



**COUNCIL  
AGENDA**  
for the meeting  
on  
30 October 2017 at  
6.30 pm



To: To All Members of the Council

Date: 20 October 2017

A meeting of the **COUNCIL** which you are hereby summoned to attend, will be held on **Monday, 30 October 2017** at **6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

JACQUELINE HARRIS-BAKER  
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20 October 2017

Members of the public are welcome to attend this meeting. If you require any assistance, please contact officer as detailed above.

The meeting webcast can be viewed here: <http://www.croydon.public-i.tv/core/portal/home>

The agenda papers are available on the Council website  
[www.croydon.gov.uk/meetings](http://www.croydon.gov.uk/meetings)

## **AGENDA – PART A**

**1. Apologies for Absence**

To receive any apologies for absence from any Members.

**2. Minutes of the Previous Meeting (Pages 7 - 36)**

To approve the attached minutes of the Ordinary Council meeting held on 26 June 2017 and the Extraordinary Council meeting held on 18 September 2017.

**3. Disclosure of Interests**

In accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, Members and co-opted Members of the Council are reminded that it is a requirement to register disclosable pecuniary interests (DPs) and gifts and hospitality to the value of which exceeds £50 or multiple gifts and/or instances of hospitality with a cumulative value of £50 or more when received from a single donor within a rolling twelve month period. In addition, Members and co-opted Members are reminded that unless their disclosable pecuniary interest is registered on the register of interests or is the subject of a pending notification to the Monitoring Officer, they are required to disclose those disclosable pecuniary interests at the meeting. This should be done by completing the Disclosure of Interest form and handing it to the Democratic Services representative at the start of the meeting. The Chair will then invite Members to make their disclosure orally at the commencement of Agenda item 3. Completed disclosure forms will be provided to the Monitoring Officer for inclusion on the Register of Members' Interests.

**4. Urgent Business (if any)**

To receive notice of any business not on the agenda which in the opinion of the Chair, by reason of special circumstances, be considered as a matter of urgency.

**5. Announcements**

To receive Announcements, if any, from the Mayor, the Leader, Head of Paid Service and Returning Officer.

**6. Croydon Question Time (Pages 37 - 110)**



- a) **Public Questions** (30 minutes)  
To receive questions from the public gallery and submitted questions by residents in advance of the meeting.
- b) **Leader and Cabinet Questions** (105 minutes)  
To receive questions from Councillors.

**7. Member Petitions** (Pages 111 - 112)

To receive notice of petitions presented by Members on behalf of local residents.

**8. Maiden Speeches**

To receive a maiden speech from Councillor Pasty Cummings who was elected to represent the South Norwood Ward following the by-election held on 7 September 2017.

**9. Council Debate Motions**

To debate any Motions submitted in accordance with Council Procedure Rules.

**10. Recommendations of Cabinet or Committee referred to Council for decision** (Pages 113 - 156)

To receive the attached report which summarises the business considered by the Leader and the Cabinet since the last ordinary Council Meeting and in so doing, deal with the recommendations of the Cabinet on the following matters:

- a) Community Safety Strategy

**11. Exclusion of the Press and Public**

The following motion is to be moved and seconded where it is proposed to exclude the press and public from the remainder of a meeting:

“That, under Section 100A(4) of the Local Government Act, 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information falling within those paragraphs indicated in Part 1 of Schedule 12A of the Local Government Act 1972, as amended.”

## PART B

# DRAFT MINUTES

## MEETING OF THE COUNCIL HELD ON

**Monday 26 June 2017 at 6:30pm in The Council  
Chamber, The Town Hall, Katharine Street, Croydon  
CR0 1NX**

Present: Councillor H Ali, Councillor J Audsley, Councillor J Avis, Councillor J Bains, Councillor S Bashford, Councillor K Bee, Councillor M Bird, Councillor C Bonner, Councillor S Brew, Councillor A Butler, Councillor J Buttinger, Councillor R Canning, Councillor R Chatterjee, Councillor S Chowdhury, Councillor P Clouder, Councillor S Collins, Councillor M Creatura, Councillor J Cummings, Councillor M Fisher, Councillor S Fitzsimons, Councillor A Flemming, Councillor M Gatland, Councillor T Godfrey, Councillor L Hale, Councillor S Hall, Councillor P Hay-Justice, Councillor M Henson, Councillor Y Hopley, Councillor K Jewitt, Councillor H Kabir, Councillor B Khan, Councillor S Khan, Councillor S King, Councillor M Kyeremeh, Councillor T Letts, Councillor O Lewis, Councillor S Mann, Councillor M Mansell, Councillor D Mead, Councillor M Mead, Councillor V Mohan, Councillor M Neal, Councillor T Newman, Councillor S O'Connell, Councillor A Pelling, Councillor J Perry, Councillor H Pollard, Councillor T Pollard, Councillor J Prince, Councillor B Qadir, Councillor A Rendle, Councillor P Ryan, Councillor P Scott, Councillor M Selva, Councillor M Shahul-Hameed, Councillor D Speakman, Councillor A Stranack, Councillor P Thomas, Councillor J Thompson, Councillor W Trakas-Lawlor, Councillor M Watson, Councillor J Wentworth, Councillor S Winborn, Councillor D Wood, Councillor L Woodley, Councillor C Wright, Councillor C Young

### MINUTES - PART A

#### **A1 Apologies for Absence**

Apologies for absence were received from Councillors Hollands, Clancy and Bennett.

Apologies for lateness were received from Councillors Avis, Flemming, Hay-Justice, Shafi Khan and Margaret Mead.

#### **A2 Minutes**

The minutes of the Annual Council meeting held on Monday 22 May 2017 were approved as a correct record of that meeting.

**A3 Disclosure of Interest**

No disclosures were made.

**A4 Urgent Business (if any)**

There was no urgent business to consider.

**A5 Announcements**

The Mayor began the meeting by calling for a minute's silence for all the victims of recent tragic events that had taken place and included the terrorist attacks in Manchester, London Bridge and Finsbury Park mosque and the Grenfell Tower fire disaster.

The Mayor, as Returning Officer, announced the results of the June parliamentary elections for the three Croydon constituencies. The successful candidates were:

- Steve Reed OBE for Croydon North
- Sarah Jones for Croydon Central
- Chris Philp for Croydon South

Finally, the Mayor announced a number of fundraising events that were due in the forthcoming months and included a Pirates of Penzance performance in Wandle Park in July and an afternoon tea event in Bernard Weatherill House in August.

The Leader was invited to make any announcements, and the Leader started by thanking all the Croydon staff who offered their support to the Grenfell Tower recovery work for the victims. The Leader then handed the floor to Councillor Butler.

Councillor Butler stated that the Council recognised the concerns tenants and leaseholders in the borough had. It was announced that all tenants had been written to and assured that the Council was undertaking safety tests. A number of actions had taken place since the Grenfell disaster, such as double checking of all fire safety processes. Weekly fire checks would continue to take place and there would be a review of all materials used for cladding on Council tower blocks. It had been announced at Cabinet that the Council had committed to installing sprinklers in the 25 tower blocks that were owned by the borough. Councillor Butler called for central government to provide funding to local councils to invest in further safety measures. Residents were assured that the Council was doing all it could to keep Croydon's residents safe.

**Croydon Question Time**

The Mayor opened the item by informing the Chamber that the Monitoring Officer had ruled out two pre-submitted questions by members of the public due to the questions pertaining to the Local Plan which was a live planning matter.

The item began with questions from members of the public.

Peter Collier stated that Councillor Butler's announcement had answered his question and therefore no further response was required.

Mark Samuels asked how many parking permits had been issued to Members. The Leader responded that the exact number would be provided by officers holding the relevant data.

Jen Pennie asked what steps were being taken to ensure the Council's "name and shame" policy on convicted fly tippers was compliant with human right legislation. Councillor Collins responded that only convicted fly tippers in the borough were named on the Council website, and the full address was not published. Over 150 people had been prosecuted for fly-tipping in Croydon and no issues on the name and shame policy had arisen.

Jen Pennie asked a supplementary question related to her own situation in which she had been named on the website but was currently appealing the prosecution. Councillor Collins responded that he would follow up the case. The legal advice received for the policy was that once the information was in the public domain, namely at the court hearing, there were no legal implications for re-publishing the details on the website. Councillor Collins stated that the policy would be reviewed in consideration of cases going to appeal.

Gunther Preisnner asked why there were no open public toilets in all Croydon parks. Councillor Godfrey responded that the main reason was financial but that the priority was to ensure the contractor opened those already existing to the agreed scheduled times. Conversations were also taking place with community groups over the management of disused toilets in parks.

Judith Cooper asked a question related to a number of incidents of anti-social behaviour around the Croydon Minster area. Councillor Ali responded that the Council were aware of the issue and a number of steps were being taken. The area had been designated a controlled drinking zones which enabled confiscation of alcoholic drinks consumed in the area. Third sector groups were also being engaged with to assist with issues of rough sleeping and substance misuse in the area. The issue was also on the agenda of the forthcoming Safer Streets board meeting. Members of the public who witnessed anti-social behaviour in the area were encouraged to call the non-emergency police line to report such incidents.

The Mayor then moved to Councillor questions to the Leader.

The Leader announced his displeasure at the recently publicised coalition agreement between the Conservative Party and the Democratic Unionist Party (DUP) in which £1 billion had been allocated to Northern Ireland. It was estimated, calculated on per-head population, that Croydon had missed out on £200 million due to this deal.

- Councillor Tim Pollard asked how many of the Local Plan sessions the Leader and Cabinet Members had attended. The Leader responded that he had not attended the sessions as the submitted plan was that of the Council, which had been through the correct processes and the administration would wait for the Inspectorate to conclude its findings and provide feedback on the submission.
- Councillor Tim Pollard asked a supplementary question alleging that it was disrespectful to local residents' associations that the Leader had not attended. The Leader responded that there had been numerous debates in the Town Hall on the Local Plan, and significant resident involvement in the process, and the Leader claimed that the question appeared to show a misunderstanding of the process. The Leader claimed that the opposition were attempting to whip up fear over the Local Plan.
- Councillor Rendle asked whether the opposition party had made further representations for a directly elected mayor model for Croydon. The Leader responded that despite many received the previous year, there had not been such representations made since the general election result.
- Councillor Fisher asked whether the Labour party had been required to complete a risk assessment and pay a deposit for the recent election rally held in Park Hill, as other organisations had been asked to do for events held in the borough's parks. The Leader responded that Members of the opposition had already been written to in detail regarding the question raised and stated that the rally in Park Hill had been organised by the national party.
- Councillor Fisher asked a supplementary question as to whether the organisations made to pay a fee for holding events in the borough's parks should be refunded if it transpired that the Labour party had not been made to meet

such requirements. The Leader responded that he would ensure that the Councillor would be written to with full details of the charges made for the Park Hill rally.

- Councillor Audsley asked that, given recent central government announcements that austerity was over, had any communication be made to the Council regarding investment in local services. The Leader responded that no such communication had been forthcoming from central government and confirmation was yet to be given for the £10million required for the installation of sprinklers in the borough's tower blocks. The Leader also stated that Croydon had been underfunded by central government for seven years, yet £1billion had been found for the deal with the DUP.
- Councillor O'Connell asked why the scrutiny review of the night time economy had still not been published despite the report being available on social media platforms. The Leader responded that it was not the executive's role to comment on scrutiny matters, but that the snap general election had effected the ability to publish the report and the Leader's understanding was that the Sub-Committee would need to meet again to approve the report before formal publication.
- Councillor O'Connell asked a supplementary question on the Leader's opinion on the recommendations from that report. The Leader responded that no one could question the diversity and growth of Croydon's night time economy in recent years, with particular reference to Box Park and the recent concert held there of Croydon superstar Stormzy.
- Councillor Stranack asked whether the fly-tipping "name and shame" page of the Council website would be taken down whilst the issues raised by members of the public were investigated. Councillor Collins responded that the member of public in question had been talked to and her name had been removed whilst the appeal process took place. The process would be looked at to ensure it catered for cases which went to appeal.
- Councillor Stranack asked a supplementary question stating that 20% of the names on the page were resident of New Addington, and whether this area was being specifically targeted. Councillor Collins responded that officers targeted hotspots, which created the likelihood of more prosecutions in such areas. There was no excuse for fly-tipping and the Council was determined to prosecute those who committed such acts.

The Mayor then moved the item to Councillor questions to the first pool of Cabinet Member.

Councillor Godfrey announced that the Croydon parks masterplan had been going well but had incurred a delay due to the snap general election. The Small Community Grants had now been assessed and final checks were being undertaken by officers.

Councillor Flemming announced that the Croydon Ofsted inspections had commenced the week before the meeting and a positive outcome was hoped for. The July Youth Congress was also highlighted and all Members were invited to attend the event, the agenda for which had been led by young people. Finally, Councillor Flemming announced that the funding for the Youth Zone project had been secured and delivery of the scheme was hoped to be completed by the end of 2018. Particular thanks were paid to an anonymous individual who had donated £1million towards the project.

Councillor Woodley announced that there had been a very successful Carers' great which had seen a high participation rate. The "Time To Be Me" project was highlighted as an example of excellent work undertaken for young adult carers with very positive feedback from participants. Finally, it was announced that the number of families housed in emergency bed and breakfast accommodation had been successfully reduced to only eight families.

- Councillor Helen Pollard asked why there had been so many consultations on Croydon park plans, and when work would actually take place. Councillor Godfrey stated that the Croydon Talks Parks report, borough-wide in scope, should not be confused with the separate consultation on how Section 106 funding could be utilised for individual parks. It was hoped that a template could be formulated out of the latter process that could be applied to individual parks across the borough. This would help access as many funding streams as possible for development works in parks.
- Councillor Helen Pollard asked a supplementary question pertaining to how much money had been spent on the many consultations undertaken. Councillor Godfrey responded that the process was for the purpose of leveraging as much money as possible for park development works. It was stated that funding for parks was cut under the previous administration but not by the current administration. Money had to be sourced from elsewhere until central government halted



austerity and provided funding to the Council.

- Councillor Clouder welcomed the progress made on the Fairfield Hall development and asked that, given the recent tragic events at Grenfell Tower, the materials used for the development works were fully compliant with fire regulations. Councillor Clouder additionally asked what fire safety arrangements were being factored into the development to properly cater for disabled users. Councillor Godfrey stated that all the fire regulations requirements had been dealt with at the planning stage of the development. However, additional checks would be made to provide reassurance.
- Councillor Hopley asked a question on the proposed changes to the Health and Wellbeing Board and the removal of voting rights to voluntary sector representatives. Councillor Woodley responded that constitutional changes did not fall under her portfolio. The Leader responded that the Board had incurred significantly more spending responsibilities in recent years and as such the governance needed to reflect those changes. The voting arrangements reflected the proportionality system that was used with all other committees.
- Councillor Henson asked a question pertaining to the public opening of Ashburton Library due for 22nd July 2017. Councillor Godfrey responded that the opening of the library was a hallmark of the administration delivering on projects and the work undertaken would create an excellent building safeguarded for one hundred years. Engagement and involvement of residents was key to the project's success.
- Councillor Henson asked a supplementary question pertaining to the Ashburton Park masterplan. Councillor Godfrey responded that the previous administration had set park against park in the borough whereas the masterplan reflected the current administration's support for all parks in Croydon. There was a long term investment need for the borough's parks, and Councillor Godfrey stated that it had been a privilege to deliver the Ashburton masterplan.
- Councillor Rendle asked whether the Cabinet would thank the management and staff at Croydon University Hospital for their recent changes to their facilities to create an autism-friendly environment. Councillor Woodley responded that she joined the Councillor in thanking and commending the work done at the hospital and additionally highlighted the work undertaken by Councillor Rendle in ensuring the changes took place.

- Councillor Wright asked for assurance that those parks outside of the scope of the masterplan would not be neglected. Councillor Godfrey responded that the Council's work on parks was based around the principle that all the borough's parks matter. An example was the previously mentioned work on securing s106 funding that was being designed as a template format for other parks to utilise.
- Councillor Wright asked a supplementary question regarding what resources would be made available to a resident-led project at Grange Park to provide further facilities at that park. Councillor Godfrey responded that while staff resources were spread thinly across the borough's many parks, there was a commitment to support all grassroots community work undertaken at parks.
- Councillor Canning asked what action was being done to address the long waiting lists for organ transplants in the UK. Councillor Woodley responded that Croydon Health Services were undertaking a number of projects, and the Councillor would welcome any schemes that the Council could support.
- Councillor Canning asked a supplementary question regarding Enfield Council's recent allocation of its website to an organ donation campaign. Councillor Woodley responded that discussions would be had with the Director of Public Health and the Croydon Clinical Commissioning Group (CCG) to see if similar work could be undertaken at Croydon, and seek out other examples of best practice on this issue.
- Councillor Bird asked what the total cost was for repairs to damage at Park Hill caused by the Labour election rally held there. Councillor Godfrey stated that he would speak to officers as the information was not available at the meeting but that if there was any wear and tear caused by the rally it would be fixed.
- Councillor Bird asked a supplementary question as to whether it was good use of public money to hold an election labour rally during the pre-election period. Councillor Godfrey responded that every political party was entitled to hire public spaces for election rallies and that the Conservatives could have done the same.
- Councillor Wood asked what plans BH Live had at the new Fairfield Halls that ensured that diverse local artists would be

supported. Councillor Godfrey responded that BH Live were committed to supporting community groups and some of the revenue from the venue would be reinvested into supporting community groups and artistic programmes. The combination of no direct public subsidy to the venue and the social aspect of the not-for-profit enterprise was a real asset to the community.

- Councillor Quadir asked what would be the fate of local parks that did not have friends groups supporting them through fundraising. Councillor Godfrey responded that such parks would still be supported but encouraged Ward Councillors to support efforts to set up friends groups at parks where they did not exist. Where residents showed active care for their parks, the Council should do all it could to get them organised.

The Mayor then moved to Councillor questions to the second pool of Cabinet Members.

Councillor Watson announced that there had been a successful launch event for the newly upgraded Surrey Street market which had been delivered on time and to budget.

- Councillor Helen Pollard asked why the Council was pressing ahead with a footpath at Heathfield Gardens in South End despite serious concerns raised by residents. Councillor Butler responded that she would look into the matter further and discuss the issue with residents.
- Councillor Helen Pollard asked a supplementary question regarding whether the local Safer Neighbourhood Team would also be consulted regarding the proposed footpath. Councillor Butler responded that she would ensure the team would be included in the discussions.
- Councillor Chowdhury asked how many times Conservative Members had opposed Brick by Brick housing development schemes. Councillor Butler responded that a number of Brick by Brick sites had been opposed by the Conservative group however hope was expressed that this would be overcome in the future with new developments forthcoming.
- Councillor Chowdhury asked a supplementary question regarding opposition behaviour at Planning Committee meetings. Councillor Butler responded that Planning was on

the most emotive issues the Council dealt with, particularly so for residents who lived near proposed development sites. However, through the planning process residents were listened to and at Planning Committee Members had to consider each application under planning terms.

- Councillor O'Connell asked what the Council had been doing in response to the doubling of the rate of violent crime in the borough over the past 12 months. Councillor Ali responded that the issue was a London-wide trend and not isolated to Croydon. A significant amount of joint work was being undertaken between the police and the Council, which included enforcement activities, seizing of weapons and the training of front-line staff to undertake weapon sweeps. The Youth Offending Service and Trading Standards teams had also been undertaking work to deal directly with the issue of weapon-related crimes. Finally, the Council's Community Safety Strategy had recently been adopted by Cabinet.
- Councillor O'Connell asked a supplementary question pertaining to whether the Cabinet Member would consider her position if the incidents in Croydon did not begin to decrease. Councillor Ali responded that Councillor O'Connell had not been held personally responsible for the rise in knife crime when he was in the Cabinet post, and it was offensive to make such an accusation. The considerable amount of work being undertaken had already been spelled out, however reference as made to the thousands of police officers that had been removed from the capital's streets due to the central government austerity measures. These cuts were negatively affecting the ability to address the challenges being faced.
- Councillor Rendle asked whether the cladding used on terraced housing in the Ashburton Ward would be inspected by the Council. Councillor Butler responded that this would be checked and the issue had been raised very soon after the Grenfell Tower incident.
- Councillor Rendle asked a supplementary question regarding whether central government should be providing funding for local authorities to address the additional fire safety measures being implemented. Councillor Butler responded by commending the inspections undertaken by Council officers so soon after the Grenfell disaster happened. It was further stated that the government needed to help resource the efforts, and the borrowing cap on Housing Revenue Account (HRA) needed to be addressed.

- Councillor Creatura asked what was being done to address the outlook of many young people that carrying knives was a form of self-protection, when in fact the opposite was the case. Councillor Ali responded that the message was being brought to young people in a number of ways including working directly with parents and with primary and secondary schools. There was also the Youth Congress taking place in Croydon in which the agenda would be shaped by young people and provided further opportunities to get the message out. It was further stated that partnership work was critical to ensure the issue was addressed effectively.
- Councillor Creatura asked a supplementary question regarding male suicide and what the Council were doing to address this significant issue affecting young men. Councillor Ali responded that detailed information would be provided to the Councillor on what the Council was doing on this issue.
- Councillor Chowdhury asked what the Council was doing to address residents' anxiety after the recent terrorist events in the capital and Manchester, alongside the recent Grenfell Tower fire. Councillor Ali responded that two major documents had been published recently that addressed what would be undertaken in Croydon and London generally; these were the Croydon Community Safety Strategy and the Mayor of London's Police and Crime Plan for London. After the Finsbury Park Mosque attack Council officers had been working with Croydon's mosques to address concerns and funding had also been allocated to support places of worship throughout the borough.
- Councillor Stranack asked a question pertaining to the loss in the Council of the post for a Female Genital Mutilation (FGM) project worker, despite school holidays identified as the highest risk period in the year for FGM crimes being committed. Councillor Ali responded that the budget for FGM work had been extended with financial investment maintained for the voluntary sector organisation leading on the work.
- Councillor Stranack asked a supplementary question pertaining to the cutting of the FGM project worker role and the risks associated with the upcoming summer holiday period. Councillor Ali responded that the Council had funded significant work in this area which included training 1500 front-line workers on how to identify and address cases of FGM. Furthermore, policies and risk assessments were in place across the borough to combat FGM and Croydon's teachers were better equipped with how to identify potential cases in their schools. It was stated that the emphasis should be on

prosecuting those responsible for the crime.

- Councillor Clouder asked what was being done to promote the employment of young people in Croydon. Councillor Watson responded that the job brokerage scheme was providing many of the borough's young people with work experience opportunities and ensuring that all residents benefitted from the significant investment and growth that Croydon was experiencing.
- Councillor Mohan asked what the Council was doing to support religious celebrations of Eid taking place in Croydon. Councillor Ali responded that the Council supported community organisations to run their own events and celebrations. The Council focussed on running inter-community events such as the Interfaith Bike Ride that promoted intercultural communication whilst supporting individual faith events.

The Mayor moved the meeting to the third pool of Cabinet Members.

Councillor King announced that earlier that day the Council had hosted an Air Quality Summit and Croydon had put its name to a robust London-wide air quality consultation.

- Councillor Bashford asked a question pertaining to the speed enforcement measures undertaken for 20mph roads in zones one and two of the borough. Councillor King responded that fines for speeding were issued by the police and thus they could provide the Councillor with the relevant data. Monitoring of speed levels would continue and initial data was expected to be available by March 2018 when the scheme would be fully rolled out in zones three, four and five.
- Councillor Bashford asked a supplementary question regarding what further measures would be taken to encourage compliance with the new limits. Councillor King responded that numerous measures had been taken, in partnership with the police, which included speed tables, additional signage, and the deployment of automatic number plate recognition (ANPR) visors. The work being undertaken proved that 20mph was indeed enforceable, despite some people suggesting it was not.
- Councillor Canning asked what the Council did to measure

performance of the services it provided, particularly from the resident experience side. Councillor Hall replied that the Council monitored performance as well as resident panels and feedback from these different avenues was welcomed. There were also contractual measures that could be used for sub—contractors when their service provision dropped below agreed levels of standards.

- Councillor Cummings asked a question in relation to the forward selling proposed as part of the decision on affordable housing made at the previous Cabinet meeting. Councillor Hall responded that if inflation were greater it would improve the viability of the scheme, however forward selling was a small part of the overall scope of the limited liability partnership proposed. The ultimate purpose of the scheme was to allow for hundreds of affordable homes in the borough whilst also improving the Council's general fund.
- Councillor Cummings asked a supplementary question around who would pick up the cost if forward selling the income failed. Councillor Hall responded that all investment decisions carried a degree of risk and the scheme was constructed to mitigate associated risks as much as possible.
- Councillor Audsley asked what local action was being taken on air quality improvement. Councillor King responded that the current consultation would run until 31 August 2017. Residents were encouraged to take part in the process and to look at the published draft plan. There were a number of initiatives that would take place and in particular tackling the issue of idle vehicles, which brought with it difficult enforcement issues. The key was therefore to promote cultural change to tackle the issue long term and encourage drivers to switch off the engine when stationary.
- Councillor Audsley asked a supplementary question regarding the key demands the Cabinet Member had for central government on the issue of air quality. Councillor King stated that one national initiative needed was a diesel scrappage scheme. New legislation was also needed to provide local authorities with more powers to take the action needed on a local level. It was stated that the issue of air quality had become a public health crisis.
- Councillor Brew asked why the 20mph zones had omitted A and B roads, despite the majority of traffic accidents taking place on such carriageways. Councillor King responded that at the outset of the process it was identified that residential roads

would be the focus. Other interventions were taking place on A and B roads such as enhanced pedestrian crossings. It was also stated that a third of traffic accidents occur on residential roads and therefore it was important to tackle the issue beyond main carriageways.

- Councillor Brew asked a supplementary question pertaining to the need to focus on main roads as these incurred the highest number of accidents. Councillor King responded that all roads needed to be considered as accidents did not occur only on main roads. Councillor King also criticised Members of the Opposition for opposing 20mph limits on roads with a number of schools on them.
- Councillor Mann asked how the Council would respond to the cuts to night-time train routes servicing East Croydon proposed in the Gibb report. Councillor King responded that there was concern over the proposed loss of the service and the duplicitous timing of the publication of the report during the height of the general election. Through lobbying by the Council a rail replacement service had been secured from Clapham Junction which would service the affected line. The Council were also informed the closure of the line would only be temporary and was not a permanent measure.
- Councillor Mann asked a supplementary question around what opportunities the Mayor of London's Transport strategy offered for Croydon, in particular around replacement work for the borough's bridges. Councillor King responded that the Council were aware of the need to address the issue of bridge works in Croydon and measures had been taken place to deal with the worst affected bridges such as implementing one-way systems. One bridge had been closed due to a severe risk of collapse. Work was due to commence on two bridges in the borough at the very latest by January 2019 and monthly updates would continue to be provided for Ward Councillors on progress.
- Councillor Bains asked how much borrowing the Council had undertaken in the past year. Councillor Hall responded that a finance paper was due to go to Cabinet in July and a report had also gone to the General Purposes and Audit Committee that provided further details.
- Councillor Bains asked a supplementary question as to whether the borrowing figure was £1.4billion. Councillor Hall responded that detailed information would be provided at the July Cabinet meeting. It was further stated that the current



administration would borrow to deliver new homes and schools to make a difference to residents, as opposed to the previous administration's borrowing to fund the new Council offices.

- Councillor Lewis asked for information on plans for youth engagement as part of the Green and Clean Croydon campaign. Councillor Collins responded that a good education programme had been established and was being shaped to fit the school curriculum. One example of engagement with schools were the plans for an inter-school poster competition to promote recycling; the winning poster would feature on the new "Big Belly" bins located across the borough.
- Councillor Lewis asked a supplementary question pertaining to when the new cleaning equipment would be rolled out. Councillor Collins responded that the deployment would be taking place very soon and a promotion campaign would be launched alongside the roll out to engage with the community across Croydon. An example of the engagement proposed was a naming competition for the new vacuum cleaners, which combined promotion of the new equipment alongside having fun with the community as well.
- Councillor Neal asked whether the Cabinet Member believed the consultation process for 20mph limits in zones three, four and five were fair, despite many residents in the south of the borough believing it was not. Councillor King responded that the reasons for the different consultation method in zones three, four and five had been discussed openly at the December 2016 Cabinet meeting and the key reasons were to make it a simpler and easier process. Opposition Members present at that Cabinet meeting had not raised any objections to the proposed new process.

## **A7 Member Petitions**

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

"We the undersigned residents call upon the Council to allow Towndate Property Management (a residents' company comprising 12 households, responsible for the maintenance of the common parts of 16-18 Arnull's Road, SW16 3EP) to purchase the piece of land owned by the Council which reaches 5 metres inside the entrance to the private close. The houses in the close have no front

gardens, and recently have been shown to be vulnerable to youths on mopeds, who have both committed and attempted theft, and have attacked a resident. At present it is not possible to attach gates to the brick pillars at the entrance to the close, because the land residents own starts 5m further into the close."

Councillor Hall responded that officers had researched the matter and had found that the land in question was not owned by the Council. Officers would work with the management company to clarify the ownership of the land and confirm the process for acquiring the land.

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

"We the undersigned, residents of Fellmongers Yard in Croydon, have very serious concerns around fly tipping, security and general cleanliness on our street. We therefore request Croydon council consider taking the following steps to help mitigate these concerns and issues:

1. Install a security gate at the entrance of Fellmongers Yard, with access restricted to residents and emergency services only. Certain market traders on Surrey Streets will require day time access, and this can also be provided.
2. Ensure that the Council's plans for Sunday and night time trading on Surrey Street does not restrict access to those delivering goods, parcels and services to residents of Fellmongers Yard.
3. Install public toilets on Surrey Streets, to prevent the pavements on Fellmongers Yard from being used as a public toilet, as is currently done."

Councillor Watson responded that the gate was part of the public highway and thus if it was stopped up the responsibility for the road would fall to the land owner and adjoining properties. A Public Space Protection Order (PSPO) had been considered by officers however the required level of evidence, coupled with the proportionality test, were unlikely to be met in this case. Regular patrols were taking place in the area and CCTV had been added, which had helped secure prosecutions of fly-tippers.

There had been six months of Sunday trading and no issues had been raised of it affecting deliveries to residents in the area.

Residents had been informed of processes in place to ensure the smooth running of the area during Sunday trading.

There were numerous amenities with toilet facilities available on Surrey Street, including at the nearby Centrale shopping centre.

There were also 24 hour toilet facilities in the vicinity at Queens Gardens. In addition, enforcement officers had been deployed at Surrey Street to discourage public urination at night-time.

