

# Public Document Pack

## Tenant & Leaseholder Panel

Meeting held on Tuesday, 15 October 2019 at 6.30 pm in Council Chamber, Town Hall,  
Katharine Street, Croydon CR0 1NX

### MINUTES

- Present:** Yaw Boateng (Chair);  
Petra Johnson (Vice-Chair);  
Marilyn Smithies, Jill Arboine, Binta Barry, Ishia Beckford, Peter Cooper,  
Susan Devonish, David Palmer, Guy Pile-Grey, John Piper, Sharon Swaby,  
Jamil Tarik, Kim Wakely  
Councillors Pat Clouder, Louisa Woodley and Lynne Hale
- Also Present:** Councillor Alison Butler, Head of Assets and Involvement, Resident  
Involvement Manager, Head of Environmental Services, Digital Engagement  
and Inclusion Officer, Head of Tenancy and Caretaking Services and Head of  
Responsive Repairs and Maintenance.
- Apologies:** James Fraser and Monica Binns  
Director for Council Homes, Districts and Regeneration  
Councillors Patricia Hay-Justice, Richard Chatterjee and Michael Neal

### PART A

#### 39/19 **Welcome and Introductions**

The Panel members, councillors and officers in attendance introduced themselves.

Panel Members praised the recently deceased Stephen Aselford, who had been a member of many panels and groups, with his commitment to the Mobility Forum and disability panels being particularly noted. Stephen also had a great interest and involvement in transport and transport issues.

#### 40/19 **Disclosure of Interest**

There were no disclosures at this meeting.

#### 41/19 **Minutes of Previous Meeting**

The minutes of the meeting held on 2 July 2019 were agreed as an accurate record.

#### 42/19 **Fire Safety on Council Estates**

The Panel heard that the London Fire Brigade had sent apologies, as they were unable to send a representative to deliver the verbal update. Written responses had been provided and are appended in full to these minutes.

The Panel expressed disappointment that this would be the second time that the London Fire Brigade had sent apologies for a meeting.

#### 43/19 **Waste collection - Feedback from Task & Finish Group**

The Head of Environmental Services explained that the Task & Finish Group had gone through the standards of the contract and that the aim had been to identify what the expectations of waste collection should be from residents, and what the expectations on residents were to report issues to the council. A number of factors had been brought up these included: notice boards in blocks displaying collection dates, clear signage on bins and reporting of missed food waste collection within two working days through MyAccount. There had been interest in starting Community composting to assist in waste minimisation. There had been actions over clear information around recycling which would be implemented both immediately and over a longer term.

A resident discussed issues with food waste bins in Heathfield Gardens with these having not been cleaned, and previous issues with wasp and fly infestations. The Head of Environmental Services informed the Panel that there was a requirement in the contract for food waste bins to be cleaned, and in the near future this would involve off site deep cleaning.

In response to queries about only being able to report one missed collection at a time through MyAccount, the Panel heard that multiple reports should be possible and the Head of Environmental Services offered to look into this if needed.

In response to reports of missed collections the Head of Environmental Services acknowledged that repeatedly missed properties could be a problem, but that they were rare. Officers did check whether collections had happened, but this was a small team in a large borough which meant that self-reporting was important. There had been a major residual waste collection reschedule in July 2019 which had increased the resilience of the service. residual and commercial collections had been decoupled to increase the efficiency of collections.

In response to a Panel member who had stated that the caretaker of their residence had been unable to report missed collections though their mobile phone, the Head of Tenancy and Caretaking Services stated that all caretakers had been given smart phones, but accepted that some needed additional training to use them effectively.

The Head of Tenancy and Caretaking Services informed the Panel that a monthly meeting between their team and the Environmental services team had been set up. These would discuss repeated missed collection reports from residents and caretakers and would look at why missed collections were occurring.

Panel Members stated that many issues had been raised during the Task & Finish group and requested a further meeting to see which recommendations and actions had and had not worked, and any improvements made.

In response to queries about why there were no longer estate walkabouts, the Panel heard from the Head of Tenancy and Caretaking Services that the team of Estate Inspectors had been lost, but this function would be picked up by Tenancy Officers, as it was now one of their KPIs.

In response to questions about the accuracy of figures on missed collections in the report, the Panel heard that these were based on the number that were reported, and had been used to penalise Veolia.

