



**CABINET
AGENDA**
for the meeting
on
6 July 2022 at
6.30 pm

To: Croydon Cabinet Members:

Mayor Jason Perry
Councillor Jeet Bains
Councillor Jason Cummings
Councillor Maria Gatland
Councillor Lynne Hale
Councillor Yvette Hopley
Councillor Ola Kolade
Councillor Scott Roche
Councillor Andy Stranack

Invited participants: All other Members of the Council

A meeting of the **CABINET** which you are hereby summoned to attend, will be held on **Wednesday, 6 July 2022 at 6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

Katherine Kerswell
London Borough of Croydon
Bernard Weatherill House
8 Mint Walk, Croydon CR0 1EA

Democratic Services
democratic.services@croydon.gov.uk
www.croydon.gov.uk/meetings
28 June 2022

Residents are able to attend this meeting in person, however we recommend that you watch the meeting remotely via the following link:
<https://webcasting.croydon.gov.uk/croydon/meetings/13407>

If you would like to attend in person please note that spaces are limited and are allocated on a first come first served basis. If you would like to attend in person please email democratic.services@croydon.gov.uk by 5.00pm the day prior to the meeting to register your interest.

If you would like to record the meeting, we ask that you read the guidance on the recording of public meetings here before attending. The agenda papers for all Council meetings are available on the Council website www.croydon.gov.uk/meetings

If you require any assistance, please contact Colin Sweeney 020 8726 6000 x61641.

AGENDA – PART A

1. **Apologies for Absence**

To receive any apologies for absence from Members.

2. **Disclosure of Interests**

Members and co-opted Members of the Council are reminded that, in accordance with the Council's Code of Conduct and the statutory provisions of the Localism Act, they are required to consider **in advance of each meeting** whether they have a disclosable pecuniary interest (DPI), an other registrable interest (ORI) or a non-registrable interest (NRI) in relation to any matter on the agenda. If advice is needed, Members should contact the Monitoring Officer **in good time before the meeting**.

If any Member or co-opted Member of the Council identifies a DPI or ORI which they have not already registered on the Council's register of interests or which requires updating, they should complete the disclosure form which can be obtained from Democratic Services at any time, copies of which will be available at the meeting for return to the Monitoring Officer.

Members and co-opted Members are required to disclose any DPis and ORIs at the meeting.

- Where the matter relates to a DPI they may not participate in any discussion or vote on the matter and must not stay in the meeting unless granted a dispensation.
- Where the matter relates to an ORI they may not vote on the matter unless granted a dispensation.
- Where a Member or co-opted Member has an NRI which directly relates to their financial interest or wellbeing, or that of a relative or close associate, they must disclose the interest at the meeting, may not take part in any discussion or vote on the matter and must not stay in the meeting unless granted a dispensation. Where a matter affects the NRI of a Member or co-opted Member, section 9 of Appendix B of the Code of Conduct sets out the test which must be applied by the Member to decide whether disclosure is required.

The Chair will invite Members to make their disclosure orally at the commencement of Agenda item 3, to be recorded in the minutes.

3. **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.

4. Scrutiny Stages 1 and 2 (Pages 7 - 102)

Cabinet to consider the report addressing the recommendations that have been received from the Scrutiny and Overview Committee and its Sub-Committees since the last Cabinet meeting.

5. Opening the Books - Returning the Council to Financial Sustainability (2023/24 Budget Update, MTFs and savings proposals, Period 1 /2 and outturn report) (Pages 103 - 118)

Cabinet to consider a report of the Council's financial position.

6. Fees and Charges (Pages 119 - 178)

Cabinet to consider report that requests approval by Cabinet to changes to fees and charges that are made in respect of goods and services supplied by the Council to the extent that these fall within the authority of the Executive to determine.

7. Re-opening Purley Pool and Leisure Centre - Next Steps (Pages 179 - 338)

Cabinet to consider a report of the re-opening of Purley Pool and Leisure Centre.

8. Update on Housing Improvement Plan (Pages 339 - 348)

Cabinet to consider a report updating on the proposed strengthening of the Housing Improvement Plan in response to the Housing Improvement Board's March 2022 report and Executive Mayor Perry's mandate to strengthen the Plan.

9. Progression of a Public Space Protection Order (PSPO) in identified priority neighbourhoods (Pages 349 - 422)

Cabinet to consider a report of the progression of a Public Space Protection Order (PSPO) in Croydon Town Centre.

10. Town Centre Regeneration and Levelling Up Fund (Pages 423 - 460)

Cabinet to consider a report of Croydon's Levelling Up Fund bid which aims to realise long term held ambitions to actualise infrastructure investment, regeneration and placemaking in the town centre.

11. South Norwood Conservation Area Appraisal and Management Plan (CAAMP) - Boundary Change and Adoption of Supplementary Planning Document (Pages 461 - 716)

Cabinet to consider a report of the South Norwood Conservation Area Appraisal and Management Plan (CAAMP) - Boundary Change and Adoption of Supplementary Planning Document.

12. Care and Support Provision for Older People - Procurement Strategy (Pages 717 - 746)

Cabinet to consider a report that sets out the proposed procurement strategy for the recommissioning of care and support provision at three Croydon residential and nursing homes - Heavers Court, Langley Oaks, and Addington Heights – and at one extra care facility – Fellows Court.

13. Investing in our Borough (Pages 747 - 754)

Cabinet to consider the Investing in our Borough report.

14. 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 AGENDA

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Agenda Item 4

REPORT TO:	CABINET 6 JULY 2022
SUBJECT:	STAGE 1: RECOMMENDATIONS ARISING FROM SCRUTINY
LEAD OFFICERS:	JANE WEST - EXECUTIVE DIRECTOR - RESOURCES STEPHEN ROWAN – HEAD OF DEMOCRATIC SERVICES & SCRUTINY
LEAD MEMBER:	COUNCILLOR ROWENNA DAVIS CHAIR, SCRUTINY AND OVERVIEW COMMITTEE
CABINET MEMBER:	JASON PERRY, EXECUTIVE MAYOR OF CROYDON
WARDS:	ALL
FINANCIAL IMPACT The recommendations in the appendix to this report may have a financial implication and as each recommendation is developed the financial implication will be explored and approved.	
FORWARD PLAN KEY DECISION REFERENCE NO: not a key decision	

The Executive Mayor has the power to make the decisions set out in the recommendations contained within this report:

RECOMMENDATIONS

The Executive Mayor is asked to:

Receive the recommendations arising from the meetings of the Children & Young People Sub-Committee held on 9 March 2022 and the meeting of the Scrutiny & Overview Committee held on 27 April 2022 and to provide a substantive response within two months (i.e. at the next available Cabinet meeting on 14 September 2022).

2. STAGE 1: RECOMMENDATIONS ARISING FROM SCRUTINY

- 2.1 Recommendations that have been received from the Scrutiny and Overview Committee and its Sub-Committees since the last Cabinet meeting are provided in Appendix A. The constitution requires that an interim or full response is provided within 2 months of this Cabinet meeting.

- 2.2 To provide additional context for the Cabinet, the conclusions reached by the Committee and its Sub-Committees are also included for information in Appendix A.
- 2.3 The recommendation from the Children & Young People Sub-Committee meeting on 9 March 2022 are related to Task and Finish Group of the Sub-Committee who have conducted a review on Removal from Roll and Off-Rolling of Pupils in Croydon's Schools. To provide context for the recommendations arising from this, a copy of the Task and Finish Group report is attached at Appendix B.

3. CONSULTATION

- 3.1 The recommendations were developed from the deliberations of either the Scrutiny & Overview Committee or one of its Sub-Committees.

4. PRE-DECISION SCRUTINY

- 4.1 The recommendations set out in the appendix to this report directly arise from Scrutiny.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no financial implications arising directly from the content of this report.

6. LEGAL CONSIDERATIONS

- 6.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Law and Governance that the recommendations are presented to Cabinet in accordance with the Constitution.
- 6.2 This requires that the Scrutiny report is received and registered at this Cabinet Meeting and that a substantive response is provided within 2 months (i.e. **Cabinet – 14 September 2022** is the next available meeting).

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

7. EQUALITIES IMPACT

- 7.1 There are no equalities implications arising directly from the content of this report

8. HUMAN RESOURCES IMPACT

- 8.1 There are no human resource implications arising directly from the contents of this report

9. ENVIRONMENTAL IMPACT

9.1 There are no environmental implications arising directly from the contents of this report

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no crime and disorder implications arising directly from the contents of this report

11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

11.1 There is a statutory requirement for Cabinet to receive the recommendations made by Scrutiny.

12. OPTIONS CONSIDERED AND REJECTED

12.1 None

13. DATA PROTECTION IMPLICATIONS

13.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

There are no Data Protection implications at this stage, but that the situation will be reviewed again at Stage 2 when Cabinet provide their response to the proposed recommendations.

13.2 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

No.

CONTACT OFFICER:

Simon Trevaskis, Senior Democratic Services & Governance Officer – Scrutiny
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Email: simon.trevaskis@croydon.gov.uk

APPENDICES:

Appendix A – Recommendations from Scrutiny

Appendix B – Final Report from the Task and Finish Group (TFG) of the Scrutiny Children and Young People Sub-Committee on Removal from Roll and Off Rolling of Pupils in Croydon Schools

BACKGROUND DOCUMENTS:

Meeting of the Children & Young People Sub-Committee held on 9 March 2022

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=167&MIId=2992&Ver=4>

Meeting of the Scrutiny & Overview Committee held on 27 April 2022

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=166&MIId=3075&Ver=4>

Meeting of the Streets, Environment & Homes Sub-Committee held on 15 March 2022

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=170&MIId=2577&Ver=4>

Scrutiny Recommendations: Stage 1

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
Scrutiny & Overview Committee	27 April 2022	Call In: Asset Disposal as part of the Interim Asset Disposal Strategy	The Scrutiny & Overview Committee concluded that reassurance could be taken from the answers provided and there was no grounds for referring the call-in to either the Cabinet or Council for further consideration. As such, the original decision could proceed as expected.		Executive Mayor Jason Perry	Jane West
Scrutiny & Overview Committee	27 April 2022	Call In: Asset Disposal as part of the Interim Asset Disposal Strategy	There was reassurance that the disposal of the assets to the NHS to provide a Health and Wellbeing Centre in New Addington met the criteria for the Council achieving best value for its assets.		Executive Mayor Jason Perry	Jane West
Scrutiny & Overview Committee	27 April 2022	Call In: Asset Disposal as part of the Interim Asset Disposal Strategy	The commitment from the Cabinet Member for Resources and Financial Governance and council officers to working with the New Addington Boxing Club to find a new venue was welcomed.	It is recommended that local Members are kept informed on the progress made with finding a new venue for the New Addington Boxing Club.	Executive Mayor Jason Perry	Jane West

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
Scrutiny & Overview Committee	27 April 2022	Call In: Asset Disposal as part of the Interim Asset Disposal Strategy	Confirmation was also welcomed that there were two potential options under consideration as a future home for the boxing club. The Committee agreed that the Council had a moral obligation to support the club with its search for a new home and should continue to assist with this search even if it was not resolved before the end of the year.	It is recommended that the Council continued to support the New Addington Boxing Club until its search for a new home has been successfully concluded.	Executive Mayor Jason Perry	Jane West
Scrutiny & Overview Committee	27 April 2022	Call In: Asset Disposal as part of the Interim Asset Disposal Strategy	The concerns raised by the Committee about the level of community engagement on this asset disposal echoed previously raised concerns about how the Council consulted on capital projects. It was agreed that the process for delivering any such projects needed to be reviewed to ensure there was sufficient time to build an appropriate level of consultation into future projects.	It is recommended that the process used by the Council when delivering large scale projects is reviewed to ensure that an appropriate level of consultation and community engagement can be built into the process as standard practice.	Executive Mayor Jason Perry	Jane West

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	<p>That the Director of Education continues to report to the Scrutiny and Overview Committee providing detailed information on how effective inclusion has been promoted in Croydon schools, including in particular information about how the Council has been using its role as community leader to inspire, share and disseminate good practice in inclusive education, and in particular but not limited to:</p> <ul style="list-style-type: none"> • further encouragement of schools to develop awareness of how and in what way they can use trauma-informed approaches • the identification of the characteristics of good pastoral care • the development of the use of quiet rooms in our schools to allow for pupils to benefit from non-punitive time out • bringing school and community stakeholders together with a view to building capacity in more of 	Executive Mayor Jason Perry	Shelley Davies

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
				<p>our schools to introduce an extended day</p> <ul style="list-style-type: none"> • co-ordinating schools to ensure that commissioning of AP is conducted in a way which maximises the chance of the speedy and successful reintegration of children in AP/In-School Behaviour Units into the mainstream classroom • working in concert with school and community stakeholders to make the case to government and other potential funding providers funding levels which enable schools to be able to commission sufficient specialised support so that more children can remain in or be reintegrated into the mainstream classroom 		
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to present a report to the Scrutiny and Overview Children and Young People Sub-Committee with a view to improving primary to secondary school transition in	Executive Mayor Jason Perry	Shelley Davies

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
				Croydon, and taking particular account of the points set out in paragraph 3.1 of Section B of Task and Finish report.		
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to Consider those recommendations of the All Party Parliamentary Group on Autism which have most direct bearing on local authorities and to set out in a report to the Scrutiny and Overview CYP Sub-Committee what the Council might do to address those recommendations.	Executive Mayor Jason Perry	Shelley Davies
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to publish pages on the Council website which set out in plain English: <ul style="list-style-type: none"> • The law on informal exclusions • The responsibilities of schools towards pupils with special educational needs and disabilities pursuant to the Equality Act, the SEND Code of Practice, and statutory and non-statutory 	Executive Mayor Jason Perry	Shelley Davies

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
				<p>guidance on suspension and exclusion practice and school behaviour policies as may be published and revised from time to time by the dfe; and, further,</p> <ul style="list-style-type: none"> To develop a clear procedure to enable parents to make anonymous reports about schools breaking exclusions law, and publicising the availability of the procedure on the website 		
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to consider how all mainstream schools can be made aware of the best practice existing in Croydon schools as to the education of children with Autism Spectrum Disorder.	Executive Mayor Jason Perry	Shelley Davies
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to consider the issue that parents quite often find meetings with school leaders and/or other professionals (particularly meetings which are potentially contentious) as extremely	Executive Mayor Jason Perry	Shelley Davies

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
		Borough Of Croydon		stressful, and provide guidance to schools and other professionals who may attend such meetings on how to set up such meetings in a sensitive, constructive and unthreatening way.		
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to ask Octavo Partnership Governor Services to provide training to school governors on issues surrounding removal from the classroom, and to publicise the availability of the training in all schools	Executive Mayor Jason Perry	Shelley Davies
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to include questions on the use by schools of in-school behaviour units in the annual local authority safeguarding audit	Executive Mayor Jason Perry	Shelley Davies
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to take into account the conclusions of the TFG in drafting the Council’s response to the	Executive Mayor Jason Perry	Shelley Davies

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
		London Borough Of Croydon		<p>current dfe consultation on revised guidance about school behaviour policies, and in particular to highlight the following:</p> <ul style="list-style-type: none"> • The lack of clarity about different short-term and longer-term pathways for a pupil which might reasonably follow after removal from the classroom • The need for there to be a clear safeguarding framework surrounding removed pupils, including where necessary unannounced visits to units to which pupils have been removed, and for the local authority in which an ISU may be located to have the key role in undertaking the safeguarding function • The implications of the guidance for Ofsted in respect of its inspection framework: in particular, when Ofsted inspect a school with pupils registered at that school and an off-site ISU, the quality of the ongoing care and support provided by the school to those pupils 		

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				<p>should be a focus of their inspection, quite separate from inspection of the ISU itself</p> <ul style="list-style-type: none"> The funding implications if issues are to follow best practice as indicated in the draft guidance 		
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	The Executive Mayor is recommended to ask the Director of Education to hold an early discussion with borough headteachers and AP units about the implications of the draft dfe guidance for the development of good practice on removal of pupils from classrooms in Croydon schools and AP units.	Executive Mayor Jason Perry	Shelley Davies
Children & Young People Sub-Committee	9 March 2022	Final Report of the Scrutiny Task & Finish Group – Managed Moves In The London Borough Of Croydon	See Appendix B – Final Report of the Task and Finish Group for context.	<p>The Executive Mayor is recommended to ask the Director of Education to provide a short report setting out the Council’s response to that part of the draft consultation which relates to managed moves, and dealing with among other things the following matters:</p> <ul style="list-style-type: none"> The potentially positive and potentially negative 	Executive Mayor Jason Perry	Shelley Davies

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				<p>consequences flowing from disbandment of the FAP</p> <ul style="list-style-type: none"> • Whether the FAP should continue as long as possible, or be disbanded at an early specific time • What contingency plans are being made to face a future without the FAP. 		
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan	The Sub-Committee recognised that a lot of work had gone into delivering the improvement plan and improving housing conditions, though this had not happened as quickly as desired. This meant that a number of key milestones in the plan were scheduled for later than the Sub-Committee would have liked to have seen. The Sub-Committee recognised that this was at least in part due to the need to create capacity within the service and Members were reassured that the corporate Programme Office was now playing a full role in	The Sub-Committee further agreed with the Housing Improvement Board's feedback that any changes to the plan should be agreed by the Board (not just delegated as per the Cabinet recommendation).	Executive Mayor Jason Perry	Susmita Sen

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
			helping to manage delivery of the plan.			
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan	The Sub-Committee were reassured that the plan was underpinned by a professional and robust programme management approach and was of the view that they would be further reassured if the detailed programme could be shared with them for review at a future meeting.	The Sub-Committee to receive the detailed programme documentation followed by an officer briefing on it.	Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan	Given the urgency around Housing and Tenants improvement, the Sub-Committee felt that it should continue to scrutinise progress of the delivery of the Improvement Plan on a six-monthly basis.	That although a streamlined version of the plan for ease of access is welcome, the plan available publicly should be amended to include greater detail on when specific actions would be delivered by; who would be responsible for delivering them; the processes that would be used for managing their delivery; and a clear sense of how improvement actions would be delivered. This should include the order in which actions are being prioritised. Any prioritised amendments should be approved by the Housing Improvement Board so there is a clear line of understanding	Executive Mayor Jason Perry	Susmita Sen

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				and justification. The committee feels that would help address the Ark's report point on the importance of improving clear lines of accountability.		
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan	The Sub-Committee recognised that delivery of the Improvement Plan was entirely dependent upon staffing capacity within the organisation, and felt that it would be beneficial for the incoming permanent Corporate Director of Housing to provide an update on staffing capacity to deliver the plan to a future meeting in approximately 3 months' time.	Considering key risks inherent to staffing capacity within the organisation, the Sub-Committee would welcome an update on staffing capacity to deliver the plan by the incoming permanent Corporate Director of Housing at a future meeting in no later than 3 months' time.	Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan		While recognising that they are separate assurance processes, it is recommended that, in order to avoid duplication of monitoring of the delivery of the improvement plan, the Sub-Committee should meet with the Independent Housing Improvement Board to discuss the roles that both forums play in monitoring and scrutinising	Executive Mayor Jason Perry	Susmita Sen

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				the delivery of the plan with recommendations noted and agreed before any amendments of the plan are finalised; and how the two forums can work as value adding partners in this important role.		
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan		That Cabinet assures itself that risks relating to document management (incl. version control) are being properly mitigated by having good practice documentation management and retention systems in place. This would enable the plan being treated as a live / rolling document without risks while enhancing transparency of how the plan evolves over the improvement journey.	Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan		On engagement, the Sub-Committee is reiterating a previous recommendation to produce an engagement and communications plan to be appended to the Improvement Plan and reviewed by the sub-committee and the Housing Improvement Board before approval. This should be done no later than the next 3	Executive Mayor Jason Perry	Susmita Sen

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				months as this was raised at the Sub-Committee July's meeting.		
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan		That Cabinet assures itself that risks relating to the delivery of the new Housing Service IT system, would impede many actions of the plan and should therefore be prioritised as this new system would enable a significant improvement in enabling data collection on contacts made to the Housing teams – the analysis of which could be passed onto residents, members and others in a timely manner.	Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan		The Sub-Committee reiterated a previous recommendation from its July Committee that data from the responsive repairs contractor must be shared with the appropriate Management team in order to form a dedicated plan to deal with historic repetitive calls and have a more responsive and effective prioritisation of repairs calls as well as flagging any repetitive calls that would require management to intervene to	Executive Mayor Jason Perry	Susmita Sen

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				speed up resolution thus improving tenant's experience.		
Streets, Environment & Homes Sub-Committee	15 March 2022	Update on the Housing Improvement Board, and the development of the Croydon Housing Improvement Plan		That Cabinet also considers the comments and recommendations made on the Improvement Plan by the Independent Housing Improvement Board for inclusion in future iterations of the Plan which are then brought back to the Sub Committee and Housing Improvement Board for consideration.	Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Housing Revenue Account Business Plan	The Sub-Committee was positive that there was a clear financial model in place and felt that this was a positive outcome of the different services related to housing being brought back together under one directorate.		Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Housing Revenue Account Business Plan	The Sub-Committee was not confident that the service had the required staffing capacity to deliver the works detailed in the plan and was concerned that lack of capacity and necessary skills would impede its delivery. The	That, given the current healthy level of reserves available to the HRA, Cabinet gives consideration to seeking external capacity and resources in order to expedite the stock condition work and to accelerate the development	Executive Mayor Jason Perry	Susmita Sen

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			Sub-Committee highlighted the example that while the Council had capacity challenges in ensuring that it maintained an effective stock register, it would be unlikely that there would be capacity to deliver the actions related to achieving carbon neutrality within eight years.	of the asset management strategy.		
Streets, Environment & Homes Sub-Committee	15 March 2022	Housing Revenue Account Business Plan	The Sub-Committee questioned the basis on which the £27m budget for cyclical repairs had been set. Members were concerned that as greater levels of staffing capacity became available, the service would identify greater levels of need for repair and improvement works and that funds may be taken from the HRA reserves in the case of an over spend on the budgets allocated.	That given the significant rise in energy costs, consideration be given to prioritising insulation works in the cyclical repair programme in advance of future Homes Improvement Grant funding becoming available through the Social Housing Decarbonisation Fund, priority for this must be met through having sufficient staff allocation and resources	Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Housing Revenue Account Business Plan	The Sub-Committee noted that the HRA reserve levels were being reduced to a minimum level of just over £8m in the short term		Executive Mayor Jason Perry	Susmita Sen

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			and expressed its concern at this approach.			
Streets, Environment & Homes Sub-Committee	15 March 2022	Housing Revenue Account Business Plan	The Sub-Committee noted that the Plan does not include any future projects and that this would remain the case until the Asset Management Strategy was developed.	The Sub-Committee noted that the housing department still had work to do in meeting some good practice principles, such as having an Asset Management Strategy, Treasury Management and that some elements of governance were being established and recommends that Cabinet acknowledges these shortcomings to the plan and asks the Housing Improvement Board to help it set an appropriate timetable for delivering these outstanding actions	Executive Mayor Jason Perry	Susmita Sen
Streets, Environment & Homes Sub-Committee	15 March 2022	Housing Revenue Account Business Plan	That future iterations of the business plan need to be informed by a thorough understanding of what aspects of demand the council's housing stock will lead on meeting when considered in the broader context of all Croydon's social housing providers. As such, the Sub-Committee would welcome the development of a clearer housing	That Cabinet states more clearly in the HRA business plan the costs, budget and overall relationship with the delivery of the Housing Improvement Plan in cooperation with the members of the Housing Improvement Board.	Executive Mayor Jason Perry	Susmita Sen

Committee	Meeting Date	Agenda Item	Conclusion	Recommendation	Political Lead	Officer Lead
			supply strategy that involved tenants in choosing which capital investments should be prioritised.			

REPORT TO:	Scrutiny Children and Young People Sub-Committee 9 March 2022
SUBJECT:	PART TWO OF FINAL REPORT – MANAGED MOVES IN THE LONDON BOROUGH OF CROYDON Task and Finish Group (TFG) of the Scrutiny Children and Young People Sub-Committee on Removal from Roll and Off Rolling of Pupils in Croydon Schools
LEAD AUTHOR:	Councillor Jerry Fitzpatrick
CABINET MEMBER:	Councillor Alisa Flemming, Cabinet Member for Children
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Councillor Jerry Fitzpatrick- Chair of the Task and Finish Group
PUBLIC/EXEMPT:	Yes

COUNCIL PRIORITIES 2020-2024

- *We will live within our means, balance the books and provide value for money for our residents.*
- *We will focus on tackling ingrained inequality and poverty in the borough. We will follow the evidence to tackle the underlying causes of inequality and hardship, like structural racism, environmental injustice and economic injustice.*
- *We will focus on providing the best quality core service we can afford. First and foremost, providing social care services that keep our most vulnerable residents safe and healthy. And to keep our streets clean and safe. To ensure we get full benefit from every pound we spend, other services in these areas will only be provided where they can be shown to have a direct benefit in keeping people safe and reducing demand.*

[Council's priorities](#)

ORIGIN OF ITEM:	This was included in the Sub-Committee's work programme following the recommendation made at the meeting of 27 November 2018.
BRIEF FOR THE COMMITTEE:	To receive Part Two of the final report- Inclusion and Exclusion in the London Borough of Croydon. To consider the recommendations as directed by the report.

Part Two of the Final Report of the Task and Finish Group on Inclusion and Exclusion in the London Borough of Croydon

Executive Summary

Background

1. On 27 November 2018, the Scrutiny and Overview Children and Young People Sub Committee of Croydon Council set up a Task and Finish Group (TFG) to investigate and collate data on children coming off the school roll and the mechanisms involved, with a view to reporting back at the Sub Committee meeting on 19 March 2019.
2. Our Part One report (“Managed Moves in the London Borough of Croydon”) was received and approved by the Scrutiny and Overview Children and Young People Sub-Committee on 2 November 2021 and again in slightly amended form on 18 January 2022. The report came before the Cabinet of Croydon Council on 7 February 2022. The Cabinet discussed the report, and approved it.
3. This Part Three report has six sections:
 - Promoting Inclusion (Section A)
 - Primary to Secondary Transition (Section B)
 - Inclusion of children with Autism Spectrum Disorder in mainstream schools (Section C)
 - Removal of children from classrooms/Use of Isolation Units (Section D)
 - Elective Home Education (Section E)
 - Update on Managed Moves (Section F)
4. The main sources of our evidence were as follows:
 - Data provided by the local authority
 - Interviews with stakeholders
5. We also considered carefully the following draft documents published by the DfE on 31 January 2022 for the purpose of consultation: the “Behaviour in Schools Guidance” and the “Suspension and Permanent Exclusion Guidance” and the current guidance which the new guidance may replace.

6. We had 45 interviews with stakeholders. 13 of those meetings were with Council officers, and some officers attended one or more of those meetings. 32 meetings were with other stakeholders, each of whom had a connection with Croydon. Some of those 32 meetings were attended by more than one person. In all, we spoke to a total of 50 people at these 45 meetings. Six of those to whom we spoke are or had been senior managers in Croydon secondary schools, and four are or had been senior managers in Croydon primary schools. We had eight meetings with parents and one with a young person who had recently finished his tertiary education. We had meetings with counsellors, therapists, mentors, advocates for trauma-informed schooling, alternative providers, the Chief Executive of Croydon Voluntary Action, a retired advisory teacher, a current classroom teacher, and professionals who provided in-school support. The oral evidence was asked for on the basis that the giver could provide it confidentially. Rough contemporaneous notes of the evidence were taken and kept by the Chair.

Key Findings

7. There are increasing numbers of children presenting at school with significant social, emotional and mental health needs. There are tougher thresholds for schools to cross in order to get support such as EHCPs, SALT, or for access to family social work support.
8. The development of stronger multi-agency collegial working is essential in order to develop effective inclusion practices within and across schools. The concrete identification of shared values is important, and concrete practices and objectives which might flow from the implementation of those values.
9. Where a child's issue is psychological, emotional or neurological. the key to prevention of exclusion is finding the roots of the problem. The issue is unlikely to be addressed until the root causes are identified or diagnosed. If those root causes of a child's problems are not identified and/or diagnosed early, and then addressed constructively, negative behaviours will escalate. Punitive actions such as exclusion tend to make the underlying problem worse, and shift it elsewhere.
10. Effective transition from primary to secondary is crucial in good inclusion practice. The sharing of all relevant information is essential, including information on academic issues, issues of emotional and social wellbeing, and specific issues relating to the child's home life, including the existence of domestic abuse. Where there are significant issues, the organisation of appropriate pastoral support needs to be initiated at the earliest stage of transition.

11. The quality of education provided in mainstream schools to children with Autism Spectrum Disorder is often undermined by education professionals having a serious lack of awareness and understanding of how autistic children address their environment.
12. Some pupils are spending long periods in school Isolation Units to the extent that their emotional and educational welfare may be undermined. Such practice is incompatible with any reasonable School Behaviour Policy.
13. The number of children being home-schooled was increasing pre-pandemic and has steeped during the pandemic. The Council's 2019 policy on Elective Home Education was not underpinned by the resources required to carry it out. The significant pre-pandemic backlog in reviewing a child's home education provision has become a huge backlog. There can be no assurance that home-schooled children are receiving a suitable education.
14. If the government implements its intention to place further statutory duties upon local authorities in respect of elective home education, the need for additional resources to be allocated to this area of the Council's work will become even greater.
15. What is contained in the 2022 draft DfE guidance on Behaviour in Schools and Suspensions and Exclusions on managed moves and the creation of In-School Behaviour Units has huge ramifications. No more would there be large numbers of pupils having managed moves brokered through Fair Access Panels. Schools would need to establish commissioning arrangements to set up In-School Behaviour Units. Existing of Alternative Provision would quite probably be affected.

Recommendations

16. That the Director of Education continues to report to the Scrutiny and Overview Committee providing detailed information on how effective inclusion has been promoted in Croydon schools, including in particular information about how the Council has been using its role as community leader to inspire, share and disseminate good practice in inclusive education, and in particular but not limited to:
 - further encouragement of schools to develop awareness of how and in what way they can use trauma-informed approaches
 - the identification of the characteristics of good pastoral care
 - the development of the use of quiet rooms in our schools to allow for pupils to benefit from non-punitive time out
 - bringing school and community stakeholders together with a view to building capacity in more of our schools to introduce an extended day

- co-ordinating schools to ensure that commissioning of AP is conducted in a way which maximises the chance of the speedy and successful reintegration of children in AP/In-School Behaviour Units into the mainstream classroom
 - working in concert with school and community stakeholders to make the case to government and other potential funding providers funding levels which enable schools to be able to commission sufficient specialised support so that more children can remain in or be reintegrated into the mainstream classroom
17. The Director of Education be invited to present a report to the Scrutiny and Overview Children and Young People Sub-Committee with a view to improving primary to secondary school transition in Croydon, and taking particular account of the points set out in paragraph 3.1 of Section B of this report.
18. The Director of Education is invited to consider those recommendations of the All Party Parliamentary Group on Autism which have most direct bearing on local authorities as set out in paragraph 3.2 above, and to set out in a report to the Scrutiny and Overview CYP Sub-Committee what the Council might do to address those recommendations.
19. The Director of Education is invited to publish pages on the Council website which set out in plain English:
- the law on informal exclusions
 - the responsibilities of schools towards pupils with special educational needs and disabilities pursuant to the Equality Act, the SEND Code of Practice, and statutory and non-statutory guidance on suspension and exclusion practice and school behaviour policies as may be published and revised from time to time by the DfE; and, further,
 - to develop a clear procedure to enable parents to make anonymous reports about schools breaking exclusions law, and publicising the availability of the procedure on the website
20. The Director of Education is invited to consider how all mainstream schools can be made aware of the best practice existing in Croydon schools as to the education of children with Autism Spectrum Disorder.
21. The Director of Education is invited to consider the issue that parents quite often find meetings with school leaders and/or other professionals (particularly meetings which are potentially contentious) as extremely stressful, and provide guidance to schools and other professionals who may attend such meetings on how to set up such meetings in a sensitive, constructive and unthreatening way.

22. The Director of Education is invited:
- to ask Octavo Partnership Governor Services to provide training to school governors on issues surrounding removal from the classroom, and to publicise the availability of the training in all schools
 - to include questions on the use by schools of in-school behaviour units in the annual local authority safeguarding audit
23. The Director of Education is invited to take into account the conclusions of the TFG in drafting the Council's response to the current DfE consultation on revised guidance about school behaviour policies, and in particular to highlight the following:
- The lack of clarity about different short-term and longer-term pathways for a pupil which might reasonably follow after removal from the classroom
 - The need for there to be a clear safeguarding framework surrounding removed pupils, including where necessary unannounced visits to units to which pupils have been removed, and for the local authority in which an ISU may be located to have the key role in undertaking the safeguarding function
 - The implications of the guidance for Ofsted in respect of its inspection framework: in particular, when Ofsted inspect a school with pupils registered at that school and an off-site ISU, the quality of the ongoing care and support provided by the school to those pupils should be a focus of their inspection, quite separate from inspection of the ISU itself
 - The funding implications if ISUs are to follow best practice as indicated in the draft guidance
24. The Director of Education is invited to hold an early discussion with borough headteachers and AP units about the implications of the draft DfE guidance for the development of good practice on removal of pupils from classrooms in Croydon schools and AP units.
25. That the Scrutiny and Overview CYP Sub-Committee have Elective Home Education in its work programme for 2022-23, with a view to scrutinising the extent to which officers are in a position to meet the requirements of its current EHE policy, and in a position to fulfil further duties such as the establishment of an EHE register and provision of support for home education which – as seems probable – are tasks which the government will bestow upon local authorities.
26. That the KPI dashboard which is presented to Scrutiny and Overview CYP Sub-Committee shows what percentage of annual reviews of EHE have been completed.

27. That the Corporate Director responsible for Children and Young People provides by 18 March 2022 a written briefing note to members of the Scrutiny and Overview CYP Sub-Committee addressing the issue of whether the principles and practices set out in paragraphs 9.4-9.6 of the 2019 EHE policy are being implemented.
28. The Director of Education is asked to provide a short report setting out the Council's response to that part of the draft consultation which relates to managed moves, and dealing with among other things the following matters:
- the potentially positive and potentially negative consequences flowing from disbandment of the FAP
 - whether the FAP should continue as long as possible, or be disbanded at an early specific time
 - what contingency plans are being made to face a future without the FAP

Part Two of the Final Report of the Task and Finish Group on Inclusion and Exclusion in the London Borough of Croydon

Introduction

Acknowledgements

The task of the TFG has required us to focus on the fact that there are areas of practice in schools and the local authority which are in need of close attention. We observe that school is rarely the start of a child's problem, but what happens at school can and does contribute to a child's downward path.

So having said that, we state at once that the job of school leaders and teachers is often a very stressful one. They have to perform in the face of many pressures, with one powerful voice calling them to do one thing and another powerful voice to do the exact opposite. They do not have the resources which would enable them to solve optimally each one of the many problems that come their way. Fortunately, their job is deeply rewarding as well as stressful. We take pleasure in their pride that they change for the better the lives of many young people who attend our borough schools.

We also acknowledge with grateful thanks the many parents, teachers, Council officers and other professionals who have given up their time to give their accounts and opinions of Exclusion and Inclusion in Croydon schools.

The Part One report

Our Part One report ("Managed Moves in the London Borough of Croydon") was received and approved by the Scrutiny and Overview Children and Young People Sub-Committee on 2 November 2021 and again in slightly amended form on 18 January 2022. The report came before the Cabinet of Croydon Council on 7 February 2022. The Cabinet discussed the report, and approved it.

Members of the TFG at the date of the publication of the Part Two report

Jerry Fitzpatrick is Chair of the TFG. He was born and brought up in Croydon. He qualified as a teacher in 1976 and spent 17 years teaching in London comprehensive schools, leading English and Drama departments in his last two, and then 3 years in part-time educational consultancy. From 1996-2016 he was a barrister with a specialism in family law. First elected in 1986, he has served five terms on Croydon Council, during which period he spent 7 years as opposition spokesperson on Education, and two years as the Council's Deputy Leader. He has served on governing bodies of four Croydon schools, including 16 years as Chair of the former Oval Primary School.

Elaine Jones has served on the Scrutiny and Overview Children and Young People Sub Committee for around 9 years. She is the representative for the Archdiocese of Southwark, having lived in Croydon all her life as well as being a governor at two Croydon schools for more than 15 years up to 2015. She was also asked by Croydon to sit on an Interim Executive Board of a Croydon School and currently works in governance at two schools in Croydon. During her time on the Sub Committee she has also taken part in one other TFG related to academy conversions.

Ian Parker is a Coulsdon Town councillor and has lived and worked in the Coulsdon/Purley area for over 30 years. He is married with two children both educated at local state schools. He was Chair of Governors at Woodcote High School and was previously a Coulsdon West councillor (2010-2014) and Deputy Cabinet Member for Economic Development and Regeneration. As a parent and a governor he has experience of education in the state comprehensive, state selective and independent sectors. Having himself attended a comprehensive school in Bradford, he is particularly proud of what his children have achieved with his daughter qualifying as an ACA at the age of 23 and his son achieving a First at Cambridge.

Leo Morrell ceased to be a member of the TFG on 12 February 2022 shortly before the Part Two report was completed. He contributed to the opening sections of the report before his resignation as representative of the Southwark Diocesan Board of Education on the Scrutiny and Overview Children and Young People Sub-Committee. (His resignation was consequent upon his appointment to a new post.) His TFG colleagues warmly thank him for his contribution to both the Part One and Part Two reports.

Structure of report

This Part Two report has six sections, which are preceded by an Executive Summary:

- Promoting Inclusion (Section A)
- Primary to Secondary Transition (Section B)
- Inclusion of children with Autism Spectrum Disorder in mainstream schools (Section C)
- Removal of children from classrooms/Use of Isolation Units (Section D)
- Elective Home Education (Section E)
- Update on Managed Moves (Section F)

A Note on terminology

Following recent DfE guidance, we use the word “exclusion” to denote the permanent removal of a child from a school roll for disciplinary reasons. (In our Part One report we had used the then current term “permanent exclusion”.)

Evidence base

At Section 4 of our Part One report, we set out the number and roles of stakeholders to whom we spoke and whose observations and opinions form the evidential basis of our report, and our processes in hearing and evaluating what these stakeholders said to us. Section 4 is reproduced as Appendix One to this Part Two report.

We add that the length of our interviews with these stakeholders was never less than thirty minutes. In respect of professional stakeholders particularly, the length of each interview was in the range of one to two hours.

We have considered carefully everything which has been said to us. We have tried to give the greatest weight to the observations and opinions of stakeholders which have appeared to us to have been informed by significant knowledge and experience and set out with cogency. Quite often different stakeholders speaking to us independently have made the same point: such observations and opinions may often have carried additional weight with us.

Part Two of the Final Report of the Task and Finish Group on Inclusion and Exclusion in the London Borough of Croydon

Section A

Promoting Inclusion

A1 The TFG's understanding of the term "Inclusion"

- 1.1 The concept of Inclusion embraces the right of all children to an education in a safe environment which is suited to their learning needs.
- 1.2 Children come to school hoping to learn, and teachers come to school hoping to enable their pupils to learn. There is probably a strong consensus among parents irrespective of social background or ethnicity or gender that school should be a place where teachers can teach effectively and children learn effectively. We respect and concur with this view.
- 1.3 Respect needs equally to be given to the concerns about the many children who are capable of accessing the school curriculum but who cannot do so because of adverse childhood experiences, low emotional wellbeing or poor mental health or potentially destructive attributes of character or a combination of the above. If their journey through school worsens their situation, the cost to the individuals themselves and to society generally is likely to be high.
- 1.4 The majority of professional stakeholders whom we interviewed acknowledged that an exclusion or managed move was likely to have an adverse consequence – at least initially – for the excluded child, and for some children would be part of a chain of events which would have very negative and possibly lifelong consequences for themselves, their families and the society in which they live. These consequences might include one or more of the following:
 - attaining less academically than they might have achieved, with the possible long-term consequences of underachievement, frustration and relative poverty
 - being drawn into increasingly serious anti-social behaviours leading to engagement with the criminal justice system and to the detriment of victims of their behaviours
 - being drawn into behaviours – for example substance abuse and domestic abuse and addictive gambling - which damage themselves and their family members, and trigger violence against those close to them, and harm in due course their own children

- 1.5 The issue of the balance between inclusion and exclusion is the potent one. It is a particular issue for headteachers given that schools exist in a market-place. The unpopular school has less money and can find itself on a downward trajectory which is difficult to reverse. Those who remain – parents, children and teachers alike – are demoralised.
- 1.6 The “Vulnerable Adolescents’ Thematic Review” (referred to at paragraph 2.10 of Part 1 of the TFG report) sets out evidence that exclusion is one of a number of factors which correlates with disastrous life trajectory. The VAR focused on 60 Croydon children who were in the deepest part of the mire, five of whom had lost their own life in their teenage years.
- 1.7 We are unaware of any longitudinal study of a wider range of children who have experienced a removal from school which can be categorised as an exclusion or managed move.
- 1.8 The role of the TFG is to consider what schools and local authorities might and could do to promote and extend inclusion, and leave it to policy-makers to decide any balance which might exist between meeting the needs of those children who bring serious problems into school and the needs of those who can be contained and taught relatively easily.
- 1.9 We do not underestimate the various difficulties of developing more inclusive schools which can both cater for those attending who have few or no barriers to effective learning and those who do have significant barriers. We are agreed that educationalists and educational policy-makers need to give attention to the practical steps which might be taking to achieve more effective inclusion.

A.2 Some anonymised case studies provided by professional stakeholders

- 2.1 Child A had an anger management problem. He had a fight with the sports teacher. The sports teacher did not know that the young person had ASD. The school did not understand the context of the boy’s aggression, which related to online bullying.
- 2.2 The relationship of Child B with adults had broken down. She would be sent to the inclusion unit on the basis of small misdemeanours. There was a huge log of misbehaviours. The child was not allowed to go outside except at lunchtime. The child kicked the door and was excluded. The child felt that she received very little praise or kindness.
- 2.3 A teacher in a pastoral role invested much time over five years to keep one Child C on a stable path. The child was on a tightrope from beginning to end, receiving many fixed term exclusions. She came from a chaotic home, where she witnessed violence. Her parent appeared to be unable to set boundaries for her. The child was hungry: biscuits were her staple food at every meal. The teacher used to feed her. School provided the only stability in her life. The child was respectful to some adults, but could be very badly-

behaved. Had she been permanently excluded, she would probably have gone downhill very quickly.

- 2.4 Children D and E were two young people in Year 9 and had had involvement with the Youth Offending Service. Both had communication needs which had not been properly identified. One had been permanently excluded and the other on the verge. The complaint was that the children spent much of the time asleep and were rude when they were awake. If they were disobedient, they were put immediately into detention. The support staff who provided this case study did not find the children rude. They saw that the children felt rejected. A multi-disciplinary team meeting was held. One of the problems which was noted was that the teachers talked a lot using a technical vocabulary which they did not explain. The outcome was that teachers were trained to use different approaches, and to differentiate their teaching more effectively when they were teaching a class in which there was a considerable mix of ability.
- 2.5 Child F and their counsellor were of the same ethnicity. The parents believed that that F was being bullied, and did not believe that he was a problem. The counsellor observed F's behaviour in school. He was a bully. The counsellor went to the child's home and discussed her own observations with the parents. The boy listened to the conversation, and was then sent to his room. The counsellor returned to the school and reported to the Headteacher. He helped to set up a meeting between the parents and the Headteacher. He had asked the father to apologise. The counsellor was present. The Headteacher went into the playground, and offered her hand to the father in a gingerly manner. The father hugged the headteacher. Issues were resolved, and more positive relationships established.
- 2.6 A former advisory teacher charted the distressing downward trajectory of some pupils with whom he had worked from Year Two. He referred to vulnerable groups such as boys of black Caribbean origin, white working-class children and a refugee children. He emphasised the importance of enabling children to shine in an endeavour.
- 2.7 A home-school Mediator told us of a family of five children who went to school unkempt. Child G in Year 4 had a particularly unpleasant body odour. The Mediator made a home visit. The home was immaculate but the children were neglected. She taught the mother some cooking skills and how to wash the children. Child G started to use her mother's perfume. Her self-respect grew. The disrespect formerly held by the other children withered away.
- 2.8 A community leader told us of Child H, a girl of 12 who had been excluded for a fixed term for disobedience. The community leader attended the post-exclusion re-entry meeting at the request of the father. On the day in question, the father, the child, the child's advocate and the community leader – on arrival at the school – went to the reception area to await being called into the meeting. They appeared to be taken to the meeting room, and as they approached, the community leader saw that about 8 people were gathered round the table. Upon seeing the community leader, the

school leaders appeared to put in place a sudden change of plan, and the group were taken to a different room and only the Head and another teacher dealt with them. What the school appear to have planned would have been oppressive both for the child and the parent.

