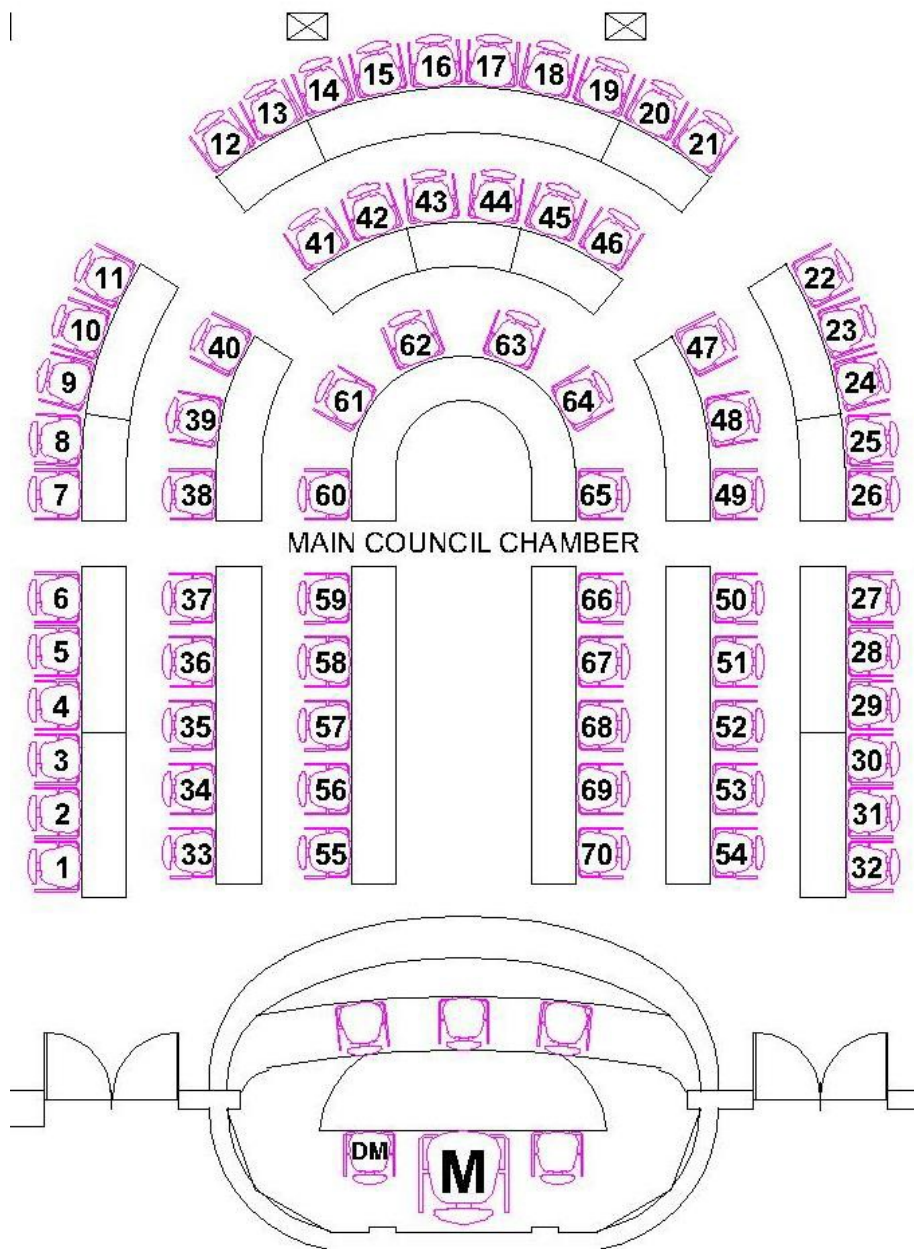




**COUNCIL
AGENDA**
for the meeting
on
16 December 2019
at
6.45 pm

1. Callton Young
2. Joy Prince
3. Stephen Mann
4. Toni Letts
5. Andrew Pelling
6. Pat Clouder
7. Pat Ryan
8. Caragh Skipper
9. Mary Croos
10. Robert Canning
11. Leila Ben-Hassel
12. Bernadette Khan
13. Sherwin Chowdhury
14. Jerry Fitzpatrick
15.
16.
17. Oni Oviri
18. Steve Hollands
19. Ian Parker
20. Michael Neal
21. Luke Clancy
22. Jan Buttinger
23. Sue Bennett
24. Jeet Bains
25. Stuart Millson
26. Andy Stranack
27. Helen Redfern
28. Simon Brew
29. Gareth Streeter
30. Margaret Bird
31. Scott Roche
32. Richard Chatterjee
33. Shafi Khan
34. David Wood
35. Nina Degrad
36. Patricia Hay-Justice
37. Louisa Woodley
38. Clive Fraser
39. Patsy Cummings
40. Sean Fitzsimons
41. Felicity Flynn
42. Janet Campbell
43. Karen Jewitt
44. Chris Clark
45. Jamie Audsley
46. Mohammed Ali
47. Badsha Quadir
48. Robert Ward
49. Steve O'Connell
50. Helen Pollard
51. Yvette Hopley
52. Mario Creatura
53. Vidhi Mohan
54. Simon Hoar
55. Alisa Flemming



56. Hamida Ali
57. Stuart Collins
58. Alison Butler
59. Tony Newman
60. Simon Hall
61. Oliver Lewis
62. Jane Avis
63. Manju Shahul-Hameed
64. Paul Scott
65. Stuart King
66. Tim Pollard
67. Jason Cummings
68. Lynne Hale
69. Maria Gatland
70. Jason Perry
Notes etc.....
M – Mayor Councillor Humayun Kabir
DM – Deputy Mayor – Councillor Maddie Henson
Please note that the numbers relate to microphone numbers.
May 2019

To: To All Members of the Council

Date: 6 December 2019

A meeting of the **COUNCIL** which you are hereby summoned to attend, will be held on **Monday, 16 December 2019** at **6.45 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

JACQUELINE HARRIS BAKER
Council Solicitor and Monitoring Officer
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

Annette Wiles 020 872 6000 x64877
annette.wiles@croydon.gov.uk
www.croydon.gov.uk/meetings
6 December 2019

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://webcasting.croydon.gov.uk>

The agenda papers are available on the Council website

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 - 28)

To approve the minutes of the meeting held on 7 October 2019 as an accurate record.

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 (DPIs) 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 29 - 112)

a) Public Questions (30 minutes)

To receive questions from the public gallery and questions

submitted by residents in advance of the meeting.

b) Leader and Cabinet Member Questions (105 minutes)

To receive questions from Councillors.

7. Council Debate Motions

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

8. 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

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Council

Meeting held on Monday, 7 October 2019 at 6.30 pm in Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

MINUTES

Present: Councillor Humayun Kabir (Chair);
Councillor Maddie Henson (Vice-Chair);
Councillors Hamida Ali, Muhammad Ali, Jamie Audsley, Jane Avis, Jeet Bains, Leila Ben-Hassel, Sue Bennett, Margaret Bird, Simon Brew, Alison Butler, Jan Buttinger, Janet Campbell, Robert Canning, Richard Chatterjee, Sherwan Chowdhury, Chris Clark, Pat Clouder, Stuart Collins, Mary Croos, Jason Cummings, Patsy Cummings, Mario Creatura, Nina Degrad, Jerry Fitzpatrick, Sean Fitzsimons, Alisa Flemming, Felicity Flynn, Clive Fraser, Maria Gatland, Lynne Hale, Simon Hall, Patricia Hay-Justice, Simon Hoar, Steve Hollands, Yvette Hopley, Karen Jewitt, Bernadette Khan, Shafi Khan, Toni Letts, Oliver Lewis, Stephen Mann, Stuart Millson, Vidhi Mohan, Michael Neal, Tony Newman, Oni Oviri, Ian Parker, Andrew Pelling, Jason Perry, Helen Pollard, Tim Pollard, Joy Prince, Badsha Quadir, Helen Redfern, Scott Roche, Pat Ryan, Paul Scott, Manju Shahul-Hameed, Andy Stranack, Gareth Streeter, Robert Ward, David Wood, Louisa Woodley and Callton Young

Apologies: Councillor Luke Clancy, Stuart King and Steve O'Connell

PART A

55/19 Minutes of the Previous Meeting

The minutes of the meeting held on 15 July 2019 were agreed as an accurate record.

Councillor Ryan raised a point of order regarding receipt of the response to the Beulah Hill petition presented at the Council meeting on 15 July 2019. It was confirmed that the response had been made available online on the Council's website. Democratic Services were to ensure that the Councillor was aware of this response.

56/19 Disclosure of Interests

There were no disclosures of interests. Members confirmed their disclosure of interest forms were accurate and up-to-date.

57/19 Urgent Business (if any)

There were no items of urgent business.

58/19 **Announcements**

The Mayor

The Mayor, Councillor Kabir, provided Council with his announcements. These included an overview of the 102 engagements the Mayor had undertaken since the previous Council meeting in July 2019. Specific mention was made of the Mayor's trip to Arnhem for the annual commemoration of the 75th anniversary of Operation Market Garden. Other events mentioned included the openings of Fairfield Halls and the Legacy Youth Zone. The Mayor described how he had hosted of a number of seminars to raise awareness of topical issues such as domestic violence, social prescribing and mental health.

The Mayor's forthcoming charitable events were detailed including a dinner night at Chat House (28 October 2019), a West End Gala event at Fairfield Halls (3 November 2019), an Asian cultural evening (9 November 2019) and a One Croydon concert in the Phoenix concert hall at Fairfield Halls (27 November 2019). All Members were encouraged to attend.

The Mayor's Civic Awards were promoted. These provided recognition for volunteers and community organisations in the borough. Nominations were to open on 15 October 2019 with Members urged to consider who from their wards should be entered.

The Leader

The Mayor invited the Leader, Councillor Newman, to make his announcements. Councillor Newman informed Council of the sad news of the death of Stephen Aselford. The powerful contribution Mr Aselford made as a disability and transport campaigner was recorded and sympathies from across the political divide extended to his family.

The Leader updated Council on the cross party efforts to lobby the Government to address the funding gap for Unaccompanied Asylum Seeking Children (UASC). Regret and disappointment were expressed that the latest action involving Councillor Butler and Chris Philp MP had not been successful with a letter received in response from the Minister stating the same position. Thanks were expressed for the support received across the Chamber. The Leader stressed the need to address the underfunding of UASC and highlighted that until this happened it was Croydon's tax payers who were funding this provision on behalf of all tax payers across the country.

The Chief Executive

The Mayor invited the Chief Executive to make her announcements in her capacity as the Head of Paid Service and Returning Officer for the Borough of Croydon.

The Chief Executive, Jo Negrini, made three announcements:

- i. A by-election in Fairfield Ward was to be held on Thursday 7 November 2019 as per the published notice of election following the resignation of Councillor Niroshan Sirisena. Residents living in Fairfield Ward who were British, Commonwealth, Irish or European Union Citizens and aged 18 or over on Thursday 7 November 2019 would be able to vote in the by-election but only if they were registered to vote. The deadline for new applications to register to vote in the election was midnight on Tuesday 22 October 2019. The venue for the count would be Braithwaite Hall. Access to the election count was restricted to candidates, their guests and agents. Appointments as a counting agent or guest were to be made in writing to the Chief Executive in her capacity as Returning Officer by the candidate or their election agent. The result of the election would be announced following the close of the poll on Thursday 7 November 2019;
- ii. In response to recent threats made to Members, the Chief Executive was working closely with the Council's lead security officer and the Metropolitan Police Service on updated advice and guidance to be provided to Members subsequent to the meeting;
- iii. Members of Council were asked to note the appointment of an Executive Officer and Chief Officer. Guy Van Dichele had been appointed to the post of Executive Director Health, Wellbeing and Adults on a fixed term contract until 31 December 2022. Lisa Taylor had been assigned the duties of the Statutory Section 151 Officer in addition to her substantive role as the Director of Finance, Investment and Risk.

59/19 Croydon Question Time

PUBLIC QUESTIONS

The Mayor explained that Croydon Question Time would commence with thirty minutes of public questions to the Leader and Cabinet Members with preference being given to those who had questions who were in attendance at the meeting.

Croydon resident, **Mr Tim Coombe** asked the Leader, Councillor Tony Newman, about the Council's continued support for the expansion of Gatwick Airport within the context of having declared a climate emergency at the Council meeting held in July 2019. Mr Coombe noted that whilst airlines were making claims of increased efficiency, emissions from aviation were continuing to climb.

The Leader thanked Mr Coombe for his question and reiterated the Council's commitment to tackling the climate emergency including the need to reduce demand at airports. However, Councillor Newman also noted the need for the

Council to work with Gatwick to benefit from the economic and employment advantages that would result from the airport's expansion. It was noted that an expansion of Gatwick was preferable to Heathrow which was far more of an immediate climate emergency.

Mr Kosta Deiades asked Councillor Collins, the Cabinet Member for Clean, Green Croydon, why it takes the intervention of a Councillor to get jobs completed by the Council.

Councillor Collins thanked Mr Deiades for his question. The Cabinet Member noted that officers had a strict rotation for tree cutting and that the request made by Mr Deiades would be completed in the first week of November 2019. It was acknowledged that the overgrowth had attracted rubbish. Councillor Collins described how it was right for him to be involved with staff in the Department. It was explained that there was often a multitude of agencies involved in fulfilling resident requests and therefore these can appear to take time. The Cabinet Member recommended use of the Council's App to report cases and informed Council that 97% of cases reported using the App were addressed within 24 hours. It was noted that cases involving private land could take longer to address as legal permission would be needed to give the Council the right to act. The Cabinet Member praised the Council's workers but noted it could be more of a challenge when a third party such as Veolia was involved.

In his supplementary question, Mr Deiades highlighted that reports to the App didn't always result in action within 24 hours and called for this to be addressed by the Cabinet Member. In response, Councillor Collins explained that it was part of his role to ensure the Council was delivering the right service and that he would consult with the Director as well as ensuring Veolia staff were monitored in the same way as those workers directly employed by the Council.

Croydon resident, **Mr Bernard Mickleburgh** asked Councillor Muhammad Ali, the Deputy Cabinet Member for Environment, Transport and Urban Regeneration if the replacement of signage in Surrey Street meant that the Council had recognised the original signage wasn't adequate. Mr Mickleburgh went on to state that in his opinion the upgraded signage was also not fit for purpose and that a further adjustment of the signage was required. Therefore, all fines applied under this new signage had been improperly enforced.

In his response, Councillor Muhammad Ali acknowledged the new signage and described how this was a little bigger than that which had originally been in place. As a result, it was hoped this would help with driver compliance. The Cabinet Member stated that he did not agree that the previous signage was not fit for purpose. If this had been the case, three quarters of appeals would not have been awarded in the Council's favour.

In his supplementary question, Mr Mickleburgh recommended the Council consult with other authorities that had achieved low levels of parking fines by improving the quality of signage sufficiently to prevent parking infringements.

In response, Councillor Muhammad Ali explained that the rise in the number of penalty charges issued was correlated to the increase in parking time restrictions and the use of Automatic Number Plate Recognition for capturing parking infringements. Therefore, out of 166 appeals against parking fines, 121 had been found in favour of the Council. The Deputy Cabinet Member stated that if motorists did not follow the parking instructions they would receive a penalty charge.

Croydon resident, **Mr Ian Morris** asked the Leader, Councillor Newman, if it was possible to achieve the 2030 climate emergency target earlier given this was the latest date by which to achieve climate change and avoid a climate disaster.

The Leader explained that the date of 2030 was specified based on the understanding that this was the earliest date by which all the necessary changes could be realistically achieved; it was preferable not to specify an unrealistic date. Councillor Newman described how both a *Citizen's Assembly* and *Climate Change Commission* would be established to consider how Croydon would act on the climate emergency. However, it was noted that if it were possible to achieve the changes needed earlier, then there was nothing to stop this happening.

In his supplementary question, Mr Morris asked that all be done that was necessary rather than what was politically expedient to tackle the climate emergency. Airport expansion, incinerators and car park spaces at Westfield were cited as forthcoming policies that would not support achievement of the 2030 target.

The Leader acknowledged the points made by Mr Morris but also highlighted how the Council was introducing charges for car parking linked to the emissions of vehicles and how future building projects would encourage less not more associated car parking spaces.

The Mayor moved on to questions submitted by email by those unable to attend the meeting. The Mayor read out a question from Croydon resident **Mr Michael Hembest**. This referred to the opening of Fairfield Halls following its refurbishment and expressed dissatisfaction with the quality of some of the works and the preparedness of the venue for opening. Mr Hembest questioned how the £40m budget allocation had been spent.

In response, Councillor Lewis expressed his delight that Fairfield Halls had reopened following the benefit of a £40 million investment in its refurbishment. The Cabinet Member described the arts venue as the jewel in Croydon's crown providing the full splendour of world class acoustics which had been left undiminished by the refurbishment works.

It was highlighted that most of the refurbishment works had happened behind the scenes with specific mention being made to the removal of asbestos. As a result the future of the venue had been secured for the next 60 years.

The Cabinet Member pointed to the tangible improvements made to Fairfield Halls as a result of the refurbishment such as the residence of Tower Theatre Company, the additional studio space, café, Changing Places facility and new lifts. The Council's investment was described as having provided additional functionality and that it would take time to get the venue back up and fully running again following the works. The Council was working with the contractor so that this would be achieved. The Cabinet Member described himself as very proud in what had been achieved and regarded the refurbishment an investment for the next 60 years.

QUESTIONS TO THE LEADER

The Mayor invited the Leader, Councillor Tony Newman, to make his announcements.

The Leader provided an update following the declaration of a climate emergency at the Council meeting in July 2019. Council was informed that a Citizen's Assembly would be convened. To this end, a variety of groups including *Extinction Rebellion* and the *New Economics Foundation* were being consulted. The Leader described how Croydon was going further than many other authorities by also setting-up a Climate Commission to provide a longer term view whereas the assembly would focus on what could be done urgently in the short term.

The Leader of the Opposition, **Councillor Tim Pollard**, asked what had been done over the past four months to improve the Council's performance on Freedom of Information (FOIs) requests. It was noted that the Councillor had raised the Council's performance on FOIs at the Council meeting in July 2019. In response, the Leader noted the work being undertaken to improve response times and rates with the objective being to address all requests promptly. The suggestion was made that further information could be provided directly.

In his supplementary, Councillor Tim Pollard asked the Leader to clarify what he achieved in his role. The Leader responded by noting that the Councillor had not been at the opening of the Legacy Youth Zone, housing schemes or Fairfield Halls. Councillor Newman described how he was very proud of the Council and his role in its delivery against a background of 70% cuts to Government funding for local authorities.

Councillor Ryan asked about the impact of cuts to the police service in Crystal Palace & Upper Norwood ward. In response, the Leader described how he had been out on patrol with police officers in the ward who were doing an amazing job making communities feel safe despite the cuts to police numbers.

During the exchange around Councillor Ryan's question, clarification on political sensitivities during the pre-election period as a result of the by-election in Fairfield Ward was provided. Councillor Redfern requested that

time lost as a result be added back into the time allocated to questions to the Leader. The Mayor, as provided in the Constitution (Part 4A Council Procedure Rules, paragraph 1.2 – Powers of the Chair), determined not to allow this request and the agenda item continued as originally scheduled.

Councillor Creatura asked the Leader about his commitment to being open and transparent. In response, the Leader noted that the Council meeting was being webcast which he compared to arrangements under the previous Conservative administration when Council meetings had not been made accessible in this way. Rather, during the previous administration, residents had to wait to read the written minutes. Under his administration, residents could view meetings held in the Council Chamber online both live and recorded.

In his supplementary question, Councillor Creatura asked the Leader to explain in a factual manner the reason for the resignation of former Councillor Sirisena. Councillor Newman responded that the reason for former Councillor Sirisena's resignation was subject to investigation by the police. To make any further comment would be wrong.

Councillor Audsley asked the Leader to provide specific details on the resource being dedicated to addressing the climate emergency in Croydon. The Leader explained that a detailed outline of the Council's response to the climate emergency would be presented at the Cabinet meeting to be held on 21 October 2019. Additionally, that the commitment to addressing the climate emergency had been made at the highest level. This included ensuring the allocation of sufficient resources.