Panel members queried what would be done about wheelie bins not being returned to the point of collection, and rubbish being left on the street from collections. The Head of Environmental Services stated that work was being done to ensure that these were properly returned and that there had been issues with bins being decanted into other bins to save time and that this needed to be stopped.

*The meeting was paused at 19.18*

#### 44/19 **Axis Responsive Repairs Contract Review**

*The meeting resumed at 19:25*

Head of Responsive Repairs and Maintenance introduced the item and went through the slides from the agenda.

The Panel heard that there would be a follow up report in April 2020 to give details of the review, but that an interim report could be given in January 2020 if requested. Regular lead Cabinet Member briefings had taken place.

The Panel queried whether repair appointments were available for people who worked full time Monday to Friday, and were told that non-urgent repairs appointments were only available between 8:00 and 17:00, Monday to Friday, but that emergency repairs were available 24 hours. Previous engagement had not showed a high demand for appointments to be available at weekends as these would be much more expensive, and an additional premium would be required.

A resident stated that their experience with Axis over the last two years had been positive, and that there had been a noticeable improvement.

In response to queries about who had been requesting the feedback from residents, the Panel heard that satisfaction surveys came from Axis, and that some had come from the council themselves. The feedback had been requested in a number of ways including email, phone, text and letter.

10% of work was inspected, with around 65,000 repairs a year, and that there were three dedicated inspectors. The inspections focused on high value repairs, and repairs that needed to be checked.

#### 45/19 **Full Fibre Broadband in Social Housing**

The Asset Manager went through the report and explained the aim to expand broadband access to areas of poor provision through connecting to social housing blocks, with reliable futureproof fibre which could later be fed out to other properties. The infrastructure would be provided at no cost to the residents.

Providers had approached the council with different offers, and agreements had been made with Openreach and Community Fibre, with talks still ongoing with a third provider. The council would still be open to working with other providers in the future. This had been in line with the corporate plan to develop infrastructure to provide economic growth to meet resident's needs. This would increase the overall speed and provision of the network in Croydon. As much of the council provision moved to digital services, this would help residents maintain access to council services.

The cable would be fed to the front door of individual properties, or to hubs in blocks, where cables could later be run to individual flats should they opt into the service. The cables would reach the blocks by underground ducts, and into a central hub. The fibre would have the capacity for future technologies, and would negate the need for satellite dishes. A range of packages would be available with different speeds and prices to suit all residents.

In response to queries around 5mb/s speeds being too slow, the Panel heard that this was to provide an affordable package for those who could not afford faster packages. In response to queries about whether satellite dishes would be removed, the Panel heard that this would be looked at in the future when they became redundant, and as TV providers moved to using internet infrastructure over satellite dishes.

As a part of the agreements, the providers would work with the council to provide apprenticeships, work placements and job opportunities in the borough. The providers would also pay the London living wage; have a percentage of their supply chain in Croydon and measure sustainability. Free Wi-Fi would be provided in provided in community centres, blocks and lounges, and training on digital inclusion would be provided.

In response to a question about how secure the broadband would be, the Asset Manager explained that the fibre would be managed and controlled by OFCOM. In response to a question about the timescale, the Panel heard that the project was expected to be completed in the next three to five years, but this could be quicker if the number of providers involved increased.

**46/19 Scrutiny update**

The Panel heard that meetings of the Tenant Scrutiny Panel had taken place over the year and that the findings and recommendations would be finalised in October 2019 to be presented to the council. The findings and recommendations would also be presented at the next meeting of the Panel.

**47/19 Resident Involvement Activity Report**

This report was attached for information only.

**48/19 Digital Engagement Update**

The Engagement and Digital Inclusion Officer introduced the item and went through the previous Digital Engagement offer, which had been an email newsletter called 'Involve' and a magazine called 'Open House'. These had often been sent out late and not regularly enough.

The branding for Open House had been refreshed, and would now be distributed four times a year, instead of the previous three. The magazine would now be sent to all tenants and leaseholders, posted on the Croydon Resident Involvement Facebook page and sent out with rent statements. There would also be a digital supplement available which could be printed on request for residents without internet access.

