parking problems in adjacent streets, as commuters and other motorists may move their cars to the nearest road where parking is unrestricted. Consequently, the council will consult over a wider area than that in which there are known to be current parking difficulties.
- 3.8 For parking controls to be introduced, the Council has taken into account the views of residents and businesses. However, customer feedback is not the single deciding factor. All relevant factors will be considered before arriving at a decision.
- 3.9 CPZs are introduced under the Road Traffic Regulation Act 1984 and require legal traffic management orders (TMO), which can be utilised to designate, among other things – the permitted parking places and yellow line waiting restrictions. Subject to approval to proceed to statutory consultation, the council will undertake a consultation with statutory consultees, advertise the proposals in the local press and have regard to any objections before giving consideration to the making of any orders.
- 3.10 The complete process, from informal consultation to zone implementation, generally takes between six and twelve months. The process takes time as once a final scheme has been designed and approved, the Council is required to consult the police and emergency services about our proposals, advertise and make the TMO, manufacture and install parking signs, as well as install road markings.
- 3.11 Residents and businesses will be informed of the results of the informal consultation exercise and the decision made by the cabinet member by letter. Updates on each consultation and a copy of the committee report detailing the results can always be found on the council's website.

Consultation results

- 3.12 Consultees were requested to register their "Yes/No" preference votes, with the operational hours of 9am to 5pm Monday to Saturday matching the controls in the existing Thornton Heath zone bordering the consultation area.
- 3.13 A total of 754 questionnaires were delivered by Royal mail and 223 completed questionnaires were returned, representing a 30% response rate, which is to be expected for an informal consultation exercise of this type.
- 3.14 Table 1 below, shows the number of properties per street, within the consultation area and the total number of returns received from each street.

Table 1 – Response Rate per Street

Street Name	Number of Properties	Responses Received	Response Rate
Annsworthy Avenue	11	7	64%
Beulah Grove	2	0	0
Beulah Road	124	46	37%
Buller Road	20	6	30%
Buttonscroft Close	4	0	0%
Foulsham Road	24	8	33%
Grange Park Road	64	19	30%
Heath Road	95	21	22%
Hobart Gardens	19	10	53%
Kitchener Road	36	7	19%
Luna Road	60	16	27%
Milner Road	32	13	41%
Manchester Road	41	7	14%
Natal Road	37	9	24%
Norfolk Road	47	15	32%
Parchmore Road	47	7	15%
Roberts Close	2	0	0%
Woodville Road	89	32	36%
TOTAL:	754	223	30%

3.15 Table 2 below shows responses in detail on a street by street basis.

Table 2:

Are you in favour of a Controlled Parking Zone?						
Street Name	Responses Received		Yes		No	
Annsworthy Avenue	7	64%	4	57%	3	43%
Beulah Grove	0	0	0	0	0	0
Beulah Road	46	37%	19	41%	27	59%
Buller Road	20	30%	1	17%	5	83%
Buttonscroft Close	0	0	0	0	0	0
Foulsham Road	8	33%	3	38%	5	62%
Grange Park Road	19	30%	1	5%	18	95%
Heath Road	21	21%	6	29%	15	71%
Hobart Gardens	10	53%	0	0	10	100%
Kitchener Road	7	11%	1	14%	6	86%
Luna Road	16	27%	0	0	16	100%
Milner Road	13	41%	0	0	13	100%
Manchester Road	7	17%	0	0	7	100%
Natal Road	9	24%	1	11%	8	89%
Norfolk Road	15	32%	9	60%	6	40%
Parchmore Road	7	15%	1	14%	6	86%
Roberts Close	2	0	0	0	0	0
Woodville Road	32	36%	5	16%	27	84%
TOTAL:	225	30%	52	23%	169	75%

3.16 Table 2 above, shows 23% of the total number of respondents were in favour of the introduction of a CPZ in their street. The remaining 75% of the respondents did not support the introduction of parking controls.

3.17 Norfolk Road residents also suffer from displacement parking on a daily basis, due to the overspill from the nearby existing CPZ zone and surveys have shown that parking stress is high during the daytime with few opportunities of finding a space. As the majority of Norfolk Road residents that responded to the questionnaire voted in favour of parking controls it is proposed extend the Thornton Heath CPZ into Norfolk Road only.