A3 Some specific factors which may impede inclusion

3.1 Much of the evidence in this section comes from senior managers of schools. The factors identified affect all schools but some to a great extent. In setting out this evidence, the TFG notes the number of factors beyond the control of school leaders. We gratefully acknowledge that the vast majority of all those involved in teaching and supporting children in our schools are doing the best they can for their pupils in sometimes extremely difficult circumstances.

3.2 Social and economic deprivation

- Children become disadvantaged and disaffected at an early age from factors such as poverty and the disruption of family life. There is a limit to what schools can do
- Pupils having a very high mobility rate in some schools, with a considerable number of children living in emergency accommodation

3.3 The market in education

- There is competition between schools. It has become more difficult to foster the sharing of values within the broader community of schools
- Schools achieving positive outcomes with harder-to-include children do not gain the esteem which they deserve

3.4 Complexity of need

- Children have a large number of first languages other than English – sometimes over 60
- Children come to school with significant unmet needs. Of these children, many will have parents who themselves have complex unmet needs. Others will have capable parents who find it difficult to meet their children's needs because they have to work long anti-social hours to put food on the table and pay the rent. Such parents cannot easily leave work to come to their child's school

3.5 Social breakdown and dysfunction

- The growth of a destructive gang culture has not yet been successfully contained.
- More children of primary school ages are evidencing anti-social behaviours. Gangs are targeting children below the age of 10. One Head observed:

“A child of nine with a knife is more frightening than a child of 14.” Another primary school Head was troubled by the amount of sexualised behaviour from young girls. Another referred to children as young as 9 having started stealing badges from cars and taking off hub caps

- Some parents are distrustful of institutionalised authority. This may be as a result of their own personal experience or perception of institutional injustice, prejudice and discrimination. Children are empathic beings and readily pick up the feelings of their parents.

3.6 **Reduction in provision of social and educational support**

Thresholds for CAMHS, SALT, EHCPs and access to social care support and intervention have gone up. There are children with very significant needs who do not meet the threshold for CAMHS or SALT or EHCPs, or meet the criteria for CIN or LAC. A Head referred to one pupil being refused three times for an EHCP before eventually being given one. Another Head observed that it could be a catastrophe for a family when a family support worker is pulled away. FSWs support transition and encourage respect for education. School staff are left picking up the pieces.

3.7 **Teacher Training**

Teacher training needs to focus more effectively on ensuring that teachers have a better understanding of how to differentiate their use of language and resources according to the learning needs of the pupils.

3.8 **Overall**

Schools have increasingly difficult social challenges with which to cope with but less money and more thinly spread support from key agencies.

A4 Effect of exclusion on child and family

- 4.1 Much of this evidence came from support workers, counsellors and therapists.
- 4.2 The main effects are loss of friends, of significant and trusting relationships, and stigmatisation. Shame is a crippling thing for children entering puberty. Self-esteem is affected. More focus is needed on solution and less on blame..
- 4.3 These are often neglected children and need intimacy. Excluding and isolating children is the worse thing you can do. Exclusion piles instability on instability, and rejection upon rejection.
- 4.4 Boys respond differently to trauma from girls. Boys are more confrontational. Their adolescent brain engenders the peacock stage. Girls tend to internalise more.

- 4.5 Adolescents may already have a feeling of victimhood. They can move quickly into hyper-vigilance. The physical body is both on fight alert and ready to go into flight mode. They have not learnt self-regulation and need help to de-escalate. They need adults who understand and can cope with these psychological factors.
- 4.6 Exclusion leads to “movement upstream” – that is, an escalation of the child’s problems. The stigma becomes a badge. Life chances diminish – immersion in gang culture becomes more likely, habits of addiction form, entry into the criminal justice system follows.
- 4.7 The stigma extends to the whole family. The family is or can feel ostracised. Total isolation is a huge burden to child and family. One serious ramifications for families is that it can trigger family breakdown with the child becoming excluded from home.

A5 The Inclusion of children who come to school with serious social, emotional or mental health needs

Terminology

- 5.1 We debated whether to head sub-section A5 as we have done or with the phrase “trauma-informed schooling”. We did not go with the latter, as we believe at this stage that for many people “trauma-informed” may be an unfamiliar concept. However, we go on to discuss trauma-informed schooling as being an important approach, and one which the Council and other agencies are seeking to promote.
- 5.2 The website of traumaawareschools.org answers the question “What is a Trauma-Informed School” in the following way:

“In a trauma-informed school, the adults in the school community are prepared to recognise and respond to those who have been impacted by traumatic stress. Those adults include administrators, teachers, staff, and parents. In addition, students are provided with clear expectations and communication strategies to guide them through stressful situations. The goal is not only to provide tools to cope with extreme situations, but to create an underlying structure of respect and support.”

It is likely that a school which is ambitious to include children have who present at school with serious social, emotional or mental health needs will have similar characteristics.

Current developments in Croydon

- 5.3 The TFG has heard many views and experiences of education professionals on the development of a more trauma-informed and nurturing approach to schooling. These professionals include both school leaders and those working directly with children who have been traumatised or at least have not

been well-socialised, or whose emotional wellbeing is particularly impaired. Some of these professionals lead schools which have been part of the first phase of work in the projects described below at paragraphs 5.5 and 5.6.

- 5.4 We received an impressive presentation on trauma-informed schooling in September 2019 from a speaker from the Wave Trust, a Croydon-based charity which is advocating the benefits of the trauma-informed methods. The speaker cited pioneering work being undertaken in some American schools which used de-stressing techniques such as sensory inputs and yoga to calm down the stress systems of pupils. He advocated the adoption of behavioural strategies which are holistic. He suggested that there needs to be development in the school system of a greater sense of community responsibility for the behaviours within any part of the community. An emphasis on individual responsibility alone is insufficient.
- 5.5 The Council has been undertaking work to disseminate some of the ideas and practices of trauma-informed schooling since September 2019, and has rolled out into schools GLA-sourced funding of £400,000 per year awarded in the 2019-20 and 2020-2021 school years. The funding stream has come to an end, but as it could not all be disbursed during periods of school lockdown, some money has rolled over for use in following financial years.
- 5.6 Croydon schools have also benefited from NHS England funding for the “Trailblazers” project, which is rolling out mental health support teams in schools to enable them to develop models of early intervention and support school staff. The project was originally established in ten schools, and has subsequently been rolled out in about six more. This funding is continuing. The provision of mental health support for young people is a current priority for NHS England. Clearly, there is synergy between this work and the trauma-informed work.
- 5.7 Pragmatically, the immediate issue for school leaders concerns the potential development of practices informed by the trauma-informed approach rather than whether all borough schools should immediately adopt the philosophy of trauma-informed schooling. Given the number of schools, the autonomy that individual schools enjoy and not least the fact that the trauma-informed approach has yet to reach a tipping-point of consensual support, the embedding of the approach throughout the school system has a great distance to travel.

Note of evidence of two named stakeholders

- 5.8 With their permission, we are providing an agreed note of the observations and opinions of two stakeholders who have consented to being referred to by name. They are Steve Phaure, CEO of Croydon Voluntary Action, and Peter Stanley, Chair of the Board of Ment4. CVA has played a key role in the development of trauma-informed work within the community. They work directly with many young people who bear a heavy burden of adverse childhood experience. They work with a myriad of community organisations for which addressing problems associated with adverse childhood experience

is a priority. Peter Stanley has rich experience of running a mentoring service for some of Croydon's most traumatised children.

The observations of Steve Phaure, CEO of Croydon Voluntary Action (CVA)

- 5.9 He described the GLA funding for trauma-informed schooling and the NHS England funding for Trailblazers as the provision of a “landmark opportunity”. He argued that the biggest need was for a long-term approach and the development of a shared vision on the issues of school exclusion and mental health. He was concerned that the Trailblazers project and the trauma-informed communities project were in silos. They are not speaking to each other. Headteachers need a single pathway into trauma-informed support/adverse childhood experience support available from the NHS, Council, police and voluntary sector. Fragmentation has been and continues to be a problem.
- 5.10 He argued that in order to achieve the best outcomes, there needed to be a single point of service. He emphasised that there needed to be clear mapping of the services which are available. He had been told that Fair Access Panel had information on managed moves and exclusions, and felt frustrated that he had not actually received it. The presentation of basic evidence should not await the outcome of an evaluation project. It becomes extremely difficult to develop effective policy if basic evidence is not freely provided.
- 5.11 There was a need to establish baselines by which to measure success. There needs to be an independent evaluation project. It should be used to gather narratives which would provide good qualitative evidence.
- 5.12 Alternative Provision is complementary to mainstream. Where he wants mainstream schools to be is where the best AP is at. Teachers need to build trust to enable young people to be able to prioritise education. Headteachers take the lead but all have to share responsibility, and especially GPs, police and community groups. The concept of school community must go far beyond the school gates.
- 5.13 Returning to his concern about silos, he emphasised the need to dovetail the approaches of those working in the field. Approaches needed to be complementary and to dovetail. We needed to make the most of the opportunities which we have in order to maximise the effect. We have got to get it right. It would be unforgivable not to. He referred to key groups and initiatives. As of February 2020, these included:
- Croydon and Communities Partnership against Trauma which comprises eight schools and two further education colleges
 - NHS England Trailblazers, which has a whole school approach and is less 1 to 1 than Croydon Communities Partnership against Trauma

- The September 2020 conference to be led by Marion Hampton and Margot Sunderland which was to have dealt with trauma in the classroom, and which was postponed owing to the pandemic
- 5.14 He lay great weight on the importance of the role of headteachers. Headteachers are realistic rather than sceptical. They are the frontline. You cannot preach to them. He was concerned about the danger of headteachers being seen as the villains of the piece.
- 5.15 He spoke about a conference on trauma-informed communities in February 2020. It had brought in the voices of young people, and these had been eloquent. There needed to be a follow up.

The observations of Peter Stanley, Board Chair of Ment4

- 5.16 Peter provided this introduction: "Ment4 undertakes a lot of work with PRU providers across Croydon, we are constantly inspired and encouraged by the dedication of the staff that help run these units. Many of these staff work passionately and diligently to help engage and improve some of the most challenging young people in Croydon."
- 5.17 Ment4 is a not for profit charity which provides mentoring for troubled secondary school pupils. Their services are commissioned on a case-by-case spot-purchase basis. They have a hardship fund. They receive referrals directly from PRUs, academies and parents. They receive calls from Social Workers.
- 5.18 At the time of interview, Ment4 had 18 clients and 8 Mentors. 50% of clients are white. They have female and male Mentors, and female but mainly male clients. Most clients are from the north of the borough. They are trying to establish "a parental army", and have published a flyer. They get regular offers of help from parents.
- 5.19 Peter himself is a member of the borough's Youth Crime Prevention Board and the Vulnerable Adolescents' Priority Group.
- 5.20 Mentoring requires consequential thinking. Some children of 11 are capable of such thinking, but for most young people the ability develops from the age of 13. Ment4 do not take clients beyond the 18th birthday because at that age adult agencies need to commence involvement. They provide 7 ½ hours time weekly to each client of which 5 hours is direct contact. The minimum effective time for intervention is four months. They are seeking to set up a parental army.
- 5.21 If a child is going to start talking about their pain, it is likely that they will only do so in a safe setting. Some young people will only speak to mentors.
- 5.22 Ment4 mentors provide a weekly report. This report focuses on the key targets which the mentor and client have identified. In-depth conversation is

preceded by a social activity, as the activity relaxes the young person and makes them more receptive to in-depth conversation.

- 5.23 Mentors sometimes identify that the young person has a mental health issue, or autistic traits. They sometimes identify errors in diagnosis or undiagnosed issues or unhelpful applications of medication.
- 5.24 Peter referenced a young person with an anger management problem who had had a fight with the sports teacher at the school. The sports master did not know that the young person had ASC. The teacher in this case needed to be educated. In another school, they did not understand the context of the boy's aggression, which related to online bullying. The young people with whom he comes in contact tend not to like the process of exclusion and being moved to a PRU. They miss their friends, despite the good work which the PRU puts in to support them.
- 5.25 Schools do not always see the roots of the child's problems. If a child has difficulty in reading, he may feel shame and embarrassment. He may be in denial. The way he presents himself may be down to bravado. But you are only really going to see the roots if you see outside the school.
- 5.26 The mentors spend time listening and observing, which schools cannot always do. The first month of four is taken up with the development of trust. In the second month, details of the child's underlying trauma are likely to emerge. Mentors can then go on to look at the roots of trauma. Common roots include a significant bereavement, or the death of a loved person. The child may have a father who has returned to his native country, who makes promises to the child but never answers the phone.
- 5.27 The young person needs a significant other who listens, not specifically a male figure. The young person needs to feel valued, and have a sense of belonging. "URMent4More" is their slogan.
- 5.28 You should not label a child only by what is wrong with them. If you are going to get to the roots of the problem, you need to go back to the child's school, and to the child's family. The family and the school need to have effective meetings. The key to prevention of exclusion is finding the roots of the problem. Finding the triggers merely papers over the cracks.
- 5.29 FAP has the best intentions but they cannot always get to the roots.
- 5.30 Every establishment should have an effective pastoral care team.
- 5.31 It is important that children can develop insight into their own circumstances.
- 5.32 Parents are often more dysfunctional than children.
- 5.33 Mentoring can be like Snakes and Ladders. A ladder is good; a snake is bad. Mentors, however, go down the snakes with the young people and

help them learn the lessons and back up the board with them, rather than rejecting them.

- 5.34 Exclusion often piles instability on instability, and rejection upon rejection and that is why mentors working in conjunction with the PRU can be very effective to overcome the negatives.

A Headteacher whose school has moved to a trauma-informed approach

- 5.35 A different primary school head leads a school which has changed from a zero tolerance approach to trauma-informed. Paragraphs 4.36 – 4.40 set out their evidence.
- 5.36 Using zero tolerance, disciplinary issues escalated quickly to fixed term exclusions, of which there were many. They had been putting pupils outside school who needed to be inside school. They are now doing much more for the community. Children spend quite short periods of their life at school. The main influences on them often come from outside the school. They take the view that getting on in life relies on more than passing exams.
- 5.37 Before an OFSTED inspection, they decided to change, and consulted with behavioural experts. They made a decision to have no permanent exclusions. The governing body and the whole staff had ownership of this decision. Turning mindsets around had been a big challenge. They are still on that journey of changing mindsets. They had significantly reduced the number of exclusions. Between October 2018 and February 2019 they excluded 19 pupils for a total of 68 days. Between October 2019 and February 2020 they excluded six pupils for nine days. They had had a positive monitoring visit from HMI. In the three months period after the OFSTED inspection, the Head logged 382 behaviour incidents. In the following two months, the Head logged only 155 incidents.
- 5.38 The school has had no pushback from parents. They have a team based at the school which delivers the Triple P parenting programme. They have a group for toddlers based at the school. They have a multi-agency approach at the school. The children are monitored intensively. They have weekly staff meetings. They have staff who are trained in trauma-informed approaches. They have nurture provision. Such provision acknowledges the need for children to be in safe places in order that to be able to learn. These children take part in their breakfast club where they make breakfast for each other and where they are consistently polite. There is always someone to listen to them. They employ from their school budget six emotional literacy support assistants and a middle manager. They focus on preventing the behaviours which lead to exclusion. They had engaged the support of the local authority to focus on creating a curriculum which is sufficiently strong and engaging. It is a curriculum which is more relevant to the identities of their pupils. They do a lot to empower girls. There has been no resistance to that from parents.

5.39 Of course, life is not always smooth. There has been one proven incident of a child bringing in a weapon. The police were involved. They have parents who smell of cannabis, and they have had to pass on information about parental use of cocaine.

5.40 The most important thing for this Head is to get adults to understand that behaviour which led to exclusion is expressive of the unheard needs.

Other evidence received on the Inclusion of children who come to school with serious social, emotional or mental health needs

5.41 A primary headteacher who had been on trauma-informed training declared that it had been absolutely excellent. He had been on a level three safeguarding training which included looking at the effect on children of parental alcohol abuse. He felt many more headteachers would be assisted by attendance on such a course.

5.42 Another primary school leader stated that they believed it desirable that communities be more trauma-informed. They would like to host psychotherapy in their school. They believe that the causes of children's misbehaviours needed to be addressed.

5.43 A former secondary headteacher spoke positively about their former school at which in Years 7 and 8 there is a nurture plan focusing on English, Maths and Science for children with IEPs. These children continued to access the National Curriculum.

5.44 We were told that many Croydon primary schools have nurture groups, but that they vary in quality. There are examples of excellent practice.

5.45 Relevant factors in introducing nurture groups are cost, space, volume and not least development of skills set. Some schools have the will but not the resources.

5.46 We were also told that some schools including at least one secondary school had provided a "quiet space" or "timeout room", where pupils could be referred or perhaps refer themselves if there was an issue affecting them which was preventing them from engaging with routine school activity. Such spaces were not used punitively, but for the purpose of assisting a child to regain their emotional equilibrium.

5.47 From the Council point of view, we were reminded of the valuable role that a Council-organised Educational Welfare Service might play in providing the local authority with eyes and ears in every school. "It would be the holy grail to get back the EWS," said one officer.

Evidence received on approaches used by teachers in Alternative Provision to meet the needs of their pupils

- 5.48 Alternative Provision does not enjoy high public estimation. Of course, few if any parents and pupils aspire to placement in AP. We record some of the observations which we received about the need for good AP, and the benefits which good AP has to offer, and some of the high praise which we heard of some current practice. One stakeholder stated: "Alternative Providers are good at supporting the reintegration process, and could do more with better resources."
- 5.49 Four members of associated with a trust which runs a number of AP sites in the East of England and South Midlands came to speak to us about their wish to open a facility in Croydon. One of the four members who attended was a Croydon community leader who might potentially be the Principal of a Croydon site.
- 5.50 All staff are trauma-informed trained. Their schools are holistic and nurturing. Their clientele would be not only excluded pupils but also children going through a crisis of some kind. They put a significant emphasis on achieving engagement from parents as generally a necessary condition for successful work with the child.
- 5.51 They worked on the principle that children stay on the roll of the referring school. Typically, a school might commission a term but they are not rigid and are prepared to work on a roll-on and roll-off basis according to the needs of the child. They seek short-term turnaround into mainstream, and provide support to schools input to reintegrate returnees.
- 5.52 They adopt a whole school approach on instilling effective behaviour for learning. This is a positive approach. A focus on behaviour management is negative. They celebrate behaviours they want to see, and work with negative behaviours.
- 5.53 They felt that Croydon needs their model. Schools have so many behaviour issues, including knife crime. They considered that managed moves too often shift a problem rather than solve it. They take the view that schools can be rejective, and that they need to put a far greater emphasis on reintegration.
- 5.54 A former provider of AP in Croydon gave us the benefit of his seven years experience. He had provided AP for children Year 8 to Year 11. He said that problems tended to peak in Year 9. He stated that the children he took were the toughest of the toughest. 60% of all pupils were boys. The system was effective with white working-class children as well as those children of black Caribbean or other black ethnicity. He noted the absence of black role models in mainstream schools.
- 5.55 He stated the need for a holistic approach. His academy had developed organically from education into therapy. The success of the work depended on the ability of the teacher to be able to identify the journey of a the pupil. 85% of his pupils had had recent bereavement or loss of some sort. Many

had gone through family breakdown which had caused trauma. They were young people going through a grieving process.

- 5.56 He recognised that the family dynamic was very important. Some of the issues which these children faced, such as hunger and poverty perhaps caused by lack of recourse to public funds were not always known to the school from which the child came. He brought in parents. He mentored them as well. He took up with the Council the need to assist families with housing debt. A holistic approach is needed. Education is at the end of the queue.
- 5.57 The motivating factor was the relationship that existed between the pupil and adult. The pupil felt care and love. The classroom became a group therapeutic space where there was trust and where troubles were shared. It was a shared space. Pupils felt pride. The starting-point was not creating an ideal of academic excellence but understanding the needs of the child. Teachers focused on the subjects that the pupils were good at. This energised the pupils. Some achieved a grade at GCSE.
- 5.58 These were children who depended upon the teacher's ability to pick up on the child's needs and to spark the interest to progress learning. They supported the child in transition back to mainstream or PRU. He told us that the children went back to full-time provision as different creatures.
- 5.59 Early intervention is important before the child's problem becomes acute. Adults must not demonise the child.

The extended school day

- 5.60 Some school support staff advocated that schools needed to have an extended day as part of their role in a cohesive community. They mentioned positively a secondary academy which had an extended curriculum and a rewards system. They referred positively to the Legacy Zone. They felt that there needed to be better signposting to activities, as many parents were unaware of what was available. Activities needed to be free or low cost.

A6 Overview and conclusions

Overview

- 6.1 The TFG commenced its work in December 2018. A large proportion of stakeholder evidence was taken in the eight weeks preceding the first Covid lockdown on 16 March 2020. At that point, grave concerns were being expressed about the poor state of the emotional and mental health of many of our children. As we conclude our work in February 2022, we note that evidence suggests that the situation has become even more serious.
- 6.2 There were 77,390 children who had been assessed as having a mental health need by local authorities on 31 March 2021, an increase of 25% on the 61,830 seen two years earlier, according to statistics from the DfE. It is

possible that this figure significantly understates the increase: there has been a 31% reduction in the number of referrals from schools – 36,000 fewer cases – reflective of the restrictions on school attendance in place for parts of the year to April 2021.

- 6.3 Separate NHS figures show that in 2021, one in six children in England had a probable mental disorder, up from one in nine in 2017, with girls aged between 11 and 16 more likely to have experienced a decline in mental health than boys the same age. The proportion of 11- to 16-year-olds with eating problems almost doubled from 2017 to 2021.
- 6.4 On 4 February 2022, the Local Government Association referred to reports from social workers that the pandemic had triggered increased pressure from gangs, through county line drug dealing networks. The most common problems for children remained the impact on the child of a parent being subject to domestic violence, and a parent's poor mental health.
- 6.5 The TFG were told that school lockdowns had inevitably had the effect that the resources available to schools from the Trailblazers project could not be applied. Work to roll out further the trauma-informed training had been impeded. Diversionary activity in the community had effectively come to a halt. One stark example given was that even football coaching could not be convened, as participation would have been unlawful.
- 6.6 We set out below what we believe from the evidence needs to happen if our education system is to be successfully inclusive.

The allocation of more resources

- 6.7 There are increasing numbers of children presenting at school with significant social, emotional and mental health needs. There are tougher thresholds for schools to cross in order to get support such as EHCPs, SALT, or for access to family social work support. There are increasing lead-in times – now as much as 15 months - between referral to CAMHS and receiving an appointment.

The development of greater systemic cohesion between schools and other relevant agencies

- 6.8 The development of stronger multi-agency collegial working is essential in order to develop effective inclusion practices within schools. The concrete identification of shared values is important, and concrete practices and objectives which might flow from the implementation of those values.
- 6.9 It was recognised, and the TFG recognise, that headteachers are playing a leading role in existing developments. Necessarily this is so, as the work will founder without headteachers being engaged in and accepting ownership of developments. We observe that there is a tension between the in principle desire of headteachers to develop more inclusive practices and the

practical reality of running a school in the context of the pressures which we summarise in sub-section A3 above at paragraph 3.3.

- 6.10 If progress is to be made, these issues need to continue to be at the forefront of national policy debate.

Importance of early intervention

- 6.11 Where a child's issue is psychological, emotional or neurological. the key to prevention of exclusion is finding the roots of the problem. It is idle to imagine that one can begin to address the issue effectively before the root causes are identified or diagnosed. If those root causes of a child's problems are not identified and/or diagnosed early, and then addressed constructively, negative behaviours will escalate. For such a child, a punitive action such as exclusion can exacerbate underlying problems and require others to address the resulting mess.
- 6.12 Children are more likely to flourish in school if adults are curious about the cause of unusual or disruptive behaviours, whether trauma, neurological or otherwise, and seek to address the cause rather than prematurely adopt a punitive stance. A child who has difficulty in reading or understanding is likely to feel shame and embarrassment. They may be in denial. The way they present themselves may be down to bravado.

Better working with parents and the child's community network

- 6.13 The roots may be growing outside of the school. Children with problems often have parents who have suffered trauma. The children let out at school things which are suppressed at home. There needs to be a holistic approach which involves parents.
- 6.14 The family and the school must be able to have effective meetings. It is important for schools to have a relationship with the home based on mutual respect and trust. Home-school liaison can play an important part in the prevention of exclusions. It is important to school and family to have someone who is able to act as an objective conduit of information and assist in the resolution of problems.
- 6.15 Professionals need to hold back on negative judgements about children and families, and to understand specific kinds of family or educational issue. Labelling a child or family is not a constructive step. It can be necessary to understand the role that the child is playing in the household, For example, where his mother has no partner, a boy is seen or may see himself as man of the house, and needs to be the man in school too. He may need sympathetic guidance in order to enable him to be a boy in school
- 6.16 Celebrating children's cultural heritage brings both joy to a child and a sense of self-respect which reinforces positively the child's sense of being part of a community.

- 6.17 The inclusive school need to work with the child's network, which includes not just family members but also community groups which are part of the family network. We heard praise about the Talkbus project which is organised by Croydon Drop-In. This takes support to the community, providing support to traumatised children and preventing the escalation of the child's problems. There needs to be a holistic approach to supporting the vulnerable child.

Every school, college and alternative provider should have an effective pastoral care team

- 6.18 The scope and extent of pastoral care varies from school to school. There needs to be a clear evaluation of what characterises an effective pastoral care system, and good practice disseminated and encouraged.
- 6.19 It is easy to like a secure and well-adjusted child. The test of an effective pastoral system is how it is set up to ensure that vulnerable, damaged and indeed unlikeable children can flourish. Children thrive better where they feel valued. Positive, respectful relationships with adults create a feeling of value. An adult with a positive relationship with a child with problems can more easily correct or reprimand them. The formation of positive relationships is completely compatible with the setting of appropriate boundaries.
- 6.20 Damaged children generally have not learnt self-regulation. They need teachers who understand and can deal with these behaviours rather than teachers who cannot. There is a need to foster a child's self awareness. That helps children to take responsibility for themselves.

Availability of mentoring, counselling and therapy

- 6.21 A school needs to be able to turn to draw on specialised sources of help in order that individual pupils have the support they need to achieve their potential.
- 6.22 Some young people will only speak to mentors. Boys who have black Caribbean ethnicity arising from one or both sides of their family have fewer adult role models in schools than many other ethnic groups. One stakeholder to whom we spoke who noted the lack of positive role models stated the need for mentoring from someone as close as possible to the age of the mentee.
- 6.23 A mentor is not necessarily a trained counsellor, and a mentor or counsellor is not necessarily a trained therapist. Support should be customised to meet the needs of the individual.
- 6.24 It is important to roll out mental health training. Children who are behaving in certain ways because of mental health or neurological issues should not be punished for that behaviour.. Mental health first aid training needs to be rolled out fully into schools.

Good inclusion practice starts with effective transition

- 6.25 Primary to secondary transition is dealt with in detail in Section 3 our report. The principle applies to transition at all stages, commencing with transition from home to the child's first school.
- 6.26 Making transition successful is the joint responsibility of the giving school as well as the receiving, as stated in our Part 1 report on Managed Moves. It applies to moves to AP. For managed moves to SVC there is no follow up from the exporting school. The child should not just be forgotten. Children in transition need scaffolding, and particularly children with very complex needs. In contrast, some of the borough's AP providers place a huge effort to ensure that a pupil can successfully return to mainstream.

Need for extra-curricular school activities with teachers – relationships are built up

- 6.27 They can tie children into the school community in a positive way. They can give children a chance to shine at non-classroom pursuits which builds up their self-respect and earns them the respect of others. They provide opportunities that the child would not otherwise enjoy. They cause the child to arrive at or leave school at times when there are fewer children travelling to and fro, and reducing the risk of their being involved in trouble outside the school gate.

More short-term Alternative Provision which is focused on re-integration

- 6.28 Some of the highest independent praise we heard about good inclusive practice was reserved for work being undertaken in AP by professionals working with excluded children. In the best of this work, the teachers and support staff are working with the young people and their families to get to the roots of problems, and they appear to be achieving some good outcomes.
- 6.29 Many of the children in AP are in Years 10 and 11. They have come off the roll of their mainstream school, and there is no ongoing contact. They may be doing large parts of a mainstream curriculum in AP but they cannot easily be transplanted back into classrooms where topics have been taught in a different way at different times.
- 6.30 There is an urgent need – irrespective of the issue set out in paragraph 6.31 below - for more AP which can be commissioned by a school for a child on the basis that the child remains on its roll, and that reintegration will happen – or at least a wholehearted effort will be made to ensure that it will happen – after a specific period.
- 6.31 The need is particularly urgent in the context of the current national consultation which contemplates restrictions on the nature of managed moves which can be undertaken, and which we consider in Section F of this

report. In the five terms from Autumn 2018 to Easter 2019, mainstream schools were putting an average of 65 children per term through the FAP. Unless large numbers of children are to be expelled, schools will need to include more of these hard-to-include pupils, and are likely to need a resource which takes children for a specific period into AP while they retain the children on roll.

A.7 Recommendation

7.1 That the Director of Education continues to report to the Scrutiny and Overview Committee providing detailed information on how effective inclusion has been promoted in Croydon schools, including in particular information about how the Council has been using its role as community leader to inspire, share and disseminate good practice in inclusive education, and in particular but not limited to:

- further encouragement of schools to develop awareness of how and in what way they can use trauma-informed approaches
- the identification of the characteristics of good pastoral care
- the development of the use of quiet rooms in our schools to allow for pupils to benefit from non-punitive time out
- bringing school and community stakeholders together with a view to building capacity in more of our schools to introduce an extended day
- co-ordinating schools to ensure that commissioning of AP is conducted in a way which maximises the chance of the speedy and successful reintegration of children in AP/In-School Behaviour Units into the mainstream classroom
- working in concert with school and community stakeholders to make the case to government and other potential funding providers funding levels which enable schools to be able to commission sufficient specialised support so that more children can remain in or be reintegrated into the mainstream classroom

Part Two of the Final Report of the Task and Finish Group on Inclusion and Exclusion in the London Borough of Croydon

Section B

Transition from Primary to Secondary School

B1 Preliminary Discussion

- 1.1 Very few primary school children undergo permanent exclusion, or a managed move to alternative provision.
- 1.2 There may be many factors which make it easier for a primary school than a secondary school to keep a child who is experiencing problems within its community. It was the evidence of our professional witnesses that effective primary to secondary transition plays an extremely important role in embedding a child in a new school community in an enduring way.
- 1.3 Some counsellors to whom we spoke summed up cogently the problem of transition, a problem particularly experienced by vulnerable pupils. They pointed to primary schools having the advantages of continuity of teacher, much less movement from classroom to classroom, a nurturing or at least containing environment and a better knowledge of their pupils. The primary school environment conduces to a degree of stability and security which enables boundaries and relationships to be maintained more easily than in a secondary school. We were told by one primary head that for some vulnerable children, key adults in primary school were the most consistent figures in a child's life. Upon moving to the secondary phase, pupils quite suddenly have to adapt to forming relationships with a considerable and sometimes quite rapidly changing number of adults, and this can add significantly to transition pressures.
- 1.4 These counsellors referred to in paragraph 1.3 above also spoke of the need to establish a community of primary and secondary schools working together. A headteacher made a similar point when they observed sharply that "primary and secondary schools needed to be on the same planet".
- 1.5 A key question for policy-makers is how secondary school leaders can best mitigate some of the more destabilising and alienating effects of a larger, busier and emotionally more distant environment.
- 1.6 Almost all of the professionals we spoke to had observations on aspects of transition which could be improved. One expressed the view that transition

had been on the borough agenda for years without being adequately addressed.

B2 Discussion of evidence received on Primary to Secondary Transition

- 2.1 Transition was a significant topic in our interviews with three headteachers of primary schools, one retired primary head, five secondary school senior managers (three of whom are headteachers), one retired secondary headteacher, a variety of other professionals, including Croydon education officers, and some parents.
- 2.2 Those whom we interviewed clearly thought that transition is an extremely important issue. It would have been surprising if they had thought otherwise. Most had ideas about how the transitions process could be improved.
- 2.3 We identify the main themes brought out by those whom we interviewed as follows:
- Preparation of children and parents
 - Information sharing
 - Transfer meetings
 - Enhanced transition
 - Diagnosis and relevant support
 - Good practice in Year 7
- 2.4 We set out below some of the comments on these themes which we found persuasive.
- 2.5 We emphasise that much of our evidence base was provided pre-pandemic. There is a strong body of evidence now that the pandemic may have reduced the resilience of children, and indeed parents, which if correct adds further strength and resonance to our concerns that the transition process needs significant attention.

Preparation of children and parents

- 2.6 The preparation of children for transition needs to begin in Year Four focusing on resilience and psychological preparation for secondary school. Visits to secondary schools (albeit not necessarily to the school which the pupil might eventually attend) might usefully be arranged in the Autumn Term of Year 6.
- 2.7 There is too little attention paid to preparing parents for transition, particularly parents of vulnerable children. Some parents will not have fully engaged in the process of making a choice of secondary school which best suits their child's needs, and have not necessarily received any support in doing so. Unprepared parents are ones who are more likely to feel stress and panic about the way their child is experiencing transition in Year 7.

Information sharing

- 2.8 Information sharing is the crux of transition. It can be much less than satisfactory. Openness and transparency are vital in supporting children in transition.
- 2.9 Good transition from primary to secondary is absolutely key – sharing of all relevant information is crucial – that includes academic issues, issues of emotional and social wellbeing, specific issues relating to the child’s home life, including the existence of domestic abuse. Where there are significant issues, the organisation of appropriate pastoral support needs to be initiated at the earliest stage of transition.
- 2.10 There is no shared policy regarding the transfer of information upon transition from primary to secondary.
- 2.11 Schools do not speak sufficiently to each other about transfers. There needs to be an open forum of relevant professionals. Intelligence is lost.
- 2.12 It is a struggle sometimes to get information from primary schools: issues which are important to record are not placed on the manual file. The most sensitive things are less likely to be made available electronically. Manual files are often sent to receiving schools in the last weeks of summer term, during the holiday, or even in September. This can be because the school is uncertain about the destination secondary school. Files can go unread unless and until an issue occurs. If an issue has occurred, damage has already been done.
- 2.13 Secondary schools need to evaluate better the data with which they are provided, for example on issues such as attendance and failure to engage with the curriculum.
- 2.14 Secondaries should be getting transition information in the Spring Term preceding secondary enrolment. The secondary Inclusion Team Planning should be able to start planning support in March. By the start of the summer term, secondary schools need to receive all the data from feeder schools.
- 2.15 Information needs to be readily accessible – this is a systemic issue. Data needs to migrate effectively.
- 2.16 The primary SENDCO needs routinely to be in conversation with the secondary inclusion lead in order that the latter can flag up potential problems at the earliest stage.

Transfer meetings

- 2.17 Transfer meetings are needed immediately after Easter so that secondary school can be involved in the IEP, SEND and LAC reviews which are due to take place in the summer term. Secondary schools need reasonable notice. Where EHCP reviews have taken place in the Autumn Term of Year 6, there may be value in the secondary school having the opportunity to participate in

a specific transition-focused review in the late Spring or early Summer Term, which would not require the attendance of the Local Authority's Case Officer. There is the same need for such meetings for pupils with SEND needs but without an EHCP. This seems to be a growing number as getting EHCPs becomes more difficult. If the secondary school wish to put the pupil forward for EHCP, they need the full picture from the primary phase.

- 2.18 The secondary school leaders should meet every Year 7 pupil. Each pupil should be visited in their school. There should be a conversation with their teacher. (The Head who recommended this led a school which had a very large number of feeder schools.)
- 2.19 One primary headteacher spoke approvingly of a shared policy which was operated by a county authority where they had previously worked. This policy provided for systematic online booking of meetings between secondary school and feeder school.
- 2.20 Where necessary, the secondary school leader should find opportunity to meet parents without the child being present, and/or the child without the parent being present.

Enhanced transition

- 2.21 Some schools provide "enhanced transition" for vulnerable children. Children may go with teaching assistants for additional sessions to schools into which they are transferring. One primary leader stated that they were aware of teachers in secondary schools who do not even know that the child whom they are teaching has an EHCP. Transition is fundamental. Enhanced transition requires two meetings. One of these meetings focuses on the academic, and the other focuses on such things as special educational needs, EHCPs and SLT. One primary Head recommended the provision of a transition passport which includes a photograph for their new teacher which the child takes when they visit their new classroom.

Diagnosis and relevant support

- 2.22 Children are not coming with a diagnosis. It has become more difficult to get an EHCP. Where a pupil has come from out-borough, the situation may be harder (or sometimes easier) as different local authorities may have different thresholds before an EHCP is given. The playing-field is not a level one.

Good practice in Year 7

- 2.23 Children need careful transition at the start of Year 7. It is important to deploy strong practitioners for the Year 7.
- 2.24 Parents may also need support during the transitional period. There will be parents whose whole experience of schools is negative. Their child's difficulty during transition may cause stress and alarm and engender an aggressive response. The establishment of a positive working relationship

based on mutual understanding and respect will make a huge positive impact on the child's prospect of making a successful transition.

- 2.25 Support for vulnerable and potentially vulnerable pupils is particularly important in the transitional period. This support needs to have been mobilised by the pupil's first day. But the threshold for getting support seems to be getting higher.
- 2.26 A flexible curricular pathway should be available for children who have difficulties in accessing the full curriculum, but still enabling pupil access to their National Curriculum entitlement.
- 2.27 A counsellor provided a case study of a child who at their primary school had received great in-school counselling support. The counsellor had been willing to continue to work with the pupil after transition but the secondary school refused. The child was traumatised, eventually excluded, and suffered greatly. Damage had been added to existing damage. Schools need to be flexible in using external support where the child's needs require.

B3 Summary of features of good transition practice

- 3.1 We noted the following as features of good transition practice:
- A customised online shared process for booking transition appointments with expectation that each school will participate
 - Holding transfer meetings immediately after Easter so that secondary schools can be involved in the PEP, SEND and LAC reviews in the summer term
 - Creation of a forum to maximise sharing and ensure that key intelligence is not lost or overlooked
 - The establishment of strong and respectful relationships with parents and others who provide valuable support to the child
 - Flexible curricular pathways for vulnerable pupils
 - Development of resilience and psychological preparation for secondary school from Year 4.
 - The development of a shared policy on the sharing of information which deals with:
 - (i) effective communication of information on the manual file and the communication of other sensitive information and key data at the earliest feasible stage;
 - (ii) Knowledge of adverse life experiences (e.g. exposure to domestic abuse) which leads secondary school to introduce strong pastoral support

- The secondary school having in place a system which ensures careful evaluation of that information: secondary school must be aware of poor attendance, non-engagement with curriculum, etc, and take preparatory steps
- Enhanced transition for vulnerable children, which might include additional visits with a TA to schools to which child is transferring
- Longer (or two) preparatory meetings between feeder school and secondary giving sufficient time to focus on “red flag” issues
- Primary and secondary schools recognising that they must work together
- Secondary schools meeting every Year 6 pupil coming to them in the term before they come (or earlier)
- Attendance of secondary school at the Year 6 PEP/LAC/SEND reviews of pupils coming to them in Year 7
- Sufficient deployment of strong practitioners in Year 7
- A system which ensures that every subject teacher is fully briefed about a pupil with vulnerabilities
- Children who need a diagnosis arriving at secondary school having received a diagnosis, including out-borough children: in the case of the latter, better cross-borough communication would make this more likely to happen

B4 Recommendation

- 4.1 The Director of Education be invited to present a report to the Scrutiny and Overview Children and Young People Sub-Committee with a view to improving primary to secondary school transition in Croydon, and taking particular account of the points set out in paragraph 3.1 of Section B of this report.

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Section C

Inclusion of children with Autism Spectrum Disorder in mainstream schools

C1 What is Autism?

- 1.1 Paragraph 1.2 below is taken from Croydon's Autism Strategy. The full statement of how the strategy answers the question can be found at Appendix Two to this report.
- 1.2 "Autism is a lifelong neurological disability that affects how a person communicates, processes and interacts with the world. Put simply, the autistic brain is wired differently from other people's brains. Many autistic people have difficulty processing sensory information, and can be very sensitive to lights, noises, smells and textures. Some autistic people are non-speaking or non-verbal, and may use alternate methods of communicating with people. Autistic people are also much more likely to have other medical conditions than most people, and those who have can regularly face multiple barriers to being accepted, and functioning from day to day. There is no cure or treatment for autism."
- 1.3 The majority of autistic children do not have learning disabilities, and can realistically expect to benefit from full access to the mainstream school curriculum.

C2 Evidence base

- 2.1 Stakeholders who spoke to us about autism comprised the following:
 - headteachers, and in particular the Head of a primary school who seeks to ensure that autistic children are working in an environment in which they can thrive
 - seven carers from different families which included one or more autistic child
 - support professionals, counsellors, therapists and leaders of AP schools and units who have rich experience in working with autistic children

Evidence of a headteacher

- 2.2 The school is highly regarded for its work with pupils with SEND, of whom 18 have EHCPs. They have restructured staffing with the effect of providing more teachers and reducing teaching assistants.
- 2.3 They have a very effective SENDCO, who champions the needs of the children. They have a TA who provides 14 hours of counselling weekly. Counselling is provided for between 2 and 6 sessions, and for children who have issues arising from bereavement, behaviours, anxiety, relationships (or lack of relationships). They saved up money from six discos to add to existing funding in order to provide a sensory room. They also have a room where occupational therapy is provided, and also a breakfast room which is in addition to the Breakfast Club area. They received a grant of ten thousand pounds to develop an area which will become the sensory garden. Part of the staff room has been designated to their nurture provision. They are looking at the seminal work of John Bowlby on attachment in order to develop good practice.
- 2.4 A small number of parents feel that the school puts a disproportionate emphasis on special needs provision. The financial cost of inclusive provision is greater than the specific special needs funding which the school receives.

Evidence from a national organisation focused on autism

- 2.5 In a survey of 500 families in 2014, Ambitious about Autism (a national charity) found four in 10 children had been informally excluded from school temporarily, which is illegal. The charity said children with autism were being asked to stay at home, miss school trips and activities and to attend lessons on a part-time basis. Their report was based on surveys of 500 families with a child with autism and 1,000 school staff. It also drew on information from local councils. The charity said that as about 71,000 children have the condition, it could mean more than 28,000 children were subject to illegal exclusions across England.
- 2.6 Ambitious about Autism found one-fifth (20%) of the parents questioned said their child had been formally excluded in the past year, while almost four in 10 children (39%) had been subject to informal exclusions. More than half said that they had kept their son or daughter out of school because they were concerned that the school was not able to provide the right support.
- 2.7 The report also found that two-fifths of parents had been asked to collect their child at an unscheduled time, while three in 10 said they had been asked by a school to keep their child at home.
- 2.8 Ambitious about Autism suggests that schools are resorting to informal exclusions - which could also mean refusing to allow youngsters to take part in social activities or school trips - because they are unable to support

youngsters with autism. One parent, Clare Moore, said: "I have lost count of the number of times different schools have rung and asked me to collect my son early or keep him at home because they could not support his needs. It has been really distressing for him because it interrupted his routine and he never knew how long he would be in school for each day. It has also had a massive impact on our family life because I had to give up work as I had to be available at short notice."