The Croydon Resident Involvement Facebook page had been used more regularly and would post at least once a day. There had been a 500% increase in the number of likes the page had since January 2019. Video content had been posted on the page and officers were looking to further expand its use in the future.

In response to questions about the administration of the Facebook page, the Panel learned that there had been very few negative or abusive comments, but that this could be moderated. The Engagement and Digital Inclusion Officer stated that they trusted people who were generally using the pages for the right reasons. Panel members were surprised that people who were not tenants or leaseholders were engaging with the page, and the Engagement and Digital Inclusion Officer agreed and stated that a mix of current residents and people who had previously lived in Croydon were using the page.

49/19      **Feedback**

The Chair informed the Panel that this item would be presented as written reports to be submitted with the agenda for all future Panels.

Marilyn Smithies read out some sections for the update. This included segment from the All Ages Inter-generational update and the Youth Provision and Communities Fund, which is appended in full to these minutes.

50/19      **Any Other Business**

There was none.

51/19      **Date of next meeting**

11 February 2020 at 6:30pm in the Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX.

The meeting ended at 8.35 pm

**Signed:**

**Date:**

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## **1. What is London Fire Brigade's policy in the event of a fire? Do we stay put in our flats or do we try to escape?**

The Regulatory Reform (Fire Safety) Order 2005 is the legislation enforced by the London Fire Brigade. This legislation applies to all workplaces and the common parts of blocks of flats. IE: Staircases, corridors etc. The Regulatory Reform (Fire Safety) Order 2005 requires a fire risk assessment to be carried out by the "Responsible Person". In the case of Croydon Council properties this responsibility will fall on the Council. Any fire strategy, ie: stay put or simultaneous evacuation will need to be addressed in this assessment. The assessment should be based on the level of passive protection IE: walls, ceilings, floors and doors as well as other factors. A stay put strategy relies on this passive protection. Therefore please see the following guidance which is based on suitable compartmentation having been established in a block.

### **Escaping a fire in your flat**

Our guidance is to stay put unless your flat is being affected by fire or smoke. This is based on the fire protection provided in the building and the walls and doors of each flat. This has been the case for many decades and – although fires in flats happen every day – they rarely spread beyond the flat on fire. However, some smoke may enter corridors when the residents leave the flat on fire, or firefighters enter the flat to extinguish the fire. When you stay put, you reduce the risk of entering a smoky corridor unnecessarily and potentially being overcome by smoke. Staying put also means firefighters can tackle the fire safely and quickly without being delayed by many residents evacuating down the stairways.

### **Fire outside your flat but within your block or building?**

Purpose-built maisonettes or blocks of flats are built to give you some protection from fire. This means that walls, floors and doors can hold back flames and smoke for 30 to 60 minutes. You are usually safer staying put and calling 999. Tell the fire brigade where you are and the best way to reach you.

### **Fire inside your flat?**

If there's a fire inside your flat, your escape plan is relatively simple:

- Take the normal way out – though don't use the lift.
- Keep door keys where everyone you live with can find them easily.
- Don't waste time investigating what's happened or rescuing valuables – remember, get out, stay out.
- Move as quickly but as safely as you can as you exit the building.
- Close doors behind you to slow down the spread of fire and smoke.
- Call 999 as soon as you are safe to do so.

### **Fire or smoke inside your home but your escape route is not clear?**

If you can't use your planned escape route safely, you may be safer to stay in your flat or maisonette until the fire brigade arrives.

- Find a safe room as far as possible within the flat from any fire or smoke (with a window if possible), close the door and use soft materials to block any gaps to stop the smoke.
- Go to a window, shout 'HELP, FIRE' and call 999.

- Be ready to describe where you are and the quickest way for firefighters to reach you.
- Try and stay on the line and act on the advice provided.

### **What about escape plans for vulnerable people?**

- If you – or anyone you live with – might find it difficult to escape in an emergency, why not contact us and book a free fire safety visit for expert advice tailored to you.
- Our firefighters will visit you at home, help plan your escape route, and give advice about sprinkler systems and special fire detection options.

### **2. Are the Fire Brigade going to carry out a further safety review of ALL blocks as it was two years ago since I believe this was done?**

LFB carry out periodic inspections on blocks of flats based on the level of risk (risk based). This will vary from block to block but will typically be between 18 month and 36 months dependant on the level of risk. Any inspection will be carried out by an inspecting officer, usually in the company of the Responsible person (Council Official) in the case of Croydon blocks. Any deficiencies will be brought to the attention of the Responsible person for required actions.