POOL 1

With the end to the time allocated to questions to the Leader, the Mayor signalled that he was moving on to questions to the Cabinet Members in the first pool. Councillors Collins, Muhammad Ali and Hall were invited to make their announcements.

Councillor Collins, the Cabinet Member for Clean Green Croydon, highlighted that the Council had supported National Recycling Week through a variety of events and activities including a piece from communications that had looked at the recycling journey. The Cabinet Member expressed his disappointment that he had not received a response to his letter to the Secretary of State regarding a national campaign on fly tipping. This had been followed-up with a letter to the new Secretary of State, Theresa Villiers. Opposition Members with links to the Secretary of State were asked to lend their support to the request.

Councillor Hall, the Cabinet Member for Finance and Resources, expressed his congratulations to Lisa Taylor whose duties had recently been confirmed to include the Statutory Role of the Section 151 Officer. The Cabinet Member highlighted that the shortfall in funding for Unaccompanied Asylum Seeking Children had exceeded £20m over the last three years. This

had been funded by Croydon despite it being a national responsibility. It was also noted that Grant Thornton, in its audit of the Council's accounts, had confirmed it had no concerns about the disposals of land to *Brick by Brick*.

Councillor Mohan noted that, at the Council meeting in January 2019, Councillor Collins had said he would detail the level of the fines being applied to the Council's waste contractor, Veolia. Councillor Mohan stated that this information had still not been provided and called on the Cabinet Member to be open and transparent. Councillor Collins stated he was unsure any commitment had been given to provide an exact figure and that rather than imposing a fine the Council was withholding payment in lieu of performance issues. However, this figure was commercially sensitive and therefore could not be shared publicly. Councillor Collins noted that Veolia's performance had improved significantly.

In his supplementary question Councillor Mohan questioned why the Cabinet Member was more interested in protecting the commercial interests of a large business rather than focusing on the 17,000 missed bin collections in the borough. In response, Councillor Collins referenced his trade union credentials and noted it was Prime Minister Thatcher who was responsible for introducing the contracting out of core Council services. Veolia was being held to account through the withholding of a six figure sum. However, the Cabinet Member also noted the need to retain perspective on the number of missed bin collections which was less than one percent of all those collected and equated to about two missed bin collections per crew per day. It was also noted that the service being provided by Veolia was still improving and that there would be discussion with all partners in advance of the forthcoming contract break. It was emphasised that it would be hard for Veolia to retain the contract if performance wasn't good enough.

Councillor Canning ask Councillor Hall about the record rate achieved in the collection of Council Tax. In response, Councillor Hall expressed his delight with this achievement which was both above the national average and one of the highest achieved by all Councils. The hard work of officers was noted including their efforts to ensure payment despite the impact of Universal Credit; whilst the Council wanted to ensure Council Tax collections it was doing this in a responsible fashion.

In his supplementary question Councillor Canning asked the Cabinet Member to provide clarification on the ethical approach being taken for Council Tax collection. Councillor Hall described how the Council had signed the Citizens Advice Bureau charter and that the processes employed were continually under review. Distinction was drawn between those unable as opposed to those unwilling to pay. The use of bailiffs was avoided where possible as it was acknowledged this approach was not always in the best interests of residents. It was described how the bailiff service was being brought in-house. The Council's approach to non-payment was suitably sympathetic with underhand means avoided.

Councillor Jason Cummings asked Councillor Hall for clarification on the treatment of the costs for Unaccompanied Asylum Seeker Children in the budget; whether or not these were being treated as exceptional and over and above the burden assumed in the budget. Councillor Hall responded that the total burden of the costs that Government was making the Council bare was reflected in the budget.

In his supplementary question, Councillor Jason Cummings asked whether it was being acknowledged that money being used to fund Unaccompanied Asylum Seeker Children was being taken from and would not be repaid to reserves. Councillor Hall responded that if funding was not forthcoming from the Home Office then the costs had to be funded by other means. As a result, funds wouldn't necessarily be able to be earmarked back to the reserves. The Cabinet Member called on cross party support for the continued lobbying of Government to secure adequate and fair funding.

Councillor Prince asked Councillor Muhammad Ali about the implementation of the *Liveable Neighbourhood Fund*. In response, Councillor Muhammad Ali described how the implementation was being progressed by officers including through a feasibility study working with partners and stakeholders. Delivery was anticipated to take place from 2020 to 2023 with the aim of making Croydon better for cycling and walking.

In her supplementary question, Councillor Prince acknowledged the time needed to implement complicated transport schemes. However, she requested that Councillor Muhammad Ali do his best to advance the flyover scheme in her ward. The Deputy Cabinet Member emphasised the size of the scheme and committed to share further details in a written response.

Councillor Hoar requested that Councillor Muhammad Ali provide support to the independent investigation into the Croydon Tram crash. Councillor Muhammad Ali noted that this has been addressed by the Public Transport Liaison Committee with *Transport for London* having committed to respond in writing.

In his supplementary question, Councillor Hoar encourage the Deputy Cabinet Member to go further. Councillor Hoar requested the Deputy Cabinet Member take a lead on behalf of the borough. Councillor Muhammad Ali reported that *Transport for London* was doing all in its power which he was fully supporting.

Councillor Mann asked Councillor Muhammad Ali about the tram extension to Crystal Palace. Councillor Muhammad Ali stated that support was being given to the tram extension with correspondence taking place with Bromley to encourage the safeguarding of sites. This had elicited a reassuring response and indication that the development was still going ahead. Work with *Transport for London* was also acknowledged. This was focused on optimising the scheme to benefit the town centre. It was noted that the Deputy Cabinet Member would be writing to the Deputy Mayor for Transport at the Greater London Assembly.

In his supplementary question, Councillor Mann noted the firm promise made by the Mayor of London to deliver the scheme and requested to know what was being done to keep delivery of the scheme to time. Councillor Muhammad Ali reiterated that he would be writing to the Deputy Member for Transport at the Greater London Assembly seeking further information on the development plan.

Councillor Parker asked Councillor Collins to comment on the ability of the Council to deliver a bin collection service should Veolia's operatives work a four day week. The Cabinet Member responded that all operatives were paid the London Living Wage which formed a good basis for any discussion should there be an employment dispute.

In his supplementary question, Councillor Parker asked about the impact of a four day working week on Croydon. Councillor Collins noted that this had been something that had been discussed at the Labour Party Conference and whilst it may well have some benefit it was simply an aspiration which was quite admirable. The Cabinet Member thought it positive to get more enjoyment out of life rather than focusing on maximising working hours.

Councillor Audsley asked Councillor Collins about the increased recycling rates which were reported as at 48%. The Cabinet Member thanked residents for their role in delivering the new bin system and noted that the increase in recycling meant that waste was being diverted from landfill. Credit was given to Veolia staff with Croydon being ranked fourth out of all London boroughs by Friends of the Earth for action on climate change. It was explained that it was intended to introduce schemes to give residents in flats the opportunity to recycle. This meant some modernisation and offering support to landlords with properties in the private rented sector. Councillor Collins also described how work was happening in schools to reinforce the recycling message.

In his supplementary question, Councillor Audsley asked about the importance of reducing waste as opposed to just recycling. Councillor Collins concurred; reducing waste had to be the first priority. This was being looked at in partnership with organisations like *Transition Town*. Initiatives included the use of refillables in preference over single use plastics. The Council's communication channels would be used to promote messages such as to shop locally and look at what was being purchased.

POOL 2

With the end to the time allocated to questions to the Cabinet Members in the first pool, the Mayor signalled he was moving on to questions to the Cabinet Members in the second pool. Councillors Lewis, Alisa Flemming and Avis were invited to make their announcements.

Councillor Lewis, the Cabinet Member for Culture, Leisure and Sport, informed Council that Councillor Flynn had been appointed to the deputy role for his Cabinet portfolio. Additionally, that Selsdon Library had been opened following investment in its redevelopment. The Cabinet Member also noted

that he had attended the opening of Fairfield Halls along with the Mayor of London, Sadiq Khan, and Dame Judy Dench. Banksy's pop-up shop in Fairfield ward was noted with encouragement given to visit. Councillor Lewis also informed Council that Croydon would be making a bid to become the London Borough of Culture in 2023.

Councillor Alisa Flemming, Cabinet Member for Children, Young People and Learning, highlighted the opening of the Legacy Youth Zone that took place on 7 September 2019. It was described how this had been attended by over a thousand young people. This had shown what happens when young people are put at the heart of the community. This had been achieved despite stretched budgets. The key message given to Croydon's young people was how the Council was supporting their futures. The new Special Educational Needs and Disability strategy was launched at the same venue. This had drawn first hand on the experience of young people. It was focused on pathways to enable access and the provision of real opportunities.

Councillor Avis, the Cabinet Member for Families, Health and Social Care, expressed her own tribute to Stephen Aselford who had been a friend and advisor. It was noted how Mr Aselford had played a significant role in the borough's social care as a member of forums on mobility, disability and learning disability. This was supported by the applause of Members. The Mayor expressed sympathy on behalf of himself and the Deputy Mayor.

The Cabinet Member informed Council of an event to be held on 10 October 2019 for World Mental Health Day. This would focus on the five ways to wellbeing supported by Minding Croydon and would offer the opportunity for fundraising for mental health. Lastly, Councillor Avis took the opportunity to welcome the Executive Director, Health, Wellbeing and Adults, who whilst not new to the role had been confirmed in his post for a fixed term with thanks being given for his continued commitment.

Councillor Gatland thanked Councillor Alisa Flemming for her update on the Legacy Youth Zone and expressed her own sympathies and those of the Opposition Group for the loss of Stephen Aselford. Councillor Gatland then went on to ask why Children's Services had been subject to a seventh Ofsted monitoring visit rather than being reinspected.

In response, Councillor Alisa Flemming noted that Councillor Gatland was a member of the Children's Improvement Board which had discussed the seventh Ofsted monitoring visit. The Cabinet Member explained that the Council was not privy to when reinspection would happen but that it would be advised. The seventh monitoring visit would happen under the existing inspection regime with any subsequent visit happening under the incoming inspection arrangements. Monitoring visits already conducted by Ofsted had been a success and very positive. The Cabinet Member explained that the focus of the forthcoming visit would be children on child protection plans with the offer made to provide additional information outside of the Council meeting.

In her supplementary question, Councillor Gatland asked why a seventh Ofsted monitoring visit had been requested and whether this request had been directly made by the Council. The Councillor noted the investment made in Children's Services and asked when a rating of good across the board could be expected.

Councillor Flemming stated that it was not possible to pre-empt Ofsted and expressed her gratitude for the investment in Children's Services which had been used to address the underfunding of the service over many preceding years. It was stated that investment was needed across the country from the national Government for the benefit of all children's futures.

Councillor Jewitt asked Councillor Avis about cuts to Council budgets and the misery caused. The Councillor's question was based on the caring experience of one of her ward residents. Councillor Avis thanked Councillor Jewitt and her ward resident. The Cabinet Member noted that a lot of hope and trust was placed in the 30,000 carers in Croydon. The impact of budget cuts was stressed and whilst the £1.5 billion of funding for social care announced by the Government was welcomed this was set against a funding deficit of £2.5 billion as calculated by the Local Government Association. It was highlighted that despite the cuts new ways of working had been developed to provide a strengthened service as demonstrated through the *One Croydon Alliance*. It was hoped that the benefits of this restructuring of services was helping Councillor Jewitt's ward resident.

Councillor Creatura asked Councillor Alisa Flemming if she was in support of the abolition of Ofsted. Councillor Flemming offered to provide a detailed response to the Councillor's question following the Council meeting. In his supplementary question, Councillor Creature welcomed Ofsted's monitoring visits and how these had helped the service to improve. Councillor Creatura suggested that if this view was shared by Councillor Flemming, then they could write jointly to the Shadow Secretary of State for Education.

Councillor Flemming reiterated that she could provide a full response on Ofsted following the Council meeting. However, she also explained her view that children, their care and achieving their ambitions was determined more widely for example by the education system, access to housing, income and investment in their future. Therefore this was about a lot more than a system of monitors and measures.

The Mayor interjected at this point to remind Members of the need not to stray into areas of national party policy given that the Council meeting was happening during a period of heightened political sensitivity in the run up to the Fairfield ward by-election.

Councillor Campbell asked Councillor Alisa Flemming whether the inclusion of mental health criteria in the Ofsted framework for inspections was having a positive benefit on the way this was being addressed by schools. The Cabinet Member acknowledged this as a very important subject area which if not tackled early could have longer term repercussions into adulthood as well as

a wider impact on family members. However, it was noted that the focus on mental health needed to be provided not just in secondary schools but also in the primary sector giving the opportunity to tackle issues around bullying.

Councillor Hopley expressed her own condolences for Stephen Aselford who the Councillor described as a great spokesman for the local community who would be greatly missed by all in the Opposition Group. Congratulations were also expressed to Guy Van Dichele for being appointed to the post of Executive Director Health, Wellbeing and Adults for a fixed term.

Councillor Hopley asked Councillor Avis whether it was a good idea to bring the Council's assisted living provision back in-house. Councillor Avis highlighted that this had been a manifesto pledge and that whilst some of this provision had been judged good by *Care UK*, the Council wanted to achieve better with the aspiration for all to be back in-house by January 2020. A dedicated officer had been appointed to consult with residents with the aim of delivering a service going beyond care with a focus on community and the environment. The Cabinet Member described how residents would be able to tell that change was happening.

In her supplementary question, Councillor Hopley asked about the quality of care provided and how this had been judged by the Care Quality Commission. Councillor Avis highlighted the good rating received from *Care UK*. Overgrown gardens had been addressed and whilst health and safety concerns had caused a kitchen closure this was being addressed and would be reopened. Bringing the service in-house would provide a better environment and enable the London Living Wage to be paid to care workers.

Councillor Fitzpatrick highlighted how the Opposition had committed to spend £20 million on Fairfield Halls with no tangible outcome. Councillor Lewis noted that Councillor Fitzpatrick's comments were straight to the point and that when the Opposition left power three and a half years later there had been no tangible outcome. This was in contrast to the Labour administration. It had delivered a refurbished venue which had hosted top quality performances, demonstrating the level of ambition for culture in Croydon.

Councillor Gatland asked Councillor Lewis if he was aware that permission had been granted to Network Rail to dismantle and replace the Sanderstead Road Bridge and the potential disruption this would cause. In response, the Cabinet Member highlighted that the works were necessary. Councillor Gatland agreed that the works were essential but that residents were facing up to six months of disruption with poor communication from Network Rail. The Councillor used her supplementary question to ask if funding would be used to make improvements to the South Croydon Recreation Ground which would be closed in order to carry out the replacement bridge works. Councillor Lewis agreed that parks need more investment due to 10 years of austerity. The Cabinet Member stated he would be happy to meet residents and friends groups of the recreation group to look at how to invest in the facility.

POOL 3

With the end to the time allocated to questions to the Cabinet Members in the second pool, the Mayor signalled he was moving on to questions to the Cabinet Members in the third pool. Councillors Butler, Hamida Ali and Shahul-Hameed were invited to make their announcements.

Councillor Butler, Cabinet Member for Homes and Gateway Services gave special thanks to the Gateway Team, schools and voluntary sector partners that had provided food and fun clubs during the school holidays. It was highlighted that these were needed to avoid hunger when schools were not open.

The Cabinet Member noted that it was *Brick by Brick* that had managed the Fairfield Halls refurbishment which was mainly focused on aspects of the venue which weren't visible. For example, the removal of asbestos and improving the lighting. This was about securing the fabric of the building so that it was safe as well as being a fabulous venue.

Councillor Hamida Ali, Cabinet Member for Safer Croydon and Communities highlighted national hate crime awareness week. The Safer Croydon Partnership would be working with individuals and organisations in solidarity against hate crime. This initiative had been launched at *Croydon Pride* and had gathered 30,000 signatures. Credit was given to the officers who led the work.

The Civic Awards celebrating volunteers across the borough were promoted with all Members encouraged to nominate individuals from their wards. Nominations were to open on 15 October 2019 with the awards to be presented in March 2020.

Lastly, the Cabinet Member noted Black History Month and encouraged as many Members as possible to participate in activities.

Councillor Shahul-Hameed, Cabinet Member for Economy and Jobs noted the economic summit that had been held and was attended by over 350 businesses. Additionally, that the Croydon Business Excellence Awards for 2019 had been held including two awards sponsored by the Council: Love Your Local Trader and Enterprising Young Person of the Year. It was highlighted that a BME Market Day was being held on 19 October 2019 in Surrey Street.

Councillor Perry asked Councillor Shahul-Hameed if she would join him in opposing the restriction of loading and unloading on Brighton Road due to the impact on struggling independent traders.

In response, the Cabinet Member explained that a number of measures were being considered to support independent traders in the area for which a survey was being organised. This would include seeking to understand the hours loading bays were used. The results of the survey would inform conversations with business owners.

In his supplementary question, Councillor Perry noted his disappointment stating that this was about deliveries being made in the mornings and afternoons and any restriction would impact on supply to customers. He stated that it appeared the Cabinet Member wasn't supporting local trade with potential losses to businesses and employment. The Cabinet Member stressed that the Council was working in collaboration with local businesses and stressed the support being supplied to independent traders. It was explained that the recent business summit had discussed how to support existing businesses. It was noted that support was being sought from the Opposition.

Councillor Canning noted that Croydon was the first Council to decide to install sprinklers in all its tower blocks following the Grenfell tragedy. He asked Councillor Butler to provide an update on the progress of the works.

The Cabinet Member stressed the importance of the sprinkler decision in the light of the Grenfell fire and reported that installation had been completed in 22 blocks. This had been achieved with the support of the London Fire Brigade that had been providing appropriate checks on the work. At a further four blocks, work was still in progress. Planning permission was awaited for the placement of the water tanks. All the piping was in place with the expectation that all would be fully commissioned within weeks of the meeting.

In his supplementary question, Councillor Canning asked how the sprinkler installation had been funded and whether the costs had been met by the Council. Councillor Butler confirmed that all associated costs had been met by the Council and the Housing Revenue Account in full with no funding provided from elsewhere.

Councillor Hale also gave thanks to the Gateway Team, schools and voluntary sector partners for the provision of food and fun clubs during the school holidays. The dedication to helping others was noted. In her question to Councillor Butler, Councillor Hale asked about *Brick by Brick*. It was noted that this had been set-up to build affordable homes but it was thought sales were struggling with dozens of unsold properties available in Upper Norwood. It was asked if the Council was facing having to reduce prices and/or sell to those who weren't residents in Croydon.

Councillor Butler explained that 50% of *Brick by Brick* properties would be sold to fund affordable rent homes. It was acknowledged that in uncertain times, the housing market was being effected. However, prices had not been reduced and an up-to-date sales list was awaited. The property market was being carefully watched. *Brick by Brick* had a long standing commitment to the *local first policy* which continued to be the case. A timescale would be determined for the existing approach to be reviewed.

In her supplementary question, Councillor Hale wanted clarification on the purchase by *Brick by Brick* of land from the Council. For example, the large Kingsdown site. It was questioned if this was reasonable and best value.

Councillor Butler referenced the statement made by Councillor Hall; that the auditor had been satisfied this was best value. It was noted that there were lots of arguments about the value of land. However, this was set against a backdrop of private developers that spent all their funds on buying land and then couldn't afford to finance the development. The Council's priority was to ensure affordable rent homes came forward.

Councillor Chowdhury asked Councillor Butler to clarify the likely impact of a recent announcement on housing policy on the delivery of affordable homes in Croydon.

Councillor Butler thought the Councillor was referring to a recent policy announcement that would allow affordable rent homes to be immediately flipped to shared ownership. Whilst the Cabinet Member acknowledged the opportunity for all to build shared ownership was a good thing, she expressed her concern about a policy that would see affordable rent homes moving to shared ownership.

Councillor Helen Pollard asked Councillor Butler about the refurbishment of Fairfield Halls. The Cabinet Member was described as the driving force behind the development and therefore her clarification was sought on who had approved the budget increase from £30 to £42 million and whether a rigorous process had been used to manage the budget increase.