2.9 In a further report headed "When will we learn?" in 2017, *Ambitious about Autism* returned to the theme. Nearly a quarter of respondents to a survey said their child had been formally excluded at some point. Nearly half (45%) of the families surveyed said their child had illegally been put on a reduced timetable, sent home early or asked not to come in to school on days when tests or school trips were happening. More than half of these said this had happened this year.

2.10 The report writer commented that if these exclusions happened without the school providing the proper paperwork, they are illegal. Not only do children with autism miss out on vital school time because of such illegal exclusions, but by their going unrecorded or reported the scale of the problem is hidden, making it harder for families to stand up for their children's rights. (The TFG note that the 2017 statutory guidance to headteachers on Suspension and Exclusion makes it quite clear that such exclusions are unlawful, and paragraph 14 of the draft 2022 guidance re-affirms the point: The 2017 guidance at paragraph 14 states:

"'Informal' or 'unofficial' exclusions, such as sending a pupil home 'to cool off', are unlawful, regardless of whether they occur with the agreement of parents or carers. Any exclusion of a pupil, even for short periods of time, must be formally recorded."

2.11 Recommendation arising from the *Ambitious about Autism* report were that:

- all school governors who were likely to hear exclusion appeals should receive training in autism
- a clear procedure for anonymously reporting schools breaking exclusions law should be publicised to all parents, with the agencies responsible for holding schools to account reporting annually on the scale of the issue and how they are preventing this illegal activity

2.12 We also have taken into account the report of the All Party Parliamentary Group on Autism and Education (2017) and the section on Education in the APPGA's report on Autism published in 2019. The recommendations of the reports are set out as Appendix Three of our Part 2 report.

Evidence of parents

2.13 Seven families in which there are one or more autistic child responded to the invitation to Croydon residents to speak to the TFG.

- 2.14 It is outside of the scope of the TFG's role to make judgement about individual cases. However, the parental concerns gain credibility by their number, and the fact that they are consistent with evidence presented by autistic campaign groups nationally. The Chair of the TFG, who is also the borough Autism Champion and Chair of the Autism Partnership Board, can attest to the fact that the narratives of those parents who spoke to the TFG are consistent with the many other narratives he has heard from parents who want their child to be educated in mainstream schools.
- 2.15 The parents who came to speak to us wanted – or at least initially had wanted - their children to be educated in mainstream schools. They believe that they were exercising their right to express a preference for the school at which they wanted their child to be educated was being exercised in the child's best interests.
- 2.16 The parents had all endured huge stress in seeking to obtain for their children the education which they wanted them to have. They had had to overcome – or more often had failed to overcome - the considerable obstacles which lie in the path of getting one's autistic child successfully through mainstream schools from the ages of 4 to 18.
- 2.17 Several parents mentioned appreciatively the advice which they had received from Parents in Partnership, and the fact they could also network with other parents through PiP. Since the work of the TFG began, PiP has become Parents in Partnership @ Croydon Mencap.
- 2.18 We were given credible accounts of meetings which were destructive and intimidatory. (We consider that a meeting which might be described as destructive is one in which the school seems to have no desire to listen to a parent's point of view and therefore does not explore constructive solutions for the child. A meeting which might be described as intimidatory is one where unrepresented parents are outnumbered by professionals who have arrived at the meeting with a closed view.)
- 2.19 In one case, tenacious parents held out against professional opinion at such a meeting. They felt that the advice they were getting from local authority professionals amounted to saying "the school wants you to take him away so take him away". They asked for the minutes of the meeting. They disagreed with the minutes. They never saw the minutes again. These parents engaged their own unimpeachable sources of clinical evidence. The child's EHCP had to be amended. The school was in effect obliged to make the reasonable adjustments recommended by the clinicians, and the child began to flourish. Of course, few parents have the personal resources to be able to push back so hard on what the school wants in order to get what the child needs.
- 2.19 One parent observed: "When you battle against an institution like a school, it feels like you're taking on the world." The child is left "feeling so rejected".

- 2.20 In another case, we heard that an Educational Psychologist was appalled at the punitive responses of a mainstream school to the behaviours of an autistic child. The particular case involved placing an autistic child on their own isolated from other children in a small room over a period of months. It was a course of action which showed a complete lack of insight into the child's needs. Another parent described their child having been sent to AP for a fortnight for respite. They described the effect on the child as "horrible to watch". It is unacceptable to dump autistic children into this kind of environment.
- 2.21 A parent referred to a long, stressful period an autistic child who spent two years at a mainstream primary school experienced. The school phoned the parent to pick up the child early on "loads of occasions". B received 10 or more fixed term exclusions in her first four terms before she left. The school always sent a letter and she always was set work. The child had a period in the primary PRU where the staff showed a good level of understanding "from the head down to each teaching assistant". The parent felt that nurturing care was being given. The parent felt that the child was not wanted at the primary school. The process of obtaining an EHCP did not start until the child commenced at the PRU.
- 2.22 Another parent has an autistic child who had been permanently excluded by his school. For a period of months, the parent and the child's social worker sought assistance from the Council without any response. The child was referred to the PRU, who stated that theirs was not the appropriate provision. For 18 months, the child had home tuition for four hours a week from a teacher with no autism specialism. Eventually, the child was seen by an Educational Psychologist, who recommended that the child needed therapeutic provision. The parent contacted IPSEA who helped her to instigate proceedings against the Council. The Council at that point agreed to place the child at a school with therapeutic provision, 22 months after the permanent exclusion.
- 2.23 These were the main points of concern:
- School leaders having little understanding of the ways autistic children experience and navigate the world to the extent that they cannot even get to the starting-line of effectively including them in their school
 - Primary and secondary schools which appear to have little interest or desire in making the effort to include autistic children in a way which is going to enable them to thrive
 - (and perhaps related to the preceding point) A lack of knowledge about the kind of reasonable adjustments which need to be made in compliance with the Equality Act 2010 to enable autistic children to enjoy the benefit of mainstream education
 - The initial training which mainstream teachers receive about autism and how to teach autistic children in mainstream schools is inadequate

- Schools which informally and on a frequent basis exclude autistic pupils
- Inappropriately punitive responses for behaviours which arise wholly or mainly from the child's autism
- Absence of direct advocacy support for parents, and lack of sufficient signposting to support; parents need to be made aware of their rights – particularly their right to challenge
- Meetings with professionals set up in a way which can be intimidatory and/or destructive
- The commencement of the process to get an EHCP for the child was not initiated by the school as soon as the obvious need had arisen

Evidence of professional stakeholders

- 2.24 Concern was particularly expressed both by professionals about young people with Autistic Spectrum Disorder undiagnosed or incorrectly diagnosed. One experienced support worker referred to the problem as “huge”, and adding that more needs to be done to support them.
- 2.25 Another support professional reminded us that children with ASD find it difficult to understand and navigate the world as shaped by the neurotypical. Many teachers do not understand that behaviours which are hard to manage are triggered by this. They added that some primary schools were able to support or at least contain autistic children without learning difficulties, but they easily fell through the net in secondary, where schools were more liable to enforce behaviour codes in a rigid manner. People who have ASD tend to be very rule-bound, but at the point the rule appears to defy reality they easily become confused and decline to follow the rule. An example is a dress code which is applied so inflexibly that a child cannot remove a blazer or coat when they feel extremely hot, or cannot put on a coat when they feel extremely cold.
- 2.26 We were told by support workers that children with autism are often not well-supported in secondary schools. Most have been held in the primary phase and then have difficulty in secondary. They are falling through the net. The sensory and communication issue with which they contend can become overwhelming. They suffer a lack of continuity and stability. They need much more support to obtain the life skills they need in their teenage years and beyond.
- 2.27 Experienced counsellors expressed to us that there were many undiagnosed children with autism, describing the issue as “huge”. Much more support is needed, and a greater sense of urgency is referring children for diagnosis. Another counsellor said that schools needed to be more curious about the

causes of problematic behaviours. Some such behaviours were likely to be indicative of undiagnosed autism.

2.28 Problematic behaviours were addressed punitively or in a humiliating way that dehumanised the child. We were given the example of a child who would bark out, and was laughed at. The family felt shame.

2.29 Much more than neurotypical children, autistic children are likely to be confused and distressed by change. The particular need for carefully-planned transitions is very great.

C3 Recommendations of the All Party Parliamentary Group on Autism

3.1 Appendix Three to this Part 2 report sets out in full the recommendations made in two reports of the All Party Parliamentary Group on Autism (APPGA):

- Autism and Education (2017)
- The section headed “Education” in the 2019 report on Autism

3.2 Many of these recommendations are aimed at central government. The recommendations from these reports which seem most relevant to local authorities and which seem particularly important in the context of the evidence which the TFG has received are as follows:

- Autism understanding should be embedded in the education system, with autism training for all teachers, including head teachers, and ongoing funding for the Autism Education Trust.
- Local authorities should collect data on the number of children and young people in their area who are on the autism spectrum, and on the profile of their needs, and use this data to plan and commission the school places and other services they will need.
- There should be a presumption by local authorities that a child with an autism diagnosis may need an education, health and care needs assessment, and this should be carried out when it is requested.
- Local authority staff and school staff should receive training in the requirements of the Children and Families Act 2014 and the SEND Code of Practice
- The types of reasonable adjustments that autistic children may need in schools should be clearly explained.
- Strategies should be in place to improve autism awareness and understanding in all schools, to help reduce bullying and improve inclusion.

- There should be guidance on how special schools and mainstream schools can support each other and transfer good practice.
- There should be guidance for schools and commissioners on what good educational provision for children and young people on the autism spectrum looks like, based on the large volume of existing evidence.
- Modelling should be available for local authorities to help them commission educational provision that meets the full range of needs of children on the autism spectrum.
- Schools should be required to work with local mental health services to ensure that children on the autism spectrum get any mental health support they need before their problems become severe.

4. Overview of Evidence

- 4.1 Evidence from Croydon carers of autistic children and professionals working with those children is consistent with evidence which has been given nationally. The quality of education provided in mainstream schools is too often characterised by lack of awareness and understanding of the educational needs of autistic children. Depressingly, the appetite to include the many autistic children who are capable of benefiting from a mainstream curriculum is frequently lacking. In some schools, the effort seems to be too hard.
- 4.2 The practice of informal exclusion of autistic children continues. This is an unlawful practice. The DfE makes this abundantly clear in the 2017 statutory guidance to headteachers on exclusions, and the 2022 draft statutory guidance is if anything more robust.
- 4.3 Statutory guidance to headteachers and non-statutory guidance about school behaviour policies and the SEND Code of Practice alike make clear the need to take account of the special educational needs of pupils, and the requirement to make reasonable adjustments so that these needs can be met. All headteachers need to be knowledgeable about the law on reasonable adjustments, knowledgeable about how reasonable adjustments can be put to effective use, and – not least – have an active desire to put them to good use. Until this kind of knowledge and active desire develops further, the spirit and the letter of the Equality Act 2010 remains unfulfilled.
- 4.4 We have heard of good practice in mainstream schools, and there is much good practice which could be drawn upon in our special schools. This good practice needs to be shared.

5. Recommendations

Recommendation One

- 5.1 The Director of Education is invited to consider those recommendations of the All Party Parliamentary Group on Autism which have most direct bearing on local authorities as set out in paragraph 3.2 above, and to set out in a report to the Scrutiny and Overview CYP Sub-Committee what the Council might do to address those recommendations.

5.2 Recommendation Two

The Director of Education is invited to publish pages on the Council website which set out in plain English:

- the law on informal exclusions
- the responsibilities of schools towards pupils with special educational needs and disabilities pursuant to the Equality Act, the SEND Code of Practice, and statutory and non-statutory guidance on suspension and exclusion practice and school behaviour policies as may be published and revised from time to time by the DfE; and, further,
- to develop a clear procedure to enable parents to make anonymous reports about schools breaking exclusions law, and publicising the availability of the procedure on the website

Recommendation Three

- 5.3 The Director of Education is invited to consider how all mainstream schools can be made aware of the best practice existing in Croydon schools as to the education of children with Autism Spectrum Disorder.

Recommendation Four

- 5.4 The Director of Education is invited to consider the issue that parents quite often find meetings with school leaders and/or other professionals (particularly meetings which are potentially contentious) as extremely stressful, and provide guidance to schools and other professionals who may attend such meetings on how to set up such meetings in a sensitive, constructive and unthreatening way.

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Section D

Removal of pupils from classrooms/use of isolation/seclusion units

Use of terminology

The terms “Removal from classrooms” and “Isolation Units” are taken from “Behaviour and Discipline in Schools: Guidance for headteachers and school staff”, the 2013 DfE publication which should guide the behaviour policies of all maintained schools and academies.

In fact, few schools use the term “Isolation Unit”. Schools prefer to use phrases such as “Inclusion Room” or “Seclusion Room”. Often, pupils are working in isolation in these rooms, whatever they may be called.

Removal should be distinguished from the use of separation spaces (sometimes known as sensory or nurture rooms) for non-disciplinary reasons.

D1 Why schools remove pupils from classrooms

- 1.1 Removal of a child from a classroom is a sanction often used in schools in order to punish a child for unruly behaviour and better to enable teaching and learning for others in the class. This sanction needs to be available to teachers. The application of the sanction may and often should be accompanied by rehabilitative work with the pupil.
- 1.2 According to research published by the Department for Education in 2018, over half of secondary schools and a minority of primaries are using “internal inclusion units” as a behaviour strategy
- 1.3 The nature of the inclusion units varied across schools. The emphasis in some was on punishment, for others on providing respite for the majority of pupils, while for some schools the focus was on the provision of a more supportive environment for the children who had been removed.
- 1.4 A common theme identified by schools was that the units offered a halfway point between excluding a pupil and keeping them in the mainstream classroom.

D2 Evidence received by the TFG

2.1 The TFG heard serious concerns from a number of stakeholders that the use of this sanction was being applied in unacceptable ways. The concerns were as follows:

- Pupils being placed in isolation units for excessively long periods
- Pupils losing touch with the curriculum, making re-integration more difficult
- Pupils being supervised rather than taught
- Insufficient attention being paid to the addressing the causes of the pupil's behaviours
- Absence of record-keeping about the imposition of the sanction
- Absence of external scrutiny of isolation units

Evidence of a Croydon Council officer

2.2 He told us that the local authority has little evidence about Isolation Units. It was not necessarily easy to walk into one. He referred to two occasions where the local authority had been denied access to units. On both occasions safeguarding visits followed.

Evidence of support staff

- 2.3 They described what they had observed in Isolation Units. There was no teaching. Some children were in booths. The children have worksheets. Often there is no qualified teacher in the room. The supervising adult did not appear to want to be there. Some of the children had been in the unit for many months.
- 2.4 They noted the presence of a child who appeared to show the classic signs of ADHD, about whom was recorded a long list of negative behaviours but who had never seen an Educational Psychologist.
- 2.5 They observed what they perceived to be a disproportionate number of black children and children of dual heritage including black heritage in the units.
- 2.6 There appeared to be no nurture or therapy. The approach seemed to be crisis management of children rather the addressing of the cause of children's behaviour. They felt that such units might work with the right support and with a focus on reintegration. In what they saw, the feeling was merely of segregation.

Evidence from counsellors

- 2.7 A counsellor who was a qualified teacher referred to one boy who was in an Isolation Unit in his school for almost all of Year 8. It was meant to be a short-term unit. The teachers provided work, but the pupil was not able to access the curriculum. There were three in the unit from different year groups. They were supervised by an adult. Sometimes the adult was a qualified teacher and sometimes a mentor. The unit was in a separate building from the school and had its own garden and kitchen. It was not a conducive place for a pupil who had social, emotional and mental health issues. He stated that there was a need to record details of pupils who spent time in an inclusion unit.
- 2.8 A group of counsellors with great experience of dealing with teenagers who had suffered adverse childhood experiences stated simply: “Placing children in a seclusion room is pointless. It does not work.” Other counsellors and therapists referred to the primary need for children with serious problems as being the formation of positive relationships rather than isolation.

Evidence of a parent of a child with Autism Spectrum Disorder

- 2.9 At the age of six, the child was isolated in a room with support workers in attendance. This was described as an “internal exclusion”. The child was eventually seen by an Educational Psychologist who expressed firm disapproval about the isolation of the child.

D3 Current regulatory guidance

- 3.1 Every school is required to have a Behaviour Policy which outlines the behaviour which it expects from registered pupils and the sanctions it will impose for breaches in discipline. The practice of punishing children by removing them to an in-school unit must be referred to in a school’s behaviour policy.
- 3.2 The DfE provide guidance, the most recent document having been first published in 2013: “Behaviour and Discipline in Schools: Guidance for headteachers and school staff”. This guidance has been occasionally amended and updated. It needs to be emphasised that what is contained in guidance is certainly important but it is not mandatory. It is for individual schools to develop their own best practice for managing behaviour.
- 3.3 Also in 2013, the DfE published “Behaviour and discipline in schools: Guidance for governing bodies”. This is statutory guidance. Under Section 88(1) of the Education and Inspections Act 2006 (EIA), governing bodies must ensure that policies designed to promote good behaviour and discipline on the part of its pupils are pursued at the school.

D4 Draft changes in regulatory guidance and discussion of changes relevant to this section of the TFG report

- 4.1 In January 2022, the DfE put out for consultation a new guidance document. The period of consultation is to continue until 31 March 2022. The context of the 2022 guidance is the concerns which the DfE has heard from a variety of stakeholders in the period since the 2013 guidance was published.
- 4.2 The draft 2022 guidance runs to 36 pages. The 2013 guidance is 14 pages long.
- 4.3 The 2013 guidance has two paragraphs (42-43) under the heading “Guidance on removal from class/use of isolation rooms. The 2022 draft guidance has 10 paragraphs (79-88) under the heading of “Removal from classrooms” and 11 paragraphs (101-111) under the heading “In-school Behaviour Units”.
- 4.4 The 2022 draft guidance focuses on the different ways in which schools put to use the sanction of removing a pupil from the classroom. Implicitly, it distinguishes removals from the classroom which may be for a relatively short period from the removals which might require the placement of the pupil in what is in effect Alternative Provision, that is, an In-School Behaviour Unit, which the DfE abbreviates to ISU.
- 4.5 It is not envisaged that each school would have an ISU. An ISU at one school might serve several schools. A pupil placed by another school at the ISU would be dual registered, that is remaining on the roll of the school which placed them at the ISU as well as the school hosting the ISU. The pupil would continue to follow the curriculum of their school. There would be a focus on addressing the underlying issues which might have caused the pupil to be removed from the mainstream classroom, and on reintegrating them back into that classroom. It would not be a permanent removal from a school.
- 4.6 Looked at in this way, the use of ISUs might be seen as replacing in quite large parts the system of managed moves which has developed in ad hoc ways across the country, but which in some local authority areas – including Croydon – has developed systemically. Removal of a pupil to an ISU would be a managed short-term removal with the “giving” school retaining an active responsibility for that pupil.
- 4.7 The ISUs as presented in the 2022 draft guidance have the potential to play a positive role in improving school inclusion. We note in particular the following aspects:
- Attendance at an ISU is characterised as being as much rehabilitative as punitive
 - The child remains on the register the presenting school while at the ISU

- There is a very strong emphasis on reintegration into the presenting school or, if not, another school
- The importance of acting in accordance with the Equality Act 2010 is flagged up.
- The important role of governors is identified in scrutinising how sanctions entailing removals from the classroom are used by the school
- The importance of objective analysis and appropriate use of data by school leaders, governing bodies and local authorities in improving good practice is highlighted.

4.8 Although the thinking behind the introduction of ISUs is constructive, there may be a considerable distance between theory and practice. Much more detail is required in order to give assurance that theory and practice match. We set out the following specific concerns:

- There has been strong concern from Ofsted about the use of offrolling. The TFG was told by an officer about “blatant offrolling” of which he was aware. The main mischief of offrolling is “gaming the system”: the easing out of the school of pupils likely to lower the rate of success in public examination. The same concerns might reasonably be expressed about the use of managed moves in Croydon brokered through the Fair Access Panel. As shown in our Part One report, 90% of pupils who went from mainstream school to Alternative Provision had special needs support, and 65% of pupils who went from one mainstream school to another. There should be assurance that ISUs are not being used by schools to offload pupils who are receipt of special needs support. It needs to be clear that the public examination results of pupils in ISUs are part of the results of their presenting school
- Although the principle of a child in an ISU following the curriculum of the presenting school is a good one, a significant problem is not addressed. If children are coming from different schools to an ISU, how in practical terms are the ISU teachers going to cope with a cohort of children following different schemes of work and syllabuses.
- If ISUs are going to provide children with a strong chance of successful reintegration, they are going to need to be resourced sufficiently to do so. This is likely to require pupil teacher ratios higher and perhaps considerably higher than mainstream schools, and funding which enables plentiful access to ancillary support from mentors, counsellors and therapists.
- There is a vagueness about the “exceptional circumstances” which are required to justify a managed move. Greater clarity is needed here. Schools should need to provide a sufficient justification of the use of a managed move, otherwise may become a procedure too open to abuse.
- A managed move to an ISU a sufficiently serious step in a child’s life to require justification. Sufficient justification may often be stated briefly. Such justification should be provided to the local authority of the child who

undergoes the managed move, also – where the move involves an academy – the Regional Schools Commissioner

D5 Discussion and conclusions

- 5.1 The TFG heard with great concern from one of our Council's own officers that on separate occasions different schools refused to permit an unannounced visit to their Isolation Unit from a Council officer. We draw the strong inference that the trigger for the local authority seeking to visit was a complaint from a parent or whistle-blower about that Isolation Unit. The unannounced visits were followed by later announced visits where the local authority was able to invoke its statutory safeguarding duty as its reason for attendance.
- 5.2 We struggle to understand what satisfactory reason that a school might give to refuse to permit an unannounced visit of an Isolation Unit.
- 5.3 Where they hold safeguarding concerns, local authorities need be able to have and use the power to make an unannounced visit to a school's Isolation Unit. This is a role which should be held in respect both of maintained schools and academies. In respect of safeguarding, it is in every child's interests that the school should be accountable to the local authority in which the school is located rather than to a Regional Schools' Commissioner or central government. It is in every child's interests as safeguarding often has significant multi-agency implications, and the local authority is best-placed to shape multi-agency working in its own area.
- 5.4 We fully understand the need of schools to deploy a range of sanctions to ensure that disruptive pupils do not prevent teachers from teaching and the majority of pupils from learning. Those sanctions should include the use of removal from the mainstream classroom. But given the characteristics of many disruptive pupils, sanctions need to be used in a way which is constructive for the removed pupil.
- 5.5 We are extremely concerned at the evidence in Croydon and across the country that placement in an Isolation Unit may by effect of separation from peers aggravate a child's existing emotional and mental health problems, may by effect of detachment from the oversight of specialised teachers make it more difficult or impossible for the child to follow the mainstream curriculum, and may without the input of additional pastoral care such as mentoring and counselling leave unaddressed the child's underlying problems. In short, a child who already finds it difficult to benefit from classroom teaching is rendered more ineducable and less likely to reintegrate successfully into the mainstream classroom.
- 5.6 We think that much of the thinking which underlies the paragraphs 79-88 and 101-111 of the 2022 DfE draft guidance is sound, and indeed tallies with evidence we have received and set out in Section A of our Part 2 report which

highlights that our best AP providers apply skills and approaches from which the children they are teaching greatly benefit.

- 5.7 The potential for benefit becomes even greater when schools continue to have active responsibility for children placed in AP, or – in using the terminology of the draft 2022 guidance – in an ISU, and on the basis that the placement in ISU is short-term and has the focus firmly on the achievement of reintegration wherever possible.
- 5.8 It follows from the above that if the ISUs are to achieve their potential, they need to be able to harness all the resources which are needed by children (and particularly adolescent children) with significant social, emotional and mental health problems if they are to reintegrate successfully in their mainstream school, and that their schools have such resources to facilitate reintegrative transition.
- 5.9 We are concerned that the 2022 draft DfE guidance has not yet been coupled with draft proposals which address how and which agencies – and this should include local authorities - will oversee how the principles set out in the draft guidance are being implemented. The main issues are safeguarding, quality control and evaluation of impact. Following our observations in paragraphs D5.1-5.3 above, we believe that the safeguarding responsibilities of local authorities need to be reaffirmed, and that where a local authority has received a safeguarding concern made in good faith, schools should be made fully aware that the local authority has the power to make an unannounced visit to the relevant ISU.
- 5.10 Quality control is the role of Ofsted. When Ofsted inspect a school with pupils registered at that school and an off-site ISU, the quality of the ongoing care and support provided by the school to those pupils should be a focus of their inspection, quite separate from the inspection of the ISU itself.
- 5.11 Many school governors are likely to need to be alerted to the increasing significance of the issue of removal, and training should be provided so that they are better able to consider how well the issue is addressed in their school's Behaviour Policy, and how school practice matches with DfE guidance. The above applies irrespective of whether or what changes are made to the DfE guidance.
- 5.12 We end this sub-section of the report by re-emphasising that removal of children from classrooms for what may be a protracted period is very often a further downward step for the child in a trajectory which has a very dismal conclusion. Such is the importance of the issue.

D6 Recommendations

Recommendation One

6.1 The Director of Education is invited:

- to ask Octavo Partnership Governor Services to provide training to school governors on issues surrounding removal from the classroom, and to publicise the availability of the training in all schools
- to include questions on the use by schools of in-school behaviour units in the annual local authority safeguarding audit

Recommendation Two

6.2 The Director of Education is invited to take into account the conclusions of the TFG in drafting the Council's response to the current DfE consultation on revised guidance about school behaviour policies, and in particular to highlight the following:

- The lack of clarity about different short-term and longer-term pathways for a pupil which might reasonably follow after removal from the classroom
- The need for there to be a clear safeguarding framework surrounding removed pupils, including where necessary unannounced visits to units to which pupils have been removed, and for the local authority in which an ISU may be located to have the key role in undertaking the safeguarding function
- The implications of the guidance for Ofsted in respect of its inspection framework: in particular, when Ofsted inspect a school with pupils registered at that school and an off-site ISU, the quality of the ongoing care and support provided by the school to those pupils should be a focus of their inspection, quite separate from inspection of the ISU itself
- The funding implications if ISUs are to follow best practice as indicated in the draft guidance

Recommendation Three

6.3 The Director of Education is invited to hold an early discussion with borough headteachers and AP units about the implications of the draft DfE guidance for the development of good practice on removal of pupils from classrooms in Croydon schools and AP units.

Part Two of the Final Report of the Task and Finish Group on Inclusion and Exclusion in the London Borough of Croydon

Section E

Elective Home Education

E1 Some context

- 1.1 Elective Home Education is the phrase used to denote the lawful choice that parents may make to educate their child otherwise than at school. (The permission of the local authority is required if the child is registered at a special school.) Section 7 of the Education Act 1996 provides that parents who home-school their child shall cause them to receive “efficient full-time education” according to age, ability, aptitude and any special educational needs which they may.
- 1.2 The Council issued its most recent EHE policy in 2019, it being marked on that policy that it was due for review in September 2022.
- 1.3 The TFG had not initially intended to devote a separate section on EHE in its report. However, at the meeting of the Scrutiny and Overview Sub-Committee meeting on 3 November 2020, the Chair of the TFG asked some questions about EHE, after which he received from the Interim Head of Inclusion a report from his colleague with a responsibility for the Council’s work with home-schooled children. Upon reading the report, the TFG felt grave concern that the Council was in danger of not being able to carry out satisfactorily its responsibilities in respect of home-schooled children.
- 1.4 EHE has become an increasingly important educational topic owing to its greater use both before and during the Covid pandemic. In January 2022, the government announced that local authorities were to be given new responsibilities in respect of EHE under which local authorities would become responsible for logging where each child is being educated and ensuring that support is being offered to home-schooling families. The DfE stated that the register will be launched at “the earliest available legislative opportunity”. Dame Rachel de Souza, Children’s Commissioner for England, said: “The register of children not in school is vital in making sure that we are able to keep children safe and engaged, wherever they are learning.”

- 1.5 The vast majority of children whom the Council has recorded as being in receipt of EHE are children who commenced their education at a school, and were then removed by their parent to undergo EHE. In addition there will be children having EHE who have never been at a Croydon school, and are not on the Council's radar.

E2 The report on EHE provided to the TFG

- 2.1 The report in question was clearly not written specifically for the TFG. It contains some factual information and a number of observations – made in an entirely professional way – to be considered by officers who regularly review EHE.
- 2.2 The facts and comments in the report are referenced by the EHE officer to 5 November 2020. The Chair of the TFG has used his best endeavours to edit the report so that what he perceived to be its most significant points are brought out, and using his own words where necessary. Paragraphs 2.3 and following set out those points.

Growth in the number of Croydon children receiving EHE

- 2.3 The number of active cases on 5 November 2020 was 510. This represented a 44% increase between the dates of 3 September 2020 to 5 November 2020. The significant annual growth in Croydon children undergoing EHE had commenced in the years pre-pandemic, and continued during the pandemic. There had been a 15% increase in the 2019/20 academic year, which was lower than projected, and reflected the inevitable reduced new case referrals due to the full lockdown from mid-March 2020 running through to the end of the 2020 Summer Term. There had been a 36% increase during the 2018/19 academic year, and an 11% increase during the 2017/18 academic year.

Percentages of children in EHE by Key Stage age

- 2.4 Of the EHE cohort at 5 November 2020: KS2 = 35% KS3 = 28% KS4 = 22% KS1 = 14% EYFS = 1% .

Children with EHCPs receiving EHE

- 2.5 The EHE cohort had 27 identified children with an EHCP in EHE as of 5 November 2020. This represented 5% of the current EHE active cases and slightly lower than the 7 – 8 % range of the preceding three years.

Any safeguarding risk which has arisen

- 2.6 There had been no capacity to undertake any local authority-initiated review inspection of any child's EHE since 1 July 2020. This was recognised by senior managers as a necessary and inevitable shift in local authority practice during the Covid-19 crisis and is in line with neighbouring boroughs.

- 2.7 By the end of the academic year 2017-18, senior management had been alerted to the fact that the steady rise in EHE numbers had put pressure on the annual cycle of review with 11% of the EHE cohort outside of this 12 month review cycle. By the end of the academic year 2018-19, effective working practice was analysed, reviewed and evaluated in response to the still steadily rising numbers and ongoing limited capacity overseeing the EHE cohort. There was a 'roll over' of 109 children whose EHE had not been reviewed in 2018-19.
- 2.8 Where children undergoing EHE are subject to a Child Protection Plan, the Croydon EHE policy recognises that the local authority ought to take action under safeguarding law. There had been some conflict between EHE and social care professionals about how the latter support the EHE policy.

The ability of EHE officers to manage demand being overwhelmed

- 2.9 In February 2020 Ofsted had acknowledged the senior management decision to increase the capacity of the EHE team. This had not been implemented, although the recruitment process was underway with interviews scheduled for the end of March 2020 which were cancelled due to the Covid-19 crisis. Subsequent financial constraints for the council may have prevented the recruitment process being resumed.
- 2.10 The capacity for the ongoing oversight of the increasing number of children undergoing EHE remained critically under-resourced, including the deletion of a management post. The workload at the time of writing had become overwhelming. The alarm that demand was exceeding capacity was first raised in 2017- 18.

The Council's legal obligations

- 2.11 The local authority had made and sustained a decision to follow the DfE guidance with a light touch approach to the EHE cohort. Registration was currently not a legal obligation for either parents or authorities.
- 2.12 Section 436A of the Education Act 1996 places a statutory duty on local authorities to make arrangements to "enable them to establish (so far as it is possible) the identities of children in their area who are not receiving a suitable education". This duty applies to any child of statutory school age who is not on a school roll and is not receiving a suitable education otherwise than being at school. In such cases, the local authority's task is to find out how that child is being educated and whether that education satisfies legal requirements. If the education is not suitable, the Council has a power under s.437 of the 1996 Act to issue a School Attendance order requiring the parent to register the child at a named school.
- 2.13 If the Council sought to obtain greater assurance that children being home-schooled were in receipt of a suitable education, the creation of an EHE team sufficiently resourced to be fit for purpose would be required.

E3 Conclusions

3.1 Paragraph 8.10 of the Council's EHE Policy states:

The Monitoring and support teacher for EHE will maintain an annual/biannual oversight, consistent with the local authority duty under s.436A, to be available and offer support and advice and if necessary intervention if a change in circumstances occurs.

The oversight of EHE that a local authority typically provides to evaluate whether a home-schooled child is receiving a "suitable education" is a meeting with the parent and child just before the home schooling commences to evaluate whether a home-schooled child is likely to receive a "suitable" education, and by annual (or even biannual) review thereafter.

3.2 At the end of the academic year before the pandemic, 2018-2019, Croydon had not undertaken a review of 109 children in the preceding 12 months, which on the basis of the statistics set out in paragraph 2.3 above amounted to over one-third of what was then the EHE cohort. Inevitably, the situation deteriorated during the periods of lockdown, both because of the steep increase in children having EHE during lockdowns, and the impediments which obstructed parent-local authority interaction during lockdowns.

3.3 The Scrutiny and Overview CYP Committee were informed at its meeting on 2 November 2021 that the number of children receiving EHE in September 2021 was 618, an increase of 22% from the figure the TFG saw for November 2020.

3.4 Given that Croydon did not have the number of officers three years ago to permit it to maintain the annual review inspection of EHE for more than one-third of a cohort of just over 300 children, the backlog of reviews is likely now to be considerably worse.

3.5 We cannot and do not feel assured therefore that children receiving EHE are obtaining a suitable education. We are aware from some of the evidence we heard that some children getting home-schooled have parents who are needy themselves, and might struggle to provide suitable education to their children. We consider that there is likely to be some correlation between children living completely under the radar of the state and increase in likelihood of such children benefiting from safeguarding checks.

3.6 In the event that the government places a duty on the Council to register home-schooled children, the degree of proactivity required to achieve that will be significant, not least to identify children who have never attended a maintained school or academy.

3.7 We note with concern that the EHE officer perceives that social care professionals do not carry out the level of safeguarding contemplated in the

Council's EHE Policy. The relevant paragraphs of the policy are paragraphs 9.4-9.6:

9.4 Child Protection Plan (CPP) – home education cannot be seen as a protective factor for a child. A child being educated at home is not necessarily being seen on a regular basis by professionals such as teachers and this logically increases the chances that any parents who set out to use home education to avoid independent oversight may be more successful by doing so. Services are less likely to become aware of the signs of abuse or neglect.

9.5 Where a child is made subject to a child protection plan or is already subject to a child protection plan, the conference chair will make clear that if the parent has already declared EHE, or states an intention to do so, the risk will be re-considered in light of this information with the likelihood that the child is considered unsafe as a consequence. The chair will therefore immediately ensure that the plan is changed or reviewed to protect the child which will include a stop to EHE with immediate effect. The chair will outline what harm is likely, what the risk is and how it is increased as a result of continuing to educate the child at home. The resulting plan will reflect the necessary actions that need to be taken including the immediate review of the EHE declaration.

9.6 Where an education provision is not immediately available, the child protection conference chair and allocated social worker will ensure that the plan will include increased home visits to regularly check that the child is safe whilst not in education.

3.8 We believe that councillors should receive reassurance that social care professionals are implementing 9.5-9.6 of the EHE policy.

E4 Recommendations

Recommendation One

4.1 That the Scrutiny and Overview CYP Sub-Committee have Elective Home Education in its work programme for 2022-23, with a view to scrutinising the extent to which officers are in a position to meet the requirements of its current EHE policy, and in a position to fulfil further duties such as the establishment of an EHE register and provision of support for home education which – as seems probable – are tasks which the government will bestow upon local authorities.

Recommendation Two

4.2 That the KPI dashboard which is presented to Scrutiny and Overview CYP Sub-Committee shows what percentage of annual reviews of EHE have been completed.

Recommendation Three

- 4.3 That the Corporate Director responsible for Children and Young People provides by 18 March 2022 a written briefing note to members of the Scrutiny and Overview CYP Sub-Committee addressing the issue of whether the principles and practices set out in paragraphs 9.4-9.6 of the 2019 EHE policy are being implemented.

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Section F

An Update on Managed Moves

F1 Draft DfE Guidance on Managed Moves – January 2022

- 1.1 On 3 November 2021, our Part One report on Managed Moves in Croydon Schools came before our parent committee. Its recommendations were supported by the committee. On 7 February, those recommendations were endorsed by Croydon Cabinet.
- 1.2 Our reports have had a lengthy gestation period. The TFG was convened in November 2018. On 29 June 2021, the DfE instigated a six weeks period of stakeholder consultation extending to 10 August 2021 under the heading “Behaviour management strategies, in-school units and managed moves”. The TFG has to confess to complete lack of awareness of such consultation until 30 January 2022, when the DfE circulated for consultation two documents which were influenced by the earlier consultation. The period of consultation on these documents ends on 31 March 2022.
- 1.3 Looking on the positive side, the recommendations of the TFG in our Part One report based on the evidence which we set out in that report point in the same general direction as that to which the DfE is now leading.
- 1.4 The two documents which the DfE are consulting on are “Behaviour and Discipline in School” and “School suspensions and exclusions”. Each represents a thoroughgoing revision of previous guidance. The former is non-statutory guidance, whereas the latter is statutory guidance, the use of the sanction of exclusion being within a statutory framework.
- 1.5 The predecessors of the draft guidance out for consultation made no mention of managed moves. The 2022 guidance (both the statutory and non-statutory) addresses managed moves expressly, perhaps reflecting the fact that managed moves have become a contentious educational topic over the last five years, as their use has grown.
- 1.6 Paragraphs 41-43 of the 2022 draft guidance on Suspension and Exclusion state as follows:

41. A managed move should only be offered as a permanent transfer, and only when the pupil has been attending the proposed new school under an off-site direction and a review of the direction has established that the pupil has settled well into the school and should remain there on a permanent basis. Under exceptional circumstances, such as a safeguarding concern, it may be appropriate for a pupil at any mainstream school to transfer to another mainstream school as a managed move, but this should only happen when it is in the pupil's best interest.

42. Managed moves should be a permanent move, voluntary and agreed with all parties involved, including the parents and the admission authority of the new school. Where a pupil has an EHC plan, the relevant statutory duties on the new school and local authority will apply. If the current school is contemplating a managed move, it should contact the authority at an early stage. If the local authority, both schools and parents are in agreement that there should indeed be a managed move, the local authority will need to follow the statutory procedures for amending a plan.

43. If a parent believes that they are being pressured into a managed move or is unhappy with a managed move, they can take up the issue through the official school complaint procedure with the governing board and the local authority. Within the school inspections framework, under leadership and management, Ofsted will consider any evidence found of a parent being pressured into a managed move as off-rolling and is likely to judge a school as inadequate.

- 1.7 If embodied in the final guidance, what is set out in paragraphs 41-42 would probably mark the end of the line for the borough's system of managed moves, which has been so carefully honed over the last decade. Gone would be the practice whereby a child would move from one mainstream school to another mainstream school or to Alternative Provision, coming off the register of the presenting school. Instead, a managed move would only follow where appropriate after a period spent in at another's school's In-School Behaviour Unit (ISU), where the child had been placed by their current school under an off-site direction. While at the ISU, the child would remain on the register of the presenting school, albeit dual-registered at the school at which the ISU was located. (An off-site direction is defined in the guidance as when a governing board of a maintained school requires a pupil to attend somewhere off-site to receive education that is intended to improve their behaviour".) The presenting school would remain responsible for the child while they were at the ISU.
- 1.8 It is not being proposed that managed moves be placed on a statutory footing, so it might be theoretically possible for a local authority to continue to broker the current Croydon system. Realistically, however, it scarcely seems feasible that a local authority should continue to operate a managed moves procedure incompatible with DfE guidance.

- 1.9 Neither does it seem likely that individual schools would wish to organise managed moves in a way incompatible with the guidance, especially as the second sentence of paragraph 43 makes clear, the disapproval of Ofsted might be visited upon them.
- 1.10 That seems to leave two situations when a managed move can be undertaken: either following the process set out in paragraph 41, or, exceptionally, and the specific example of an exceptional circumstance is “a safeguarding concern”.
- 1.11 There is a vagueness about the “exceptional circumstances” which are required to justify a managed move. Greater clarity is needed here. Schools should need to provide a sufficient justification of the use of a managed move, otherwise it may become a procedure too open to abuse. Sufficient justification may often be stated briefly. In any event, such justification should be provided to the local authority of the child who undergoes the managed move, and also – where the move involves an academy – the Regional Schools Commissioner.

F2 Recommendation

The Director of Education is asked to provide a short report setting out the Council’s response to that part of the draft consultation which relates to managed moves, and dealing with among other things the following matters:

- the potentially positive and potentially negative consequences flowing from disbandment of the FAP
- whether the FAP should continue as long as possible, or be disbanded at an early specific time
- what contingency plans are being made to face a future without the FAP

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APPENDICES TO THIS REPORT:

Appendix One: The number and roles of those whom the TFG interviewed
Appendix Two: What is autism, and how can we help autistic people?
Appendix Three: Recommendations contained in the reports of the All
Parliamentary Group on Autism

BACKGROUND DOCUMENTS: None

Appendix One

The number and roles of those whom the TFG interviewed

The TFG had 43 interviews with stakeholders. 12 of those meetings were with Council officers, and some officers attended one or more of those meetings. 31 meetings were with other stakeholders, each of whom had a connection with Croydon. Some of those 31 meetings were attended by more than one person. In all, we spoke to a total of 50 people at these 43 meetings.

Six of those to whom we spoke are or had been senior managers in Croydon secondary schools, and four are or had been senior managers in Croydon primary schools. We had eight meetings with parents and one with a young person who had recently finished his tertiary education. We had meetings with counsellors, therapists, mentors, advocates for trauma-informed schooling, alternative providers, the Chief Executive of the CVA, a retired advisory teacher, a current classroom teacher, and professionals who provided in-school support.

The oral evidence was asked for on the basis that the giver could provide it confidentially. In respect of two stakeholders whom we interviewed – Steve Phaure (CEO of Croydon Voluntary Action) and Peter Stanley (Chair of the Board of Ment4) we have – with their respective permissions -attributed their name to what they said. Rough contemporaneous notes of the evidence were taken and kept by the Chair.

Our evidence base inevitably has its limitations and we are aware of our own limitations. That said, we are an experienced and knowledgeable group of individuals and we received a significant amount of evidence, including considerable and wide-ranging professional evidence.

We have done our best to present evidence-based conclusions and recommendations. We have given weight to evidence which we considered particularly cogent.

Appendix Two

(Taken from the Croydon Autism Strategy, approved by Croydon Cabinet in June 2021)

What is autism, and how can we help autistic people?

Autism is a lifelong neurological disability that affects how a person communicates, processes and interacts with the world. Put simply, the autistic brain is wired differently from other people's brains. Many autistic people have difficulty processing sensory information, and can be very sensitive to lights, noises, smells and textures. Some autistic people are non-speaking or non-verbal, and may use alternate methods of communicating with people. Autistic people are also much more likely to have other medical conditions than most people, and those who have can regularly face multiple barriers to being accepted, and functioning from day to day. There is no cure or treatment for autism.

Every autistic person is completely unique, and experiences the world in different ways. In fact, individual autistic people's ability to cope and interact with others can vary hugely from day-to-day. Some autistic people are able to "mask", which means that they can appear to fit in or manage better, but it is very difficult and tiring to do this and is linked to a greater risk of severe mental health problems. For many autistic people, having a clear routine helps them feel more in control of their life and reduces their anxiety.

One shared experience is that day-to-day life is harder than that for people who are not autistic. Society is mainly made up of people who aren't autistic, so isn't designed with autistic people in mind, which can make many parts of life more difficult for them. There is also a general lack of understanding about what autism is and how it might affect a person.