- 3.18 The majority of respondents from Annsworthy Avenue are in favour of an introduction of a CPZ in their street, however, the majority of the neighbouring streets are not. It is recommended therefore, that a CPZ should not be introduced in Annsworthy Avenue because it is a narrow cul-de-sac and 90% of the properties have driveways, this means there are no spaces for bays to be introduced.
- 3.19 However, the council does recognise there are parking issues at the junction of Annsworthy Avenue with Grange Park Road, making it difficult for residents to enter and exit the cul-de-sac and also causing a problem for regular refuse collection to be made on a regular basis. It is therefore recommended that Annsworthy Avenue to be added to the council's waiting restriction list for investigation.
- 3.20 The introduction of a new CPZ requires the making of a Traffic Management Order. The legal process for making a Traffic Management Order requires formal consultation to take place in the form of Public Notices published in the London Gazette and a local newspaper (Croydon Guardian). Although not a legal requirement, this Council also fixes street notices to lamp columns in the vicinity of the proposed scheme and writes to occupiers who are directly affected to inform as many people as possible of the proposals.
- 3.21 Official bodies such as the Fire Brigade, The Pedestrian Association, Age UK and bus operators are consulted under the terms of the Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996. Additional bodies, up to 27 in total, are consulted depending on the relevance of the proposals.
- 3.22 Once the notices have been published, the public has 21 days to comment or object to the proposals. If no relevant objections are received, the Traffic Management Order may then be made. Any relevant objections received following the giving of public notice will be considered by the Executive Director of Place and may be referred to the Traffic Management Advisory Committee for consideration and onward recommendation to the Cabinet Member for Environment, Transport and Regeneration.

4 FINANCIAL CONSIDERATIONS

The required capital expenditure will be funded via an allocation within the TfL LIP grant funding allocated to Croydon for 2019/20. Total funding of £75k is included for controlled parking schemes in 2019/20 with £57k remaining. Attached to the papers of this meeting is a summary of the overall financial impact of this and other applications for approval at this meeting. If all applications were approved there would be funding of £2k remaining in 2019/20.

4.1 Revenue and Capital consequences of report recommendations

	Current Financial Year	M.T.F.S – 3 year Forecast		
	2019/20	2020/21	2021/22	2022/23
	£'000	£'000	£'000	£'000
<u>Revenue Budget available</u>				
Expenditure	0	0	0	0
Income	0	0	0	0
<u>Effect of Decision from Report</u>				
Expenditure	0	0	0	0
Income	0	0	0	0
Remaining Budget	0	0	0	0
<u>Capital Budget available</u>				
Expenditure	57	0	0	0
Effect of Decision from report				
Expenditure	9	0	0	0
Remaining Budget	48	0	0	0

4.2 The effect of the decision

- 4.2.1 The cost of introducing controlled parking into Norfolk Road has been estimated at £9,000. This includes the supply and installation of signs, lines and a contribution towards the legal costs.
- 4.2.2 These costs can be contained within the available capital budgets for 2019/20.

4.3 Risks

- 4.3.1 The current method of introducing parking controls is very efficient with the design and legal work being carried out within the department. The marking of the parking bays and the supply and installation of signs and posts is carried out using the new Highways Contract and the rates are lower than if the schemes were introduced under separate contractual arrangements.

4.4 Options

- 4.4.1 An alternative option is to introduce a Residents Only parking scheme. Virtually all permit schemes in the borough are Shared-Use with "Pay by Phone" Ringo users and this offers the greatest flexibility for drivers who may be visitors to residents and businesses in the area.

4.5 Savings/ future efficiencies

- 4.5.1 If controlled parking is introduced future income will be generated from the purchase of resident/business permits, paid for parking (Pay by Phone), together with the revenue generated from the enforcement of these controls, through the issue of Penalty Charge Notices (PCN). Therefore, CPZ schemes have typically been proven to be self-financing usually within 4 years of introduction.