Councillor Butler disagreed with the suggestion that she had been the main driving force behind the refurbishment of Fairfield Halls; rather this was a manifesto promise delivered by the whole administration. The increase in the budget reflected that structural issues, such as the asbestos, were far greater than initially understood and had only been fully discovered during the works. The works were to ensure a safe venue that was fit for purpose. Councillor Butler described how the refurbishment would enable the venue's fantastic facilities to be utilised for the next 50 to 60 years.

In her supplementary question Councillor Helen Pollard expressed her dissatisfaction with the answer given and called on the Cabinet to provide a written response giving details on the budget increase including when permission for each increase was given, by whom and for what reason. Councillor Butler agreed to provide this response but also noted the refurbishment and accompanying budget had been a continuous process.

Councillor Mann asked Councillor Shahul-Hameed about the closure of a 90 year old business in Crystal Palace that had resulted from a hike in rent. Councillor Mann asked what the Council would do to tell landlords enough is enough.

In response, Councillor Shahul-Hameed highlighted the support that was available from the Council for local small businesses including financial support through the loan fund and discretionary business rate relief. It was highlighted that the Council had won a business award for the support it offered. The Cabinet Member further noted that planning policy was being

considered in order to provide affordable commercial spaces. The Council's work with the organisation *Save The High Street* was also referenced along with the support being offered to the district centres.

Councillor Streeter asked Councillor Shahul-Hameed to be updated on unemployment figures for Croydon Central and Croydon North. With limited time remaining for Councillor questions to Cabinet Members in pool 3, the Cabinet Member started to detail the role of *Croydon Works* in upskilling the Croydon workforce. The economic summit that had just taken place was referenced and how this had been delivered in partnership with Croydon College. It was emphasised how work was ongoing to bring universities to Croydon.

With the end to the time allocated to questions to the Cabinet Members in the third pool, the Mayor brought Croydon Question Time to a close.

60/19 **Member Petitions**

There were three Member petitions presented at Council. The Mayor invited Councillor Fitzpatrick to read out his petition. This was noted as stated in the agenda report: *"In order to prevent the further misuse of the parking bays on the northern side of Gordon Crescent and to ensure their use by residents as is intended, we the affected residents, would like to recommend a gate be installed across the car park entrance to prohibit entry which would put us in the same position as residents on the southern side of Gordon Crescent who already have the benefit of a parking gate"*. Councillor Allison Butler, Cabinet Member for Homes and Gateway Services, thanked Councillor Fitzpatrick for his petition and noted that she would look with officers at alleviating the problems.

The Mayor invited Councillor Perry to read out his petition. This was noted as stated in the agenda report: *"Please introduce traffic calming measure into St Peter's Street, South Croydon, in order to reduce speeding vehicles which are causing accidents and could lead to the loss of life"*. Councillor Muhammad Ali, the Deputy Cabinet Member for Environment, Transport & Urban Regeneration, thanked the Councillor for his petition. However, it was noted that physical traffic calming was not always the best solution and could cause more issues in terms of noise and vibrations as well as restricting access by emergency vehicles. The Deputy Cabinet Member committed that officers would contact the police to request additional enforcement of existing restrictions be undertaken. It was reported that data had been requested on personal injuries resulting from traffic incidents in St Peter's Street but none had been recorded. The Deputy Cabinet Member explained that officers would look at the road signage in St Peter's Street to ensure this was sufficient to make motorists aware of the speed limit.

The Mayor invited Councillor Shafi Khan to read out his petition. This was noted as stated in the agenda report: *"We, the residents of Oakhill Road, Norbury [SW16 5RG], call on Croydon Council to:*

1. *implement a trial one way traffic scheme for Oakhill Road [southwards from Croindene Road to Stanford Road];*
2. *erect two large 20 mph speed limit signs at the northern entrance of Oakhill Road; and*
3. *create a narrowing of the exit of Oakhill Road into Stanford Road with a large 'No entry' sign and a 10 yard wide 'Keep Clear' boxed area painted onto the surface of Stanford Road next to the exit of Oakhill Road. This would allow cars exiting Oakhill Road to turn right when there is queuing traffic in Stanford Road towards the London Road.*

These measures are to reduce congestion and bad tempered incidents which are now happening on a daily basis due to vehicles being unable to pass each other resulting from parking on both sides of the road. During week day rush hour periods over 1,200 vehicles use Oakhill Road with many of them speeding. These measures will help protect our elderly residents and the children attending Norbury Manor School. Oakhill Road had a temporary one way system during 2015 which was shown to greatly improve traffic flow".

Councillor Muhammad Ali, the Deputy Cabinet Member for Environment, Transport & Urban Regeneration notified the Members of Council that this scheme would be included in a list of bids to *Transport for London*. However, the Deputy Cabinet Member expressed a note of caution and stated that such schemes do not always achieve the intended benefits and that there could be repercussions for surrounding streets.

61/19 **Council Debate Motions**

The Mayor requested the Chief Executive read the first Council Debate Motion made on behalf of the Administration:

"October 2019 marks 25 years since the FAIRTRADE Mark was launched in the UK.

Croydon was the first London Borough to obtain Fairtrade status in 2003, and has renewed it ever since. Today, Croydon Council is proud to renew its Fairtrade status, and agrees to an annual programme and review of Fairtrade activity, to include:

- *Actively promoting Fairtrade locally, through support for local groups, in the media including social media, and events, including during Fairtrade Fortnight.*
- *Supporting local Fairtrade Schools and Universities, and actively promote Fairtrade teaching materials in local schools, and educational institutions*
- *Promoting Fairtrade in Council sponsored Youth Centres and Cultural venues.*
- *Celebrating and incentivising businesses championing Fairtrade products in the local community.*
- *Continuing to promote Fairtrade as part of its procurement policy, including its catering offer."*

The Mayor invited Councillor Fraser to propose the motion.

Councillor Fraser stated Croydon had been the first *Fairtrade* borough, a status that had been held for 25 years. He emphasised that those communities benefitting from *Fairtrade* were all represented in the borough and that support for *Fairtrade* had been driven by consumer choice. *Fairtrade* was described as an internationalist socialist movement driven by local demand. Councillor Fraser highlighted how the Council was supporting the movement through procurement with examples given of the Clock Tower restaurant, Fairfield Halls and the borough's schools. The Councillor described himself as being a proud *Fairtrade* champion.

Councillor Patsy Cummings seconded the motion and reserved the right to speak.

The Mayor invited Councillor Chatterjee to speak who recommended the motion describing it as a way of being kind to people you don't meet. He called for platform signs in Croydon to acknowledge the borough's *Fairtrade* status, described his experience of *Fairtrade* wine tasting and how the movement allowed for better bargaining power.

Councillor Streeter was invited to speak by the Mayor and described how he was proud to support the motion and that he was pleased both parties were standing together on the issue of *Fairtrade*. He gave thanks to the Churches for their early work on getting *Fairtrade* adopted and also acknowledged the work of past Prime Ministers Major, Blair and May who had promoted the movement.

Councillor Patsy Cummings exercised her right to speak and highlighted how *Fairtrade* had brought stability to production for many. It had allowed producers to learn about market conditions and trends and to take more control over their lives. The link between *Fairtrade* standards and action to address environmental damage along with better working conditions was stressed and how this was preventing the use of force and/or underage labour. It was noted that by buying *Fairtrade* support was being given for brothers and sisters around the world.

The motion was put to the vote and carried unanimously.

The Mayor requested the Chief Executive read the second Council Debate Motion made on behalf of the Opposition:

"This Council recognises the huge contribution made to education standards in the Borough by its academies and free schools, which complement and extend the offer made by its maintained and independent schools. It also recognises the very significant contribution made to Children's Services and school standards by Ofsted, which provides parents with impartial information about success or failure. This Council pledges its support for these education partners and welcomes the improvement in standards that these national initiatives have produced in our Borough".

The Mayor invited Councillor Gatland to propose the motion. The Councillor highlighted the reassurance provided to parents by schools having a good Ofsted judgement or above. Additionally, the role of Ofsted in the improvement journey of the Council's Children Services was stressed. It was noted that all Members wanted the very best for the children for which the Council had responsibility. Councillor Gatland stressed that it was right for the Ofsted inspection process to provide challenge to the service.

Councillor Creatura seconded the motion and reserved the right to speak.

The Mayor invited Councillor Shafi Khan to respond to the motion. It was highlighted that the motion failed to acknowledge the role of various partners, such as children, teachers, support staff, link advisers, in the improvement journey. It was suggested that the motion was mischievous especially as proposed during the pre-election period of heightened political sensitivity. High profile academy failures demonstrated the limitations of the school inspection regime and the potentially negative effect of Ofsted's inspections on teacher mental health and wellbeing was raised.

The Mayor invited Councillor Alisa Flemming to respond to the motion. The Cabinet Member for Children, Young People & Learning highlighted that the Council meeting was being held during Black History Month which celebrated the diverse and vibrant community in Croydon. The Cabinet Member stressed the need for the education sector to reflect all of the Croydon community. However, as a black student you were more likely than your white peers to be excluded from school, a risk that increased with age. There was also a higher risk of leaving without qualifications. Councillor Flemming called for the mandatory teaching of black history and stressed the need for schools to be more tolerant and outward focused to reflect everyone and that all our children mattered. The Cabinet Member stated that it took a village to raise a child but that some of Croydon's children were not valued by the village. It was explained that real social justice happens when the community can achieve for all. The Cabinet Member announced that Labour Group Members would be abstaining on the motion until it was possible to create an education system that could represent all children. Until this was achieved, it was not possible to say that the education system was fit for purpose.

Councillor Creatura exercised his right to speak and highlighted the contribution made by Academies and Free Schools. Also that there was a large number of children in the borough attending independent schools and how this offered choice to parents. The Special Education Needs and Disability offer delivered through the independent sector was stressed. It was emphasised that any attempt to curtail the independent sector would have a big impact on education in Croydon. Likewise, the Councillor highlighted that if it was decided to abolish Ofsted this would have a big impact on education. The motion praised Academies and Free Schools, independent schools and school inspections in addition to pledging support for education partners. Councillor Creatura called on the Council to send a strong message.

The motion was put to the vote and carried with all the Labour Group Members abstaining.

62/19 **Recommendations of Cabinet to Council for decision**

The Mayor invited Councillor Hall, the Cabinet Member for Finance and Resources, to move the recommendations referred from Cabinet on 19 September 2019 relating to the Quarter 1 Financial Performance for 2019/20. The Cabinet Member explained that as part of the action being taken to address Government cuts to the budget, it was being proposed to increase the budget of the capital programme. This had been used to invest in Croydon Park Hotel with income being generated from long leases. It was planned to increase this budget so that the Council could act on additional schemes coming forward. Additionally, the recommendation to increase borrowing limits was about borrowing for a purpose for income generation and development. This would enable the Council to unlock investment in the borough for the benefit of Croydon's economy by increasing the asset investment fund.

The recommendations in the report were seconded by Councillor Patsy Cummings, the Deputy Member for Finance and Resources.

The motion was put to the vote and carried.

RESOLVED: Council AGREED the recommendations and approved:

- i. the increase to the capital programme by £112.816m as set out in Table 6 of the officer's report; and
- ii. the increase to the Operational Boundary for borrowing and Authorising Borrowing Limit of £219.296m as set out in Table 7 of the officer's report.

63/19 **Exclusion of the Press and Public**

This item was not required.

The meeting ended at 9.45 pm

Signed:

Date:

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REPORT TO:	COUNCIL 16 DECEMBER 2019
SUBJECT:	CROYDON QUESTION TIME: A) PUBLIC QUESTIONS B) LEADER AND CABINET QUESTIONS
LEAD OFFICER:	Jacqueline Harris Baker, Executive Director Resources and Monitoring Officer
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT: 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; and
 - 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. Question Time is split into two part; 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 timeframe 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
Oliver Lewis	Cabinet Member for Culture, Leisure & Sport
Alisa Flemming	Cabinet Member for Children, Young People & Learning
Jane Avis	Cabinet Member for Families, Health & Social Care

Pool 2

Name	Portfolio
Alison Butler	Deputy Leader and Cabinet Member for Homes & Gateway Services
Hamida Ali	Cabinet Member for Safer Croydon & Communities
Manju Shahul-Hameed	Cabinet Member for Economy & Jobs

Pool 3

Name	Portfolio
Stuart Collins	Deputy Leader and Cabinet Member for Clean, Green Croydon
Stuart King/Paul Scott (job share)	Cabinet Member for Environment, Transport & Regeneration
Simon Hall	Cabinet Member for Finance & Resources

- 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.

CONTACT OFFICER: Annette Wiles
Senior Democratic Services and Governance Officer
Council & Regulatory
Ext 64877

APPENDICES: Leader and Cabinet Member Bulletins

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Leader of the Council Cabinet Member Bulletin Councillor Tony Newman December 2019

News

Third Anniversary of the Croydon Tram Incident

The third year anniversary of the Croydon tram incident at New Addington took place on the 9th November. Myself, The Mayor of Croydon, Council Officers and many members of the community came together to stand with the families of those who died, those who were on the tram who continue to recover from their experience and everyone so sadly affected by this tragic incident. We shared a minute's silence before laying flowers and taking time to remember and reflect.



Three years on, the dreadful morning of the 9th of November is so deeply felt by so many; the Council will continue to stand in solidarity with the families and survivors, particularly through the upcoming inquests which are now being planned for by the Coroner and follows the Crown Prosecution Service charging decision published on the 31st October.

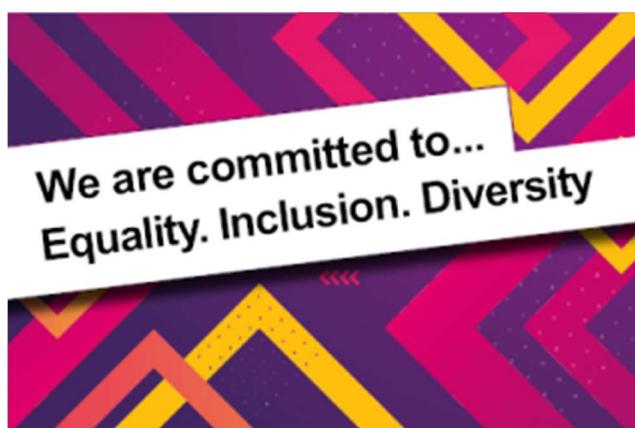
Equalities – rising to the challenge!

The Council took part in the LGA's Equality Framework for Local Government (EFLG) peer review to demonstrate that equalities and inclusion really are at the heart of how we do our jobs and deliver services.



Leader of the Council Cabinet Member Bulletin Councillor Tony Newman December 2019

The EFLG is an important performance improvement and benchmarking tool that local authorities in England use to map their organisation's practice in terms of equality and inclusion and is an opportunity to examine whether our policies, processes and leadership are developing better equality and inclusion outcomes for our staff, residents and communities.



We're very happy to announce that, following last week's three day visit by the peer review challenge team and a formal assessment, the feedback was very positive and all the signs are indicating that we are on track to be awarded '**Achieving Level**' – the level at which we agreed to be assessed.

UASC Underfunding/ Cross Party Lobbying

The Council continues to lobby government with local cross-party support for the shortfall in funding for unaccompanied asylum-seeking children. Last year Croydon had to make up a £10m shortfall, with a further £9m expected this year, to ensure these children are properly supported.

This position has now become an unsustainable and government has a responsibility to help. As part of our lobbying we have started to work with colleagues from Westminster, Camden and Hillingdon who are experiencing similar financial pressures from UASC under funding.



Leader of the Council Cabinet Member Bulletin Councillor Tony Newman December 2019

Croydon in ambitious bid to boost late-night economy

It was great to welcome Amy Lamé back to Croydon as a special guest at Croydon Council's Cabinet meeting in November. Croydon's plans to boost its late night economy were praised by London Night Czar Amy Lamé whose role is to champion London's nightlife and ensure the capital thrives as a 24-hour city, Amy Lamé told members she hoped to see other boroughs follow in Croydon's footsteps

Our night-time economy is changing and developing, with the revival of our live music scene and increasing numbers of new venues and events coming to the borough. We want to nurture this, and build on it as our town centre regenerates and grows, working with all our local partners to ensure Croydon is the destination for South London and an exciting, safe and attractive place to visit at night"





Leader of the Council Cabinet Member Bulletin Councillor Tony Newman December 2019

Croydon / Sussex innovation centre visit

On Thursday 14th November I was pleased to be able to visit the Sussex Innovation Centre and meet some of our exciting enterprising Tech businesses.

Located in the iconic No.1 Croydon opposite East Croydon Station, Sussex Innovation Centre are a business incubation network, who support entrepreneurs, start-ups and scale-ups across Croydon. Their business community is comprised of ambitious companies who are innovators in their field - solving important problems in new ways.



The companies I visited were delivering enterprising innovation that focused on parking solutions, to employment and education. A mixed community that were passionate about their companies and were keen to grow their business in Croydon an inspirational group that showed how Croydon is developing a vibrant tech community.



Leader of the Council Cabinet Member Bulletin Councillor Tony Newman December 2019

If you are interested in knowing more about the support business support and employment opportunities offered in our borough why not talk to our Economic Growth Team who are always happy to help (carol.squires@croydon.gov.uk).

Sustainable Croydon

After a unanimous decision, Croydon declared a Climate and Ecological Emergency at July Council. As a result of this, we're taking action to ensure that sustainability is at the heart of everything we do which includes a Citizen's Assembly on Climate Change and a Commission aimed at making Croydon a sustainable city.

A citizens' assembly is a group of people who are brought together to discuss an issue or issues and reach a conclusion about what they think should happen. Using this method would ensure that the actions the Council takes in regards to climate change would be heavily influenced by the voice of residents. The outcome of the Citizen's Assembly will be both reported to a future Cabinet and help inform the work of the commission.

The Citizen's Assembly sessions will be taking place in the January – February 2020.

A report to Cabinet in the New Year will detail the independent commission announced at previous Council meetings. It will provide information on the Terms of Reference for how the Sustainable Croydon Commission will aim to tackle making Croydon a more sustainable place and who the commissioners will be. This method will be supported by the New Economics Foundation, independent advisors that have experience in this subject area, to ensure that the commission is independent and appropriately supported to fulfil its purpose.

By giving evidence to the commission, young people, residents, voluntary and community sector organisations and businesses will have the opportunity to directly affect the recommendations to Council on what actions to take.

As we continue to work towards a more sustainable future, we recognise that the task ahead is monumental and requires the whole borough to work together as a community to bring about lasting change. I'm proud to say that we are taking action on such an important matter by ensuring that local residents, businesses and young people will be a part of the journey every step of the way.



Leader of the Council Cabinet Member Bulletin Councillor Tony Newman December 2019

Leader's Diary

Savvy Theatre Opening – Fairfield's

Mayors Diwali Event

Welcoming Talawa Theatre to Croydon

10th Develop Croydon Conference

Croydon Council Staff Awards

London Councils Leaders Committee

LGA finance & Resourcing Board

Meeting with Borough Commander

Economic Development Conference

Business Network Launch – Boxpark

Meeting with the New Economic Foundation

Cllr Tony Newman

Leader of the Council

Homes & Gateway Services

Cabinet Member Bulletin

Councillor Alison Butler

December 2019

LATEST NEWS

Croydon's statutory rough sleeper count – 28th November – 29th November 2019

I would like to thank the many Croydon Council staff, Croydon Reach and other volunteers who take part in the annual rough sleeping count.

The Rough Sleeper Count is an annual statutory commitment to holding a large scale coordinated head count of those found bedding down on the streets. The event is held at the end of November each year by each London borough and all council across the country receiving MHCLG funding for rough sleeper response and prevention services. The count is held on the same night across London to avoid duplicate counting. The figures accrued from the rough sleeper count are used for national statistics, reconciliation of outcomes and funding streams and design of rough sleeper strategies both locally and nationally

The event is overseen by the Homeless Link who act as a moderator to ensure best practice.