There are lots of simple, mainly cost-free things which the public, employers and people working and interacting with autistic people can do, which will help the majority of autistic people::

- Don't make loud or unexpected noises
- Don't use bright or harsh artificial lighting
- Explain things in simple, clear terms without being patronising
- Maintain a routine and try to avoid changing this unnecessarily
- Ensure signposts and instructions are clear and obvious in public places, such as hospitals, schools and colleges or railway stations
- Don't force autistic people to do things they don't want to do because "everyone else is doing it" — everyone else probably isn't autistic
- Avoid unnecessary physical contact if you don't know someone well — some autistic people do not like to be touched at all, or they may need their personal space to feel safe
- Undertake autism awareness and understanding training, and check regularly that your knowledge is still up to date

- Treat all autistic people with respect, listen to their needs and views, and follow their lead when helping them
- Don't make assumptions and wherever possible, ask the autistic person whether, and how, they would like your support

Many organisations, including most of the partners in this strategy such as the NHS and local councils, also have legal responsibilities or duties to recognise the needs that autistic people may have and to provide certain types of support to autistic people. Some responsibilities relate to everyone, but also require organisations to consider if autistic people need to be supported differently due to their autism. Others are specific requirements to support autistic people. You can find out more about autism here from the Autism Alliance / National Autistic Society / Ambitious about Autism.

Appendix Three

Recommendations contained in the reports of the All Parliamentary Group on Autism

The recommendations of the report Autism and Education (2017)

The Government should develop a national autism and education strategy by the end of 2019 that includes:

- training for school staff
- reasonable adjustments for pupils on the autism spectrum in school
- provision of a specialist curriculum for all pupils who need one
- measures to reduce bullying and promote inclusion, and
- guidance for local authorities on commissioning the full range of educational provision and support.

Autism understanding should be embedded in the education system, with autism training for all teachers, including head teachers, and ongoing funding for the Autism Education Trust.

Local authorities should collect data on the number of children and young people in their area who are on the autism spectrum, and on the profile of their needs, and use this data to plan and commission the school places and other services they will need.

There should be a presumption by local authorities that a child with an autism diagnosis may need an education, health and care needs assessment, and this should be carried out when it is requested.

A clear accountability framework should be put in place that requires local authorities and maintained schools, academies and free schools to be clear and transparent about how they are adhering to the Children and Families Act 2014 and the SEND Code of Practice.

The Department for Education should review the funding that is available to local authorities to support implementation of the Children and Families Act 2014, and allocate additional funding if it is needed to help complete the transition to the new SEND system.

Ofsted should be required to monitor implementation of the Children and Families Act 2014 more closely in local areas and should report on it to Parliament annually.

The local area SEND inspection programme should be made permanent, so that every local area is inspected on a regular basis.

Local authority staff and school staff should receive training in the requirements of the Children and Families Act 2014 and the SEND Code of Practice.

The recommendations contained in the APPGA report of 2019 in the section headed “Education”

This APPGA report renewed the recommendations set out above from the 2017 report and made the following further recommendations:

Autism training should be explicitly included in professional development for all teacher, including headteachers.

The types of reasonable adjustments that autistic children may need in schools should be clearly explained.

Strategies should be in place to improve autism awareness and understanding in all schools, to help reduce bullying and improve inclusion.

There should be guidance on how special schools and mainstream schools can support each other and transfer good practice.

There should be guidance for schools and commissioners on what good educational provision for children and young people on the autism spectrum looks like, based on the large volume of existing evidence.

Modelling should be available for local authorities to help them commission educational provision that meets the full range of needs of children on the autism spectrum.

Schools should be required to work with local mental health services to ensure that children on the autism spectrum get any mental health support they need before their problems become severe.

In the new autism strategy, the Government should:

- commit to underpinning commitments in the autism strategy for children and young people with statutory guidance
- require schools and councils to provide information for all families with a child on the autism spectrum on the rights and entitlements of both the young person and the family as the young person reaches adulthood

- commit to ongoing support for staff in all schools to put good policy into practice from the Autism Education Trust
- include guidance on how to make classrooms and the wider school or college environment more supportive for children and young people on the autism spectrum
- commission guidance on what good SEN Support in schools and colleges looks like for autistic children and young people 35 C&C v Governing Body [2018] UKUT AAC 269
- set out schools' legal duties to provide reasonable adjustments in school for autistic children whose behaviour may challenge schools, following a court case last summer, and provide schools with guidance on how to do this
- require schools to teach children and young people on the autism spectrum about relationships and sexual health in an accessible way (eg providing clear and direct information), recognising that for these young people this is a 'hidden curriculum' and they may not learn from their peer group
- commission the development of a model of what good social care looks like for children and young people on the autism spectrum
- make clear that the development of self-care, life skills and social skills should be written into a child's EHC plan, without rigid boundaries between what is considered to be 'education' and what is 'health'
- set out clear 'transition protocols' to support young people at the point when they move from school to college and when they leave college. This should apply to autistic children with EHC plans as well as those receiving SEN Support
- set out that transition planning should begin earlier than Year 9
- extend supported internships to young people who have significant needs but who do not have an EHC plan, rather than limiting them to young people with EHC plans as at present
- commission a review of how support is provided to autistic looked after children across England and act on its findings
- set out in guidance to councils that their Corporate Parenting Boards should report to local autism partnership boards on their performance for autistic children, and attend partnership board meetings
- work with universities to gather and share best practice on supporting autistic people moving into higher education

Behaviour expectations and pupils with Special Educational Needs and Disability (SEND) 33. A school's culture should consistently promote high standards of behaviour and provide the necessary support to ensure all pupils can achieve and thrive both in and out of the classroom. Schools should consider how a whole-school approach can meet the needs of all pupils in the school, including pupils with SEN or a disability so that everyone can feel they belong in the school community and high expectations are maintained for all pupils. Schools with good behaviour cultures will create calm, orderly environments which will benefit pupils with SEND, enabling them to learn and to feel confident asking for help and support. 34. Some behaviours are more likely to arise from types of SEN or disabilities, such as a pupil with a specific learning difficulty such as dyslexia who may seek to distract from the fact that they find it difficult to access written material. 35. Schools need to manage pupils' behaviour effectively, whether or not the pupil has underlying needs. And they owe duties (for example, over safety) not just to the individual pupil, but also to the other pupils and to staff. These are imperatives. 36. The law also requires flexibility in how to meet those duties – how schools should act if a pupil has a SEN or a disability that at times affects their behaviour. In particular, • schools have duties under the Equality Act 2010 to make reasonable adjustments to policies, practice, and criteria for disabled pupils¹⁹; • under the Children and Families Act 2014, relevant settings have a duty to use their 'best endeavours' to meet the needs of those with SEN²⁰; and • if a pupil has an Education, Health and Care plan²¹ the provision set out in that plan must be secured and the school must co-operate²² with the local authority and other bodies over that. 37. As part of meeting any of these duties, where appropriate, schools should anticipate likely triggers of misbehaviour and put in place support to prevent these. Examples of preventative measures include (but are not limited to): 19 Section 20 of the Equality Act 2010 20 Section 66 of the Children and Families Act 2014 applies to certain settings, including mainstream schools, maintained nursery schools, academies, alternative provision academies and pupil referral units. 21 Section 42 of the Children and Families Act 2014 22 Section 29 of the Children and Families Act 2014 16 • short, planned movement breaks for a pupil whose SEN or disability means that they find it difficult to sit still for long; • allowing the wearing of clip-on school ties for pupils whose SEN or disability makes them hyper-sensitive to a feeling of constriction; • training for staff in understanding conditions such as autism and recognising potential triggers for 'meltdowns'; and • text messages (outside school hours) to help a pupil with SEN or a disability remember the required equipment.

Pupils with SEND: the use of sanctions 51. Schools should consistently and fairly promote high standards of behaviour for all pupils and provide additional support where needed to ensure all pupils can achieve and learn as well as possible. This approach should continue when using sanctions. 52. A school should not assume that because a pupil has SEN or a disability that this must have affected their behaviour on a particular occasion – this is a question of judgement for the school on the facts of the situation. Nor must there be any 26 Section 91 of the Education and Inspections Act 2006 27 Section 91(6)(b)

of the Education and Inspections Act 2006 20 assumption that a pupil's SEND automatically requires behavioural support to be put in place – again, it depends on the pupil. 53. All schools should consider whether a pupil's SEN or disability has contributed to the misbehaviour and if so, whether it is appropriate and lawful to sanction the pupil. To do this schools should consider whether the pupil understood the rule or instruction and whether the pupil was unable to act differently as a result of their SEN or disability. 54. The school should also consider whether any reasonable adjustments need to be made to the sanction in response to any disability the pupil may have. It is also important for the schools to seek to try and understand the underlying causes of behaviour and whether additional support is needed. 55. In 2018 an Upper Tribunal judgment²⁸ found that if a child in education has a recognised condition that is more likely to result in a tendency to physical abuse, that can be a disability. As is explained above, this does not mean that a disabled child is exempt from sanction: rather it means that the decision about whether and, if so, how to sanction needs to be taken in a way that is consistent with the usual duties that the school has under the Equality Act 2010. At the same time, the school should consider ways in which other pupils are protected from further disruption and this may result in further support for the pupil.

Managed moves 91. A managed move should only be offered as a permanent transfer and only when the pupil has been attending the proposed new school under an off-site direction³⁴ and a review of the direction has established that the pupil has settled well into the school and should remain there on a permanent basis. Headteachers should follow the guidance on managed moves in the department's guidance document 'Suspension and Permanent Exclusion from maintained schools, academies and pupil referral units in England including pupil movement guidance'. Behaviour outside of school premises and online 92. Teachers have the power to sanction pupils for misbehaving outside of the school premises to such an extent as is reasonable. 93. Maintained schools and academies' behaviour policies should set out what the school will do in response to non-criminal poor behaviour and bullying which occurs off the school premises or online and which is witnessed by a staff member or reported to the school, including the sanctions that will be imposed on pupils (See paragraphs 126 – 128 on suspected criminal behaviour). 94. Conduct outside the school premises and online conduct that teachers might sanction pupils for include misbehaviour: • when taking part in any school-organised or school-related activity; • when travelling to or from school; • when wearing school uniform; • when in some other way identifiable as a pupil at the school; • that could have repercussions for the orderly running of the school; • that poses a threat to another pupil; or • that could adversely affect the reputation of the school. 34 Section 29A Education Act 2002. 29 95. The decision to sanction a pupil will be lawful if it is made on the school premises or elsewhere at a time when the pupil is under the control or charge of a member of staff of the school.

Off-rolling and unlawful exclusions 16. Telling or forcing a pupil to leave school, or not allowing them to attend school, is a suspension (if temporary) or permanent exclusion (if permanent). Whenever a pupil is made to leave school, or forbidden from attending school, on disciplinary grounds, this must be done in accordance with the School Discipline (Pupil Exclusions and Reviews) (England) Regulations 2012 and with regard to relevant parts of this guidance. 17. Suspending a pupil for a short period of time, such as half a day, is permissible, however, the formal suspension process must be followed. Each disciplinary suspension and permanent exclusion must be confirmed to the parents in writing with notice of the reasons for the suspension or permanent exclusion. 18. An informal or unofficial exclusion, such as sending a pupil home 'to cool off', is unlawful when it does not follow the formal school exclusion process and regardless of whether it occurs with the agreement of parents. Any exclusion of a pupil, even for short periods of time, must be formally recorded. It would also be unlawful to exclude a pupil simply because they have additional needs or a disability that the school feels it is unable to meet, or for a reason such as: academic attainment/ability; or the failure of a pupil to meet specific conditions before they are reinstated, such as to attend a reintegration meeting

Suspension and Permanent Exclusion Guidance – January 2022

19. A further example of off-rolling would be putting pressure on a parent to remove their child from the school under the threat of a permanent exclusion and encouraging them to choose Elective Home Education or to find another school place. 20. If a parent¹³ feels pressured into electively home educating their child or that the suspension or permanent exclusion procedures have not been followed, they can follow the school's complaints procedure with the governing board and in the case of a maintained school, the local authority. Ofsted considers any evidence of off-rolling and is likely to judge a school as inadequate if there is evidence that pupils have been removed from the school roll without a formal permanent exclusion or by the school encouraging a parent to remove their child from the school, and leaders have taken insufficient action to address this.

Re-integration after reinstatement or off-site direction 25. Schools should have a strategy for reintegrating a pupil who returns to school following a suspension or after a period of being educated off-site and for managing their future behaviour. This is so pupils can be supported to successfully readjust back into a normal routine. This should include ensuring a re-integration meeting takes place between e.g., senior staff members, pastoral staff, mentors, teachers, pupils, parents, or where relevant, other multi-agency organisations such as the safer schools team or the pupil's social worker, if they have one, to ensure a successful return into mainstream school or other suitable provision. 26. During this meeting, it may be appropriate to discuss with the pupil the reasons that led up to the sanction being used and setting targets they can report back on with relevant staff, e.g., form teacher/tutor/pastoral mentor. As far as possible, the school should work with the pupil, so they can

understand the impact of their behaviour on their own learning and that of others, and how to improve their behaviour in the future. The school should communicate to the pupil that they are valued, and their previous behaviour should not be seen as an obstacle to future success. It is important to note that a pupil should not be prevented from returning to a mainstream classroom if parents are unable or unwilling to attend a re-integration meeting.

31. Off-site direction is when a governing board of a maintained school requires a pupil to attend somewhere off-site to receive education that is intended to improve their behaviour. Whilst the legislation does not apply to academies, they can arrange offsite provision for such purposes under their general powers. Where interventions or outreach support have not been successful in improving a child or young person's behaviour, off-site direction should be used to arrange short-term temporary support in another mainstream school or AP. During the off-site direction, pupils must be dual registered. 32. When possible, in-school interventions, such as those set out in the Behaviour in Schools guidance, or outreach support from AP schools should be used to meet a child or young person's individual needs and circumstances – whether behavioural or special educational. 33. Depending on the individual needs and circumstances of the pupil, off-site direction into AP can be full-time or a combination of part-time support in AP and continued mainstream education.
40. The length of time a pupil spends in another mainstream school or AP will depend on what best supports the pupil's needs and potential improvement in behaviour. The length of time a pupil spends in another mainstream school or AP and the reintegration plan should be kept under review.

Managed moves 41. A managed move should only be offered as a permanent transfer, and only when the pupil has been attending the proposed new school under an off-site direction and a review of the direction has established that the pupil has settled well into the school and should remain there on a permanent basis. Under exceptional circumstances, such as a safeguarding concern, it may be appropriate for a pupil at any mainstream school to transfer to another mainstream school as a managed move, but this should 18 Regulation 6 of the Education (Educational Provision for Improving Behaviour) Regulations 2010. 19 Regulation 4A of the Education (Educational Provision for Improving Behaviour) Regulations 2010. 20 only happen when it is in the pupil's best interest. 42. Managed moves should be a permanent move, voluntary and agreed with all parties involved, including the parents and the admission authority of the new school. Where a pupil has an EHC plan, the relevant statutory duties on the new school and local authority will apply. If the current school is contemplating a managed move, it should contact the authority at an early stage. If the local authority, both schools and parents are in agreement that there should indeed be a managed move, the local authority will need to follow the statutory procedures for amending a plan²⁰. 43. If a parent believes that they are being pressured into a managed move or is unhappy with a managed move, they can take up the issue through the official school complaint procedure with the

governing board and the local authority. Within the school inspections framework²¹, under leadership and management, Ofsted will consider any evidence found of a parent being pressured into a managed move as off-rolling and is likely to judge a school as inadequate.

Variation in exclusion rates 44. There are longstanding national trends which show that particular groups of children are more likely to be excluded from school, both for a suspension or permanent exclusion. All of these factors will differ for each child, and the influence of out-of-school factors will vary according to local context, so it is important that schools, local authorities and local partners work together to understand what lies behind local trends. Using this understanding, local leaders will be best placed to effectively plan and put in place additional and targeted action based on their own context. If they identify any gaps, they are also in the position to act to ensure those who work with children have the training, services and support they need to address these

Guidance for governing boards on using data on suspensions and permanent exclusions 96. Governing boards should already be challenging and evaluating what their school's data is telling them about their school or academy trust. Boards should carefully consider the level of pupil moves and the characteristics of pupils who are moving on any permanent exclusions to ensure the sanction is only used when necessary as a last resort. 97. Governing boards should review suspensions and permanent exclusions, those taken off roll and those on roll but attending education off site. It is important to consider both the cost implications of directing children to be educated off site in AP and whether there are any patterns to the reasons or timing of moves. For example, if high numbers of children with SEND are moving, the school, academy or trust may wish to consider reviewing its SEN support. 98. Multi-academy trusts (MATs) may also choose to work with their academies to consider this information, and whether or not there are patterns across academies within a MAT, recognising that numbers in any one academy are often too low to allow for meaningful statistical analysis. 99. Governing boards should consider:

- effectiveness and consistency in implementing the school's behaviour policy
- the school register and absence codes
- instances where pupils receive repeat suspensions
- interventions in place to support pupils at risk of suspension or permanent exclusion
- any variations in the rolling average of permanent exclusions to understand why this is happening, and to ensure they are only used when necessary
- timing of moves and permanent exclusions, and whether there are any patterns, including any indications which may highlight where policies or support are not working

- understanding the characteristics of excluded pupils, and why this is taking place
- whether the placements of pupils directed off site into AP are reviewed at sufficient intervals to provide assurance that the education is achieving its objectives and that pupils are benefiting from it

Guidance on providing exclusion data 133. In addition, within 14 days of a request, a governing board must provide to the Secretary of State and (in the case of maintained schools and PRUs) the local authority, certain information about any pupils suspended or permanently excluded within the last 12 months⁴⁸. Guidance to schools on marking attendance registers following permanent exclusion 134. Whilst a permanently excluded pupil's name remains on a school's admission register, the pupil should be marked using the appropriate attendance code. Where alternative provision has been made and the pupil attends it, an appropriate ⁴⁸

Appointing a SEN expert Guidance to the local authority and the academy trust on appointing a SEN expert 176. If requested by parents with their application for an independent review, the local authority/academy trust must appoint a SEN expert to attend the review and must cover the associated costs of this appointment. 177. The local authority/academy trust must make arrangements to indemnify the SEN expert against any legal costs and expenses reasonably incurred as a result of any decisions or actions connected to the review and which are taken in good faith. 178. Parents or a pupil if they are 18 years or over have a right to request the attendance of a SEN expert at a review, regardless of whether the school recognises that their child has SEN. 179. The SEN expert's role is set out in paragraphs 218 to 221. 180. Individuals may not serve as a SEN expert if they have, or at any time have had, any connection with the local authority, academy trust, school, parents or pupil, or the incident leading to the permanent exclusion, which might reasonably be taken to raise doubts about their ability to act impartially. However, an individual should not be assumed to have such a connection simply by virtue of the fact that he/she is an employee of the local authority/academy trust. 60 181. The SEN expert should be someone who has expertise and experience of special educational needs considered by the local authority/academy trust as appropriate to perform the functions specified in the legislation. 182. The SEN expert should be a professional with first-hand experience of the assessment and support of SEN, as well as an understanding of the legal requirements on schools in relation to SEN and disability. Examples of suitable individuals might include educational psychologists; specialist SEN teachers; special educational needs coordinators (SENCOs); and behaviour support teachers. Recently retired individuals are not precluded from fulfilling this role, though the local authority/academy trust would need to assure themselves that the individual had a good understanding of current practice and the legal requirements on schools in relation to SEN and disability. Additionally, they should also be able to demonstrate that they have experience of working in schools.

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Agenda Item 5

REPORT TO:	Cabinet 6 July 2022
SUBJECT:	Opening the Books – returning the Council to financial sustainability
LEAD OFFICER:	Jane West, Corporate Director of Resources (Section 151)
CABINET MEMBER:	Councillor Jason Cummings Cabinet Member for Finance

SUMMARY OF REPORT:

The Council's financial position continues to be very challenging. Its past financial problems have not yet been overcome and it is yet to return to financial sustainability. The well documented previous mismanagement of finances has left the Council in a weak position to whether the storm of inflation and global impacts currently being experienced.

Over the last year, the Cabinet has received monthly reports on the General Fund, Housing Revenue Account and Capital Programme, providing a step change improvement in transparency in relation the Council's finances. Projected outturns, risks and opportunities have been examined in detail each month.

This report launches the next stage in this journey which is the Executive Mayor's initiative to 'Open the Books' of the Council. The Council's finances will be scrutinised over the next six months through a review of its balance sheet, its capital financing arrangements, all reconciliations and the financial relationships with the Council's companies. This project will provide a firm base position from which to achieve financial sustainability by 2024/25, in line with the plan reviewed by the Improvement and Assurance Panel which was established by the Department of Levelling Up, Housing and Communities to oversee Croydon's recovery.

The 'Opening the Books' review will further improve the Council's understanding of its financial risks and will develop additional plans to mitigate them. These plans will contribute to the next stage in the development of the Council's Medium Term Financial Strategy.

Even before the outcome of the 'Open the Books' review, the March 2022 Cabinet report on the General Fund and Housing Revenue Account Budget and MTFs 2022/23-2024/25 identified that the Council will need to find extensive savings over the next three years and planning is underway for this now. This report provides an update on the development of the Council's savings strategy for 2023/24 to 2025/26 and a timetable through to the budget and council tax setting meeting in March 2023. This year represents the most challenging to date in terms of delivering the savings already identified at the same time as developing new plans for additional savings on top. Sustained focus on this agenda from the whole organisation is vital.

The report also forms part of the Council's financial management process of publicly reporting financial performance against its budgets on a monthly basis. A narrative update for the Period 1 budget monitor is included.

The final outturn position will be reported once the annual closedown of accounts has been completed, prior to the annual accounts for 2021/22 being published. The latter will be delayed until the autumn 2022 due to outstanding issues in relation to the external audit of the accounts for 2019/20 and 2020/21.

FINANCIAL IMPACT

The initiative to 'Open the Books' will largely be met from within existing base budget resources but some project support and external specialist advice will need to be sought. A budget of up to £500k is proposed to be set aside as an earmarked reserve at the end of 2021/22 this purpose.

The General Fund 2022/23 Period 1 position indicates a £18.3m service overspend at the end of Period 1 for 2022/23, but that £9.4m of in-year risk and contingency provisions are held corporately that may be used to partially offset that forecast reducing the projected overspend to £8.9m. This is mainly due to projected under-recovery of parking, traffic-related and other income across the Council. A further £8m of potential risks net of opportunities have also been identified. There are also new risks emerging e.g. from inflation and the cost of living crisis. In-year savings will need to be sought across the Council to offset the £8.9m overspend.

The projected gaps in the later years of the MTFs were originally determined at £27.3m of net savings remaining to be found in 2023/24 rising by a further £8.7m in 2024/25. These gaps have risen to £42.9m and £15.7m respectively based on current known pressures. The year 2025/26 was previously not included in the three-year Medium-Term Financial Strategy but will be included in the new MTFs as the planning horizon is being extended by a further year. A preliminary savings target for 2025/26 of £18.5m has been identified for this additional year to cover expected inflation and contingency provision requirements.

Work will be done over the summer to identify significant savings proposals to meet the gap for next year and achieve a balanced budget for 2023/24 by March 2023. Proposals will also be developed to reduce the later year budget gaps.

The HRA has not indicated any potential budget variance in the high level Period 1 budget forecast.

The Capital Programme will be updated with latest forecast spend projections as part of the Period 2 monitoring process.

1. RECOMMENDATIONS:

- 1.1 Note the launch of the Executive Mayor's initiative to 'Open the Books' of the Council.
- 1.2 Note that a report on the results of the 'Open the Books' review will be reported to Cabinet no later than January 2023.
- 1.3 Note the General Fund is projecting a £18.3m service overspend at the end of Period 1 for 2022/23, but that £9.4m of in-year risk and contingency provisions are held corporately that may be used to partially offset that forecast reducing the projected overspend to £8.9m.
- 1.4 Note that in-year savings will need to be identified for the General Fund to offset the projected overspend of £8.9m to deliver a balanced budget by 31 March 2023.
- 1.5 Note that the budget gap for 2023/24 was initially identified as £27.4m plus a further £8.7m in the following year but that these gaps have risen to £42.9m and £15.7m respectively based on current known pressures.
- 1.6 Note that further work will be done over the year to identify significant savings to balance the gap in 2023/24 and reduce the gaps in the later years.
- 1.7 Note the timetable for both financial reporting and developing the Budget and Medium Term Financial Strategy for 2023/24-2025/26.
- 1.8 Note that an allocation of up to £500k will be made from contingency for project support and external specialist advice for the Opening the Books project in order to undertake a review of its balance sheet, review its capital financing arrangements, oversee the application of the capitalisation directions, undertake a range of reconciliations and review the financial relationships with the Council's companies.
- 1.9 Note the Housing Revenue Account (HRA) is not projecting a revenue budget variance at the end of Period 1.

2. OPENING THE BOOKS

- 2.1. The Council's financial position continues to be very challenging. Its past financial problems have not yet been overcome and it is yet to return to financial sustainability. This is its toughest year yet for delivering its existing savings targets whilst still more has to be done to plan for further future year savings. Unfortunately, at the same time the Council is facing a significantly more challenging national and global financial environment which is creating

significant challenge right across the local government sector. The well documented previous mismanagement of finances has left the Council in a weak position to whether the storm of inflation and global impacts.

- 2.2. Following the S114 notice and the two Reports in the Public Interest (RIP1 and RIP2), the Council has made progress over the last two years in growing its understanding of its financial position, improving its financial control systems and making tough plans to reduce its expenditure to match its available resources while at the same time re-building its reserves to a level that is moving towards the level expected in a typical London Borough. Over the last year, the Cabinet has received monthly reports on the General Fund, Housing Revenue Account and Capital Programme, providing a step change improvement in transparency in relation to the Council's finances. Projected outturns, risks and opportunities have been examined in detail each month.
- 2.3. The Council has begun delivering savings for this financial year which are already committed within its Medium Term Financial Strategy. It is evident that more savings in year and for future years will be required as a result of the external environment the Council is operating in. Partly this is due to continuing local challenges, but mainly it is due to the global and national economic pressures the local government sector as a whole is facing e.g. inflation, the impact of the cost of living crisis and uncertainty over future government funding.
- 2.4. The Executive Mayor has asked the recently appointed Corporate Director Resources and Section 151 Officer to lead an initiative to 'Open the Books' of the Council. The Council's finances will be scrutinised over the next six months through a wide range of workstreams. Reviews will be undertaken of the Council's balance sheet and its capital financing arrangements, including the application of the capitalisation directions. A range of reconciliations also need to be undertaken. Finally a review will be undertaken of the financial relationships with the Council's companies. Process improvements and skills transfers will be built into this project so that in-house staff will be able to undertake these tasks in future years.
- 2.5. This project will provide a firm base position from which to achieve financial sustainability by 2024/25, in line with the plan reviewed by the Improvement and Assurance Panel established by the Department of Levelling Up, Housing and Communities which is overseeing Croydon's recovery. The review will further improve the Council's understanding of its financial risks and will develop plans to mitigate them. This will provide a base for the continuing development of the Medium Term Financial Strategy that will return the Council for financial sustainability.
- 2.6. The end of year financial outturn for 2021/22 is still being finalised but it is expected that the Council will deliver a small underspend as set out in the report to Cabinet in June 2022. There were a small number of variations at the end of the year that had not been forecast despite thorough assurance processes that

are in place. These are being investigated so that lessons can be learned which will significantly reduce the risk of a similar recurrence at the end of 2022/23. There are also some outstanding areas of risk being investigated before the outturn can be confirmed e.g. bank reconciliations.

- 2.7. A review was undertaken by PWC in 2020 of the Council's companies and the obligations that are potentially going to fall to the Council in the future as a result of their activity. This report is currently being updated by PWC in relation to the largest company, Brick By Brick, in order to establish if the obligations previously identified remain unchanged and how, if at all, they need to be built into any plan for financial sustainability.
- 2.8. The improvements in the Council's system of risk management have identified financial positions and obligations that had not been reflected in the Council's projections or its finance risk register previously such as debts outstanding to the Council, payments outstanding from the Council and legal challenges in progress. These are being addressed in the finalisation of the 2021/22 financial accounts.
- 2.9. It has been reported previously that the Housing Revenue Account Thirty Year Business Plan requires extensive work, most notably a rolling stock condition survey needs to be undertaken.
- 2.10. Work is already underway in many of these areas but new areas continue to emerge. The Corporate Director Resources will set up a temporary Opening the Books Project Team for a period of six months to work through and quantify all the financial risks faced by the Council. This will be resourced from a mixture of existing staff, temporary staff and external advisers where necessary to complete the work within six months. It is anticipated that additional funding of up to £500k will be required to fund the project support and specialist advice required not currently available within the Council. The project will also address skills gaps by providing training to internal staff.
- 2.11. The 'Opening the Books' review will report to Cabinet, Scrutiny and Overview Committee and the Audit and Governance Committee no later than January 2023.

3. FINANCIAL POSITION

- 3.1. The detailed Period 11 monitor projected that the Council was forecast to have a General Fund net underspend variance of £1.907m, which accommodated a significant under-recovery of income in the area of Parking and Traffic Management through reported underspends elsewhere. As reported to Cabinet in June 2022, further work is currently underway to finalise the Council's financial position at the end of 2021/22 and this has identified areas of new underspend and overspend. Areas previously reported as adding to the overall underspend include:

- Accruals in Children, Young People and Education and Adult Social Care and Health from the 2020/21 financial year closedown which were not required
- Lower than anticipated numbers of children being take into care during 2021/22
- Overly cautious forecasts in Adult Social Care and Health in relation to the potential costs arising from Winter Pressures in winter 2021/22 which in the event was much milder than anticipated and had much lower than usual incidences of influenza, possibly due to the knock on impact of vulnerable residents changing their behaviours to protect themselves from Covid
- Increased salary underspends due to difficulties in recruitment across many Council services.

3.2 Work is in progress by the Finance team to finalise the Council's overall position for 2021/22 and in recent weeks this has identified potential overspends in some of the more complex corporate budgets such as business rates and housing benefits. These are currently being investigated. The final outturn will be reported to Cabinet later this summer.

3.3 It should be noted that the publishing of the 2021/22 accounts for the Council will be delayed until the autumn due to the need to first sign off the audited 2019/20 and 2020/21 accounts with the external auditors, Grant Thornton. Work is currently taking place to finalise 2019/20. The issue of the accounting treatment of Croydon Affordable Homes/Tenures in 2019/20 is currently unresolved. The Council has clarified its position with Grant Thornton and has answered a range of their questions. The Council is awaiting a date from Grant Thornton for a joint workshop which it is hoped will resolve the matter.

3.4 Although a detailed budget monitor has not been produced for Period 1 due to the focus on the end of year accounts for 2021/22, a high-level review of potential areas of overspend has been undertaken. This has identified areas of potential overspend and underspend set out below.

3.4.1 Parking provision

Since the pandemic the Council's parking income forecast has been considerably impacted as the service experiences changes in customer behaviour. In Period 1 the Council is projecting £3.15m pressure from reduced demand for parking services and further work is being done to understand the longer-term implications of this behavioural change. Of course, if this is a permanent direction of travel and demand for parking provision is expected to remain at low levels then further adjustments will be required within the MTFS planning. The fuel price crisis is exacerbating this pressure as car journeys are likely to reduce still further in response.

3.4.2 Parking enforcement & Moving Traffic Offences

Due to reduced demand for parking services and overall reduced usage of personal vehicles it is also expected that income collected from parking enforcement will be impacted. Period 1 monitor indicates a £1.75m pressure from lower-than-expected enforcement income.

The previous administration approved the introduction of planned Low Traffic Neighbourhood (LTNs), and the associated income growth, but these were not implemented on the ground. The full income target of £5.12m is therefore currently at risk. The level of risk will depend on the length of the delay in relation to each scheme.

3.4.3 Under-recovery of fees and charges

The Service and Finance teams are currently undertaking a detailed exercise to review the position on income collected from Fees and Charges. The Council increased its overall Fees and Charges income budget by £1.2m for the current financial year on the planning assumption that the economy would pick up post pandemic. Whilst some of the additional income will be generated it is expected that services which are price sensitive or services that continue to be impacted by the pandemic and resulting changed behaviour patterns will continue to see a shortfall in income collection. A number of income budgets may also be overstated.

3.4.4 Homelessness savings delivery at risk

The Homelessness Service has identified risks of £0.466m across a range of activities within the service. Supply side impacts such as a staffing review and increased costs from procurement of emergency accommodation may cause increased costs of £0.238m and the rest relates to potential risks to income collection from rent contributors. There is a high demand for temporary accommodation in the borough due to the Home Office placing over 1,000 refugees in local hotels. There is a small risk of Ukrainian refugees currently placed with hosts and families in the borough through government schemes eventually requiring re-housing. The cost of living crisis could drive an increased demand from borough residents made homeless.

3.4.5 Streetlighting

The Council erroneously removed a budget of £0.400m from the streetlighting service on the basis that operational hours and level of brightness would be reviewed with the intent of reducing the costs of streetlighting. This exercise was completed and did achieve cost reductions; however the cost reduction simply aligned the total costs to the existing budget before the £0.400m saving was removed from budget. As a result the erroneous additional removal of the budget has now resulted in a further pressure of £0.400m in 2022/23.

3.4.6 Landlord Licensing Scheme

The Council applied to renew its Landlord Licencing scheme in 2021/22 to the Department of Levelling Up, Housing and Communities (DLUHC). The Council budgeted for £1.58m of income that would be achievable from the scheme in this financial year. However, the scheme was rejected by the Secretary of State for LUHC due to the lack of a Housing Strategy, one of the requirements for the scheme. The development of the Housing Strategy is being progressed but has not yet been completed due to the many other pressures in the Housing Service and the delivery of the Housing Improvement Plan and it also requires a review of the Council's policy for Landlord Licensing. It is expected that this will not be completed for at least 3 months and therefore for prudence the Council is forecasting the non-delivery of the £1.58m income target.

3.4.7 Building Control

The Building Control team income target is unachievable due to significant demand side pressures on the service. The Council service faces a number of challenges recruiting skilled staff to support the delivery of the work and the statutory duties we must deliver. Due to the government opening this market up, there is now significant competition for similar services from the Private Sector, which impacts on the service's ability to generate income. This situation is shared by most councils delivering building control functions. The service is projecting a total pressure of £0.888m. Further adjustments may be needed for this service in the MTFs.

3.4.8 Inflation and the financial implications of the cost of living crisis

The world economic outlook has changed since the Budget for 2022/23 was set with inflation rates rising steeply and impacting not only on the Council's own expected future costs of supplies, but also on local business' finances and viability and the cost of living for our residents – in the latter case, leading to potential increased fuel and food poverty being seen.

The Council prudently provided for inflationary pressures at 5% increases to reflect future projections on the deterioration of the economic outlook. However, the current indication of inflation pressures seems to be significantly higher.

Further work is required to quantify any potential overspend beyond the 5% provision in areas such as office heating and lighting, street lighting, home to school transport for children with special educational needs and disabilities and cost pressures on contracts with providers e.g. social care providers and GLL as the provider of the Council's swimming pools service. This will be reported regularly in the monthly budget reports.

3.4.9 Asylum Seeker and Refugee costs

The Council is fully supporting the Government's Homes for Ukrainians programme and it is expected that over time the Council will need to provide additional support to the families. No additional funding has been allocated to councils for support beyond the initial six month period and so if no further funding is provided the Council will need to deliver statutory services.

The Council is not officially responsible for Ukrainians arriving under the Family Visa Scheme or for other refugees and asylum seekers housed in the borough by the Home Office. However, again the Council can find itself having to deliver statutory services such as homelessness services and social care. With over 1,000 refugees and asylum seekers housed in the borough through Home Office contracts, this continues to be a serious financial risk for the Council.

3.4.10 Department for Education High Needs Safety Valve

The Department for Education (DfE) recently introduced an additional intervention project called the 'safety valve' (SV) programme. This initiative is designed to assist local authorities with the very highest percentage of cumulative Dedicated School Grant (DSG) deficits on their balance sheet. The rationale is to inject cash in a form of both capital and revenue to fund the provision of more school places for children with special educational needs and disabilities (SEND) as well as clear the agreed historical deficits. This intervention will be implemented once the local authority reaches an agreement with the DfE.

This (SV) intervention programme expects those affected local authorities to develop substantial saving plans with reforms to their high needs systems and spend level. The DfE will provide support and challenge as well, aimed at helping councils to reach sustainable high needs spend using two key areas: These are:

- (i) Demand management through education, health and care plan (EHCP) assessment processes.
- (ii) Well-managed placement of education provision in a cost-effective way as well as effective resource utilisation.

The (SV) officers from the DfE recently met with the Chief Executive, Corporate Director Children, Young People and Education, the Corporate Director Resources (and s151 officer) and supporting officers. They discussed Croydon's previous Deficit Recovery Plan which has proved robust and successful over the last few years by reducing the in-year overspend from £6.7m in 2020/21 to a £3.4m overspend in 2021/22. However, the total accumulated deficit related to the Dedicated Schools Grant is £21.3m at the end of 2021/22 which is currently held as an overdrawn reserve. The High Needs Block overspend element is £28m, which is offset by unallocated mainstream DSG.

A new Deficit Recovery plan needs to be submitted to the (SV) team in September 2022 and work is currently underway to complete it. The Council will

also be required to review and agree the strategies supporting the plan. An official agreement will need to be reached between the (SV) DfE team and Croydon in relation to the targets in the plan. This will include an agreement on any write off from the current £28m overdrawn reserve. DfE will expect to hold regular meetings with the Council to review the progress of the Deficit Recovery Plan thereafter.

There is currently a national statutory override to allow councils to hold negative DSG reserves while the DfE resolves this issue. The override is due to end on 31 March 2023. Should there still be a DSG deficit in 2023/24, it is unclear where this should be funded from with the Department for Levelling Up, Housing and Communities and the Department for Education giving conflicting advice. DLUHC and the Council are clear that the historic deficits should be funded from additional DSG and not from councils' general funds. The DfE are still pressing for contributions from the General Fund. Discussion between officials are still underway and there will be regular reports on this as part of the monthly budget report to Members.

3.4.11 Housing Benefits

At year end the Housing Benefits service identified that a number of claims had been paid for tenants in properties that do not qualify for full Housing Benefit Subsidy from the Department of Work and Pensions (DWP). The service will need to carry out detailed due diligence on the impact of these properties on Council budgets, however as at end of 2021/22 the Council will incur a cost of £5.55m which it cannot reclaim from the DWP in Housing Benefit Subsidy grant. A review is underway as to how this budget pressure went unreported during the year and the governance on agreeing to the housing benefit claims for tenancies which did not fully qualify. The review will examine governance processes to understand when and how it was agreed that the Council would shoulder these additional costs beyond the subsidy from the DWP.

- 3.5 The list of risks and issues flagged within paragraphs 3.4 1-11 reflects the Council review as at Period 1 and Period 2 verified figures were not available at the time of writing this report. It is therefore expected that with further detailed review the financial position will be refined to reflect a more accurate position.
- 3.6 Overall, the General Fund is currently projecting a £18.3m service overspend at the end of Period 1 for 2022/23, but with £9.4m of in-year risk and contingency provisions held corporately. These can be used to partially offset that forecast reducing the projected overspend to £8.9m. The Council will continue to work on risk mitigations as well as to identify opportunities to ensure the financial impact on the Council's finances are reduced.
- 3.7 No significant risks have been identified in relation to the Housing Revenue Account or the Capital Programme for 2022/23. An updated Capital Programme

for 2022/23 will be brought to Cabinet, Scrutiny and Overview Committee and Audit and Governance Committee later in the autumn.

4. SAVINGS STRATEGY

- 4.1. The Council's financial position continues to be very challenging. This is its toughest year yet for delivering its existing savings targets whilst still more has to be done to plan for further future year savings. Unfortunately, as described above, the Council is also facing an extremely challenging national and global financial environment.
- 4.2. In approving the 2022/23 to 2024/25 Medium-Term Financial Strategy (MTFS) in March 2022, the Council set out a balanced budget for 2022/23 (net of planning a contribution of £7m to earmarked reserves) but had remaining additional savings of £27m and £9m still to be identified in order to close gaps in the 2023/24 and 2024/25 budget positions.
- 4.3. These positions were inclusive of anticipated capitalisation direction approvals of £25m in 2022/23 and £5m in 2023/24 – the budget gap being correspondingly higher in those years should such directions not be finally approved by the Secretary of State.
- 4.4. Since the setting of the 2022/23 to 2024/25 MTFS, the issues outlined in Section 3 have been identified putting additional pressure on the Council's finances. As part of the annual budget planning cycle, the MTFS is being refreshed both to update the existing assumptions, build in the new pressures that have come to light and to extend the planning horizon by a further year to keep a three-year future outlook.
- 4.5. The high-level review of 2022/23 Period 1 revenue monitoring described above indicates a projected overspend of £8.9m against 2022/23 budgets through additional pressures or agreed savings not being deliverable. This quantum is likely to be ongoing over future years rather than just impacting the current year. The outturn position for 2021/22 has given some scope for the building of one-off earmarked reserves which may then be drawn down in 2022/23 to offset such an overspend but should be noted that in itself would be one-off rather than ongoing.
- 4.6. For illustrative purposes in this report, the previous assumptions in relation to council tax increases have been removed. Although these assumptions were included in the MTFS approved in March 2022, no formal decision can be taken on Council Tax levels until the February or March before the start of each new financial year. It is currently unclear what the government's presumption will be in relation to council tax increases for 2023/24 and therefore it is better the Council makes no assumptions in this regard and maximises the range of savings being developed to potentially balance future years' budgets. An

increase in Council Tax obviously remains a potential part of the solution for balancing the Council's budget in 2023/24.

4.7. A summary of the current outlook is summarised below:

	2022/23	2023/24	2024/25	2025/26
Brought forward		£8.9m		
Budget gap at March 2022		£27.4m	£8.7m	
Period 1 Projected overspend	£8.9m			
2025/26 Inflation				£16.8m
2025/26 Contingency				£5.0m
2025/26 Taxbase growth				(£3.3m)
Reversal of council tax assumptions awaiting government guidance		£6.6m	£7.0m	
Revised budget gap	£8.9m	£42.9m	£15.7m	£18.5m

- 4.8. A significant health warning on these figures is that more work needs to be done to assess the threat from rising inflation on Council budgets. It is also unclear what, if any, government support may be made to councils nationally in this respect. However, it is likely a larger number of savings will be required both in-year and for 2023/24 to offset rising costs. Council officers are therefore working towards identifying potential savings of £45m-£50m for 2023/24.
- 4.9. The financial outlook for Croydon is very challenging. In addition to the pressures outlined above, the 'Opening the Books' review may uncover further budget pressures unique to Croydon. The world economic outlook is also very uncertain, therefore as well as the pressures that are unique to Croydon, there are sector wide financial pressures that all of local government is experiencing due to rising costs, rising demand and falling income. It is thought unlikely that additional funding of any scale will be made available in the foreseeable future by central government, which itself is facing financial challenges. The global economic crisis puts at some risk the Council's plan to reach financial sustainability by 2024/25 as envisaged in the plan reviewed by the Improvement and Assurance Panel in January 2021.
- 4.10. Work is therefore underway across the Council to identify significant potential savings in the current year and for future years that will allow the Council to balance its books in a sustainable way. The Council has transformed its approach to financial management, governance and service improvement since 2020 but it is still necessary to go yet further. This next phase will need to move away from service-based transformation to corporate transformation, driving out cost and maximising income by re-thinking how the Council meets the priorities of residents within the financial envelope available.

4.11. It is anticipated that a range of in-year savings will be presented to the Cabinet, Scrutiny and Overview Committee and Audit and Governance Committee as part of the Period 4 Financial Performance Report. Future years savings proposals will be available to present to Cabinet in the late autumn for approval for consultation prior to budget setting. The final proposals will be presented to Cabinet and Council by 27 February 2023.

4.12. Good progress has been made already by the Council to deliver some of the actions required for future financial sustainability. This report sets out the additional work planned on 'Opening the Books' to deliver the next stage in this journey. Unfortunately, the global economic crisis is making the journey ever more difficult and increasing the challenge in relation to the requirement to deliver yet more savings in Council budgets in the coming years.