Approved by: F Wright, Head of Finance (Place)

5. COMMENTS OF COUNCIL SOLICITOR AND MONITORING OFFICER

- 5.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance Sections 6, 45, 46, 47, 49, 124 and Part IV of Schedule 9 of the Road Traffic Regulation Act 1984 (RTRA) provides the Council with the power to implement the changes proposed in this report. This legislation gives a local authority the power to make Traffic Management Orders (TMO) to control parking by designating on-street parking places, charging for their use and imposing waiting and loading restrictions on vehicles of all or certain classes at all times or otherwise.
- 5.2 In making such Orders, the Council must follow the procedures set out at Schedule 9, Part III of the Road Traffic Regulation Act 1984 and detailed in the Local Authorities Traffic Orders (Procedure)(England and Wales) Regulations 1996 (the 1996 Regulations). The said Regulations, prescribe inter alia, specific publication, consultation and notification requirements that must be strictly observed. It is incumbent on the Council to take account of any representations made during the consultation stage and any material objections received to the making of the Order, must be reported back to the decision maker before the Order is made.
- 5.3 By virtue of section 122 of the RTRA, the Council must exercise its powers under that Act so as to secure the expeditious, convenient and safe movement of vehicular and other traffic including pedestrians, and the provision of suitable and adequate parking facilities on and off the highway. These powers must be exercised so far as practicable having regard to the following matters:-
- The desirability of securing and maintaining reasonable access to premises.
 - The effect on the amenities of any locality affected including the regulation and restriction of heavy commercial traffic so as to preserve or improve amenity.
 - The national air quality strategy.
 - The importance of facilitating the passage of public service vehicles and of securing the safety and convenience of persons using or desiring to use such vehicles.
 - Any other matters appearing to the Council to be relevant.
- 5.4 The Council must have proper regard to the matters set out at s 122(1) and (2) and specifically document its analysis of all relevant section 122 considerations when reaching any decision. The Council needs to comply with the necessary requirements of the Local Authorities Traffic Order Procedure) (England and Wales) Regulations 1996 by giving the appropriate notices and receiving

representations. Such representations must be considered before a final decision is made.

Approved by: Sandra Herbert, Head of Litigation and Corporate Law on behalf of the Director of Law and Governance and Deputy Monitoring Officer

6. HUMAN RESOURCES IMPACT

- 6.1 Enforcement of new parking schemes will require increased enforcement duties by Civil Enforcement Officers. It is anticipated that this additional enforcement can be undertaken using existing resources.

Approved by: Jennifer Sankar, Head of Human Resources.

7. CUSTOMER IMPACT

- 7.1 The proposed introduction of parking controls into Norfolk Road is in response to support from local residents for a parking scheme.
- 7.2 Occupiers of all residential and business premises in the area were consulted to ensure that all those potentially affected by the proposals were given the opportunity to give their views. Parking controls are only introduced in the area where the majority of residents are in favour of a scheme. The proposals are therefore likely to be seen as a positive move by the Council and should improve residents' and businesses' views of the work carried out by the Borough.

8. EQUALITIES IMPACT

- 8.1 An initial Equalities Assessment (EA) has been carried out and it is considered that a Full EA is not required.

9. ENVIRONMENTAL IMPACT

- 9.1 Parking schemes are designed so that the signing is kept to a minimum to reduce the environmental impact. Narrow 50mm wide lines can be used in environmentally sensitive and conservation areas.

10. CRIME AND DISORDER REDUCTION IMPACT

- 10.1 The fact that uniformed Civil Enforcement Officers will be regularly patrolling the area should have a deterrent effect on crime.

11. REASONS FOR RECOMMENDATIONS

- 11.1 The Council recommends to introduce a new controlled parking scheme in Norfolk Road. Therefore the Council proposes to issue a public notice of the Traffic Management Order of the proposed scheme and, subject to no objections received, to make the necessary Traffic Management Order. It is considered that parking controls will improve parking conditions for residents and visitors whilst improving safety and access.

12. OPTIONS CONSIDERED AND REJECTED

- 12.1 The alternative option would be not to proceed with publication of the public notice and formal consultation but this would not accord with the expressed preference of the majority of those who responded to this informal consultation.