Croydon's Gateway Service coordinate this event with a mixture of service providers across rough sleeper services as well as a large cohort of volunteers sourced internally. The volunteers attend a number of training sessions prior to the street count in order to be prepared for such event. In spite of increasing numbers of street homeless hitting Croydon's streets our statutory rough sleeper count has more than halved in the last three years due to a range of initiatives including Housing First, Rapid Rehousing Pathways and excellent partnership working across all sectors.

Homes & Gateway Services

Cabinet Member Bulletin

Councillor Alison Butler

December 2019

Approximately 40 people in total searched the borough in multiple teams spread amongst designated routes, counting the total number of people bedded down. Croydon also carries out a bi-monthly street count as part of our rough sleeping initiative funding which operates on a similar principle to the annual count but with less volunteers.

If you want to know more or get involved in street counts or helping street homeless please contact Rebeccah.clews@croydon.gov.uk or Leo.fenn@croydon.gov.uk

Somewhere Safe to stay assessment hub

Following a successful funding bid by Croydon's Gateway Service, Croydon Council was granted £622,000 to develop and establish an innovative assessment hub.

Throughout November the somewhere safe to stay hub located in the north of the borough, mobilised through a soft launch for up to 8 rough sleepers whilst various processes were put into practice and capital works are completed. One half of the site remains closed until early December when the full launch of the hub will take place.

The council has commissioned Evolve to manage the assessment hub, which includes shared sleeping quarters, female-only shared bedrooms, a private room, a kitchen and a medical room. The hub will offer up to 15 people a bed for up to 72 hours and a same-day holistic assessment of their financial, health and housing circumstances.

Rough sleepers, or people about to sleep rough, are referred to the hub by the council's homelessness assessment team and partners including Croydon Reach and Crisis. They then receive help into settled accommodation and one-to-one help with their finances and job skills.

To refer rough sleepers, or for rough sleepers to self-refer, contact **StreetLink** by calling **0300 500 0914**, visiting their website or downloading their app on iOS or Android.

To help rough sleepers aged under 18, contact the council's emergency duty team at Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA or call the Metropolitan Police.

Homes & Gateway Services

Cabinet Member Bulletin

Councillor Alison Butler

December 2019

Crystal Palace FC re-opens its Selhurst Park extreme weather emergency shelter in partnership with Croydon Council

Crystal Palace Football Club is re-opening its extreme weather emergency shelter for rough sleepers at Selhurst Park this winter in partnership with Croydon Council.

Whenever the overnight temperature is forecast to fall below freezing, the Glaziers lounge at Selhurst Park will be converted into a temporary overnight shelter for up to 10 rough sleepers, staffed by volunteers and specialists from the council's homelessness services. New arrivals are welcomed with a camp bed for the night, a hot evening meal, breakfast and washing facilities before the space is converted back for normal club use each morning.

Rough sleepers are given advice by staff from Croydon Council's Gateway homelessness prevention service and its specialist outreach support workers from Thames Reach, who will try to help them find long-term alternatives to rough sleeping. When Selhurst Park is unavailable because of home matches, and over the Christmas period, the council will continue to refer rough sleepers to other emergency shelters in Croydon and central London.

Croydon Churches

Croydon Churches Floating Shelters (CCFS) have operated in Croydon since 2004 and is entirely run by committed volunteers. The CCFS operate from November through to the end of March each year. The service is run by a number of churches across the borough on a rota basis. The churches provide 14 bed spaces every night in an effort to help street homeless people get off the streets.

The volunteers at the churches provide hot food, a bed for the night, breakfast and a packed lunch and also provide invaluable companionship and support in a caring environment.

Croydon's outreach services provided by Croydon Reach work with the rough sleepers and help them to access the shelters. Croydon's Gateway Service work closely with the outreach teams and the churches by assisting with the coordination of volunteers and providing support and services to our rough sleepers.

Homes & Gateway Services

Cabinet Member Bulletin

Councillor Alison Butler

December 2019

Launch of Monks Hill Community Connect & The Food Stop



At the official launch on 22nd October 2019, St Francis's Church in Monks Hill was welcomed as the latest location to adopt the Community Connect / Food Stop model, a multi-agency approach which saves low-income families up to £700 a year on household bills.

Community Connect provides help to Croydon's most vulnerable residents and families, with Croydon Council's Gateway service delivering budgeting, debt, income maximisation support and help with employment support to boost training skills & job opportunities.

As part of Community Connect, residents can benefit from accessing The Food Stop which offers around £15 to £20 worth of fresh food and other groceries for £3.50 a week to those who are struggling financially, especially those affected by welfare reforms or those who are in debt.

Community Connect/Food Stop was first piloted at the Family Centre in New Addington and St Francis Church will add to the great success, by providing families in Monks Hill and the surrounding areas to access to the Food Stop and support of Community Connect.

Croydon ranked 2nd for tackling food poverty November 2019

Croydon has been ranked second among the top London councils for helping to lift families out of food poverty, jumping from eighth place last year in the annual [Beyond The Food Bank league table](#) – run by food charity Sustain the report measures actions the council can take to help support vulnerable residents and families who are at risk of food poverty.

Homes & Gateway Services

Cabinet Member Bulletin

Councillor Alison Butler

December 2019

Croydon excelled this year through dedicated staff going above & beyond their normal duties to secure funding of more than £600,000 to tackle holiday hunger, supporting breastfeeding and weaning parents and creating innovative ways to encourage families to claim Healthy Start vouchers to purchase milk, fruit and veg to maximise struggling families income.



Further targeted work to eliminate food poverty was also commended including the [Food Stop](#), a community-led alliance helping residents to better manage their finances and offering them low-cost food. In addition the success of Croydon's seven food flagship schools and Croydon's SUGAR SMART campaign, which has a number of growing local food businesses signed up to the council's Eat Well Croydon scheme was also celebrated.

Ground Source Heat Pump at Chertsey Crescent

The Council is piloting a low-carbon, ground-source heat pump system to reduce council tenants' bills while helping the environment. The heat pump being installed at a 10-storey block in New Addington will reduce carbon emissions, help improve air quality, and save up to £300 per home per year on more than 40 households' heating bills. The pump works by extracting the natural heat stored more than 200 metres beneath the ground, and then piping it into residents' homes.

Homes & Gateway Services

Cabinet Member Bulletin

Councillor Alison Butler

December 2019

The block in Chertsey Crescent is the first Croydon Council building to get the technology, which will replace the existing electric storage heaters. As well as saving each home between £260 and £300 a year off residents' bills, the ground source heat pump is expected to cost the council less to maintain. The project aims to contribute towards a local carbon emissions reduction target – 34% by 2025 – set by the council as it declared a climate emergency this summer. The average night storage heater produces approximately 1,092kg of carbon dioxide per year, compared to the new system that produces around 396kg per year.

The £700,000 heating system will be funded through the council's ring-fenced housing budget and via energy credits from energy regulator Ofgem. Specialist Company Kensa expects to complete the works by spring 2020, which have been timed to coincide with an 18-month, £3.2 million refurbishment to the block including new insulation, a replacement roof and windows, landscaping and new parking.



Full Fibre Broadband to Social Housing

Full fibre broadband is to be delivered to our council homes. We are working with Community Fibre and Open Reach to bring up to 1Gb broadband speeds to residents across the borough. Community Fibre have started their infrastructure deployment in South Norwood at Sevenoaks and Tonbridge blocks and on the Regina Road Estate. They will next be surveying around South Norwood and Upper Norwood. Open Reach are currently surveying in Thornton Heath and we are expecting a detailed delivery programme very shortly. Through the delivery of the broadband there will also be the creation of local employment opportunities, apprenticeships, skills and training opportunities, as well as free Wi-Fi to a number of community sites across the borough.

Homes & Gateway Services

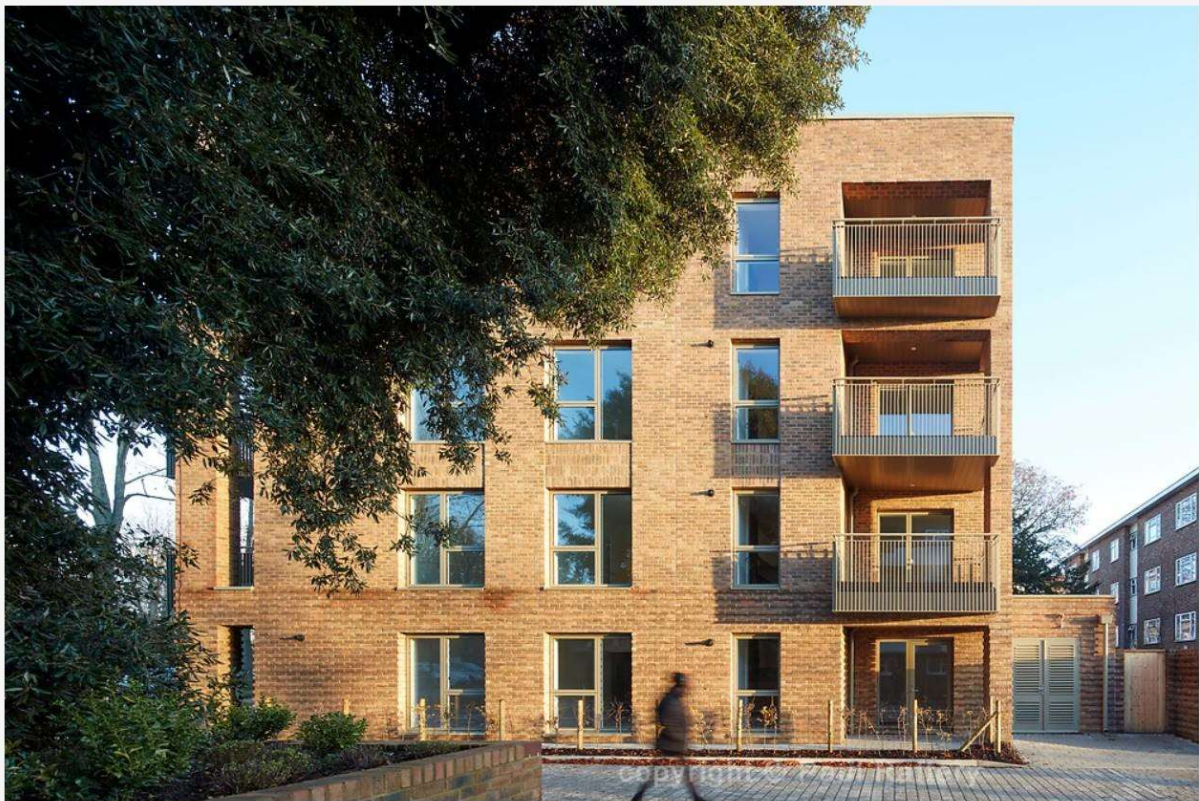
Cabinet Member Bulletin

Councillor Alison Butler

December 2019

Brick by Brick

Brick By Brick has started completions of its first schemes. The first official completions are at Auckland Rise & Sylvan Hill in Upper Norwood, with Flora Court in Thornton Heath coming soon after. The houses at Ravensdale & Rushden in Upper Norwood, and Windmill Place in Old Coulsdon, are almost 100% reserved and are also close to handover.



Between them, these schemes offer a mix of private sale, shared ownership, and affordable rent homes, with a significant proportion of reservations coming from residents of Croydon. It's especially exciting to report that our first new affordable rent tenants have been allocated new homes, and will be moving in before Christmas 2019.

Brick By Brick has started a series of public consultations on new sites across the borough, holding community events to share ideas before they go to planning in 2020. In New Addington and Fieldway a deeper level of resident involvement in the design process is being offered, with the aim of delivering homes that meet the needs of local residents even more closely. This is a joint initiative being trialled by Brick By

Homes & Gateway Services

Cabinet Member Bulletin

Councillor Alison Butler

December 2019

Brick and Croydon Council, and the intention is to introduce the approach across the wider pipeline as it develops.

Brick By Brick have recently announced that they have been awarded £1.9m of additional funding from the GLA to help with the additional challenges that small sites present, which is great news for Croydon. This funding will help Brick By Brick progress with its ambitious pipeline of sites, delivering more well-designed homes for Croydon, and a return to its sole shareholder Croydon Council.

For more information on Brick by Brick projects see www.wearebrickbybrick.com or follow @brickbybrickldn on Twitter.



Clean Green Croydon Cabinet Member Bulletin Councillor Stuart Collins December 2019

Real Christmas Tree Collections

If you decide to use a real Christmas tree this year then it will be collected between Monday 13 January and Monday 27 January 2020.

All you have to do is remove the decorations and tree pots then place your tree as close to the front boundary of your property as possible, making sure that it is visible from the kerbside, without blocking access or the pavement at the start of the two-week period.

Alternatively if you subscribe to the garden waste collection service, cut it up and put it in your bin and present it on your normal garden waste collection day,

Properties with communal bins should put their trees outside the bin store but make sure they do not block access.

If your property has no frontage then present your tree with your normal rubbish on your collection day.

If your tree is missed during this two week period you can:

- Take it to the Household Reuse and Recycling Centre at Factory Lane, Fishers Farm or Purley Oaks
- Put it out next to your rubbish bin on your next collection day (please note your tree won't be recycled)
- Cut it up and put it in your garden waste bin if you have a subscription

Trees must not be dumped outside a recycling centre.

Letter to Secretary of State for Environment, Food and Rural Affairs

As I wrote in a previous bulletin, I sent a letter to both Theresa Villiers who started in July and Michael Gove who was the Secretary of State until July. I wrote to express my concerns about the increasing number of fly tips being seen on a national scale and the costs to local authorities of dealing with these. I did receive a response from Theresa Villiers at the end of September and was disappointed that the letter did not address a purchase tax for commonly fly-tipped material.

I have since replied expressing my disappointment that the reply did not address the key points. Despite the lack of any new schemes from the Secretary of State Croydon are tackling these issues locally.

We will soon be introducing an initiative that gives £100 reward for any information about fly tipping that leads to a successful prosecution. Residents can report any fly tips they see via the Don't Mess with Croydon App.



Clean Green Croydon

Cabinet Member Bulletin

Councillor Stuart Collins

December 2019

Warning After Business Waste Clampdown

Croydon shopkeepers are being reminded they face fines if they illegally dump their trade rubbish after a council-led multi-agency operation found several businesses flouting the law.

Over the past three years Croydon Council has introduced time restrictions on when businesses in fly-tipping hotspot areas can legally leave their trade waste on the street for collection to stop other people adding more rubbish illegally.

More than 3,000 business properties along major routes affected by fly-tipping, from London Road in Norbury to Brighton Road in Coulsdon, can only have their trade rubbish collected between 5pm and 8am. This waste has to be properly bagged and sealed and collected by a licensed private contractor.

Known as time-banded waste collection, it was introduced in 2016 as part of the council's Don't Mess With Croydon – Take Pride campaign. This focuses on enforcement against fly-tipping alongside boosting recycling figures and the number of community champions who lead litter picks.

However, an operation focusing on 40 businesses along Thornton Heath High Street last month found several traders either leaving their own trade waste outside these times, dumping loose items or littering.

To keep pavements outside shops clear of fly-tips, shopkeepers must be properly licensed and get rid of their rubbish responsibly.

The mess caused by shopfront fly-tipping is bad for the environment and bad for business, so this operation is a wake-up call for shopkeepers to follow the rules or risk both more fines and fewer customers.

Out of 40 visits by council officers and Veolia staff, 10 fixed penalty notices of £150 were issued, including six for not leaving trade waste in the correct bags, two for fly-tipping and two for littering.



AMBITIOUS FOR CROYDON



Finance and Resources

Cabinet Member Bulletin

Councillor Simon Hall

December 2019

International recognition for our work on social value

Because of our outstanding work on social value where we are really setting the trend, I was invited to attend the OECD (Organisation for Economic Co-Operation and Development) annual Public Procurement week in Paris.

On 22 October, I was one of the speakers and panellists for a session on "Leaving no one behind: when cities are taking the lead for more inclusive public procurement". There was interest and praise for innovation on procurement and social value from a wide-ranging international audience, including European countries, Australia and Canada.

Unaccompanied Asylum Seeking Children funding

We continue to face a huge financial burden regarding Unaccompanied Asylum Seeking Children, given our role as a gateway authority, the continued failure of national dispersal and wholly inadequate funding arrangements from the Home Office.

The shortfall in funding is of the order of £10 million. To put this in context, that is about 6% of what we collect in Council tax. There is continuing work to lobby and present Croydon's arguments to the Home Office.

Asset investment strategy

We are continuing our policy of acquiring investment properties. We are just acquiring two properties, one in New Addington, one just off Purley Way. These will generate some £400,000 after interest costs. There are many other opportunities that are being pursued.

My Resources team

Our My Resources project has provided a new platform for finance, HR, procurement and payroll. It was successfully rolled out last year, thanks to incredible work from a dedicated team led by Vicky Richardson. This new platform, together with the new ways of working, is delivering very real benefits for the Council.

It was my pleasure to give the team a well-deserved Special Recognition Award at the recent Croydon Council Staff awards.



Finance and Resources

Cabinet Member Bulletin

Councillor Simon Hall

December 2019

Workforce Strategy

The workforce strategy was approved by Cabinet on 18 November, after unprecedented levels of engagement with staff and input from an external expert, Joe Montgomery.

Our staff are amazing, delivering services that make a huge difference to residents' lives. And showing huge dedication, not least given the extra pressures brought on by funding cuts, growing need for service and a multi-year pay freeze. I want to pay tribute to our staff.

Over the last five years, we have made real progress. Whether it is the London Living Wage. Whether it is the active and supported staff groups – such as BAME and LGBTQ+ but also Carers and Mental Health. And whether it is our diverse senior management team, the most diverse in London and, I suspect the country!

As an administration, we are never satisfied. We know that there are still areas we can improve on, including reducing or eliminating the gender pay gap, reducing the ethnicity and disability pay gaps and bringing down the level of agency staff (14%), notably in Social Care

Some of the themes in the report:

- Building teams and combatting bullying, harassment and discrimination of any sort
- Encouraging innovation and all staff to speak up and speak out
- Making sure the workforce is truly representative of our diverse communities
- Allowing staff to grow and develop a career, including running BAME, women and disabled leadership programmes
- Rewarding and promoting good performance
- Ensuring that we are an employer of choice
- Improving our recruitment programme, including blind shortlisting and diverse recruitment panels
- Strengthening cross-council working and collaboration

We will be making sure that we monitor the implementation of the strategy on a regular basis, as this strategy will be a live document

Our workforce needs to be resident-focused, innovative and really in touch and in part with our communities. In brief, we want to be an employer of choice, with an inclusive diverse workforce that is delivering to residents and promoting and living our ethos.



Finance and Resources

Cabinet Member Bulletin

Councillor Simon Hall

December 2019

New website soft launched with Adult health and Social Care content

On Thursday 21 November, CDS unveiled the “beta” version of the new website they are developing to replace the main croydon.gov.uk site. Described by our Chief Digital Officer, Neil Williams, as “quietly radical”, the new site is designed to be mobile-first, fully accessible to people with disabilities, with much clearer content that is being rewritten from scratch. The site introduces new design patterns that will structure content as clear tasks to make it easier for residents to find and use council services – and from now on no resident-facing digital service is permitted to go live unless it adopts the new design system. You can read about the background and keep track of progress on the Croydon Digital blog. The site will exist in parallel with the old site, and gradually take over from it throughout 2020. The new homepage will switch over in April.

Croydon Digital Service finalists in LGC Awards 2020

The council's new digital team has been selected as a finalist for the 2020 Local Government Chronicle awards, in the Digital Impact category. The award bid is for the impact of creating this new team, culture and approach and for the successes it has been able to demonstrate in its first year of existence.

It was a record year for nominations so the team has done well to be shortlisted! Congratulations CDS!

Improvements to internal systems on track

Dozens of the council's key internal technology systems are at varying stages of renewal, including those used in adults & children's social care, education, housing, revenues & benefits, planning and building and regulatory services.

These are long-running pieces of work, some of which will bear fruit in 2020. The replacement of the system used in adult social care will be a major step forward for the service and is on track to complete in October 2020.