5 TIMETABLE

5.1 The timetable for reporting to Cabinet, Scrutiny and Overview Committee and the Audit and Governance Committee is set out in the table below.

Report	Time scale
Month 2 Financial Performance Report	September 2022
Outturn 2021/22	By October 2022
Month 3 Financial Performance Report and In-Year Savings Proposals	By October 2022
Medium Term Financial Strategy Update and Savings Strategy	By November 2023
Month 4 Financial Performance Report	By November 2022
Month 5 Financial Performance Report	By December 2022
Opening the Books	By January 2023
Month 6 Financial Performance Report	By January 2023
Month 7 Financial Performance Report	By February 2023
Housing Revenue Account Thirty Year Business Plan Update	By February 2023
General Fund and Housing Revenue Account Budget 2023/24-2025/26	By 27 February 2023

6 CAPITAL PROGRAMME

6.1 The General Fund and HRA capital programme are due to be reported for the first time in the Period 2 budget monitoring report.

7 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

7.1 Finance comments have been provided throughout this report.

(Approved: Matt Davis – Interim Director of Finance)

8 LEGAL CONSIDERATIONS

8.1 The Council is under a statutory duty to ensure that it maintains a balanced budget and to take any remedial action as required in year.

8.2 The Council is required by section 151 of the Local Government Act 1972 to make arrangements for the proper administration of its financial affairs. The Council's Chief Finance Officer has established financial procedures to ensure the Council's proper financial administration. These include procedures for budgetary control. It is consistent with these arrangements for the Executive Mayor in Cabinet to receive information about the revenue and capital budgets as set out in this report.

8.3 The monitoring of financial information is also a significant contributor to meeting the Council's Best Value legal duty and therefore this report also complies with that legal duty.

(Approved by: Sandra Herbert Head of Litigation and Corporate Law on behalf of the Interim Director of Legal Services & Deputy Monitoring Officer)

9 HUMAN RESOURCES IMPACT

9.1 There are no immediate workforce implications as a result of the recommendations in this report. Any mitigation on budget implications that may have effect on direct staffing will be managed in accordance with relevant human resources policies and where necessary consultation with recognised trade unions. As a result of budget reductions in particular it is likely the Council will need to restructure and reduce services. The Council will apply its jointly agreed restructuring and reorganisation policy and procedure and will need to ensure adequate consultation arrangements are in place with affected staff and their trade union representatives, as well as seeking to mitigate any redundancy impact as far as possible.

(Approved by: Gillian Bevan Head of Human Resources (Resources and ACE))

10 EQUALITIES IMPACT

10.1 There are no specific equalities issues set out in this report.

10.2 The Council has a statutory duty to comply with the provisions set out in the Sec 149 Equality Act 2010. The Council must therefore have due regard to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

10.3 In setting the Council's budget for 2021/2022, all savings proposals were required to complete an Equality Impact Assessment. As Officers deliver against the approved budget, including the savings within it, they will continue to monitor for any unanticipated equality impacts.

10.4 The Council considers the socio-economic impact of its policies on the protected characteristics. The cost-of-living crisis is likely to have an impact across a range of characteristics. This is likely to create new debt for people who were just managing and exasperate debt for those who had existing debt. This could potentially impact on the collection of monies in relation to rent and Council tax payments along with other charges such as garage leases and commercial rents. The borough's geographical differences may also have an impact to this regard in that the north and east of the borough have more deprivation than the south of the borough. Our local data indicates that African/African Caribbean, Asian and other global majority communities are more likely to be located in the north and east of the Borough. It should be noted that rent increases could potentially increase the number of homeless people and families.

10.5 The budget should take due regard to this objective in relation to each protected characteristic. The Borough's responsibility to asylum seekers, young people, and disabled people and families is key to this regard.

10.6 The proposal to increase parking charges is likely to have an adverse impact on poverty and a socio-economic impact on residents. Deprivation in borough is largely focused in the north and the east where most ethnic residents reside. Any increase in parking is likely to impact further on communities already suffering from poverty and the impact of Covid 19 and job losses because of this

10.7 The full impacts of Covid 19 and long Covid on the Adult Social Care Service may not be apparent at this time and could possibly lead to more adults experiencing disabilities and additional pressure on Adult Social Care. There may also be a subsequent impact on disabled children along with their parents. It is essential to ensure that both groups receive an appropriate standard of care despite the pressure on services to reduce costs. Subsequently young people transitioning from Children's social care to Adults Social Care could impact heavily on budget dependent on the needs of individuals identified.

- 10.8 The impact on poverty and inequality may be increased for those residents who were economically affected by Covid 19 and are currently in rent arrears. The rent increase may exacerbate this, and mitigation has already been identified to this regard.
- 10.9 Departments should ensure that they pay due regard to all protected characteristics regarding potential mitigation to proposals.

(Approved by: Denise McCausland, Equalities Programme Manager, Policy Programmes and Performance)

11 ENVIRONMENTAL IMPACT

- 11.1 There are no specific environmental impacts set out in this report

12 CRIME AND DISORDER REDUCTION IMPACT

- 12.1 There are no specific crime and disorder impacts set out in this report

13 DATA PROTECTION IMPLICATIONS

13.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

NO

13.2 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

NO, as the report contains no sensitive/personal data

Approved by Nish Popat – Interim Head of Corporate Finance

Agenda Item 6

REPORT TO:	CABINET 6th July 2022
SUBJECT:	Fees and Charges
LEAD OFFICER:	Jane West Corporate Director of Resources and Section 151 Officer
CABINET MEMBER:	Councillor Jason Cummings
WARDS:	All
SUMMARY OF REPORT: This report requests approval by Cabinet to changes in fees and charges that are made in respect of supplies and services supplied by the Council to the extent that these fall within the authority of the Executive to determine. Cabinet should be aware that many regulatory functions have statutory fees which are set or are required to be considered by the relevant regulatory committees as they are precluded from being executive functions.	
FINANCIAL IMPACT: With the cost of providing charged-for goods and services going up due to inflation and other factors, the Council needs to increase its charges by an equivalent amount to ensure it still continues to recover its costs. The proposed increases in fees and charges as set out in Appendix 1 contributes to the delivery savings of £1.2m as approved by Full Council in March 2022 as part of the annual budget and Medium-Term Financial Strategy report. .	
KEY DECISION REFERENCE NO.: This is not a key decision	
1. RECOMMENDATIONS: The Executive Mayor in Cabinet is recommended to: 1.1 To approve the fees and charges set out in Appendix 1. 1.2 To have due regard to the equalities impact assessment in Appendix 2 in making the decisions set out in these recommendations.	

2. BACKGROUND

- 2.1 The Council provides a wide range of services to residents and businesses. For some of these the Council is entitled to make a charge. For others it is not permitted to do so. Reasons for making a charge include:
- There is a statutory charge — for example, planning fees and licensing fees.
 - It is the Council's policy to recover its costs in relation to the discretionary or incidental provision of goods or services provided so that they are not funded by the council taxpayer.
 - It may be the Council's policy to partially subsidise a service to encourage take-up (e.g. sports) or to support a policy objective (e.g. bulky waste collections to reduce fly tipping).
 - There is an existing market that would be distorted if the Council did not charge the market rate — for example, trade refuse collection — although charges are still subject to the cost recovery basis set out in statute.
- 2.2 Like other businesses, the Council's costs are affected by demand and supply factors such as inflation. It is good practice for the Council to review its charging policies and the level of charges annually to ensure that they stay relevant and reflect the Council's underlying costs.
- 2.3 The Council is required to ensure that, taking one year with another, the income from charges does not exceed the costs of provision as this would be contrary to the statutory basis which permits the Council to charge in relation to discretionary or incidental services.

3. METHODOLOGY

- 3.1 This review was carried out by updating the list of fees and charges from the last full review, which was carried out in 2021. The list was also compared with the lists of fees and charges from other councils to ensure it was comprehensive. The updated list is attached at Appendix 1. This list does not represent the full range of fees and charges but only those for which a proposal to increase has been received and a Cabinet decision is required.
- 3.2 Cabinet will be aware that many regulatory functions have statutory fees which are set or are required to be considered by the relevant regulatory committees as they are precluded from being Executive functions.
- 3.3 The decision was taken to treat parking charges separately, and they are excluded from this review. Property rental income is also excluded. Licensing and regulatory related fees are non-executive functions and are reserved for consideration by non-executive committees of the Council. There are also officer delegations in place from the relevant regulatory committees in relation to certain highways charges (skip licences, scaffolding licences etc) and although considered as part of the review are not presented in this report for decision as they are non-executive functions.
- 3.4 Information about the volume of sales is not readily available, making it difficult to check whether the budget is in line with [price x quantity of] sales. It has not been possible to ascertain whether budgets are significantly out of line with actual income. In most cases budgets have been set through top-down income

target setting, not resulting in changes to charging policy or prices that would deliver the target. In some cases, budgets are not set in a way that would enable the financial impact of levels of activity to be monitored. Further work will be undertaken over the summer to align budgets and actual income collection levels.

4. PRINCIPLES

4.1 The following principles have been applied in developing charging policies and setting recommended price levels:

- Charging policy will be one of the following:

Charging Policy	Description
Statutory	The price or price formula is determined by the government
Full cost recovery	The price is set to fully recover direct costs and overheads of the services or goods provided
Subsidised	The price is set at a level below full cost recovery for policy reasons
Market price	The price is determined by the market (although the council is constrained to a maximum of full cost recovery)

- Charging policies should be reviewed and the level of income maximised in each case within the statutory and policy constraints.
- All new opportunities to charge for Council goods and services should be identified and put into effect.
- At the very least there should be an annual inflation increase in prices to reflect the underlying increase in the costs of providing the goods or services. Inflation will be calculated at CPI or the specific rates applicable to costs of service delivery.
- It is recognised that some prices are statutory and cannot be changed. Consideration should be given to whether the volume of sales could be influenced to increase or decrease in each case to improve the overall position.
- Full cost recovery means that the price should factor in direct costs, indirect costs such as management, training etc., and central overheads such as HR and Legal. Where this has not been the case the price will be adjusted accordingly.

- Pricing structures should be simple. Requirement for complex calculation or costing should be removed wherever possible.
 - Charges should be 'price pointed' — i.e. rounded to a figure that is easy to remember for customers and to administer. This reflects private sector practice and meets customer expectations.
 - There should be transparency concerning charges and the reason for any subsidy. Standard fees and charges should be published on the Council's web site.
 - Fees and charges should be collected in advance or at point of sale wherever possible. The Council should not offer credit terms (i.e. issue a 30 day invoice after the service has been provided) unless this is required by law or there is a competitive market that operates on that basis.
- 4.2 The impact of adopting the principles set out above will be to ensure that the council fully bills for fees and charges to recover the full cost of providing the goods or services and that recovery action is taken as appropriate for unpaid debts where payment is not received in advance.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 Revenue and Capital consequences of report recommendations

- 5.1.1 The following table shows the value of fees and charges income by department excluding Parking, Education Department charges to Schools, Community Equipment Service, and Corporate Property rental income. These are excluded because the process for setting these charges is different.

Directorate	2021/22 Budget	2022/23 Budget	Budget Change
Sustainable Communities, Regeneration and Economic Recovery	£47.313m	£51.834m	£4.521m
Children, Young People and Education	£0.237m	£0.247m	£2.233m
Housing	£28.239m	£28.109m	(£0.130m)
Adult Social Care and Health	£17.639m	£19.291m	£1.652m
Assistant Chief Executive	£4.400m	£4.350m	(£0.050m)
Resources	£10.235m	£10.389m	£0.135m
Income from Fees and Charges	£108.082m	£116.433m	£8.361m

- 5.1.2 An overall increase is noted between 2021/22 and 2022/23 budgets. This represents an expected increase overall.

6. RISKS

- 6.1 The Council continued to experience reduced income throughout 2021/22 due to the ongoing impact of Covid 19.
- 6.2 The Council received compensation from the government for this loss of income in the form of grant income in 2021/22 at 75% losses (after first 5%) for the first quarter of 2021/22. However, no further Government support has been available since 1 July 2021.
- 6.3 Income from fees and charges is also subject to risk in relation to other national and local demand factors (e.g. the buoyancy of the local economy) as well as supply factors such as the level of cost inflation.
- 6.4 Government decisions concerning the level of statutory charges also represent a threat to income levels, particularly when there is no annual uplift to ensure charges keep pace with costs.

Approved by: Matt Davis, Interim Director of Finance

7. LEGAL CONSIDERATIONS

- 7.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Legal Services that where the relevant statute sets out a fee or charge for the service in question, the Council does not have a discretion to alter that and nothing within this report will permit such a change.
- 7.2 Where the Council is providing a statutory service which the Council is mandated to provide or which the Council has a duty to provide, this is not subject to an authority to charge unless this is set out in the relevant statute and according such matters are not covered by this report or any associated charging policy.
- 7.3 There are specific powers to charge for services detailed throughout local government legislation, for example section 19 of the Local Government (Miscellaneous Provisions) Act 1976 permits charging for the use of leisure and recreational facilities and section 38 of the 1976 Act permits entering into agreements with other persons to make full use of local authority computers and equipment. However those provisions are subject to parameters which the council is required to adhere to in charging for such matters.
- 7.4 The Local Government Act 2003 ("the 2003 Act") introduced a general power to charge for the provision of any discretionary service. The discretionary charging powers do not apply to services which an authority is mandated or has a duty to provide. However, councils can charge for discretionary services (that is, services they have power to provide but are not obliged or have a duty to provide by law). In order to do so, the recipient of the discretionary service must have agreed in advance, to pay for the provision of such services. The 2003 Act power cannot be used where charging is prohibited or where another specific charging regime applies. Charging is limited to cost recovery and statutory guidance published in 2003

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/>

[attachment data/file/8310/151291 .pdf](#) outlines how costs and charges should be established and that guidance remains in force. In setting the proposed fees, the Council is required to have regard to this guidance.

- 7.5 A local authority may be able to rely on the subsidiary powers under section 111 of the LGA 1972 to authorise the provision of a service to facilitate the discharge of a specific function. If reliance were to be placed on this power, it would be necessary to be satisfied that the function in question is incidental to the discharge of statutory functions of the Council. Where this is established, the local authority may charge under section 93 for that function-related service.
- 7.6 This power in relation to incidental services is subject to the restriction in S 93 that it cannot be used to raise income — i.e. you could not use it to generate a profit, but could rely on it to charge equivalent to the costs of provision of the "service" which is incidental to the statutory function.
- 7.7 In relation to utilisation of the general power of competence in the Localism Act 2011 ("LA 2011"), these charging provisions follow, very closely, the requirements of the 2003 Act to allow local authorities to charge up to full cost recovery for discretionary services. These provisions operate alongside rather than replace the Local Government Act 2003 powers.
- 7.8 The power to charge under the LA 2011 is subject to a duty to secure that, taking one financial year with another, the income from charges does not exceed the costs of provision. As with the 2003 Act powers, charging for things done in exercise of the General Power of Competence is not a power to make a profit from those activities.
- 7.9 In relation to fees pertaining to Allotments, the Council must ensure that the relevant statutory provisions pertaining to the Allotment Acts are complied with, in particular in relation to Section 10 of the Allotment Act 1950.
- 7.10 With regard to the Edited Electoral Register the Council must ensure that the provisions of the Representation of the People (England & Wales) Regulations (RPR) 2001 - which set out, among other matters, the fees which may be charged regarding the edited register - are complied with.
- 7.11 Finally, where the introduction of new/altered fees or charges requires consultation and/or engagement with affected users to have been undertaken prior to the proposed changes, officers will need to have satisfied themselves that the appropriate actions have been taken prior to bringing forward these proposals for members' consideration. Where notice or publication of changes to charges is required in respect of any fees/charges under specific legislative or common law requirements, officers will ensure that the appropriate notices have been published in accordance with the relevant requirements.

Approved by Sandra Herbert, Head of Litigation and Corporate Law

8. HUMAN RESOURCES IMPACT

- 8.1 None.

9. EQUALITIES IMPACT

9.1 See attached equalities impact assessment at Appendix 2.

9.2 Where charges increase above the underlying wage inflation this may have a negative impact where the protected characteristic is associated with low income levels. However, there are no instances of this.

Approved by:

10. ENVIRONMENTAL IMPACT

None

11. CRIME AND DISORDER REDUCTION IMPACT

None

12. DATA PROTECTION IMPLICATIONS

a. WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

YES — The processing of fees and charges involves the processing of customer data such as name, address, and the service required by the customer.

b. HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

NO - not required as the arrangements for processing personal data in relation to fees and charges are not directly under review as a result of this report. Any process change resulting from the recommendations will be subject to a DPIA and the results will be reported as part of the decision making process.

CONTACT OFFICER: Matthew Davis Interim Director of Finance

APPENDICES TO THIS REPORT:

Appendix 1 — Croydon Council Fees and Charges 2021/22
Appendix 2 — Equality Analysis

BACKGROUND DOCUMENTS: None

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Department	Service	Fee or Charge Description	Charging Policy	Credit Policy	2022-23 Proposed Charges (£)
Resources	Address Management	Street Naming and Numbering - Basic fee including first unit of development	Full cost recovery	Payment in advance	260.00
Resources	Address Management	Street Naming and Numbering - Each additional unit up to 20	Full cost recovery	Payment in advance	55.00
Resources	Address Management	Street Naming and Numbering - Each additional unit over 20	Full cost recovery	Payment in advance	40.00
Resources	Address Management	Street Naming and Numbering - Building Name (as part of new development)	Full cost recovery	Payment in advance	260.00
Resources	Address Management	Street Naming and Numbering - Street Name	Full cost recovery	Payment in advance	520.00
Resources	Address Management	Street Naming and Numbering - Renaming and renumbering: Building Name	Full cost recovery	Payment in advance	260.00
Resources	Address Management	Street Naming and Numbering - Renaming and renumbering: Per Unit	Full cost recovery	Payment in advance	260.00
ACE	Registrars	Citizenship Ceremony Fees - Private + £80 from Home Office	Market price	Payment at point	127.00
ACE	Registrars	Offsite Wedding Fees - weekday	Market price	Payment in advance	433.00
ACE	Registrars	Offsite Wedding Fees - Saturday	Market price	Payment in advance	565.00
ACE	Registrars	Offsite Wedding Fees - Sunday & Bank Holiday	Market price	Payment in advance	623.00
ACE	Registrars	Offsite Wedding Fees - Easter Sunday, New Years Day	Market price	Payment in advance	686.00
ACE	Registrars	Marriage Ceremony in Town Hall Mon-Thurs Arnhem Room	Market price	Payment in advance	237.00
ACE	Registrars	Marriage Ceremony in Town Hall Mon-Thurs Clocktower Room	Market price	Payment in advance	269.00

ACE	Registrars	Marriage Ceremony in Town Hall Fri Arnhem Room	Market price	Payment in advance	311.00
ACE	Registrars	Marriage Ceremony in Town Hall Fri - Clocktower Room	Market price	Payment in advance	295.00
ACE	Registrars	Marriage Ceremony in Town Hall Sat - Arnhem	Market price	Payment in advance	295.00
ACE	Registrars	Marriage Ceremony in Town Hall Sat Clocktower	Market price	Payment in advance	354.00
ACE	Registrars	Marriage Ceremony in Town Hall Sunday Arnhem	Market price	Payment in advance	359.00
ACE	Registrars	Marriage Ceremony in Town Hall Sunday Clocktower	Market price	Payment in advance	416.00
ACE	Registrars	Marriage Ceremony in Town Hall Easter Sunday, New Year's Day - Arnhem	Market price	Payment in advance	465.00
ACE	Registrars	Marriage Ceremony in Town Hall Easter Sunday, New Year's Day - Clocktower	Market price	Payment in advance	528.00
ACE	Registrars	Final Chat for marriage or civil partnership	Market price	Payment in advance	58.00
ACE	Registrars	Booking fee to hold time and date for ceremony in diary for Town Hall	Market price	Payment in advance	38.00
ACE	Registrars	Admin fee for change of booking, venue, date	Market price	Payment in advance	38.00
ACE	Bereavement Services	PURCHASE OF EXCLUSIVE BURIAL RIGHTS - 50 YR'S - NEW GRAVES - GREENLAWNS MEMORIAL PARK - Grave - Muslim	Market price	30 day invoice	3790.00
ACE	Bereavement Services	PURCHASE OF EXCLUSIVE BURIAL RIGHTS - 50 YR'S - NEW GRAVES - GREENLAWNS MEMORIAL PARK - Muslim Grave - Non Resident Supplement	Market price	30 day invoice	3790.00
ACE	Bereavement Services	PURCHASE OF EXCLUSIVE BURIAL RIGHTS - 50 YR'S - NEW GRAVES - GREENLAWNS MEMORIAL PARK - Grave - General (Border or Non - border)	Market price	30 day invoice	3790.00
ACE	Bereavement Services	PURCHASE OF EXCLUSIVE BURIAL RIGHTS - 50 YR'S - NEW GRAVES - GREENLAWNS MEMORIAL PARK - Non-resident supplement for General grave purchase	Market price	30 day invoice	3790.00
ACE	Bereavement Services	PURCHASE OF EXCLUSIVE BURIAL RIGHTS - 50 YR'S - NEW GRAVES - GREENLAWNS MEMORIAL PARK - Cremation Plot - Rest Park	Market price	30 day invoice	1702.00

ACE	Bereavement Services	PURCHASE OF RECLAIMED BURIAL RIGHTS - 50 YRS - MITCHAM ROAD CEMETERY - Grave capacity 3	Market price	30 day invoice	2142.00
ACE	Bereavement Services	PURCHASE OF RECLAIMED BURIAL RIGHTS - 50 YRS - MITCHAM ROAD CEMETERY - Grave capacity 2	Market price	30 day invoice	1977.00
ACE	Bereavement Services	PURCHASE OF RECLAIMED BURIAL RIGHTS - 50 YRS - MITCHAM ROAD CEMETERY - Grave capacity 1	Market price	30 day invoice	1803.00
ACE	Bereavement Services	NON - RESIDENT GRAVE SUPPLEMENT - MITCHAM ROAD CEMETERY - Grave capacity 3	Market price	30 day invoice	2142.00
ACE	Bereavement Services	NON - RESIDENT GRAVE SUPPLEMENT - MITCHAM ROAD CEMETERY - Grave capacity 2	Market price	30 day invoice	1977.00
ACE	Bereavement Services	NON - RESIDENT GRAVE SUPPLEMENT - MITCHAM ROAD CEMETERY - Grave capacity 1	Market price	30 day invoice	1803.00
ACE	Bereavement Services	PURCHASE OF RECLAIMED BURIAL RIGHTS - 50 YRS - QUEENS ROAD CEMETERY - Grave capacity 3	Market price	30 day invoice	2142.00
ACE	Bereavement Services	PURCHASE OF RECLAIMED BURIAL RIGHTS - 50 YRS - QUEENS ROAD CEMETERY - Grave capacity 2	Market price	30 day invoice	1977.00
ACE	Bereavement Services	PURCHASE OF RECLAIMED BURIAL RIGHTS - 50 YRS - QUEENS ROAD CEMETERY - Grave capacity 1	Market price	30 day invoice	1803.00
ACE	Bereavement Services	NON - RESIDENT GRAVE SUPPLEMENT - QUEENS ROAD CEMETERY - Grave capacity 3	Market price	30 day invoice	2142.00
ACE	Bereavement Services	NON - RESIDENT GRAVE SUPPLEMENT - QUEENS ROAD CEMETERY - Grave capacity 2	Market price	30 day invoice	1977.00
ACE	Bereavement Services	NON - RESIDENT GRAVE SUPPLEMENT - QUEENS ROAD CEMETERY - Grave capacity 1	Market price	30 day invoice	1803.00

ACE	Bereavement Services	INTERMENT – PURCHASED, UNPURCHASED, RECLAIMED GRAVES - ALL CEMETERIES - Depth for 1 or 2 burials	Market price	30 day invoice	1150.00
ACE	Bereavement Services	INTERMENT – PURCHASED, UNPURCHASED, RECLAIMED GRAVES - ALL CEMETERIES - Depth for 3 burials – all graves	Market price	30 day invoice	1526.00
ACE	Bereavement Services	INTERMENT – PURCHASED, UNPURCHASED, RECLAIMED GRAVES - ALL CEMETERIES - Additional fee for each additional depth	Market price	30 day invoice	357.00
ACE	Bereavement Services	INTERMENT – PURCHASED, UNPURCHASED, RECLAIMED GRAVES - ALL CEMETERIES - Additional fee for each casket/Italian or last Supper coffin	Market price	30 day invoice	490.00
ACE	Bereavement Services	INTERMENT – PURCHASED, UNPURCHASED, RECLAIMED GRAVES - ALL CEMETERIES - Non-resident supplement (ALL GRAVES TYPES)	Market price	30 day invoice	473.00
ACE	Bereavement Services	INTERMENT – PURCHASED, UNPURCHASED, RECLAIMED GRAVES - ALL CEMETERIES - Cremated Remains	Market price	30 day invoice	242.00
ACE	Bereavement Services	GRAVES/PLOTS FOR CREMATED REMAINS (50 YEARS) - Mitcham Rd – Reclaimed Graves for cremated remains	Market price	30 day invoice	1100.00
ACE	Bereavement Services	GRAVES/PLOTS FOR CREMATED REMAINS (50 YEARS) - Queens Rd – Reclaimed Graves for cremated remains	Market price	30 day invoice	1100.00
ACE	Bereavement Services	GRAVES/PLOTS FOR CREMATED REMAINS (50 YEARS) - Greenlawns – Rest Park	Market price	30 day invoice	1700.00
ACE	Bereavement Services	GRAVES/PLOTS FOR CREMATED REMAINS (50 YEARS) - Interment of Cremated Remains in any of the above	Market price	30 day invoice	242.00
ACE	Bereavement Services	OTHER INTERMENT CHARGES - Burial taking place at or after 3.00pm Monday to Friday	Market price	30 day invoice	412.00

ACE	Bereavement Services	OTHER INTERMENT CHARGES - Use of Burial/Crem Chapel for Service (includes use of Organ, Organist Fee & recorded music facilities, per ½ hour or part thereof).	Market price	30 day invoice	335.00
ACE	Bereavement Services	OTHER INTERMENT CHARGES - Use of Crematorium Chapel for double service or overrun into next period (second ½ hour or part thereof)	Market price	30 day invoice	335.00
ACE	Bereavement Services	OTHER INTERMENT CHARGES - Cremated remains burial after 4 p.m.	Market price	30 day invoice	208.00
ACE	Bereavement Services	MONUMENTS - Right to place memorial for 20 y'rs – (excludes permit fee) - All grave types at Mitcham Rd and Queen's Rd Cemeteries	Market price	30 day invoice	335.00
ACE	Bereavement Services	MONUMENTS - Right to place memorial for 20 y'rs – (excludes permit fee) - All graves at Greenlawns sold on or before 31st March 2005	Market price	30 day invoice	335.00
ACE	Bereavement Services	Permit Fees - Mitcham Rd & Queens Rd Cemeteries - All graves	Market price	30 day invoice	153.00
ACE	Bereavement Services	Permit Fees - All graves at Greenlawns sold on or before 31st March 2005	Market price	30 day invoice	153.00
ACE	Bereavement Services	Permit Fees - Add inscription to existing memorial	Market price	30 day invoice	121.00
ACE	Bereavement Services	Permit Fees - Moulding single grave space	Market price	30 day invoice	132.00
ACE	Bereavement Services	Permit Fees - Turfing single grave space	Market price	30 day invoice	132.00
ACE	Bereavement Services	CREMATION FEES - Adult service at or before 10.00am OR any other time of day up to 4.00pm Mon to Fri and not requiring a ceremony or use of Organ (i.e. No Service)	Market price	30 day invoice	714.00
ACE	Bereavement Services	CREMATION FEES - Adult service after 10.00am. up to and including 4.00pm (Mon to Fri)	Market price	30 day invoice	923.00
ACE	Bereavement Services	CREMATION FEES - Additional Fee for service after 4pm	Market price	30 day invoice	222.00
ACE	Bereavement Services	CREMATION FEES - Direct Cremation	Market price	30 day invoice	285.00
ACE	Bereavement Services	CREMATION FEES - Saturday morning cremation fee	Market price	30 day invoice	1275.00

ACE	Bereavement Services	OTHER CREMATION FEES - Burial of Cremated Remains in Cremation Plot	Market price	30 day invoice	244.00
ACE	Bereavement Services	OTHER CREMATION FEES - Temporary Retention of Cremated Remains: 1st Month nil, then mthly	Market price	Payment at point of sale	20.00
ACE	Bereavement Services	OTHER CREMATION FEES - Certified Copy of Cremation Register Entry	Market price	Payment at point of sale	23.00
ACE	Bereavement Services	OTHER CREMATION FEES - Scattering Cremated Remains from other Crematoria	Market price	Payment at point of sale	100.00
ACE	Bereavement Services	MISCELLANEOUS - Transfer of Grave Rights (Per transfer)	Market price	Payment at point of sale	83.00
ACE	Bereavement Services	MISCELLANEOUS - Geneology Searches, per name, if completed by Cemeteries Staff	Market price	Payment at point of sale	64.00
ACE	Bereavement Services	MISCELLANEOUS - Geneology Searches, use of room, access to books: per hr or part thereof	Market price	Payment at point of sale	64.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - COLUMBARIA RECORDIA FOR 15 YEARS - New 4 line	Market price	Payment in advance	530.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - COLUMBARIA RECORDIA FOR 15 YEARS - Renewal of 2 line for 15 years	Market price	Payment in advance	263.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - COLUMBARIA RECORDIA FOR 15 YEARS - Renewal of 2 line for 1 year	Market price	Payment in advance	42.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - COLUMBARIA RECORDIA FOR 15 YEARS - Renewal of 4 line for 15 years	Market price	Payment in advance	390.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - COLUMBARIA RECORDIA FOR 15 YEARS - Renewal of 4 line for 1 year	Market price	Payment in advance	50.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL LEATHER PANEL - New dedication for 7 years	Market price	Payment in advance	336.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL LEATHER PANEL - Renewal of dedication for 7 years	Market price	Payment in advance	284.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL LEATHER PANEL - Renewal of dedication for 1 year	Market price	Payment in advance	83.00

ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL YORK PAVING STONE – for 15 years - Size 2' x 2' including an inscription of up to 50 characters	Market price	Payment in advance	757.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL YORK PAVING STONE – for 15 years - Size 3' x 2' including an inscription of up to 50 characters	Market price	Payment in advance	1,132.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL YORK PAVING STONE – for 15 years - Additional letters over the included 50 – per character	Market price	Payment in advance	14.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - Replacement Stone during current dedication period: - Size 2' x 2' including an inscription of up to 50 character	Market price	Payment in advance	544.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - Replacement Stone during current dedication period: - Size 3' x 2' including an inscription of up to 50 characters	Market price	Payment in advance	802.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - Replacement Stone during current dedication period: - Renewal of Dedication for 15 years	Market price	Payment in advance	478.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - Replacement Stone during current dedication period: - Renewal of Dedication for 1 year	Market price	Payment in advance	58.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - Replacement Stone during current dedication period: - Lift and reface stone for added inscription	Market price	Payment in advance	127.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Placed at a Standard Rose or Rose Bush for dedication period of 7 years.	Market price	Payment in advance	493.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Second plaque for remainder of Dedication period	Market price	Payment in advance	220.00

ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Renewal for a further period of 7 years (inc of 1 or 2 existing plaques)	Market price	Payment in advance	441.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Renewal for a further period of 1 year (inc of 1 or 2 existing plaques)	Market price	Payment in advance	94.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Replacement rose plaque	Market price	Payment in advance	115.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Heart Memorial Rose Plaque, placed at a Standard Rose or Rose Bush for initial dedication period of 7 years.	Market price	Payment in advance	508.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Second Heart plaque for remainder of Dedication period	Market price	Payment in advance	232.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Replacement Heart plaque	Market price	Payment in advance	123.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Additional Emblem – Rose Plaque	Market price	Payment in advance	24.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL ROSE PLAQUES - Additional Lines (per line) – Rose Plaque	Market price	Payment in advance	15.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL SEAT - 6' 0" Teak Seat, New for 15 years – including first inscribed bronze plaque	Market price	Payment in advance	1,910.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL SEAT - Renewal for 15 years	Market price	Payment in advance	1,592.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL SEAT - Renewal for 1 year	Market price	Payment in advance	159.00

ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL TREES leased for 7 years - Memorial Tree including 12"x 12" memorial tablet	Market price	Payment in advance	1,862.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL TREES leased for 7 years - Renewal for 7 Years	Market price	Payment in advance	1028.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL TREES leased for 7 years - Renewal for 1 Year	Market price	Payment in advance	186.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL TREES leased for 7 years - Memorial Tree including 18"x 12" memorial tablet	Market price	Payment in advance	2,048.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL TREES leased for 7 years - Renewal for 7 Years	Market price	Payment in advance	1028.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - MEMORIAL TREES leased for 7 years - Renewal for 1 Year	Market price	Payment in advance	186.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - THE BOOK OF REMEMBRANCE - 2 line memorial inscription including access to on screen display	Market price	Payment in advance	173.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - THE BOOK OF REMEMBRANCE - 5 line memorial inscription including access to on screen display	Market price	Payment in advance	275.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - THE BOOK OF REMEMBRANCE - 8 line memorial inscription including access to on screen display	Market price	Payment in advance	363.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - THE BOOK OF REMEMBRANCE - Badge, crest or floral emblem (Emblem available with 5 or 8 line inscriptions)	Market price	Payment in advance	92.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - e-BOOK OF REMEMBRANCE - Digitizing existing entry	Market price	Payment in advance	68.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - e-BOOK OF REMEMBRANCE - Biographical/Poem/Prose details	Market price	Payment in advance	68.00

ACE	Bereavement Services	CREMATORIUM MEMORIALS - e-BOOK OF REMEMBRANCE - Digital Photograph	Market price	Payment in advance	90.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - e-BOOK OF REMEMBRANCE - Inscribing poetry or prose – per line	Market price	Payment in advance	15.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - e-BOOK OF REMEMBRANCE - Additional Access Card	Market price	Payment in advance	23.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "A" – MEMORIAL CARD Containing copy of 2 line inscription	Market price	Payment in advance	59.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "A" – MEMORIAL CARD Containing copy of 5 line inscription	Market price	Payment in advance	73.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "A" – MEMORIAL CARD Containing copy of 8 line inscription	Market price	Payment in advance	92.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "B" - MINIATURE BOOK (paper covers) - Containing copy of 2 line inscription	Market price	Payment in advance	92.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "B" - MINIATURE BOOK (paper covers) - Containing copy of 5 line inscription	Market price	Payment in advance	123.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "B" - MINIATURE BOOK (paper covers) - Containing copy of 8 line inscription	Market price	Payment in advance	134.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "C" – MINIATURE BOOK (hard covers) - Containing copy of 2 line inscription	Market price	Payment in advance	140.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "C" – MINIATURE BOOK (hard covers) - Containing copy of 5 line inscription	Market price	Payment in advance	153.00
ACE	Bereavement Services	CREMATORIUM MEMORIALS - REPLICA TYPE "C" – MINIATURE BOOK (hard covers) - Containing copy of 8 line inscription	Market price	Payment in advance	176.00

ACE	Bereavement Services	CREMATORIUM MEMORIALS - Badge, crest or floral emblem - available with replicas for additional	Market price	Payment in advance	92.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - BRONZE MEMORIAL TABLETS - Size 12" x 12" (Maximum of 4 per grave) Inclusive of an inscription of not more than 75 characters	Market price	Payment in advance	379.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - BRONZE MEMORIAL TABLETS - Size 18" x 12" (Cremation Plot, 1 per plot) Inclusive of an inscription of not more than 75 characters	Market price	Payment in advance	505.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - BRONZE MEMORIAL TABLETS - Size 24" x 12" (Maximum of 2 per grave) Inclusive of an inscription of not more than 75 characters	Market price	Payment in advance	625.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - BRONZE MEMORIAL TABLETS - Inscriptions over 75 letters - each additional character	Market price	Payment in advance	15.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - BRONZE MEMORIAL TABLETS - Refurbishment of an existing bronze tablet	Market price	Payment in advance	302.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - MOTIFS, EMBLEMS, BADGES etc - A standard plain Cross or Rose (any plaque size)	Market price	Payment in advance	41.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - MOTIFS, EMBLEMS, BADGES etc - Other motifs: Please contact the Crematorium Office staff for quote	Market price	Payment in advance	POA
ACE	Bereavement Services	GREENLAWN MEMORIALS - SANCTUM VAULTS - Sanctum Vault for 50 years (excludes bronze tablet)	Market price	Payment in advance	1,069.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - SANCTUM VAULTS - Sanctum Bronze Tablet	Market price	Payment in advance	285.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - FLOWER VASE - Regulation vase – includes installation	Market price	Payment in advance	18.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - FLOWER VASE - Regulation trough – includes installation	Market price	Payment in advance	24.00

ACE	Bereavement Services	GREENLAWN MEMORIALS - GEMINI MEMORIAL NICHES - Initial 15 year lease of standard cell (2 urn capacity)	Market price	Payment in advance	1,339.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - GEMINI MEMORIAL NICHES - Renewal of 15 year lease of standard cell	Market price	Payment in advance	967.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - GEMINI MEMORIAL NICHES - Opening of Niche for deposit of casket and resealing	Market price	Payment in advance	66.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - GEMINI MEMORIAL NICHES - Inscriptions engraved & gilded on Urn and/or sealing stone - per character	Market price	Payment in advance	16.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - GEMINI MEMORIAL NICHES - Motifs and other emblems can also be supplied. Price available on request	Market price	Payment in advance	POA
ACE	Bereavement Services	GREENLAWN MEMORIALS - GEMINI MEMORIAL NICHES - Wooden Gemini casket and inscription	Market price	Payment in advance	115.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - COLUMBARIUM NICHE - (refurbished - new product) - New Lease (inc. cover stone) for 10 years	Market price	Payment in advance	2,203.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - COLUMBARIUM NICHE - (refurbished - new product) - Renew Lease for 10 years	Market price	Payment in advance	1,602.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - COLUMBARIUM NICHE - (refurbished - new product) - Opening of Niche for deposit of casket and resealing	Market price	Payment in advance	94.00
ACE	Bereavement Services	GREENLAWN MEMORIALS - COLUMBARIUM NICHE - (refurbished - new product) - additional inscription on plaque	Market price	Payment in advance	248.00
ACE	Bereavement Services	MISCELLANEOUS FEES - Surrender of burial rights - paid to grave owner on surrender of rights	Refund	Refund Process	-157.00

ACE	Bereavement Services	MISCELLANEOUS FEES - Renew of Lease Cremation plots Garden of Remembrance - Mitcham Road 1 year	Market price	Payment in advance	115.00
ACE	Bereavement Services	MISCELLANEOUS FEES - Renew of Lease Cremation plots Garden of Remembrance - Mitcham Road 5 years	Market price	Payment in advance	505.00
ACE	Bereavement Services	Funerals - Administration fees for arranging funerals - Property search	Full cost recovery	Other (see Notes)	162.00
ACE	Bereavement Services	Funerals - Administration fees for arranging funerals - Letters (Administration of estate) £ per letter	Full cost recovery	Other (see Notes)	15.00
ACE	Bereavement Services	Funerals - Administration fees for arranging funerals - Treasury Solicitor Referrals	Full cost recovery	Other (see Notes)	427.00
ACE	Bereavement Services	Funerals - Administration fees for arranging funerals - Registration of Death	Full cost recovery	Other (see Notes)	43.00
ACE	Bereavement Services	Funerals - Administration fees for arranging funerals - Administration Charge incl general admin, travel, parking, phone calls etc - per hour or part thereof	Full cost recovery	Other (see Notes)	25.00
CYPE	Human Resources	annual core support contract for Schools at fixed rate per employee	Full cost recovery	Payment in advance	93.00
CYPE	Human Resources	annual enhanced support contract for Schools at fixed rate per employee	Full cost recovery	Payment in advance	116.00
CYPE	IT	half day ad hoc technical support for Schools	Full cost recovery	Payment in advance	240.00
CYPE	IT	full day ad hoc technical support for Schools	Full cost recovery	Payment in advance	475.00
CYPE	IT	per hour annual technical support contracts for Schools	Full cost recovery	Payment in advance	POA
CYPE	IT	annual SIMS support contracts for Schools	Full cost recovery	Payment in advance	POA

CYPE	HR Recruitment	Annual recruitment package. Fee based on pupil numbers and type of school	Full cost recovery	Payment in advance	500.00
CYPE	HR Recruitment	ad hoc adverts for Schools	Full cost recovery	Payment in advance	135.00
CYPE	ECT	Appropriate Body service. 2 year ECT programme - 1 term. Fee per NQT at school	Full cost recovery	Payment in advance	300.00
CYPE	NQT	Appropriate Body service -3 terms. Fee per NQT for Schools	Full cost recovery	Payment in advance	POA
ACE	Employee Assistance	EAP service for all school staff. Fee is calculated per staff member	Full cost recovery	Payment in advance	300.00
Resources	Insurance for schools	Comprehensive insurance policy for Schools. Calculated at a rate per pupil	Full cost recovery	Payment in advance	0
HOUSING		Per unit (bedsits) for renewal	No Change		316.00
HOUSING		Maximum per property	No Change		250.00
HOUSING		Charge for Fireguards and Stairgates (ex VAT)	No Change		20.00
HOUSING		Charge for Handy Person			0
HOUSING		Charge per hour (ex VAT)	No Change		21.00
HRA		Leaseholder pre-assignment packs			200.00
HRA		Registration fee for the subletting of the property			50.00
HRA		Notice of charge & Deed of covenant fee			40.00

ASCH	Adults	ADULT SERVICES - CARELINE & TELECARE SERVICE			
ASCH	Adults	ADULT SERVICES - TELECARE SERVICE - Weekly Charges - Careline Safe At Home	Subsidised	Payment in advance	14.42
ASCH	Adults	ADULT SERVICES - TELECARE SERVICE - Weekly Charges - Telecare System - 1 Device	Subsidised	Payment in advance	28.91
ASCH	Adults	ADULT SERVICES - TELECARE SERVICE - Weekly Charges - Telecare System - 2 Devices	Subsidised	Payment in advance	43.33
ASCH	Adults	ADULT SERVICES - TELECARE SERVICE - Weekly Charges - Telecare System - 3 Devices	Subsidised	Payment in advance	57.75
ASCH	Adults	ADULT SERVICES - TELECARE SERVICE - Weekly Charges - Additional Sensor	Subsidised	Payment in advance	3.15
ASCH	Adults	ADULT SERVICES - CROYDON CARELINE ALARM SERVICE - Standard Service - weekly	Subsidised	Payment in advance	8.47
ASCH	Adults	ADULT SERVICES - CROYDON CARELINE ALARM SERVICE - Pension Credit /Income - weekly	Subsidised	Payment in advance	5.18
ASCH	Adults	ADULT SERVICES - CROYDON CARELINE ALARM SERVICE - Additional Pendants - weekly	Subsidised	Payment in advance	0.98
		ADULT SERVICES - Setting up a Deferred Payment Agreement (DPA)			
ASCH	Adults	ADULT SERVICES - Setting up a Deferred Payment Agreement (DPA) - One off set up fee - Land registry search*	Full cost recovery	Deferred Payment	3.00
ASCH	Adults	ADULT SERVICES - Setting up a Deferred Payment Agreement (DPA) - One off set up fee - Legal fees: this covers the cost of placing the charge on a property and may change as this is set by the solicitor not LBC	Full cost recovery	Deferred Payment	690.00
ASCH	Adults	ADULT SERVICES - Setting up a Deferred Payment Agreement (DPA) - One off set up fee - Staff costs: 15 hours work for an officer to initiate, set up and complete all the tasks required	Full cost recovery	Deferred Payment	306.17
ASCH	Adults	ADULT SERVICES - Setting up a Deferred Payment Agreement (DPA) - One off set up fee - Property valuation: this charge may vary as it is set by the district valuers office	Full cost recovery	Deferred Payment	570.00
ASCH	Adults	ADULT SERVICES - In year cost of maintaining a DPA - charged annually - Staff costs: 2 hours staff time, every quarter to monitor, re-evaluate and carry out necessary sustainability tasks	Full cost recovery	Deferred Payment	163.28
ASCH	Adults	ADULT SERVICES - In year cost of maintaining a DPA - charged annually - Property valuation: only when debt reaches 50% of equity or the unforeseen need for an in-depth review of the DPA's sustainability	Full cost recovery	Deferred Payment	570.00
ASCH	Adults	ADULT SERVICES - In year cost of maintaining a DPA - charged annually -Land registry search	Full cost recovery	Deferred Payment	3.00