### **3. We have been told we cannot have front door mats and nothing should be in the corridors. Does the Fire Brigade think it is ok for Deliveroo to bring their bikes into the building? I told one of the bike riders that bikes should not be in the building and got told to F off.**

Whilst it would be difficult to comment on this individual case without all the facts, please feel free to send your concerns to [FSR-CroydonSuttonBromley@london-fire.gov.uk](mailto:FSR-CroydonSuttonBromley@london-fire.gov.uk) and we can arrange for some further investigation. With regards to the use of front door mats, this is to ensure that all common parts of a premises remain “sterile” to ensure that no ignition sources or combustible materials are present. This is to ensure that all means of escapes remain available for use if a fire breaks out and to ensure that a fire does not occur in the communal areas.

### **4. I am concerned about unkempt gardens where they have become so overgrown that if a fire were to start it could spread to any adjacent buildings or blocks of flats and put residents lives at risk. What can the council do to persuade tenants and leaseholders to keep gardens in order?**

Dependant on the specific situation this is unlikely to be dealt with under the Regulatory Reform (Fire Safety) Order 2005. However, if you would like to let us know about the specific situation via the email link below, I will arrange for liaison with the local authority to establish who the lead authority would be regarding enforcement.  
[FSR-CroydonSuttonBromley@london-fire.gov.uk](mailto:FSR-CroydonSuttonBromley@london-fire.gov.uk)



# **THE ALL AGES FAMILY**

## **SAFETY CHALLENGE 2019/2020**

*Designed by the London Fire Brigade's Crossfire team to improve the safety of Croydon's households.*

### **LEARN ABOUT:**



*All clubs and community groups in Croydon are invited to sign up and receive free workshops to improve their awareness of safety issues.*

*There is also an opportunity for local groups to compete against each other in a Grand Final on 19<sup>th</sup> February 2020, to see who Croydon's safest team is.*

*For more details email: [david.gill@london-fire.gov.uk](mailto:david.gill@london-fire.gov.uk) or*

*to arrange a local safety workshop, contact Laura, Yvonne or Zoe at*

*[Laura.Boden@croydon.gov.uk](mailto:Laura.Boden@croydon.gov.uk) 07587 887 059*

*[Yvonne.Anderson@croydon.gov.uk](mailto:Yvonne.Anderson@croydon.gov.uk) 07587 657 544*

*[Zoe.Gaffney@croydon.gov.uk](mailto:Zoe.Gaffney@croydon.gov.uk) 07436 034 624*



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# TLP 15 October 2019 – All Ages & Youth Services Update

## 1. Croydon's Community Fund 2020-2023

### a) Introduction of TLP & CRYSAAP's role in youth services

It became apparent that the 2 new members of CRYSAAP (Croydon Residents Youth Services & All Ages Panel), recruited recently from the TLP (Tenants and Leaseholders Panel), may not know the remit of CRYSAAP or its links with the commissioning of youth services – which would also mean there were other TLP residents who were equally unsure.

CRYSAAP, formerly the Youth Provision Budget (YPB) Panel from 2002, became the Residents Youth Services Panel (RYSP) in 2015/16 when the Youth Provision Budget was incorporated into the Council's Community Fund. As all of the residents attending the RYSP increased its scope to include community services delivered in Council Housing areas, including inter-generational activities and events, where the aim was to link attempt to link youth and community those services more locally, the panel has recently changed its name to CRYSAAP.

This brief update of the commissioning process, which includes youth services for the next 3 years, hopes to explain the Community Fund commissioning process, the historical background of both the TLP and CRYSAAP's interest in the delivery of youth services in Council housing areas and estates and their role in shaping that delivery, via the commissioning process.

The TLP and CRYSAAP panels, have a historical interest in maintaining their active involvement in the delivery of youth services reaching young people living in council housing areas, originally delivered from the Youth Provision Budget, which the TLP sanctioned when the then Housing Department decided in Sept 2002 to develop its own youth strategy, in support of general locally delivered youth provision projects, until its incorporation into the Council's Community Fund's programme 2016-19.