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

"We, the petitioners below, call upon Croydon council to alter controlled parking hours so as to improve local residents' access to parking spaces in Bourne Street and Lower Church Street."

Councillor King responded that it was recognised that there was a high demand for parking in the area due to the number of permit holders and limited number of bays on the roads. There was little scope for the introduction of additional bays however residents had access to the Jubilee Bridge car park where permits could be purchased. Officers would write to residents in the area to inform of the alternative arrangements at the Jubilee Bridge car park.

## **A8 Annual Reports**

The Mayor invited the Chairs of Scrutiny to introduce the Scrutiny Annual Report.

Councillor Fitzsimons began by thanking all the Members, officers and residents who had taken an active role in scrutiny meetings throughout the year.

There had been 38 meetings in total which had included a number of question time sessions with Cabinet Members, and two call-ins. A wide range of issues had also been considered, from rail station accessibility to landlord licensing, with numerous recommendations generated through the scrutiny process. It was also announced that a review of the civil contingency plan would be added to the work programme for the forthcoming municipal year, to ensure it was fit for purpose, particularly after the events at Grenfell Tower.

Councillor Buttinger noted that the scope of the Children and Young People Sub-Committee was wide however a number of key issues were considered which included unaccompanied asylum seeking children, reviewing the work of the safeguarding and looked after children. Members were encouraged to hear of the improvement in the borough's Key Stage 1 attainment results and the significant number of schools rated Outstanding.

Councillor Bonner thanked Members and officers for facilitating what had been a significantly heavy work load for the Sub-Committee. A particular focus of the year had been commissioning for over 65s and the Sub-Committee had written to the Secretary of State regarding the CCG's cutting of free IVF treatment for residents in Croydon.

The Mayor then invited questions from Members on the report.

- Councillor Pelling asked for comment on the IVF decision made by the CCG, which it was believed had been take at an

inquorate meeting. Councillor Fitzsimons responded by expressing his displeasure at the CCG decision. Whilst Croydon had been underfunded from central government everyone agrees, it was the only borough where couples could not receive funded IVF and the Chair of the Sub-Committee would ensure that the CCG were held to account.

- Councillor Audsley asked whether Member visits to the CCG would be beneficial. Councillor Fitzsimons responded that scrutiny Members had undertaken visits as part of exploring issues. The main concern with the CCG from Members had been the restructure in the organisation which, it was claimed, had produced no tangible benefit to the people of Croydon. A Member visit to the CCG was welcomed as a useful suggestion for the forthcoming municipal year.
- Councillor Clouder asked what steps had been taken to engage young people in the scrutiny process. Councillor Fitzsimons responded that youth involvement in scrutiny was vitally important. Previous engagement activities included the young people “takeover” of the Sub-Committee, and it was welcomed that there had been a significant increase in young people voting in the recent election.
- Councillor Creatura asked what the process had been for the Sub-Committee agreeing to send the letter to the Secretary of State related to the CCG decision on IVF treatment. Councillor Bonner responded that officers present at the meeting had advised on the process for making the decision. The Sub-Committee had subsequently been advised that the advice was incorrect and action was taken to ensure the decision was made correctly.
- Councillor Rendle asked what one measure could be implemented to make scrutiny more effective. Councillor Fitzsimons responded that the biggest issue of recent years had been the Council’s interpretation of what a key decision is. The current interpretation being applied appeared to only relate to expenditure of over £1million but this was believed to be a misrepresentation of the law. An example proffered was the selling of the Riesco collection which, in the opinion of Councillor Fitzsimons, affected more than one ward and thus should have been considered a key decision. Councillor Fitzsimons welcomed the appointment of a new Monitoring Officer at Croydon and hoped that a broader definition would be applied to future key decisions.

The Mayor thanked the Chairs of Scrutiny for the report and their hard work taken throughout the municipal year. The Mayor then

moved to the General Purposes and Audit Committee (GPAC) annual report and invited the Chair of that Committee to introduce the report.

Councillor Jewitt: Thanked all the GPAC Members for their diligent work undertaken throughout the municipal year. The Grant Thornton audit report was highlighted as a key piece of work by the Committee and welcomed that the outcome of that report concluded that Croydon was a Council of good practice.

- Councillor Audsley asked what had been identified as the biggest risk the Council faced by the Committee. Councillor Jewitt responded that the key risk was the lack of central government funding and Westminster should invest to save money in the long term.
- Councillor Bashford asked for clarity at paragraph 17 of the report regarding the number of managers that had attended workshops. Councillor Jewitt responded that officers would advise what the exact figure was.
- Councillor Chatterjee asked why the implementation of recommendations had been significantly lower than in previous years. Councillor Jewitt responded that the figures in the report were the most up-to-date available, but would not be fully complete until the end of the 2017 calendar year.
- Councillor Chatterjee asked for further comment on the level of implementations at the time of publication of the report. Councillor Jewitt responded that officers would prepare a detailed written reply regarding the figures. Councillor Hall added that the implementation of recommendations can take a number of years to complete, such as the Stubbs Mead security recommendation which took seven years to fully implement.
- Councillor Bains asked for clarity on the figures regarding the satisfaction rates that had been recorded. Councillor Jewitt responded that officers had explained the figures in detail at the GPAC meeting in which the report was adopted, and there was no intention to hide anything within the statistics.

One motion, with cross party support, was submitted for debate:

“This Council sends its deepest condolences to the families affected by the tragic fire at Grenfell Tower and welcomes the Council's recently announced investment in sprinklers for all our high rise blocks. We further welcome the Council's prompt action to carry out safety checks on all Council-owned cladded blocks. We will continue to work with the fire service and the private sector to reassure all residents, including those in privately-managed blocks, that they are safe in their homes. This Council further calls upon the Government to relax the borrowing restrictions on the HRA, to allow this council & others to fund ongoing investments into both sprinklers and necessary improvements to our housing stock.”

Councillor Newman, proposing the motion, stated that the tragedy at Grenfell that was most likely also a crime; nothing in terms of housing policy and regulations would ever be the same again. Croydon was the first borough to commit to retrofitting all its tower blocks, of ten stories or more, with sprinklers to ensure that no risks to residents' safety were taken.

It was stated that what had happened was a political issue; the local Council had sat on £240million of balances, provided a Council Tax rebate to its residents, but yet had used cheap cladding on the tower that was unsafe and for the sake of a small amount of money saved. The political campaign to scrap regulations, that were in place to save lives, was also to blame. Credit was given to Croydon staff and Councillors who had helped with the rescue efforts at Grenfell. The priority had to be to invest in housing safety, and the Leader confirmed he had written to the Housing Minister to ask for support to allow for borrowing against the Housing Revenue Account (HRA) to fund such safety initiatives. Lessons had to be learnt from a disaster that never should have been allowed to happen.

Councillor Tim Pollard seconded the motion and reserved his right to speak.

Councillor Dudley Mead stated that he had been involved in housing in Croydon since 1992. Councillor Mead recalled that local authorities had been persuaded to buy out of the Tenant Tax, but that Councils should lobby for its reintroduction. Christmas day of 2017 would be ten years since sixteen flats caught ablaze in Marston Way, Croydon, where lessons were learnt and the tenants had eventually returned after rebuilding work had taken place on the block.

Installation of sprinklers and other safety measures were a small cost compared to the financial impact of large fires such as Marston Way and Grenfell. It was recommended that sprinklers should be installed in all multiple occupancy housing and blocks that were lower than ten stories.

Councillor Lewis stated that lessons had to be learnt to ensure that such a disaster as Grenfell never happened again. Tribute was paid to Croydon Council's leadership in the wake of the disaster – proactive in undertaking fire safety audits, installation of sprinklers and the communication and outreach to residents to provide reassurance.

The fire had raised questions such as why government ministers had ignored concerns raised and why the costs of cladding had been put ahead of the safety of the residents. Councillor Lewis stated that the results of the recent election showed that voters had had enough of austerity and that the cuts had gone too far. The government must therefore allow local authorities to take all the steps necessary to protect their residents, starting with allowing for Councils to borrow against the HRA. Schemes such as Landlord Licensing introduced by the current administration were steps to improve standards in the private sector in Croydon as well as the authority's own stock. Councillor Lewis concluded that the Grenfell tower tragedy should never be forgotten.

Councillor Hale stated that everyone had shared similar emotions surrounding the Grenfell tragedy and that only a full inquiry would answer all the arising questions. Councillor Hale described examples of those people who had been directly affected by the terrible events, many who had lost everything. It was right that local authorities committed to implementing all fire safety measures as soon as possible and ensure that residents living in cladded buildings were returned to their homes as soon as such works were completed. Councillor Hale confirmed that she, along with the Leader of the Opposition, had written to the Secretary of State to request that the borrowing cap on the HRA be relaxed to help fund such safety measures. The focus had to be on the victims of the tragedy and ensuring such an event never happened again.

Councillor Butler stated that after the initial phase of sprinkler installations had been completed, all of the Council's stock would be evaluated. The importance of having a home affected almost all aspects of society, from employment, health and education. The Grenfell Tower fire was a wakeup call to everyone and highlighted a shared responsibility to ensure such a disaster never happened again. Central government had to ensure that its building regulations were fit for purpose and had to invest in council housing to ensure tenant safety. Lessons had to be learnt and the Grenfell Tower disaster should be looked back as the day that housing policy changed forever in this country and safety was put at the top of the agenda.

Staff working for the fire services were thanked for the work they had undertaken, as were the officers of the Council who had done all they could to ensure residents were safe.

Councillor Tim Pollard stated that the early estimates of those killed in the fire were likely to be considerably short of the final total and his thoughts were with those affected, displaced and killed. In the aftermath of this tragedy, steps had to be taken in Croydon. Recommendations following a full inquiry of the disaster should be followed, but in the intervening period Councillor Pollard welcomed the steps that had already been taken including the installation of sprinklers and investigations into the cladding used in the borough. Councillor Pollard confirmed that, alongside Councillor Hale, he had written to the Secretary of State supporting the calls for the lifting of the cap on borrowing on the HRA. No stone should be left unturned to ensure the safety of residents and this should include those residents in the private sector.

The Mayor put the motion to the vote and the motion was **carried unanimously**.

The Mayor added that she had written to the Mayor of Kensington sending condolences from Croydon.

## **A10 Constitutional Changes**

Councillor Newman, in moving the recommendations contained in the report, stated that there had been cross-party support for the proposed changes and expressed surprise at the change of position from the opposition. The proposed changes to the Health and Wellbeing Board reflected the increased roles and responsibilities that the Board had taken on. It was hoped that the broader role of the Board would ensure that situations such as the CCG's conduct over the cuts to IVF services would not happen again.

Councillor Hall seconded the recommendations and reserved his right to speak.

Councillor Tim Pollard, opposing the motion, stated that there was opposition support for most of the proposed changes, but great concern expressed regarding the Health and Wellbeing Board proposals. It was stated that the removal of voting rights for voluntary sector representatives on the Board sent a negative message to those partners. The Majority group would hold full control of the decisions made by the Board, and the voluntary sector were not happy with how they had been treated. Councillor Pollard concluded that if the administration were serious about partnership working then a more serious working relationship with those organisations should be established.

Councillor Creatura stated that the proposals were another nail in the coffin for democracy in Croydon. It was claimed that the door was being closed to the expertise of the voluntary sector. The Board had been an apolitical body to commission key services for vulnerable



residents and, it was claimed, was now being politicised with the Labour party holding the majority vote share. Councillor Creatura concluded by stating that the voluntary sector would be disenfranchised by the changes and that the Labour Councillors would be whipped to vote a certain way.

Councillor Hall stated that the proposed changes included providing voting rights to the pensioner representatives on the Pension Committee. It was stated that the real challenges the voluntary sector faced were the central government cuts to funding and the legislation restricted charities' abilities to campaign.

The proposed changes reflected best practice in other Health and Wellbeing Boards and fitted the new responsibilities it would be taking on. It was proper that a Board responsible for large amounts of spending should follow similar governance principles as other Council Committees. Voluntary sector representatives would still hold speaking rights on the Board and the future of the voluntary sector had been secured under the current administration.

The recommendations were put to the vote and **carried**; Council thus **RESOLVED** to:

1.1 Approve the amendments to the Constitution detailed in sections 3 and 4 of the report and detailed more specifically in Appendices 1-9.

1.2 Subject to the approval of the changes to the Health and Wellbeing Board membership and terms of reference as detailed in the report:

a) Note the Nominations to Health and Wellbeing Board by the Leader pursuant to the Health and Social Care Act 2012 and approve the Councillor appointments to Health and Wellbeing Board as Nominated by the Leader and set out in paragraph 4.11 of the report;

b) Direct, in accordance with the provisions of the Local Authority (Public Health, Health and Wellbeing Boards and Health Scrutiny) Regulations 2013 that:

i. the Health and Wellbeing Board not be permitted to establish sub-committees

ii. the Members of Health and Wellbeing Board specified in Paragraph 4.12 and 4.13 of the report shall have the voting rights as indicated therein, and

1.3 For the reasons set out in section 5 of the report, agree the Scheme of Members' Allowances detailed in section 5 of the report and appended in full at Appendix 10.

**A11**

**Camera Resolution**

Not required.

**MINUTES - PART B**

None

The meeting finished at 9.49pm.

# DRAFT MINUTES

## EXTRAORDINARY MEETING OF THE COUNCIL HELD ON

**Monday 18 September 2017 at 8.00pm in the Council  
Chamber, the Town Hall, Katharine Street, Croydon  
CR0 1NX**

Present: Councillor H Ali, Councillor J Audsley, Councillor J Avis, Councillor J Bains, Councillor S Bashford, Councillor S Bennett, Councillor M Bird, Councillor C Bonner, Councillor S Brew, Councillor A Butler, Councillor J Buttinger, Councillor R Canning, Councillor R Chatterjee, Councillor L Clancy, Councillor P Clouder, Councillor S Collins, Councillor M Creatura, Councillor J Cummings, Councillor P Cummings, Councillor S Fitzsimons, Councillor M Gatland, Councillor T Godfrey, Councillor L Hale, Councillor S Hall, Councillor P Hay-Justice, Councillor M Henson, Councillor S Hollands, Councillor Y Hopley, Councillor K Jewitt, Councillor H Kabir, Councillor B Khan, Councillor S Khan, Councillor S King, Councillor T Letts, Councillor O Lewis, Councillor M Mansell, Councillor M Mead, Councillor V Mohan, Councillor M Neal, Councillor T Newman, Councillor S O'Connell, Councillor A Pelling, Councillor J Perry, Councillor H Pollard, Councillor T Pollard, Councillor J Prince, Councillor B Quadir, Councillor A Rendle, Councillor P Ryan, Councillor P Scott, Councillor M Selva, Councillor M Shahul-Hameed, Councillor D Speakman, Councillor A Stranack, Councillor P Thomas, Councillor J Thompson, Councillor W Trakas-Lawlor, Councillor M Watson, Councillor J Wentworth, Councillor S Winborn, Councillor D Wood, Councillor L Woodley, Councillor C Wright, Councillor C Young

### MINUTES - PART A

#### **A1 Apologies for absence**

Apologies for absence were received from Councillors Thompson, Mohan, Kyeremeh, Margaret Mead, Dudley Mead, Clouder and Ryan.

Apologies for lateness were received from Councillors Wentworth and Bonner.

**A2 Disclosure of Interest**

No declarations were made.

**A3 MATTER FOR CONSIDERATION BY THE COUNCIL**

The motion for consideration, submitted by Members of the Opposition, read:

“This Council regrets the failure of this Labour administration to operate safe and effective children and families social services and apologises to the people of Croydon for running a service found by OfSTED in September 2017 to be inadequate across the board. The Council pledges to deal with the failures and weaknesses outlined by the report including addressing the poor political oversight highlighted.”

The motion was moved by Councillor Tim Pollard and seconded by Councillor Gatland.

An amendment to the motion was submitted by Members of the Majority Party and read:

“This Council regrets the failure to operate as effectively as possible our children & families social services and has apologised to the residents of Croydon for the recent Inadequate Ofsted report. This Council pledges to deal with all the weaknesses and failures outlined in the report and notes the progress reported at Cabinet of our Improvement plan that has begun to address the issues raised.

The amendment was proposed Councillor Flemming and seconded by Councillor Newman.

Councillor Tim Pollard, speaking in favour of the motion, stated that in his time as a Councillor he had never read such a serious report as the recent Ofsted account of the Council’s children’s services. The report identified serious failures to children and their families, leaving some children at risk of significant harm. Since the authority was inspected in 2012, the report stated, there had been a significant deterioration of the service.

Councillor Pollard stated that all Members were corporate parents, and thus shared the duty of the wellbeing of young people in the Council’s care. However, it was stated, the Leader and Cabinet Member had access to all the information they needed to run the service and had failed to do so. The report was scathing of the leadership of the service, and Councillor Pollard stated that this was an indictment on their leadership. It was further stated that both Councillors had used media platforms to pass the blame from themselves. The Safeguarding Board Chair was being blamed, as

were previous Council officers and central government. The latter were blamed for funding cuts, yet funding in children's services had increased by 26%. In 2012 the service was rated as adequate, and since the Labour administration was elected in 2014, Councillor Pollard claimed that, this good work had deteriorated. Councillor Pollard called for Councillors Newman and Flemming to resign and allow for other Members to step forward.

Councillor Flemming, speaking in favour of the amendment, apologised to the people of Croydon for the failings identified in the report. It was stated that the young people of Croydon deserved the very best service and Councillor Flemming committed to exceeding the improvements already identified moving forward. A bespoke service that catered for each individual young person's needs was required – the ultimate focus was to ensure an excellent service for young people. It was disingenuous to compare the 2012 inspection with the current one; the inspection framework ran from 2013. It was widely recognised that the new framework was much more rigorous and a significant number of authorities had been rated inadequate or requiring improvement under the new regime. This was not a justification for the poor rating received, but placed it within the context of the changing Ofsted framework. Croydon had undertaken a serious case review to ensure best practice was being utilised within the service. The promotion of the children in care council would identify the strengths and weaknesses within the service, and such work had already been undertaken through work such as the youth congress. All Councillors, as corporate parents, were responsible for the welfare of Croydon's looked after young people, and is why safeguarding training was made mandatory for Members.

Councillor Gatland, speaking in favour of the motion, stated that since the publication of the report she had received a large volume of correspondence from concerned residents and professionals. The fact that the authority were found to be putting young people in significant harm should be of great concern. Councillor Gatland asked why Councillor Flemming had returned unspent pupil premium money to the government - money that could have been spent on young people. It was stated that there were many excellent officers in the children's department and they had been let down by the leadership which included the senior management and the lead Members – Councillors Flemming and Newman. The Opposition were willing to help in bringing the service back to where it should have been; Councillor Gatland stated she was sitting on the Improvement Board for this purpose. The Council now faced the possibility of central government taking over the running of the service, and due to the failures identified in the report Councillor Gatland called for Councillor Flemming to step aside and for new leadership.

Councillor Hall, speaking in favour of the amendment, apologised for the failures to young people identified in the Ofsted report. The population and demands in Croydon had grown, but the Council

remained underfunded per head of population, unlike other neighbouring London boroughs. There was a large funding gap for children's services across the country, predicted to reach £2 billion by 2020 by the Local Government Association. Councillor Hall stated that it was therefore no surprise that Ofsted had deemed 70% of inspected authorities as inadequate or requiring improvement. Croydon experienced the additional pressure of a large number of unaccompanied asylum seeking children. From the year 2011/12 to 2014/15 the Council received cuts to funding for children's social care, since that time there had been an increase in the budget due to the administration's control over finances. It was claimed that early in the administration, changes were identified however the assurances Members received were based on inaccurate information. Councillor Hall stated that the administration understood the need for rapid change and a number of initiatives had taken place to address the issues identified by Ofsted. However, in the longer term, central government needed to change its approach to funding in Croydon.

Councillor Creatura, speaking in favour of the motion, stated that calling for senior politicians to resign over the findings in the report was not political, however the amendment submitted by the administration was political. It was claimed that the Leader had blamed officers for the failings in the service, however the report identified senior leaders as being aware of the issues. Councillor Creatura stated that this posed the question of who was actually running the Council; either it was the political leadership, and therefore they were to blame, or it was officers – in which case the Council was not being run by the administration. Councillor Creatura stated that either way, a new leadership was needed. Councillor Creatura called for the Leader to take responsibility for the failures in the report and stand aside.

Councillor Newman, speaking in favour of the amendment, stated that he took his share of the responsibility – as he had done so at the scrutiny meeting the previous week. The Cabinet meeting held prior to the Council meeting highlighted a number of measures being taken to ensure young people were safe. The Opposition, it was claimed, also had to take their share of the responsibility. It was clear that the data being reported to Cabinet was not correct and the previous Chair of the Safeguarding Board considered the service to be in much better shape than Ofsted had found. The key issue was to create a sustainable service, not just short term measures. Croydon had unique pressures on its service and was underfunded by central government – this had to be addressed to create a sustainable service. Councillor Newman stated that this was not just a Croydon issue – it was a national crisis. This, it was stated, reinforced the need to understand and address the mistakes made in Croydon as the system was fragile. Councillor Newman stated that this should not be a political debate, but politics did still matter, and the Leader of the Opposition had been invited to sign a letter to central government requesting more funding for children's services. The safety of children was the administration's overwhelming priority

and all measures would be taken to ensure they were protected.

At the conclusion of the debate the Mayor began by putting the amendment to the vote.

The amendment was **carried**.

The Mayor then put the amended motion to the vote.

The amended motion was **carried**.

**A4**

**Camera Resolution**

Not required.

**MINUTES - PART B**

None

The meeting ended at 8.36pm.

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## For General Release

<b>REPORT TO:</b>	<b>COUNCIL</b> <b>30 October 2017</b>
<b>SUBJECT:</b>	<b>CROYDON QUESTION TIME:</b> <b>A) PUBLIC QUESTIONS</b> <b>B) LEADER AND CABINET QUESTIONS</b>
<b>LEAD OFFICER:</b>	<b>Stephen Rowan, Head of Democratic Services and Scrutiny</b>
<b>WARDS:</b>	<b>ALL</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT:</b> The business reports of the Leader and Cabinet are prepared in accordance with the Council Procedure Rules at Part 4A of the Constitution.	

### 1. EXECUTIVE SUMMARY

- 1.1 This report outlines the process for:
- a) public questions;
  - b) questions to the Leader and Cabinet from Councillors

### 2. BACKGROUND

- 2.1 Part 4A of the Constitution details the process that allows for the Leader and Cabinet Members to take oral questions. The Question Time is split into two parts, public questions and Councillors' questions to the Leader and Cabinet.

#### **Public Questions**

- 2.2 Public questions can be asked of the Leader or Cabinet Members on issues of policy at the Meeting as set out within the Constitution Part 4A, Sections 3.16 - 3.20. Any questions of a purely factual or of a detailed nature that cannot be answered on the evening shall be noted and shall receive a written response within three weeks following the meeting. The responses shall be published on the Council's website.
- 2.3 Public Questions shall only be taken at Ordinary Council meetings and shall be allocated a total time of 30 minutes. This time frame shall include both the questions and responses by the relevant Cabinet Members or Leader.
- 2.4 The Mayor has absolute discretion to decline to allow any question to be dealt with under this procedure on the grounds that it addresses matters that would be inappropriate to consider at the meeting, including where the questions being asked are repetitive or have already been addressed.

- 2.5 Questions shall be dealt with in the order in which members of the public seated in the public gallery are invited by the Mayor to address the Leader or Cabinet Member. Members of the public invited to put their questions will also be permitted to ask a single supplementary question but shall do so only if called upon by the Mayor to do so as this may be subject to time constraints.
- 2.6 The Mayor may also accept questions from Members of the Public submitted by email to the designated email address by 12noon on the Friday prior to an ordinary Council meeting. The Mayor will put questions received by email to the relevant Cabinet Member and, where a number of questions are received on the same subject, the Mayor may put a summary of those questions instead.

**Leader and Cabinet Questions:**

- 2.7 This item is to enable Members to ask questions of the Leader and Cabinet on issues of policy. Any questions of a purely factual or of a detailed nature that cannot be answered on the evening shall be noted and shall receive a written response within three weeks following the meeting. The responses shall be published on the Council's website.
- 2.8 Questions which relate to a current planning or licensing matter or any matter relating to an individual or entity in respect of which that individual or entity has a right of recourse to a review or right of appeal conferred by or under any enactment shall not be permitted. In addition, questions shall not be received or responded to where they pertain to anticipated or ongoing litigation, conciliation or mediation or any employment or personnel related issues or disputes.
- 2.9 The Leader shall be the first to respond to questions under this item and the total time allocated to questions by Members to, and responses from the Leader, shall be 15 minutes. The first two minutes of the Leader's 15 minute slot may be used by the Leader to make any announcements.
- 2.10 Cabinet Members, divided up into three 'pools' of three Members each, shall thereafter respond to questions by other Members of the Council. The total time allocated to each 'pool' of Cabinet Members shall be 30 minutes. The three Cabinet Members shall each be permitted to use two minutes of this 30 minute slot to make announcements.
- 2.11 The 'pools' for this meeting will be as follows:

### Pool 1

Name	Portfolio
Councillor Stuart Collins	Deputy Leader and Cabinet Member for Clean, Green Croydon
Councillor Stuart King	Cabinet Member for Transport and Environment
Councillor Simon Hall	Cabinet Member for Finance and Treasury

### Pool 2

Name	Portfolio
Councillor Timothy Godfrey	Cabinet Member for Culture, Leisure and Sport
Councillor Alisa Flemming	Cabinet Member for Children, Young People & Learning
Councillor Louisa Woodley	Cabinet Member for Families, Health and Social Care

### Pool 3

Name	Portfolio
Councillor Alison Butler	Deputy Leader and Cabinet Member for Homes, Regeneration and Planning
Councillor Hamida Ali	Cabinet Member for Communities, Safety and Justice
Councillor Mark Watson	Cabinet Member for Economy and Jobs

2.12 Representatives of political groups may give advance notice to the Council Solicitor by 12noon on the Friday preceding an ordinary Council Meeting, the names of the first two Members of their respective political group that they wish the Mayor to call to ask a question of each Member of the Cabinet, including the Leader of the Council.

2.13 After those Members have been called, the Mayor will call Members that indicate they have a question, with a presumption of inviting questions from as many different Members as possible. Each Member asking a question will also be allowed to ask a supplementary question.

### 3. Cabinet Member Bulletins

3.1 The Leader of the Council and Cabinet Members may submit bulletins to be included in the Council agenda papers for this item. Bulletins may summarise the business undertaken by a Cabinet Member since the last ordinary meeting of the Council. The bulletins can be found at Appendix 1.

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**CONTACT OFFICER:** James Haywood, Members' Services Manager  
Ext 63319.

**BACKGROUND DOCUMENTS:** None

**APPENDICES:** Leader and Cabinet Member Bulletins

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# Leader of the Council Cabinet Member Bulletin Councillor Tony Newman October 2017

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## Latest News

### Borough of Culture 2019

We have successfully launched our bid "to put culture at the heart of regeneration" starting with the very successful Mela that we brought back to Croydon. We are also on track to see the new Fairfield Halls open again next year.

Warhol Croydon, delivered by Croydon's award-winning RISEgallery, was another event that has added to our borough's burgeoning cultural reputation.

When these events are taken alongside: the Pride festival returning to our borough, Croydon magnificently bringing back to life the Ashburton Library building, helping deliver Boxpark, the transformation of Surrey Street, every library remaining open – then we have so much to be proud of in Croydon.

### Tram Memorial

Almost a year has passed since the tram derailment on the 9 November 2016, when a tram at Sandilands derailed killing seven and injuring 58. Those who lost their lives, their families and others affected by this terrible incident are never far from our thoughts.

In memory of all those affected, two permanent memorials will be unveiled on the first anniversary this November to show that Croydon will never forget this tragedy or the huge impact it has had.

The memorials will be at two locations in the borough and have been designed in consultation with the families who lost loved ones. Stone plinths with a carved inscription have been commissioned for the Sandilands and New Addington sites along with seating and planting.

On the morning of the anniversary, a civic ceremony will take place in New Addington during which the permanent memorial will be unveiled and a minute silence will also be held.

It will be the time to come together as a community to reflect and remember, and is also an opportunity to pay tribute to the tireless efforts of the emergency services



## **Leader of the Council Cabinet Member Bulletin Councillor Tony Newman October 2017**

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and all those who helped in the aftermath of the incident. I'd encourage anyone who wants to attend to join us in New Addington and show their support.

### **Remembrance**

As in past years, a traditional ceremony will take place on Saturday 11 November 2017 with a one-minute silence at 11am at the Cenotaph in Katharine Street to mark the end of World War I on the 11th hour of the 11th day of the 11th month of 1918.

The Armistice Day ceremony will be followed, on Sunday, by the annual Civic Service of Remembrance to pay tribute to the sacrifices of military and service personnel in conflicts past and present.

### **Westfield**

Along with the Greater London Assembly (GLA) we continue to work together to secure this exciting opportunity for Croydon.

Both the GLA and Croydon have invested heavily in the ongoing infrastructure changes required to support the project. We have now also met with national government at Cabinet level, to seek a commitment and support from them to ensure this project can be delivered bringing jobs and investment to Croydon. Initial discussions have been positive.

### **Children's Services**

Our improvement plan is taking shape and extra resources and support are already focused on the frontline.

The role councillors have to play as corporate parents is fundamental to changing and improving our services for the children who depend on them most. And this is not just for the short term, but also taking us forward to a sustainable and ongoing improvement that will be embedded in all we do.

### **Croydon Sprinkler Instalments**

After the catastrophic fire in Grenfell Tower that affected hundreds, Croydon made a firm promise to its residents that 25 of our tallest tower blocks will be fitted with sprinklers by next spring to prevent such a tragedy from ever happening in our borough.



## **Leader of the Council Cabinet Member Bulletin Councillor Tony Newman October 2017**

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The works have already started with a flat already completed in College Green Upper Norwood.

It is a shame that Croydon's commitment to improve residents' safety following the Grenfell tragedy has not been supported by the Government. Twice we have written to the Government requesting aid for help in paying for the estimated £10m cost and to date, no Government financial assistance has been provided.

**Councillor Tony Newman**

**Leader of the Council**

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### Latest News – Regeneration

#### Croydon's first arts store to open in the heart of town centre

As part of the Growth Zone's programme of 'meanwhile use' a former furniture store in the Whitgift Shopping Centre has been temporarily taken over by a consortium of local and neighbouring arts organisations.

Croydon Arts Store (CAS) has opened its doors at the former site of Grange furniture store and will provide a participatory visual arts and events programme with a focus on youth engagement and learning.