ASCH	Adults	ADULT SERVICES -Closing down of a DPA - Staff costs: 2 hours work for an officer to initiate, set up and complete all the tasks required	Full cost recovery	Deferred Payment	40.82
ASCH	Adults	RECEIVERSHIP CHARGES (clients who lack mental capacity) - Fees set by Public Guardianship Office	Charges set by the Office of Public Guardianship		
ASCH	Adults	Category 1 charges: Preparatory work to the date court makes an order		Statutory	745.00
ASCH	Adults	Category 2 charges: Income > £16k fixed fee or < £16k variable fee; 2.5% of savings up to £500.00 for Health and welfare and up to 3.5% for property and affairs) Annual management fee		Statutory	775.00
ASCH	Adults	A) First year ¹			
ASCH	Adults	B) 2nd and subsequent years		Statutory	650.00
ASCH	Adults	Category 3 charges: Annual property management fee		Statutory	300.00
ASCH	Adults	Category 4 charges: Preparation and lodgement of annual report		Statutory	216.00
ASCH	Adults	APPOINTEESHIP CHARGE (clients who have mental capacity) Local policy duplicates category 2 charges as set by the Public Guardianship Office for Deputyships	Charges set by the Office of Public Guardianship	Statutory	745.00
ASCH	Adults	HOME CARE			
ASCH	Adults	Home care per hour in the community	Financial Assessment		Variable up to the actual cost of service
ASCH	Adults	Live in carer per hour (Effectively another form of home care)	Financial Assessment		Variable up to the actual cost of service
ASCH	Adults	Sitting service	Financial Assessment		Variable up to the actual cost of service
ASCH	Adults	DAY CARE - Daily charge			
ASCH	Adults	In-house day care: Full Day	Financial Assessment		62.07
ASCH	Adults	In-house day care: Half Day	Financial Assessment		31.03
ASCH	Adults	Private and Voluntary sector day care	Financial Assessment		Variable up to the actual cost of service
ASCH	Adults	RESPIRE CARE - Charge per night			
ASCH	Adults	RESPIRE CARE - In-House Charge per night	Financial Assessment		106.79
ASCH	Adults	RESPIRE CARE - Private and Voluntary home Charge per night	Financial Assessment		Variable based on actual cost
ASCH	Adults	RESIDENTIAL HOMES - Weekly Charges			
ASCH	Adults	Residential Care	Financial Assessment		Variable based on actual cost
ASCH	Adults	Nursing care (excludes funded nursing care)	Financial Assessment		Variable based on actual cost
ASCH	Adults	COUNCIL OWNED RESIDENTIAL HOMES - Weekly Charges			

ASCH	Adults	Residential standard charge	Financial Assessment		747.52
ASCH	Adults	Residential Dementia charge	Financial Assessment		783.78
ASCH	Adults	Nursing standard charge (excluding funded nursing care)	Financial Assessment		747.52
ASCH	Adults	Nursing Dementia charge (excluding funded nursing care)	Financial Assessment		783.78
ASCH	Adults	CHARGES FOR BLUE BADGES (charge per badge)			10.00
ASCH	Adults	EXTRA CARE HOUSING SUPPORT - Weekly Charges			
ASCH	Adults	Support Charge pre April 2003			64.15
ASCH	Adults	Support Charge post April 2003			73.77
ASCH	Adults	Laundry Service - up to 2 visits per week			8.45
ASCH	Adults	Guests and Family charges (Charge per person per night)			10.71
ASCH	Adults	Home care in Extra Care Housing (otherwise known as personal and intimate care) one carer	Financial Assessment		15.12
ASCH	Adults	Home care in Extra Care Housing (otherwise known as personal and intimate care) two or more carers	Financial Assessment		30.24
ASCH	Adults	Post April 2003 not in receipt of housing benefit			19.61
ASCH	Adults	OTHER			
ASCH	Adults	Charges to other LA's - Recharge of the actual costs for residential care provided			Depends on placement and unit cost
ASCH	Adults	Charges to other run LA's - Recharge of the actual costs for non-residential care provided			Depends on placement and unit cost
ASCH	Adults	Maximum charging policy - Where a client refuses to provide information to enable a financial assessment to be completed, a full cost charge will be raised after 28 days of receipt of service. Maximum charges are the cost of the service provided.			Variable based on actual cost
ASCH	Adults	Non residential administration charge for full cost residents who ask the Council to arrange their care - charge per annum pending case review			260.00
SCRER	HMO Licensing	New HMO Licensing Fee Regime from 01/04/06 - Per habitable room (bedroom or living room)	Full cost recovery		255.00
SCRER	HMO Licensing	New HMO Licensing Fee Regime from 01/04/06 - Maximum per property	Full cost recovery		5100.00
SCRER	Housing	Charge for Home Office Inspections (ex VAT)			183.60
SCRER	Housing Enforcement	Charge for Housing Act Notice (ex VAT) - For first notice (£450 for 1st notice + additional £100 for each hazard)			459.00
SCRER	Housing Enforcement	Charge for Housing Act Notice (ex VAT) - For subsequent notices (£450 for 1st notice + additional £100 for each hazard)			459.00
SCRER	Housing	Charge for Housing Act Notice (ex VAT) - For hazard awareness notices			153.00
SCRER	Housing	Charge for Housing Act Notice (ex VAT) - To review suspended notices			255.00
SCRER	Housing	Charge for Housing Act Notice (ex VAT) - Maximum per property			1020.00
SCRER	Housing	Charge for Carrying Out Works in Default of Landlord (30% on cost)			#VALUE!
SCRER	Waste Management	Commercial Recycling Fees - Glass:240 Euro Bin - 1 to 4 bins (per bin)			0.00
SCRER	Waste Management	Commercial Recycling Fees - Glass:240 Euro Bin - 5 or more bins (per bin)			0.00
SCRER	Waste Management	Bin Hire - Annual Charge 240 Euro Bin		None	81.00
SCRER	Waste Management	Bin Hire - Annual Charge 360 Euro Bin		None	86.00
SCRER	Waste Management	Bin Hire - Annual Charge Paladin		None	167.00
SCRER	Waste Management	Bin Hire - Annual Charge 660 Euro Bin		None	177.00
SCRER	Waste Management	Bin Hire - Annual Charge 1100 Euro Bin		None	199.00
SCRER	Waste Management	Bin Hire - Annual Charge Chamberlain		None	167.00
SCRER	Sustainable Communities Licensing	Licence charges: Mobile crane for one day then incremental for subsequent days	Full cost recovery	Pay in advance	239.70

SCRER	Sustainable Communities Licensing	Licence charges: Scaffolding (for 4 weeks)	Full cost recovery	Pay in advance	363
SCRER	Sustainable Communities Licensing	Mobile scaffolding for one day then incremental for subsequent days	Full cost recovery	Pay in advance	240
SCRER	Sustainable Communities Licensing	Licence charges: Hoardings (for 4 weeks)	Full cost recovery	Pay in advance	363.1
SCRER	Sustainable Communities Licensing	Licence charges: Cherry Picker/Scissor Lift for one day then incremental for subsequent days	Full cost recovery	Pay in advance	239.7
SCRER	Sustainable Communities Licensing	Licence charges: Skips 14 days	Full cost recovery	Pay in advance	67.3
SCRER	Sustainable Communities Licensing	Licence charges: Materials per day	Full cost recovery	Pay in advance	14.3
SCRER	Sustainable Communities Licensing	Licence charges: Materials (for 2 weeks)	Full cost recovery	Pay in advance	194.8
SCRER	Sustainable Communities Licensing	Licence charges: Containers/Site Office (for 4 weeks)	Full cost recovery	Pay in advance	363.1
SCRER	Sustainable Communities Licensing	Licence charges: Over sail licence (for 4 weeks)	Full cost recovery	Pay in advance	363.1
SCRER	Sports & Greenspaces	SPORTS CHARGES - Fishing - Per Rod - Adults (per day)	Market price	Paid up front	7.01
SCRER	Sports & Greenspaces	SPORTS CHARGES - Fishing - Per Rod - Juniors (under 17) / 60+ . Disabled (per day)	Market price	Paid up front	5.75
SCRER	Sports & Greenspaces	SPORTS CHARGES - Fishing - Per Rod - Adult Season Ticket	Market price	Paid up front	99.05
SCRER	Sports & Greenspaces	SPORTS CHARGES - Fishing - Per Rod - Junior Season Ticket	Market price	Paid up front	65.91
SCRER	Sports & Greenspaces	SPORTS CHARGES - Fishing - Per Rod - 60+ Season Ticket	Market price	Paid up front	33.46
SCRER	Sports & Greenspaces	SPORTS CHARGES - Netball - Per Hour - Without dressing accommodation	Market price	Paid up front	16.07
SCRER	Sports & Greenspaces	SPORTS CHARGES - Netball - Per Hour - Block booking per game (Min 10 games)	Market price	Paid up front	12.84
SCRER	Sports & Greenspaces	SPORTS CHARGES - Netball - Per Hour - Little League (per 3 hour period)	Market price	Paid up front	23.46
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Seniors - Local Clubs - Per individual match	Full cost recovery	Paid up front	56.99
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Seniors - Local Clubs - Block booking per game (minimum 10 games)	Full cost recovery	Paid up front	49.84
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Seniors - Local Clubs - Shower facilities	Full cost recovery	Paid up front	26.31

SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Seniors - Other Clubs - Per individual match	Full cost recovery	Paid up front	77.80
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Seniors - Other Clubs - Block booking per game	Full cost recovery	Paid up front	72.61
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Seniors - Other Clubs - Shower facilities	Full cost recovery	Paid up front	26.31
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Juniors (under 17) - Local Clubs - Per individual match	Full cost recovery	Paid up front	25.23
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Juniors (under 17) - Local Clubs - Block booking per game (minimum 10 games)	Full cost recovery	Paid up front	22.84
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Juniors (under 17) - Local Clubs - Shower facilities	Full cost recovery	Paid up front	12.97
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Juniors (under 17) - Local Clubs - Mini Soccer 7-a-side	Full cost recovery	Paid up front	15.31
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Juniors (under 17) - Other Clubs - Mini Soccer 7-a-side	Full cost recovery	Paid up front	22.65
SCRER	Sports & Greenspaces	SPORTS CHARGES - Little League Football - Per pitch (3 hours)	Full cost recovery	Paid up front	40.23
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Leagues (Seasonal) - Senior Football	Full cost recovery	Paid up front	42.69
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Leagues (Seasonal) - Shower Facilities	Full cost recovery	Paid up front	17.39
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Leagues (Seasonal) - Junior Football	Full cost recovery	Paid up front	19.48
SCRER	Sports & Greenspaces	SPORTS CHARGES - Football Leagues (Seasonal) - Shower Facilities	Full cost recovery	Paid up front	12.97
SCRER	Sports & Greenspaces	SPORTS CHARGES - Other Team Sports i.e. rugby, korfbal, lacross, baseball, rounders, hockey, etc are charged at the rates equivalent to Senior Football	Full cost recovery	Paid up front	56.99
SCRER	Sports & Greenspaces	SPORTS CHARGES - American Football is charged at double the equivalent rate for other team sports	Full cost recovery	Paid up front	113.98
SCRER	Sports & Greenspaces	SPORTS CHARGES - Cricket Seniors - Local Clubs - Per individual match	Full cost recovery	Paid up front	75.79
SCRER	Sports & Greenspaces	SPORTS CHARGES - Cricket Seniors - Local Clubs - Block booking per game (minimum 10 games)	Full cost recovery	Paid up front	64.40
SCRER	Sports & Greenspaces	SPORTS CHARGES - Cricket Seniors - Local Clubs - Shower facilities	Full cost recovery	Paid up front	23.59
SCRER	Sports & Greenspaces	SPORTS CHARGES - Cricket Seniors - Other Clubs - Per individual match	Full cost recovery	Paid up front	93.17
SCRER	Sports & Greenspaces	SPORTS CHARGES - Cricket Seniors - Other Clubs - Block booking per game (minimum 10 games)	Full cost recovery	Paid up front	78.48
SCRER	Sports & Greenspaces	SPORTS CHARGES - Cricket Seniors - Other Clubs - Shower facilities	Full cost recovery	Paid up front	23.59
SCRER	Sports & Greenspaces	SPORTS CHARGES - Cricket Juniors - per match	Full cost recovery	Paid up front	18.48
SCRER	Sports & Greenspaces	COMMERCIAL EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. Up to 500 people	Market price	Paid up front	616.55
SCRER	Sports & Greenspaces	COMMERCIAL EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 501-1000 people	Market price	Paid up front	1148.40
SCRER	Sports & Greenspaces	COMMERCIAL EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 1001-2500 people	Market price	Paid up front	6281.00

SCRER	Sports & Greenspaces	COMMERCIAL EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 2501-4000 people	Market price	Paid up front	7822.10
SCRER	Sports & Greenspaces	COMMERCIAL EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 4001-6000 people	Market price	Paid up front	Negotiable based on cost recovery
SCRER	Sports & Greenspaces	COMMERCIAL EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 6000+ people	Market price	Paid up front	Negotiable based on cost recovery
SCRER	Sports & Greenspaces	COMMERCIAL EVENTS - Site inspection	Full cost recovery	Paid up front	294.84
SCRER	Sports & Greenspaces	CHARITY EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. Up to 500 people	Market price	Paid up front	169.40
SCRER	Sports & Greenspaces	CHARITY EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 501-1000 people	Market price	Paid up front	251.90
SCRER	Sports & Greenspaces	CHARITY EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 1001-2500 people	Market price	Paid up front	622.60
SCRER	Sports & Greenspaces	CHARITY EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 2501-4000 people	Market price	Paid up front	774.40
SCRER	Sports & Greenspaces	CHARITY EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 4001-6000 people	Market price	Paid up front	957.55
SCRER	Sports & Greenspaces	CHARITY EVENTS - Hire of ground per day e.g fairground, circus, corporate events etc.. 6000+ people	Market price	Paid up front	Negotiable
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 10 rides - Hire fee per day	Market price	Paid up front	737.10
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 10 rides - admin fee	Market price	Paid up front	62.95
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 10 rides - Application Fee	Market price	Paid up front	165.00
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 10 rides - non-operational day	Market price	Paid up front	368.55
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 10 rides - (when part of a charity event) Hire Fee per day	Market price	Paid up front	335.68
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 15 rides - Hire fee per day	Market price	Paid up front	850.50
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 15 rides - admin fee	Market price	Paid up front	62.97
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 15 rides - Application Fee	Market price	Paid up front	165.00
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 15 rides - non-operational day	Market price	Paid up front	425.25
SCRER	Sports & Greenspaces	Fun Fair Fees Up to 15 rides - (when part of a charity event) Hire Fee per day	Market price	Paid up front	335.68
SCRER	Sports & Greenspaces	Fun Fair Fees 15+ rides - Hire fee per day	Market price	Paid up front	963.90
SCRER	Sports & Greenspaces	Fun Fair Fees 15+ rides - admin fee	Market price	Paid up front	62.97
SCRER	Sports & Greenspaces	Fun Fair Fees 15+ rides - Application Fee	Market price	Paid up front	165.00
SCRER	Sports & Greenspaces	Fun Fair Fees 15+ rides - non-operational day	Market price	Paid up front	481.95

SCRER	Sports & Greenspaces	Fun Fair Fees 15+ rides - (when part of a charity event) Hire Fee per day	Market price	Paid up front	335.68
SCRER	Sports & Greenspaces	Fun Fair Fees - Site inspection (per occasion)	Full cost recovery	Paid up front	294.84
SCRER	Sports & Greenspaces	Photography Session (per hour)	Market price	Paid up front	38.00
SCRER	Sports & Greenspaces	FRIENDS OF GROUPS EVENTS - Hire of ground per day	Subsidised	Paid up front	44.00
SCRER	Sports & Greenspaces	FRIENDS OF GROUPS EVENTS - Pavilion Hire	Subsidised	Paid up front	121.17
SCRER	Sports & Greenspaces	Toilets for events - Extra Small and small - Ground Deposit	Market price	Paid up front	77.55
SCRER	Sports & Greenspaces	Toilets for events - Medium	Market price	Paid up front	225.22
SCRER	Sports & Greenspaces	Toilets for events - Large	Market price	Paid up front	230.45
SCRER	Sports & Greenspaces	Toilets for events - Extra Large	Market price	Paid up front	0.00
SCRER	Sports & Greenspaces	Allotments - No VAT - effective 1st October 2011 - Whole plot 10 rods	Market price	NA	87.75
SCRER	Sports & Greenspaces	Allotments - No VAT - effective 1st October 2011 - Half plot 5 rods	Market price	NA	87.75
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Auctions – one off fee			259.1
SCRER	Sustainable Communities Licensing	Marriage/Civil Partnerships Licence - Room with Premises Licence – 3 yearly - New Application	Full cost recovery		416.2
SCRER	Sustainable Communities Licensing	Marriage/Civil Partnerships Licence – Room with Premises Licence - 3 yearly - Renewal	Full cost recovery		246.8
SCRER	Sustainable Communities Licensing	Marriage/Civil Partnerships Licence – Room with Premises Licence - 3 yearly - Additional rooms added to licence	Full cost recovery		246.8
SCRER	Sustainable Communities Licensing	Marriage/Civil Partnerships Licence - Room without Premises Licence – 3 yearly - New Application	Full cost recovery		1135.3
SCRER	Sustainable Communities Licensing	Marriage/Civil Partnerships Licence - Room without Premises Licence – 3 yearly - Renewal	Full cost recovery		683.4
SCRER	Sustainable Communities Licensing	Marriage/Civil Partnerships Licence – Room without Premises Licence – 3 yearly - Additional rooms added to licence	Full cost recovery		245.8
SCRER	Sustainable Communities Licensing	Scrap Metal Dealer - Site - New Application	Full cost recovery		656.9
SCRER	Sustainable Communities Licensing	Scrap Metal Dealer - Site - Variation to Licence	Full cost recovery		322.3

SCRER	Sustainable Communities Licensing	Scrap Metal Dealer - Site - Renewal	Full cost recovery		530.4
SCRER	Sustainable Communities Licensing	Scrap Metal Dealer - Collector - New Application	Full cost recovery		454.9
SCRER	Sustainable Communities Licensing	Scrap Metal Dealer - Collector - Variation to Licence	Full cost recovery		251.9
SCRER	Sustainable Communities Licensing	Scrap Metal Dealer - Collector - Renewal	Full cost recovery		412.1
SCRER	Sustainable Communities Licensing	Sex Establishments – Annual - Whole use – new application	Full cost recovery		4841.9
SCRER	Sustainable Communities Licensing	Sex Establishments – Annual - Whole use – renewal	Full cost recovery		2676.5
SCRER	Sustainable Communities Licensing	Sex Establishments – Annual - Whole use – transfer	Full cost recovery		2676.5
SCRER	Sustainable Communities Licensing	Sex Establishments – Annual - Part use – new application	Full cost recovery		2556.1
SCRER	Sustainable Communities Licensing	Sex Establishments – Annual - Part use - renewal	Full cost recovery		1125.1
SCRER	Sustainable Communities Licensing	Sex Establishments – Annual - Part use - transfer	Full cost recovery		1053.7
SCRER	Sustainable Communities Licensing	Special Treatment Licensing – Annual - New Applications	Full cost recovery		447.8
SCRER	Sustainable Communities Licensing	Special Treatment Licensing – Add/remove tattooist/body piercer only	Full cost recovery		57.1
SCRER	Sustainable Communities Licensing	Special Treatment Licensing – Annual - Variation to licence	Full cost recovery		265.2
SCRER	Sustainable Communities Licensing	Special Treatment Licensing – Renewal	Full cost recovery		390.7
SCRER	Sustainable Communities Licensing	Special Treatment Licensing – Transfer	Full cost recovery		259.1
SCRER	Sustainable Communities Licensing	Street Trading - Street Designation Order – (one off)	Full cost recovery		372.3

SCRER	Sustainable Communities Licensing	Street Trading - Material Variation to existing license	Full cost recovery		372.3
SCRER	Sustainable Communities Licensing	Street Trading - Temporary licence – Up to 6 months (all areas) pending designation application decision	Full cost recovery		106.1
SCRER	Sustainable Communities Licensing	Street Trading - Temporary Licence 1 day per stall - North End - commercial traders	Full cost recovery		15.3
SCRER	Sustainable Communities Licensing	Street Trading - Temporary Licence 1 day per stall - North End - community events & registered charities	Full cost recovery		10.2
SCRER	Sustainable Communities Licensing	Street Trading - Street Trading Licence - Annual - North End per sq meter per week (capped at £1,600)	Full cost recovery		#VALUE!
SCRER	Sustainable Communities Licensing	Street Trading - Street Trading Licence -6 month - North End per sq meter per week (capped at £800)	Full cost recovery		#VALUE!
SCRER	Sustainable Communities Licensing	Street Trading - All other street in the borough- Temporary Licence 1 day per stall - all other streets in borough	Full cost recovery		10.2
SCRER	Sustainable Communities Licensing	Street Trading - All other street in the borough- Temporary License -6 months per sq metre per week(capped at £750)	Full cost recovery		#VALUE!
SCRER	Sustainable Communities Licensing	Street Trading - All ophther streets in borough -Street Trading Licence - Annual - per sq metre per week(capped at £1,500	Full cost recovery		2.00
SCRER	Sustainable Communities Licensing	Food Hygeine - Service Charges - Condemnation with visit	Full cost recovery		144.53
SCRER	Sustainable Communities Licensing	Food Hygeine - Service Charges - Condemnation without visit	Full cost recovery		57.01
SCRER	Sustainable Communities Licensing	Food Hygeine - Service Charges - Food Export Certificate (per consignment) with visit	Full cost recovery		321.42
SCRER	Sustainable Communities Licensing	Food Hygeine - Service Charges - Food Export Certificate (per consignment) without visit	Full cost recovery		233.89
SCRER	Sustainable Communities Licensing	Food Hygeine - Rescore	Full cost recovery		200.29
SCRER	Highways	STREET SCENE - Vehicle Crossover Application Fee - Successful applicants are charged an additional uplift on contractor's rates for delivery of scheme, circa 40%	Full cost recovery		150.00
SCRER	Sustainable Communities Licensing	Street Trading - Surrey Street - Street Trading Licence - Annual - Pemanent	Full cost recovery	Annual invoice already gone out for 2022 - look in increase for	95.00

SCRER	Sustainable Communities Licensing	Street Trading - Surrey Street - Street Trading Licence - Casual	Full cost recovery	Annual invoice already gone out for 2022 - look in increase for	20.00
SCRER	Sustainable Communities Licensing	Street Trading - Surrey Street - Basement Storage Charges - Per week - Annual, Pemanent	Full cost recovery	Annual invoice already gone out for 2022 - look in increase for	46.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Biannual -New for commercial or outside premises	Full cost recovery	Payment on application	640.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Biannual - Renewal for commercial or outside premises	Full cost recovery	Payment on application	554.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Biannual -New for domestic premises	Full cost recovery	Payment on application	547.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Biannual - Renewal for domestic premises	Full cost recovery	Payment on application	319.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Home boarding for Dogs, subject to rating - 1st Application	Full cost recovery	Payment on application	541.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Home boarding for Dogs, subject to rating - Renewal	Full cost recovery	Payment on application	504.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Dog Day Care, subject to rating - 1st Application	Full cost recovery	Payment on application	651.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Dog Day Care, subject to rating - Renewal	Full cost recovery	Payment on application	578.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Home boarding for Dogs, subject to rating - 1st Application - FAL	Full cost recovery		541.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Home boarding for Dogs, subject to rating - Renewal - FAL	Full cost recovery		504.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Breeding Dogs with kennels - 1st application	Full cost recovery		758.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Breeding Dogs with kennels - Renewal	Full cost recovery		672.00

SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Breeding Dogs Domestic - 1st Application	Full cost recovery		672.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Breeding Dogs with kennels - Renewal	Full cost recovery		578.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Boarding for dogs and cats mixed - 1st Application	Full cost recovery		740.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Boarding for dogs and cats mixed - Renewal	Full cost recovery		586.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Boarding for dogs and cats single species - 1st Application	Full cost recovery		648.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Boarding for dogs and cats single species - Renewal	Full cost recovery		571.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Selling animals as pets - 1st Application	Full cost recovery		748.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Selling animals as pets - Renewal	Full cost recovery		672.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Hiring out horses - 1st Application	Full cost recovery		221.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Hiring out horses - Renewal	Full cost recovery		221.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Keeping or training animals for exhibition- 1st Application	Full cost recovery		607.00
SCRER	Sustainable Communities Licensing	LICENCES/PERMITS Animal Licensing – Annual - Keeping or training animals for exhibition- renewal	Full cost recovery		531.00
SCRER	Planning	ADOPTED DEVELOPMENT PLAN DOCUMENTS (Large) E.G. UNITARY DEVELOPMENT PLAN, Conservation area appraisals. ALL DOCUMENTS ARE AVAILABLE ON CROYDON COUNCIL'S WEBSITE. THESE FEES ARE FOR PRINTING, POSTAGE AND PACKAGING OF A SPECIFIC DOCUMENT	Full cost recovery		120.00
SCRER	Planning	ADOPTED SUPPLEMENTARY PLANNING DOCUMENTS (Large) e.g. Masterplans ALL DOCUMENTS ARE AVAILABLE ON CROYDON COUNCIL'S WEBSITE. THESE FEES ARE FOR PRINTING, POSTAGE AND PACKAGING OF A SPECIFIC	Full cost recovery		48.00
SCRER	Planning	ADOPTED SUPPLEMENTARY PLANNING DOCUMENTS (Small) e.g. PGN1	Full cost recovery		12.00
SCRER	Planning	DUTY PLANNER SERVICE	Full cost recovery		96.00
SCRER	Planning	PRE-APPLICATION ADVICE - CORRESPONDENCE SERVICE	Full cost recovery		240.00
SCRER	Planning	PRE APPLICATION MEETING SERVICE FEES - Service Level B *	Full cost recovery		1200.00
SCRER	Planning	PRE APPLICATION MEETING SERVICE FEES - Service Level C *	Full cost recovery		2400.00
SCRER	Planning	PRE APPLICATION MEETING SERVICE FEES - Service Level D *	Full cost recovery		3850.00

SCRER	Planning	PRE APPLICATION MEETING SERVICE FEES - Service Level F (Specialist Services - Trees) *	Full cost recovery		240.00
SCRER	Planning	PRE APPLICATION MEETING SERVICE FEES - Service Level G (Specialist Services - Heritage) *	Full cost recovery		600.00
SCRER	Planning	DEVELOPMENT TEAM SERVICE INCL VAT Inception Meeting	Full cost recovery		5400.00
SCRER	Planning	DEVELOPMENT TEAM SERVICE INCL VAT Subsequent Meetings	Full cost recovery		2400.00
SCRER	Planning	DEVELOPMENT TEAM SERVICE INCL VAT Planning Committee Presentations	Full cost recovery		3600.00
SCRER	Planning	PLANNING ENQUIRIES LETTER £30.64	Statutory		32.18
SCRER	Planning	PLANNING ENQUIRIES LETTER INVOLVING HISTORY RESEARCH £56.17	Statutory		58.98
SCRER	Planning	COPY OF A DECISION NOTICE OR AN APPEAL DECISION NOTICE £10.21	Statutory		10.72
SCRER	Planning	COPY OF A PLAN - A3 OR A4 £2.04	Statutory		2.15
SCRER	Planning	COPY OF A PLAN - A2 AND ABOVE £9.49	Statutory		9.97
SCRER	Planning	COPY OF A TREE PRESERVATION ORDER £32.68	Statutory		34.31
SCRER	Planning	COPY OF SECTION 106 AGREEMENT £32.68	Statutory		34.31
SCRER	Planning	COPY OF ENFORCEMENT NOTICE £32.68	Statutory		34.31
SCRER	Planning	CONTAMINATED LAND HISTORICAL SITE INVESTIGATIONS	Statutory		52.50
SCRER	Planning	HOURLY (OR PART THEREOF) CHARGE FOR RESEARCH	Statutory		42.00
SCRER	Planning	PHOTOCOPYING FIRST PAGE	Statutory		2.10
SCRER	Planning	SECOND AND SUBSEQUENT PAGES	Statutory		0.20
SCRER	Building Control	Full Plans Application INSPECTION FEES TYPE 1 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area not exceeding 40m ² in total and intended to be used in common with an existing building and which is not an 'exempt building'.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on application)	
SCRER	Building Control	Full Plans Application INSPECTION FEES TYPE 2 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area exceeding 40m ² but not exceeding 60m ² in total and intended to be used in common with an existing building.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Full Plans Application INSPECTION FEES TYPE 3 Single Storey extension of a dwelling, the total area of which does not exceed 10m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	Full Plans Application INSPECTION FEES TYPE 4 Single Storey Extension OR Loft Conversion to a dwelling the total floor area of which exceeds 10m ² but does not exceed 60m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Full Plans Application INSPECTION FEES TYPE 5 Two Storey extension OR Single Storey extension and a Loft Conversion to a dwelling the total floor area of which exceeds 10m ² but does not exceed 60m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Full Plans Application INSPECTION FEES TYPE 6 Any other combination of Extension and/or Loft Conversion which does not exceed 100m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) BUILDING NOTICE APPLICATION FEES TYPE 1 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area not exceeding 40m ² in total and intended to be used in common with an existing building and which is not an 'exempt building'.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) BUILDING NOTICE APPLICATION FEES TYPE 2 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area exceeding 40m ² but not exceeding 60m ² in total and intended to be used in common with an existing building.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) BUILDING NOTICE APPLICATION FEES TYPE 3 Single Storey extension of a dwelling, the total area of which does not exceed 10m2 including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) BUILDING NOTICE APPLICATION FEES TYPE 4 Single Storey Extension OR Loft Conversion to a dwelling the total floor area of which exceeds 10m2 but does not exceed 60m2 including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) BUILDING NOTICE APPLICATION FEES TYPE 5 Two Storey extension OR Single Storey extension and a Loft Conversion to a dwelling the total floor area of which exceeds 10m2 but does not exceed 60m2 including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) BUILDING NOTICE APPLICATION FEES TYPE 6 Any other combination of Extension and/or Loft Conversion which does not exceed 100m2 including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) FULL PLANS APPLICATION PLAN FEE TYPE 1 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area not exceeding 40m ² in total and intended to be used in common with an existing building and which is not an 'exempt building'.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) FULL PLANS APPLICATION PLAN FEE TYPE 2 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area exceeding 40m ² but not exceeding 60m ² in total and intended to be used in common with an existing building.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) FULL PLANS APPLICATION PLAN FEE TYPE 3 Single Storey extension of a dwelling, the total area of which does not exceed 10m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) FULL PLANS APPLICATION PLAN FEE TYPE 4 Single Storey Extension OR Loft Conversion to a dwelling the total floor area of which exceeds 10m ² but does not exceed 60m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) FULL PLANS APPLICATION PLAN FEE TYPE 5 Two Storey extension OR Single Storey extension and a Loft Conversion to a dwelling the total floor area of which exceeds 10m ² but does not exceed 60m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	(CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) FULL PLANS APPLICATION PLAN FEE TYPE 6 Any other combination of Extension and/or Loft Conversion which does not exceed 100m ² including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 1 DWELLING -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 2 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 3 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 4 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 5 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 6 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 7 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 8 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 9 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 10 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 11 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 12 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 13 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 14 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 15 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 16 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 17 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 18 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 19 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS - 20 DWELLINGS -	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - INSPECTION FEE UNDER 300M SQ AND UP TO 3 STOREYS -21 dwellings and over - can be obtained by telephone	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 1 DWELLING	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 2 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 3 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 4 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 5 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 6 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 7 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 8 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 9 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 10 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 11 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 12 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 13 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 14 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 15 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 16 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 17 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 18 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 19 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 20 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	NEW DOMESTIC DWELLINGS - Plan Fee - UNDER 300 M SQ AND UP TO 3 STOREYS - 21 dwellings and over - can be obtained by telephone	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - SITE INSPECTION FEE - £5001 - 10000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - SITE INSPECTION FEE - £10001 - 20000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - SITE INSPECTION FEE - £20001 - 40000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	SITE INSPECTION FEE - OTHER WORKS OTHER WORKS - FULL PLANS APPLICATION - SITE INSPECTION FEE - £40001 - 60000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - SITE INSPECTION FEE - £60001 - 80000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - SITE INSPECTION FEE - £80001 - 100000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - SITE INSPECTION FEE - - Fees for over £100,000 can be obtained by telephone, as the formula changes with every £10,000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE - £0-1000 (Includes Inspection Fee)	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE - £1001 - 5000 (Includes Inspection Fee)	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE - £5001 - 10000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE - £10001 - 20000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE - £20001 - 40000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE - £40001 - 60000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE - £60001 -80000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - FULL PLANS APPLICATION - PLAN FEE -£80001 -100000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £0-1000 (Includes Inspection Fee)	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £1001 -5000 (Includes Inspection Fee)	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £5001 - 10000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £10001 - 20000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £20001 - 40000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £40001 - 60000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £60001 - 80000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - £80001 - 100000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	OTHER WORKS - BUILDING NOTICE FEE - Fees for over £100,000 can be obtained by telephone, as the formula changes with every £10,000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 1 DWELLING	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 2 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 3 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 4 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 5 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 6 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 7 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 8 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 9 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 10 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 11 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 12 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 13 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 14 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 15 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 16 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 17 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 18 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS- 19 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 20 DWELLINGS	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (NEW DOMESTIC DWELLINGS) UNDER 300M SQ AND UP TO 3 STOREYS - 21 dwellings and over - can be obtained by telephone	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) TYPE 1 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area not exceeding 40m ² in total and intended to be used in common with an existing building and which is not an 'exempt building'.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) TYPE 2 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area exceeding 40m ² but not exceeding 60m ² in total and intended to be used in common with an existing building.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) TYPE 3 Erection or extension of a detached or attached building which consists of a garage or car port or both, having a floor area exceeding 40m ² but not exceeding 60m ² in total and intended to be used in common with an existing building.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	REGULARISATION (CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) TYPE 4 Single Storey Extension OR Loft Conversion to a dwelling the total floor area of which exceeds 10m2 but does not exceed 60m2 including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) TYPE 5 Two Storey extension OR Single Storey extension and a Loft Conversion to a dwelling the total floor area of which exceeds 10m2 but does not exceed 60m2 including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (CERTAIN SMALL BUILDING & DOMESTIC EXTENSION) TYPE 6 Any other combination of Extension and/or Loft Conversion which does not exceed 100m2 including means of access and work in connection with that extension.	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (OTHER WORK) £0 - 1000 (Includes Inspection Fee)	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (OTHER WORK) £1001 - 5000 (Includes Inspection Fee)	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	REGULARISATION (OTHER WORK) £5001 - 10000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (OTHER WORK) £10001 - 20000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (OTHER WORK) £20001 - 40000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (OTHER WORK) £40001 - 60000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (OTHER WORK) £60001 - 80000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	REGULARISATION (OTHER WORK) £80001 - £100000	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	REGULARISATION (OTHER WORK) - For Fees over £100,000 please telephone 020 8760 5637	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Building Notice/Full Plans - Fixed Fee Items - Installation of Solar PV or Solar HW (or similar) & VAT	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Building Notice/Full Plans - Fixed Fee Items - Installation of a Consumer Unit & VAT	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Building Notice/Full Plans - Fixed Fee Items - Installation of Double Glazed Units	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

SCRER	Building Control	Building Notice/Full Plans - Fixed Fee Items - Installation of Boiler/Unvented - HW Cylinder (or similar) & VAT	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Building Notice/Full Plans - Fixed Fee Items - Minor Electrical Works & VAT	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Building Notice/Full Plans - Fixed Fee Items - External thermal Upgrade	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	
SCRER	Building Control	Building Notice/Full Plans - Fixed Fee Items - Domestic Re-Roofing < £10,000 & VAT	Market price	Payment with application - client has choice of payment up front, or to be invoiced (depending on	

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REPORT TO:	MEMBERS ADVISORY BOARD 20 June 2022 CABINET 6 July 2022
SUBJECT:	Reopening Purley Pool and Leisure Centre – next steps
LEAD OFFICER:	Nick Hibberd, Corporate Director – Sustainable Communities, Regeneration and Economic Recovery Kristian Aspinall, Interim Director - Culture & Community Safety
CABINET MEMBER:	Councillor Andy Stranack, Cabinet Member for Communities & Culture
WARDS:	Purley & Woodcote

SUMMARY OF REPORT:

- a. Purley Pool and Leisure Centre is currently closed following a decision made by the previous administration. The previous Cabinet confirmed on the 24th of January 2022 not to re-open the facility.
- b. The Executive Mayor has committed to re-opening the closed facility. This report outlines the different methods officers believe we can take to achieve this as soon as possible and with the best use of public money. An independent assessment by professional specialists in leisure and swimming facilities is needed so budgets can be assigned, and a detailed timeline of the refurbishment / rebuilding confirmed.
- c. A follow up report will return to the Executive Mayor in Cabinet with recommendations on the best way to reopen a pool and leisure facility in Purley swiftly and cost effectively. Once this report has been agreed we will begin work to deliver the pool and leisure facility.

FINANCIAL IMPACT:

It is estimated that full refurbishment of Purley Pool and Leisure Centre will cost a minimum of £3.4m, based upon previous building and mechanical and electrical surveys in 2015 and 2019 respectively, and rising levels of inflation. However, there are several options which need to be considered which might cost more capital upfront but improve the future commercial viability of the pool.

To deliver the most cost effective and fast re-opening of the centre requires a specialist options paper which will look at all potential ways to re-open Purley Pool and Leisure and recommend the best one. This specialist options study will cost £20,000.

KEY DECISION REFERENCE NO.: Not a key decision.

RECOMMENDATIONS:

The Mayor in Cabinet, is recommended to:

- i. Commission an independent report into the different options available for a swift, cost-effective re-opening of Purley Pool and Leisure Centre.
- ii. Note that the recommendations on how best to reopen Purley Pool and Leisure, along with funding and timescales, shall be reported to the Executive Mayor in Cabinet as soon as possible after the independent options report is complete.

1. BACKGROUND

- 1.1 Purley Pool and Leisure Centre has been closed since March 2020 with the onset of the Covid lockdown. It was not possible to immediately reopen the facility after the easing of lockdown restrictions because of the failure of the mechanical and electrical (M&E) equipment without significant additional investment. This was discussed at Cabinet at the time, who took the decision to not re-open the pool when the rest of the leisure centres re-opened due to the additional costs this work would require.
- 1.2 The decision was confirmed on the 24th January 2022 Cabinet to not re-open Purley Pool and Leisure Centre.
- 1.3 A costed budget amendment to re-open Purley Pool and Leisure Centre was proposed in March 2022 by the Conservative party and was voted down at full council on March 7th 2022.
- 1.4 The facility requires significant repair and maintenance with an estimated minimum cost of circa £3.4m. This is comprised of the M&E equipment, repair, refurbishment, management fees and contingency. There are several options which need to be considered which might cost more capital funding but improve the future commercial viability of the pool. This degradation of the facility is due to previous under-investment in the centre over the last decade.
- 1.5 Since the initial reports into the mechanical and electrical systems, further damage has been noted to the internal concrete walls surrounding the pools ballast, including visible cracking and water leakage. This will also need addressing as otherwise the pool would not be safe to use.
- 1.6 The M&E equipment contribute towards high running costs for the facility. The specialist options paper will consider changes we can make to make the venue more efficient and cost effective to run, particularly with the current high utility prices.

- 1.7 The Mayor is committed to re-opening Purley Pool and Leisure Centre as rapidly as possible. Our recommendations outline the best way to achieve this in the most cost-effective way.

2. NEXT STEPS

- 2.1 A specialist options paper is required to provide an up to date understanding of the remedial works required to M&E plant equipment, the building structure and improvement work to be undertaken as part of a refurbishment. This will include intrusive investigations, assess water ingress, humidity levels and structural integrity. The specialist options paper can be commissioned under officer delegated powers. Assuming immediate availability we anticipate this will take two to three months to complete.
- 2.2 It is recommended that the specialist options paper considers several refurbishment options as outlined in section 4 below. For each option consideration will be given around the future commercial viability of the operation of the pool and leisure centre. Some options such as the creation of an additional floor above the pool to create a new fitness studio and 80 station gym area would cost considerably more in terms of capital refurbishment costs but may improve the long-term viability of the pool. The specialist options paper will also consider the current needs assessment and market assessment for the pool so that future financial sustainability can be assessed for each option.
- 2.4 This options paper is focused on the best, most cost-effective ways to re-open Purley Pool and Leisure following the Mayor's commitment. It is the next step in that process and is how we deliver on the Mayor's pledge.
- 2.5 Once the scope and estimated value of the refurbishment is known then the proposal will be taken through internal governance to assign Community Infrastructure Levy to the project.
- 2.6 A report will be presented to Cabinet to agree to the scope of works, and the budget allocation, because of the estimated value of the contract. A decision by the Executive will be needed to commence the work once scoped and agreed by internal governance, given the scale of the contract.
- 2.7 Any option to re-open the site requires a specialist report into the building, given the current level of damage and systems failure. By commissioning this independent specialist options paper, we are enabling the best, most cost effective and quick route to re-opening the centre or providing a new pool and leisure offer for Purley.

3. PROCUREMENT

- 3.1 The best route to deliver the specialist options paper is by commissioning through an existing framework. This will require a mini-tender process to commission the successful specialist contractor.

4. RE-OPENING PURLEY POOL AND LEISURE CENTRE – NEXT STEPS

The Mayor is committed to providing a high-quality, cost-effective Pool and Leisure facility in Purley. The best way to do this is review all possible options and decide the next steps based on that review.

4.1 Repair:

- Undertake urgent and immediate repairs to bring the facility back into operable use only.

4.2 Refurbish with the same footprint:

- Assess the replacement of M&E plant equipment, building repairs, and refurbishment to make it a modern and welcoming facility.
- Explore opportunities to install invest to save equipment, e.g. customer turnstiles, energy saving equipment, etc.

4.3 Refurbish and add an additional floor:

- As per 6.2, but to include the option of adding a floor above the pool to create a new fitness studio and 80 station gym area. The aim is to increase the floor space to make the facility more financially sustainable. Consideration should also be given to opportunities for additional income generating spaces, for example soft play or a café.

4.4 Refurbish and knock through into the adjacent property:

- As per 6.2, but to include the option of knocking through into the vacant supermarket space next door to create a new fitness studio and 80 station gym area. The aim is to increase the floor space to make the facility more financially sustainable. Consideration should also be given to opportunities for additional income generating spaces, for example soft play or a café.

4.5 A new modular leisure centre on different site:

- Review local area for a site large enough to house a swimming pool, 80 station gym, and fitness suite.
- Provide costs and timescales for a modular construction.

4.6 Joint venture as part of a wider redevelopment scheme:

- Work with the site owner to develop plans that allow the site to be regenerated to include:
 - A new fit for purpose leisure centre with an offer for pool and gym facilities for Purley residents and schools
 - Office/residential/retail units
 - Parking

The specialist review will assess each of these options and provide information on likely costs and timings.

5. PRE-DECISION SCRUTINY

5.1 The decision has not been taken to Pre-Decision Scrutiny for consideration.

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

6.1 The decision will allow for a specialist options paper to be undertaken at a value of £20,000. This will be funded from the wider CIL allocation for the project when allocated.