Croydon Schools Tech Roadshow

A series of assemblies and workshops will take place across a number of schools from January – March 2020. Partners such as Amazon, Sopra Steria, Institution of Civil Engineering, and Institution of Engineering & Technology, Community Fibre as well as the Mayor of London's Digital Talent Programme and others will come together at secondary schools across Croydon to raise awareness of Tech and Digital Skills and Careers. More details can be found at Croydon.Digital

Freeformers Facebook Digital Skills Programme

600 students from Croydon College and Coulsdon College took part in the train in October and November. A session for 18+ Croydon jobseekers who are seeking to upskill will be held on 6th Dec at BWH. Contact Croydon Works to sign up!

AMBITIOUS FOR CROYDON – DELIVERING FOR CROYDON



Finance and Resources

Cabinet Member Bulletin

Councillor Simon Hall

December 2019

Commissioning and Contract Management Week

I attended the opening of the Council's annual Commissioning and Contract Management Week at the end of October. The theme of the week was 'Intelligent and Joined Up Commissioning' and the important role this has in delivering front line services to residents.

With over 100 officers present from all areas of the Council it focused on how using business intelligence is as important as ever to inform decisions that affect how we commission services. The feedback from the session focused on:-

- How we should use data to support decisions.
- Not working in silo
- How we should work closer with our partners and the VCS sector
- Avoiding duplication
- Improved integration and collaboration of services

This week supports our revised Commissioning Framework which encompasses an overarching commitment to 'Ethical and Sustainable Commissioning' that maximises on social value, fosters local employment, promotes fair pay, encourages local business growth and supports community priorities.

During the week there were focused sessions on key issues that affect how we commission such as diversity, modern day slavery, social value and buy local. This continues our focus on ethical and sustainable commissioning in support of residents and Croydon's businesses.



Councillor Paul Scott (Job Share)
Lead for Planning and Regeneration

Environment, Transport and Regeneration December 2019



Councillor Stuart King (Job Share)
Lead for Environment and Transport

Tree Planting Programme 2019/20

The Council is now in its second year of the Five Year Street Tree Planting project which will see 3500 new street trees planted across the borough by the end of 2023. 1100 trees were planted in Year One of the project and a further 850 trees are planned for this year with planting already underway.

The Project has attracted funding from the Mayor's Greener City Fund (which cannot be used to plant street trees). This involves £10k to plant trees in Ashburton Park and Ashburton Playing Fields, with the latter being in partnership with the Regeneration Department to support a proposed sports development project. In addition the Council has recently been awarded further funding from the Mayor in the form of a grant of 20k to plant flowering Cherry trees on 'Cherry Tree Green' to coincide with 'National Tree Week'. In addition further trees will be planted in several 'sheltered' housing sites located in the Borough.



The Council has also been successful in obtain grant monies from the Urban Tree Challenge - A £10 million scheme recently launched to plant more than 130,000 trees across England's towns and cities and forms part of the government's commitment to plant one million urban trees by 2022.

I am now awaiting the results of the final offer which will fund tree planting in 2020/2021 in the wards identified by the Forestry Commission as having 20% less tree canopy than other parts of the Borough.

Climate Change Citizens Assembly

After a unanimous decision, Croydon declared a Climate and Ecological Emergency at the Council's July meeting. As a result of this one of the actions the Council is taking is to establish a Citizen's Assembly on Climate Change and a Commission aimed at making Croydon a sustainable city.

A citizens' assembly is a group of residents who are brought together to discuss a challenging and difficult issue and reach a conclusion about what they think should

AMBITIOUS FOR CROYDON

happen. Employing this approach will ensure that the voice of residents' is very much at the heart of the plans the Council adopts to tackle our climate crisis. The outcome of the Citizen's Assembly will be reported to a future Cabinet as well as provided to the Climate Commission.

The report to Cabinet in January 2020 will detail how the independent commission on sustainability will gather evidence, assess the current situation in Croydon and make recommendations back to Cabinet. This method will be supported by independent advisors to ensure that the commission is independent and appropriately supported to fulfil its purpose.

By giving evidence to the commission, young people, residents, voluntary and community sector organisations and businesses will have the opportunity to directly influence the recommendations that will be put to Council on what actions to take.

As Croydon continues to work towards a more sustainable future, the Council recognises that the task ahead is monumental and requires the whole borough to work together as a community to bring about lasting change. The above options are geared towards ensuring that local residents, businesses and young people will be a part of the journey every step of the way.

New Environmentally Friendly Gritters Ready for Winter

A new fleet of 10 low-emission gritters will be helping keep Croydon's roads clear as the borough prepares for winter weather.

The new gritters are fitted with a tracking system which will enable them to be quickly diverted to areas in need of urgent treatment, for example if a water pipe bursts.

Alongside this 5,500 tonnes of salt have been stockpiled to treat roads and footpaths across the borough, and arrangements are already in place should more salt need to be bought during the winter.

Priority is given to gritting key routes including A and B roads, main bus routes, approaches to rail stations as well as fire, police and ambulance stations, and roads with steep gradients. Pavements and roads around polling stations will be treated as appropriate on Thursday 12 December.

The 570 public salt bins across the borough have been stocked and will be monitored across the winter. Schools, along with housing and social support services have all been given advice on how to access grit for their buildings.

Meanwhile proactive monitoring of Croydon's gullies and soakaways in areas at risk of floods alongside regular reviews of water level and rain fall monitors will allow a quick response if there's a risk of flooding.

As ever we are working hard to try prepare for the cold weather and this year the low-emission vehicles will help make this a greener Christmas. We're working hard to make sure the borough is as prepared as it can be to meet the weather's challenges.

More information on Croydon's winter maintenance is available [here](#).

Croydon's Green Fund

As of October 2019, the Green Fund has been open for bids to provide funding support for projects, activities and initiatives that promote **environmental protection, green living** and a **sustainable lifestyle** in Croydon. This opportunity is available on the Green Fund page on the Council's website <https://www.croydon.gov.uk/community/advice/tsfunding/funding/green-croydon-fund>

The fund will remain open all year around, but applications will be reviewed, and awards will be made three times each year, and confirmed by email. The funding decisions will be made by the Communities Team in consultation with the Cabinet Member for the Environment, Transport and Regeneration.

The sum of £250,000 will be made every year over three years to voluntary organisations delivering either small/medium projects within Croydon that require £1,000 - £15,000, or medium/large projects requiring £15,001 - £50,000.

This fund is also open to applications that extend beyond one year. Multi-year bids will be awarded on an indicative basis, and will be subject to performance.

Green Fund Projects must take place in Croydon, and should deliver an environmental benefit linked to at least one of the following priority areas; environmental protection, green living, sustainable lifestyles.

Projects should also demonstrate, using clear evidence, a link to the priorities outlined in our [Croydon Council's Corporate Plan](#) e.g.; reducing social isolation and creating a greater sense of community involvement, creating an environment where our young people thrive and reach their full potential, providing volunteering opportunities, particularly hard to reach groups

Organisations should be non-profit and be at least informally constituted, which means having a bank account in the name of the group with a minimum of two signatories. Funding cannot be used to pay staff.

Bus Route Changes for Tollers Estate and Cane Hill Estate

Transport for London (TfL) and Croydon Council undertook parallel public consultations in January and February 2019 associated with the potential re-routing of the 404 bus service to serve the Tollers Lane Estate and accompanying highway changes.

The Council split the highway changes in the Tollers Lane Estate into two broad phases.

The final phase works are being undertaken during November / December 2019 and include the following:

- New bus stops;
- New footpaths / footways to connect to the new bus stops;
- New double yellow line parking restrictions at key junctions / pinch points;

TfL Approval of Bus Changes

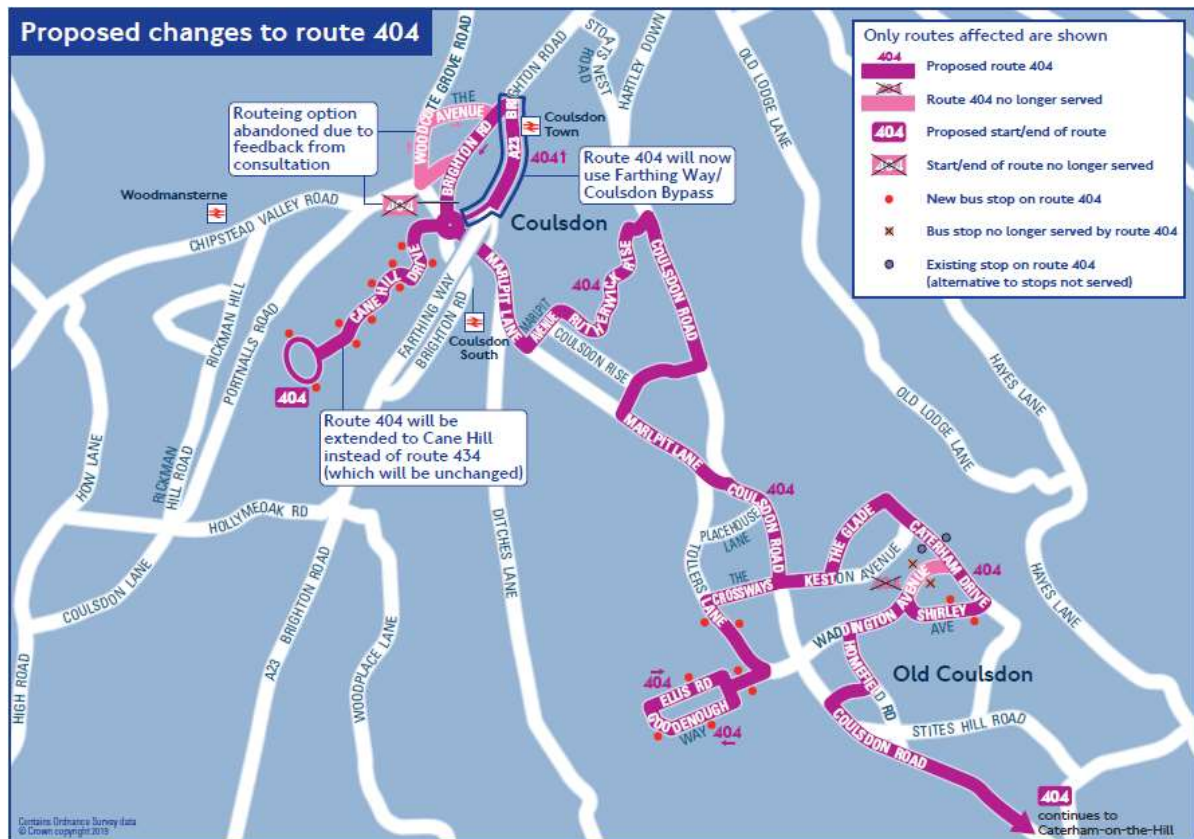
In October 2019 TfL agreed to proceed with amendments to the 404 bus service, (subject to a satisfactory route test i.e. a bus fitting around the route). The agreed changes include:

- Extending the 404 service into Cane Hill to stand at Cane Hill Drive. This is intended to route in an anti-clockwise loop via Farthing Way and Brighton Road in both directions, enabling direct connections to Coulsdon Town Station;
- Diverting the 404 route into Tollers Lane Estate
- Diverting the 404 route via Shirley Avenue
- Increasing the frequency to 2 buses per hour and introduce a Sunday service.

There will be no changes to the 434 bus service.

TfL's Consultation Report relating to the changes can be found at:
<https://consultations.tfl.gov.uk/buses/routes-404-434/>

It is intended to implement the changes, including the new link to serve the Tollers Lane Estate, in early 2020. A map illustrating the route changes is shown below:



New Addington Heating System Pilot

Croydon Council is piloting a low-carbon, ground-source heat pump system to reduce council tenants' bills while helping the environment. The heat pump being installed at a 10-storey block in New Addington will reduce carbon emissions, help improve air quality, and save up to £300 per home per year on more than 40 households' heating bills. The pump works by extracting the natural heat stored more than 200 metres beneath the ground, and then piping it into residents' homes.

The block in Chertsey Crescent is the first Croydon Council building to get the technology, which will replace the existing electric storage heaters. As well as saving each home between £260 and £300 a year off residents' bills, the ground source heat pump is expected to cost the council less to maintain. The project aims to contribute towards a local carbon emissions reduction target – 34% by 2025 – set by the council as it declared a climate emergency this summer.

Removing electric storage heaters cuts enough carbon emissions equivalent to a 4,150-mile car journey. The average night storage heater produces approximately

1,092kg of carbon dioxide per year, compared to the new system that produces around 396kg per year.

Specialist Company Kensa expects to complete the works by spring 2020, which have been timed to coincide with an 18-month, £3.2 million refurbishment to the block including new insulation, a replacement roof and windows, landscaping and new parking. The £700,000 heating system will be funded through the council's ring-fenced housing budget and via energy credits from energy regulator Ofgem.

Making Croydon more sustainable is a key council priority, and by both cutting carbon emissions and residents' heating bills this project underlines our commitment to improving the environment.

LATEST NEWS

GROWTH ZONE

Croydon town centre continues to see rapid change with new buildings under construction and plans for further developments in the pipeline.

The Growth Zone programme consists of a range of transport, public realm, and social infrastructure and technology projects. They are deemed essential to mitigate the impact and maximise the opportunities of the growth planned for the Croydon town centre area, (as detailed in the Croydon Local Plan 2018, Croydon Opportunity Area Planning Framework 2013 and the London Plan), for the benefit of existing and future residents, businesses and visitors.

The following provides a short update on projects underway:

Place and Public Realm

The **Minster Green** has been developed to Stage 2 designs in March 2019. Designs have been informed by stakeholders, Diocese, landowners and the Council's Place Review Panel. Public engagement on the Stage 2 designs was undertaken in March 2019, which will inform the Stage 3 designs. Following this engagement the project focus is on making the Minster a destination / place, whilst designing a deliverable scheme. Stage 3 designs are currently scheduled to be completed by late 2019 and delivery starting in 2020/21.

The profile of projects being progressed in 2019/20 focus on the Old Town and Mid Croydon area, including **St John's Road, Drummond Road, Katherine Street** and all to follow commencement of delivery of Minster Green.

The Council has completed the commissioning of a world class design for **the Fair Field** to provide a public space Croydon can be proud of. It is an integral part of the renewal of the Croydon Opportunity Area and delivery of Croydon's cultural quarter, anchored by the new Fairfield Halls. The team is now working on creating a final design, and it is anticipated work will start on site in 2021.

Corridors

Three roads have been identified as the key 'movement corridors' serving the Growth Zone these are; **London Road, Brighton Road & Mitcham Road/Roman Way**, it is essential that their design, and the priority afforded to each transport mode, responds appropriately to the future needs of Croydon Town Centre. The nature of interventions will be determined by the design process and engagement with residents and businesses in the area, and the council's objectives for these key routes align with the Mayor's Transport Strategy focus on prioritising walking, cycling and public transport. Initial feasibility reports have been completed for London Road and Brighton Road, and further survey work will be commissioned prior to progressing holistic plans for these key routes. Local public realm improvements at two key sites on the London Road are being developed as initial short-term projects.

Croydon Council are working with TfL to prepare and model improvements to **Lombard roundabout, Thornton Heath Ponds gyratory** and the **Purley gyratory**, which form part of the broader corridor programme. Healthy Streets assessment and projects list for London Road Corridor has been completed.

Transport, Walking and Cycling, Parking

Key schemes include:

- the implementation of Bedford Park contraflow cycling track scheme, due to be completed December 2019;
- implementation of the Fairfield Public Realm 'interim phase' project that incorporates a segregated cycle route;
- approval to commission the West Croydon Station development project next design stage;
- TfL commencing work on the Park Lane gyratory scheme;
- initiation of key bus priority projects and movement into the 'delivery pipeline';
- ongoing work in relation to Network Rail's Croydon Area Remodelling Scheme, involving a number of inter-related workstreams (including commissioning initial feasibility/optionseering for a significant increase in bus stopping and standing capacity as part of a redeveloped East Croydon Station);
- completion of GZ Controlled Parking Zone review;
- funding agreed to support a new Transport for London officer embedded in the GZ team;
- Initial governance and programme development for £18m Liveable Neighbourhood programme.

Social Infrastructure

We are at feasibility stage for the ***Clocktower building refurbishment***, working with the various services in the building to improve the public offer and access to this valued community hub.

We are building on the masterplan developed in 2017 for ***Park Hill***, one of the town centre's only major parks, we are planning phased improvements to this site, principally focusing on creating spaces for young people and children's play alongside other changes to the park landscape and infrastructure. A survey of park visitors was completed in September. From early 2020, there will be an 8 month programme of pop up play events and engagement activities, working with young people to test out ideas and design proposals for the new play spaces in the park.

Funding has been allocated from the social infrastructure workstream to support the development of a new ***university campus*** in the town centre, following the announcement of a partnership with London South Bank University.

We will be undertaking an analysis of ***community space*** in central Croydon, to map and understand the existing availability, quality and accessibility of community space for use and hire, alongside an assessment of the pipeline of new community facilities being delivered as part of new development within the Town Centre. This work will align with the council's recently published Voluntary and Community Sector Strategy.

We are commissioning a research partner to develop a framework to gauge and monitor the social impact of the town centre regeneration programme. The first stage survey work and report should conclude in spring 2020.

Smart City

SLP INNOVATE IoT project; we have hosted 3 IoT engagement workshops as part of the South London Partnership ***INNOVATE Internet of Things project***. The first session focussed on Business Growth, the second focussed on Adult Social Care and Assistive Technology, and the third will focus on Housing, Assets and Sustainability. The INNOVATE project will deliver an IoT platform across the 5 boroughs of Croydon, Merton, Sutton, Richmond and Kingston. The workshops aim to identify key challenges in priority areas and develop IoT solutions over the next 3 years.

Air Quality Monitoring - The ***AirPublic pilot*** to monitor air quality around construction sites has been extended for 6 months.

Full Fibre Broadband - Discussions with Openreach, Community Fibre, and other infrastructure providers are underway to bring Full Fibre broadband across the borough. The Openreach delivery across Thornton Heath is nearly complete and delivery to selected surrounding areas and hot-spots will follow.

Full Fibre to Social Housing - rollout by Community Fibre and Openreach has commenced in Q4 2019.

Digital Inclusion - Digital inclusions and skills training is being planned and delivered in 2019 and 2020 to older residents through all Croydon Libraries and in New Addington as well as targeted skills training for young people across the borough through the Freeformers Facebook Digital Skill Programme for 18-30 year olds.

Electric Vehicle Charging Points - 150 points have been programmed through a number of channels including Brick by Brick, Go Ultra Low City and Source London as well as a trial programme with Virgin Media. These are all underway and will be delivered within 6-12 months.

Energy

Specialist consultancies were appointed via the Mayor of London's Decentralised Energy Enabling Project (DEEP) to deliver the detailed technical project development and commercial assessment of the district heating scheme. A full business case will be completed by March 2020 to enable the Council to take the decision as to whether to move to the delivery phase (depending on a viable scheme being presented).

Other decentralised energy projects including community energy are being further developed with the aim of reducing carbon emissions and lowering energy costs.

Construction Logistics

The Construction Logistics efforts in the Growth Zone are progressing well, traffic levels remain relatively unaffected by construction traffic due to measures undertaken to manage HGV's, sites are loading/unloading in protected areas and holding areas are being provided to reduce the number of on-street HGV's. Implementation of permitted construction routes and prescribed delivery hours in particular, limits the HGVs in the peak periods. Our efforts in this regard have been shortlisted for over a dozen national awards this year, with a key headline being that there have been no construction-related HGV accidents for the entire duration of our efforts so far, a figure that is significantly less than the statistical average.



AMBITIOUS FOR CROYDON

Consultation on the Local Plan review

The consultation Commenced earlier this month and the Council is asking for as many people as possible to have their say on how the borough should grow. The consultation is based around three spatial strategies, sites and planning policies, which are necessary to ensure Croydon's growth and delivery of much-needed new homes, jobs and community facilities over the next 20 years is managed correctly.

Using government methodology, up to 46, 040 homes are needed within the borough between now and 2039 and residents will be able to have their say on how best to manage the delivery of them, employment growth and how best to respond to Croydon's climate emergency. Residents can also share their views on how each of the borough's 16 places will change as Croydon grows.