Spread across four floors, Croydon Arts Store will hold arts workshops and activities, have an artist residency space, be the new home for artist-led project Turf's ongoing free exhibition and public events programme, and host a research space to develop a Croydon biennial art exhibition in partnership with Kingston School of Art.

There will also be a free bookable area available for young creatives to propose projects for the public programme – this can range from events, workshops, screenings, performances and more.

The store is a collaboration between Croydon Council; Turf Projects, Art Halo, and Kingston School of Art. The space was taken over with the support of the Croydon Partnership.

Croydon Arts Store is a fantastic initiative and will add real value to the borough's cultural provision. The transformation of an empty shop into a temporary art space enables activation and regeneration through art and creative businesses.

It has many positive impacts, including increased footfall, visitor spend, youth engagement and providing opportunities for young people to develop new skills and training for future job opportunities, all of which will feed directly into Croydon's overall growth.



# Clr Alison Butler - Homes and Regeneration

## October 2017

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### Croydon i-street competition winner revealed



An interactive, LED-lit, halo device that will help people find their way around Croydon's changing streetscape has been crowned winner of the Croydon i-street competition.

The halos which could come in different forms are designed to hover above street level, suspended by cables from nearby buildings or metal poles. Their LED displays will deliver a range of information from wayfinding, locations of local landmarks and the time, to information about local events or the weather.

The striking displays also have the ability to turn an area of pavement into a temporary stage perfect for street theatre, by projecting light down on to the street as well as up into the sky to promote the fact a performance is taking place.

The concept was submitted by a multi-disciplinary team - consisting of vPPR Architects, Twelve Studio and HTS Structural Engineers – that came up with a state-of-the-art piece of tech that, as well as being a useful directional tool for visitors, was interactive and easily adaptable to accommodate Croydon's rapidly changing streetscape.

More than 60 groups entered the competition, which was part of Croydon's Growth Zone programme and for which the council partnered with the Architects' Journal. Six shortlisted teams presented their concepts to the judging panel, which was chaired by BBC journalist and presenter Razia Iqbal.

Other finalists' ideas included the Croydon Dragonfly – a series of bold, artistic wayfinding installations; cognitive paving that can widen or narrow depending on the number of users and automatically produce resting surfaces when needed; and large sculptural lettering integrated with tech.

# Clr Alison Butler - Homes and Regeneration

## October 2017

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### Thornton Heath streetscene improvements move into next phase

The next phase of improvement works to enhance the streetscene in Thornton Heath began on Monday 18 September.

Works will be carried out by the roundabout on Whitehorse Lane at the junction with High Street and Whitehorse Road and will include the removal of old street furniture and new paving and kerbs. New trees will also be planted and new public seating installed to create a more pleasant environment.

As part of this there has also been work done to the front of buildings, public art installations, business support provided to local businesses and new wayfinding signage fitted to highlight key destinations in and around the area.

Improving the look and feel of Thornton Heath has been a high priority for residents and the council alike. I am pleased the first stage of public realm works is coming to an end and the improvements around the Whitehorse Lane roundabout can now begin.

The input from the local community will ensure that these works will further enhance Thornton Heath, making it an attractive place for residents and visitors alike.

### Ashburton



In Croydon, we have a number of hidden gems, one being the former convent library building in Ashburton Park. This attractive building which was built in 1882, has become a real landmark in the area and something that local people and park users want to see brought back to life.

After significant council investment, the building has had a complete makeover making it ready for community use. It's a big space with a lot of potential and we are working to ensure it gets used and enjoyed in the best ways possible.

### Latest News - Homes

#### Croydon pressures government for funding towards fire sprinklers

The council has pressed government ministers to confirm whether they will contribute towards Croydon's fire sprinkler investment in the borough's 25 tallest tower blocks. Croydon was the first council in the country to announce on 19 June it will pay for and install fire sprinklers in residents' individual flats as part of its response to the Grenfell Tower tragedy.

Our first request was to ask the Rt Hon Sajid Javid MP to contribute towards the sprinklers' estimated £10m cost and for greater borrowing powers to do any future fire safety work. Housing minister Alok Sharma MP replied that financial resources will not prevent "necessary" work to ensure the fire safety of social housing, adding that it was up to councils to take action.

So, I wrote again to communities and local government secretary Sajid Javid MP. It read: "We completely agree that there should be no hesitation in putting in place additional measures to ensure the safety of our tenants, and that is why we announced a programme to install sprinklers in all of our blocks of 10 storeys and above within days of the Grenfell Tower tragedy. We believe these works are necessary to ensure the fire safety of our housing and therefore should receive financial support from government."

I have been bitterly disappointed to receive a response from Alok Sharma MP, stating that placing sprinklers in our tenant's homes is 'additional, not essential'. This is despite Dany Cotton, the Commissioner of the London Fire Brigade, saying: "I think Grenfell should be a turning point. I support retrofitting - for me where you can save one life then it's worth doing. This can't be optional, it can't be a nice to have, this is something that must happen".

We will continue to lobby the government to either help fund the sprinklers or to remove financial restrictions on the Housing Revenue Account (HRA) as it has claimed it would.

The sprinklers will go into individual flats in Croydon Council's residential blocks of 10, 11 and 12 storeys. Work will start in October and finish next spring.

We have now completed sprinklers works on our first property in College Green, in order that our tenants get the opportunity to view what they look like and how unobtrusive they can be.

Photos of the finished flat and a video of the works taking place can be seen on our website at [www.croydon.gov.uk/housing/firesafety](http://www.croydon.gov.uk/housing/firesafety). Frequently asked questions (FAQs) about the sprinklers can be found on the same page.

### **Landlords fined and face ban after council prosecution**

A pair of private landlords who rented out a damp and mouldy Croydon house to a family of four have been fined £4,000 each by a judge and face a ban from letting properties in the borough.

Croydon Council inspectors found a number of serious hazards when they visited the house last year in Bensham Lane, Thornton Heath, including no electricity, a kitchen strewn with rubble, partially-collapsed ceiling plasterwork, and significant damp and mould.

At Croydon Magistrates' Court on Tuesday 5 September, District Judge Susan Holdham found Mr Samir Sakka and Ms Besarta Zeneli guilty in their absence for failing to obey an improvement notice to upgrade the property issued by Croydon Council under the Housing Act 2004.

Croydon Council's property licensing team will now begin the formal process of banning Mr Sakka, aged 58, of Nelson Road in Wimbledon, and Ms Zeneli, aged 27, of Leigham Avenue in Streatham, from holding a property licence to let to Croydon tenants in future.

The council, which carried out over £22,000 worth of urgent repairs to the flat in default and billed the landlords, will also begin the process of ensuring that Mr Sakka and Ms Zeneli repay this bill.

No family should live in such appalling conditions, which is why we stepped in after these private landlords failed to do the responsible thing and fix the house. While most private Croydon landlords are good, this case underlines why we will continue to prosecute the minority of people who fail to protect their tenants.

Tenants of private houses or flats in Croydon with major concerns about the state of their property can contact the council via [propertylicensing@croydon.gov.uk](mailto:propertylicensing@croydon.gov.uk) or call 020 8726 6103, available Monday to Friday from 9am-4pm

### **Housebuilding company Brick by Brick shortlisted in five awards**

The housebuilding company set up by the council, Brick by Brick, has been shortlisted in five separate categories at the Inside Housing Development Awards.

Brick by Brick has been announced as finalists in the following categories: Best Affordable Housing Development, Best Regeneration Project (London), Best Development Team, Best Architectural Design and Best Shared Ownership Development.

The winners will be revealed on Thursday 23 November.

It is fantastic news for Croydon that Brick by Brick has been shortlisted for these awards. Our ambition has been to help address the housing crisis with high quality, well designed homes that will give Croydon people access to affordable homes of their own and it is great that this is being recognised within the industry.

### **Council strikes better deal on homelessness housing**

A new contract has started that guarantees Croydon Council a supply of quality accommodation for homeless people over the next 40 years.

Three sites on London Road – with 338 units in total – will remain used as much-needed council temporary accommodation for decades to come after the council agreed a new contract.

The council will save around £5m in comparison to the previous lease by paying 30% less each year under the new deal struck with the buildings' landlord Cheyne Social Property Impact Fund, which bought the sites in December from the previous freeholder.

The leases on all three buildings – Concord House, Sycamore House and Windsor House – had been due to expire by 2025 after the council originally took them on in 2015 and 2016 to provide a far better standard of accommodation for people avoiding homelessness and to cut the Council's use of expensive and less suitable nightly bed and breakfast accommodation.

The contract means two of the buildings – Concord House and Sycamore House – now have a 40-year lease, while Windsor House's lease has been extended by 21 years. The council has also taken over from contractors the buildings' day-to-day management, including repairs.

### **Council approves £25m investment in affordable rented housing**

Croydon Council approved a £25m investment in more affordable housing via a new independent charity that guarantees cheaper rents for local people.

In June the council's cabinet agreed the setting up of an independent charity provisionally called Croydon Homes to rent out 340 local homes costing 65% or lower of the usual private rent. This £25m allows the council to fund Croydon Homes's purchase of another 250 properties on the open market.

At July's cabinet meeting, the council gave approval to a £25m revolving fund to be loaned to Croydon Homes, which then buys the 250 properties and rents them out to local people. Croydon Homes repays the council through the rent it receives, and will receive extra investment money from the council in stages as more properties become available.



# Clr Alison Butler - Homes and Regeneration

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The move means that a two-bedroom privately rented flat in Croydon at £1,380 per month would instead cost £900 through Croydon Homes. Tenants would also get a three-year contract instead of the usual six months with a private landlord.

As well as setting affordable rent levels, Croydon Homes will also prioritise housing for borough residents. Croydon Homes will be able to use around £30m in Right to Buy sales receipts, and the overall scheme will save the council up to £1.2m on its temporary accommodation costs.

## **Universal Credit (UC) / Discretionary Housing Payment (DHP)**

Croydon now has over 20,000 households in receipt of universal credit, the largest amount of any council in the country. Unfortunately we continue to experience issues in relation to delays and difficulties in making application and supporting our more vulnerable families.

However, through the work in our Gateway service we continue to offer support in discretionary funding, budgeting, money management and finding work which is greatly assisting families. This year to date we have worked with and support over 5,000 residents.

We are concerned however, by the number of families affected by spiralling debt and the threat of eviction. Croydon has an excellent record in preventing homelessness through the use of Discretionary Housing Payments (DHP). In 2016/17 the council spent £2m on discretionary housing payments helping families stay in their homes and avoid homelessness through contributions towards rent or deposits. £1.5m of this money came from the DWP, plus £500,000 from the council's finances. From April-August this year the council made 958 discretionary housing payment awards – up from 529 for the same period last year. This goes alongside the work in preventing homelessness by negotiating with landlords and changing outcomes for families through education, employment and benefits take-up.

However, we are continuing to say quite loudly that as the number of people affected continues to rise, this financial assistance becomes more and more unsustainable. We are also continuing to lobby and challenge the Department for Work and Pensions for policy and operational changes especially with regard to our more vulnerable customers in emergency accommodation.

## **Croydon Local Plan**

The Croydon Local Plan is entering its final stages. The Local Plan examination hearings, before an independent planning inspector, took place during May to June this year and gave the opportunity to those that made representations to express their views at the hearings. Following the hearings the inspector has published a number of Main Modifications he considers are necessary to make the Local Plan 'sound'. The consultation on the Main Modifications commenced on 29 August and concluded on the 10 October.

# Clr Alison Butler - Homes and Regeneration

## October 2017

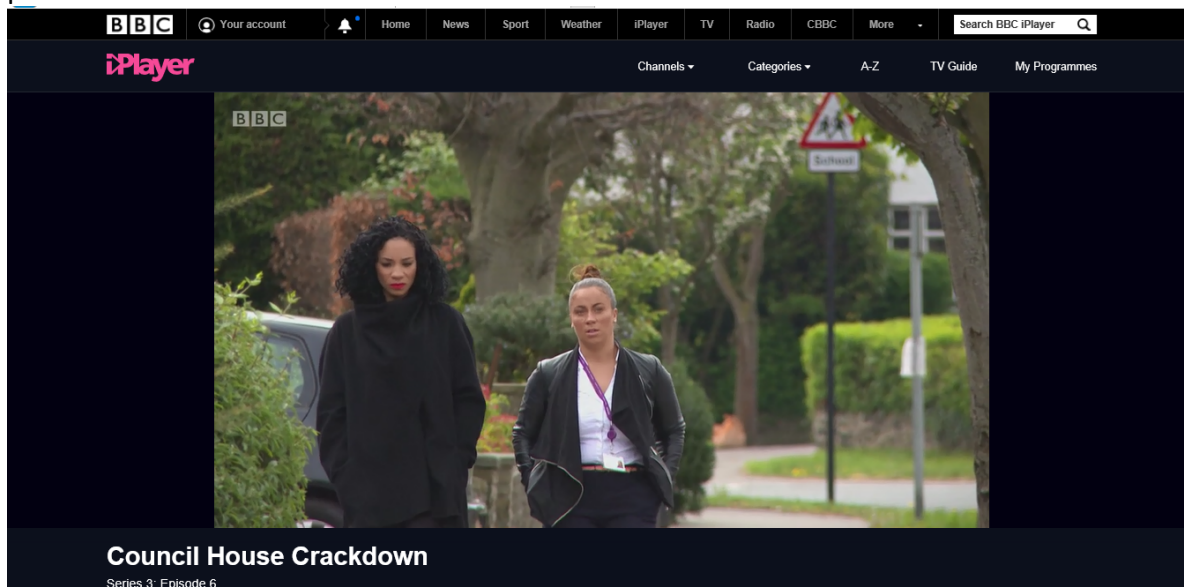
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The Council has made a representation to the consultation that expresses disappointment that the deletion of Local Green Spaces is proposed by the government appointed inspector. Also that we are disappointed that he has not fully supported our plans for the control of hot food take-aways and also to outline the further importance of the protection of the borough's most valued community public houses.

In terms of next steps, all the duly made representations received will be submitted to the inspector to inform the Inspector's final report. It is anticipated the Inspector will submit his final report to the Council on the soundness of the Local Plan this autumn. Subject to the Local Plans being found 'sound', adoption of the Local Plans is anticipated December 17 / January 18.

### **Council officer in BBC1 – Council house crackdown**

In April 2017, Leanne Manning currently acting Tenancy Manager took part in the filming production of Council House Crackdown on BBC1.



Working in partnership with our corporate fraud team Leanne alongside other Council officers had a successful outcome of prosecution for Ms Catherine Maloney. The programme reveals how the Turkish Pensioner pretended to be Scottish to deceitfully gain a Council property and £170,000 in benefits. The programme detailed the amount of work, resources, partnership working and length of time it takes to tackle Fraud and demonstrate the zero tolerance for it here at Croydon Council.

The full programme can be seen [here](#)

### **Croydon Choice makes its 100<sup>th</sup> let**

The Council has now let its 100<sup>th</sup> home through Croydon Choice, which went live at the end of May. Croydon Choice is the dedicated website used to advertise all available council and housing association properties – providing a radical new approach to openness and transparency in the letting of social housing. Housing applicants can bid for up to three



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properties at any one time; so far almost 20,000 bids have been placed. In addition to the website, there is a mobile app – making home searching even easier. Applicants can browse properties, and place bids by downloading the app from the app store / google play (it is called “Home Connect”).

The website is a great vehicle too for helping to manage the expectations of housing applicants. It is very easy to see that only a handful of properties are available each week, and what position in the queue each applicant is, should they place a bid. This information is being used to help target information about other, more realistic housing options to people. For more information [www.croydonchoice.org.uk](http://www.croydonchoice.org.uk)

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# Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins October 2017

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## Investing in a Cleaner, Greener Croydon

### Surveillance Team

The Flytip team have been carrying out night/early morning surveillance operations in all areas of the borough and during the day in known hotspots. They have been surveying between 03:00 and 07:00 and 21:00 – 03:00 to collect evidence before Veolia clear the fly tips. As a result a number of people have been caught in the act and 56 FPNs were issued in August and September. 16 cases are currently undergoing investigation.

The team have also distributed leaflets and given advice to residents in known hot spot areas. 10 “No Fly Tip” signs have been installed along with four CCTV cameras. A dedicated Refuse Collection Point has been agreed on Raymead Avenue and on Brigstock Road to alleviate problems for residents in flats above KFC.

### Thornton Heath Enforcement Initiative

This took place during August and September. It involved the distribution of 2000 leaflets working with local residents and councillors in Thornton Heath and Bensham Manor, and surveillance of Brook Road, Melfort Road, Thornton Heath High Street, Colliers Water Lane, Thornton Heath Pond and Raymead Passage and other known hotspots. Officers also observed suspected drug dealers and all details were passed to the local police for investigation. Increasing the number of uniformed patrols along Thornton Heath High Street has reduced littering and improved the environment. Other hotspot locations are currently being monitored covertly.

### Broad Green November

The team will be moving into Broad Green Ward from November 2017 where another 2000 leaflets will be delivered and where they will intensify work around known hotspots. This will include installation of cameras, patrols, early morning and late evening visits and covert surveillance.

### Vacuum Introduction Update and Future Plans



## Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins October 2017

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Many of you will have seen the “Green Machine” electric vacuums which are being introduced to replace and enhance 25 barrow beats for street cleansing. These battery powered machines have zero CO2 emissions and are ideal for town centres and areas of high footfall. The power and adaptability of these units is making a real difference in hard to reach areas such as the back lines of pavements and between parked cars. These vacuums are already being utilised on ten rounds, with the remainder set to follow shortly. These vacuums have created a real talking point among residents whose rounds they service, raising public perceptions of Croydon’s Street Cleansing services. A competition will follow for local residents to name their vacuum, with the winning suggestions being liveried on the front of the machines.

Last year saw an overhaul of the way in which the Council monitored the Veolia contract. The standards of street cleansing came under particular scrutiny with a new monitoring regime being introduced jointly with Veolia which involved, for the first time in Croydon’s history, approximately two hundred joint streets inspections each month. Both the monitoring staff and Veolia’s Environmental Managers undertook training from Keep Britain Tidy to ensure the standard with which both parties were assessing street cleanliness was consistent. The new monitoring system, allied with the £1.3M investment into new street cleansing technology, has yielded some very impressive results. Last September, the number of streets being swept to standard was just 47%, however, I’m pleased to report that for the past four months, the overall standard has been over 90%, and I have noticed a real visual improvement in many streets across the borough. Of course, there is always room for improvement, and officers and Veolia will be continuing their good work and targeting resources into monitoring areas of high litter accumulation to ensure a smooth transition to the South London Waste Partnership in March 2018. The new contract has even more rigorous standards for street cleansing, meaning that not only will streets have to be swept to a certain standard, they will also have to be maintained at a certain level at all times. These are exciting times for Croydon, and officers will continue to work with Veolia to ensure they meet the challenges of the new contract.

### Positive News

It’s wonderful news to hear that the hard work in improving street cleansing standards and removing fly tips is being recognised at the Croydon Council Awards. The commitment shown by Council Officers and Veolia’s staff has been remarkable and has resulted in visibly enhanced streets throughout the borough. Congratulations and good luck to the following:

**AMBITIOUS FOR CROYDON**



## Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins October 2017

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Croydon's Street Cleansing Monitoring Team and Veolia - Nominated for the Best Partnership Award

- Jacki Ager (Senior Technical Officer) - Nominated for the Residents' Choice Award
- Veolia's Jason Ives - Nominated in the Mayors Civic Awards for his role in making the borough a cleaner place to live
- Fly tip task force – Nominated for Team of the Year
- Margaret Peel Boyce (Neighbourhood Safety Officer) – Nominated for the WoW Impact Award

### **'Don't Mess with Croydon' Clean-ups**

These have been a resounding success. More and more residents are organising clean up days and we provide them with pickers, bags, appropriate training and make sure that the rubbish collected is taken away at the end of day. Areas that have been blighted for years by constant littering are now looking remarkably cleaner.

Over August and September there were 15 community clean ups which were attended by over 200 residents and Street Champions in the borough. The events have ranged from litter picks to clearing an alleyway.

We now have over 330 Street Champions in the borough, all of whom take pride in their community by supporting neighbours with recycling and collection days, reporting environmental issues, litter picking, organising community days, creating community gardens. Being the link between the community and our Neighbourhood Safety Officers.

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# Communities, Safety and Justice

## Cabinet Member Bulletin

### Councillor Hamida Ali

#### October 2017

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## Latest News

### Licensing Policy Statement Consultation

The Council is required to review and republish its licensing policy statement at least every 5 years. Our current policy was reviewed in 2013 and I asked for the policy review to be brought forward so that it reflects both the current situation and the the vision we have for Croydon as a place and a destination of choice.

The key proposed changes are:

- Removing the 'cumulative impact zone' for the town centre, which advocates against an increase in licensed venues in this area – reflecting the high concentration of pubs and clubs that were in place at the time this policy was first introduced in 2004. Consumer trends have changed in that time seeing a decline in pubs and clubs across the country - in favour of a broader range of venues - including restaurants rather than just bars, pubs and clubs.
- Removing the Metropolitan Police Service (MPS) risk assessment form from inclusion within the policy statement because it is under review by the MPS. The policy statement continues to highlight that safety and risk assessment is the responsibility of license holders and signposts them to the police for further advice.

We are keen for partner agencies and licensees in particular to give their feedback and welcome anyone in Croydon to give us their views. The consultation closes on Monday 13 November: <https://getinvolved.croydon.gov.uk/project/427>

### Business backs the fight against knife crime

Croydon businesses are signing up for responsible knife retailing ahead of the launch of the council's Choose your future campaign.

Choose your future, which launches next month, aims to unite Croydon against serious youth violence and





# Communities, Safety and Justice

## Cabinet Member Bulletin

### Councillor Hamida Ali

#### October 2017

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to support and celebrate the positive choices young people can, and do, make.

The council has launched its Responsible Retailers Agreement for the sale of knives, asking retailers to show their commitment to keeping the community safe by volunteering to follow a number of conditions that include:

- Agreeing to store knives in a safe and secure area to deter self-service and prevent thefts
- Agree not to sell certain styles of knives, such as hunting, combat and martial arts blades
- Ensuring staff don't sell knives to under 18s

Supporting young people to choose not to carry knives will be a major part of our new campaign. By choosing to be responsible retailers, Croydon businesses are making a vital stand against knife crime.

The council is meeting with all 200 known knife retailers in Croydon. So far 160 have been visited by the Trading Standards team and all but a few have pledged their support for the agreement.

The agreement is credited as an example of good practice in encouraging responsible retailing in the Mayor of London's Knife Crime Strategy.

#### Black History Month Launch

Black History Month in Croydon launched at the start of the month at an event attended by over 160 people with a theme celebrating our black institutions. There are over 20 black institutions in Croydon that have been working for over a decade including Croydon Caribbean Credit Union, Croydon Supplementary Education Project and Croydon African Caribbean Family Organisation (CAFCO)

The programme of events that took place this month across the borough for Black History Month can be found here:

[https://www.croydon.gov.uk/sites/default/files/articles/downloads/Croydon\\_Black%20History%20Month\\_programme\\_2017.pdf](https://www.croydon.gov.uk/sites/default/files/articles/downloads/Croydon_Black%20History%20Month_programme_2017.pdf)





# Communities, Safety and Justice

## Cabinet Member Bulletin

### Councillor Hamida Ali

#### October 2017

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#### Gee Bernard Leadership Programme

Simon Woolley, Director of Operation Black Vote, was one of the speakers at the Black History Month Launch event where he highlighted the Gee Bernard Leadership Programme that OBV is running in Croydon in partnership with the council. Gee Bernard, who sadly passed away last year, was Croydon's first black councillor and this programme is designed to encourage BME leaders of the future to step forward. Successful applicants will have the opportunity to observe a range of civic and political roles including school governor, magistrate, councillor and members of Safer Neighbourhood Panels, NHS Trust Boards and voluntary sector boards:

<http://www.obv.org.uk/news-blogs/croydons-future-your-hands>

#### Runnymede Trust Race Equality Scorecard

The Runnymede Trust has recently updated the work they conducted in Croydon in 2013 to look at data on race equality in the borough across a range of indicators and they have published a 2017 edition of their Race Equality Scorecard for Croydon.

We will ensure that we use this assessment to help shape our services and commissioning practice.

[https://www.runnymedetrust.org/uploads/Croydon%20Scorecard%20v3\\_1.pdf](https://www.runnymedetrust.org/uploads/Croydon%20Scorecard%20v3_1.pdf)

#### Universal Credit – lobbying for reform

Croydon now has over 20,000 households in receipt of universal credit, the largest caseload of any council in the country. Based on our unique experience of the implementation of this policy, the council continues to use that expertise to lobby government for important changes to this policy which we believe is fundamentally flawed in crucial ways. For example, we continue to call for the urgent removal of all forms of emergency and temporary accommodation from inclusion within universal credit. We also continue to experience delays and other difficulties in making applications – when trying to support some of the borough's most vulnerable families. However, through the council's Gateway service we continue to offer support to people most affected through discretionary support with housing payments, budgeting, money management and finding work which is greatly assisting families.

If you have any particular questions or issues with regard to current or future reforms please contact our head of enablement and welfare, Asha Vyas

[Asha.Vyas@croydon.gov.uk](mailto:Asha.Vyas@croydon.gov.uk)



# Communities, Safety and Justice

## Cabinet Member Bulletin

### Councillor Hamida Ali

#### October 2017

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#### Financial inclusion

The Food Stop – a community food club – launched at the Family Centre at the end of this month is an important initiative in New Addington and Fieldway. Members can access £15-20 worth of fresh fruit, vegetables, dairy and other staples for just £3.50 a week – giving them affordable access to fresh food. Community members who are eligible for membership of the Food Stop will also get access to *Community Connect* project – the council’s Gateway service based in the Family Centre supporting residents with housing, employment and financial stability. For more information about The Food Stop and how residents can become members, contact Julia Pitt, Head of Gateway Service Development at [Julia.pitt@croydon.gov.uk](mailto:Julia.pitt@croydon.gov.uk)

The Council’s Gateway Service supporting families under financial pressure, held a recent event at Crystal Palace Football Club with partners including Croydon Plus Credit Union, Thames Water, MIND, South West London Law Centre, Asda and Public Health. Over 100 families who took part received advice on budgeting, debt, income maximisation, employment and training, housing advice, healthy eating, exercise and reducing utility costs.

#### Youth Congress

Croydon Congress in July was focused entirely on the borough’s young people for the first time. Over 250 young people took part to let us and other decision makers know the issues that matter most to them. The day was a huge success and gave Croydon’s leaders a crucial insight into the concerns of our young people and their priorities. The day highlighted a range of issues that concern our young people from discrimination to child abuse and sex and relationship issues. However, the top three issues that those young people identified collectively as:

- Jobs and financial success
- Crime and safety
- Mental health support

#### Mayor’s Civic Awards

The Mayor’s Civic Awards 2017 were held at the Croydon Hilton earlier in the month to celebrate the contribution made by amazing Croydon citizens who put their community first through their voluntary service to the borough. 25 finalists were shortlisted from over 200 nominations for awards in 10 categories. Huge congratulations and deep gratitude to our winners:

- Business in the community award: Chequers Contract Services Ltd



## **Communities, Safety and Justice**

### **Cabinet Member Bulletin**

### **Councillor Hamida Ali**

### **October 2017**

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- Contribution to sport and health living award: Energise FC
- Don't Mess With Croydon – Take Pride award: Sparkle Bulku
- Fairer Croydon award: Lynn Cedar and Deborah Haythorne and drama therapists at Roundabout
- Good neighbour award: Sarah Balch
- Stronger together award: South West London Law Centre Advice volunteers
- Young achiever of the year award: Shaniqua Benjamin
- Volunteer of the year award: Bilquis Ahmed
- Voluntary group of the year award: Love Norbury
- Mayor's lifetime achievement award: Brian Hollands MBE

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# Children, Young People and Learning Cabinet Member Bulletin Councillor Alisa Flemming October 2017

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## LATEST NEWS

Since the publication of the Ofsted report at the beginning of September we have been extremely busy working on implementing the urgent actions in our transitional improvement plan.

One of our key priorities is supporting and strengthening our workforce so that they can deliver high quality social work to children and families in Croydon. In September the council announced that a new retention payment of £1500 would be made to social workers as an interim measure ahead of a review of employment packages for social workers. We have also been rolling out smartphones to all children's social workers and a pilot is underway to test the use of tablets and how this technology can further enhance social work practice.

Over the past few weeks we have also held a number of briefing sessions and engagement events for staff to identify initial areas for improvement and inform the improvement programme going forward. I was really impressed to hear that over 250 staff from children's social care have taken part in the sessions so far which has generated lots of ideas for improvement. The feedback from these sessions have been collated on a 'Wall of Wisdom' which includes a 'You said, we did' section to report where actions have been progressed.



Feedback on the Wall of Wisdom



# Children, Young People and Learning Cabinet Member Bulletin Councillor Alisa Flemming October 2017

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We have also been working on developing a new improvement plan which will set out our long term vision and ambition to improve children's services over the next 18 months.

We hosted a visit from Ofsted last week (9<sup>th</sup> October) which has helped to shape the detailed planning around this work and we expect to submit a final plan for approval by December 2017, and I will keep you updated in future editions of my bulletin on how this work is coming together.

If you have any questions about the inspection or our plans for improvement send me your questions and I will do my best to answer them. I would also like to invite you to send any ideas about how we can further improve our services to [ideasforchildrensimprovement@croydon.gov.uk](mailto:ideasforchildrensimprovement@croydon.gov.uk)

## **ASYE**

The Assessed and Supported Year in Employment (ASYE) is a programme that gives newly qualified social workers extra support during their first year of employment.

The programme aims to help them develop their skills, knowledge and professional confidence. Over the coming months we will see Croydon's ASYE programme for 2016/2017 coming to an end.

I am delighted that 21 ASYEs have recently successfully passed through panel having completed their Assessed and Supported Year in Employment, and a further 12 are currently completing their portfolios.

I am really looking forward to the graduation ceremony on 1<sup>st</sup> December taking place at Croydon Town Hall to celebrate their success.

Contact Officer: [Philip.segurola@croydon.gov.uk](mailto:Philip.segurola@croydon.gov.uk)

## **Croydon relaunches Children in Care Council**

The voices of looked after young people in Croydon are going to be heard through the newly re-established Children in Care Council. The forum is an essential function that provides young people who have a care arrangement in place with a unique opportunity to enhance the provision of care they receive. An effort to reinvigorate the Children in Care Council will seek to establish a new cohort of looked after young people positioned to explore matters which are important to them in their daily lives and use these experiences to help create and develop strategies to continually improve the corporate parenting they receive.