REPORT AUTHOR

Huda Wahab, Traffic Engineer,
Parking Design, Highway Improvements,
Streets, 020 8726 6000

CONTACT OFFICER:

David Wakeling, Parking Design Manager
Parking Design, Highway Improvements,
Streets, 020 8667 8229

BACKGROUND DOCUMENTS

Consultation Documents

The Occupier

Place Department
Highway Improvements
Parking Design
6th Floor, Zone C
Bernard Weatherill House
Croydon
CR0 1EA
Tel/Typetalk: 020 8726 6000
Minicom: 020 8760 5797

Important Parking Consultation
Controlled Parking Proposal
Questionnaire

Contact: Parking Design
Parking.Design@croydon.gov.uk
Tel: 020 8667 8258
Our Ref: PD/HW/7TH
Date: **28 May 2019**

Dear Owner/Occupier,

Controlled Parking Zone Consultation – Norfolk Road Area.

I am writing to ask for your views on the possibility of introducing a Controlled Parking Zone (CPZ) into the area shown on the enclosed map, which includes your road. The consultation is a direct response to a petition received from residents of Norfolk Road, requesting that the Council introduce a controlled parking scheme to address the parking problems in this area.

Legislation requires that we have regard to various factors in making a decision on whether an area should have a CPZ introduced. These include the views of owners and occupiers of properties but also the need for maintaining the free movement of traffic including public service vehicles, reasonable access to premises and the effect on the local amenities. This is why your views are important and we would be grateful if you could complete the attached questionnaire. Once completed, please return it in the enclosed pre-paid envelope by **Friday, 21 June 2019**.

The existing neighbouring Thornton Heath CPZ operates between 9am and 5pm, Monday to Saturday. Any proposed CPZ in the Norfolk Road area will mirror these operational times. During the period of operation, parking is only permitted within parking bays with a valid permit or if motorists have paid via the RingGo 'pay by phone' system. Residents and businesses within the zone boundary are eligible to purchase parking permits.

All questionnaire responses received by 21 June 2019 will be presented in a report to Executive Director of Place to consider whether or not to proceed with the formal consultation on the CPZ scheme or whether to refer the matter to the next scheduled Traffic Management Advisory Committee meeting for consideration and onward recommendation to the Cabinet Member for Environment, Transport & Regeneration (Job share) for decision.

Please do not hesitate to contact the project engineer, Huda Wahab, on 020 8667 8258 or by email huda.wahab@croydon.gov.uk if you require further information or clarification on this consultation. Yours faithfully,



David Wakeling Parking Design Manager – Highway Improvements

Parking Consultation: Norfolk Road Area - QUESTIONNAIRE

Please complete this questionnaire and return it in the enclosed pre-paid envelope to reach us by Friday, 21 June 2019.

Name

Address*

** Without this information your vote will not be counted. This information will be used only for the purpose of this consultation. We will only use responses from occupiers within the proposed area shown on the attached plan – one response per household and returned using the official pre-paid envelope provided.*

1. **Are you in favour of extending the Thornton Heath CPZ into your road?**
Please choose **one** option only by putting an 'X' in the appropriate box.

Yes, the zone should be extended

No, controlled parking is not needed

Comments:

presented in a report to the Traffic Management Advisory Committee for consideration at its next meeting at 6.30pm on 16 October 2019 in the Town Hall, Katharine Street, Croydon. The report will be available to view online on 9 October using the following link:

www.croydon.gov.uk/democracy/dande/minutes/committees

**Please return by Friday, 21 June 2019
using the pre-paid envelope provided.**

*The
results
of the
consult
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will be*

Controlled Parking Zone (CPZ) – Frequently Asked Questions

1. What is a Controlled Parking Zone?

This is an area where parking activities are controlled by waiting restrictions (yellow lines) and parking bays.

2. At what times will the restrictions apply?

The proposed scheme's hours of operation will mirror those of the existing neighbouring Controlled Parking Zone (i.e. 9am – 5pm). Most existing zones in the Borough operate Monday to Saturday and it is proposed to consult occupiers on this.

3. How long would I be able to park for during operational hours?

Permit holders and Disabled Blue Badge holders will be able to park for an unlimited period within parking bays, providing a valid permit/Blue Badge is displayed.

4. Who is eligible for parking permits?

Any business with a business address within the zone and any resident with a vehicle registered at an address (if planning conditions do not forbid the issuing of parking permits) within the zone would be eligible for a parking permit. Information on how to apply for a permit will be sent to all consultees in due course if it is decided to proceed with the scheme.