For the relevant aforementioned youth services, delivered in Outcome 2: Our children and young people thrive and reach their full potential, [follow the blue thread](#).

### b) Community Fund: Commissioning Programmes 2020-2023

Applications for Croydon Council's [Community Fund: Commissioning Programmes](#) for voluntary sector organisations to bid to deliver a range of projects, closed at midday on Tuesday 01 Oct 2019, having been opened from 06 June 2019.

They were comprised of

- **Tender 1:** Outcomes Programme (Outcomes 1-5, £1,405,000 per year)
- **Tender 2:** Quality Assurance & Contract Management of Prevention Fund (Outcome 1, £40,500 per year)
- **Tender 3:** Infrastructure Support (Outcomes 1-5, £250,000 per year)
- **Tender 4:** Carers Services (Outcomes 1 & 2, £470,000 per year)
- **Tender 5:** Advice Services (Outcomes 3 & 5, £333,000 per year) and
- **Emerging Need:** (Outcomes 1-5, £100,000 per year),

totalling £2,598,500 per year from Jan 2020-March 2023

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## c) Community Fund: The 5 Outcomes, Prevention Fund and Small Grants

The [Outcomes Programme \(or Tender 1\)](#) which form part of the above Community Fund: Commissioning Programmes) will commission activities which support the 5 outcome areas from the Council's Corporate Plan and VCS strategy.

The projects can be delivered in 2 ways and so are split into 2 pots:

<ul style="list-style-type: none"><li>• <b>Community Fund: Outcomes Programme</b><ul style="list-style-type: none"><li>○ Value £15,000-£40,000 p.a.</li><li>○ for up to 3 years</li><li>○ from 01 Apr 2020-31 Mar 2023</li></ul></li></ul>	<ul style="list-style-type: none"><li>• <b>Small Grants:</b><ul style="list-style-type: none"><li>○ Value £5,000-£15,000 p.a.</li><li>○ open all year round, grants awarded each January, July &amp; October,</li><li>○ from Jan 2020-October 2022).</li></ul></li></ul>
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### Outcome 1:

- People live long, healthy, happy and independent lives (£300,000) and
- **The Prevention Fund (£519,000)**

In addition to the above 5 outcome priorities / themes, the Prevention Fund completes the Community Fund portfolio, and is primarily (but not exclusively) for projects to support older people with a view to preventing, reducing or delaying care and support needs. Services should be available to all adults, based on need rather than age, with the prospectus guidance including

  - Collaborative services, interventions and activities that work principally to support older people in Croydon to become and stay connected with their local communities
  - Access to timely and holistic face to face support to reduce escalating need
  - Proactive identification of people in need
  - Preventative interventions that support people to stay well
  - Strengths and community led approaches that encourages self-care
  - Wrap around support for people living in their own homes, preventing or delaying any need to go into hospital, acute care settings, residential or nursing care. This could include lunch clubs, shopping services, transport.
  - Activities centred around Special Sheltered Housing, so residents feel a sense of community, feel less isolated and can access support to remain living independently.
  - Men aged 50+ to get involved in sharing their interests

### Outcome 2:

- [Our children and young people thrive and reach their full potential \(£300,000\)](#)
- and is itself divided into 3 sub-Outcomes,
  - Children and young people in Croydon and their families are safe, healthy and happy; young people aspire to be the best they can be;
  - Every child and young person can access high-quality education and youth facilities; and
  - Getting more young people involved in taking part in local democracy and in tackling the issues that matter most to them.

### Outcome 3:

- Access to homes and prevention of homelessness (£40,000 + £206,500 advice services)

### Outcome 4:

- Everyone feels safer in their street, neighbourhood and home (£175,500)

### Outcome 5:

- Everybody has the opportunity to work and build their career (£70,000 + £236,500 advice services)

# **TLP 15 October 2019 – All Ages & Youth Services Update**

As the potential youth provision projects' service providers are expected to submit bids for the Outcomes Programme (£15,000-£40,000 p.a) and Small Grants (£5,000-£15,000 p.a), we may expect a minimum of 7 successful bids, but there are likely to be more when allowing for successful Small Grants and shorter-term Outcomes Programme projects.