# Children, Young People and Learning Cabinet Member Bulletin Councillor Alisa Flemming October 2017

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This is an exciting prospect through which we hope to see looked after young people connecting to decision making that affects them in a meaningful way. The engagement process is of paramount importance as looked after young people will have a unique perspective of the provision that Croydon offers them. From this work it is expected that looked after young people will begin to become involved in steering the production and development of services – ensuring that their voices are being heard and acted upon throughout all areas of the service.

Colleagues from the Education and Youth Engagement directive are actively seeking looked after young people to join the forum sessions which take place fortnightly at Bernard Weatherill House. The initial sessions young people join are a great opportunity to meet and make friends with people who have similar circumstances. Though creative and fun activities, common themes, issues and ideas will be identified for the group to explore over the coming weeks and months.

To support this work, the Children in Care Council will work in partnership with the Corporate Parenting Panel throughout the year, and with regular interaction, to ensure that young people's ideas and concerns are being presented to the most appropriate Council department.

An initial priority for the Children in Care Council is to review the Pledge which is an important and symbolic set of commitments proposed by looked after young people. The Corporate Parenting Panel oblige to enact through their work with looked after young people. The pledge intends to provide assurance to young people that their needs are constantly prioritised, valued and acted on for the benefit of every young person who is looked after.

To celebrate the reestablishment of Croydon's Children in Care Council, an official relaunch event is being planned to take place during half-term on the afternoon of Tuesday 24<sup>th</sup> October. Through this session, our young people will usher in a new and reinvigorated era by commencing work on reviewing the pledge and where their voices are listened to and their views, ideas and proposals serve to positively influence the direction the care of looked after young people takes in Croydon.

Contact Officer: [david.butler@croydon.gov.uk](mailto:david.butler@croydon.gov.uk)





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## DELIVERING OUR AMBITIONS

### Corporate Parenting / UASC

Child B is a 15 year old Albanian male who arrived in the UK in September 2015 with a limited level of English and aspirations for a better life in the UK following the plight he faced in Albania. In the absence of his parents he was supported by this Local Authority and accommodated with a foster carer supervised by the Council. Child B settled well in his foster placement and he excelled in his academia.

During the Easter 2017 holiday period child B attended University College London where he, together with a small group of other young people, he created a robotic prosthetic arm which earned him a commendation and award for the best group. They also designed a drone that will carry vaccinations to rural parts of Africa which are not accessible. These achievements will be featured in a Scientific Journal soon to be released. Child B gave a speech to the University professors on behalf of the group about what he had learnt or gained from the experienced and he said that his aspiration was to find a cure for cancer.

Child B's other achievements include a Jack Petchey award for Public Speaking, and he represented his school for London, having taken second place. He is currently completing his Year 11 at a local Croydon School (St Mary's Secondary School) where his attainment has earned him the role of Head Boy, and he has been predicted to achieve 9 A/A\* in June 2018 when he sits his GCSE's. He aspires to be a scientist and hopes to attend UCL or Cambridge University.

Contact Officer: [wendy.tomlinson@croydon.gov.uk](mailto:wendy.tomlinson@croydon.gov.uk)

### Creating excellent new school places

A number of schools have recently celebrated opening new school buildings, enabling children across the borough to enjoy fantastic new spaces and facilities.

New buildings at Chipstead Valley, Heavers Farm, St John's Primary, Christchurch C of E School and Ark Oval will allow each school to expand by one form of entry (eventually there will be a new class in each year group as the schools grow each year). Chipstead Valley has also opened a new nursery facility on site. Red Gates Special School opened 2 additional classrooms to enable 22 children to start in their reception cohort this year.

Brand new school buildings have opened at Heathfield Academy and Harris Academy Primary Purley Way and Head teachers from both schools have let us know how much their children are enjoying learning in their new school buildings.

Contact Officer: [david.butler@croydon.gov.uk](mailto:david.butler@croydon.gov.uk)





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## **School Admissions**

The online application process is open for families applying for a reception, junior or secondary school place to start school in September 2018.

The application deadline to apply for a secondary place is **31 October 2017** and the deadline for a reception or junior school place is **15 January 2018**.

Parents and carers should apply online at [www.croydon.gov.uk/admissions](http://www.croydon.gov.uk/admissions) and we strongly encourage visits to preference schools.

Contact Officer: [david.butler@croydon.gov.uk](mailto:david.butler@croydon.gov.uk)

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# Culture, Leisure and Sport Cabinet Member Bulletin Councillor Timothy Godfrey October 2017

## Latest News

### BMX

The new BMX track at Norbury Park was completed in August and Croydon BMX Club was launched by Access Sport on Saturday 19th August to make contact with new users and encourage them to join the club. Equipment and bikes are available during the Club sessions from their base in the adjacent pavilion.

The track was funded through a Section 106 agreement and was constructed by Clark and Kent, leaders in the construction of BMX tracks.

It is a community BMX track where everyone is welcome. Coaching support is available through the local volunteer BMX club supported by Access Sport as part of their BMX Legacy Programme a multi-award winning programme that was launched in February 2011 to create a thriving youth cycling scene in London.



There is clear guidance for riders about the site and what to wear [BMX track rules](#).

The track is open at all times but Croydon BMX club will run sessions throughout the week starting with

- Tuesday 6.30-8.00pm Ladies only
- Thursday 4.30-5.30pm Girls sessions
- Saturday 12.00-1.00pm Beginners and Wingz BMX – Inclusive BMX for anyone with any disability, impairment and / or additional need



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- Saturday 1.00-2.00pm Intermediate
- Saturday 2.00-3.00pm Rock up and Ride

Up to date information about activities are available on the Croydon BMX Facebook page

<https://www.facebook.com/CroydonBMX/>

## Waddon Ponds – New signage

As a member of the [Living Wandle Landscape Partnership](#) Croydon secured HLF funding for improvement works at Waddon Ponds. The works have now been completed with the installation of three interpretation signs illustrating the History of the Pond, Life Around the Pond and Birds on and around the Pond and finger posts in surrounding roads directing visitors to the site.

### WADDON PONDS

## Life Around The Pond



The ponds are spring fed and the clear chalk filtered water provides ideal living conditions for aquatic life, like millions of midges, sticklebacks, fresh water shrimp, frogs, newts and toads, all of which in turn feed a host of birds and mammals. The fresh waters also support a range of water plants which grow along the edges and provide shelter and food.



**Bats** – the only flying mammal, can be seen hunting over the water at dusk and during the night, catching insects. Pipistrelle bats are the most common species locally and only weigh 5 grams. Bats are not blind but they use echolocation to find their food in the dark. The sound bounces off objects which enables them to find their food.

Frogs will leave their eggs or frogspawn near the shallow water edge in the spring. The emerging tadpoles are a common food for dragonfly larvae. Herons like to hunt frogs.

Emperor dragonflies, with their characteristic green and black body, dart over the water in search of places to lay their eggs. Dragonfly larvae live in the water for up to 4 years before they emerge to fly around though only for 3-4 weeks whilst searching for a mate.

You can also spot Damselflies which are much smaller than dragonflies but come in striking colours of blue and red.



**Pond Skaters or water bugs**

These are anchored to a branch or the ground. Siting a nest on the water keeps the chicks safe from predators like foxes, who don't like to swim.



**Dragonfly**

Urban Foxes will visit the park at night, in search of eggs in unattended nests.



**Urban fox**

These are anchored to a branch or the ground. Siting a nest on the water keeps the chicks safe from predators like foxes, who don't like to swim.

Urban Foxes will visit the park at night, in search of eggs in unattended nests.

Volunteer for your local park along the River Wandle: create habitats, improve access for all or clear invasive species, meet like-minded people, learn new skills and enjoy the outdoors.

Watch wildlife, like birds, bats, dragonflies, water voles and help monitor and protect wildlife along the river.

For more information about the River Wandle and how to get involved visit:

Wandle Valley Regional Park  
[www.wandlevalleypark.co.uk](http://www.wandlevalleypark.co.uk)

Croydon Council:  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

Pond Skaters or water bugs, 'skate' around on the surface of the water on the pond, feeding on smaller insects which they stab with their sharp mouthparts or beaks.

Flag Ibis and Purple Loosestrife grow along the water edges providing colour and nectar for honey bees and bumblebees.

Piles of sticks can be seen, seeming to float on the water. These are crafted nests made by Coots, which use anything to line their nests – even bits of plastic.

left over lunches or a frog. Foxes are very versatile and well adapted to city life. They live under sheds and earth burrows and eat whatever they can find.

Terrapins, can be seen basking in the sun. Terrapins are popular pets, but once they are fully grown many get abandoned in public ponds and lakes. The species has a devastating impact on frog and dragonfly populations, as they have a huge appetite.

Please do not introduce any pet animals, reptiles, fish or plants into Waddon Ponds. Many species are in the wild and will die while others have a devastating impact on local wildlife, competing for food and space.

Help to protect Waddon Ponds and report any sightings of non-native species to Croydon Council.



**Pond skater**



**Emperor dragonfly**



**Damselfly**



**Common coot and nest**



**Terrapin**



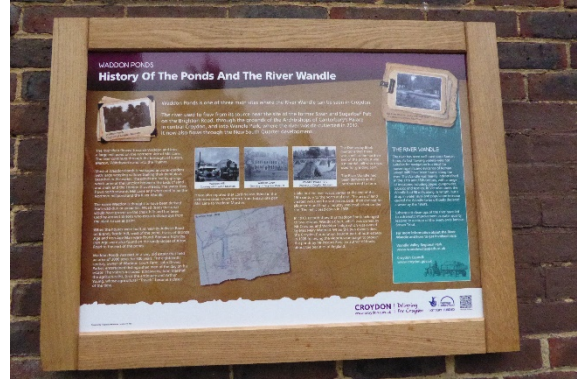



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Before the project started the majority of the banks of medium and small ponds were devoid of vegetation due to overgrazing by waterfowl. In 2014 and 2015 Ecosulis, the leading ecological consultancy & contracting company, were engaged to undertake work to enhance the pond edges with a series of edge treatments. A total of 366m, 90% of the bank length of the two smaller ponds and the southern edge of the main pond were planted.

The banks have been stabilised and the establishing plants are contributing to an increase in the range of habitats as illustrated in the before and after photographs below.



## Croydon Parks Vision

An external consultant Tyrens has taken forward the development of six draft masterplans for: Lloyd Park, South Norwood Lake and Grounds, Norbury Park, Ashburton Park, Park Hill and Happy Valley. Various engagement and stakeholder events have taken place over the last few months and draft parks masterplans for all six parks are now available online - [www.croydon.gov.uk/parks-vision](http://www.croydon.gov.uk/parks-vision).

To comment on the South Norwood Lake and Grounds, Norbury Park and Happy Valley plans, members of the public need to complete the relevant feedback form(s) by 11.59pm Tuesday 10 October

- [South Norwood Lake and Grounds](#)
- [Norbury Park](#)
- [Happy Valley](#)



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Feedback received will be taken into account in addition to that received at the engagement events with final masterplans intended to be completed by January.

## Live Well Croydon

The Live Well Croydon Programme is making great headway in supporting Croydon residents towards improving healthy lifestyles, whether it's signposting people to local opportunities to increase physical activity, provide motivation for those who wish to give up smoking or lose weight or improve mental health and wellbeing; our team of Live Well Advisors have so far provided initial consultations to just over 260 residents. The initial consultation is the first stage of the 12 month behaviour change journey and we are now seeing a number of residents moving onto the next 3 month review stage. As can be seen below, residents are achieving some very positive results from engaging in Live Well Croydon as they work towards their longer term health goals:

*Mr B – now a non-smoker at 3 months, has increased physical activity levels and improvement in mental wellbeing score.*

*Miss J - 7kg weight loss at 3 month review, reduction in high fat foods and fried foods within her diet; improved mental health and wellbeing.*

*Mr N - reduced calorie intake by 800 calories a day by making small swaps and increased his exercise from under 30 minutes a day to nearly 90 minutes.*

More information about the Live Well Croydon Programme and healthy lifestyle information, advice and support can be found via: <https://www.justbecroydon.org/>

## Friend of Park groups

44 parks in Croydon now have a Friends of park group, with the latest addition being Lloyd Park. A recent meeting with residents marked the start of yet another positive partnership between residents and the council to bring about positive improvements to parks and open spaces. The new group wants to focus on promoting the many different activities on offer in the park.

To support the network of Friends of groups, the council is running free first aid training courses for key volunteers, on 28 September and 5 October and continues to offer regular 'drop-in' sessions to enable face to face contact between groups and the Community Partnership Officer.

## Great North Wood Project

Croydon is a key partner in the London Wildlife Trust's 4 year Heritage Lottery funded Great North Wood Project. The Trust received £ 669,000 from the Lottery to work with local people to revive the once Great North Wood. Croydon is a stronghold of woodland remnants and with the help from London Wildlife Trust volunteers will be able to get involved in managing these woods, learn to survey them for wildlife and take part in many community events which aim to bring to life the history of the woods, ranging from guided walks, bat survey, to spoon carving and charcoal making events. Woods that will benefit from this project are Biggin Wood, Spa Wood (The Lawns), Grangewood Park, Beaulieu Heights and Long Lane Wood.



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The project is looking for keen volunteers, no experience required, to find out more visit [www.wildlondon.org.uk/great-north-wood](http://www.wildlondon.org.uk/great-north-wood)

## Active Spaces

The vision of outdoor active spaces is to create an innovative and unique space that breaks down the barriers to sport and physical activity; a space that is inclusive, open to all members of the community and encourages more residents to regularly take part in sport or exercise, thus promoting lifestyles that improves a person's wellbeing and quality of life. The project is being delivered in partnership with the Matt Palmer Trust who have donated £100k to the project.

On 9 August 2017 the Council launched a mini competition for the design, supply, install and maintenance of an Outdoor Active Space located at the former Pitch and Putt site at Goldcrest Way in New Addington. The Council invited four interested parties from the ESPO Framework to respond to a competition brief and submit the specified information as requested for the associated contract. Following a competitive process Kompan was selected as the chosen supplier and installation of an active space will commence in the next month. This outdoor 'active space' has been supported by councillor ward budgets and will be a flagship site.



Four more 'active spaces' are planned and a full tender process will take place for: Waddon Youth Centre (Purley Playing Fields), King Georges Playing Fields, Upper Norwood Recreation Ground and Grangewood Park.





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## Wandle Park

The Summer season of events has come to an end with a good turn out of visitors coming along, despite the British weather doing its best to keep numbers down at times. Highlights include the Environmental Fair and the 1967 themed Summer of Love festival on successive blazing hot Saturdays in June. The Croydon Symphonic Band returned to the bandstand for the first time since July 2013 and brought a huge crowd of 180 people chilling on the lawns and enjoying the sounds.



Other events that took place throughout the summer period included: the Friends garden party, the poetry festival, Friday night acoustic music in the bandstand a sports tournament with Decathlon sports store, Live and Unplugged, 5 weeks of sports coaching for children over the holidays and CODA who put on a fantastic Pirates of Penzance musical production with the bandstand and trees atmospherically lit by festoon lighting



For London Rivers Week Croydon Vision brought 8 clients to the park for a day of sensory activities hosted by the Wandle Trust and volunteers from Santander. The café did a fantastic picnic lunch which was appreciated by all especially the Croydon Vision clients who after lunch put on waders and with a volunteer, bravely went in to the river to do a litterpick. They thoroughly enjoyed the sensory experience

and immediately asked if they can do it again!



Sunday mornings along with the regular community gardening sessions, saw community golf and physical exercise activities and Fridays and Saturday mornings saw Pickleball sessions.

Over 300 children from local schools have been to the park to attend educational sessions using the parks natural facilities hosted by the Wandle Trust education team.

The park is currently delivering Wandle Fortnight and activities have included a seasonal litter pick, pond dipping with watercolour painting of creatures found, a mini-bus visit to the Wandle Industrial Museum and to round off the fortnight Haiku poetry using the park as inspiration.





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## Registrars Service

### Restructure

We are pleased to confirm that the new structure in the Registrars has been implemented from 1<sup>st</sup> September 2017.

The structure has been designed to improve customer service levels, manage the workload more efficiently and to capitalise on income opportunities. We currently await the arrival of two Team Leaders to complete the compliment of staff.

### Passport Checks

On 25<sup>th</sup> September the Registrars added the JCAP (Joint Citizenship and Passport) service to its portfolio. This is an additional service which sits alongside the Nationality Checking Service in which we check applicant's passport applications, take their fees and pass on to the Passport Office, this will provide an additional income stream. Initially we have had a soft launch with the website updated and the contact centre briefed, we will appear in a list of offices offering the service provided by the Home Office. We will monitor the success and feedback in the next bulletin.

## Bereavement Services

### Reclaimed Graves

A tranche of graves have been reclaimed at Mitcham Road Cemetery. This process is where any unused space in old graves that meet specific criteria is reclaimed to council ownership then made available to sell to families requiring burial. Without this initiative both Mitcham Road and Queens Road Cemeteries would have both been closed in 2006

### Hospital NVFs

We are in preliminary talks with the management team at Epsom & St Helier NHS Trust regarding the sensitive disposal of NVF's. Our contacts have heard about the dignified multiple infant cremation service that we are providing for another two neighbouring NHS Trusts and are interested in us providing the same service on their behalf. As well as providing some modest additional income, it will provide much needed comfort for bereaved parents in knowing their babies have been cremated in a dignified manner and laid to rest in beautiful and tranquil gardens of Croydon Crematorium.

### Recycling of Cremation Metals

Croydon Crematorium participates in a national scheme where metals from the cremation process are recycled. These metals include staples used in the construction of the coffin, plates and screws used to repair severely broken bones, artificial joints etc.

Any surplus monies remaining after operating and administration costs are removed are available for participating Crematoria to bid for on behalf of local bereavement related charities. The second round of nominations has just taken place and we have nominated the Lily Foundation. This is a charity that assist



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families that have children suffering from Mitochondrial Disease and its impact. Mitochondrial Disease kills children and the Lily Foundation funds research into this incurable disease in the hope that one day a cure will be found. It also supports families throughout and into bereavement, for more information follow this link [www.thelilyfoundation.org.uk](http://www.thelilyfoundation.org.uk)

We will presenting a cheque to the charity for £5000.00 in the very near future.

## **The Green Flag Award**

The Croydon Crematorium and Mitcham Road Cemetery site has again been awarded the prestigious Green Flag Award in July 2017.

Along with our contractor Ground Control Ltd we are awaiting the results of another two awards we have entered these being the BALI Awards and London in Bloom.

## **Museums**

The Museum of Croydon has delivered a number of pop-up exhibitions at Croydon Clocktower to support the cultural offer in Croydon.

'What is Croydon?' encouraged an active debate on social media and through visitor comment cards about the regeneration of Croydon and the impact on local communities. This will continue until the end of October, culminating in CYAC's Takeover of Croydon Clocktower, adding a youth perspective on Croydon's regeneration.

The display to commemorate the 100th anniversary of the Battle of Passchendaele, opened on 31 July to coincide with the launch of the offensive. Since then, we have continued to tweet the name of every Croydon person known to have died during the First World War on the anniversary of their death and a special display to support the civic commemorations is planned for Remembrance weekend, when the Battle of Passchendaele also ended.

Most recently, a film viewing pod has been installed, showing archive moving image footage from Croydon. The pod is on loan from London's Screen Archives (LSA) as part of our involvement in the London: A Bigger Picture project, which has now concluded. LSA have already shown interest in supporting Croydon's application to be the London Borough of Culture in 2019.

Gig Buddies Croydon launched in September, with an initial recruitment event at Boxpark. The scheme aims to pair up volunteers with people with learning disabilities to encourage attendance at local cultural events.

Visits in person to the Museum of Croydon's galleries at Croydon Clocktower have grown strongly in the first two quarters of 2017-18, with August seeing a 33% increase year on year. This was in part boosted by our summer events programme and the success of The Fairfield Collection and The Art of Fairfield exhibitions. These HLF supported exhibitions continue until 4 November 2017, marking 55 years since the opening of the Halls.



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Autumn / winter highlights include another major HLF supported, community led exhibition, *Gujarati Yatra: journey of a people*, which opens at Croydon Clocktower on Tuesday 14 November and Croydon Art Society's Annual Show from Tuesday 14 November to Saturday 19 December 2017.

### Ashburton Hall

I was delighted to recently tour the completed refurbishment of Ashburton Hall. This has been expertly completed by one Mulally, one of the Council's contractors who mainly work on the housing estate.

The extension to the building is going up fast.

The building can be booked by the public by filling in the online form at: [goo.gl/SdB1ZE](http://goo.gl/SdB1ZE)

This is a wonderful example of the difference that elections make to a community. Reinforcing that democracy does work when a community comes together.





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## Working Together

### Community Project

We are in the very early stages of a potentially exciting local community project with an organisation called Unique Roots. A resident living close to Mitcham Road Cemetery had started the project when she began growing fruit and vegetables in her garden whilst recovering from a leg operation. Gradually the local community began taking a keen interest in her work and asking questions on how they too could grow their own products. This quickly grown in to a community garden project on a piece of abandoned land by their local community centre in Valley Park. We are now looking to work this team and utilise some unused nursery facilities within the grounds of Mitcham Road Cemetery. There are already a number of other interested parties pledging to train vulnerable young adults in recognised horticultural qualifications. The hope is that once we can get an arrangement established a new route to employment will be available for local vulnerable young adults.

### Culture



Croydon is officially putting its hat in the ring to be London's first **Borough of Culture in 2019**.

The initiative, sponsored by the Mayor of London, is inspired by the UK City of Culture and European Capital of Culture programmes. Two winners (one for 2019 and one for 2020) will each receive over £1m from the Mayor of London to deliver a huge programme of event

Importantly, the title won't go to a borough just because of their past cultural record, rather it's set to be awarded to those who show they can best use the investment to enact **real change**.

If public opinion has any sway Croydon is already way out ahead. Right now an online ITV poll asking viewers which borough they most think deserves the title has Croydon on 37% of the overall London vote.

This may be because Croydon is already starting to attract some amazing events.

Boxpark is going from strength to strength, the summertime rooftop cinema on top of Centrale has hosted classic films and DJ sets, the month-long Warhol exhibition recently took over the town centre and the Colors Croydon International Mela in Wandle Park provided the perfect platform to launch Croydon's bid for 2019.





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The Mela was a brilliant day and was extremely well-attended by a wide cross-section of the community. The main stage was full of energy and excitement and the smaller stages provided a platform for scores of dancers and performers to show off their skills and talent to the delight of the crowds. The atmosphere was brilliant and Wandle Park has shown itself to be the perfect location for events of this kind.

2019 will be the first full year of operation for the refurbished Fairfield Halls, as well as the year the London Mozart Players celebrate their 70<sup>th</sup> anniversary.

Even before that Croydon will see the London Jazz Festival come to the borough for the first time ever, and Dance Umbrella, one of the UK's most well-known and respected contemporary dance festivals, is taking a detour from their path down the Thames to bring their stunning set-piece performance to the town alongside the Croydon Dance Festival on 14 October.

London Lumiere will be coming in the spring to light up the parts of the borough with their very special brand of visual expertise.

In addition to the Mayor's promised funding, a further **£500K** is also expected to be handed to the top borough by backers including the Heritage Lottery fund and the Paul Hamlyn Foundation.

Croydon will look to match that cash with **£1 million of partnership investment**.

In total that would put **£2.5 million** into Croydon's cultural pot – more than enough to deliver a series of events and activities that would leave a lasting legacy and completely reshape the way people see the borough.

Due for submission in December, Croydon's bid will set out a framework to demonstrate how the 2019 programme will meet the aims of the programme to improve life chances for young people, build stronger communities, bring about reputational change, put people at the heart of physical redevelopment, and enhance the vibrancy of the local cultural sector.

**For more information contact:** Paula Murray, Creative Director

E: [paula.murray@croydon.gov.uk](mailto:paula.murray@croydon.gov.uk)



## **Funding for Children Services' improvement**

Over £2 million has been allocated to fund improvement initiatives within Children Services following the Ofsted review.

I chair a Children Improvement Finance Group that considers requests and allocates funding to initiatives. This group, which includes Cllr Flemming, Richard Simpson and Barbara Peacock, ensures that there is strong governance for such expenditure.

Areas that have been allocated to include:

- Additional social work teams, to allow case loads to be brought down
- Increased level of business support, to allow social workers to focus more on children
- Increased levels of advocacy, return home interviews and independent visits
- Investment in workforce recruitment and retention
- Programme Management resource
- Expert advice on key areas

This expenditure is being funded from transformation and so does not give rise to an in-year revenue pressure.

## **Unaccompanied Asylum Seeking Children**

We have still had no responses from the various letters to Home Office ministers, including a letter sent by me to the Immigration Minister in March.

This means that Croydon Council still has a very substantial shortfall in the funding it gets as a gateway authority, as against the costs it incurs. This includes costs incurred due to the Home Office failing to enact legislation passed two years ago.

This is another example of how Croydon is being shortchanged by national government.

## **Legal Services Contract**

We made the decision to overhaul our legal services. As part of this, a significantly increased number of areas of law will now be undertaken by in-house lawyers. This will enable the service to be more efficient and responsive, as well as saving money.

We also made the decision, to have a single firm of lawyers, to act as our provider and provide our external legal advice. This will ensure economies of scale, reduced risk of duplication and enable there to be a tighter control on what legal services are requested. There was very strong interest in this contract and so the competition was tough.



## **New tenants in Bernard Weatherill House**

The DWP and the Home Office are taking space in Bernard Weatherill House.

This provides considerable income and reduced costs to the Council, which is in line with our commitment to make the most of the Council's assets and in total contrast to the approach of the previous administration.

In addition, in the case of the DWP, it allows greater convenience for our residents, as it means Access Croydon and the DWP office (replacing the Job Centre on Dingwall Road) will be next to each other.

## **Braithwaite Hall**

As members will be aware, one of the areas that is being leased to DWP is the old Community Space in Bernard Weatherill House.

As promised, we have completed works on Braithwaite Hall, which means that its capacity is now greater than that of the community space. This will therefore ensure that community events will be able to continue to take place.

## **ICT Sourcing**

We are currently reviewing the contracting model for ICT, as the current contract has a review point in May 2019 and we want to ensure we take the opportunity to reconsider the model and whether we might deliver more of our technology in-house or with different partners. Our current thinking is to break up the current contract, with a mixture of in-house and specialist suppliers. This type of approach is in line with our make-or-buy methodology, which has delivered excellent results in other parts of the Council, such as Facilities Management, where we have improved service and saved money.

## **IRRV Awards**

We were successful in winning the national award for Innovation (channel shift) for the work in benefits, with the Gateway team. This was about how many benefit customers are dealt with online, but then how we identify those to not process on-line and provide the wider support. This provides efficiency savings, whilst fully supporting the most vulnerable.

The IRRV is the Institute of Revenue, Ratings and Valuation, the national organisational for council tax, business rates benefits, debt etc.





## **Internal Audit Contract**

New internal audit provider is being selected. This will give assurance that the council's governance and internal control arrangements are working well. Croydon is leading on behalf of over 30 other councils to get the best deal with a significant sized contract with extra volume discounts for Croydon.

## **Anti-Fraud Team**

The anti-fraud team had identified over £600k worth of fraud against the council in the first half year. This will enable moneys to be recovered for use in delivering much needed services or return of assets such as council houses for use by people in real need. In addition, 16 blue badges have been confiscated because of fraudulent use, depriving genuine users of access to spaces and/or evading the payment of parking charges in the borough.

## **Democratic Services software**

The new modern.gov, paperless committee management system is being implemented to enable Members to manage agendas and reports better and saving large amounts of paper and money. There will also be better access to documents for the public when the website front end is fully up and running.

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# Transport and Environment Cabinet Member Bulletin Councillor Stuart King October 2017

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## **Pedestrian Zone Pilot**

At the beginning of the September school term, the council launched two new pilot Pedestrian Zones at three primary schools: Heavers Farm school, on Dinsdale Gardens and St Chads school, on Alverston Gardens which are in close proximity (both Selhurst ward) and Woodcote school, on Dunsfold Rise, Fairfield Way and Meadow Rise (Coulsdon West ward).

These zones are consistent with the council's aim to make our roads safer. It is also a positive and direct response to the concerns expressed to us by teachers, parents, the police and ward councillors, who have become increasingly worried about children's safety at and around the school gate.

The zone makes the area outside of these schools car-free (with some exemptions, including for residents who live in the road) at certain times of the day – 0800-0930 & 1400-1600 ("drop off" and "pick up" times). As a result, most vehicles are prohibited from entering these roads during the hours of control.

The pilots are operating well, with positive feedback from the leadership at all three schools. We have received complaints and concerns from some residents in neighbouring roads (mostly about parking displacement), but these are being managed by the parking enforcement team, who continue to patrol the area and tackle dangerous and illegal parking when found.

The scheme is being delivered via an Experimental Traffic Management Order and will be subject to consultation for the first 6 months of operation, after which time the feedback received will be reviewed. The outcome of the consultation and effectiveness of the pilot will allow us to decide whether to introduce the scheme permanently, vary it in some way or remove it completely.

## **Fiveways Consultation**

From 10<sup>th</sup> July to 18<sup>th</sup> September, TfL and Croydon Council consulted on proposals to improve the A23/A232 at Fiveways. The proposals include:

- Widening the A23 where it crosses the railway by Waddon station and providing segregated cycle lanes
- Widening (and providing cycle lanes along) the western end of Epsom Road
- Converting Epsom Road to allow two-way traffic
- Simplifying Fiveways Corner by realigning Denning Avenue to reduce the number of junction arms from five to four.



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- Providing signalised pedestrian and cycle crossings and cycle advanced stop lines on all arms of the junction
- Creating a new public space and installing new cycle parking

<https://consultations.tfl.gov.uk/roads/fiveways/>

The consultation process itself included distributing leaflets to local residents, emailing a large list of stakeholders and organising a series of drop-in exhibition sessions held locally.

For some time now we have been encouraging TfL to improve facilities for cyclists between Fiveways Corner and the junction of Purley Way and Epsom Road as part of the proposals. The Council's Scrutiny Streets, Environment & Homes Sub-Committee has also recently considered the proposals, reiterating the need for this cycle improvement and recommending TfL make further amendments to ensure the needs of local residents, pedestrians and cyclists are taken into account.

## **289/455 Bus Routes**

In the summer TfL consulted on proposals to remove the:

- 289 and 455 bus stops that serve Waddon Marsh tram stop and its neighbouring shops, businesses and residential New South Quarter; and
- 289 stop from the Colonnades off the Purley Way.

