

## QUESTIONS TO CABINET MEMBERS

Question Number	Question asked by Councillor:	Subject
<b>CABINET MEMBER FOR FINANCE AND RESOURCES</b> <b>Councillor Simon Hall</b>		
PQ105-18	John George	Online Services
<b>CABINET MEMBER FOR ENVIRONMENT, TRANSPORT AND REGENERATION (JOB SHARE)</b> <b>Councillor Paul Scott</b>		
PQ001-19	Martin Hampton	Sanderstead/Broomhall Road railway Bridge
<b>CABINET MEMBER FOR HOMES AND GATEWAY SERVICES</b> <b>Councillor Alison Butler</b>		
PQ003-19	Ashish Patel	Special Sheltered Homes

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**Councillor Simon Hall****PQ105-18 asked by John George:**

*"Why does the Council discriminate against those who cannot – for whatever reason or impediment – access Council services online?"*

*I ask this because the Council's policy of referring telephone callers – even via the General Enquiries switchboard to recorded announcements, which only inform the caller to do whatever it may be online, makes it virtually impossible to make contact by any other means other than in writing and even that may prove difficult for some residents of the Borough."*

**Response**

To allow residents the benefits of being able to access Council Services on any day; at any time a number of services were moved on line. However, Croydon Council acknowledges that not all residents are able to self-serve therefore, provisions are made to assist vulnerable residents either via telephone or face to face.

If a resident needs assistance over the telephone they can call the Council Contact Centre on 0208 726 6000 where the resident should hold to speak to an advisor (without selecting an option) or by visiting Access Croydon at Bernard Weatherill House where a member of staff will be available to assist.

Croydon Council are currently reviewing the way in which residents are assisted. An initiative is in place in the form of 'The Resident Access Programme' which will be looking to improve on how Croydon's most vulnerable residents are served, with a focus on Early Intervention and Prevention.

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**Councillor Paul Scott – Job Share (Acting)****PQ001-19 asked by Martin Hampton:**

"Why is the dangerous, unlit, narrow and unguarded pavement under the Railway Bridge at the bottom of Sanderstead/Broomhall Road allowed to remain unaddressed by Croydon Council".

**Reply**

I'd like to thank Mr Hampton for bringing this matter to the attention of the council.

The bridge is the responsibility of Network Rail, rather than Croydon Council. However, when the council contacted Network Rail asking for improvements to the lighting under the bridge, we were told Network Rail would not make provision for under bridge lighting.

Despite this, Croydon Council is looking at whether we can lower our street light lamp columns either side of the bridge to improve lighting levels.

The footpath beneath the bridge is narrow due to the bridge structure itself which means it is not possible to introduce railings or barriers without significantly altering the bridge structure itself which will be cost prohibited.

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## Councillor Alison Butler

### PQ003-19 asked by Ashish Patel:

"Why do the Council make promises of revamping garden both back and front of special sheltered homes on one hand and then nothing is heard by the residents?"

Why should these most vulnerable residents also live with cold water and no heating for 6/8 weeks?"

### Reply

Freemans Court is a special sheltered block in Norbury and Pollards Hill, comprising 61 one bedroomed flats.

#### Gardens

- We originally started consultation with residents of special sheltered blocks in January 2017 to gather feedback on options to refurbish the front, rear and patio areas of Freeman Court.
- The project was scoped and prices sought from our contractor partner, Mulalley.
- Unfortunately, the estimated costs exceeded our available budget and work began to align the scope to the budget.
- At the same time the tragic events at Grenfell Tower resulted in the Council and council contractors having to prioritise their resource into fire safety related works. This has resulted in a delay to the garden refurbishment works.
- Unfortunately residents were not updated at this point, for which I would like to apologise on behalf of the service.
- We are aiming to restart this project in the near future and are planning to set up a new engagement event this Spring with residents to look at a revised scope of the works.

#### Heating

- There was an issue with the heating and hot water at Freeman Court that was caused by a ball valve seizing in a shut position. Over time this resulted in the feed and expansion tank draining which, in turn, caused an air lock in the system and two pumps to burn out.
- It was decided that the best solution was to convert the open system to a sealed pressurised system to prevent future air locks, and in addition to replace any parts of the system that showed signs of distress or future failure.
- The works have now been successfully completed by our contractor partner, Axis.
- Axis, organised a resident Christmas tea party on 13th December to thank the residents for the patience and goodwill while the heating system was fixed.

We apologise for the time it took to resolve this issue and will continue to monitor the situation.