The Council's Commissioning & Procurement Team, having embarked on a much more comprehensive and inclusive engagement support programme for interested voluntary sector organisations, delivering community training / advice sessions over the 16 'live' weeks, supported the Community Development Team's proposal to extend invitations to council estates/area's resident & community organisations from 18 June 2019, and we were hopeful in having services from our council areas and estates delivering services from the Community Fund for the first time, having received Housing residents' representation from New Addington and Longheath.

## **d) TLP residents included in Community Fund evaluation process**

The Commissioning & Procurement team also ensured residents' inclusion in the evaluation process, where we now have 5 residents who attend both the TLP and CRYSAAP panels, maintaining their involvement in the delivery of youth services reaching young people living in council housing areas, are currently engaged in evaluating 50% of the content of all of the bids' submissions for [Outcome 2](#).

One of the 2 new residents joining CRYSAAP from the last TLP in July 2019, is now part of the 5 person Residents Evaluation Team, all of them having to meet all the evaluation, confidentiality & conflict of interest criteria and the tight evaluation programme timeline schedule.

This Residents Evaluation Team are evaluating the 23 project proposal bids remotely, submitting their results to the Council just before tonight's TLP, then coming together on 17<sup>th</sup> and 24<sup>th</sup> October to moderate their scores, before 2 of the residents' team, representing the group, will join the final moderation panel, together with selected Council officers and 2 young people representatives on 28<sup>th</sup>/29<sup>th</sup> October 2019, to confirm the service providers delivering youth services across Croydon from April 2020 for the next 3 years.

## **2. New CRYSAAP members**

As mentioned above in the comprehensive Community Fund feedback, we are delighted to welcome Ishia Beckford and Monica Binns as the 2 new members from the Tenants & Leaseholders Panel to CRYSAAP.

## **3. CDT Summer Garden Party**

This free event, targeting residents aged over 50 and particularly those living in Council sheltered accommodation was held at Croydon's Heathfield Housing House training centre on Friday 23 Aug 2019.

The event was commissioned by CRYSAAP and also attended by Cllr Alison Butler, cabinet member for Homes & Regeneration and Yvonne Murray, Director of Housing Assessment and Solutions.

We were extremely lucky with the weather, following a very wet preceding 10 days and the 140 or so attending residents, many of them transported from their homes to the venue and back again,

## TLP 15 October 2019 – All Ages & Youth Services Update

seemed to enjoy the day, which included a buffet lunch, cakes, a specially commissioned Ice Cream van, and entertainment in the form of an Elvis Presley tribute act/impersonator, a guest appearance from Sienna Leigh-Campbell (an exceptionally gifted 15 year old singer and resident, who took part in the 'Voice Kids' in 2018) and Sparklebooth photo booth, who ensured the memories of the day could be captured and shared with the residents.

A special thanks to our dozen volunteers, all Croydon employees, who helped to make the event run so smoothly and leave Heathfield House without much trace of the event afterwards, to Colin Stone and his Facilities Management building team in ensuring the facilities were adapted where possible to ensure the comfort of our attending residents and to the New Addington Pathfinders who provided much needed tea-making equipment and a lending hand before the event started.

We are soon to announce our Christmas event, likely to be held at the ACA in New Addington on 06 December 2019.

### 4. All Ages Family Safety Challenge programme

The All Ages FSC programme is already underway, delivering community safety sessions across the borough, leading to the AAFSC finals next February.

The Community Development Officers, Yvonne Anderson, Laura Boden and Zoe Gaffney are currently contacting residents in sheltered accommodation and via our estate-based community centres to maximise council residents' participation.

We would also like to get some representation from residents from the

- Tenants & Leaseholder Panel
- Sheltered Housing Panel
- Disability Housing Panel

Please get in touch with Yvonne, Laura and Zoe when you see the poster or ask Guy and Marilyn (CRYSAAP) to forward our details, so we can contact you.

### 5. Feedback via CRYSAAP

If there are any questions for CRYSAAP from the Tenants and Leaseholders Panel, please raise them via Democratic Services and the CRYSAAP Chair and Secretary (Guy Pile-Grey & Marilyn Smithies), so they may be raised at the next CRYSAAP meeting in January 2020.

**Ken Constantine**

**Ken Constantine**

Community Development Manager

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