Council officers, the Croydon Mobility Forum and Waddon Councillors all responded to TfL's consultation expressing strong concern regarding the significantly increased walking distance, particularly for those interchanging between the 289 and tram and especially for older and disabled people and those with buggies.

TfL has pressed ahead and implemented its proposals in full. I wrote to Val Shawcross Deputy Mayor for Transport expressing my profound concern regarding how the consultation was handled and the effects the changes will have on some of Croydon's community. We are informally monitoring the changes while continuing to press TfL to reverse the changes at least in part.



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## 20mph Rollout Update

Implementation of Areas 1 & 2, 20mph speed limits (North Croydon and Northeast Croydon respectively) are complete and fully operational.

Construction of Area 3 (Northwest Croydon) is now underway and will go live on the 6<sup>th</sup> November 2017.

The design phase of Area 4 is now complete. Construction is programmed for the end of November and is scheduled to go live on Monday 15<sup>th</sup> January 2018.

The works on Area 5 are due to commence shortly, with an intended completion date of Monday 12<sup>th</sup> March 2018.

## New crossings at Davidson Road, Bramley Hill and soon to be introduced All Saints School crossing

A new zebra crossing has recently been implemented on Bramley Hill junction with Southbridge Road, which will help local residents to cross the difficult junction with Southbridge Road safely.



A new zebra crossing on Portland Road junction with Ferndale Road is in the process of being implemented and is due to go live at the beginning of November.





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This crossing will help pupils and parents of the nearby school cross the road safely and will help all pedestrians accessing the bus stops nearby.

A new zebra crossing on Croham Road junction with Birdhurst Road is in the process of being implemented and is due to go live at the beginning of November. This crossing will help pupils and parents of the nearby schools cross this very busy location safely and will also help serve all pedestrians accessing the bus stops nearby.

A new zebra crossing has recently been implemented on Davidson Road outside The Robert Fitzroy Academy (below), which will help the pupils and parents to cross the busy road outside the school safely, and will help all pedestrians accessing the nearby bus stops.



A new zebra crossing is also being introduced on Upper Beulah Hill outside All Saints Primary School to help pupils and parents cross the road safely, and a new zebra crossing is being introduced on Orchard Way outside Orchard Park High School, (formerly Edenham High School), which will also serve Orchard Way Primary School located next door. Both of these crossings are expected to be in place by the end of 2017 or early in 2018.



# Transport and Environment

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#### **Purley Car Park Investment**

The Purley Multi Storey Car Park has undergone a major refurbishment. The brand new lifts make it accessible to all and the newly repainted stairwells create a warm and more welcoming environment. The improvements have been welcomed by local businesses and the Purley BID.

#### **Mayor of London's Transport Strategy**

We responded to the recent consultation on the Mayor's draft Transport Strategy. Our response strongly welcomed key objectives, in particular creating 'Healthy Streets' and 'Liveable Neighbourhoods'. We highlighted the major role Croydon Council and other local authorities will have in delivering both. Therefore we emphasised that TfL will need to look honestly and critically at the balance of resources between what it uses and what it provides to the likes of Croydon Council to deliver the Strategy's objectives.

We highlighted the fact that TfL has identified Croydon as the borough with the greatest potential for cycling and our plans to release that potential. However, TfL needs to provide a meaningful level of finance to support us deliver the cycle infrastructure needed to realise Croydon's cycling potential.

We suggested that the draft was far too weak regarding the current limitations of the main rail corridor (Brighton Mainline (BML)) running through Croydon and connecting us to central London. Upgrading the BML is essential if capacity on the line is to be increased and the Croydon and the wider south east economy is to continue to grow. We emphasised that TfL should ensure that Norwood Junction station is made fully accessible to those who use wheelchairs straight away and not necessarily wait for the BML upgrade to put things right.

We welcomed the proposal that some bus resources would be moved from central to outer London, whilst pointing to the current reality in Croydon where the likes of routes 289 and 455 are being cut back.



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## Electric Van Hire Pilot

Croydon Council is urging local firms to lease a cut-price 100% electric van for 6 or 12 months for the cost of a standard diesel van as part of a push to improve the borough's air quality. Petrol and diesel vans contribute hugely to London's air pollution, so this scheme is about giving businesses a practical alternative.

The scheme is aimed at companies in Croydon and Sutton whose employees use vans most days and runs from October 2017 until 2020. These electric vehicles are exempt from the Congestion Charge in central London, cost as little as 2p per mile to run, take a 770kg load and travel 80 miles on a full battery charge.

This 'Croydon Sutton Electric Freight scheme' (CSEF) is part of a £13m 'Go Ultra Low City' programme funded by government and administered by Transport for London and London Councils. This programme includes three new rapid charging points in Croydon by 2018.

CSEF also hopes to offer a larger electric truck in future.

## Playstreets

I was delighted to attend Croydon's first town centre play street in College Road in July. Over 50 people from across Croydon joined in the fun. The youngsters had a great time making new friends, riding their scooters and brightening up the road with chalk pictures. It was also good to see play street organisers from across the borough getting together and sharing their experiences. Some people just came along to see what a play street is like and are now interested in starting one in their own area.

Special thanks to Kendall Cars who provided refreshments while continuing to run their minicab business from the road – proving that kids and cars can share the space.

The second College Road play street was on 21 October 2017 and a further one is planned for 10 February 2018.

Our Town Centre play street joins a list of play streets successes in Croydon including Love Lane, London Play Street of the Year and the Brampton Road Play Street organised by The Robert Fitzroy Academy. In October we also had the start of the first Purley play street.





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If you are interested in organising a play street in your road visit:  
[www.croydon.gov.uk/healthsocial/families/ccfpartnership/playstreets](http://www.croydon.gov.uk/healthsocial/families/ccfpartnership/playstreets) or contact  
[cfp@croydon.gov.uk](mailto:cfp@croydon.gov.uk) for more information.



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# Economy and Jobs Cabinet Member Bulletin Councillor Mark Watson October 2017

## Latest News

### Surrey Street Sunday Market

The Surrey Street Sunday Market relaunched on 17<sup>th</sup> September, offering Sunday shoppers and visitors with a range of alternative goods to those available Monday to Saturday. Avoiding competition with the regular market, the Sunday market focuses on homemade and artisan products such as breads and cakes, street food and arts and crafts. The Sunday market runs from 10.30am to 5pm every week and pitches are available for just £15 per Sunday.

The relaunch was celebrated with ‘Little Canada comes to Croydon’, an event celebrating the 150<sup>th</sup> anniversary of Canada which brought a taste of Canadian culture to Surrey Street, including Canadian street food, craft beer, cocktails and whiskies and live music. The event was well-attended by an estimated 2,000 people, the furthest visitors coming from as far as Leicestershire. The Canadian street food proved particularly popular with an hour-long queue going strong for five hours, and the maple syrup stall selling more maple syrup than Canada Day in Trafalgar Square. A weekly programme of events coincides with Sunday trading at Surrey Street up until Christmas, including interactive children’s theatre and Christmas-themed events. The events schedule can be viewed on the Surrey Street Sunday’s webpage on the Council website [here](#).



Over August, the Council also asked the public what they would like to see and experience at the Sunday market. 189 responses were received in total, showing great support for the Surrey Street Sunday Market vision. The most popular goods residents would like to see being sold are street food (57%), artisan produce (56%) and vintage goods (40%). Similar levels of support were also expressed for the types of events residents would like to enjoy at Surrey Street, including food and drink festivals (66%), themed markets (55%) and outdoor performances and exhibitions (44%). The survey has helped to inform the Sunday market’s future development to help make Surrey Street the place to be on Sundays.



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## Working Together

### Small Business Commission

Croydon's Small Business Commission presented the findings of their investigation and recommended actions to boost the growth and success of local small and medium-sized enterprises (SMEs).

More than 100 businesses attended an event at the council's Braithwaite Hall on Wednesday 20<sup>th</sup> September, where commissioners detailed the findings of their assessment of the challenges faced by Croydon SMEs when trying to grow.

Set up by the council to investigate what can be done to better support local businesses who play an integral role in strengthening Croydon's economy, the commission surveyed over 1,500 small companies, held focus groups and interviewed business owners across the borough to understand the barriers they faced.

The commissioners, who are representatives from local SMEs and business groups, found Croydon businesses could capitalise more on the diversity with the borough which would allow them to access other markets such as international trade contracts.

Other findings included the difficulty SMEs faced in accessing funding, locating affordable move-on space, entering procurement chains of large companies, recruiting skilled staff and coping with the demand of increased costs, such as rising business rates.

The action plan details steps the council and its partners can take to help local businesses conquer obstacles in a number of areas including taxation, access to funding, procurement and international trade. Recommendations include lobbying government for London to be treated more fairly when business rates are set, positioning Croydon as a key player open for business and opportunity within the international business community and increasing the profile of business support available from different organisations within the borough. The recommendations set out in the commission's action plan will enable the council and its partners to better support local businesses and help them overcome some of the challenges identified.

Next year will be the council's year of business and the Council looks forward to working closely with Croydon's business network and the Small Business Commission to ensure local companies continue to develop and flourish. To read the Commission's full report click [here](#)

### Business Rate Support

I am pleased to be able to confirm that the new Discretionary Business Rates Relief Policy introduced in December 2016 has now awarded local businesses £77k discretionary relief which has supported and created 82 jobs in the borough.



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The aim of the scheme is to support inward investment and business growth to increase or safeguard jobs in the borough. The Council has so far granted rates relief to the Dice Bar, MyPTStudio, Croydon BID, Art Rebellion, and Sussex Innovation Centre. A condition of the relief is that these businesses will accredit through the Good Employer Charter. Business in the borough can make an application for discretionary relief at any time where proposals create or sustain jobs in Croydon. To find out more about the scheme please contact Director of Economic Growth [emma.lindsell@croydon.gov.uk](mailto:emma.lindsell@croydon.gov.uk).

Following lobbying from Croydon and other areas the Government announced £300m transition funding for businesses particularly hard hit by the business rates revaluation exercise. We are pleased to announce that the pub relief and all small business rate relief has now been awarded. However due to software anomalies, the discretionary rate relief is now being manually calculated.

Implementation of the rest of the transition fund has been held up by software anomalies from an external company who are delivering software to Councils across the UK. In order to ensure that our local businesses do not wait any longer than necessary we are manually calculating the relief, this means that the relief should be distributed within the next four weeks; if you are a business having difficulty due to revaluation please contact the council and we will be open to flexible arrangements to overcome problems.

## Croydon Business Month

A varied programme of 45 events and activities aimed at start-ups and established companies is taking place this October for this year's Croydon Business Month.

Launched at the We Mean Business Expo, Croydon's annual business exhibition and network opportunity, at Marco Polo House on October 3<sup>rd</sup>. The Expo was one of the first in a series of events comprising surgeries, workshops, seminars and conferences organised for the next few weeks. The council has teamed up with key business partners, such as the Chamber of Commerce, Croydon Partnership, the Federation of Small Businesses, Enterprise for London and NatWest Bank to provide the varied programme of events.

A selection of these exciting events include Ask the Expert Roadshows delivering business support and expert advice to our district centres, access to funding workshops, Social Media and sales seminars and a celebrations of our Croydon Businesses at our Annual Awards.

Anyone interested in Social Enterprise were welcomed at the Social Enterprise marketplace which showcased Croydon's social enterprise business scene, part of a series of events across the UK celebrating Social Saturday on the 14<sup>th</sup> October – Croydon is a social enterprise borough well known for its dynamic social enterprise community.



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So whether you were an Entrepreneur looking to join our new Entrepreneurs Sunday Market or a business looking to engage with young people at the exciting Croydon Live event there was something for everybody.

The full list of events is available at <https://croydonsmallbiz.com/events/>

## Croydon Pop Up Business School

25<sup>th</sup> Sept to 6<sup>th</sup> Oct 2017, Whitgift Centre.

Second annual programme for unemployed housing tenants in Croydon developed in partnership between Croydon Council, Wandle Housing, Optivo (formerly Amicus Horizon), the Croydon Partnership, and the Pop Up Business School

Key highlights:

- 92 participants registered and attended both weeks
- 61 participants were Croydon residents
- 24 applicants requested space to trade for two weeks after the workshop

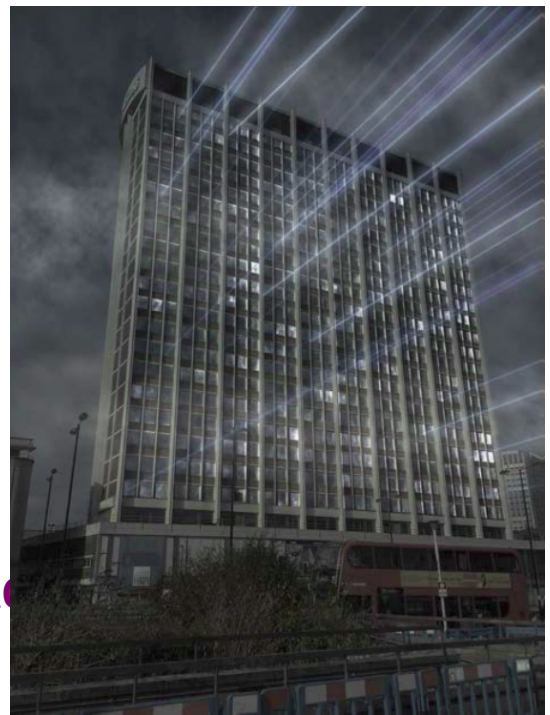
Classes covered:

- How to start a business for free
- Sales and the dark art of marketing
- How to make a great website for free
- The quickest way to find customers – social media explained
- Taxes and company structure
- Motivation, confidence and energy
- The mafia guide to networking
- Driving traffic – getting to the top of google
- How to pitch your product or service
- Negotiation – the secret to getting better deals

## Surrey Street – Lighting Phase 2

Designs are currently being developed to deliver a second phase of the lighting project for Surrey Street – it will include:

- Festoon feature lighting throughout Surrey Street and Middle Street
- Up lighting on Scody art piece







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- Feature lighting projecting to the uppers of Millet building
  - Possible feature lighting to steps – further engagement with Vue management required
- Installation is expected in November 2017.

## Update on High Street Pedestrianisation

The council, in partnership with the Greater London Authority and Transport for London, has begun improvement works for the pedestrianisation of Croydon High Street.

This scheme, is a 12 month pilot, which will see the closure of the High Street between Katherine Street and Park Street to all vehicles creating a new public space that will be used for walking, cycling, and for people to enjoy a range of cultural events and activities. These changes will provide a much needed boost to the evening and night-time economy, providing an open and accessible public space for businesses and local groups to utilise, which will encourage footfall at this end of the High Street.

The experimental trial will see the closure of High Street to all vehicles including buses and taxis from Monday 16 October 2017.

### The following changes will be implemented:

- Park Street will be made one way up to the junction with St George's Walk
- All buses that used to travel along High Street will instead travel via St George's Walk
- The taxi rank on High Street will be relocated to Park Street
- The two bus stops on Park Street will be relocated further up Park Street to the current location of the bus stand
- The bus lane currently on Park Street will be removed to make way for all general traffic
- Along St George's Walk, the existing zebra crossing and motorcycle bays will be repositioned to allow room for the new bus stand which will have moved from Park Street
- Croydon High Street will be closed between Katherine Street and Park Street to all traffic including buses and taxis from Monday 16 October 2017.

Following implementation, the council will further engage with businesses, residents and people who work in the area to get their views and ideas about how the newly pedestrianised space could be used.

More information can be found, at: [www.croydon.gov.uk/highst](http://www.croydon.gov.uk/highst)

## Croydon Works

A new Croydon Works office has opened in the Clocktower and I'll be celebrating the opening on 25<sup>th</sup> October 2017. So far this year Croydon Works has supported 98 residents into work and is receiving plaudits from employers such as those below.



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### **Oakam:**

*Love working with you guys from Croydon Works! At Oakam, we are always looking for new talents for our Contact Centre in Croydon, from entry level Customer Service Advisors to experienced Team Leaders and Croydon Works provides us with the relevant quality candidates.*

*Highly recommend! Very helpful and friendly. Thanks Humberto and Adhnan.*

### **Churchill:**

*I found Croydon Works extremely helpful which made the whole process of employing staff really quick and effective. As a supplier of services on behalf of Croydon Council we have Social Value targets to meet as part of our contract so it is important for us to employ local people to deliver local services. We currently have 86% of our work force both living and working within the Croydon Borough. We are proud of this high percentage and endeavour to retain or even increase it over time. I contacted Croydon Works to enquire if they had any candidates that would be interested in some permanent cleaning work. I gave the details of the positions, the contractual hours and the hourly rates of pay. Adnan came back to me very quickly with the names of possible candidates and included their CV's. He also gave me an overview of the applicants which I found really helpful. I was then asked who I would like to interview and when would be a convenient time for them to be held. They subsequently arranged the interviews and I'm very pleased to say we have employed 3 of the 4 candidates! We have found Pearlina, Nassaran and Geraldine to be real assets to our team and we are happy to have them on board. I will definitely be contacting Croydon Works again.*

*A real success story!*

### **Reverse Jobs Fair - Wednesday 11 October**

A jobs fair with a twist, Croydon Council and Croydon Works in collaboration with a number of partners hosted the 2nd reverse jobs fair after the success of last year's event.

The reverse jobs fair was an opportunity for employers to meet and great candidates who were looking for work with a twist, rather than employers showcasing it's the candidates who are presenting themselves outlining their skills and previous experience to employers in the room. It differs from usual recruitment fairs and gives the candidates the attention they need.





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The event gave employers an invaluable opportunity to meet 40 potential employees in an informal setting and will help to ensure Croydon continues to set an example to the borough as a Disability Confident employer.

Guest speakers on the day included The Mayor of Croydon - Councillor Toni Letts opening as well as other speakers including key employers in the borough as well as strategic partners. There was also an 'Advice Bar' for employers to find out more information about being Disability Confident and meet other companies who have already signed up to the scheme.

Following on from last year's success, the event turned the typical employment fair upside down by having up to 40 jobseekers with their own stands showcasing their skills and abilities, looking to attract offers of paid employment or work experience from the borough's employers.

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# Families, Health and Social Care Cabinet Member Bulletin Councillor Louisa Woodley OCTOBER 2017

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## LATEST NEWS

### Gateway service wins at national awards

Croydon Council's work helping families avoid homelessness has earned one win and one runner-up spot at an awards ceremony celebrating the best in the welfare and resources sector.



The council won an award for excellence in innovation, and was a highly-commended runner-up in the category for welfare benefits team of the year at the Institute of Revenues Rating and Valuation (IRRV) awards in Telford. The

IRRV is the professional national body representing around 3,500 members working in tax and benefits for local and central government and the private sector.

Croydon Council's winning entry in the excellence in innovation category beat competition from Enfield Council, City of Wolverhampton Council and Liberata, a benefits contractor for councils nationwide.

The council got the innovation award for gathering data on Croydon households affected by Government welfare reforms, analysing their finances and risk of homelessness, and assessing how the council could support them. It was also recognised for providing innovative online and advice services to give most affected residents the right financial support while identifying those needing the Gateway service's more intensive support.

To date, council staff working on the Gateway service have:

- Helped more than 1,300 families avoid homelessness
- Given budgeting support to over 10,000 people
- Supported over 2,200 people on Universal Credit to improve their digital skills
- Seen a 15% reduction in the number of people applying as homeless
- Cut by £2m the cost to the council of giving people emergency accommodation

Launched in 2015, Gateway became the first combined council department in the country – covering housing, benefits, debt management and social care assessment – to support families affected by Government welfare reforms including the benefit cap and Universal Credit.

**For more information, contact:** [Mark.Fowler@croydon.gov.uk](mailto:Mark.Fowler@croydon.gov.uk)

### **Finalist for Mental Health Social Worker of the Year**

Andrew Thomas, AMHP Lead for Croydon is a finalist for the Mental Health Social Worker of the Year.

Andrew works relentlessly to make a positive difference to the lives of Croydon residents who have mental health needs. He is respected by colleagues, partners and service users for his knowledge, skills and ability to empower and motivate those he works with. All this has been rightly recognised through this nomination

The ceremony announcing the winners takes place in London in November and Andrew is one of 81 finalists across 16 categories. The winners from each category will compete against each other to be named the “Overall Social Worker of the Year 2017.”

**For more information:** [www.socialworkawards.com](http://www.socialworkawards.com).

### **Research in Practice for Adults – award winners**

Tim Gray, consultant social worker, Sue Heeley, advanced social worker and Elizabeth Uwadiae, learning and development consultant, have all been named as the Best New Ripfa (research in practice for adults) link officers by Research in Practice.

Research in Practice for Adults provides research, resources and tools to support social care professionals in the development and delivery of services for adults & their families. The partnership between Croydon and Ripfa represents our

commitment to continuous professional development and our dedication to meeting and exceeding quality standards for the sector.

Jeanette Sutton, Associate at Research in Practice for Adults said that she really felt Elizabeth, Sue and Tim had really run with the offer at Croydon, supporting usage and promoting to staff.

**More information about Ripfa:** [www.ripfa.org.uk](http://www.ripfa.org.uk)

## **Stoptober – the 28-day quit smoking campaign – is back**



The Stoptober campaign is back this October, helping smokers to feel healthier, save money and protect their family and friends from second-hand smoke.

Smoking is the top cause of health inequalities in Croydon. By promoting the Stoptober campaign and through other health initiatives, we are supporting residents to take more control of their overall well-being.

Stoptober is a great initiative with a successful track record for getting smokers to take those first steps towards a smoke-free life. It is based on research that shows that if you can stop smoking for 28 days, you are five times more likely to quit for good.

As well as free Stoptober quit tools including an app, daily emails and information on Facebook, there is expert local advice available at **Croydon's online health platform** - [www.justbecroydon.org](http://www.justbecroydon.org) The website also offers the face-to-face local service, Just Live Well, for those who are eligible. The advisers at Just Live Well work with specific groups of people who might find it difficult to make changes in their life without additional support.

**Residents can access the Stoptober website at** [http://po.st/Stop17\\_Croydon](http://po.st/Stop17_Croydon)

**You can also read our Stoptober press release** [here](#)

## **Sugar Smart Croydon**

At the end of October 2017, Croydon will become a Sugar Smart borough. Sugar Smart Croydon is a joint campaign with the Jamie Oliver Food Foundation and the food charity Sustain to cut our sugar consumption. We are aiming to work with residents, local businesses, schools, children's centres, hospitals and other organisations to promote healthier, lower-sugar alternatives and to limit less healthy choices. We will ask organisations to pledge to make simple changes to what they provide customers, clients, patients and students, to help residents become '[Sugar Smart](#)'.



Excess sugar consumption can lead to obesity, diabetes and dental decay. With one in three children being overweight or obese entering secondary school and tooth extraction being the biggest cause of hospital admission for five to nine year olds we need to take action.

**For more information contact** [Ashley.Brown@croydon.gov.uk](mailto:Ashley.Brown@croydon.gov.uk)

## **The Launch of the Community Food Club: The Food Stop**

The success of Community Connect has now led to another exciting new venture with the Gateway service now supporting the Family Centre and its Alliance members with the development of Croydon's first FareShare local collection point and community food club known as The Food Stop.

For the cost of just £3.50 per week residents in need will be able to have access to food worth around £15- £20 per week. Not only will residents benefit from affordable and fresh food but they will as part of the membership conditions commit to engage with the Community Connect project to help them identify a clear pathway into employment, housing and financial stability.

The local collection point is already supporting charity organisations offering 6 local charities the opportunity to start collecting Fareshare (charitable provider of surplus food) from the Family Centre once a week. Community organisations can pay as little as £19.38 per week to receive 67kg of fresh fruit, vegetables, meat, dairy and cupboard staples.

The Family Centre will officially open The Food Stop doors to the New Addington and Fieldway Community on Friday 27<sup>th</sup> October 2017 with a community fun day in partnership with its alliance partners.

**For more information** regarding The Food Stop and how residents can become members please contact Julia Pitt, Head of Gateway Service Development at [Julia.pitt@croydon.gov.uk](mailto:Julia.pitt@croydon.gov.uk)

## Gig Buddies

A scheme that helps people with learning disabilities or autism attend gigs, plays or other live events is being launched in Croydon thanks to a successful council funding bid.



Gig Buddies was originally set up by the Brighton-based charity Stay Up Late, who have chosen Croydon as one of ten national partners to roll the scheme out across the country. Club Soda will run 'Gig Buddies Croydon' in partnership with Croydon Council's Learning Disability Commissioning Team. The team will help promote the use of person-centred approaches and will give training to all gig buddies.

The project was launched at Boxpark on 5 September, with DJs from the long-established Club Soda team on the decks. Volunteers are being sought to get involved with the Gig Buddies project, which will match them to an adult with a learning disability who find it difficult to get out and about on their own to enjoy live music, theatre, or comedy.

**For more information** about how to get involved with the scheme, go to: [www.gigbuddiescroydon.co.uk](http://www.gigbuddiescroydon.co.uk)

## Vaccination updates

Public Health England (PHE) have announced that there are sufficient stocks of the BCG InterVax to extend the vaccination offer to all eligible groups. The BCG vaccine protects against tuberculosis (also known as TB).

NHS England (NHSE) is the responsible commissioner for the Section 7a neonatal BCG programme which covers the PHE priority groups A and B but it is not responsible for commissioning BCG vaccination services for group C. This commissioning responsibility falls onto Clinical Commissioning Groups (CCGs)

Public Health is working with local partners to address the following issues:

- Implementation of universal vaccination of neonates
- Catch up vaccination of children above the age of 1 who were not vaccinated during the shortage
- Pathways for BCG vaccination of looked after children

NHSE is looking to help local CCGs build a service for children in this group (priority group C). Public Health is also working with local partners to establish clear communication that will clarify the local position to parents and professionals alike.



The Public Health team have also supported NHS England commissioners to review the GP call recall process through visits to 3 of the highest performing and 3 of the worst performing GP surgeries for MMR 2 at 5 years in Croydon. The aim of these visits to develop a Croydon call recall protocol based on local and NHS England informed best practice.

The public health team is working with the CCG variations team and GP IT lead to develop support for practices to ensure they can use the EMIS system to automatically search, and explore possibilities for capturing patient email addresses to increase the options for communicating call recall messages with parents.

**For more information:** [Rachel.Flowers@croydon.gov.uk](mailto:Rachel.Flowers@croydon.gov.uk)

## DELIVERING OUR AMBITIONS

### One Croydon – your health and care partnership

#### *Our vision*

***‘Working together to help you live the life you want’***

Last month I alerted you to the new work that Health, social care and voluntary sector partners are launching to provide a more personalised and joined-up approach to health and care services for the over-65s in Croydon.



This partnership, known at the Croydon Alliance has agreed to deliver services under the name of “One Croydon” so you will begin to see this brand increasingly being used alongside partner logos to identify the new services and new ways of working.

One Croydon, has been working to develop new ways of working to improve the outcomes for older people. In October, the programme moves to a significant phase in strengthening our out of hospital services that will support people to stay independent and reduce the time people wait in hospital for the right support to be arranged to get them back home.

This includes health and social care teams working in a more joined up way to fast track assessments before people leave hospital, reducing the paperwork and organised together the right support for people to have a safe and speedy recovery at home.



We are also working with GP practices and local community groups to create stronger local networks that provide information on local services, reduce social isolation and help people stay healthy and independent.

Look out for the One Croydon brand for further updates

**Contact Officer:** [Rachel.soni@croydon.gov.uk](mailto:Rachel.soni@croydon.gov.uk)

### **Croydon Council Officer wins LG Challenge 2017**



Congratulations to Denise Blair, a public health consultant at Croydon Council, for winning the prestigious LG Challenge 2017 with her proposal to tackle teenage pregnancy.

Denise was awarded the top prize of a £10,000 scholarship in the local government equivalent of 'The Apprentice'. The competition was held as part of the Local Government

Association's annual conference in July. Denise will now be able to use the prize to turn her ideas into reality.

## **WORKING WITH PARTNERS**

### **Croydon tops league during carers week**

All the hard work during Carers Week (12-18 June) to raise awareness and support for people who care for someone who has an illness, disability or who is an older person, really paid off. With 31 registered events, our biggest yet, we topped the league of all councils who took part.



To run our successful Carers Week events, we worked closely with Croydon's Carers' Information Service, who provide information, advice and support to unpaid carers in Croydon. They run the Carers Support Centre in the town centre, a one stop shop for those looking for advice and support.

For more information: <https://www.carersinfo.org.uk/> , call 020 8649 9339 option 1 or email: [info@carersinfo.org.uk](mailto:info@carersinfo.org.uk)

The development of our carers strategy (2017 – 2021) has progressed well. We have worked really closely with partners, carers and professionals, holding 13 focus groups with 111 attendees to ensure that everyone's voice was heard, and included. Our first draft is now ready but we are still keen for people to input into this, and will be holding more focus groups in October. If you are interested in being involved, please get in contact with the

**Lead officer:** [Stephen.Bahooshy@croydon.gov.uk](mailto:Stephen.Bahooshy@croydon.gov.uk)



### **Look after yourself and your family during the colder months**

Don't wait until there is a flu outbreak this winter, get your free flu vaccination now if you are eligible.

It's really important that anybody considered to be in a high risk group gets their vaccine as soon as possible. See the list below and also ask your

GP, practice nurse or local pharmacist for advice on whether you are eligible to receive a flu jab or nasal spray.

If you are a health or social care worker or work out and about in the community, please protect yourself too, particularly if you are at risk or work directly with those more at risk of flu.

The [NHS Choices website](#) lists those who are recommended to have the flu vaccine as:

- anyone over the age of 65
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or lung disease)
- children and adults with weakened immune systems.

An annual flu vaccine nasal spray is also offered to healthy children aged two and three, and to children in reception class and school years one, two, three and four.

**For more Flu facts** - visit the NHS Choices website  
<http://www.nhs.uk/conditions/flu/Pages/Introduction.aspx>

## For General Release

<b>REPORT TO:</b>	<b>COUNCIL</b> <b>30 October 2017</b>
<b>SUBJECT:</b>	<b>MEMBER PETITIONS</b>
<b>LEAD OFFICER:</b>	<b>Stephen Rowan, Head of Democratic Services and Scrutiny</b>
<b>WARDS:</b>	<b>ALL</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT:</b> This report is prepared in keeping with paragraphs 3.26 to 3.31 of the Council Procedure Rules at Part 4A of the Constitution.	