A series of public consultation events have taken place or will take place:

- Thornton Heath Library, 19 November, 5.30pm – 7.30pm
- Norbury High Street, 20 November, 11am – 2pm
- Purley Library, 26 November, 5.30pm – 7.30pm
- Purley High Street, 27 November, 11am – 2pm
- New Addington Library, 3 December, 5.30pm – 7.30pm
- Addington Road, Selsdon, 4 December, 11am – 2pm
- South Norward Market, 7 December, 10am – 2pm
- Ashburton Library, 10 December, 5.30pm – 7.30pm
- Lower Addiscombe Road, Addiscombe, 11 December, 11am – 2pm

The Council's spatial planning officers will also be available to speak to residents at Croydon Arts Store in the Whitgift Centre Wednesday-Saturday between 8 November and 20 December. Further information can be found at:

www.croydon.gov.uk/localplanconsultation

Urban Greening



The Council is working with National Park City, Timberland and the artist Loyle Carner to launch a new 'Nature Needs Heroes' campaign. Two sites have been selected in Croydon to turn the grey into green: the Brit School and the forecourt of Ambassador House in Thornton Heath. The launch event for the campaign took place on the Ambassador House forecourt on Thursday 17th October with Loyle Carner spending time with the local community to look at designs for adding greenery and texture to the concrete space of the forecourt. Loyle then headlined an evening of music and speeches, featuring some of our local artists engaged in the Music City programme.

Place Regeneration

The borough's regeneration programme is being aligned to the 16 'places' of Croydon in order to support the sustainable growth of the borough. We are developing place profiles for the 16 places of Croydon which will provide an objective evidence base of need for regeneration intervention and investment and help to inform local communities in their development of community place plans for their areas. This will form the detail of a cabinet paper in December.

This work builds on the successful examples of community place planning in South Norwood and Kenley as previously reported on. The South Norwood Community Plan can be found here: <http://www.welovese25.org/plan/>. The plan has already informed a successful bid to the Mayor of London's Good Growth Fund and is delivering a £2.3m

AMBITIOUS FOR CROYDON

programme of regeneration around South Norwood's high streets. In September, we also learnt of our success in securing High Street Heritage Action Zone funding from Historic England, building on the work of the Community Plan and Good Growth Fund project. We are currently in the Project Design phase which will confirm the grant amount in the new year.

The Kenley Community plan engagement work has now concluded with over 700 responses received. The draft plan is currently being finalised for publication in the new year, more information available here:

<https://www.croydon.gov.uk/planningandregeneration/regeneration/places/kenley-community-plan/introduction-kenley-community-plan>.

The outcomes of the Community Plan engagement have fed into a bid to the Mayor of London's Good Growth Fund for a contribution of c.£900k towards the delivery of the projects and initiatives identified by the community. The work is also influencing the investment and interventions of our partner organisations including Transport for London and Network Rail.

Local ward members in Selsdon are beginning their journey to develop a community place plan, supported by the Council, with the first community engagement day held at the beginning of the month. More information here:

<https://www.croydon.gov.uk/planningandregeneration/regeneration/places/selsdon-regeneration/selsdon-community-plan-2020-2025>

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Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

December 2019

LATEST NEWS

Talawa Launch

Talawa unveils new home at Fairfield Halls

Talawa, the UK's primary black theatre company, officially opened their new studio and celebrated their exciting position as one of the new companies-in-residence at Fairfield Halls, which reopened in September following a multi-million-pound council led [restoration](#).

Thursday evening's unveiling included dance-theatre performances from FUBU Nation and a play reading and showcased Talawa's new space, which gives the theatre company a 200-seat studio and offices for the first time since 1995. As well as being a space where they will develop new work and ideas, host debates and events for Croydon's communities, the residency also provides a home for Talawa's art development programme MAKE, a community of Black British artists developing their careers in technical and creative theatre disciplines.

In moving to Croydon, Talawa has become the borough's first Arts Council England National Portfolio Organisation, an accolade awarded to organisations that are leaders in their areas, with a collective responsibility to protect and develop the country's national arts and cultural ecology.

<http://news.croydon.gov.uk/talawa-unveils-new-home-at-fairfield-halls/>

Savvy Launch

Fairfield gets SAVVY!

An inclusive, professional theatre group is celebrating after moving into their first purpose-built studio and new home at Croydon's iconic [Fairfield Halls](#).

[SAVVY Theatre](#) is among the exciting new companies-in-residence that will transform the cultural offering at the venue, which reopened in September after a multi-million-pound heritage restoration.

Their opening event was a showcase for performances from SAVVY's range of companies, including their Young Company, YoungGrr Company, Action Replay – for adults with learning disabilities, and Crisis Averted, a new project with Crisis in Croydon.



Culture, Leisure and Sport Cabinet Member Bulletin Councillor Oliver Lewis December 2019

For the last 10 years, SAVVY have been offering unique, fun training and performance opportunities to residents of all ages, abilities and levels of experience, welcoming everyone to take part. In the last two years, they have worked with Croydon Council, with support from the council's cultural partnership fund and Arts Council England, to offer weekly theatre groups at locations across the borough and to bring exciting, interactive theatre to the spaces and streets of Croydon

<http://news.croydon.gov.uk/fairfield-gets-savvy/>

CYAC Takeover

Nadia Rose joined youth takeover of Fairfield Halls

Croydon Youth Arts Collective's (CYAC) fourth annual Youth Takeover - a free arts and culture event at Fairfield Halls took place on Saturday (2 November), with a programme of performances and workshops, created by and for young people.

The Fairfield Halls event celebrated the diversity of Croydon while welcoming young people to the jewel of the borough's cultural crown.

Croydon's very own MOBO Award-winner Nadia Rose headlined with an after party with a line-up of local young artists including Kingdom, Flintz and KS MoreTime.

<http://news.croydon.gov.uk/nadia-rose-joins-youth-takeover-of-fairfield-halls/>

Creative Enterprise Zone and Croydon Music City November update

"Croydon Calling"

The pilot **"Croydon Calling" grassroots gig series** is taking place throughout November and early December, giving local artists the opportunity to shine alongside established acts in range of central Croydon venues. The aim of the series is to help build local audiences, advertise Croydon as a destination for musical acts and to increase the number of venues that are offering live music in the town. Further information can be found at www.bigsouth.london/croydoncalling

Creative Industries Internship Scheme

The second phase of the CEZ Creative Industries Internship scheme is well under way, with interns recently completing placements with Dance Umbrella, Well Versed Ink, Fashion Meets Music and Metropolis Music. The interns receive the London Living Wage, as well as valuable experience in leading organisations, both locally and in Central London.



Culture, Leisure and Sport Cabinet Member Bulletin Councillor Oliver Lewis December 2019

Libraries

Improved Wifi and Internet service rolling out at all libraries

We have listened to customer complaints about the outdated IT provision and poor network speeds across libraries, and are installing the new IT and network library by library, completing the implementation by mid-December 2019. Faster network speeds will provide a much improved service to library customers, and to service providers who deliver our work clubs, homework clubs and digital workshops. This infrastructure underpins the delivery of the new Library Management System.

Scheme Access to more books and a library App as part of The Libraries Consortium

The new Library Management system launched on 4th November, and will soon provide delivery access to the 6 million books within The Libraries Consortium through a free reservation system. New system features include notifications by email or text to alert customers when books due to be returned. You will soon have a mobile phone app which allows you to search the entire catalogue, reserve and renew items easily, plus manage your linked accounts and access ebooks and online resources.

The new library catalogue is available through the Croydon Website or [here](#).

If you are not a member of Croydon Libraries, or a member of any of The Libraries Consortium libraries, you can now join online [here](#)

Croydon customers can now access books and internet services across the 16 Libraries Consortium Boroughs with a Croydon Library card



Culture, Leisure and Sport Cabinet Member Bulletin Councillor Oliver Lewis November 2019

Black History Month Activities in Libraries

Croydon Libraries highlights included hosted drumming activities for families from Bantu Arts and a very popular Caribbean Family History event with Paul Crooks.

Three local authors talking about their books in libraries: Maisie Barrett, Lorna Liverpool and AkiToye Sunday.

Successful Instapoetry Campaign for Young People aged 13-19

Croydon Libraries ran three Instapoetry workshops with Shaniqua Benjamin and Well Versed Ink at Croydon Central Library and Thornton Heath Library between 7th – 14th October. Eleven of our Library Ambassadors took part in the workshops and produced some amazing poetry inspired by this year's Black History Month theme: R.I.D the stigma (Representation. Identity. Diversity). The poems were posted on Croydon Libraries Instagram throughout October.



On the 21st Oct we had a celebratory open mic where the young people shared their poems, alongside Shaniqua Benjamin who compered the event. 26 people attended, including some of the young people who took part in the workshops. Between them they shared 9 poems themed around Identity, Black History, representation and stereotypes.

All the poems can be found on @croydonlibraries Instagram.

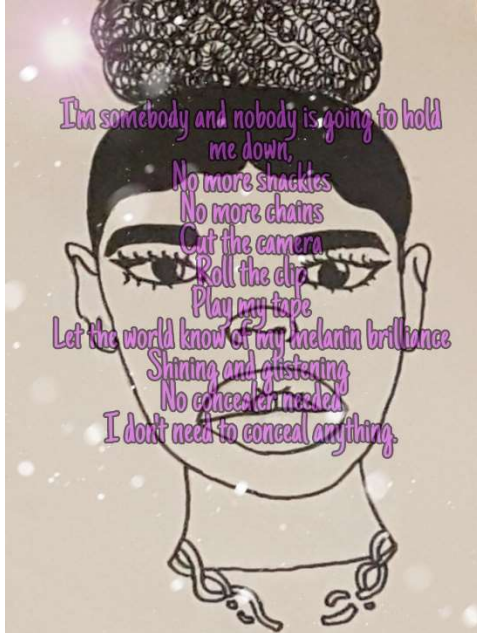


Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

November 2019



can we relate to each other?
do we relate to each other?
when will we find out? later? tomorrow?
what about now?

divisions, divisions
shades, colours
thoughts, beliefs

when will our uniqueness actually bridge us
together?

r.m.

aw, here it goes
again
the feeling of exclusion
exclusion that leads to a lack of recognition
recognition that we needed to succeed

aw, here it goes
again
the feeling of frustration
frustration because we are deserving
deserving to be heard and better yet seen

aw, here it goes ... *again*

r.m.

The girls in the magazines
Don't even look like
The girls in the magazines.
We hold them in high esteem,
Inducing low self esteem.
They're not queens
They're not supreme beings
Nor are they fiends.
The magazines are our enemies -
Constantly failing to promote
diversity.
And I don't mean hiring one
Black model to represent
A whole community.
We need models that are young
and old
Of different abilities
and ethnicities.
Stop editing people's insecurities
Because a side effect
of abiding by
The shameful standards of society,
Is creating a misrepresentation
of reality.



Culture, Leisure and Sport Cabinet Member Bulletin Councillor Oliver Lewis November 2019

Museum of Croydon

Museum of Croydon has had an exciting year towards its end of programming for 2019 as it prepares for an innovating Trial and Test 2020 year. We have seen over 1000 more visitors this year to our exhibition gallery than our previous year to view the 'Coming Home' Stormzy portrait on loan from the National Portrait Gallery. Our Artist in Residence programme has come to a close for this year finishing with Tina Crawford's 'What a Waste', a local free embroidery artist examining the intersections between mental health and environmental impact of non-biodegradable material as Croydon's declares a climate emergency. Saree Reinvented was a success with a Saree Unwrapped family day seeing many people enjoying workshops and across the whole Clocktower, museum and library. We will be welcoming Croydon Art Society from 18th November until 9th December with art on sale from its members. Finally, we close our programming with an exhibition curated by our Apprentice who working with staff and volunteers have selected our favourite's artworks for display for our final exhibition '#faves' with dates to be finalised.

We will be busy preparing our 2020 Trial and Test year where we have opened our galleries and our programme to be led by local artists, communities and organisations which have been selected to provide a daring and exciting programme for 2020. This will help us shape our vision for the Museum going forward and help us understand further our collections and what they mean to our residents. Programming is currently being finalised with 9 temporary exhibitions planned along with many activities – watch this space! If you would like to help shape the future of the Museum of Croydon join our Museum & Archive Manager at The Big Conversation to find out more.

London Borough of Culture Bid

Croydon was one of 7 boroughs to bid for the latest round of London Borough of Culture titles and we have bid for 2023. If we are successful we would receive £1.35 million from the GLA and would hope to pull in significant amounts of partnership funding taking the overall budget to over £4 million. Our bid included large scale events with companies like Arcadia from the Glastonbury festival, an open access fund of £500,000 for local community projects, a structured approach to involve all our neighbourhoods and communities via 23 beacons situated across the borough, a new structure for decision making linked to the Big Conversation and the Culture Network set up after the previous Borough of Culture bid in 2017 and new investment programmes in social prescribing and job creation in the culture and creative industries. A shortlist is expected in December with boroughs invited to make a



Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

November 2019

presentation to the panel in January next year. Decisions on the winning boroughs (they are awarding 2021 and 2023) are expected at the end of January.

South Norwood Lake & Grounds: A Masterplan Park Update

One of the 6 greenspaces selected within the [‘Ambitious for Croydon’s Parks’](#) programme, South Norwood Lake & Grounds is a green jewel in the North of the borough and one of the very few openly accessible fishing lakes in South London’s.

After Active Lifestyles officers secured S106 funding and engaged with local anglers and users of the lake, 15 new platforms have been installed around the lake, including 3 which are fully accessible. They are not only enjoyed and used by those that fish but also by those that look for a place by the water for relaxation, to meet with friends and even to paint. The Council has taken a sustainable approach to replacing the platforms by using materials made from recycled plastic (which looks like timber), which will require less maintenance and should last longer than the previous timber platforms.



The working relationship with local anglers is progressing and, in partnership with the Croydon Sailing Club, the lake was treated with blue dye this year in an effort to manage the annual algae problem which has caused the lake to be closed in the past. This has proven successful and resulted in the survival of a large amount of fish fry, creating the foundation for a healthy future fish stock. To boost the species diversity and extend the fishing spectrum the lake will also receive a donation of 500 Tench and



Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

November 2019

500 Bream this December. The donation is made by a keen fisherman in memory of his late mother who introduced him to fishing at this lake when he was small boy. The positive season for the lake was picked up by 'Anglers Mail' periodical and resulted in a good news piece promoting the lake.

South Norwood Lake is also a popular site for keen local cricketers and, working in collaboration with the England Cricket Board and Surrey County Cricket Club, officers sourced the funding to install an artificial cricket wicket which will enable groups and local teams to play all season long.



Both of these recent developments were recommendations identified within the masterplan created for this loved greenspace and they demonstrate the ongoing efforts to deliver improvements to our greenspaces for all Croydon residents.

London Youth Games - Opening Weekend Roundup

No amount of mud or hills could stop Croydon's under 17's girls cross country team charging to their first ever top 10 London Youth Games finish at Parliament Hill on Saturday.



Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

November 2019

A record breaking 11 girls represented Croydon in the age group where only 1 athlete represented the borough in the same competition 12 months ago. It was therefore fitting when sole representative on that occasion, Amy Miller led the team by finishing 14th of 108 athletes.



Nationally there is a trend of declining sport participation in females once they reach once they reach 15 years and over. This is broadly attributed to fewer opportunities, social stigma and lack of positive role models.

Croydon team manager and Croydon Harriers coach Matt Kiernan who coaches 16 of the 25 female athletes representing the borough on Saturday commented “the club has seen steady growth in female membership over the last 5 years and this gives us a greater chance of retaining new members, we focus primarily on the fun and social aspects of playing sport and hope this creates a positive and welcoming environment”.



Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

November 2019

In total Croydon fielded a squad of 50 athletes, ranging in ages from 9 to 17 across all 8 competition categories. The borough managed to finish 10th place overall in the boys and 16th in the girls.

Tom Harmer provided individual moment of the day when he won the boys under 13s event, beating a field of 238 athletes when completing the challenging 2km course in 7 minutes 25 seconds.



Cross country is the annual curtain raiser of the London Youth Games competition. A youth sport festival where all 33 London Boroughs compete across 25 different sports throughout the year culminating in an annual finals weekend in July.

Registrars Service

EU Settlement Scheme

To support residents who are EU Citizens in making applications under the EU Settlement Scheme (EUSS) the OISC and Home Office have worked together to create a scheme which allows Local Authorities to give residents assistance to make face to face applications

Based on the information available on Croydon Observatory there are an estimated 22,000 EU citizens living in the borough.

The majority will make their application online but it is estimated there may be up to 3000 residents that will require our assistance until it closes in 2021.

Here at Croydon we are offering a free appointment based service to any residents requiring assistance. We are also offering the service to staff irrespective of whether they are resident in the borough. This service is not being offered to non-residents.

Demand has been steady but a significant increase was noted over recent weeks on the run up to the previous as Brexit deadline of 31 October, this has now subsided a little but is expected to increase as we approach 31 January 2020.



Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

November 2019

Marriage Schedule System

The Civil Partnerships, Marriages and Deaths (Registration Etc.) Act successfully completed its passage through Parliament on 15 March 2019 and attained Royal Assent on 26 March 2019.

The Act will modernise how marriages are registered for the first time since 1837, through issue of a marriage schedule system and registration in an electronic register. It will move away from the current paper register creating a more secure system for keeping marriage records, that is also more efficient and far simpler to administer and amend, if necessary, in the future. The electronic register will also allow for the names of parents of the couple (mother / father / parent) to be included in the marriage entry and on marriage certificates, instead of only their fathers' names as is currently the case.

The change will result in a considerable amount of work for the service prior to and post introduction. The date for implementation has not yet been agreed but is likely to be early 2020.

The Civil Partnerships (Opposite – sex Couples) Regulations 2019 approved

The Civil Partnerships (Opposite-sex Couples) Regulations 2019, which extend eligibility for forming civil partnerships to opposite sex couples, were approved in Parliament and made on 5 November 2019. The regulations will come into force on 2 December 2019.

Registration authorities can now take or confirm bookings for couples to give notice from 2 December 2019 which will allow the first civil partnerships under the standard procedure to be formed from 31 December 2019. Civil partnerships formed under the special procedure can take place from 2 December 2019.

The Register office has updated the website and our online booking system to reflect these changes.

These regulations are separate from the ones needed to introduce the schedule system for marriages. Further information on laying and implementation dates for the marriage regulations will be provided at the earliest opportunity.

Bereavement Services

Cremation Metals Recycling Scheme

We are pleased to announce that in October 2019 we secured £8k for our latest nominated charity 'The Lily Foundation'.



Culture, Leisure and Sport

Cabinet Member Bulletin

Councillor Oliver Lewis

November 2019

The Lily Foundation supports those affected by mitochondrial disease (mito), which is a life- limiting disease, for which there is currently no cure or effective treatments. Therefore, when diagnosed with condition we know that a person's future will be short. The younger the child is when the diagnosis is made, the shorter the life expectancy. A child diagnosed before their first birthday is unlikely to make their 2nd birthday.

The Lily Foundation supports families often from diagnosis, through to end of life and beyond. They provide one to one support and a network of families who have or are experiencing similar circumstances.

The charity was set up by Lily's parents, as they found that when Lily was diagnosed there was very little support available for parents whose children were diagnosed with mito. They wanted to change this and set up The Lily Foundation to support families, fund research and raise awareness of mitochondrial disease.

If you know of any local charities that work with the bereaved and would benefit from this scheme please contact Kevin Pilkington kevin.pilkington@croydon.gov.uk or Eddie Ranger edward.ranger@croydon.gov.uk to discuss further



Families, Health and Social Care

Cabinet Member Bulletin

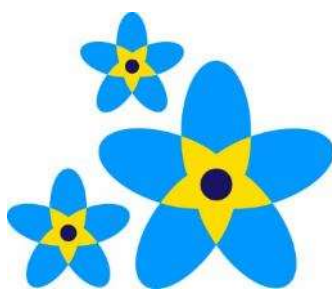
Councillor Jane Avis

December 2019

Welcome to my December Bulletin,

The Alzheimer's Society praises our dementia awareness work for a second time

The special cinema screenings in Croydon for people living with dementia and awareness sessions about the condition that are attended by a wide range of the community



Working to become
**Dementia
Friendly**
2019-2020

including the police, fire and ambulance services and children and young people have helped Croydon to be praised by the Alzheimer's Society.