6.2 The refurbishment of Purley Pool and Leisure Centre is estimated to be at a minimum of £3.4m. A further decision by the Executive Mayor in Cabinet is required before this spend is agreed.

6.3 The effect of the decision

This decision will allow a specialist options review to commence looking at different options to re-open Purley Pool and Leisure Centre swiftly and cost-effectively.

6.4 Risks

There are no risks from undertaking the specialist options review.

6.5 Options

Do nothing – Purley Pool and Leisure Centre will remain closed to the public.

6.6 Future savings/efficiencies

Replacement of the M&E equipment through the refurbishment will mean that it is more efficient to run the facility. However, the current high utility costs mean that it is unlikely there will be a reduction in running costs.

(Approved by: Gerry Glover, Interim Head of Finance, Sustainable Communities)

7. LEGAL CONSIDERATIONS

7.1 The Head of Service comments on behalf of the Director of Law and Governance that:

7.2 The recommendations for decision in this report relates only to commissioning an options report.

Approved by Kiri Bailey, Head of Commercial & Property Law on behalf of the Interim Director of Law and Governance & Deputy Monitoring Officer

8. HUMAN RESOURCES IMPACT

8.1 There are no staffing implications or any other HR impact arising from this report or from this decision. If any issues arise these will be managed under the Council policies and procedures.

Approved by: Jennifer Sankar, Head of HR Housing Directorate & Sustainable Communities, Regeneration and Economic Recovery Directorate

9. EQUALITIES IMPACT

- 9.1 When we move to the operational phase, we will ensure an EIA is carried out.

Approved by Denise McCausland – Equality Programme Manager

10. ENVIRONMENT AND CLIMATE CHANGE IMPACT

- 10.1 The existing mechanical and electrical plant equipment is mainly from the original installation and is at the end of its operational life. It has been estimated that the air handling unit was working at 50-60% efficiency before the leisure centre was put into hibernation during the Covid pandemic.
- 10.2 The refurbishment will replace the old and inefficient M&E equipment with modern and efficient equipment. This will reduce the number of emissions from the facility.

11. CRIME AND DISORDER REDUCTION IMPACT

- 11.1 There is no impact by this decision.

12. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 12.1 The specialist options paper will provide updated details of the works required, practical solutions, timescales, and costs to allow the procurement and commissioning of a principal contractor to undertake the refurbishment of the facility.

13. OPTIONS CONSIDERED AND REJECTED

- 13.1 Do nothing – Purley Pool and Leisure Centre will remain closed to the public.
- 13.2 Re-opening Purley Pool and Leisure Center is a key commitment of the Mayor. The council is committed to re-opening the facility, and this recommendation will enable us to do so as swiftly and cost effectively as possible.

14. DATA PROTECTION IMPLICATIONS

- 14.1 **WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?**

NO

- 14.2 **HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?**

NO

The Director of Culture and Community Safety comments that a DPIA will be completed once a decision on how to re-open Purley Pool and Leisure Centre has been taken and the program initiated.

CONTACT OFFICER: Robert Hunt, Interim Head of Assets & Involvement, 0208 726 6000 ext. 63309

APPENDICES TO THIS REPORT

Appendix A - Purley Leisure Centre Report 2014 Appendix D – Equalities Impact Assessment

Appendix B - Purley Leisure Centre Report 2019

Appendix C - Major Plant (Mechanical) - REVISED 2019-07-02

Appendix D - Major Plant (Electrical) - REVISED 2019-07-02

Appendix E - Major Plant (Pool Filtration) - REVISED 2019-07-02

Appendix F - Minor Asset Register

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INTERSERVE FACILITIES MANAGEMENT

IN PARTNERSHIP WITH LONDON BOROUGH OF CROYDON

ASSET MANAGEMENT SURVEY

**PURLEY LEISURE CENTRE
50 HIGH STREET
PURLEY
CR8 2AA**

Survey Year: 2014-2015

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PURLEY LEISURE CENTRE

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Electrical Services

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PHOTOGRAPHS

PURLEY LEISURE CENTRE



A - Main Building



working
with

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COUNCIL**
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THE BRIEF

Purley Swimming Pool was built during 1982/83. This Building is adjacent to the former Sainsbury's Supermarket building and car park.

It therefore follows that most of the plant and equipment is approaching the end of its recommended "useful life". The Schedule of Remedial Work enclosed within this report indicates the Priority System that has been used to evaluate key component parts of the building:

Priority 1- Requiring work within a timescale of one year.

Priority 2- Requiring work within a timescale of two years.

Priority 3- Requiring work within a timescale of three years.

It is our opinion that the pool is generally in poor condition. There is an urgent need to carry out capital repair works in order for the building to be continued to be used in its present manner. The works are important to ensure that the existing air handling units are retained in working order, together with the boilers and pumps that ensure that the building continues to be heated.

The main roof to the building was leaking at the time of the survey, it is therefore vital that that this is repaired in the near future. Forward planning for the building should ensure that further capital expenditure is reserved for renewal of the whole of the thirty year old roof coverings within an approximate time scale of three years. The building requires additional emergency Lighting to comply with BS5266 and fire alarm equipment to comply with BS5839.

It is our opinion that other minor remedial works identified during our survey can be addressed during the planned maintenance programme.

Row Labels	Total Cost	Year 1	Year 2	Year 2-3
Building Work	323,125.00	24,250.00	89,675.00	209,200.00
Electrical	16,400.00	16,400.00		
Mechanical	527,000.00	527,000.00		
Grand Total	866,525.00	567,650.00	89,675.00	209,200.00

SUMMARY STATEMENTS

BUILDING WORKS

INTRODUCTION

This survey has been carried out following a request from Fiona Bowman, Head of Facilities Management, to establish the condition of the building that provides a pool and leisure centre, located in The High Street Purley. The building under consideration comprises adult pool, junior pool, changing facilities, fitness centre, and reception, and associated staff facilities.

Please note that the survey does not include any recommendations for the removal of asbestos. Any queries in relation to asbestos items should be directed to Chandru Santhirakumar on 020 8726 6000, extension 62838.

BACKGROUND

Purley Swimming Pool was completed in 1982 and comprised part of a complex that provided leisure, shopping and parking facilities located on a large piece of land that was formerly an outdoor parking facility for the public in Purley.

The pool and car park were handed over to the Council as part of a planning gain associated with the permission that was granted to Sainsbury's to construct a supermarket, (subsequently closed circa 2000).

THE SURVEY

The survey examines the condition of the major building elements and makes recommendations for their future maintenance and repair. Photographs are provided to indicate the need for remedial works and these are shown within the photographic survey in the Appendix attached to the rear of this report.

EXTERNAL WORKS

Roof Coverings

The pool has a number of different roofs. Over the main pool and junior pool there is an inverted roof, comprising felt, paving slabs, and ballast dressing. Over the paved walkway adjacent to Sainsbury's there is a pitched zinc roof.

At the time of the survey the roof above the main pool was leaking, water was escaping from the rainwater outlets into the main pool below. An inspection of the main roof confirms that a number of previous repairs have been carried out in the past. It is now recommended that a further urgent repair is executed to prevent this roof leak.

BUILDING WORKS

EXTERNAL WORKS

Roof Coverings (cont'd)

In the long run consideration should be given to the replacement of the roof coverings above the two pools with high performance felt roofing with cut to falls insulation. This is shown within the report as an option at an approximate time scale of 3-5 years.

The survey also recommends the replacement of the roof coverings above the canopy, and to the side of the building adjacent to the offices.

Rainwater Goods

Many of the rainwater pipes that drain the main roof pass through external wall above the main swimming pool. There is an indication that the joints around the rainwater outlets and pipe sleeves are leaking and allowing water to seep through the roof onto the floor of the access area surrounding the main pool. (See photographs attached).

It is recommended that the rainwater outlets, together with the down pipes that discharge through the walls of the main pool, are replaced with new "Fulbora" outlets and aluminium pipes that will withstand the corrosive effects of the dosing chemicals used within the pool.

External Walls

The building is constructed using a concrete frame with cavity brick external walls. It is possible that the cavity is only 50mm wide, with little or no insulation. This is indicated by the large amounts of condensation that can be seen on the glazing above the High Street elevation. The external walls of the building also appear to be permanently wet, due to large volumes of condensation that are escaping as water at the junction of the brickwork and the glazing (see attached photographs).

The effect of the water draining down the brickwork is prematurely ageing the external wall, affecting the pointing and the permeability of the brickwork.

It is recommended that the external walls surrounding the pools are insulated on the inside face to raise the dew-point temperature of the enclosure. This should reduce the effects of condensation and the consequent corrosion that is affecting many of the steel fixings supporting the lighting and suspended ceiling above the pool.

Generally the curtain walling is in good condition, although some of the framework adjacent to the main entrance has been vandalised. It is understood that the curtain walling to the North West Elevation has been leaking in the past, and is therefore recommended for replacement within a three to five year timescale.

BUILDING WORKS

EXTERNAL WORKS (cont'd)

External Windows and Curtain Walling

The building has aluminium framed curtain walling with double glazed units fitted within the mullions. There are no infill panels that would normally provide insulation within the curtain walling.

INTERNAL WORKS

For ease of reference the internal areas within the building have been divided into the component areas that form the pools and ancillary changing areas, gym and office spaces.

Main Pool

The main swimming pool comprises a reinforced concrete pool that has a tiled surface, with a perimeter that is also covered with ceramic tiles. The pool is surrounded by cavity brick walls.

Large areas of wall tiles have been replaced at the opposing ends of the pool, although the wall tiles that remain from the original pool construction are damaged in many areas and should also be replaced.

The tiles to the flooring that surrounds the viewing area are in many areas worn and should also be replaced. There is also an indication that the yellow coloured non-slip nosing's that are attached to the access steps are also worn, it is unlikely that these could be seen by a partially sighted person.

The supporting steel work for the roof also requires inspection to establish that there are no defects. It would be necessary for the pool to be closed to do this.

Many of the doors that surround the rooms to the right of the pool are damaged and require renewal. It is recommended that a more durable aluminium door is specified, that would be more tolerant in relation to the high humidity levels that prevail.

All of the floor tiles that surround the pool appear to be affected by ingrained dirt. A systematic approach to the cleaning of these areas should be adopted, involving regular steam cleaning/pressure washing etc, to eliminate possible infection.

BUILDING WORKS

INTERNAL WORKS (cont'd)

Junior Pool

The junior pool is constructed in a similar manner to the main swimming pool, although there are not the inherent problems associated with condensation, as witnessed in the main pool. There is however an area of salt erosion to a wall that has not been tiled. It is recommended that the area of plaster is removed and the whole of the wall tiled.

There is also work required to renew the damaged doors from the main pool into the beginners' pool.

Male Changing Area showering and Toilet facilities

Once again the floor ties require steam cleaning/ pressure washing on a regular basis to remove the ingrained dirt that can cling to mottled non-slip floor tiles.

There is also a need to modernise the sanitary ware in this area that is damaged and outdated over a period of thirty years and replace the ceiling tiles that have been affected by algae.

There is also a damaged timber door that should be replaced with an aluminium door that should resist the salt laden air.

There are a number of damaged wall tiles that should also be replaced.

Female Changing Area

Once again the floor ties require steam cleaning/ pressure washing on a regular basis to remove the ingrained dirt that can cling to mottled non-slip floor tiles.

There is also a need to modernise the sanitary ware in this area that is damaged and outdated over a period of thirty years and replace the ceiling tiles that have been affected by algae.

There are a number of damaged wall tiles that should also be replaced.

Fitness Room and Gym

An inspection of this area was carried out that has confirmed that the whole area has been recently redecorated and new carpet provide.

There is a need to carry out minor plaster repairs and to replace rubber matting in the areas surrounding the gym.

BUILDING WORKS

INTERNAL WORKS (cont'd)

Staircase and Landing Area

An inspection of the staircase and landing area located at the rear of the building has indicated that the roof adjacent to the side entrance to the former "Sainsbury's" supermarket is also leaking. It is suggested that the roof coverings to this roof are renewed.

It is also recommended that the walls and ceilings to this area are redecorated.

Offices

An inspection of this area was carried out, no defects were noted.

Disabled Toilets and Changing Facilities

There is a need to provide new sanitary ware to this area, floor tiles and wall tiles. There is also a need to carry out works to the access corridor to these areas and other General Areas, including Staff Room and Toilets.

Andrew Mecklenburgh, AMP Building Surveyor

Survey Date: November 2014

MECHANICAL SERVICES

TANK ROOM - 6TH FLOOR

- Heating Feed and Expansion tanks
- Chlorine Dioxide Unit
- Sectional Water Tank CWS

All units in this area are ok short to long term.

BOILER ROOM - 4TH FLOOR

- 2no Saacke Gas Burners - need replacing in the short term.
- 2no Hartley & Sugden Boilers - need replacing in the short term.
- 1no CHP Unit - Should be replaced in the short term.
- 1no Jet Make Up Unit - ok short to long term.
- 1no Expansion Vessel - should be replaced in the short term.
- 2no Heating Pumps LTHW -right hand pump to be replaced in the short term.

AHU'S ON ROOF - 4TH FLOOR (MAIN POOL)

- All three units should be replaced in the very short term.

AHU - 2ND FLOOR (SMALL POOL)

- This unit should be replaced in the short term.

PLANT ROOM - GROUND FLOOR

- 2no Pullen Heating Pumps - replace in the short term.
- 2no Sand Filters - replace ASAP.
- 2no Heat Exchangers for Pools - ok short to long term.
- 2no Hot Water Cylinders - ok short to long term.
- BMS Controls - should be upgraded in the short term.
- Pool Pumps & Strainers - should be replaced in the short term; pumps should be inverter pumps so they can ramp down at night.
- Pool Valves - should be replaced in the short term as they do not isolate.
- Pool Chemicals - ok short to long term.

CHANGING AREAS

- All shower valves in Ladies & Gents - should be upgraded in the short term.
- Ladies & Gents Toilets - should be upgraded in the short term (see building survey).
- Ventilation - should be replaced in the short term as it is ineffective.

ELECTRICAL SERVICES

The following works have been recommended:-

- Install additional emergency lighting, in various locations as listed, to comply with BS5266.
- Install additional fire alarm equipment, in various locations as listed, to comply with BS5839.
- Replace various tungsten and fluorescent fittings with suitable fluorescent luminaires.
- Plant room 13 - Paint/replace rusting isolators.
- Electrical intake 15 - Emergency lighting board. Supply and fit a circuit chart.
- Changing room 27 - Install an emergency alarm system.
- Area around pool 43 - Replace ageing alarm button.
- Area around pool 49 - Replace ageing alarm buttons.

List of Recommended Works:-

Location		Action	Works Description
Block Structure	0	Install	Install emergency light to comply with BS 5266
Plant Room	12	Install	Install emergency light to comply with BS 5266
Plant Room	13	Install	Install emergency light to comply with BS 5266
Store Room	14	Install	Install emergency light to comply with BS 5266
Gym	17	Install	Install emergency light to comply with BS 5266
Corridor	26	Install	Install emergency light to comply with BS 5266
First aid room	31	Install	Install emergency light to comply with BS 5266
Female Changing Rm	34	Install	Install emergency light to comply with BS 5266
Chemical Store	42	Replace	Replace with emergency light to comply with BS5266
Switch Room	52	Install	Install emergency light to comply with BS 5266
Air Circulation Room	53	Install	Install emergency light to comply with BS 5266
Service Duct	54	Install	Install emergency light to comply with BS 5266
Lift Motor room	55	Install	Install emergency light to comply with BS 5266
Boiler Room Level 4	56	Install	Install emergency light to comply with BS 5266
Tank Room Level 6		Install	Install emergency light to comply with BS 5266
Changing Room	27	Install	Install emergency alarm system
Switch Room	52	Install	Install to comply with BBS 5839
Service Duct	54	Install	Install to comply with BBS 5839
Lift Motor room	55	Install	Install to comply with BBS 5839
Boiler Room Level 4	56	Install	Install to comply with BBS 5839
Tank Room Level 6		Install	Install to comply with BBS 5839
Tank Room Level 6		Install	Install to comply with BBS 5839
Tank Room Level 6		Install	Install to comply with BBS 5839
Toilet	10	Replace	Replace with suitable fluorescent fitting

ELECTRICAL SERVICES

List of Recommended Works (cont'd):-

Location		Action	Works Description
Plant Room (battery area)	13	Replace	Replace with suitable GRP Vapourproof fluorescent fitting
Fire Escape	16	Replace	Replace with suitable fluorescent fitting
Switch Room	52	Replace	Replace with suitable GRP Vapourproof fluorescent fitting
Air Circulation Room	53	Replace	Replace with suitable GRP Vapourproof fluorescent fitting
Service Duct	54	Replace	Replace with suitable GRP Vapourproof fluorescent fitting
Lift Motor room	55	Replace	Replace with suitable GRP Vapourproof fluorescent fitting
Boiler Room Level 4	56	Replace	Replace with suitable GRP Vapourproof fluorescent fitting
Tank Room Level 6		Replace	Replace with suitable GRP Vapourproof fluorescent fitting
Plant Room	13	Paint/Replace	Paint/Replace rusting isolators
Electrical Intake Rm	15	Supply and Fit	Circuit chart
Area Around Pool	43	Replace	Replace ageing button
Area Around Pool	49	Replace	Replace ageing buttons

I have also left a list of minor defects that I have found for the Leisure Centre with the Manager Bernard Searle, which he has passed to the help desk:-

The list of defects left With Bernard Serle are as follows:

- Main Plant Room - Defective lights.
- Main Plant room - Defective 2 gang switch.
- Fire Exit Stairs from Beginners Pool - Defective lights.
- Main Pool - Defective flood light.
- Main Pool stairs to exit from public gallery - Defective lights.
- Store in locker room - Defective light.
- IT room Ground Floor - extract fan programmer missing exposing bare wiring.
- 2nd Floor Plant Room - Earth cable hanging loose.
- 2nd Floor plant room above beginners pool - Defective lights.

ELECTRICAL SERVICES

List of defects left With Bernard Serle (cont'd):

- External side exit door adjacent to lifts - Square light defective.
- External side exit door adjacent to lifts - Two son lights defective.

Alan Dunt, AMP Electrical Surveyor

Survey Date: November 2014

WORKS SUMMARY

Service Type	Area	Task	Description of Work	Work Priority	Additional Comment	Cost	Year 1	Year 2	Year 3-5
Building	External	Carry out repairs to the roof above the main pool	Remove ballast coverings and carry out roof felt repairs to two separate areas	1	Repairs required to the roof to prevent water ingress in the short term	18,000	18,000		
Building	External	Carry out renewal of all felts to the whole area	Remove ballast coverings and carry out renewal of the felts to the whole of the roof	3	Capital expenditure required to renewed the roof coverings	75,000			75,000
Building	External	Main entrance canopy	Renew the worn roof coverings above the main entrance canopy	2		5,000		5,000	
Building	External	Main Swimming Pool	Investigate defects to roof outlets and repair	1		2,500	2,500		
Building	External	External enclosure	Carry out leak test and repair to External wall to North West Elevation	2		3,000		3,000	
Building	External	External enclosure	Renew Double glazed sealed units External wall to North West Elevation	3		15,000			15,000
Building	External	External enclosure	Carry out dry lining and insulation to the inner face of the external wall	3	Dry lining required to prevent heat loss from building through the external walls	85,000			85,000
Building	External	Side entrance north elevation	Renew the worn roof coverings	2		2,000		2,000	
Building	External	Staircase from main lobby to 1st floor	External Aluminium curtain walling - Leak test & repairs	3		7,500			7,500
Building	Internal	Staff Room in plant room	Replace vinyl flooring	2		350		350	
Building	Internal	Staff WC	Refix loose tiles	2		250		250	
Building	Internal	Staff WC	Repaint concrete floor	2		150		150	
Building	Internal	Weights Gymnasium	Investigate pool drainage and replace ceiling tiles	2		400		400	
Building	Internal	Weights Gymnasium	Replace rubber matting	2		175		175	
Building	Internal	Gym corridor	Carry out minor plaster repair to walls	3		200			200
Building	Internal	Main reception lobby	Carry out minor floor repairs and threshold replacement	2		250		250	
Building	Internal	Staircase from main lobby to 1st floor	Replace stair nosing's	1		2,500	2,500		
Building	Internal	Main Swimming Pool	Inspect ceiling for leaks and allow for some repairs	2		5,000		5,000	
Building	Internal	Main Swimming Pool	Replace nosing's to viewing gallery floor	1		500	500		
Building	Internal	Main Swimming Pool	Rake out mastic where walls meet floor and replace	2		1,250		1,250	
Building	Internal	Main Swimming Pool	Rake out mastic in expansion joints and replace	2		1,000		1,000	
Building	Internal	Main Swimming Pool	Extend existing perimeter drainage to full perimeter of pool	2	The pool is flooding over the edge where bathers safety is affected	15,000		15,000	
Building	Internal	Main Swimming Pool	Carry out deep clean and pressure wash all floor tiles	2		3,000		3,000	
Building	Internal	Main Swimming Pool	Renew all floor coverings to the viewing gallery area with non-slip vinyl floor covering	2		8,000		8,000	
Building	Internal	Main Swimming Pool	Replace damaged internal doors to Areas 26 and 32 (3No) with aluminium doors	3		3,000			3,000
Building	Internal	Main Swimming Pool	Renew wall tiles to the areas that have not been replaced	2		9,000		9,000	
Building	Internal	Main Swimming Pool	Carry out inspection of all supporting steel work for the affects of corrosion	2	Safety inspection required due to ongoing roof leaks	15,000		15,000	
Building	Internal	Beginners Pool	Replace double doors to Training Pool (2No)	3		2,000			2,000
Building	Internal	Beginners Pool	Hack off loose defective plaster and carry out repairs to brickwork and tile on completion	2		5,000		5,000	

WORKS SUMMARY (cont'd)

Service Type	Area	Task	Description of Work	Work Priority	Additional Comment	Cost	Year 1	Year 2	Year 3-5
Building	Internal	Disabled Toilet	Redecorate ceiling	2		350		350	
Building	Internal	Disabled Toilet	Renew wall tiles	2		1,250		1,250	
Building	Internal	Disabled Toilet	Replace floor tiles	2		1,200		1,200	
Building	Internal	Disabled Toilet	Replace Sanitary Ware	2		3,500		3,500	
Building	Internal	Corridor Outside Disabled Toilet and Showers Changing Room & Shower	Repairs to tiled upstands	2		550		550	
Building	Internal	Corridor Outside Disabled Changing Room & Shower	Replace handrail with DDA compliant alternative	1		750	750		
Building	Internal	Male Changing Room 33	Pressure wash and deep clean	2		1,000		1,000	
Building	Internal	Male Changing Room 37	Pressure wash and deep clean	2		600		600	
Building	Internal	Male Changing Room 33	Replace damaged internal door with aluminium door	3		1,000			1,000
Building	Internal	Male Toilets and Washing Area 39	Remove all of the existing worn sanitary ware and tiling and provide new	3		8,000			8,000
Building	Internal	Corridor leading to Male Showers	Remove algae damaged ceiling tiles & replace with new	2		4,500		4,500	
Building	Internal	Changing Area 35	Pressure wash and deep clean	2		500		500	
Building	Internal	Female Changing Room 34	Pressure wash and deep clean	2		1,000		1,000	
Building	Internal	Female changing Area 41	Remove the damaged door & provide aluminium door	3		1,000			1,000
Building	Internal	Female Toilet and Washing area 41	Remove all of the existing worn sanitary ware and tiling and provide new	3		6,000			6,000
Building	Internal	Male Toilet and Shower Area 39	Pressure wash and deep clean	2		700		700	
Building	Internal	Female Toilet and Shower Area 41	Pressure wash and deep clean	2		700		700	
Building	Internal	Small Female Changing Areas	Renew Wall tiles	3		2,250			2,250
Building	Internal	Small Female Changing Areas	Renew Flooring with vinyl alternative	3		1,750			1,750
Building	Internal	Large Female Changing Room	Remove damaged wall tiles and provide new tiles where required	3		1,500			1,500
Mechanical	Boiler Room - 4th Floor	Boilers, burners, pumps & expansion vessel	Boilers over 25 years old therefore energy inefficient. If the boilers are not working properly the building cannot function. Therefore, the following items need to be replaced: -• 2no Saacke Gas Burners .• 2no Hartley & Sugden Boilers. • 1no Expansion Vessel .• 2no Heating Pumps LTHW .	1		100,000	100,000		
Mechanical	Boiler Room - 4th Floor	CHP unit	Combined Heating Power (CHP) unit should be replaced.	1		50,000	50,000		
Mechanical	AHU's on Roof - 4th Floor (Main Pool) & 2nd Floor (Small Pool)	AHU's	Please refer to Main Project Specification.	1		250,000	250,000		
Mechanical	Plant Room - Ground Floor	BMS controls	BMS Controls to be upgraded.	1		30,000	30,000		
Mechanical	Plant Room - Ground Floor	Sand in pool filters	Replace the sand within 2no Sand Filters.	1	The sand in both the filters is over 15 years old.	12,000	12,000		

WORKS SUMMARY (cont'd)

Service Type	Area	Task	Description of Work	Work Priority	Additional Comment	Cost	Year 1	Year 2	Year 3-5
Mechanical	Plant Room - Ground Floor	Pool pumps, valves & strainers & LTHW Pumps	Replace the following equipment: - 2no Pullen Heating Pumps (LTHW). Pool Pumps & Strainers – pumps should be inverter pumps so they can ramp down at night. Pool Valves – should be replaced as they do not isolate and the therefore the pool strainers cannot be opened and cleaned on a weekly basis.	1		25,000	25,000		
Mechanical	Male, Female & Unisex Disabled Changing Area	Shower valves	All shower valves in all Changing Areas should be replaced.	1		10,000	10,000		
Mechanical	Male, Female & Unisex Disabled Changing Area	Ventilation in changing areas	Ventilation in all the Changing Areas should be replaced as it is ineffective.	1		50,000	50,000		
Electrical	Block Structure	Emergency light fitting	Install emergency light to comply with BS 5266	1		1,200	1,200		
Electrical	Plant Room	Emergency light fitting	Install emergency light to comply with BS 5266	1		600	600		
Electrical	Plant Room	Emergency light fitting	Install emergency light to comply with BS 5266	1		2,200	2,200		
Electrical	Store Room	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	Gym	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	Corridor	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	First aid room	Emergency light fitting	Install emergency light to comply with BS 5266	1		200	200		
Electrical	Female Changing Room	Emergency light fitting	Install emergency light to comply with BS 5266	1		200	200		
Electrical	Chemical Store	Bulkhead (tungsten)	Replace with emergency light to comply with BS 5266	1		200	200		
Electrical	Switch Room	Emergency light fitting	Install emergency light to comply with BS 5266	1		800	800		
Electrical	Air Circulation Room	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	Service Duct	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	Lift Motor room	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	Boiler Rm Level 4	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	Tank Rm Level 6	Emergency light fitting	Install emergency light to comply with BS 5266	1		400	400		
Electrical	Changing Room	Emergency Call System	Install emergency alarm system	1		250	250		
Electrical	Switch Room	Fire Bell or Emitter	Install to comply with BBS 5839	1		250	250		
Electrical	Service Duct	Fire Bell or Emitter	Install to comply with BBS 5839	1		250	250		
Electrical	Lift Motor room	Fire Bell or Emitter	Install to comply with BBS 5839	1		250	250		
Electrical	Boiler Rm Level 4	Fire Bell or Emitter	Install to comply with BBS 5839	1		250	250		
Electrical	Tank Rm Level 6	Fire Bell or Emitter	Install to comply with BBS 5839	1		250	250		
Electrical	Tank Rm Level 6	Fire System Alarm Button	Install to comply with BBS 5839	1		250	250		
Electrical	Tank Rm Level 6	Fire system detector	Install to comply with BBS 5839	1		250	250		
Electrical	Toilet	Bulkhead (tungsten)	Replace with suitable fluorescent fitting	1		100	100		

WORKS SUMMARY (cont'd)

Service Type	Area	Task	Description of Work	Work Priority	Additional Comment	Cost	Year 1	Year 2	Year 3-5
Electrical	Plant Room (battery area)	Fluorescent	Replace with suitable GRP Vapourproof fluorescent fitting	1		100	100		
Electrical	Fire Escape	Bulkhead (tungsten)	Replace with suitable fluorescent fitting	1		200	200		
Electrical	Switch Room	Fluorescent	Replace with suitable GRP Vapourproof fluorescent fitting	1		1,000	1,000		
Electrical	Air Circulation Room	Fluorescent	Replace with suitable GRP Vapourproof fluorescent fitting	1		600	600		
Electrical	Service Duct	Fluorescent	Replace with suitable GRP Vapourproof fluorescent fitting	1		400	400		
Electrical	Lift Motor room	Fluorescent	Replace with suitable GRP Vapourproof fluorescent fitting	1		400	400		
Electrical	Boiler Room Level 4	Fluorescent	Replace with suitable GRP Vapourproof fluorescent fitting	1		800	800		
Electrical	Tank Room Level 6	Fluorescent	Replace with suitable GRP Vapourproof fluorescent fitting	1		1,000	1,000		
Electrical	Plant Room	unspecified	Paint/Replace rusting isolators	1		400	400		
Electrical	Electrical Intake Room	Emergency Lighting	Circuit chart	1		200	200		
Electrical	Area Around Pool	Emergency Call System	Replace ageing buttons	1		200	200		
Electrical	Area Around Pool	Emergency Call System	Replace ageing buttons	1		400	400		

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Project: **Purley Leisure Centre**

Client: **Croydon Council**

Condition Survey of M&E Services



Rev	Date	Note
1.0	24.07.15	Draft Issue
1.1	20.08.15	Executive Summary Amended
1.2	02.05.2019	Following Site Survey 14.03.2019, report has been updated.

Version:	1.0	1.1	1.3	
Prepared by:	Simon Taafe	Simon Taafe	Ben Mengot	
Checked By:	Matt Ganley	Matt Ganley	Niall Farry	
Approved by:	~	~	Matt Ganley	

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1.0 Executive Summary

Darnton B3 originally undertook a survey of the Leisure Centre back in 2015. Since then there have been updates and replacement undertaken within the Leisure Centre. DarntonB3 have been commissioned in 2019 to undertake and update of their original report.

This report forms the basis of the original investigation and has been updated to reflect changes where identified.

The Leisure Centre and Swimming Pool where constructed in the early 1980's, the majority of the Main Plant and equipment are original as of 2014 and therefore at the end of their practical life. There has been various updates undertaken and plant replaced, however some plant does remain operational however we deem the operation to be inefficient and prone to failure without notice.

There would be substantial work and capital expenditure to bring all the current plant and equipment to current standards in terms of energy efficiency. In terms of Regulations the building services do require minor modifications as detailed within this report. This report is not intended to address a complete overhaul of the services but to review maintenance and servicing over the next 5 years.

The centre is generally beyond its economical life in terms of plant and system life expectancy. A complete overhaul and replacement would see significant energy saving and efficiency improvements. Replacement of the systems together with building upgrades would give improved building environments to benefit users.

1.1 Budget Cost Summary

Within section 6.1 of this report we have included a schedule that identifies the anticipated maintenance and budget costs requirements for the next 5 year period. A summary of this Capital Expenditure is detailed in the table below.

Year 1 we have included what we deem to be immediate works required to allow the centre to continue to function as it currently does with no energy or plant improvements just simply maintenance and serving to prolong the building operation. Year 2 to 3 follows on with anticipated maintenance and service requirements ongoing, followed by Yr 4 to 5 etc. Whilst the kit is at the end of its economical life it is still operational, we would highlight that the kit could fail catastrophically in Year 1 or even year 5. We have therefore included a full replacement costs for the M&E Services which is provided in detail in section 6.0:

Service	Immediate Year 1 to 3	Yr 4 to 5	Full Replacement	Pool Filtration
M&E and Pool Filtration	£141,100.00	£142,250.00	£1,597,000.00	£215,000.00

We would highlight that the above are high level budget figures. Should complete overhaul be undertaken there could be opportunity to reduce expected replacement costs through careful planning with Architect, building user groups etc.

The Leisure Centre building services in our opinion are generally in a poor condition. We would expect the running costs alone to be an ongoing issue with increases in expenditure

on a yearly basis. The Plant installed in its current state we would summarise as being 50-60% efficient compared with new systems that would in the region of 90-95% efficient. The plant is running currently beyond what was expected as their economical life - in excess of 25 years in most cases.

1.2 Immediate Work required

From our visual survey we would suggest the following works are undertaken within the next few months to prevent further deterioration and to improve the overall comfort levels and environment within the Leisure Centre. The anticipated costs associated have been included in the budgets provided for Year 1.

1. Full Electrical Inspection and rectification works – there are various sockets and outlets in the building that are in need of attention.



< Covers missing from socket sin Pool/Wet change side



< Condense dropping on outlets not IP rated.



< Use of multiple extension leads

2. Ductwork and Grilles - it is evident from staining on ceilings and dirt build up on grilles that the internal surfaces of the ductwork are in need of full clean. This will reduce resistance in the system and improve overall ventilation throughout which is currently deemed ineffective.
3. Air Handling Units - we would suggest that all AHUs and fans are fully serviced and cleaned internally. In particular the Roof mounted Pool AHUs. We note that some AHU have had fans replaced, however the complete overhaul of the AHU would be effective in terms of efficiency.

4. General Plant Servicing - the majority of the plant is operational but in need of general service to prolong its life and improve efficiency. Replacement of the plant in many areas would see significant energy improvement and running cost reduction.
5. Emergency Lighting Levels taken under test conditions - Further testing on site needs to be undertaken to establish how effective the emergency lighting is, with regard to lighting levels under emergency conditions, especially within "High Risk areas" (Plant & Electrical Switchroom). This was raised at last visit in 2015 and we have not been update dif this was actually undertaken.
6. Fitness Suite Lighting - the lighting circuits are currently switched via the distribution board for the area. We would suggest this is addressed and local lighting circuit switches/controls installed.

2.0 Introduction

The London Borough of Croydon (LBC or 'the Council') has commissioned DarntonB3 Building Services to reassess the suitability and condition of the existing building services, equipment and plant at:

Purley Leisure Centre
50 High Street
Purley
Surrey
CR8 5AA

DarntonB3 originally undertook a survey and report in July 2015. The assessment submitted within this report is from a non intrusive visual inspection only of the Mechanical and Electrical services. The survey was undertaken on the 13th March 2019. No testing, operating, servicing or maintenance of plant was carried out during our inspection. The inspection was carried out whilst the centre was in use.

The purpose of this report is to provide the Council with the following:

- a) Immediate works required to keep centre fully operational and compliant with all statutory legislation, including budget costs;
- b) Programmed maintenance works to facilitate safe occupation and compliance for a period of 1-3 years (short term), including budget costs;
- c) Programmed maintenance works to facilitate safe occupation and compliance for a further period 2 years, in 4-5 years (medium term), including budget costs

2.1 Exclusions / Clarifications

The Clients attention is drawn to the fact that repair, maintenance and inspection of the following items are expressly excluded from this contract:-

- Shower thermostatic controls
- Chlorine alarms
- Heating and lighting control systems
- PA Systems
- CCTV System
- Intruder Alarm System
- Fire Alarm System - Pel Services Limited carried out Annual Service and Maintenance on 25th April 2014.
- The testing of water systems in terms of the Control / Prevention of Legionellae.

2.2 Background

The following information is taken from the Council's brief.

The following section is unchanged from the original report back in 2015 as it is just background of the building itself.

Purley Leisure Centre located at 50 High Street in south Croydon is Croydon's most southern public leisure centre which offers main and learning pools with some gym facilities containing free weights, fixed weight and cardiovascular machine areas. The Centre was completed in 1982 and comprised part of a complex that provided leisure, shopping and parking facilities located on land that was formerly an outdoor public car parking facility.

The centre is operated by Fusion Lifestyle and maintained by Interserve^{fm} as partners on behalf of the Council's Leisure and Facilities Management Service teams.

Purley Leisure Centre's general layout is as follows:

Ground Floor

- a) Office and administration area at facility entrance (75m²)
- b) Cardiovascular gym area (125m²)
- c) Fixed and free weight gym area (100m²)
- d) Main pool plant and Low voltage switch area (260m²)
- e) Storage (160m²)

First Floor

- f) Separate Male, Female and Family changing areas (90m²)
- g) Shared locker area (70m²)
- h) Separate Male and Female pre-swimming pool WC & Shower facilities
- i) Main pool 25 x 13 metre (650m²),
- j) Learning pool 13 x 7 metre (230m²),
- k) Storage and administration area (60m²),

Second Floor

- a) Low voltage switch area (40m²),
- b) Learning pool Air Handling (AHU) area (30m²),

Third Floor

- a) Duct work and lift motor room area (40m²),

Fourth Floor

- a) Main boiler & CHP room (50m²),
- b) 3x externally mounted main pool Air Handling Units (AHU)

It was built as part of a multi-storey car park and former supermarket complex. The structure is principally constructed of cast in-situ reinforced concrete columns and slabs making ground, intermediate and roof levels. External façades are of internal blockwork with external brick cavity wall and aluminium framed fenestration.

The pool is serviced by traditional sand filtration, low level pool water chlorination and ultraviolet disinfection system. Extract and Ventilation of air via 5x Air Handling Unit (AHU), 3x main pool, 1x small pool and 1x changing areas. The gym area is serviced by split heat pump cassette units providing heating and cooling.

Main heating, pool heating and hot water is provided by 2 x cast iron boilers, and the CHP has been decommissioned.

2.3 Report Format

The following section is unchanged from the original report back in 2015. This report is split into sections that cover the following:

Section 3.0 Summary Condition Survey Findings - this sections provides an overview of the findings during our visual inspection fo the M&E Services.

Section 4.0 Major Plant Asset Registers - this section provides summary of major plant that is installed in the Building such as boilers, AHU, Distribution board etc. Each Asset is Condition Graded and Priority Graded within this section.

Section 5.0 Minor Plant Asset Register - this section provides summary of minor plant that is installed in the Building such as switches, luminaries, sanitaryware etc. Each Asset is Condition Graded and Priority Graded within this section.

Section 6.0 This section of the report identifies all defects, remedial work together with budget costs. These have been split as requested into:

- a) Immediate rectification works,
- b) Programmed maintenance works for 1-3 years, and
- c) Programme maintenance works for 4-5 years.

2.4 Asset Management Plan and Condition Assessment

The following section is unchanged from the original report back in 2015 as grading principles set are still current.

The following section identifies the grading ratings that are used in section 2.0 & 3.0 of this report.

1.4.1 Existing condition Grading

The condition of each element should be assessed, using the following recommended grades:

- Grade A.** Good. Performing as intended and operating efficiently.
- Grade B.** Satisfactory. Performing as intended but exhibiting minor deterioration.
- Grade C.** Poor. Exhibiting major defects and/or not operating as intended.
- Grade D.** Bad. Life expired and/or serious risk of imminent failure.

Examples of the application of these grades to specific elements are given in Annex A.

1.4.2 Priority Grading

Once the condition of premises has been assessed, priorities should be allocated according to the seriousness of the condition revealed and the urgency associated with any breaches of legislation. This should have particular regard to the possible consequences of deferment.

The following priority grades are recommended in the context of a five year planning period:

- Priority 1.** Urgent work that will prevent immediate closure of premises and/or address an immediate high risk to the health and safety of occupants and/or remedy a serious breach of legislation.
- Priority 2.** Essential work required within two years that will prevent serious deterioration of the fabric or services and/or address a medium risk to the health and safety of occupants and/or remedy a less serious breach of legislation.
- Priority 3.** Desirable work required within three to five years that will prevent deterioration of the fabric or services and/or address a low risk to the health and safety of occupants and/or remedy a minor breach of legislation.
- Priority 4.** Long term work required outside the five year planning period that will prevent deterioration of the fabric or services.

Examples of the application of this priority classification are given in Annex D. Annex E lists some of the legislation and guidance that may need to be taken into account in determining priorities.

An element graded Condition D will not always warrant Priority 1. There may be instances where an element is in poor condition, but for which maintenance work is not a high priority. The reverse may also be the case. The following table shows some such examples.

1.4.3 Economic Life

The age of existing main plant, mechanical and electrical elements have been compared with indicative economic life cycle in accordance with "CIBSE – Guide M, Maintenance Engineering and Management (2014), Appendix 12.A1: Indicative economic life expectancy" and an assessment made to determine if it has reached the end of its economic life when considering the Programmed Maintenance Works.

3.0 Summary of Condition Findings

The following section provides an outline of the findings observed during our visual inspection of the Building Services at Purley Leisure Centre.

The building services installed in most cases are in excess of 30 years old and are past the end of their practical operating life. Failure of the main plant items would result in the building being unsuitable for operation as the outcome would mean a habitable building without heating service, lighting, hot water and/or ventilation/air conditioning.

As and when the plant will fail cannot be predicted due to the age. ***We would highlight that most plant is beyond its expected economical life, 'on borrowed time'***. Ongoing maintenance and repair works can prolong life but this has to be weighed against costs and potential for astronomical failure resulting in closure of the building.

The major concern with the plant is that replacement parts required will become obsolete meaning major plant overall to keep the building operational.

3.1 Plant Replaced from 2015

The following plant we understand to have been replaced since our last visit in 2015.

1. Teaching Pool Plant room (Room 53)
 - a. AHU 4 Teaching Pool Void anti-condensation supply air unit. Replaced within the past 2 years, in good working order.
 - b. AHU 5 Teaching Pool Supply and Extract. Replaced within the past 2 years, in good working order.

Note: the above change only applies to the AHU itself - no pipework, control, ductwork or other ancillaries appears to have been changed.
2. Changing Room AHU (Room 52)
 - a. AHU 7 Supply Fan only replaced within the unit. The AHU case and other components remains existing.
3. Acc WC Changing Room AHU (Room 54)
 - a. AHU 6 Supply Fan only replaced within the unit. The AHU case and other components remains existing.
4. Boiler Room (Room B56)
 - a. 2No burners replaced on the boilers in past 2 years.

From the above it is evident that limited works have been carried out to the Mechanical Services systems since 2015.

3.2 Mechanical Services

Heating Plant

The primary source of heat to the building is provided via 2No gas fired boilers (non condensing) which are installed in the Fourth Floor plant room accessed from the car park. Originally these boiler were coupled with CHP unit, we understand the CHP has been redundant for more than 15 years. We have asked about peak loadings on the building and have been informed the building operates sufficiently with the two boilers only.

If one boiler fails the building would not be able to support peak demand during and would be deemed to be unsuitable for occupancy. Replacing the boilers would see improved efficiency and in turn reduce running costs. Replacement of the boilers would also offer back-up facility in event of failure (i.e. duty and standby arrangement).

The general circulation systems and pipe work are in fair condition for their age but we would suspect are in need of minor repair and/or flushing to remove residual and corrosion within

the circulation system. The operation of valves should be addressed to ensure that systems can be isolated in the event of failure. We are unsure if this has been undertaken since our last visit 2015.

There are various circulation pumps within the building and a mix of direct drive and belt drives. The condition of the pumps vary some appear in good condition with others in poor condition with heavy corrosion. Replacement of these pumps with inverter drives would see reduced running costs.

Insulation to pipework would benefit from being upgraded and replaced to reduce standing losses. Reduction in standing losses could in turn reduce firing time of boiler and running of the circulation pumps.

Hot Water Plant

The generation of hot water is via two calorifiers located in the ground/basement plant room. From the legionella reports produced by others we understand the hot water generation plant meet current Regulations in terms of output.

During our survey we did not note the temperature gauges on the calorifiers. Unless these have been replaced since 2015 we would still suspect that the gauges are faulty and in need of replacement. The primary pipe work serving the vessels is in fair condition along with the motorised valves and ancillaries.

Insulation to pipework would benefit from being upgraded and replaced to reduce standing losses. Reduction in standing losses could in turn reduce firing time of boiler and running of the circulation pumps.

General Ventilation Plant

The air handling units for the building are located in various plant rooms. All units, with exception of those replaced as per section 3.1, are deemed to be at the end of the economical life and all show signs of corrosion and deterioration. The Pool Hall units should be addressed at earliest opportunity as currently one have failed completely.