5. What about our visitors?

Visitors would only need to pay for parking during the hours of operation of the zone. During operational hours, visitors must pay via the cashless pay by phone RingGo system or purchase a Resident Visitor Permit (obtained via the resident they are visiting using the cashless RingGo system, usually at a lower rate, depending on the length of stay, than the normal daily tariff).

6. Why can't we have "resident only" parking?

The shared-use Permit / Pay by phone scheme proposed is more flexible, allowing visitors, including customers of local businesses and tradespeople, to park. The permit cost is subsidised by Pay by phone users. Existing shared-use schemes provide residents more opportunity to park during the hours of operation than unregulated parking as the majority of commuters are reluctant to pay for parking.

7. Is this not just a money making scheme?

It is a legal requirement that parking schemes are self-financed as no funding is available from Council Tax for these types of proposals. In outer areas, such as this proposed area, income levels are lower than town centre locations where parking demand is higher. Charges ensure that implementation and administration / enforcement costs can be covered within 5 to 10 years.

8. Please take note of the following information on the proposed changes to permit charges:

Permit charges are currently being reviewed and from **October 2019** are proposed to be based on vehicle emissions. Although the following charges for residents' permits have been agreed through the Council's Informal Cabinet Committee in March they are subject to formal consultation in which any objections would need to be considered before they are implemented.

The charges for residents' permits are proposed to be as follows:

Vehicle registration from March 2001	CO ₂ emission (g/km)	Proposed new charge
Band 1	< 1	£6.50
Band 2	1 – 75	£65
Band 3	76 – 165	£104
Band 4	166 – 225	£146
Band 5	> 225	£300
Before March 2001	n/a	£300

It is proposed that there will be a surcharge for the **second permit of £50**.

(**Please note** that proposed changes to all permits including Business Permits and Visitor permits are currently subject to formal consultation and details can be obtained by visiting the Croydon website using the following link and viewing public notices in May 2019:

www.croydon.gov.uk/transportandstreets/parking/prcpr)

9. Where would parking bays and yellow lines be marked?

Parking bays would be marked on the carriageway in safe locations and away from junctions and dropped crossings. Yellow line waiting restrictions would be introduced at locations where parking would be hazardous or cause obstruction.

10. Can you guarantee me a parking space outside my house?

It is not possible to guarantee anyone a particular space on the public highway.

11. How can it be ensured that motorists parking in the zone park legitimately?

Civil Enforcement Officers (CEOs) will patrol the roads within the zone during the controlled hours. CEOs can issue a Penalty Charge Notice (parking ticket) to any vehicle that is parked in a manner that contravenes parking regulations e.g. parking on a yellow line or within a parking bay without displaying a valid permit/pay and display ticket.

12. Will I be able to park across my driveway?

Yes, but only outside the controlled hours. It is not possible to mark bays across driveways as this would legalise obstruction.

13. What if I do not support the introduction of controlled parking?

Vote 'No' on the enclosed questionnaire - if the majority of respondents vote against controlled parking then a scheme is unlikely to go ahead in the area. If the majority of respondents are in favour of a scheme there would be an opportunity to make further comments or object to the proposals at the Public Notice (detailed design) Stage when the scheme is formally advertised in the Croydon Guardian, by on-street notices and on the Council website. Please note that if the majority of respondents in a small part of the consultation area are in favour of parking controls, then a recommendation could be made to proceed with the design of a scheme in this area / road alone.

14. What happens next?

The results of the consultation will be presented in a report to the Executive Director of Place to consider whether or not to proceed with the formal consultation on the CPZ scheme or whether to refer the matter to the next scheduled Traffic Management Advisory Committee (TMAC) meeting for consideration and onward recommendation to the Cabinet Member for Environment, Transport & Regeneration (Job Share) for decision. If the matter is referred to the next TMAC meeting, which is scheduled to take place on 16 October 2019 at 6:30pm in the Town Hall, Katharine Street, Croydon, any reports will be available to view 5 working days prior to the scheduled meeting by using the following link

www.croydon.gov.uk/democracy/dande/minutes.

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