### 1. **RECOMMENDATIONS**

- 1.1 The Council is asked to note the petitions presented by Councillors at the meeting as listed in paragraph four of the report.

### 2. **EXECUTIVE SUMMARY**

- 2.1 In accordance with Part 4A of the Council's Constitution up to three Members of the Council can present petitions to any ordinary meeting of the Council, with the exception of any meeting of the Council reserved for the setting of Council Tax.

### 3. **BACKGROUND**

- 3.1 Part 4A of the Constitution allows up to three Councillors to present petitions to meetings of the Full Council.
- 3.2 The Constitution requires that a petition must contain "the signatures of at least 100 local people or 50% of the local people affected by the subject" in order to be presented at a Council meeting.
- 3.3 The full petition wording of each of the three Member petitions to be received will be included in the Council agenda (see paragraph four below). The Member petitions will be received but shall not be the subject of a debate or questions at that or a subsequent Council meeting.
- 3.4 Where possible, the Cabinet Member shall provide a response at the Council meeting at which the Member's petition is received. Where a response is not

provided at the meeting, a written response shall be provided within three weeks of the meeting.

#### **4. PETITIONS TO BE PRESENTED TO COUNCIL AT THIS MEETING**

4.1 The Monitoring Officer has received notice of the following petitions to be presented to this meeting of the Council:

a) Petition presented by **Councillor Pelling** on behalf of residents:

*"Petition to London Borough of Croydon for parking to be permitted on the pavement on one side of Hillier Gardens CR0 4EH with parking signalled with white paint on the pavement as is already in place on neighbouring roads such as Coldharbour Road."*

b) Petition presented by **Councillor Hollands** on behalf of residents

*"Petition for permit parking in Lower Road, Kenley Surrey"*

c) Petition presented by **Councillor Creatura** on behalf of residents:

*"It is currently extremely difficult for residents of South Drive, Coulsdon to park on the street due to parking by non-residents.  
We would like Croydon Council to make parking on South Drive available to residents only, using a Pay and Display system.  
We understand that those residents wishing to participate in this scheme would incur charges of £80, £126 & £305 per annum for the 1st, 2nd and 3rd permit issued to a household."*

#### **5. NEXT STEPS**

5.1 Where possible the Cabinet Member will respond to the petition at the meeting.

5.2 Where a more detailed response is required, a written response shall be provided within three weeks of the meeting.

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**CONTACT OFFICER:** James Haywood, Members' Services Manager.  
Ext 63319.

**BACKGROUND DOCUMENTS:** None.

**For General Release**

<b>REPORT TO:</b>	<b>COUNCIL</b> <b>30 October 2017</b>
<b>SUBJECT:</b>	<b>RECOMMENDATIONS OF CABINET OR COMMITTEES REFERRED TO THE COUNCIL FOR DECISION</b>
<b>LEAD OFFICER:</b>	<b>Stephen Rowan, Head of Democratic Services and Scrutiny</b>
<b>WARDS:</b>	<b>ALL</b>
<b>CORPORATE PRIORITY/POLICY CONTEXT:</b>	
<p>The Recommendations of Cabinet or Committees referred to the Council for decision report is prepared in accordance with the Council Procedure Rules at Part 4A of the Constitution.</p>	

**1. RECOMMENDATIONS:**

The Council is asked to approve the recommendations from the Cabinet meeting held on 19 June 2017.

**Community Safety Strategy 2017-2020**

Council is asked to:

- 1.1 Agree the Community Safety Strategy for Croydon 2017-2020, attached to this report at Appendix A

**2. EXECUTIVE SUMMARY**

- 2.1 The Recommendations of Cabinet or Committees referred to the Council for decision report comprises of matters of business formally undertaken by the Leader and Cabinet since the last ordinary meeting of the Council that require Full Council approval.

**3. BACKGROUND**

- 3.1 Part 4A of the Constitution requires that Cabinet and Committees include any recommendations that it has made to Council within this report.
- 3.2 These rules do not apply to any recommendations contained in the Annual Report of the Scrutiny and Overview Committee.
- 3.3 The Leader or Chair of the Committee making the recommendation may exercise a right to introduce the recommendation; in so doing the Leader or Chair of the Committee shall speak for a maximum of 3 minutes.

- 3.4 The recommendation shall be seconded without any further speakers and if not deferred for debate shall immediately be put to the vote.
- 3.5 Any Member supported by a seconder, may ask that a recommendation be deferred for debate and the recommendation shall immediately stand deferred.
- 3.6 In the event that any Cabinet or Committee recommendations have not been reached when the time limit for the meeting has expired, those recommendations shall immediately be put to the vote without further debate.
- 3.7 On 12 December 2016 Cabinet considered an item on Connect2 and resolved to recommend matters to Council for decision. These recommendations can be found at paragraph 1 above.
- 3.8 Attached at **Appendix A** is the Community Safety Strategy and associated covering report that were considered and approved at the Cabinet meeting held on 19 June 2017 (minute ref: **A41/17**). Cabinet resolved to recommend that Council approve the strategy.

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**CONTACT OFFICER:** James Haywood, Members' Services Manager  
Ext. 63319

**APPENDIX A:** Community Safety Strategy 2017-20 and associated covering report

**BACKGROUND DOCUMENTS:** None

## For General Release

<b>REPORT TO:</b>	<b>Cabinet 19 June 2017</b>
<b>AGENDA ITEM:</b>	<b>8</b>
<b>SUBJECT:</b>	<b>Community Safety Strategy 2017-2020</b>
<b>LEAD OFFICER:</b>	<b>Shifa Mustafa - Executive Director of PLACE Andy Opie – Director of Safety</b>
<b>CABINET MEMBER:</b>	<b>Councillor Ali Cabinet Member for Communities, Safety and Justice</b>
<b>WARDS:</b>	<b>All</b>
<p><b>CORPORATE PRIORITY/POLICY CONTEXT/ AMBITIOUS FOR CROYDON</b>  <b>Croydon’s Community Strategy 2016-2021</b></p> <ul style="list-style-type: none"> <li>• Secure a safer, cleaner and greener borough</li> <li>• Secure a good start in life</li> <li>• A great place to work, learn and live</li> <li>• Improving the environmental wellbeing of our residents and communities</li> <li>• Importance of providing a safe clean environment to a place of success and future growth</li> </ul> <p><b>Corporate Plan/Priority projects</b></p> <ul style="list-style-type: none"> <li>• Growth</li> <li>• Independence</li> <li>• Liveability</li> </ul> <p>The report sets out the council’s partnership approach to tackle community safety, which includes, tackling the overall crime rate in Croydon, including violent crime, domestic violence, serious youth violence, property crime, reducing re-offending rates, Anti-Social Behaviour (ASB), drugs and alcohol. The strategy also focuses on increasing community confidence and addressing issues of environmental crime.</p>	
<p><b>FINANCIAL IMPACT</b></p> <p>The main resource for delivering the strategy will be the partners themselves. Partner agencies include, Police, Probation, Courts, NHS, Prisons, and the Fire Authority. The Safer Croydon Partnership is responsible for commissioning projects from the London Crime Prevention Fund. Croydon has been awarded £833,527 in 2017/18 and £583,469 in 2018/19 from the London Crime Prevention Fund, so this strategy ensures that we are clear about our local priorities and that this grant is allocated to the right projects. Funding for the final year of the strategy will be confirmed at a later date</p>	

**FORWARD PLAN KEY DECISION REFERENCE NO: this is not a key decision**

The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below

**1. RECOMMENDATIONS**

- 1.1 That the Cabinet recommend to Full Council that it agree the Community Safety Strategy for Croydon 2017-2020.

**2. EXECUTIVE SUMMARY**

- 2.1 This report presents an overview of the Community Safety Strategy for Croydon 2017-2020 (the Strategy) and seeks a recommendation for its sign off at Full Council. The Strategy has been developed following extensive research and consultation so that the Safer Croydon Partnership has a full understanding regarding crime trends and public perception. Following the development process the 5 main priorities of the Strategy have been agreed as:
- Reduce the overall crime rate in Croydon; focus on violent crime and domestic abuse
  - Improve the safety of children and young people
  - Improve public confidence and community engagement.
  - Tackle anti-social behaviour and environmental crime
  - Improve support and reduce vulnerability for all victims of crime; focus on hate crime.

**3. COMMUNITY SAFETY STRATEGY 2017-2020**

- 3.1 The Safer Croydon Partnership (the Partnership) has a statutory duty in relation to reducing crime and ASB, including the misuse of drugs and alcohol and to tackle re-offending. The Partnership comprises the Council, Police, NHS, Fire Authority, Probation services, businesses and the voluntary and community sector. The statutory duties include producing a three-year Community Safety Strategy, undertaking annual reviews, regular assessments and consultation to ensure priorities and actions are clearly identified and based on good evidence.
- 3.2 The development of the strategy has taken place following the production of a Strategic Assessment, which analyses crime and anti-social behaviour trends together with extensive consultation with the public and partners. All of this information is then used to enable the Partnership to agree its priorities.
- 3.3 The Strategic Assessment interprets and presents the summary findings of an intelligence analysis of data provided from a number of different sources including the police, council, NHS, probation, fire and other partner agencies. The Strategic Assessment identifies current and possible future issues and its purpose is to help inform the Partnership work programme. The key findings from the most recent Strategic Assessment are detailed below.



### 3.4 Total Notifiable Offences (TNO)

- Overall the volume of TNO crime in Croydon, has been going down, reaching a low of 28265 TNO offences in 2014 from a base line of 34194 TNO offences in 2005.
- 2015 saw a small rise overall in the volume of TNO's to 28739 offences however this was still a 16% reduction against the baseline year of 2005.
- 2016 again saw a rise overall in the volume of TNO's to 30034 offences however this was still a 12% reduction against the baseline year of 2005.

### 3.5 Offence profile

- All violent crimes have seen increases in the last year.
- Racist and religious hate crime has seen an increase.
- Gun crime and knife crime saw reductions up until 15/16 but have then seen large increases in the last year.
- Residential burglary, and personal robbery have seen a marked reductions up until 15/16 with a small increase in 16/17.
- Theft of a motor vehicle and theft from a motor vehicle have both seen reductions up to 15/16 with increases in 16/17.
- Robbery saw a 70% reduction between 12/13 and 15/16 but has then seen a large increase in 2016/17.
- Domestic abuse continues to see an upward trend across London. In the rolling year to December 2016 there were 3800 domestic abuse offences recorded. Croydon is ranked 7<sup>th</sup> highest for domestic abuse, with 21 incidents per 1,000 population in the rolling year to December 2016.
- Fly tipping has also increased and is a concern for the public; however this may be a consequence of our successful 'Don't Mess with Croydon Campaign resulting in more people being aware of the problem.
- The current trend shows that anti-social behaviour has dropped significantly over the last few years but has seen a small increase in the last year.

### 3.6 Victims

- There were 10,698 victims of crime in Croydon. Of those victims, there were slightly more females than males.
- The peak age range for victims are aged 20 to 24, the most vulnerable age group are aged 15 to 34.

### 3.7 Offenders

- There were 2783 offenders of those there were more male offenders than female.
- The offenders most likely to commit offences of violence are aged 15 to 29. Offenders aged 15 to 19 are most likely to commit knife crime offences.
- Offenders most likely to commit offences of violence are aged 15 to 29.

### 3.8 Locations

- Croydon town centre is the key crime hot spot together with the northern wards, primarily due to their large population and transport links.

### 3.9 Time and day

- Across the week the peak time for all offences is from 3pm to 7pm and 8pm to 1am, and the peak days for crime are Sunday and Saturday
- 3.10 There is a correlation between areas of high deprivation and crime rates in Croydon; more crime is committed in the north of the borough, largely due to a higher population density, and more pockets of deprivation. Vulnerability is becoming increasingly concentrated within certain places and amongst certain individuals. According to Mayor's Office for Policing and Crime (MOPAC's) Vulnerable Localities Profile, the top 10 per cent of wards (63) are disproportionately impacted compared to other parts of London. On average, over 3 times more victims of burglary, robbery, sexual offences live in these top 10 per cent compared to the least vulnerable. It is therefore important that interventions are targeted to the most vulnerable locations.
- 3.11 One priority location moving forward will be the town center and West Croydon area. Since the summer of 2016 the town center and West Croydon has experienced anti-social behavior, which requires long term strategies to tackle. Particular issues worth highlighting are street drinking in the Queens Gardens and high volumes of school children congregating on North End with some significant disorder on a couple of occasions and a serious stabbing in early February 2017. Partnership strategies will be a priority in the forthcoming strategy, including exploring the use of Public Space Protection Orders.
- 3.12 As well as the short and medium term priorities to tackle the issues in the town centre it is important that we look to the future of Croydon and the significant growth that will be happening over the next few years. The construction phase will pose a unique set of safety and security issues but it is essential that we take every opportunity to ensure that we end up with a safe, modern, attractive space. Designing out crime through our planning processes is essential as well as reviewing our CCTV service. This includes opportunities for modernising and improving our current infrastructure as well as making better use of the CCTV Control Room as a partnership operations hub.
- 3.13 Safety and security on the transport network is a current priority for the Safer Croydon Partnership. The number of people killed or seriously injured in road traffic collisions on Croydon in 2015 is at an all-time low, having dropped from the previous record low of 71 in 2014, to 65 in 2015. The three year rolling average has fallen to 69.0, and is below the target figure of 87.8 for the year 2020. This issue was not flagged as a particular priority by the public when asked as part of the Safer Croydon survey but this remains a strategic priority for the borough. Enforcement of road safety is the responsibility of the police but there are a number of partnership interventions. These include Operation Safeway, which is a high profile tactic of engaging with driver's at the most vulnerable junctions, providing education and enforcement where appropriate. The Council and Police Safer Transport Team also work in partnership to utilise the various speed detection devices at key locations around the Borough. In addition Transport for London and the Metropolitan Police Service (MPS) work together to run Community Roadwatch - a road safety initiative which aims to reduce speeding in residential areas. If local residents want to take part they

can contact their local MPS Safer Transport team, which can be located through the Met Police website or on the following link:

[MPS Safer Transport Team](#)

## Mayor's Office for Policing and Crime

3.14 MOPAC have recently launched a new Policing and Crime Plan for London. This can be found at:

[https://www.london.gov.uk/sites/default/files/mopac\\_police\\_and\\_crime\\_plan\\_2017-2021.pdf](https://www.london.gov.uk/sites/default/files/mopac_police_and_crime_plan_2017-2021.pdf)

This sets out a focus on the following key priorities:

- Keeping children and young people safe.
- Tackling violence against women and girls.
- Standing together against extremism, hatred and intolerance.

Underpinning themes include:

- Vulnerability
- Meeting the needs of victims
- Social integration and tackling inequalities, with an aspiration that '*the place that you live in, the communities you belong to and the individual that you are should not disproportionately impact your exposure to crime*'

3.15 There are a number of proposed commitments by MOPAC including:

- 2 dedicated PCs plus 1 PCSO per ward
- Consideration of merging Borough Command Units. The current proposal is for Croydon to merge with Sutton and Bromley
- Focus on protecting vulnerable children and adults, in collaboration with statutory and voluntary sector partners.
- Invest in new technology and ways of working to keep police officers out on the front line and help them do their jobs more effectively.
- Encourage more female and BAME Londoners to join the MPS and build lasting, successful careers for all MPS officers and staff.
- Support the work of the Night Czar to deliver a safe and enjoyable night time economy.
- Work together with the MPS, TfL, British Transport Police (BTP), City of London Police and other enforcement partners to keep our transport network and roads safe.
- Work with businesses to help protect them from crime, making our city a safer place to work and do business.

3.16 Croydon welcomes the shift in focus away from the high volume crimes such as thefts and criminal damage to more of an emphasis on supporting victims and reducing vulnerability. Croydon experiences high levels of domestic abuse, sexual violence, serious youth violence, hate crimes and have already started shifting its focus for commissioned projects through the London Crime Prevention Fund (see 3.20) in line with the Mayor of London's plan.

3.17 From March 2017, MOPAC are proposing to adopt a new method for prioritising and scrutinising local (Croydon's) policing priorities. High harm crimes and protecting vulnerable people will be included in local priorities in every borough across London to ensure that the police and local partners are focused properly

on these most serious and harmful offences against vulnerable people. This includes a focus on child sexual exploitation, violence against women and girls, gangs, knife crime and gun crime.

- 3.18 However, the issues of greatest concern and the highest volume crimes in one borough may be very different to those of another. The Partnership have been liaising with MOPAC over its local priorities and these have been agreed as violence with injury (non-domestic), burglary and anti-social behavior.
- 3.19 This change in focus makes it even more crucial that the Safer Croydon Partnership works collaboratively with the Health and Wellbeing Board, and the Children’s and Adults Safeguarding Boards to ensure that there is clear leadership and responsibility where there are issues that may overlap in to different partnership agendas. The community safety strategy presents high level priorities and actions so these will be underpinned by more detailed plans that will be developed with the relevant partnerships.

**London Crime Prevention Fund (LCPF)**

- 3.20 The Safer Croydon Partnership was previously responsible for the management of a number of ring fenced grants although these have now ceased entirely and replaced with the London Crime Prevention Fund (LCPF) administered by the Mayor’s Office for Police and Crime (MOPAC). Direct funding to boroughs is committed for 2 years to allow for flexibility in terms of spend over a 24 month period. Croydon’s allocation is set out below;-

<b>2016/17 Allocation</b>	<b>2017/18 Allocation</b>	<b>2018/19 Allocation</b>	<b>Compared to 2016/17</b>	<b>17/18 and 18/19 combined</b>
£601,250	£833,527	£583,469	£-177,810	£1,416,996

- 3.21 Croydon has continued with a number of existing projects but have used the opportunity to develop some new projects, which are more in line with MOPACs new policing and crime plan. The projects confirmed for 17/18 and 18/19 are for the following areas:
- Gangs – County lines, key work and intelligence
  - Knife crime prevention
  - Young offenders – early interventions, education and training and mentoring
  - Safer London Foundation – Child Sexual Exploitation (CSE)
  - Victim Support with a focus on young victims
  - Anti-Social Behaviour
  - Hate Crime
  - Domestic Abuse and Sexual Violence
  - Integrated Offender Management
- 3.22 From April 2019 MOPAC are proposing a 30% top slice fund of LCPF allocations across London, which will then be used for regional commissioning projects. For Croydon this is a reduction of c£250k. The process of agreeing the priorities for the regional projects is yet to be confirmed in any detail but this does represent a risk to the delivery of the local projects currently being commissioned. It is also worth noting that this also represents an opportunity for new projects being available in Croydon. The key issue for the partnership is to ensure that is

engaging with the process and that any future regional projects take into account local needs. Discussions are underway with regional colleagues to assess joint priorities and what opportunities there may be to commission services together.

## **Priority Setting**

3.23 As we set out our three-year plan, we also need to consider external factors such as on-going financial pressures, the impact of Brexit, the threat of terrorism, and how crime is changing. For example, burglary offences are reducing but on-line fraud has nearly doubled during the past few years. The National Fraud Intelligence Bureau (NFIB), recorded 119,426 incidents in 2011/12 but this rose to 230,406 in 2014/15 and 85% of all identity fraud now occurs online.

3.24 Taking into account these factors, and the findings from the 2016 Strategic Crime Assessment, public consultation as well as the views from stakeholders, during the next 3 years our draft strategic priorities are:-

- **Reduce the overall crime rate in Croydon; focus on violent crime and domestic violence.**
- **Improve the safety of children and young people.**
- **Improve public confidence and community engagement.**
- **Tackle anti-social behavior and environmental crime.**
- **Improve support and reduce vulnerability for all victims of crime; focus on hate crime.**

3.25 The community safety strategy was discussed at the Scrutiny committee on 7th March 2017. The draft strategy was shared with the committee who were supportive of the draft priorities. Although the committee's conclusions and recommendations are still to be formally agreed the areas of discussion at the committee have been included in the final draft of the strategy.

3.26 The strategy supports the 2017-2021 London Police and Crime Plan and builds on a solid foundation of successful partnership working on crime and anti-social behavior in Croydon. Much of what we set out in our previous strategy has been achieved. However, we also recognise that there is still much more to do, but we are determined to work together to make Croydon a safer place to live, work and visit.

## **4. CONSULTATION**

4.1 As well as analysing data provided by partner agencies, the development of the Strategy also takes into consideration the views of local communities. The SCP ran an on-line survey which started 19 September and ended 20<sup>th</sup> November 2016 (sample size of 567 respondents). The respondents to the questionnaire were self-selecting meaning that there are limitations with the conclusions that can be drawn from it. However, the sample size was significant so it does give a useful indication of public feeling.

In this most recent survey the top 5 crimes of most concern are:

- anti-social behavior
- burglary
- fly-tipping,
- people dealing or using drugs
- violent crime.

The top 5 comments identified the following issues as a concern:

- more visible policing in the borough, especially in the Town Centre at night
- more CCTV coverage for the borough
- tougher sanctions on fly tipping, littering and spitting
- more wardens patrolling housing estates
- tackling ASB in local neighbourhoods

## **5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS**

**5.1** There are no direct consequences as a result of this report.

### **5.2 The effect of the decision**

The decision approves the wider strategy in relation to crime reduction but does not commit the council to any additional spend. The Safer Croydon Partnership is responsible for commissioning projects from the London Crime Prevention Fund. Croydon has been awarded £833,527 in 2017/18 and £583,469 in 2018/19 so this strategy ensures that we are clear about our local priorities and that this grant is allocated to the right projects. Funding for the final year of the strategy will be confirmed in the future and expenditure will be contained within the funding available.

### **5.3 Risks**

The main resource for delivering the strategy will be the partners themselves. This will include in particular the Police, Council, Probation, Courts, NHS and Prisons. All public sector services continue to face significant challenges in meeting budget cuts. The strategy takes into account these challenges and details a number of new ways of working in partnership to ensure that we provide efficient and effective services.

#### **5.4 Options**

No options have been identified.

#### **5.5 Future savings/efficiencies**

None have been identified which arise directly from the report recommendations.

(Approved by: Lisa Taylor, Director of Finance, Investment and Risk, and Deputy S151 officer)

### **6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER**

- 6.1 The Council Solicitor advises that Section 4 of the Local Government Act 2000 imposes a duty on local authorities to prepare a community strategy for promoting or improving the economic, social and environmental well-being of their areas and contributing to the sustainable development in the United Kingdom.
- 6.2 Under the Crime and Disorder Act 1998 (as amended by Section 22 of the Police and Justice Act 2006) responsible authorities are required to work together through Crime and Disorder Reduction Partnerships. In this respect Section 6 requires these authorities to formulate and implement a Strategy for the reduction of crime and disorder in their area (including anti-social behaviour adversely affecting the local environment) and for combating the misuse of drugs, alcohol and other substances in the area
- 6.3 Regulations made under S.6 provide that the Strategy must be published and include the objectives to be pursued and the long term and short term performance targets for measuring the extent to which these objectives have been achieved.
- 6.4 Section 17 of the Crime and Disorder Act 1998 (as amended by Section 22 of the Police and Justice Act 2006) imposes a duty on local authorities and police authorities to exercise their functions with regard to effect on crime and disorder. They are required to do all they can to prevent crime and disorder in the area (including anti-social and other behaviour adversely affecting the local environment) & the misuse of drugs, alcohol and other substances.

(Approved on behalf of the Director of Law and Monitoring Officer)

### **7. HUMAN RESOURCES IMPACT**

- 7.1 There are no immediate human resource impacts arising from the recommendations within this report.
- 7.2 Approved by: Jason Singh, Head of HR Employee Relations on behalf of the Director of HR.

## **8. EQUALITIES IMPACT**

- 8.1 All activities in the Community Safety Strategy have been subject to an Equalities Impact Assessment (EIA) which highlights a range of potential positive impacts arising from the new strategy and the approach of the Safer Croydon Partnership. Positive impacts include improved services for victims of crime, which disproportionately affect young people and women, such as robbery and domestic violence. Furthermore, the strategy sets out actions to positively impact other protected groups including reducing hate crime, trafficking, violent extremism and honour based violence.
- 8.2 It also highlights the potential negative effect on young people with regard to enforcement action to tackle ASB, which should be mitigated through our work with Children's Services and community engagement generally prior to and during such an intervention. However, overall the strategy will have a positive impact on protected groups.

## **9. ENVIRONMENTAL IMPACT**

- 9.1 This is contained within the Community Safety Strategy and includes activities to deal with a range of environmental crimes such as graffiti and fly tipping.

## **10. CRIME AND DISORDER REDUCTION IMPACT**

- 10.1 The Community Safety Strategy is influenced by the strategic assessment, an audit of crime and disorder in the Borough and sets out a range of priorities and activities aimed at reducing the impact of crime and disorder in the community.

## **11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION**

Under the Crime and Disorder Act 1998 (as amended by Section 22 of the Police and Justice Act 2006) Local Authorities are required to work together through Crime and Disorder Reduction Partnerships to formulate and implement a Strategy for the reduction of crime and disorder in their area (including anti-social behaviour adversely affecting the local environment) and for combating the misuse of drugs, alcohol and other substances in the area. The agreement of the Community Safety Strategy is therefore a statutory requirement.

## **12. OPTIONS CONSIDERED AND REJECTED**

- 12.1 There are no other options available.

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**CONTACT OFFICER:** Andy Opie, Director of Safety

**BACKGROUND PAPERS:** Equality analysis

**Appendix to this report:**

Appendix A: Draft Community Safety Strategy 2017-20





**Safer Croydon**  
**Community Safety Strategy**  
**2017-2020**

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## Introduction

The Safer Croydon Partnership (SCP) acts as the statutory Community Safety Partnership for Croydon as stipulated by the Crime and Disorder Act 1998. The SCP is responsible for co-ordinating the development and implementation of Croydon's Community Safety Strategy. The partnership comprises police, council, fire, probation and health agencies, as well as businesses, community and voluntary sector organisations.

The Crime Survey for England and Wales published September 2016, estimated 6.7 million adults aged 16 and over, were a victim of at least 1 crime and that 4.6 million offences were reported in 2016, an annual rise of 7%. However, a large proportion of the rise is considered to be due to continued improvements, in crime-recording practices and processes.

The current trend for the total number of offences is up by +3.05% (893 offences) when compared to the previous financial year although the long term picture shows that crime has fallen significantly over the last 10 years. Croydon ranks 6th by volume and 19th by rate per 1,000 populations (1 being highest) when compared with all the other London Boroughs. With regards to specific crimes the trend for acquisitive crimes such as thefts and burglaries are significantly down however violent crimes are on the increase.

There is a correlation between areas of high deprivation and crime rates in Croydon; more crime is committed in the north of the borough, largely due to a higher population density, and more pockets of deprivation. Vulnerability is becoming increasingly concentrated within certain places and amongst certain individuals. According to the Mayor's Office of Policing and Crime's (MOPAC's) Vulnerable Localities Profile, the top 10 per cent 9 of wards (63) are disproportionately impacted compared to other parts of London. On average, over 3 times more victims of burglary, robbery, sexual offences live in these top 10 per cent compared to the least vulnerable. Repeat victimisation is also a key issue; around one in 10 crimes is committed against people who have been victims of crime in the previous year. Perpetrators of other crimes, such as domestic abuse, have much higher levels of repeat victimisation.

Croydon's reputation as a place is improving, but there is more work to do. The findings from the 2016 Fear of Crime Survey confirms most residents do feel safe, but 23% feel unsafe to some degree. The results of the 2016 Crime Quiz found all of the respondents thought levels of crime and anti-social behaviour in Croydon are much higher than actual reported cases. Therefore, we want to increase public confidence and reduce the fear of crime in Croydon. We believe the best way to do this is to continuously improve the way all of our local partner agencies and services work together delivering solutions to local crime and anti-social behaviour problems.

As we set out our three-year plan, we also need to consider external factors such as a growing and more diverse population, on-going financial pressures, the impact of Brexit, the threat of terrorism, and how crime is changing. For example, burglary offences are reducing but on-line fraud has nearly doubled during the past few years. The National Fraud Intelligence Bureau (NFIB) recorded 119,426 incidents in 2011/12 but this rose to 230,406 in 2014/15 and 85% of all identity fraud now occurs online.

From March 2017, following adoption of the Mayor's Police and Crime Plan MOPAC are proposing to adopt a new method for prioritising and scrutinising local policing priorities. High harm crimes and protecting vulnerable people will be included in local priorities in every borough to ensure that the police and local partners are focused properly on these most serious and harmful offences against vulnerable people. This includes a focus on child sexual

exploitation, violence against women and girls, gangs, knife crime and gun crime. The key priorities identified in the police and crime plan are:

- A better criminal justice service for London
- A better police service for London
- Standing together against hatred and intolerance
- Keeping children and young people safe
- Tackling violence against women and girls

MOPAC have recognised that the issues of greatest concern in one borough may be very different to those of another. Therefore, antisocial behaviour and volume crime priorities will be selected by each borough on the basis of their local assessments, crime statistics and local residents' views to result in a manageable level of priorities. The additional priorities agreed with MOPAC for Croydon are violence with injury (non-domestic abuse), ASB and burglary.

This strategy therefore supports the 2017-2021 London Police and Crime Plan and builds on a solid foundation of successful partnership working on crime and anti-social behaviour in Croydon. Given the emphasis on vulnerability and supporting victims it is even more crucial that the Safer Croydon Partnership works collaboratively with the Health and Wellbeing Board, and the Children's and Adults Safeguarding Boards to ensure that there is clear leadership and responsibility where there are issues that may overlap in to different partnership agendas. The community safety strategy presents high level priorities and actions so these will be underpinned by more detailed plans that will be developed with the relevant partnerships.

Taking into account these factors, and the findings from the 2016 Strategic Crime Assessment, public consultation as well as the views from stakeholders, during the next 3 years our strategic priorities will be:-

- **Reduce the overall crime rate in Croydon; focus on violent crime and domestic abuse**
- **Improve the safety of children and young people**
- **Improve public confidence and community engagement.**
- **Tackle anti-social behaviour and environmental crime**
- **Improve support and reduce vulnerability for all victims of crime; focus on hate crime**

We have made good progress against the objectives set out in our last strategy. However, we also recognise that there is still much more to do, but we are determined to work together to make Croydon a safer place to live, work and visit.

## Croydon facts

Croydon is London's southern-most borough and covers an area of 87 square kilometres. It is one of London's biggest local retail and commercial centres, with good rail, tram and road links, more than 120 parks and open spaces and some of London's most expensive housing.

We are just about to embark on a long term Growth Programme which is a partnership between Central Government, Croydon Council, the Greater London Authority and Transport for London. The aim is to finance and deliver an infrastructure programme, at a cost of £495m, which is essential to facilitate growth in central Croydon.