The charity monitors the progress made by organisations helping to raise awareness about dementia so that they can retain the status of its highest accolade of Working to Become Dementia Friendly. This is the second year that Croydon has received the award.

Croydon Council now commissions all services with dementia in mind, which includes a checklist to ensure service providers, and their staff, understand and can address the needs of people living with dementia in the borough. The council offers additional training where required, using the Dementia Training Standards Framework and encourages these services to join the CDAA (Croydon Dementia Action Alliance)

Read more <http://news.croydon.gov.uk/uks-leading-dementia-charity-commends-croydon/>

Croydon Health and Care Plan

I am delighted that the Croydon Health and Care Plan has been launched. Croydon has a growing population, which means an ever-greater demand for health and care services.



We have already introduced better practices to support people to live longer, healthier lives, but health inequalities still remain.

To ensure that this plan really makes a difference, there has been a year's worth of engagement and input from residents, representatives from our strong voluntary sector, as well as leaders and front-line staff from our local NHS and social care services.



Using all this information the partnership between the local NHS, Croydon Council and Age UK Croydon, developed the five year

Health and Care Plan to support our residents to stay well for longer by making services more accessible and in the heart of the community.

The Croydon Health and Care Plan outlines a fresh vision for how health and social care will be delivered across the borough, particularly for those with the greatest need, to transform the health and wellbeing of local people.

The plan emphasises three clear priorities:



The Health and Care plan builds on a number of successful schemes already in place in Croydon, including social prescribing, which makes it easier for GPs and nurses to connect people with a range of non-clinical services – everything from Bollywood dancing to cooking lessons – to help improve the emotional, mental and general wellbeing of people suffering from conditions such as depression and anxiety.

The Personal Independence Coordinator (PIC) scheme exemplifies the borough's person-centred approach, supporting people with long term conditions to stay out of hospital by providing a link between the NHS, council and voluntary sector.

In addition to a focus on locality-based care, the Health and Care plan outlines proposals for Croydon's acute and mental health trusts. At present, more than 40% of the budget spent on hospital care is on patients attending hospitals outside Croydon and leaders believe at least 17% of this treatment could be delivered by Croydon Health Services. We seek to enable patients to be treated closer to home and it would support our local hospital trusts, making them more financially sustainable providers of excellent care locally.

You can read the full Health and Care Plan [here](#) and watch a video about its development [here](#)



Discover something new – Have fun, be active and be social

We have a new tool on our health website where residents can now easily find hundreds of free and low cost exercise classes and activities to keep fit and well for longer.

You can search for a range of activities taking place across the borough like football, belly dancing, walking, trampolining, swimming and more using the physical activity finder tool at www.JustBeCroydon.org/be-active

Being active throughout the year can help people to maintain a healthy weight, as well as boost self-esteem and mental health and wellbeing. It also helps to fight off disease and reduce the risk of serious illnesses.

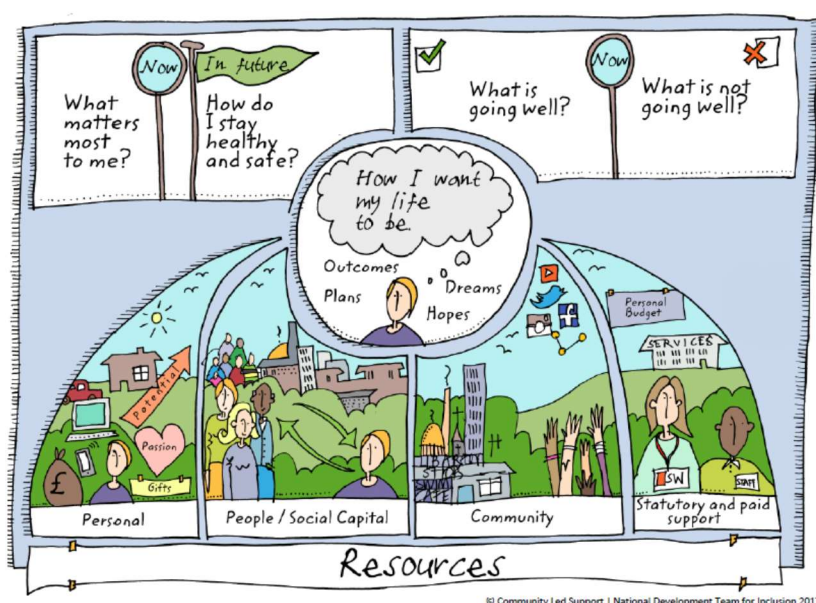
Anyone who organises an exercise class or physical activity can also upload their sessions for free.

Adult Social Care – doing things differently

Working in localities in older people's teams, the Community Led Support, (CLS), ethos is starting to prove a success. We started our CLS journey in Croydon in January 2019. Our localities are aligned with integrated care networks, (Thornton Heath including South and Upper Norwood, Woodside & Shirley; New Addington & Selsdon; Purley including Sanderstead & Coulsdon; Mayday and East Croydon).

Embedding the CLS ethos means working collaboratively with our communities and partners; learning, refining and evolving to design things in ways that work for everyone.

CLS places a significant focus on reducing bureaucracy and we have moved away from the lengthy referral, assessment and review processes and have adopted a much more proportionate approach that focuses on what matters most to people.



Staff focus on strengths based 'Good Conversations' when they meet with someone, recognising that the people we are working with are their own experts, with strengths, gifts and abilities and the right to live a good a life. Something that definitely makes a difference is that, wherever possible, these 'Good Conversations' happen

in our community based Talking Points where people feel comfortable and where they are treated as equals with power, choice and control.

It's important to acknowledge that this is not a new fad, but respectfully builds on what is already working, joining up good practice and strengthening common sense, empowerment and trust. The key principles of Community Led Support are:

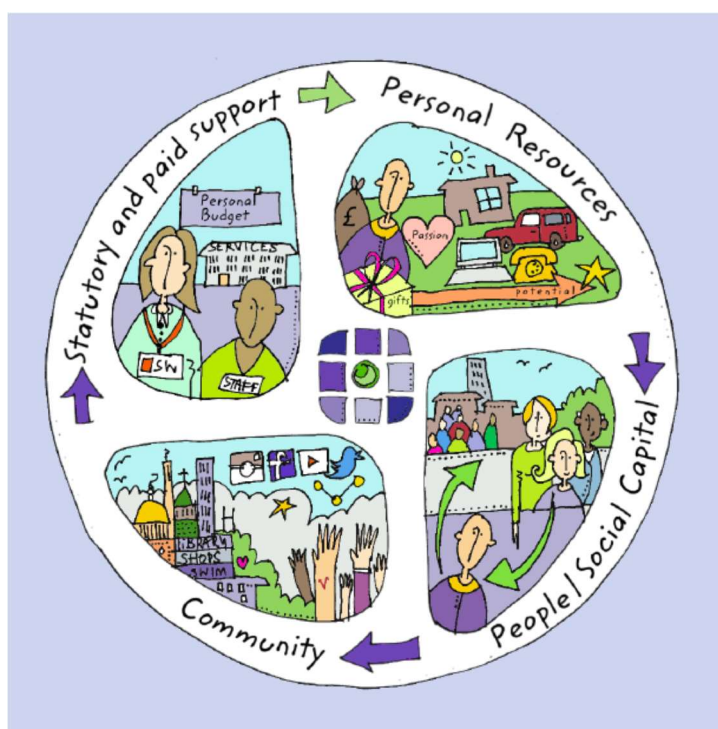
- Co-production brings people and organisations together around a shared vision
- There is a focus on communities and each will be different
- People can get support and advice when they need it so that crises are prevented
- The culture becomes based on trust and empowerment
- People are treated as equals, their strengths and gifts built on
- Bureaucracy is the absolute minimum it has to be
- The system is responsive, proportionate and delivers good outcomes

Working in this way means we can see people more quickly - there has been an 80% reduction in waiting lists for the older people in Croydon since April 2019, and a marked increase in the number of people with whom we have held good follow up conversations, (reviews) since the Autumn.

Feedback from people who we have seen in this new way since implementing CLS has been really positive. Thornton Heath was our first CLS site to go live in June this year and we now have three localities up and running with colleagues also working in a different way in New Addington and Woodside and Shirley. We are on track to roll out in the remaining 3 older people's teams by end of March 2020, starting with Purley in December. The Purley team have been learning from the other innovation sites and working closely with health colleagues and occupational health, researching and building the foundations for their Talking Points. .

Our two day mid-point review carried out by our partners the National Development Team for Inclusion, (NDTi) in October was overwhelmingly positive. We have intentionally taken a system wide approach, building on existing partnerships and networks to embed strengths based practice.

There is a learning and development offer in place in addition to NDTi core offer across the Health, Wellbeing and Adults department - job descriptions have been re-written with a CLS lens to ensure we recruit and retain people with the right approach who want to work in this way and do the very best they can with and for our residents.



Our commissioning colleagues have committed to CLS principles and, along with Leeds and Bradford, will be the first to take part in NDTi's "The Art of Commissioning" programme in 2020.

Our colleagues and partners in health have agreed to join us in adopting the CLS model for all staff in integrated working arrangements and in hospital.

In addition to seeing people much more quickly and in a much more proportionate and person centered way, we are developing stronger relationships with our VCS (Voluntary and Community Sector) colleagues. We are beginning to develop greater knowledge of locality services, organisations, people and places and just beginning to see some evidence of reductions in spend through seeing people sooner, before crises develop and by connecting people to people and to community activities, groups and organisations

One of the key ingredients in the success of this approach is clear, visible commitment at a senior level that CLS is the model on which all adult social care will be based in future in Croydon.

Colleagues have just been to the national gathering of the 27 sites who are working this way across England, Scotland and Wales where we shared our journey and our learning and had the opportunity to learn from others who are doing great things to improve lives. We are delighted that we will feature in many examples of good practice in the NDTi national evaluation report which will be published early next year.



We have a great deal still to do. We are now planning how and when we will roll out CLS in all age disabilities, mental health and hospital.

Making this level of culture change is neither easy nor quick, but these early signs of success are motivating us to remain absolutely committed to making Community Led Support the way we work together with residents and partners to make a real difference in Croydon.

LGC Health and Social Care category shortlist

Congratulations to everyone involved in the Croydon Dementia Action Alliance – the 'Compassionate Croydon' nomination has been shortlisted in the Health and Social Care category for the LGC Awards 2020.

The nomination opened by saying *'Compassionate Croydon' is about making a difference for our residents impacted by dementia. This programme of work is not driven by dementia being widely acknowledged to be a substantial challenge to social care and the health system; and community as a whole, but because we want to be a fair and inclusive borough'*



The next phase is a formal presentation in front of a judging panel, I wish the team the very best of luck.

Local partnership delivers new homes for adults with disabilities



In my last bulletin I told you about Henderson House in South Norwood where local property developer and housing charity, Zetetic Housing, have converted the building into 10 flats for adults with disabilities.

The homes are now in use and 10 people have been allocated a new home. They will be supported on a day-

to-day basis by care provider partner Frontier Support Services benefiting from this support and the opportunity to develop independence and build social relationships.

You can watch a video about Henderson House [here](#)

Croydon Council Awards – Finalists



Congratulations to all the Health, Wellbeing and Adults staff who were nominated for a Croydon Council Award. I am incredibly proud of all of you and the work you do for our residents. I know it's sometimes a challenging job, but you have all proved that by working hard, working together and supporting each other – you can make a tremendous difference to our residents.

For those of you who are finalists at the Croydon Council Awards – Good Luck!

Act now to fend off the flu and winter illness

Croydon's health chiefs are urging pregnant women, parents of toddlers, older people and those with long-term health conditions to get their flu jab and prevent winter illness.

The council and local NHS services are sharing winter health advice



across the borough to help ease pressures on Accident and Emergency (A&E) departments by encouraging residents, particularly those most at risk, to get the flu vaccination, as the virus' symptoms can be severe and life threatening if contracted.

The flu jab is free for people who need it most as it protects those who have it, their family and friends, and vulnerable people in the community.

Frontline health and social care workers are entitled to a free flu vaccine and can find out how to claim this on the NHS [website](#).

As the weather gets colder, all residents are advised to take preventive action such as ensuring their homes are adequately heated, wearing warm clothing and seeking a quick remedy for symptoms such as coughs, colds and sore throats.

People in need of help and support for health concerns should contact their GP, local pharmacy or by calling NHS 111 in the first instance.

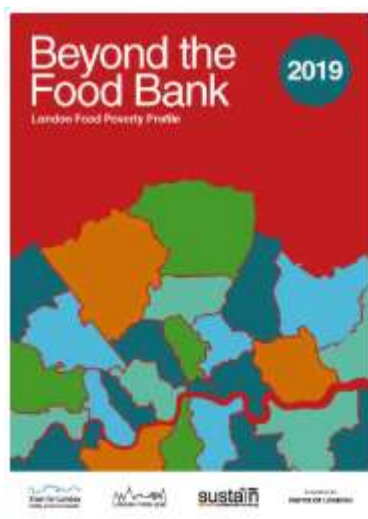
Croydon's health chiefs are also asking everyone to be community minded and check on frail, elderly people as they are more susceptible to ill-health in the cold, like ensuring they are warm, and have enough medication and food.

Anyone concerned about winter fuel bills can seek advice from the council or a local Citizens Advice.

More winter wellness advice is available at www.nhs.uk/staywell

Find out more about free NHS vaccines routinely offered to everyone and the ages at which they should ideally be given www.nhs.uk/conditions/vaccinations/

Council gets top marks for tackling food poverty



I am really delighted that Croydon Council's work to help lift families out of food poverty has been ranked second among the top London councils making a difference to people's lives.

We jumped from eighth place last year in the annual Beyond The Food Bank league table, which is run by food charity Sustain to measure how councils help families to easily access enough healthy food, without anxiety.

The charity were particularly pleased with our achievement for receiving more than £600,000 to tackle holiday hunger, for supporting breastfeeding and weaning parents and efforts to boost the number of families claiming Healthy Start vouchers to purchase milk, fruit and veg.

Read more <http://news.croydon.gov.uk/croydons-latest-food-stop-unveiled/>

Events for World Mental Health Day on 10th October Supporting young people



As part of World Mental Health Day, we had posters around Croydon and a series of social media messages encouraging young people to seek help if they are feeling stressed or worried.

This is part of the ongoing work by Croydon Council's award-winning Choose Your Future campaign which supports young people in the borough to make positive choices in life and signposts them to organisations and groups who can offer advice like Off the record, Croydon Talking Therapies, Ment4 and Young Croydon www.choose-your-future.com

The peer-led campaign involves young residents offering support by sharing experiences of how they are dealing with challenges they face like tackling depression, being open about their emotions and talking to friends about concerns.

Find out more <http://news.croydon.gov.uk/mental-health-matters-for-croydons-young-people/>

Mental health awareness day at Fairfield Halls

We also organised a comedy night and information stalls at Croydon's Fairfield halls, which was jointly organised with the Pension Protection Fund and the charity Mind in Croydon. All ticket sales from the comedy event went towards the vital work being carried out by Mind to tackle mental health issues.



The community day was themed around the five ways to wellbeing, which are things that everyone can do in their daily life to have better mental health by connecting with others, being active, continuing to learn, giving your time and taking notice of what's around you.

Read more - <http://news.croydon.gov.uk/mental-health-is-not-a-joke-special-comedy-night-in-croydons-fairfield-halls/>

Smokers urged to quit during Stoptober – the 28 day stop smoking challenge throughout October.



Residents who are smokers were given even more encouragement to quit with help from Croydon Live Well advisors and with the advice on the council's health website www.JustBeCroydon.org/Stoptober

The Live Well advisors are based at [local health hubs](#) throughout the year. One in eight people in the borough still smoke, but those who get expert support from local stop smoking services are three times as likely to quit successfully as those who try to stop using willpower alone.

People who quit smoking feel the health benefits very soon after stopping, such as coughing and wheezing less and breathing more easily as lung capacity increases up to 10% after three to nine months of quitting.

I hope you find this bulletin interesting, if you would like to contact me about anything, please do so on:

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[Online information](#)

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Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019

Safer Croydon

16 Days of Action Against Gender Based Violence

Every year, 25 November marks the International Day of Elimination of Violence against Women which starts 16 days of action against gender based violence concluding on 10 December. Again this year, Croydon has also taken action during this period. The council's FJC – which supports survivors of domestic abuse – has been raising awareness about the prevalence and impact of this crime in Centrale, through a poster campaign in all council housing blocks, training Home Start Croydon staff, training district judges and taking part in national and regional conferences on stopping violence against women and girls. DWP will also be based at the FJC on a monthly basis giving advice on debt, personal budgeting and housing support and benefits.





Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019



February 2019 saw only the first conviction for female genital mutilation since its criminalisation in 1985. In Croydon there are estimated to be 3,480 females who have been affected by FGM at some point in their lives. Within the past two years Croydon's Multi-Agency Safeguarding Hub (MASH) received 122 referrals where FGM was the greatest concern for that individual or family.

There is already considerable work underway in partnership with the National FGM Centre, FORWARD, the Croydon BME Forum, the London Borough of Lewisham and the wider community to provide a wide range of protective and support services. There is an ongoing need to raise awareness amongst professionals in particular about how they can support the overall prevention agenda and access available resources and support survivors within existing community and voluntary structures.



Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019

As part of the 16 Days of Action, a powerful conference on FGM – *'Let's Talk About It'* was held on Tuesday 26 November. The conference wasn't attended by over 100 professionals – giving them an opportunity to talk about female genital mutilation and how we can work with communities and across agencies to prevent FGM.

Workshops were led by professionals from organisations including The National FGM Centre, FORWARD UK, RASASC, Metropolitan Police, Croydon Council, Croydon BME Forum and there was extremely powerful testimony from survivors of FGM who told their story.

Croydon events mark National Hate Crime Awareness Week

Croydon hosted a range of borough-wide events during National Hate Crime Awareness Week to help unite the borough against hate crime.

The week - from Saturday 12 to Saturday 19 October - aimed to raise awareness about crimes targeted against people because of their race, religion, gender, gender identity, sexual orientation or disability. Croydon launched an anti-hate crime pledge at Croydon PrideFest 2019 called 'Say No to Hate Crime'. The campaign makes clear that there is no place in the borough for any form of hate crime – and so far individuals, along with business representatives signing on behalf of all their staff, has led to 24,000 people taking a stand against hate crime.

<http://news.croydon.gov.uk/find-out-more-about-hate-crime-come-to-a-croydon-event/>





Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019

Croydon to upgrade CCTV

Cabinet approved a further £1m to replace the borough's CCTV network – in addition to the £1m capital funding agreed in 2018.

The council will replace its current analogue system with a new digital network.

This upgrade of the the CCTV infrastructure will assist the Safer Croydon Partnership to tackle crime and antisocial behaviour and to improve public confidence.

<http://news.croydon.gov.uk/croydon-to-consider-plans-for-cctv-upgrade/>



Illegal online knife sales cost two businesses a total of £20,000

Selling knives online to a 13-year-old has led to two companies being ordered to pay a combined total of around £20,000 at Camberwell Green Magistrates' Court.

Since June Croydon Council has now carried out 10 prosecutions as part of a national pilot – backed by the Home Office and National Trading Standards - which the council is leading to clamp down on online knife sales to children.

Under the Criminal Justice Act 1988 as amended by the Offensive Weapons Act 1996, it is illegal to sell a knife, knife blade, razor blade or axe to anyone under 18.

<http://news.croydon.gov.uk/illegal-online-knife-sales-cost-two-businesses-a-total-of-20000/>



Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019

Council assists police with outcome of Operation Quintana

The council worked to support the police with the outcome of an 18-month long intelligence operation and investigation in South London, called Operation Quintana. The Council worked to close three properties on Portland Road that were contributing to criminal activity. Camberwell Magistrates' Court imposed closure orders on three South Norwood properties that were being used for drug sales and loud, drunk parties.