Croydon is a great place to live and work in and to visit, but we still have areas that are among the most disadvantaged in the country.

Croydon's population is changing rapidly. Over the next 25 years, 75,000 more people will be living in the borough. It has one of the largest and fastest growing black and minority ethnic populations in South London (with 100 languages spoken). The population is significantly denser in wards in the north of the borough, with a fifth of all Croydon residents living in just four northern wards

Croydon has the largest population of 0-18 year olds in London at 97,200 residents (mid 2014 population estimate), which makes up 25.8% of the total population of Croydon. The number of residents aged 0-18 years will increase by approximately 8,200 residents by 2021. The Spring 2016 School Census showed there were a total of 56,565 pupils attending state funded schools in Croydon. This is an increase of 889 pupils or just under 2% compared to Spring 2015.

There were 3,701 children in need in Croydon as at 31 March 2015. This equates to 400.8 children in need for every 10,000 children higher than London and national averages. Croydon also has the highest number of looked after children of any London borough due to the high numbers of unaccompanied asylum seeking children (UASC) looked after by the borough. In 2015 there were 408 UASC looked after children and 385 local looked after children in Croydon.

Croydon is a safe place for most residents; the number of offences fell by over 5,000 in 10 years and is near the London average, but fear of crime is still significant. There are concerns over youth crime, violent crime including domestic abuse and sexual violence, and hate crime. We need to build trust among local people that agencies will deal with the issues that matter most to all communities.

## Key issues 2014 – 2017

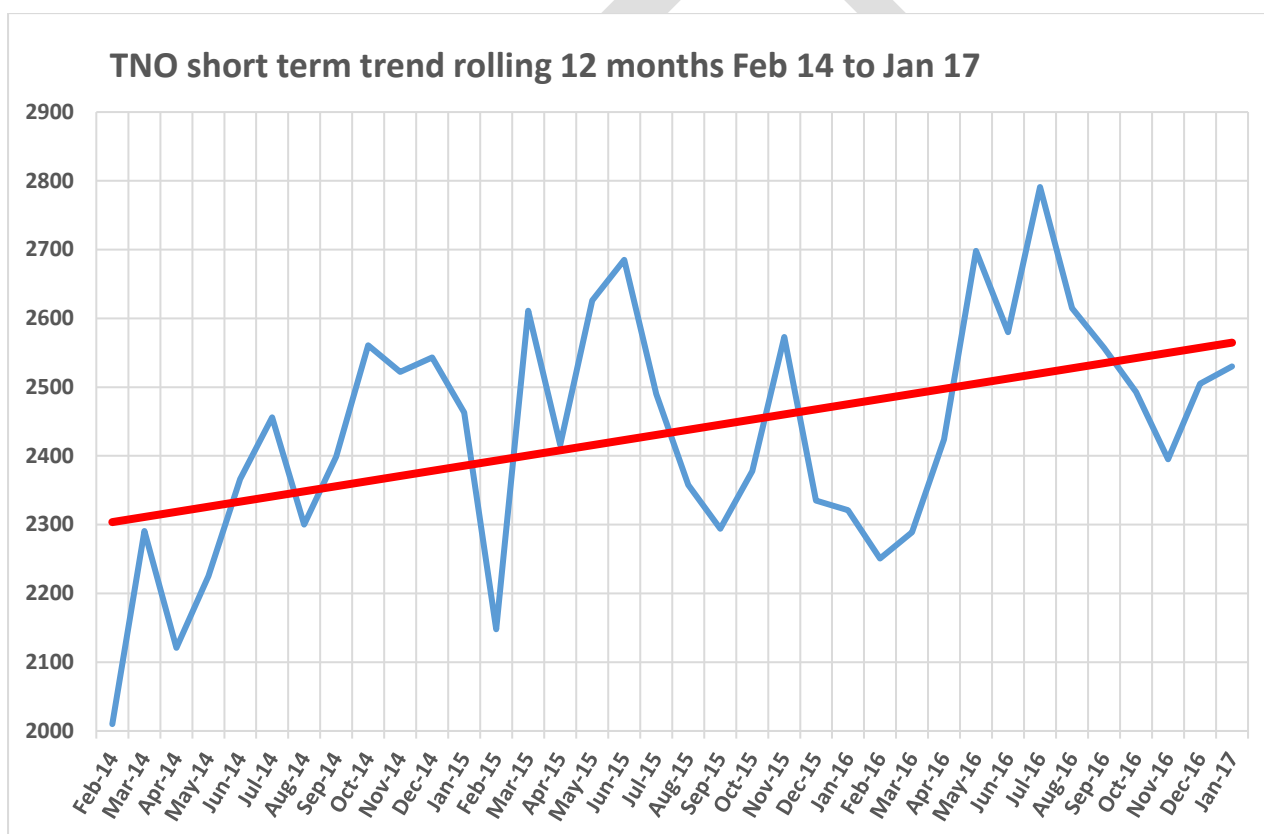
The 2014-2017 strategy set out four main objectives:

- Reduce the overall crime rate in Croydon; focus on violent crime
- Improve the safety of children and young people
- Tackle anti-social behaviour and environmental crime
- Improve public confidence and community engagement.

### Reduce the overall crime rate in Croydon; focus on violent crime

Table 1 below shows the short-term trend of TNO's by financial year for the 3 year period from April 2013 to Jan 2017. The chart shows that the short-term trend is increasing.

Table 1 TNO 3 year crime trend rolling 12 months to January 2017



The current trend is up by +3.05% (893 offences) when compared to the previous financial year Croydon ranks 6th by volume and 19th by rate per 1,000 populations (1 being highest) when compared with all the other London Boroughs.

12 months	Volume	12 months	Volume	Variance	% change
Feb 15 - Jan 16	29235	Feb 16 - Jan 17	30128	+893	+3.05%
Feb 14 - Jan 15	28257	Feb 15 - Jan 16	29235	+978	+3.36%
Feb 13 - Jan 14	28375	Feb 14 - Jan 15	28257	-118	0.41%

The table below shows Croydon police have seen 839 more incidents (29.94% increase) in the number of Violence with Injury incidents since the introduction of the MOPAC 7 performance framework in 2011/12.

<b>MOPAC 7 crime type</b>	<b>Baseline 2011/12</b>	<b>Position at 21<sup>st</sup> March 2017</b>	<b>Percentage change</b>
MOPAC 7 total	17333	14609	-15.7%
Burglary	4492	2726	-39.3%
Criminal damage	4544	3296	-7.0%
Robbery	1834	1290	-29.7%
Theft from MV	2871	1977	-31.1%
Theft from person	795	582	-26.8%
Theft of MV	995	1097	-10.3%
Violence with injury	2802	3641	29.9%

(Source: Met Police Daily Dashboard Croydon dated 21<sup>st</sup> MARCH 2017)

The increase in VWI has not just happened in Croydon but has been seen across many boroughs for the same period. The increases may in part, be due the changes the Metropolitan Police Service made in their recording systems and that all incidents are now being more accurately recorded than previously. All other MOPAC 7 crimes have seen significant decreases since 2011/12.

### Domestic Abuse and Sexual Violence

There have been increases in reports of both domestic abuse and sexual violence offences in the last year. Up to date statistics can be found on the following link

<https://www.london.gov.uk/what-we-do/mayors-office-policing-and-crime-mopac/data-and-research/crime>

Croydon has the highest number of rapes in London. However, this could be due to an increase in reporting due to improved confidence in the police. Croydon has the largest Rape Crisis Centre in London and works closely with the Metropolitan Police Service Sapphire units to bring perpetrators to justice.

A complete review of our response to domestic abuse has been undertaken at both an operational and strategic level. There is a new governance structure and a multi-agency action plan in place to prevent and tackle domestic and sexual violence, links with the voluntary sector have been strengthened and the services available have been firmly embedded within the 'Think Family' model of intervention. An average of 12 service users are seen at the Family Justice Centre (FJC) each day and the highest ever number of high risk cases discussed at the Multi-Agency Risk Assessment Conference (MARAC) in Croydon was recorded in 2015/16 at 448 cases (a 32% year on year increase).

### **Outcomes**

Our partnership approach is essential to supporting the broad ranging needs of our client group. Universal services such as GPs, health visitors, schools and early years settings are joined up to the domestic abuse services through named leads, trained to help victims access pathways for support. In the past year, 94 schools and 35 GPs have nominated a lead to act as a single point of contact with the council's domestic abuse service. We have seen a 41% increase year on year referrals from health environments as a result.

Provision of support from the drugs and alcohol worker at FJC empowers vulnerable women who may otherwise not seek support at a mixed gender environment for fear of additional risk. As a result, more women with substance misuse issues are accessing support for domestic abuse issues. A thriving women's support group now meets weekly at the centre as a result of this provision.

By working closely with the police, the Independent Domestic Violence Adviser (IDVA) provides immediate support when taken along to domestic abuse call-outs. This was a scheme piloted in 2016 and has led to an IDVA being posted to the Police community safety unit on a full time basis, to support practice within the police station

An IDVA at Croydon University Hospital, working primarily in the emergency department and maternity ward, completes assessments onsite when pregnant women or those in A&E disclose domestic abuse. Advice is therefore accessed sooner as individuals often lose the impetus to report or seek support once they leave the hospital.

In addition to this we have 3 IDVA's embedded within Children's Centres in the Borough.

Coordinated action in partnership with statutory agencies and primary care providers has helped to ensure that those affected by domestic abuse but socially isolated can be reached and helped. A flexible approach has meant that support has been offered at GP surgeries and schools where a perpetrator is most likely to allow their victim to go without excessive monitoring. Through the helpline and forums that support professionals, the reach of the Family Justice Centre has extended beyond the building it occupies enabling more people to access support when affected by domestic abuse.

### Improve the safety of children and young people

A Youth Crime Prevention Plan has been implemented and is overseen by the Youth Crime Board. This sets out a range of partnership actions to deliver against the following aims:

- Helping young people change their lives to make Croydon a safer place
- To reduce levels of offending and anti-social behaviour by young people
- To disrupt and reduce gang activity
- To disrupt and reduce the number of vulnerable young people involved in "County Lines" drug dealing
- To adopt a "think family" approach building on the strengths of families and reduces risk factors
- To ensure appropriate plans are in place to safeguard young people who may be vulnerable to violence, sexual exploitation, gangs, bullying and domestic abuse
- To tackle the causes of Serious Youth Violence
- To deter Children and Young People from carrying and potentially using or being a victim of knife crime

There are many projects supporting vulnerable young victims and perpetrators of crime. This includes the Safer London Foundation who deliver workshops and engage with young people at risk of sexual exploitation; RASASC have been working in Croydon schools, colleges and PRU'S, delivering workshops around Consent, Sexual Violence, Myths, Gender stereotypes and providing referral information to young people; the gangs multi agency team targeting those at risk and involved in gang related crime; council and voluntary and community sector based youth services as well as the Youth Offending Service (YOS) itself.



## Outcomes:

### **Reduction in the number of young people enter the criminal justice system for the first time**

On target. YOS has continued to have a relatively stable number of first time entrant's with a reduction from 221 to 208 young people. In the last 12 months, the YOS and police have diverted 247 young people from prosecution with a 14% re-offending rate for this group.

### **Reductions in the numbers of young people re-offending**

Good progress has been made with the re-offending rate which has, over the last 12 months, reduced from 47% to 43% but this remains a risk area in terms of performance as it is subject to unpredictable changes in performance.

### **Improved identification and targeting of young people involved in gang activity and are provided opportunities and support to exit gangs**

30 young people involved in gang activity have been provided opportunities and support to exit gangs as part of a holistic approach across partner agencies with a focus on identification, diversion and enforcement leading to improved life chances.

### **To reduce the number of victims of youth crime**

The YOS contacted 498 victims in 2015/16, around 80% made contact to seek information, advice and support and engage in a restorative process.

### **Improved partnership working to protect young people at risk violence, sexual exploitation, gangs, bullying and domestic abuse**

The Gangs Manager attends the Multi-Agency Sexual Exploitation (MASE) Panel, Multi Agency Risk Assessment Conference (MARAC), Joint Agency Group (JAG) and Missing Persons Panel to ensure intelligence and operational information is being shared appropriately with each of these multi-agency groups.

Active engagement is also in place, to ensure young people are contributing to solutions in regard to crime issues of concern to them.

### **Tackle anti-social behaviour and environmental crime**

The partnership has improved the information and intelligence sharing around repeat ASB incidents, in relation to victims and locations. This has resulted in an increase in enforcement activity and a reduction of nearly 20% in the number of ASB reports.

- Around 1,000 Fixed Penalty Notices (FPNs) issued each year for the last two years;
- Prosecuted over 150 people as part of the Don't Mess With Croydon campaign (launched 2014)
- Carried out over 2,000 Duty of Care visits on shops across the borough to ensure they are disposing of trade waste correctly
- Around 200 Croydon residents have volunteered to become Community Champions and have removed tonnes of waste from problem areas over the last two years during the 100 community events that have taken place
- The council successfully applied for a three-year injunction to give police enforcement powers over the racing, known as the Croydon Cruise that took place on a weekly basis in Imperial Way. All persons were forbidden from participating in a

Car Cruise within the area. In addition, speed humps were installed at the location. The combination of the two interventions has effectively stopped this from taking place, having been a persistent issue at this location for many years.

### Improve public confidence and community engagement

The new policing model has seen a total restructure of the way police operate at neighbourhood level, improving its response to local issues and the way that it engages with the community. The borough is currently performing well in terms of treating everyone fairly; however, improvements should be focussed toward raising awareness of the local policing team function, as well as methods of contacting the local policing team.

The SCP has continued to publicise its work and engage with the public to get their perceptions on crime and ASB in the borough. However, we continue to experience negative perceptions in relation to crime and ASB. The most recent surveys are summarised later in the strategy.

A Safer Croydon Communications plan was delivered – ‘Taking Pride in Croydon’ with the following aims:

1. Increase awareness of the work being done to combat crime, based on the 10-point plan. The aim? To challenge perceptions and align people’s thinking with the reality that Croydon is a safe place to live, work and visit.
2. Engage with communities on a targeted localised basis with messages that will inform, help them feel safer and promote civic pride.
3. Build stronger relationships with local press and media organisations.

In addition, specific communications plans have been developed to focus on knife crime, hate crime and DASV, which has delivered a number, campaigns including White Ribbon borough accreditation and focused communications on coercion and control and messages for friends and family on how they can identify and support victims.

### Other issues

- SCP has continued to improve its multi-agency approach to the reduction of offending by tackling prolific and priority offenders and identified gang members, incorporating a risk based case management process.
- Safety and security on the transport network remains a strategic priority for the borough with a number of partnership projects underway including Operation Safeway, which is a high profile tactic of engaging with drivers at the most vulnerable junctions, providing education and enforcement where appropriate. The Council and Police Safer Transport Team have also worked in partnership to utilise the various speed detection devices at key locations around the Borough. In addition Transport for London and the Metropolitan Police Service (MPS) work together to run Community Roadwatch - a road safety initiative that aims to reduce speeding in residential areas. If local residents want to take part they can contact their local MPS Safer Transport team, which can be located through the Met Police website or on the following link [MPS Safer Transport Team](#).
- Body worn cameras initiative piloted by Croydon police, now being rolled out to all other London Boroughs is proving to be an extremely effective tool in prevention and detection of crime.

## Strategic Assessment 2016

The Strategic Assessment interprets and presents the summary findings of an intelligence analysis of data provided by the police, the council and partner agencies. The product identifies current and possible future issues from sound evidence and robust analysis. Its purpose is to help inform the SCP's work programme for the coming year and beyond.

The partnership takes a problem solving approach by analysing data from a combined victim, offender and location perspective.

The diagram below demonstrates problem solving crime prevention theory at its simplest. By addressing or removing one of the three components the chances of a crime occurring are reduced or removed altogether.

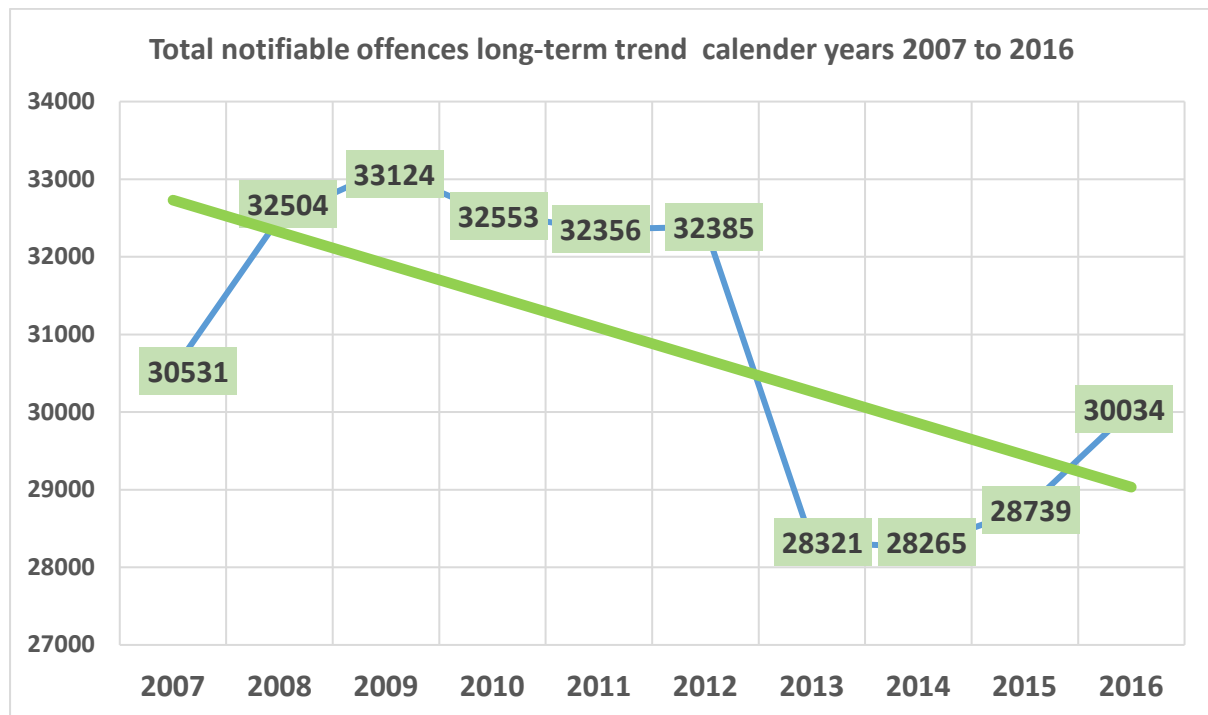
**Using this approach helps the SCP to:**

- Both target and work with offenders and potential offenders to stop and divert them from committing crime
- Provide support, advice and protection to victims, repeat victims and potential victims of crime
- Identify problem locations and reduce the opportunities for crime to occur.



# Crime Overview

Table 2. Total Recorded Crime 11-year crime long term trend calendar year from 2007 to 2016



- Overall the volume of TNO crime in Croydon, has been going down, reaching a low of 28265 TNO offences in 2014 from a base line of 34194 TNO offences in 2005
- 2015 saw a small rise overall in the volume of TNO's to 28739 offences however this was still a 16% reduction against the baseline year of 2005
- 2016 again saw a rise overall in the volume of TNO's to 30034 offences however this was still a 12% reduction against the baseline year of 2005

## Police recorded crime summary

Table 3 below shows the volume variance and percentage change for the main crime types committed, when comparing the financial 2015/16 year with the previous strategic assessment produced in 2012/13 financial year.

There were 16,809 offences recorded in the financial year 2015/16; 744 offences less than in the financial year 2012/13 a 4% reduction.

Crime type	2012/13	2015/16	Vol. variance	% change
Assault with injury (non DV)	1084	996	-88	-8%
Violence with injury	2739	3389	+650	+24%
Serious youth violence	318	286	-32	-10%
Common assault	1556	2486	+930	+60%
Gun crime	115	67	-48	-42%
Knife crime	607	389	-218	-36%
Domestic violence	2432	3737	+1305	+54%
Racist and religious crime	314	515	+201	+64%
Residential burglary	2909	1687	-1231	-42%
Theft of motor vehicle	921	694	-227	-25%
Theft from motor vehicle	2681	1996	-685	-26%
Personal robbery	1877	567	-1310	-70%
<b>Total</b>	<b>17553</b>	<b>16809</b>	<b>-744</b>	<b>-4%</b>

**Table 3. Recorded Crime**

The data above provides an overview of crime in Croydon with a focus on comparing crime statistics over a long term for the financial year 2015/16 with the previous strategic assessment produced in 2012/13

To reflect the current position and provide a complete picture the latest crime figures to 20<sup>th</sup> March 2017 are provided below.

Crime category	Offences previous rolling 12 months	Offences current rolling 12 months	Offences % change
TNO	28998	30675	5.8%
Burglary dwelling	1730	1826	5.5%
Criminal damage	3122	3296	5.6%
Robbery - person property	646	1207	86.8%
Robbery - mobile phone	273	519	90.1%
Theft from motor vehicle	1993	1977	-0.8%
Theft of motor vehicle	905	1097	21.2%
Theft person	529	582	10.0%
Theft – mobile phone	330	298	-9.7%
Violence with injury domestic abuse	1234	1311	6.2%
Violence with injury non domestic abuse	2173	2330	7.2%
Sexual offences - rape	304	335	10.2%
Sexual offences - other	435	483	11.0%
Gun crime	80	105	31.3%
Lethal-barreled gun discharge	8	7	-12.5%
Knife crime	338	658	94.7%
Knife crime victims (U25 non DA)	61	100	63.9%

## Key Findings

### Offence profile

- All violent crimes have seen increases in the last year.
- Racist and religious hate crime has seen an increase
- Gun crime and knife crime saw reductions up until 15/16 but have then seen large increases in the last year.
- Residential burglary, and personal robbery have seen a marked reductions up until 15/16 with a small increase in 16/17
- Theft of a motor vehicle and theft from a motor vehicle have both seen reductions up to 15/16 with increases in 16/17.
- Robbery saw a 70% reduction between 12/13 and 15/16 but has then seen a large increase in 2016/17
- Domestic abuse continues to see an upward trend across London. In the rolling year to December 2016 there were 3800 domestic abuse offences recorded. Croydon is ranked 7<sup>th</sup> highest for domestic abuse, with 21 incidents per 1,000 population in the rolling year to December 2016
- Fly tipping has also increased and is a concern for the public; however this may be a consequence of our successful 'Don't Mess With Croydon Campaign resulting in more people being aware of the problem
- The current trend shows that anti-social behaviour has dropped significantly over the last few years but has seen a small increase in the last year

### Victims

- There were 10,698 victims of crime in Croydon. Of those victims, there were slightly more females than males
- The peak age range for victims are aged 20 to 24, the most vulnerable age group are aged 15 to 34.

### Offenders

- There were 2783 offenders of those there were more male offenders than female
- The offenders most likely to commit offences of violence are aged 15 to 29. Offenders aged 15 to 19 are most likely to commit knife crime offences.
- Offenders most likely to commit offences of violence are aged 15 to 29

### Locations

- Croydon town centre is the key crime hot spot together with the northern wards, primarily due to their large population and transport links.

## Time and day

- Across the week the peak time for all offences is from 3pm to 7pm and 8pm to 1am, and the peak days for crime are Sunday and Saturday

## Volume variance and percentage change for the main crime types

Crime type	2012/13	2015/16	Vol. variance	% change
Assault with injury (non DV)	1084	996	-88	-8%
Violence with injury	2739	3389	+650	+24%
Serious youth violence	318	286	-32	-10%
Common assault	1556	2486	+930	+60%
Gun crime	115	67	-48	-42%
Knife crime	607	389	-218	-36%
Domestic violence	2432	3737	+1305	+54%
Racist and religious crime	314	515	+201	+64%
Residential burglary	2909	1687	-1231	-42%
Theft of motor vehicle	921	694	-227	-25%
Theft from motor vehicle	2681	1996	-685	-26%
Personal robbery	1877	567	-1310	-70%
<b>Total</b>	<b>17553</b>	<b>16809</b>	<b>-744</b>	<b>-4%</b>

## Road Safety

Since 2000, there has been a general long term downward trend in collision and casualty rates for all road users. Casualty data for 2016 is not currently available and are unlikely to be finalised for use by Local Authorities until around April 2017. As such, 2015 is the latest full year for which data is available.

The number of people killed or seriously injured in road traffic collisions on Croydon in 2015 is at an all time low, having dropped from the previous record low of 71 in 2014, to 65 in 2015. The three year rolling average has fallen to 69.0, and is below the target figure of 87.8 for the year 2020.



## Public engagement summary

The Safer Croydon Partnership undertook two separate engagement exercises in 2016 to gauge views on crime and safety. This included the annual crime survey as well as a crime quiz to test people's assumptions on how much crime actually takes place in the Borough.

The findings are drawn from an on-line survey, which started on 19 September and ended 20<sup>th</sup> November 2016. There was a sample size of 567 respondents but only people over 18 years were questioned. Respondents were also self-selecting in that they chose to complete the questionnaire, which means it cannot be representative of all views. However, they do provide a helpful steer on local opinions.

- The previous survey (2013) had 581 respondents, the top 5 crimes of most concern at that time were:
  - violent crime
  - anti-social behaviour,
  - youth crime
  - robbery
  - burglary.In this survey the top 5 crimes of most concern are:
  - anti-social behaviour
  - burglary
  - fly-tipping
  - people dealing or using drugs
  - violent crime.
- In the previous survey, 386 respondents thought anti-social behaviour in Croydon town centre is a problem; this time 104 neither agreed nor disagreed, 377 agreed anti-social behaviour in Croydon town centre is a problem and 46 did not answer the question.
- In the previous survey 359 respondents, thought crime in Croydon town centre is a problem; this time 161 neither agreed nor disagreed, 323 agreed crime in Croydon town centre is a problem, and 58 did not answer the question.
- In the previous survey, 107 respondents thought Croydon town centre is a safe place for people; this time 165 agreed crime in Croydon town centre is a safe place for people to visit.
- In the previous survey 388 respondents thought the number of police patrols including Neighbourhood Enforcement Officers (NEO's) had increased or not changed in the last 12 months; this time 150 neither agreed nor disagreed, 230 agreed the number of patrols had increased or not changed and 43 did not answer the question.
- Respondents living in Croydon were asked if crime in their local area has increased or decreased in the last year. This question was not asked in the previous survey. 58 did not answer the question, 63 did not live in Croydon, 41 said it had decreased and 255 said it had increased, with 147 respondents saying it had stayed the same.
- In the previous survey, respondents identified the following top 5 crimes in their local area as a problem: graffiti, abandoned vehicles, vehicle related nuisance, noise nuisance and nuisance behaviour. In this survey, fly tipping, burglary, drugs (dealing and using) street drinking and theft were identified as the top 5 local crimes.



- In the previous survey the top 5 comments identified the following issues as a concern:
  - more police patrols
  - praise for the police, council and SCP
  - fear of crime
  - lack of police resources
  - fly tipping.
  
- In this survey the top 5 comments identified the following issues as a concern:
  - more visible policing in the borough, especially in the Town Centre at night
  - more CCTV coverage for the borough
  - tougher sanctions on fly tipping, littering and spitting
  - more wardens patrolling housing estates
  - tackling ASB in local neighbourhoods.

The SCP note that although crime and anti-social behaviour are reducing, the fear of crime remains a concern for residents; the findings from the 2016 Crime Quiz below evidence the perception of crime is far greater than the reality.

### **2016 Croydon Crime Quiz findings**

A quiz was developed to test people's perceptions of crime and ASB in the Borough. A total of 423 replies were received. Overall, all of the respondents thought levels of crime and ASB in Croydon are much higher than they actually are. Of particular interest:

We asked respondents to think about the number of specific crimes e.g. burglary, robbery, vehicle theft, that take place on average each day in Croydon. The majority of respondents thought the figure was far higher than it actually is.

We asked respondents to think about how many young people (10 to 17) came to the attention of the youth offending service during 2014/15. All of the 353 respondents overestimated the figure. This would indicate public perception of young people and their involvement in crime and ASB is extremely negative.

We asked respondents to rank Croydon compared with other London boroughs, again the majority thought Croydon's crime rate was much higher than it actually is.

## Conclusions

Given the wide range of data sets that have been used, the views of the public and the impact of crime on individuals and local communities this matrix has been specifically designed to assist with the decision-making process to identify the strategic objectives for the new 2017/2020 Community Safety Strategy.

The matrix assesses each crime and anti-social behaviour type under 8 different categories as follows:

Categories	Definition
Volume	Total number of incidents for the period
Individual impact	The potential vulnerability of and risk and harm to individuals
Community Impact	The potential risk and harm to communities/groups
Environmental impact	The potential risk and harm to public places, retail and residential areas
Public confidence	Whether the public perceived the council and police to be dealing with the things that matter to them, high public confidence in the police and council would have a level of 0 (very low) or 1 (low)
Agency lead	The agency leading
Partnership Capacity	Current level of resources available to tackle the problem
Financial	Having sufficient financial resources in order to be able to operate efficiently and sufficiently well to tackle and reduce crime and ASB

Each of the crime and ASB categories above is scored in terms of impact and what level of impact there is for each particular crime and ASB type, the scoring key is shown in the table below.

Level of impact	Level of risk
5	Very high risk
4	High risk
3	Medium risk
2	Low risk
1	Very low risk

### Levels 1, 2 and 3

Ordinary risk or low/medium risk of harm, sufficient resources and capacity available to tackle the issue/crime.

### Levels 4 and 5

Increased potential risk of harm, high or very high risk of harm to individuals and places needing active involvement of more than one agency, low public confidence and potential for negative media reporting.