The council worked with the police to bring about the three month closure orders, which were issued on Thursday 10 October, on The Fishers Charity Shop, 19 High Street, South Norwood and The Cut 'N' Go Barbers, 41 Portland Road.

Residents and business owners had complained about the ongoing drug dealing and ASB caused by the owners, clients, visitors and customers to the premises, and the negative impact this was having on the wider area.





Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019

Community share their concerns at Crime Prevention Day

Croydon Neighbourhood Watch held a free Crime Prevention event on Saturday 5 October where communities shared their concerns about safety including, antisocial behaviour, fly-tipping, rogue traders and hate crime at the Safer Croydon Partnership's Crime Prevention Day on Saturday 5 October.

The police updated the community on their work to tackle violent crime including knife crime, burglary and cyber crime – including advice on how to keep safe online. The council's Trading Standards team and Neighbourhood Safety Officers were on hand to provide advice and community members had the opportunity to sign the council's anti-hate crime pledge – 'Say No to Hate Crime'. The Chair of the Safer Neighbourhood Board also took part – highlighting the role of the board to bring police and communities together to discuss policing locally.

<http://news.croydon.gov.uk/come-and-find-out-how-croydon-is-fighting-crime/>

The poster is for 'CRIME PREVENTION DAY' held on Saturday 5 October at The Royal Russell School, Coombe Lane, Croydon, CR9 5BX. It features a group photo of diverse community members and police officers. The text includes: 'Croydon Neighbourhood Watch in association with The Croydon Metropolitan Police presents its first ever', 'Look out! CROYDON NEIGHBOURHOOD WATCH', 'Concerned about crime in your area? Do you feel unsafe in your home? Worried about knife crime, drug dealing in your ward? Come and hear the latest measures being taken to combat crime and how we can feel safer in our communities.', 'Key sessions on Policing, Cyber Crime, Scams, Violent Crime and Community Action with guest speakers from the Police, Croydon Council, Neighbourhood Watch and community groups. All welcome.', '#safertogether #goodneighbours', 'Full lunch and tea and coffee provided (£10 cost per head).', 'To register for the event please email nhw@cbnwa.com', and 'PLUS... Marketplace with stalls including Trading Standards and Smartwater offering FREE Smartwater hits (RRP £75)'. Logos for Metropolitan Police, Total Policing, and Safer Neighbourhoods are at the bottom.



Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019

Communities

Consultation on how the council supports the voluntary and community sector through its premises

The council has been consulting the voluntary and community sector on new policy for:

- Allocating its community properties and setting rents
- Providing rent subsidy and discretionary relief from non-domestic rates ('business rates') to the voluntary and community sector (VCS).
- Council premises-related support and associated subsidies for the VCS is worth over £0.5 million a year

Despite the unprecedented financial pressure the council is facing, we intend both to maintain this support and offer organisations greater equality of opportunity to access this support and spread the benefit of this investment as widely as possible across the VCS.

The aim of our proposals is to:

- Focus funding on VCS organisations with the biggest community impact and greatest need
- Focus rent subsidy funding initially on organisations occupying council properties.
- Provide transparency on how rents are charged, subsidies are offered and council community properties are allocated
- Spread the benefit of the funding as widely as possible, offering opportunity to organisations that have not received funding to date, while operating within the council's budgetary constraints.

A consultation event for VCS organisations was held on 1 November together with an online survey of proposals which was available during October and November. The policy will also be considered by the Scrutiny and Overview Committee in December and Cabinet in January. If agreed the policy would take effect from 1 April 2021



Safer Croydon and Communities

Cabinet Member Bulletin

Councillor Hamida Ali

December 2019

Equality and Diversity

Equality Framework for Local Government Accreditation (EFLG)



We took part in the Local Government Association's (LGA) Equality Framework for Local Government (EFLG) peer challenge as part of our determination to ensure that equality, diversity and inclusion are really at the heart of how we work and our vision for Croydon where everyone has an equal chance to prosper.

The EFLG is an important performance improvement and benchmarking tool that local authorities in England use to map their organisation's practice in terms of equality and inclusion and is an opportunity to examine whether our policies, processes and leadership are developing better equality and inclusion outcomes for our staff, residents and communities.

Following a three day visit by the peer review challenge team, involving 26 interviews with staff and members at all levels and partner organisations, including within the voluntary and community sector, and a formal assessment, the feedback was very positive and we are hopeful for confirmation at 'Achieving Level' which is an important achievement, which the LGA will confirm in the coming weeks.



Economy and Jobs Cabinet Member Bulletin Councillor Manju Shahul-Hameed December 2019

Latest News

Better Working Futures – Work and Health Programme

In early September, Reed in Partnership hosted a recruitment event for participants on Better Working Futures –Work and Health Programme in their Croydon office.

More than 70 participants and seven local employers attended, including Protocol Education, Mayfair Care and Croydon Works. The employers were pleased with the calibre of the participants and 3 were offered jobs shortly after the event with a further 27 to be contacted by at least one employer.

Since its launch in March 2018, 700 Croydon residents have joined Better Working Futures, receiving tailored support in the form of personal advice and guidance, skills training, health and job search support. The Programme has supported 165 local residents into jobs, with more than 80% of these participants reporting a health condition or disability.



Free business school returns to Whitgift Centre this month

Croydon residents are being given the opportunity to start up their own company doing something they love at a free business school this month. Now in its fourth year, the PopUp Business School, which is run with the help of Croydon Council, starts on 18 November, and lasts for 10 days.

Located on the ground floor of the Whitgift Centre next to Turf Projects, the school is open to all but particularly aimed at unemployed Croydon residents who are interested in starting their own business, or who have already started but want some more assistance to make it a success.

Going against the traditional approach to starting a business and focussing on business plans and funding, PopUp Business School looks at getting people going quickly and testing their ideas to begin making money as soon as possible. Over the 10 days attendees will be taught how to start up their own business for free, how to



Economy and Jobs Cabinet Member Bulletin Councillor Manju Shahul-Hameed December 2019

build their business effectively, promote their business, build a website, use social media successfully, and how to negotiate, among other good business practices.

Each of the 10 days will run between 10am and 3pm and on the Saturday after the school (30 November) there will be the opportunity to trade and start creating an income immediately.

The PopUp Business School is a wonderful opportunity for our residents to start earning an income doing something they're passionate about and become financially independent, while developing business skills, for free. We're really proud to help run the PopUp Business School and I would recommend anyone who is interested in starting their own business should take part in this course.

Pathways into Construction

Following from the good news of being awarded £400,000 by the Construction Industry Training Board (CITB) to create a construction pathways programme, Croydon Works officially started delivering the programme at the beginning of September. After just a few weeks Croydon Works has achieved the following outcomes

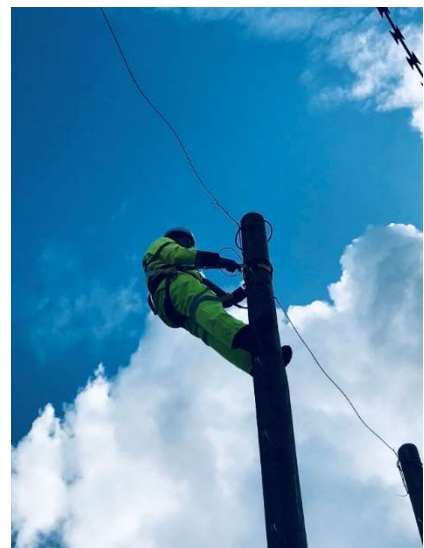
- Creation and Delivery of a CSCS card training course exclusively for Women
- 8 women engaged on the programme
- 6 women completing the training
- 8 securing work experience placements
- 2 women securing work on a live construction site in Croydon

Major developers engaged to support the programme including Henry Construction, Willmott Dixon and Brick x Brick.

Croydon Works 1000th Job

Croydon Works reached another major milestone this month reaching the 1000th Croydon resident in to work since July 2016. Kabir was the 1,000th resident placed in to work, he is a resident from Selhurst and was working part-time on a 0 hour contract at a local super market. Unsure of what he wanted to do Kabir Karim came to Croydon Works to discuss his options as he was looking for a long term career rather than just another Job.

Having spoken to Sam who identified he was more of a practical outdoors type person, Kabir was forwarded on to OpenReach who were recruiting trainee fibre optic





Economy and Jobs

Cabinet Member Bulletin

Councillor Manju Shahul-Hameed

December 2019

engineers, Kabir was always fascinated in the telecoms industry so he immediately applied through Croydon Works.

It was a long process but Croydon Works supported him through every step of the way and within 5 months Kabir secured a role as a Trainee Fibre Optic Engineer, he has his own van and tools and he aspires to move up the career ladder upon completing his qualification, Kabir said: "I recommend Croydon Works to anybody looking for work as well as those unsure about what they want to do, the team are very knowledgeable and have some excellent links with local employers, Sam was amazing"

South London Growth Hub

The Sussex Innovation Centre in Croydon has been announced as one of the new London Growth Hubs. Launched in 2017 and delivered by LEAP, London's local enterprise partnership, the London Growth Hub brings together the capital's business support offer into a single online resource – and is now being expanded to offer in-person support as well.



From November 1, the new London Growth Hub service will start to operate across five new sites in Sussex Innovation Centre (Croydon); Woolwich Library (Greenwich); Huddle (Hammersmith and Fulham); 639 Community Enterprise Hub (Haringey); and Tintagel House (Lambeth).

The south London Growth Hub is a vital resource for Croydon SMEs – whether businesses need help with Brexit preparation, or other challenges all entrepreneurs can make use of the brilliant new business advice centres we are establishing across the city.



Economy and Jobs Cabinet Member Bulletin Councillor Manju Shahul-Hameed December 2019



The 100 in 100 apprenticeship campaign reached a huge milestone on day 75 we have filled 75 opportunities across the borough.

The apprentices, who are all from Croydon, have taken up roles with local, national and international employers located within the borough, ranging from plumbing and carpentry to broadcast production technicians.

More than 100 positions have now been pledged by fantastic employers in Croydon, through the Croydon Apprenticeship Academy.

Two of the apprentices, Faith Smith, 16, and Ana Baeta, 18, both joined Croydon Digital Service and will be studying junior content production at Croydon College as part of their apprenticeship. Just a small example of how innovative this campaign has enabled the council to be in terms of our future workforce needs and supporting our young residents taking their first steps in their career.

Winners of the Croydon Business Awards





Economy and Jobs Cabinet Member Bulletin Councillor Manju Shahul-Hameed December 2019

The Council was pleased to support the 5th Croydon Business Excellence Awards where we celebrated another year of outstanding achievement for Croydon's businesses. The awards brought together over 450 businesses at The Grand Sapphire Hotel Banqueting Hall on Thursday, 3rd October.

Our congratulations go to all of the finalists for their achievements and we are pleased to offer our best wishes to all of the 2019 winners:

Best New Start Up Winner: Scrumbles	Best Business for Customer Service Winner: Sussex Innovation Croydon
Women in Business Winner: Claudine Reid MBE, PJ's Community Services	Best Business for Digital, Data & Technology Winner: Hozah Parking
Best Employer Winner: Click Entertainment	Commitment to the Community Winner: Burgess Boys Pet Care Centre
Love Your Local Trader Winner: Time Bomb	Night Time Economy Award Winner: Mr Fox
The Cultural Impact Award Winner: Play for Progress	Enterprising Young Person of the Year Winner: Eva Poliszczuk, Sussex Innovation Centre
The SME Excellence Award Winner: Fennies Nurseries	Apprentice Employer of the Year Winner: Pension Protection Fund
Business Of The Year Winner: Mula Cake	Entrepreneur of the Year Winner: Dexter Simms, Mula Cake



Reddoor Digital Inclusion at Croydon Libraries

The inaugural session at Sanderstead Library got the Reddoor programme of Digital Inclusion for older residents off to an excellent start. We welcomed some really engaging and enthusiastic residents. Future dates for November and December across all libraries can be found on the what's on page of each library. Please speak to your local librarian for more details. 2020 dates will be published soon

Freeformers Facebook Digital Skills Programme

600 students from Croydon College and Coulsdon College took part in the train in October and November. A session for 18+ Croydon jobseekers who are seeking to upskill will be held on 6th Dec at BWH. Contact Croydon Works to sign up!



Economy and Jobs Cabinet Member Bulletin Councillor Manju Shahul-Hameed December 2019

Croydon Schools Tech Roadshow

A series of assemblies and workshops will take place across a number of schools from January – March 2020. Partners such as Amazon, Sopra Steria, Institution of Civil Engineering, Institution of Engineering & Technology, Community Fibre as well as the Mayor of London's Digital Talent Programme and others will come together at secondary schools across Croydon to raise awareness of Tech and Digital Skills and Careers. More details can be found at Croydon.Digital

SLP INNOVATE IoT project

We hosted 3 IoT engagement workshops as part of the South London Partnership INNOVATE Internet of Things project. The first session focussed on Business Growth, the second focussed on Adult Social Care and Assistive Technology, and the third will focus on Housing, Assets and Sustainability. The INNOVATE project will deliver an IoT platform across the 5 boroughs of Croydon, Merton, Sutton, Richmond and Kingston. The workshops aim to identify key challenges in priority areas and develop IoT solutions over the next 3 years. More details of the INNOVATE project can be found here: <https://www.innovateproject.org>



Children, Young People and Learning Cabinet Member Bulletin Councillor Alisa Flemming December 2019

LATEST NEWS

I was delighted to attend the Star Awards 2019 on Friday 8 November. More than 150 children in care and care leavers were celebrated for their talents and achievements at a glittering ceremony held at the Fairfield Halls.

The 15 categories are designed to recognise every kind of success, from academic and sporting achievement, to inspiring others, caring for siblings and personal journeys. Every young person who is nominated receives an award. They were accompanied by their carers and the social workers, teachers and members of the community who had nominated them.

Two young people received special awards, including a care-leaver who had fled North Korea, and travelled to the UK unaccompanied to seek asylum. Despite these challenges, she had excelled at school and university. The second special award was presented to a young person who, despite battling a serious health condition over several years, always tries to see 'the good part' and has been described by others as 'kindness personified, absolutely amazing and inspirational.'



I had great pleasure in handing out the awards along with Robert Henderson, Executive Director and the Mayor of Croydon. I was totally inspired by the award winners and by all of the children and young people who we are honoured to look after.



The audience were treated to performances by Bensham Manor School's rock band, and Legacy Youth Zone's dance troupe, NRGY.





Children, Young People and Learning

Cabinet Member Bulletin

Councillor Alisa Flemming

December 2019

Banquet

On Wednesday 13 November Children Families and Education held a 'Banquet' to celebrate different cultures and diversity across the department. Around 200 staff from the department attended and contributions of food, included curried goat, jerk chicken, beef stew and dumplings, chicken and mushroom pie, Cheese and biscuits, fish and chips, haggis, Italian salads, scones with jam and cream cakes/fruit, etc. Cultural Music was provided by the Graeme Smith Trio. It was wonderful to see everyone enjoying the food and music from the different cultures.

Children's Centres

I was really pleased to visit two children's centres – Shirley and Woodlands at the end of October. During the visit I spent time talking to Children Centre leaders and reviewing the Children's Centre offer. There were also opportunities for me to speak to families and look at programmes taking place at the centres.

Community Engagement

On the 22 October a number of Councillors, Council officials and partners attended a public meeting at Thornton Heath Salvation Army offices, where a lively discussion was held on early help, knife crime, anti-social behaviour and many other subjects. There were a number of guest speakers, which included; Cllr Ali, Clive Seall, Head of Service for Early Help and Youth Engagement, the Borough Commander and voluntary sector agencies.

The meeting was a good example of local residents and partners meeting together to discuss issues pertinent to the locality North area and using the opportunity to develop relationships and joint working.

Ofsted Monitoring Visit 16th & 17th October 2019 - Feedback

The focus of the 7th and final Ofsted monitoring on 16 & 17 October 2019 was on children on a Child in Need or Child Protection plan in the Social Work with Families service, with a smaller focus on adoption.

In summary the feedback from the inspectors was positive with the headlines that we have a lot to be proud of, we are working at an accelerated pace and are keeping this pace up. Inspectors saw positive outcomes achieved for our children including a number of positive examples of purposeful, positive work.



Children, Young People and Learning Cabinet Member Bulletin Councillor Alisa Flemming December 2019

Nevertheless, inspectors were clear that we still have a long way to go to ensure that every child and family benefits from high quality practice; they are clearly raising the bar for us now and we must rise to this challenge and be ready for the full re-inspection which could take place at any time from the date the Ofsted feedback letter is published.

Verbal feedback from the visit was shared by Robert Henderson Executive Director of Children, Families and Education with staff from Children's Social Care the day following the inspection with 'tea and cake'.



Special Educational Needs and/or Disabilities (SEND) Strategy 2019-2022 The Launch:

On 2nd October 2019 the launch of the SEND Strategy 2019-2022 took place at the Legacy Youth Zone. The Strategy outlines our ambitions for our children and young people with SEND and how we can work together to achieve them.

This was attended by a range of professional agencies, partners, parents/carers and members of the SEND Delivery groups who are already working on bringing the Strategy priorities into reality. The event also offered opportunities for us as a local area to network and share the vision and ambition contained within the SEND Strategy.





Children, Young People and Learning Cabinet Member Bulletin Councillor Alisa Flemming December 2019



The Legacy Youth Zone provided a fantastic setting which modelled the ethos of inclusion and aspiration as well as providing access to quality facilities and expertise particularly for the youth of Croydon who have SEND. They also served a fabulous lunch and an opportunity for all to tour the building and meet with staff.

The stars of the launch were the young people who participated on the day and, in so doing, gave life to the vision of the SEND Strategy. Daniel shared his story highlighting the challenges he faced in his life accessing suitable education, training and employment. His story gave insight into some of the barriers we are seeking to remove.



We also had an excellent dance performance from The Priory Crew and Bensham Manor Rock Band closed the event with their version of Queen's 'We are the Champions' – just the perfect note to end on.

The launch gave energy and purpose to the SEND Strategy which will deliver improvements for our Croydon community.

Contact Officer: Kathy.roberts@croydon.gov.uk

Successful Post 19 SEND Provision opens:

Following a programme of partnership development with Croydon College and significant financial investment by Croydon Council provision for students with complex SEND aged 19-25 has opened on the Coulsdon campus. The formal opening took place on the 10 October 2019 where the quality of the accommodation and the provision was complimented by many of the parents/carers of the students. In one instance the parent thanked the SEND Officer for their encouragement and support in accessing a place at the college.

20 students attend the college which offers a range of learning and skills development. The programmes are tailored to the needs of the students and run in conjunction with placements on the Waddon Youth programme. It is the aim of the provision to make



Children, Young People and Learning

Cabinet Member Bulletin

Councillor Alisa Flemming

December 2019

links with more local settings and employers to maximise opportunities for the students.

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Croydon's Young Artists at Fairfield Halls

Croydon's young artists have been heavily involved during the opening two months of Fairfield Halls. Young musicians performed in the foyer before Fairfield's opening Gala Concert with the London Mozart Players, and have had two concerts themselves with the Croydon Young Musicians Showcase in September and the Croydon Schools Music Association and Friends concert in October. Young dancers were prominent in the Dance Umbrella Takeover in October and young spoken word artists performed at Well Versed Incs Living in Poetry festival.

Most recently the Croydon Youth Arts Collective's annual Youth Takeover took place on 2 November, an event jointly run by Croydon Music and Arts and the Youth Engagement Team. Theatre, singing, art, fashion, spoken word, dance and music filled Fairfield, based on the theme "Unite, Create and Celebrate". Highlights included a collaboration between the Chineke Junior Orchestra and Croydon Youth Orchestra performing Othello by Samuel Coleridge Taylor with contributions from Rap Club and dancers from Harris Invictus Academy. The day finished with Croydon's MOBO award winner Nadia Rose performing in the Rec with emerging young artists from Croydon who had performed on the Future Stage at The Ends Festival.

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