Table 7. Crime Matrix

Impact categories	Volume	Individual Impact	Community Impact	Environmental Impact	Public Confidence	Total	Safer Croydon Partnership Priority	Police and Crime Plan Priority	Total	Grand total
	<b>Crime</b>									
<b>Violent crime</b>	<b>Level of impact</b>									
Assault with injury (non DV)	4	4	4	3	5	20	3	3	6	26
Violence with injury	3	5	4	2	5	19	5	4	9	28
Serious youth violence	5	5	5	2	5	22	5	5	10	32
Gun crime	3	5	5	3	5	21	3	3	6	27
Knife crime	4	5	5	3	5	22	5	5	10	32
Domestic violence	5	5	3	2	5	20	5	5	10	30
Common assault	5	3	4	3	5	20	3	3	6	26
Racist & religious crime	3	5	3	2	5	18	4	4	8	26
<b>Total impact categories level</b>	<b>32</b>	<b>37</b>	<b>33</b>	<b>20</b>	<b>40</b>		<b>33</b>	<b>32</b>		
<b>Acquisitive crime</b>										
Residential burglary	4	3	4	2	5	18	2	3	5	23
Theft of motor vehicle	3	3	2	1	3	12	2	3	5	17
Theft from motor vehicle	2	3	2	1	3	11	2	3	5	16
Personal robbery	5	5	5	2	5	22	5	5	10	32
<b>Total impact categories level</b>	<b>14</b>	<b>14</b>	<b>13</b>	<b>6</b>	<b>16</b>		<b>11</b>	<b>14</b>		
<b>Anti-social behaviour</b>										
<b>Reported to the police</b>										
Rowdy or inconsiderate behaviour	5	5	5	4	5	24	4	3	7	31
Begging vagrancy	4	3	5	5	3	20	4	2	6	26
Street drinking	3	3	4	3	4	17	4	2	6	23
Vehicle nuisance inappropriate use	4	3	5	5	2	19	5	5	10	29
Littering/drugs paraphernalia	2	2	4	5	3	16	4	2	6	22
Animal problems	2	3	2	2	3	12	1	1	2	14
Prostitution	2	2	2	2	3	11	1	1	2	13
<b>Total impact categories level</b>	<b>22</b>	<b>21</b>	<b>27</b>	<b>26</b>	<b>23</b>		<b>23</b>	<b>16</b>		
<b>Reported to the council</b>										
Fly tipping	5	4	5	5	5	24	5	1	6	30
Harassment/abuse/assault	3	3	3	3	3	15	5	3	8	23
Noise						0	2	1	3	3
Graffiti	5	5	5	5	5	25	4	1	5	30
<b>Total impact categories level</b>	<b>13</b>	<b>12</b>	<b>13</b>	<b>13</b>	<b>13</b>		<b>16</b>	<b>6</b>		

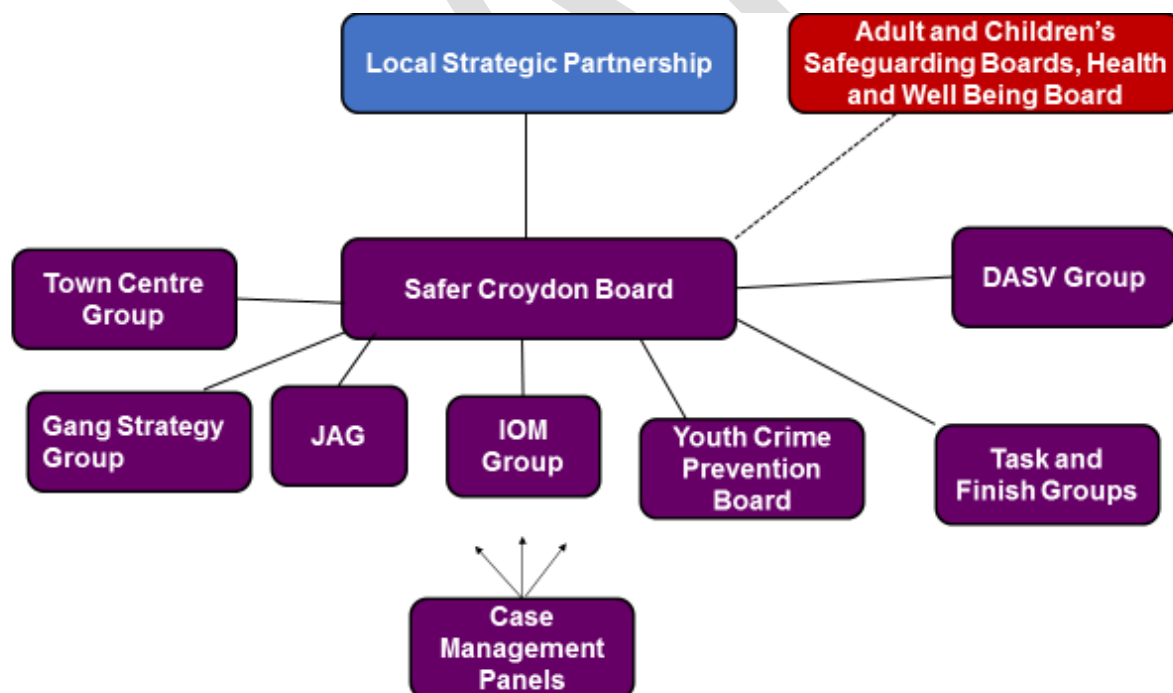
Based on all the data gathered for the 2016 Community Safety Strategic Assessment, feedback from public consultation, and input from all partner agencies the SCP's strategic priorities for 2017-2020 are:

- **Reduce the overall crime rate in Croydon; focus on violent crime and domestic abuse**
- **Improve the safety of children and young people**
- **Improve public confidence and community engagement**
- **Tackle anti-social behaviour and environmental crime**
- **Improve support and reduce vulnerability for all victims of crime; focus on hate crime**

In addition the SCP will prioritise child sexual exploitation, violence against women and girls, knife crime and gun crime. MOPAC has set out these priorities to ensure the police and local partners are focused properly on these most serious and harmful offences against vulnerable people across London.

## Delivery framework

The current delivery structure is set out below although this will be kept under review to ensure that it is fit for purpose and delivering successfully against the partnerships priorities:



**SAFER CROYDON BOARD** The Safer Croydon Partnership Board meets five times a year and is responsible for all community safety matters across the borough. This group provides strategic leadership and makes decisions regarding resources, performance management and future developments. The Cabinet Member for Community Safety is the Chair of the Board. The key responsible authorities include council, police, health, probation, and fire.

Members of partner agencies are at a level senior enough to ensure decisions are made and resources are deployed. In addition, the Safer Croydon Board has representation from the voluntary sector as well as local residents.

### **Youth Crime Prevention Board (YCPB)**

The Youth Crime Prevention has a dual role in acting as the statutory governance board for the Youth Offending Service as well as the strategic board overseeing the delivery of the Youth Crime prevention Plan requires a partnership approach to ensure preventative measures are put into place across all partner agencies. It includes key statutory partners with a number of different council teams involved as well as representation from the voluntary and community sector.

### **Joint Agency Group (JAG)**

The JAG is a multi-agency problem solving group tackling anti-social behaviour. Member agencies include, Police Neighbourhood Cluster Inspectors, Youth Offending Services, Youth Outreach, Substance Misuse Outreach Services (for individuals displaying anti-social behaviour linked to alcohol and/or drugs) Croydon Connected (multi-agency gang team) Noise Team, Council and Police ASB Team, Safer Transport Teams, Fire Service, UK Border Agency and Neighbourhood Watch.

Each problem location identified is dealt with by a dedicated team responsible for pulling together short term action plans based on problem solving techniques. These are monitored by the JAG and the Police Borough Tasking Group. On-going hot spot areas, for example the Town Centre, remain as core agenda items.

### **Integrated Offender Management Group**

A multi-agency response to reduce re-offending; by targeting the top 40 most problematic offenders the IOM framework helps to address the problems behind an offender's behaviour by effective information sharing across a range of partner agencies and jointly providing the right intervention at the right time.

### **Gangs Strategy Group**

Oversee the delivery of the Croydon Connected Gangs Strategy. This group has a weekly case management meeting and a stakeholder forum reporting into it.

### **Domestic Abuse and Sexual Violence Group (DASV)**

This group exists to have a strategic oversight of multi-agency responses to domestic abuse within Croydon, working in partnership to provide scrutiny to progress on the delivery of the DASV strategy and ensure the multi-agency management of domestic abuse is victim focused, efficient and effective.

The group brings together managers from key agencies and services whose remit has a direct impact on the domestic abuse and sexual violence strategy. Members are committed to effective partnership working based on trust and open communication and are aware of and understand the organisational frameworks within which colleagues in different agencies work.

## **Town Centre Group**

This has been established to develop both strategic and operational plans to tackle crime and ASB in the town centre, working closely with local businesses, schools colleges as well as pubs and clubs.

## **Children's Safeguarding Board (CSCB)**

The CSCB is responsible for scrutinising safeguarding arrangements across the borough. The CSCB is an independent body and challenges and holds to account the organisations working with children and young people in Croydon. The Children and Families Partnership and the CSCB work together to ensure that children and young people in Croydon are safe. Further information about the CSCB is available at <https://www.croydon.gov.uk/healthsocial/families/childproctsafe/cscb/infocscboard>

## **Adults Safeguarding Board**

The Croydon Safeguarding Adults Board (CSAB) following the Care Act is now a statutory body with the following functions:

- Assure itself that local safeguarding arrangements are in place as defined by the Care Act
- Prevent abuse and neglect where possible
- Provide a timely and proportionate response when abuse or neglect has occurred.
- The SAB must take the lead for adult safeguarding across its locality and oversee and co-ordinate the effectiveness of the safeguarding work of its member and partner agencies. It must also concern itself with a range of matters which can contribute to the prevention of abuse and neglect such as the:
  - Safety of patients in local health services
  - Quality of local care and support services
  - Effectiveness of prisons in safeguarding offenders

It fully supports such priorities as Hate Crime & Domestic Abuse and is a part of the Cross cutting domestic abuse group. Other areas of importance to the Board include Prevent

## **Local Strategic Partnership**

The Safer Croydon Partnership reports in to the LSP as the overarching partnership for the Borough. The LSP and its sub-groups is currently under review at the time of writing this strategy so it is likely that there will changes to the existing governance arrangements once this is completed.

## **Case Management**

There are also many other case management forums that link into the partnership agenda including MARAC, MAPPA, MASE, Channel Panel, ASB Forum, Channel Panel, IOM panel and Gangs panel that look at specific individuals and put in place plans to reduce offending or victimisation/vulnerability

# Priority 1: Reduce the overall crime rate in Croydon with a focus on violent crime and domestic and sexual violence

## Domestic Abuse and Sexual Violence (DASV)

Our approach to tackling DASV involves a combination of partnership approaches that include mobilising the professional and community network, building capacity and capability, shared leadership perspective that drives forward the strategic partnership priorities as well as a client facing service delivered from the specialist domestic abuse and sexual violence service, the Family Justice Centre.

At the Family Justice Centre, victims receive a multi-agency assessment of their needs to avoid the frustrating process of repeating their story to get the help they need from multiple agencies. The centre is open to the public five days a week which allows access to support from services victims might otherwise be reluctant to approach or find challenging to engage with. This is achieved through a multi-disciplinary approach delivered by Independent Domestic Violence and Sexual Violence Advocates (IDVAs), drugs and alcohol worker, housing officer, legal advisors, specialist domestic abuse social worker, health professionals, the police as well as tapping in to information systems from probation and children’s social care to ensure victims/ survivors receive rapid and holistic responses.

Rape Crisis South London (RASASC) offer a confidential service to female survivors who have experienced sexual violence, at any time in their lives, from age 5 upwards in an anonymous building close to the centre of Croydon. The office is open week days from 10am to 6pm and for appointments up to 9pm, offering a holistic service which includes long term specialist therapy to facilitate recovery, the Rape Crisis Sexual Violence Helpline open every day of the year, Independent Sexual Violence Advocates who provide information about reporting to the police and support survivors who have reported through the process to the trial itself. Outreach Service working with female survivors involved in sex work, homeless women and ex-offenders, Prevention Training about sexual violence, consent, gender and myths to professionals & workshops in schools and colleges, free therapeutic massages for clients and female self defence training.

<b>DOMESTIC ABUSE AND SEXUAL VIOLENCE - KEY ACTIONS</b>
<ul style="list-style-type: none"> <li>• Set up a Volunteer Coordinator programme to train community members to act as an extension to the professional network and these volunteers would act as community connectors, supporting those who had experienced abuse to have roots within their community</li> </ul>
<ul style="list-style-type: none"> <li>• Increase MARAC referrals and reduce numbers of repeats offences</li> </ul>
<ul style="list-style-type: none"> <li>• Deliver multi-agency training in DASV</li> </ul>
<ul style="list-style-type: none"> <li>• Actively participate in FGM champions network</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure the voice of the victim is reflected in assessments and plans.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure the voice of children and young people impacted by domestic abuse and sexual violence is heard and that subsequent plans reflect their views.</li> </ul>
<ul style="list-style-type: none"> <li>• Regularly consult with service users to inform practice</li> </ul>
<ul style="list-style-type: none"> <li>• Build upon the launch of the local authority's domestic abuse and sexual violence HR policy by integrating information on DASV in the induction</li> </ul>

process, establishing work based ambassadors and supporting other organisations to do the same
<ul style="list-style-type: none"> <li>• Sign up Croydon schools to have DASV as an integral part of their safeguarding responsibility</li> </ul>
<ul style="list-style-type: none"> <li>• Establish leadership for domestic abuse and sexual violence within GPs to enable early identification of need and effective referral to support</li> </ul>
<ul style="list-style-type: none"> <li>• Utilise existing structures MASH, MARAC and MAPPA to disrupt perpetrators and manage high risk cases</li> </ul>
<ul style="list-style-type: none"> <li>• Increase the use of injunctive and bail measures including DVPOs and establish a mechanism for measuring effectiveness.</li> </ul>
<ul style="list-style-type: none"> <li>• Work on capacity and capability of courts to ensure positive outcomes and experiences for victims i.e. family court, DV court, family drug and alcohol courts</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain specialist services for DASV ensuring professionals are well trained and have specialist knowledge and skills to be working with victims and perpetrators of DASV</li> </ul>
<ul style="list-style-type: none"> <li>• Establish a referral process for sexual violence survivors to receive specialist ISVA support from reporting through to and including a Crown Court trial</li> </ul>
<ul style="list-style-type: none"> <li>• Upskill Croydon professionals to identify sexual violence and supporting survivors of sexual violence through specialist training and workshops</li> </ul>
<ul style="list-style-type: none"> <li>• Establish streamlined referral pathways for survivors of sexual violence to specialist organisations to help recovery</li> </ul>

### Violent Crime (non-domestic abuse)

A violent crime is a crime where the offender uses, or threatens to use, violent force upon the victim. The police record violent crime as either 'violence against the person', 'most serious violence' or 'serious youth violence'.

Violent crime is a key concern with 4 of the top 5 crimes identified in the Strategic Assessment, linked to violence.

<b>VIOLENT CRIME - KEY ACTIONS</b>
<ul style="list-style-type: none"> <li>• Reduce the harm caused by gang activity through the multi-agency gangs team</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain a visible police and partner presence in hotspots to provide reassurance, improve confidence and reduce offences</li> </ul>
<ul style="list-style-type: none"> <li>• Undertake a review of the Council's Licensing Policy to take into account the growth and regeneration of the town centre and the desire to put on my events and continue to ensure that licensed premises operate safely</li> </ul>
<ul style="list-style-type: none"> <li>• Establish Working group on use of offensive weapons to provide recommendations to schools</li> </ul>
<ul style="list-style-type: none"> <li>• Deliver Gangs awareness training to relevant partner agencies</li> </ul>
<ul style="list-style-type: none"> <li>• Engage 100% of young people involved in gangs in 1:1 interventions so that they: <ul style="list-style-type: none"> <li>○ are referred into needs-led Education, Training and Employment (ETE) provision</li> <li>○ are referred into diversionary activities</li> </ul> </li> </ul>



<ul style="list-style-type: none"> <li>○ are referred into relevant mainstream services including drug/alcohol, Social Care, CAMHS/Adult Services, Housing, Functional Family Therapy and Troubled Families</li> </ul>
<ul style="list-style-type: none"> <li>• Establish structures to ensure joint agency response to targeting of prolific gang and robbery offenders with appropriate civil enforcement interventions</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure all young people charged for knife crime receive a weapons awareness programme</li> </ul>
<ul style="list-style-type: none"> <li>• Increase work to identify vulnerable people being drawn into county lines – which is the setting up of drug markets across the south of England by London drug dealers</li> </ul>
<ul style="list-style-type: none"> <li>• Targeted, intelligence based use of Stop &amp; Search to tackle knife possession</li> </ul>

### Reduce reoffending

A high volume of crime is committed by offenders described as ‘prolific or priority offenders’. Providing appropriate monitoring and supervision, and working together with offenders to tackle drug and alcohol abuse, improving their basic skills, tackling their offending behaviour and improving the chances of them getting a job has proven to help break the cycle of offending.

<b>KEY ACTIONS - REDUCING RE-OFFENDING</b>
<ul style="list-style-type: none"> <li>• Manage the small amount of offenders who cause a disproportionate amount of crime. To reduce the numbers of prolific offenders re-offending after 12 months.</li> </ul>
<ul style="list-style-type: none"> <li>• Improve the interventions we have in place against the seven pathways of reoffending:               <ol style="list-style-type: none"> <li>1. Accommodation</li> <li>2. Education, training and employment</li> <li>3. Health</li> <li>4. Drugs and alcohol misuse</li> <li>5. Finance, benefit and debt</li> <li>6. Children and families</li> <li>7. Attitudes, thinking and behaviour</li> </ol> </li> </ul>
<ul style="list-style-type: none"> <li>• Tackle the social exclusion of offenders and their families by providing additional support and guidance through mentors.</li> </ul>
<ul style="list-style-type: none"> <li>• Establish structures to ensure joint agency response to targeting of prolific offenders with appropriate civil enforcement interventions</li> </ul>
<ul style="list-style-type: none"> <li>• Continued work by the Jigsaw team in managing Violent and Sexual Offender Register (VISOR) nominals to prevent re-offending and ensure use of sanctions for non-compliance</li> </ul>

## Priority 2: Safety of children and young people

Priorities for improving the safety of children and young people include:

- Early intervention and prevention.
- Reducing re-offending
- To reduce levels of offending by young people in particular knife crime
- To disrupt and reduce gang activity
- To ensure young people are safe as possible from violence, sexual exploitation, gangs, bullying and domestic abuse

There are a number of related priorities running through the Croydon Safeguarding Children Board Business plan that link to the community safety strategy priorities. These include CSE, DASV, harmful sexual behaviour, radicalisation, gangs, knife crime and female genital mutilation. The community safety strategy presents high level priorities and actions so these will be underpinned by more detailed plans that will be developed with the relevant partnerships.

The Youth Engagement team respond to community, council or police led hotspot issues around youth crime, ASB and violence to signpost young people to the correct support structures and Early Help council offer.

The mobile vehicle is a community reassurance tool for young people and their families to safely access council staff and the wider community, voluntary and faith sector youth providers. The team particularly focus their work around the Town Centre and other community locations where children and young people gather. The Youth Locality Networks are community based and develop specific locality responses to issues passed through the JAG or police neighbourhood meetings relating to children and young people, those interventions are responsive and flexible to meet the needs of communities.

<b>KEY ACTIONS: SAFETY OF CHILDREN AND YOUNG PEOPLE</b>
<ul style="list-style-type: none"> <li>• Deliver YOS Triage/Out of Court Disposals programme to identify young people suitable for diversion from the criminal justice system and reduce the number of first time entrants.</li> </ul>
<ul style="list-style-type: none"> <li>• Joint agency approach to ensure that when young people are sentenced to custody there is a resettlement plan in place when released from custody.</li> </ul>
<ul style="list-style-type: none"> <li>• Safer Schools Partnerships to establish up to 21 Safer Schools Partnerships in Croydon to ensure more targeted support for those schools requiring closer police involvement.</li> </ul>
<ul style="list-style-type: none"> <li>• Produce 3 specialist resources (knife, gangs, and town centre) for use in schools and youth provision across Croydon. This will be aimed at all pupils in secondary schools. The resource will allow for two 45 minute workshops that will fit in to schools timetables. This will include safety messages for young people in the town centre, which has seen several knife crime incidents recently.</li> </ul>

<ul style="list-style-type: none"> <li>• Deliver 100 workshops over the space of a year, to approximately 2000- 3000 pupils.</li> </ul>
<ul style="list-style-type: none"> <li>• To contact all identified young of crime referred to the YOS to offer them relevant support as well as the opportunity to engage in direct or indirect restorative interventions</li> <li>• To obtain feedback from victims who we have made contact with in relation to the service they have received</li> </ul>
<ul style="list-style-type: none"> <li>• Improved interrogation of digital and social media to identify the risks children are exposed to and who they may be at risk from</li> </ul>
<ul style="list-style-type: none"> <li>• Seek to maximise intelligence being captured on police systems officers re CSE and safeguarding to ensure appropriate tasking</li> </ul>
<ul style="list-style-type: none"> <li>• Continued improvement in sharing of multi-agency information, making greater use of MASH triaging and enhancing multi agency decision making at an early stage</li> </ul>
<ul style="list-style-type: none"> <li>• To ensure a continued multi agency focus on child sexual exploitation to raise awareness of the issue, identify and provide support to victims and enforcement of perpetrators including increased use of Child Abduction Warning Notices and targeting of CSE perpetrators for other criminality</li> </ul>
<ul style="list-style-type: none"> <li>• Continued partnership work re missing children to establish push / pull factors and develop trigger plans accordingly.</li> <li>• Improve information capture during debriefing of missing children</li> </ul>
<ul style="list-style-type: none"> <li>• Street-Based service to engage young people at risk of getting involved in crime and ASB, with a particular focus on the town centre</li> </ul>
<ul style="list-style-type: none"> <li>• To reduce the numbers of young people re-offending after 12 months</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure joint agency response to young people involved in gangs and robberies and the use of appropriate civil enforcement interventions</li> </ul>
<ul style="list-style-type: none"> <li>• To ensure that there is a co-ordinated and safeguarding focus within schools, police and Council to “County lines” drug dealing in order to identify children at risk and ensure a comprehensive safeguarding and risk management response.</li> </ul>
<ul style="list-style-type: none"> <li>• Increase the proportion of young people under YOS supervision participating in education, training or employment and living suitable accommodation</li> </ul>

## Priority 3: Improving public confidence and community engagement

Increasing awareness of the role and work undertaken by the police and council in tackling crime and ASB is perceived to be key to improving public confidence. This is particularly important with respect to Neighbourhood Policing and understanding the role of the local council. The key is to provide local communities with information to improve their understanding of what is being done locally to respond to their crime and ASB concerns. Recorded crime data is after all, affected by the public's confidence and enthusiasm to report crime.

The Metropolitan Police service and Croydon Council are committed to reducing the number of road traffic collisions and subsequent casualties and will continue to work together to address issues of speeding and provide physical solutions or enforcement action where there are high numbers of recorded collisions, complaints or high degrees of non-compliance. We will also work in partnership to explore opportunities to reduce the illegal use of mobile phones, distracted and inattentive driving and drink and drugged driving.

<b>KEY ACTIONS TO BUILD TRUST AND CONFIDENCE</b>
<ul style="list-style-type: none"> <li>• Increase awareness of the work being done to combat crime and to challenge perceptions and align people's thinking with the reality that Croydon is a safe place to live, work and visit through a sustained communications plan.</li> </ul>
<ul style="list-style-type: none"> <li>• Develop a campaign focussed on knife crime to raise awareness of the issue for both young people and parents and professionals</li> </ul>
<ul style="list-style-type: none"> <li>• Engage with communities and explore closer working with enforcement partners on a targeted localised basis to increase visibility, improve relationships and develop messages that will inform, help them feel safer and promote civic pride.</li> </ul>
<ul style="list-style-type: none"> <li>• Build stronger relationships with local press and media organisations and be proactive in releasing positive news stories</li> </ul>
<ul style="list-style-type: none"> <li>• Develop targeted communications for under reported crimes, such as hate crime, DASV, CSE etc. to encourage victims to come forward and get support</li> </ul>
<ul style="list-style-type: none"> <li>• Work with the Safer Neighbourhood Board on monitoring police performance and confidence, to oversee the use of stop and search and to support them to effectively engage with young people and develop structure and processes that allow young people to participate meaningfully</li> </ul>
<ul style="list-style-type: none"> <li>• Develop a communications plan to systematically engage all Croydon practitioners and the wider public on the DASV agenda</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to promote civic pride through the clean and green street champion scheme and increase the number of champions and community projects they are involved in.</li> </ul>
<ul style="list-style-type: none"> <li>• Work in partnership with the community to monitor road deaths and identify ways to reduce them through schemes as Operation Safeway, Community Roadwatch, use of speed display signs and ANPR systems as well as physical traffic calming measures and targeted enforcement.</li> </ul>
<ul style="list-style-type: none"> <li>• Work in partnership with the GLA to develop and deliver Vision Zero for London, a new approach to reducing road danger, setting a greater level of ambition for reducing death and serious injury on our roads.</li> </ul>
<ul style="list-style-type: none"> <li>• Work with Neighbourhood Watch to increase the number of watches and explore new ways that they can support their members</li> </ul>

<ul style="list-style-type: none"> <li>• Continue to build trust and confidence through a programme of community events, engagement activities and by supporting community networks and relations.</li> </ul>
<ul style="list-style-type: none"> <li>• Build relationships with communities using their local asset-base to set up new activities to promote their area, creating opportunities within these relationships to understand how communities prevent crime and support victims</li> </ul>

## Priority 4: Anti-social behaviour and environmental crime

These include those ‘quality of life’ measures that go a long way to indicate if an area looks and feels safe. Anti-social behaviour causes significant harm to individuals and communities; it can increase the fear of crime and impact on the quality of life for those affected. It also costs individuals, businesses and communities’ money through higher insurance and security costs and fewer local amenities due to the high cost of graffiti removal and repairing damage caused by vandalism. Key issues include:

- Drug and Alcohol related antisocial behaviour and crime
- Rowdy and inconsiderate behaviour
- Street drinking and begging
- Vehicle nuisance
- Fly tipping
- Arson

<b>KEY ACTIONS ANTI SOCIAL BEHAVIOUR</b>
<ul style="list-style-type: none"> <li>• London Fire Brigade to continue to work in partnership to deliver Crossfire programme in schools, Fire Cadets and Home Fire Safety Visits</li> </ul>
<ul style="list-style-type: none"> <li>• Work in partnership to tackle the specific issues caused in the Town Centre and, in particular, the issues that can be caused by the large numbers of young people congregating after school</li> </ul>
<ul style="list-style-type: none"> <li>• Work in partnership with BIDs, businesses and the community to identify and address issues in our district centres across the borough.</li> </ul>
<ul style="list-style-type: none"> <li>• Review all of the current public space legislation including four Drinking Ban Zones, Dog Control Orders in all parks and open spaces and 1 x Gating Order and assess whether these should be updated with PSPOs.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to deliver Don’t Mess with Croydon – Take Pride campaign to raise awareness of a range of environmental issues and to get people to take more responsibility for their local area through enforcement, encouragement and education</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to increase enforcement of environmental offences through Fixed Penalty Notices, Prosecutions and the seizure of vehicles.</li> </ul>
<ul style="list-style-type: none"> <li>• Improve the look and feel of our high streets through the roll out of time banded waste collection in 19 locations</li> </ul>
<ul style="list-style-type: none"> <li>• Focus on vehicle nuisance and in particular moped related theft and anti-social behaviour</li> </ul>

<ul style="list-style-type: none"> <li>• Deliver the Safer Streets programme to target street drinking through providing access to support and treatment and in enforcement of individuals where appropriate.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure the full range of powers are used to prevent ASB and funding including the use of civil orders such as Criminal Behaviour Orders and Injunctions.</li> </ul>

## Priority 5: Improve support and reduce vulnerability for all victims of crime; focus on hate crime

Some communities are at higher risk of becoming victims of crime, or of being exploited by others to commit criminal acts. According to the Mayor’s Office of Policing and Crime’s (MOPAC’s) Vulnerable Localities Profile, the top 10 per cent of wards (63) are disproportionately impacted compared to other parts of London. On average, over 3 times more victims of burglary, robbery, sexual offences live in these top 10 per cent compared to the least vulnerable.

Unfortunately, hate crime is a daily problem for some people who are victimised by a small minority because of who they are. There is no place for hatred and intolerance in our communities. Hate crime is not only distressing for those who experience it, but it makes victims of whole communities. The best way to reduce hate crime is to encourage greater social integration, bringing communities together and celebrating their contribution to society. Hate crime are still underreported so we must also do all that we can to give communities confidence to report issues and make it as easy and supportive as we can to enable them to do so.

At the furthest extreme of hatred and intolerance is terrorism. Radical groups of all backgrounds continue to target or communities in their efforts to radicalise others. The first line of defence against radicalisation is strong, integrated communities. Safeguarding has always been central to counter-radicalisation strategies such as in the Government’s national Prevent programme and it is vital that partners and our communities work together to identify people at risk.

<b>KEY ACTIONS TO SUPPORT VICTIMS OF CRIME</b>
<ul style="list-style-type: none"> <li>• Croydon Voluntary Action to set up and support a community-led activity base that brings people affected by hate crime together, allowing them to decide how to define their vision of safety and ways of supporting both fellow victims and people at risk of hate crime</li> </ul>
<ul style="list-style-type: none"> <li>• Engage local stakeholders - including businesses, schools, GPs, pharmacies, faith-based organisations and charities, as well as the Police – in developing the activity base and building around it an action plan to tackle hate crime</li> </ul>
<ul style="list-style-type: none"> <li>• To contact and engage all identified victims of crime by the children and young people referred to the YOS to inform them about sentencing outcomes/OOC disposals, offer them relevant support as well as the opportunity to engage in direct or indirect restorative interventions</li> <li>• To obtain feedback from victims who we have made contact with in relation to the service they have received</li> </ul>
<ul style="list-style-type: none"> <li>• Deliver a pilot in collaboration with MOPAC to test a new, whole-school approach to protecting children and young people, providing information and</li> </ul>

<p>support on safety to teachers and pupils from Year 6 onwards and making personal safety part of everyday learning.</p>
<ul style="list-style-type: none"> <li>• Educate, inform and challenge young people about healthy relationships, abuse and consent including engaging men and boys in challenging DASV</li> </ul>
<ul style="list-style-type: none"> <li>• Victim Support to work with up to 800 children and young people who have been victims of crime and/or bullying by offering advice, practical and emotional support and information through either individual casework or school and community-based engagement initiatives.</li> </ul>
<ul style="list-style-type: none"> <li>• Deliver the Empower project to support victims at risk of child sexual exploitation. Support up to 20 young women on a 1 to 1 basis and deliver 4 x 10 week group work programmes, (2 young women and 2 young men) in schools discussing areas such as sex and the law, consent, gender, sexuality, media and stereotypes, peer pressure and conflict negotiation.</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to work with Croydon Community Against Trafficking to identify locations where traffickers operate and to support victims. Ensure trafficking is linked to work around County Lines</li> </ul>
<ul style="list-style-type: none"> <li>• Continue to raise the profile of Prevent and Channel including the delivery of Operation Dovetail and the delivery of training to front line professionals</li> </ul>