We note that some fans have been replaced, as section 3.1, but the general condition of the outer casing and we suspect the heaters batteries and filter frames within are in need of upgrade or replacement. Refer to the Major Plant asset register for further details of their condition.

The changing room air handling units we note have had supply fan changes within the existing unit casings. We would deem them to be operating effectively providing air movement within the changing rooms. However the ductwork has not been replaced and it is unknown if it has been cleaned out. We would suggest that the AHU is serviced and the ductwork system cleaned. We understand that works have been undertaken within the ceiling voids over the past few years which has resulted in grilles being disconnected from the ductwork system and not reconnected – a complete overhaul would provide more effective conditioning of the space.

The Pool Hall AHU No1 was not operational during our visit, understand that this has been switched off since July/August 2018. Understand the disabling of the unit is down to the bearings in the extract fan failing. As unit is off the damper actuator has been removed and installed on AHU 2. The Pool Hall condition must be drastically affected by the drop in mechanical ventilation in the space. This could be leading to further building fabric deterioration. There were signs of condensation and minor surface corrosion on the ductwork at high level.

The ductwork systems are evidently becoming less effective and local staining to grilles and ceiling suggest that the internal ductwork and AHU generally are in need of major cleaning and filter replacement. Upgrade of controls components would see decrease in running costs.

Insulation to ductwork would benefit from being upgraded and replaced to reduce standing losses.

The ventilation systems generally for the Pool hall appear in an unhygienic state and would recommend replacement and upgrade. High levels of corrosion apparent both internally and externally.

Air Conditioning

The general split air conditioners control the environment in the gym. At the time of survey they were effectively controlling to 19°C. The plant appears in good condition at the time of survey.

There are 3 No external condenser units installed between 2013 and 2017.

Building Control Systems

The overall building control systems consist of control panels located within each plant room. All control panels appear to have been modified/adapted and we would deem them to be original. The economical life of a new control system would be 20-25 years, therefore we would deem the control to be at the end of the economical life.

Currently we understand the control panels provide the on and off functions appropriate for the plant in its current state, full testing required for isolation. If the plant is replaced then we would suggest the full Building Management system is replaced/updated.

During recent plant upgrades we understand that no control upgrades or enhancements have been undertaken.

3.2 Electrical Services

We note that most Electrical systems remain as they were back in 2-015 with minimal major changes.

The principle items of electrical equipment surveyed comprised the following:

- Distribution and Switchgear
- Data
- Small Power
- General Lighting
- Emergency Lighting
- Fire Alarm System
- Security Systems
- Facilities for the disabled
- TV System

Switchgear and Distribution

The existing incoming electrical supply and associated switchgear is located in a switch room of the leisure centre.

Electrical Supply

The main incoming supply is situated in the ground floor plant area.

The service cut-out is owned and maintained by the distribution network operator.

The incoming main cable terminates into a Supply Authority panel board and then a programmable polyphase meter.

The distribution network operator's equipment is in good order.

Main Switchgear

The main switchgear and ancillary devices are approximately 30 years old.

The main switchgear panel is situated in the ground floor plant area, next to the main incoming supply.

The main switchgear panel comprises of a main busbar and individual fuse switches using BS 88 type ceramic fuse protection feeding MCCB boards, integral to the main panel.

These MCCB's are obsolete and unavailable to replace.

The panel is suitably sized for the incoming electrical supply, but has no spare capacity.

An number of tap off isolator units have been added to the top of the main switchgear panel to accommodate

The switchgear panel is in good condition and shows no sign of significant deterioration.

In summary the equipment is in an acceptable condition for its age, however most of the components are now obsolete.

The switchgear is serviceable for the foreseeable future, however if any future extensions are planned there is no spare space on the panel.

There is no Mains Distribution Schematic diagram on site, we would recommend that a full survey is carried out and a schematic completed

Distribution Boards

Recent inspection and testing is evident from updated circuit charts and certification labels.

There is little to no spare capacity on some distribution boards.

We would recommend replacement of the worst distribution boards, retaining spares and refurbishment of better condition / newer boards.

There have been isolators replacements around the centre but majority of the existing still remain.

Data

Structured cabling has been installed to administration areas in mini-trunking and surface boxes, suggesting a more recent retrofit installation.

Generally sockets, cabling and containment are acceptable.

Some trunking lids are missing and in places the installation has been undertaken to a good standard.

In summary the data installation, while not particularly well installed in places is satisfactory.

Various trunkings need to be replaced to present an acceptable visual appearance.

Power

The Small Power installation exists throughout the buildings and comprises of single and three phase isolators, conventional 1 and 2 gang switched and un-switched socket outlets and fused spur units feeding specific items of equipment.

In the office areas the sockets are mounted on Dado trunking, provided for IT.

In general there are no sockets in changing areas.




Where possible the wiring is concealed in the plasterwork or alternatively surface run in conduit/trunking.

Small power provisions generally satisfactory. Some accessories are showing sign of corrosion and require replacement, especially within the plant area where heavy corrosion is evident.

We would recommend a full replacement of the all isolators, sockets outlets, fused spurs and switches within the plant area.

This is due to the chemicals in the atmosphere, which have also severely corroded the electrical containment, which should also be replaced.

The whole building should be electrically tested and immediate works undertaken to ensure cover plates are secured and/or replaced as appropriate. There are instances throughout the building where covers plates are either not securely, fixed, not IP rate as required and not installed at all.

		
Condense water dripping on to a non IP rated outlet	No cover plate to live circuits in wet area	Over loading circuits through use of extension cables.

General Lighting

The majority of the general lighting is achieved with the use of ceiling mounted recessed down lights and surface mounted fluorescent fittings.

IP rated fluorescent luminaires are used in the Plant room, WC's and changing rooms. Recessed twin or four tube fluorescent fittings are used in the Activity rooms, reception/ office, and fitness suite.

There are additional recessed down lighter fittings in the corridors, lobbies and entrance area.

Lighting levels were taken from around the building

Room	Lighting Level	Recommended Lighting Level
Pool Viewing Area	150 Lux	100-200 Lux
Main Pool Area	135-208 Lux	200-300 Lux
Learner Pool	390-480 Lux	200-300 Lux
Pool Changing Area	105 Lux	100-150 Lux
Corridors	120-170 Lux	100-200 Lux
Plant Area	110-180 Lux	200 Lux
Switch Room	80 Lux	200 Lux
Fitness Suite	350 Lux	200-300 Lux
Weights/Gym Area	110-130 Lux	200-300 Lux

The refurbished lighting within the main pool consists of 8x Thorn floodlights mounted facing down around the pool perimeter.

This has led to glare from the light fittings on the pool surface that could make it difficult for life guards to see if swimmers are in difficulty in the pool.

We would recommend a full replacement of the older light fittings with energy efficient long life fluorescent lamps or LED alternatives (especially for the fittings mounted at high level due to 50,000+ lamp life's) and a full relamping schedule and thorough cleaning of the remaining light fittings.

We would also recommend additional light fittings be added within the weights/ gym area to achieve lighting levels

A further recommendation would be that within the main pool the 8x floodlights are retained but lowered and rotated 180° to use as an indirect light source, bouncing the light of the pool ceiling to help reduce to glare on the water surface.

Emergency Lighting

The emergency lighting is provided by non maintained battery pack bulkheads luminaires via a central battery unit located within the plant/switch rooms.

Overall the emergency lighting was of the non maintained type and was working.

On site records suggest the installation is being tested and maintained.

Further testing on site needs to be undertaken to establish how effective the emergency lighting is, with regard to lighting levels under emergency conditions

External emergency lighting to exits and escape routes is provided by surface mounted bulkheads.

Bulkheads showing signs of UV age related damage.

A number of areas had little to no emergency lighting with only one emergency bulkhead in the plant switchgear area.

A number of areas including WC's and store areas had no emergency lighting installed.

Satisfactory, but approaching end of serviceable life.

We would recommend in line with the lighting replacement that integral non-maintained emergency light fittings be installed throughout the leisure centre In order to comply with BS5266.

BS 5266: Part 7: 1999 requires that higher levels of emergency lighting shall be provided in areas of particular risk, although no values are defined.

The British standard states that the average horizontal illuminance on the reference plane shall be as high as the task demands in areas of high risk. It shall not be less than 10% of the normal lighting level, or 15 lux, whichever is the greater. In practice this minimum is unlikely ever to be a problem as it would only be valid if the risk area had a normal illumination level less than 150 lux.

For sports applications, standby lighting can be further subdivided into 'safety lighting' and 'continuation of an event'. The degree of standby lighting provided will be influenced by the nature of the activities being undertaken, the duration of the activities and the level of associated risks involved.

BS EN 12193:2007 provides guidance on 'safety lighting', the purpose of which is to ensure that in the event of a power failure a sporting activity can be safely stopped without causing injury to participants.

Provision of standby lighting with the purpose of allowing events to continue to their conclusion in the event of failure of the main lighting system is not usually economical. Exceptions will be provision of alternative cover for major events, where loss of lighting would cause unacceptable cancellation.

The lighting level for the safe stopping of an event is a percentage of the level for that class. This applies to the following sports and percentages listed below:

Sport	% for minimum period (seconds)
Swimming	5% for 30s

Fitness suite lighting requires review as to how it is operated. Currently the staff use the distribution board in the area to switch the lighting circuits on and off. This is not how the system should have been installed nor operated.

Fire Alarm System

The fire alarm is a conventional 6 zone fire alarm system (5 Zones used) with automatic detection, manual call points and electronic sounders.

Sounders with flashing indicators were installed for hard of hearing users within the building.

Evidence of routine testing and maintenance was evident on site from records.

In summary, the system is satisfactory.

Security Systems

The intruder alarm has been installed, the intruder alarm consists of PIRs, door sensors, together with sounders and a telephone link to a central monitoring station.

The system is on a maintenance contract and appears to be satisfactory. Satisfactory

CCTV System

CCTV cameras were installed throughout the leisure centre, a mixture of fixed and dome cameras are installed and linked back to reception area DVR and two monitors. Satisfactory

Facilities for the disabled

Disabled call alarms are installed within the changing area but are not installed within the disabled WC's

The auto opening door at the leisure centre entrance was working correctly.

we would recommend the installation of disabled alarms to all disabled WC's, linked back to the reception/ office area.

TV / Aerial Installation

TV services to fitness centre and gym area all working, assume digital connection over cabled service provider. Satisfactory

3.3 Pool Filtration

No changes to this section since the 2015 report.

The main Pool Filtration plant is not original, it is understood that originally the Pool was treated with an ozone system and carbon filter. This has since been made redundant and replaced with deep bed sand filters and UV. There is only one central plant to serve both pools. Ideally the Pool should have separate filtration plants.

We would surmise that the pipe work and ancillaries into the Pool are original.

The Pool water circulation pumps are direct drive with no facility to our knowledge to enable the pumps to be ramped down over night or during non occupied periods. The pumps are showing signs of deterioration and corrosion. Replacement with new inverter drive pumps would provide running costs savings.

The general pool filtration pipe work is plastic with parts in stainless steel (i.e. headers and junctions). The s/s pipe work is starting to show signs of corrosion. The valves and strainers installed local to the pump sets are corroded in parts and the operation of the isolation valves to enable strainers to be removed weekly is unknown. We would suggest replacement of isolation valves to ensure that weekly cleaning can be carried out satisfactorily.

The control system to the Pool Filtration plant is more than likely beyond its economical life and should main plant be replaced then the central control should be updated also.

3.4 Energy Efficiency

When looking at the Energy Conservation of the Swimming Pools and Leisure Centre, the following areas should be investigated which could offer significant energy savings to the operator:-

Incorporate a Heat Recovery system into the Pool Hall Ventilation system.

Currently there is no efficient heat recovery on the Pool Hall Ventilation.

- A standard ventilation system supplies fresh air which has been heated via a primary heat medium and discharges the room tempered air directly to outside. By incorporating a heat recovery system the exhaust air's heat energy can be reclaimed and used to indirectly heat the incoming fresh air. This will enable primary heating loads to be reduced.

Reduce Energy Losses

The current pipe work and duct work insulation is in a very poor state. Improving/replacing/continuing the insulation to pipework and ductwork would see savings in fuel and running costs. Reducing energy loss would also assist in plant life as central plant and ancillaries would not need of work as hard, i.e. firing of boilers could be reduced, pumping costs etc.

Limit Electrical Energy consumptions by incorporating inverter drives to pump and fan motors.

- Standard pump and fan motors are operated by an 'on/off strategy and therefore use 0 or 100% energy. A sustainable design would modulate the pump/fan loadings to suit the building performance requirements.
- Introduce a Night Set Back control of all systems – during the day the systems will normally operate at 100% design condition, but during the night they may need only operate at half speed.
- The above can be achieved by incorporating inverter drives to pump and fan motors – should the existing pump and fans be compliant.

Reinstate the Combined Heat and power Plant

More than likely the current CHP will need to be replaced entirely. A new CHP engine suitably sized and coupled with a thermal store would see significant energy savings with potential payback period circa 5 to 8 years.

Heat energy generated would be offset to the gas fired boiler output and electrical energy generated would be offset against grid electricity supplied.

A Review the existing building controls system to provide technical feedback as to how the system could be improved including:-

- Energy monitoring of pumps, fans and heat generation. This enables operator to review energy consumptions each month for various systems and will in turn highlight areas where system may be in need of maintenance or repair. This also provides compliance with the current Building Regulations Part L.

Introduce Renewable Energy to assist primary fuel driven plant.

- Roof mounted Solar Collectors may be viable to aid the primary low temperature hot water generation plant. The solar collector can be incorporated to pre-heat pool water prior to final treatment via the primary heat source.
- By aiding a primary heat generation plant with renewable means could potentially provide cost savings on Gas consumptions (based on as primary heat source being Gas fired boiler plant).

- Other renewable means are available but would be subject to the location and plant area provisions in an existing building. These include: Biomass Boilers, Heat Pumps and CHP plant.

Replace Standard Lighting with LED Lighting.

- Lighting can account for up to 40% of electricity use in buildings and technological advances in recent years make lighting refurbishment more viable than ever.
- It is estimated that up to 75% of buildings have outdated lighting which is not only inefficient in its energy consumption but is also not delivering the optimum visual environment for its occupants
- LED lighting supports sustainable design in several ways. It uses less energy than most other types of lamp, lasts longer (which means less frequent replacement and therefore reduced waste), is mercury-free, and can be housed in special luminaires designed for easier disassembly and recycling.

Replace Light Switches with Presence Detector Lighting control.

- Currently a distribution board is used to switch lighting circuit on and off in the Gym. This is bad practice and goes against standards as to what the DB is installed for. Lighting circuits should be installed to wall mounted rocker switches or similar.
- Presence Detectors
Detectors will switch on lighting automatically when a person enters the room, and switches off lighting automatically when no movement is detected.
- Absence Detectors
Upon entering the room the person switches on the light as normal, but on leaving the detector switches off the lighting automatically. Lights can also be switched off manually.
- PIR Detectors PIR (Passive Infrared) presence detectors detect body heat and movement and are ideally suited where a defined detection pattern is required.
PIR detectors work on detecting the movement of body heat. Better suited to smaller spaces or where a defined detection pattern is required.
- Microwave Detectors Microwave presence detectors are sensitive to movement and are ideal for large spaces and areas that have an awkward shape or where fine motion detection is required.
Microwave Detectors are sensitive to objects that move, with much greater coverage and sensitivity. They can detect through glass, therefore careful consideration on location is needed in certain applications.
- Adjusting the artificial lighting according to the amount of natural light in a room using daylight sensors or photocells can reduce electricity use by up to 40%.
- Switching Detectors with Lux Level Sensing, These presence detectors have built-in adjustable lux sensors which will keep the lighting switched off if there is sufficient natural light.
- Direct Dimming Detectors with Lux Level Sensing In addition to lux level sensing, dimming detectors are able to provide automatic control of lighting output. A dimming detector can be used to control the light output of luminaires that are fitted with dimming ballasts. The detector measures the overall light level in the detection area and regulates the output of the luminaires, ensuring the correct lux level (maintained illuminance) for the area and saving energy when natural daylight can be used to replace/supplement luminaires (daylight harvesting).

Maintenance Plan

- By regularly cleaning windows and skylights you can reduce the need for artificial light. Cleaning the fixtures that contain lamps, known as luminaires, will improve their performance.
- Annual cleaning and servicing of the HVAC components including internal ductwork, grilles, filters etc would see increase in the life span of plant and also improve the overall wellbeing and conditions within the building.

4.0 Major Plant Asset Registers

The following section provides data sheet for each major plant items such as:

- Boiler plant,
- Air Handling units,
- Distribution Board

4.1 Major Plant - Mechanical Services

4.2 Major Plant - Electrical Services

4.3 Major Plant - Pool Filtration

5.0 Minor Plant Asset Registers

The following section provides schedule for minor plant/equipment, such as:

- Lamps, luminaries
- Switches,
- Ventilation Grilles
- Radiators

5.1 Minor Plant Asset Register

6.0 Programmed Maintenance and Budget Costs

The following schedule we trust is self explanatory. The intent of the schedule is to provide a condition and remedy for all significant M&E Services. The schedule is detailed as follows:

- **Item** - this is the particular M&E Service, i.e. boiler plant, Emergency Lighting etc.
- **Element** - M, E or PF
- **Location**
- **Condition** - this is a general summary of the condition of the service as visually inspected.
- **Remedy** - what works we suggest are undertaken
- **Full Plant Replacement** - this is the budget cost to replace the item of plant/equipment. We have provided this as guidance in the event of catastrophic plant failure or in the event replacement parts become obsolete.
- **Year 1** - this is for works required immediately to satisfactorily condition the building as intended. For instance servicing of plant and cleaning of ductwork. The cost does not allow for catastrophic failure, for instance if during the servicing of a piece of kit its is found to be faulty, the cost of rectification and replacement in not included.
- **Year 2 to 5** - ongoing servicing to plant with minor replacement of parts such as lamps, belt drives etc.

6.1 Budget Cost Schedule

The following budget costs have been determined following the site visit. Full Plant replacement of plant/systems is taken on the Gross floor as provided on the building drawings.

The Total Gross internal floor area is 2,800m².

Item	Element	Location	Condition	Remedy	FULL PLANT REPLACE	YEAR 1 (2019)	YEAR 2	YEAR 3	YEAR 4	YEAR 5	
1	Electrical safety test certificate to all areas.	E	all areas	reasonable	A full periodic test to be carried out at 5 yearly intervals	N/A	£5,000	£0	£0	£0	£5,000
2	Portable Appliance Testing (PAT Test)	E	all areas	New inspection imminent.	Allow for annual testing	N/A	£1,350	£1,350	£1,350	£1,350	£1,350
3	Switchgear, LV Distribution including Distribution boards and sub-main cables.	E	all areas	Fair - in working order	Allowance for repairs	£98,000	£3,500	£1,500	£500	£500	£1,500
4	General small power circuits and accessories (& earthing)	E	all areas	Fair - in working order. Some items required immediate attention – replace covers plates etc.	Allowance for repairs	£56,000	£10,000	£1,500	£500	£500	£1,500
5	Internal & External Lighting	E	all areas	Fair - in working order	Allowance for repairs/cleaning & relamping	£182,000	£2,500	£2,500	£1,500	£1,500	£1,500
6	Emergency Lighting	E	all areas	Non compliant in areas	Replace whole system	£48,500	£20,000	£5,000	£1,500	£1,000	£1,000
7	Lightning Protection	E	all areas	Good working order inspected Oct 14	N/A	£0	£0	£0	£0	£0	£0
8	Fire Detection	E	all areas	Fair - in working order	Allowance for call out and bi-annual testing	£33,600	£0	£1,800	£0	£1,800	£0
9	CCTV	E	all areas	Good working order	Allowance for call out and annual testing	£1,800	£700	£700	£700	£700	£700
10	Intruder Alarm	E	all areas	Good working order	Allowance for call out and annual testing	£15,000	£700	£700	£700	£700	£700
11	Call/Panic alarm System	E	all areas	Equipment difficult to repair due to part being obsolete	Replace now then allow for annual maintenance and repairs.	£25,000	£700	£700	£700	£700	£700
12	Door Access systems	E	all areas	Suffering intermittent faults	Allow to replace over the next 5 years as units fail	tbc	£1,000	£1,000	£1,000	£1,000	£1,000
13	Lift - passenger / goods	E	all areas	Good working order	Allowance for call out and annual testing	tbc	£6,500	£6,500	£6,500	£6,500	£6,500
14	Radiators	M	all areas	Fair - in working order.	Allow for call outs due to leaks/faulty stats	See item 15	£350	£350	£350	£350	£350
15	General LTHW Heating & Domestic services pipe work and valves	M	all areas	For age it is in fair condition, however in parts it is prone to failure	Allow for call outs due to leaks/ Replace in 5 years. Pipe work and ancillaries to be repaired/replaced (in parts) to prevent failure	£243,600	£2,500	£1,000	£2,500	£1,000	£2,500
16	General Pipe work Insulation	M	all areas	Some insulation is missing	Insulation to be repaired periodically to improve efficiency	£25,000	£1,500	£1,500	£1,500	£1,500	£1,500
17	General Ductwork and ancillaries	M	all areas	For age it is in fair condition, however in parts it is prone to failure and required internal clean	Ductwork / grilles and ancillaries to be replaced where appropriate	£350,000	£2,500	£1,250	£2,500	£1,250	£2,500
18	General Ductwork Insulation	M	all areas	Some insulation is missing	Insulation to be repaired to improve efficiency	£30,000	£2,000	£1,500	£2,000	£1,500	£2,000
19	Cleaning of all internal ductwork system and grilles	M	all areas	Build up of dirt around ceiling grilles	Filters, ductwork and grilles to be deep cleaned to improve efficiency	N/A	£5,000	£2,500	£2,500	£2,500	£2,500
20	Gas Fired Heating Boilers (2No Hartley & Sugden)	M	Boiler Room 56	Fair - in working order.	Allow for annual testing/servicing	£50,000	£900	£900	£900	£900	£900
21	Boiler Flues	M	Boiler Room 56	Fair - in working order.	Allow for possible repair/replacement in 10 years	£18,500	£500	£500	£500	£500	£500
22	Pressurisation unit & Expansion Vessel	M	Boiler room 56	In fault/error during inspection.	Assume fault can be rectified. Allow for annual service. Replace after 5 years	£8,000	£500	£200	£200	£200	£200
23	Lowara MTHW close coupled pump	M	Boiler room 56	Fair - in reasonable condition.	Allow for annual service. Replace after 5 years	£7,500	£300	£300	£300	£300	£300
24	Brook Hansen MTHW close coupled pump	M	Boiler room 56	Fair - in reasonable condition.	Allow for annual service. Replace after 5 years	£4,500	£300	£300	£300	£300	£300
25	CHP Unit	M	Boiler room 56	NOT WORKING	Unit has been decommissioned	£125,000	N/A	N/A	N/A	N/A	N/A
26	System Dosing Pot	M	Boiler Room 56	Fair - in working order	Annual services and inspection	£1,000	N/A	N/A	N/A	N/A	N/A
27	Mechanical Gas shut off	M	Boiler Room 56	Fair - in working order	To be tested along with gas safe. Replace in future with solenoid valve linked to emergency shut off	£5,500	£250	£250	£250	£250	£250
28	General Boiler Control Panel and BMS	M	Boiler Room	Poor - in working order but showing signs of	Annual servicing. Full replacement of the BMS	£61,600	£450	£450	£450	£450	£450

Item associated	Element	Location	Condition	Remedy	FULL PLANT REPLACE	YEAR 1 (2019)	YEAR 2	YEAR 3	YEAR 4	YEAR 5
		56	deterioration	recommended when main plant replaced.						
29	Cold water storage tanks	M	Cold Water tank room	Fair - in reasonable condition.	Allow for annual clean/service. Replace after 5 years.	£17,500	£500	£500	£500	£500
30	Frost Protection Heaters	M	Cold Water Tank Room	Fair - not in operation during inspection	Annual Service and testing	£800	£100	£100	£100	£100
31	Ventilation Plant - Main Pool Supply & Extract	M	External flat roof	Poor - in working order but showing signs of corrosion	Allow for annual service. Units are very inefficient compared to modern pool units.	£75,000	£5,000	£5,000	£5,000	£5,000
32	Heat Pump - Condenser Units (2No)	M	Fourth Floor Roof Level	Fair and in operation	Annual Service	£1,000	£600	£600	£600	£600
33	2No Domestic Hot Water calorifiers	M	Plant room - Room 12	Fair - in working order.	Allow for annual test / service. Replace after 5 years	£1,800	£800	£500	£500	£800
34	Domestic hot water secondary pump	M	Plant room - Room 12	Fair - in working order. Showing signs of corrosion	Allow for annual testing/service & replace after 5 years	£1,800	£250	£150	£250	£250
35	Secondary Heating pumps - belt driven	M	Plant room - Room 12	Poor - in working order. Showing major corrosion from pump casing	Allow for annual test / service. Replace after 5 years	£6,500	£500	£250	£500	£250
36	Ventilation Plant - AHU7 Changing Supply & Extract	M	Room 52	In working order – fans changed	Annual Service	£12,500	£1,250	£500	£500	£500
37	Ventilation Plant - Teaching Pool Supply & Extract	M	Room 53	Replaced circa 2017	Annual Service	£12,500	£500	£500	£500	£500
38	Ventilation Plant - Teaching Pool Supply (void supply)	M	Room 53	Replaced circa 2017	Annual Service	£12,500	£500	£500	£500	£500
39	Ventilation Plant - AHU6 Changing Supply	M	Room 54	In working order – fans changed	Annual Service	£7,500	£1,250	£500	£500	£500
40	Ventilation Plant - AHU6 Changing Extract	M	Room 54	In working order – fans changed	Annual Service	£7,500	£1,250	£500	£500	£500
41	Ventilation Plant - general controls (various panels around building)	M	Various	In working order - modifications taken place	Annual service	£50,000	£500	£500	£500	£500
42	Sand Filters (2No)	PF	Plant room - Room 12	Fair for age and in working order - require service	Full service including replacement of Sand within the vessels	£40,000	£6,000	£500	£500	£6,000
	Circulation pipework and valves within plantroom	PF	Plant room - Room 12	Fair - in working order. Signs of corrosion/deterioration	Annual testing and replacement	£40,000	£1,000	£1,000	£1,000	£1,000
43	Pool circulation pump (Teaching and Main)	PF	Plant room - Room 12	Fair - in working order. Signs of corrosion to casing	Annual Service.	£35,000	£1,000	£500	£500	£1,000
44	Chemical Dosing Systems and Meter	PF	Plant room - Room 12	Fair - in working order. Signs of deterioration due to aggressive nature	Annual service	£30,000	£1,250	£600	£600	£1,250
45	Drench Shower & safety kit	PF	Plant room - Room 12	Fair - in working order	Annual testing	£3,500	£300	£300	£300	£300
46	Air blower unit	PF	Plant room - Room 12	Fair - in working order	Annual Testing	£3,500	£250	£250	£250	£250
47	Hanova UV Unit	PF	Plant room - Room 12	Fair - in working order	Annual Testing and lamp replacement	£15,000	£500	£500	£500	£500
48	Pool Water Plate Heat Exchangers	PF	Plant room - Room 12	Fair - in working order	Annual Service	£18,000	£100	£100	£100	£100
49	Pool Filtration Plant room Control Systems	PF	Plant room - Room 12	Fair - in working order	Annual Testing and service and parameter review	£30,000	£300	£300	£300	£300

£92,700 £48,400 £43,700 £48,050 £50,500

Summary of Budget Costings		
Maintenance Year 1 to 2	£141,100.00	Inclusive of immediate works but not inclusive of plant failures
Maintenance Year 3 to 5	£142,250.00	
Full replacement of the M&E	£1,597,000.00	
Pool Filtration	£215,000.00	

The above cost for Year 1 and 2 are what are deemed necessary to bring the centre into a fair state of repair in terms of operation and functionality. Full replacement of the M&E Systems would be preferable but understand budget constraints to do so.

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Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.105

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

Aluminium air pump x 1

Model Type:

~

Quantity:

1**No.**

Manufacturer:

Bora Blower

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

< 5

Years

Comments:

The air blower remains as per report back in 2015. Operation of air blower unknown as this was not in use during inspection.

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.111

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

Trend BMS IQE View panel

Model Type:

Located on the front panel of the Control panel in the Plantroom

Quantity:

1 No.

Manufacturer:

Trend

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<2 Years

Comments:

The plant is in operation therefore we deem the control panel to be operating sufficiently. However we do not deem it to be operating in an energy efficient manner due to age and deterioration of sensors and control hardware.

We understand the Controls and wiring are in excess of 25 years old.

Replacements of the BMS would see benefit to user in terms of efficiency, operation, running cost reductions through improved services management.

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.113

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

Nuaire fan 1 and 2 AHU control panel

Model Type:

~

Quantity:

1**No.**

Manufacturer:

Nuaire

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

10 to 15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

< 2

Years

Comments:

The controls are beyond their economical life.

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.114

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

Eiohurst BMS lan M/Box control panel

Model Type:

~

Quantity:

1**No.**

Manufacturer:

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

10 to 15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

< 2

Years

Comments:

The controls are beyond their economical life.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.E.38

Inspection Date:

17.07.15

Location:

ITC room - 08

Level:

00 - Ground Floor

Equipment / Plant Ref:

Convactor heater x 1

Model Type:

Unknown

Quantity:

? No.

Manufacturer:

?

Serial No:

?

No access during inspection

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

10 to 20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

Room not accessed during inspection

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.M.30

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Calorifiers DHWS

Model Type:

2m high x 1m diameter calorifiers with internal primary coils

Quantity:

2 No.

Manufacturer:

Unknown

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

25

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<3

Years

Comments:

Annual risk assessment is carried out by others on the domestic systems as part of the Legionella check. We have not seen latest report as of 2019. Last report by Aquatech Environmental Services Ltd 13.02.2013 due for renewal 2015. Temperature gauges faulty. Fair condition for its age.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.35

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Circulating pumps DHS secondary pumps 1 & 2

Model Type:

Single head circulating pumps installed in parrallel

Quantity:

2

No.

Manufacturer:

Grundfos - 25-50/2

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3 to 2

See Section 1.4.2 for details

Economic Life:

10 to 20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

< 2

Years

Comments:

Showing signs of corrsion from the pump seals and casing.

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.M.37

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Heating secondary pumps

Model Type:

Belt driven

Quantity:

2 No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 2

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<2

Years

Comments:

Pump showing major signs of corrosion to casing. Appears belt have been replaced recently. No speed control on the pump set. Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

1.E.16

Inspection Date:

14.03.19

Location:

Changing room - 27

Level:

01 - First Floor

Equipment / Plant Ref:

Convactor blow heater

Model Type:

Dimplex

Quantity:

1 No.

Manufacturer:

Dimplex

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

10 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 4 Years

Comments:

~

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

1.E.34

Inspection Date:

14.03.19

Location:

Public gallery - 50

Level:

01 - First Floor

Equipment / Plant Ref:

Extractor fan

Model Type:

Dimplex

Quantity:

1

No.

Manufacturer:

?

Serial No:

?

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

?

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

?

Years

Comments:

Fan not located during inspection

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.M.1

Inspection Date:

14.03.19

Location:

Room 53

Level:

02 - Second Floor

Equipment / Plant Ref:

AHU 4 Teaching pool - supply & extract

Model Type:

AHU No. 4 supply & extract fans

Quantity:

1

No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade A

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

18

Years

Comments:

AHU 4 and 5 have been replaced within the past 2 years. However the ductwork, pipework and controls associated remain as existing.

Replacement of the HVAC generally associated (pipework control valves, sensors, control panel, etc) with the new AHU would see significant improvements. None of the Ductwork in the Plantroom seems to be insulated. At least the Intake, Supply & Return Air Ducts require insulation.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.M.10

Inspection Date:

14.03.19

Location:

Changing Room Plant Room 52

Level:

02 - Second Floor

Equipment / Plant Ref:

AHU7 Supply & extract unit

Model Type:

Belt drive fans 4 x SP21180 & 1060, washable sponge filter, re-heat battery

Quantity:

1 No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5 Years

Fan: **>12 years** Years

Comments:

The Fan has been replaced within the past 2 years. However the AHU casing etc is still in poor condition along with associated HVAC.

Replacement of the HVAC generally associated (pipework control valves, sensors, control panel, etc) with the new AHU would see significant improvements.

Only a small amount of Ductwork in the Plantroom seems to be insulated. At least the Intake, Supply & Return Air Ducts require insulation.

Suggest deep cleaning of internal ductwork and grilles from which the unit is served to reduce resistance.

Unit requires full internal clean and service.

Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.M.14

Inspection Date:

14.03.19

Location:

Changing Room Plant Room 52

Level:

02 - Second Floor

Equipment / Plant Ref:

AHU7 changing room control panel

Model Type:

~

Quantity:

1 No.

Manufacturer:

MS (Main Systems)

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 2

See Section 1.4.2 for details

Economic Life:

10-20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 Years

Comments:

**The panel itself is at the end of economical life and appears to have had components removed. We would surmise that it is now used solely as an isolator for the AHU.
Spare parts for the plant/equipment may become obsolete.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.M.2

Inspection Date:

14.03.19

Location:

Room 53

Level:

02 - Second Floor

Equipment / Plant Ref:

AHU 5 teaching pool void - supply

Model Type:

AHU supply - filter section & heater battery

Quantity:

1 No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade A

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

20 Years

Comments:

AHU 4 and 5 have been replaced within the past 2 years. However the ductwork, pipework and controls associated remain as existing.

Replacement of the HVAC generally associated (pipework control valves, sensors, control panel, etc) with the new AHU would see significant improvements. None of the Ductwork in the Plantroom seems to be insulated. At least the Intake, Supply & Return Air Ducts require insulation.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.M.6

Inspection Date:

14.03.19

Location:

Room 53

Level:

02 - Second Floor

Equipment / Plant Ref:

Pool humidity alarm panel

Model Type:

Quantity:

1 No.

Manufacturer:

MS (Main Systems)

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

15 to 20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<2 Years

Comments:

Condition of the panel is satisfactory and fair for its age.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.M.7

Inspection Date:

14.03.19

Location:

Room 53

Level:

02 - Second Floor

Equipment / Plant Ref:

AHU 4 & 5 control panel

Model Type:

Quantity:

1

No.

Manufacturer:

Trend

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

15 to 20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

< 2

Years

Comments:

The panel currently allows the AHU to operate. We do not envisage that the controls provide energy efficient control. Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.M.9

Inspection Date:

14.03.19

Location:

External Flat Roof Area

Level:

02 - Second Floor

Equipment / Plant Ref:

Mitsubishi air conditioner condenser outdoor units - max electrical load 15 amp

Model Type:

FDC100VS

Quantity:

3 No.

Manufacturer:

Mitsubishi Heavy Industries

Serial No:

AB2900282UF
(newer unit),
A18501406 RF &
A18501159RF



Condition Rating:

Grade A(1 unit) & B(2 units)

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

15 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

10 Years

Comments:

Unit 1 – installed in 2017 looks in good working condition.

Units 2 & 3 – installed in 2013. The appearance of the external condensers is fair for its age. We would suggest units are serviced to ensure condensers are operating as efficiently as possible (services to include re-gassing units).

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

3.M.2

Inspection Date:

14.03.19

Location:

Room 54

Level:

03 - Third Floor

Equipment / Plant Ref:

AHU6 disabled toilets & changing rooms supply belt drive

Model Type:

frost & reheat heater batteries, filter section

Quantity:

1 No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade B/C

See section 1.4.1 for grading details

Priority Grading:

Priority 3/4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5

Years

Comments:

The Fan has been replaced within the past 2 years. However the AHU casing etc is still in poor condition along with associated HVAC.

Replacement of the HVAC generally associated (pipework control valves, sensors, control panel, etc) with the new AHU would see significant improvements.

Majority of the Ductwork insulation is currently falling apart, with a considerable length of ductwork without any insulation. At least the Intake, Supply & Return Air Ducts require insulation.

Unit requires full internal clean and service.

Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

3.M.3

Inspection Date:

14.03.19

Location:

Room 54

Level:

03 - Third Floor

Equipment / Plant Ref:

AHU disabled toilets & changing room extract system

Model Type:

~

Quantity:

1 No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade B/C

See section 1.4.1 for grading details

Priority Grading:

Priority 3/4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 to 5 Years

Comments:

**Extract unit replaced within past 6 years.
HVAC generally is in a poor state.
Spare parts for the plant/equipment may become obsolete.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

3.M.5

Inspection Date:

14.03.19

Location:

Room 54

Level:

03 - Third Floor

Equipment / Plant Ref:

AHU disabled toilet & changing room control panel x 1

Model Type:

~

Quantity:

1

No.

Manufacturer:

Main Systems

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

15 to 20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.1

Inspection Date:

14.03.19

Location:

External roof

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Condensers x 2

Model Type:

4kW

Quantity:

2

No.

Manufacturer:

Toshiba

Serial No:

74280130

No photo taken during inspection

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

~

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.10

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

BMS panel

Model Type:

~

Quantity:

1

No.

Manufacturer:

Trend

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

10 to 15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 to 3

Years

Comments:

No change - Whilst boiler and plant are operating we do not deem them to be operating efficiently. The controls are past their economical expected life. Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.11

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Boiler cycling control panel

Model Type:

~

Quantity:

1 No.

Manufacturer:

EGS

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

10 to 15 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 to 3 Years

Comments:

**No change - Whilst boiler and plant are operating we do not deem them to be operating efficiently.
Spare parts for the plant/equipment may become obsolete.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.12

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Boiler control panel

Model Type:

~

Quantity:

1

No.

Manufacturer:

Main systems

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

10 to 15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 to 3

Years

Comments:

**No change - Whilst boiler and plant are operating we do not deem them to be operating efficiently.
Spare parts for the plant/equipment may become obsolete.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.13

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Mechanical gas shut off emergency system

Model Type:

Drop weight isolation valve from fuseable link to each boiler plant

Quantity:

1

No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

25

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

**No change - The operation of the valve should be checked along with annual gas servicing.
Should boilers be replaced we would suggest solenoid valve is installed in lieu of drop weight valve arrangement.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.14

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Pool humidity alarm panel

Model Type:

~

Quantity:

1 No.

Manufacturer:

Main systems

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5 Years

Comments:

No change - The humidity alarm operation is unknown.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.15

Inspection Date:

17.07.15

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

System dosing pot

Model Type:

~

Quantity:

1

No.

Manufacturer:

JET

Serial No:

Not available

No picture taken during inspection.

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

Unit is in fair condition for its age.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.17

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

System pressurisation unit

Model Type:

D125

Quantity:

1 No.

Manufacturer:

JET digital plus

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 2

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5 Years

Comments:

No change - Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.18

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

System pressurisation unit

Model Type:

800 ltr buffer vessel 5.0 bar

Quantity:

1

No.

Manufacturer:

Pullen pumps

Serial No:

SP87216



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5

Years

Comments:

**No change - Pressure gauge reading 1.3 bar during inspection
Spare parts for the plant/equipment may become obsolete.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.2

Inspection Date:

14.03.19

Location:

External roof

Level:

04 - Fourth Floor

Equipment / Plant Ref:

AHU Main pool supply and extract

Model Type:

Belts Size 4 x SPZ 1800, frost & reheat batteries, filters

Quantity:

3

No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade D

See section 1.4.1 for grading details

Priority Grading:

Priority 1

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

0

Years

Comments:

Pool Unit No 1 is not operational. Failure of other units would mean closure of the Pool as a suitable condition within could not be met. Compared with units installed at new Pools the operation is extremely inefficient. The units show signs of extreme corrosion which in some instances have been repaired. Spare parts for the plant/equipment may become obsolete.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.20

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Combined heat and power unit

Model Type:

Gas fired CHP

Quantity:

1 No.

Manufacturer:

Combined Power Systems

Serial No:

Not available



Condition Rating:

Grade D

See section 1.4.1 for grading details

Priority Grading:

Priority 1

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Offline Years

Comments:

This unit has been decommissioned and understand has not run for >15 years. It is not deemed that the unit is essential as part of the operation, it would improve heating efficiency and lower the buildings overall carbon footprint.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.21

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

MTHW pump close coupled

Model Type:

2.2kw

Quantity:

1

No.

Manufacturer:

Lowara

Serial No:

PLM4100B

553/322



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5 to 8

Years

Comments:

The pump is in good condition.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.22

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

MTHW pump close coupled x 1

Model Type:

3.0kw

Quantity:

No.

Manufacturer:

Brook Hansen

Serial No:

P907353



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5 Years

Comments:

Belts and pulleys appear in good condition. The pump is belt driven and we deem belts are changed regulary as and when they fail or show signs of wear.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.5

Inspection Date:

14.03.19

Location:

External roof

Level:

04 - Fourth Floor

Equipment / Plant Ref:

AHU control panel section

Model Type:

~

Quantity:

3 No.

Manufacturer:

?

Serial No:

?

~

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

10 to 15 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5 Years

Comments:

Not located during survey. The AHU's are operating currently.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.6

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Boilers

Model Type:

SCP200 gas fired

Quantity:

2

No.

Manufacturer:

Hartley & Sugden

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

25

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<5 years

Years

Comments:

The boilers are original and in fair condition.

The Burners on the 2 No. Boilers have been replaced with new Riello burners within the last 2 years.

Replacement of the boilers, control valves & sensors would provide improved efficiency in terms of running costs and energy use.

Spare parts for the plant/equipment may become obsolete.

Pipework insulation is falling apart in some locations and needs to be replaced.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

4.M.7

Inspection Date:

14.03.19

Location:

Boiler room - 56

Level:

04 - Fourth Floor

Equipment / Plant Ref:

Boiler flue systems / insulated

Model Type:

s/s to high level

Quantity:

2

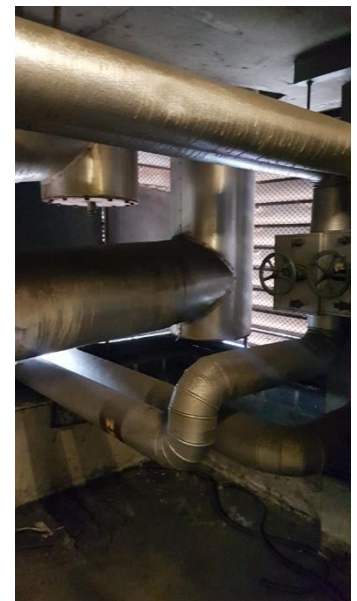
No.

Manufacturer:

Hartley & Sugden

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3/2

See Section 1.4.2 for details

Economic Life:

15 to 30

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<5 year

Years

Comments:

The flues are showing signs of corrosion and should be checked annually as part of the gas aafe checks undertaken.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

6.M.1

Inspection Date:

14.03.19

Location:

Cold Water Tank Room

Level:

06 - Sixth Floor

Equipment / Plant Ref:

Cold water services storage tanks

Model Type:

3,000 litres approx each tank

Quantity:

3 No.

Manufacturer:

Braithwaite

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 2

See Section 1.4.2 for details

Economic Life:

25 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<5 Years

Comments:

Annual risk assessment is carried out by others on the domestic systems as part of the Legionella check. We have not seen recent report as of 2019, the report by Aquatech Environmental Services Ltd 13.02.2013 due for renewal 2015. The insulation to the tanks is showing signs of age. Pipework could be upgraded to improve effectiveness.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

6.M.12

Inspection Date:

14.03.19

Location:

Cold Water Tank Room

Level:

06 - Sixth Floor

Equipment / Plant Ref:

Metering pumps within Tristel VG2000 system

Model Type:

Chlorine dioxide dosing system

Quantity:

2

No.

Manufacturer:

Grundfos

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5

Years

Comments:

The pumps appear in fair condition for their age and appear to be operating with no alarm indication.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

6.M.3

Inspection Date:

14.03.19

Location:

Cold Water Tank Room

Level:

06 - Sixth Floor

Equipment / Plant Ref:

Cold water service incoming supply service pipe

Model Type:

32 diameter

Quantity:

1

No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

<5

Years

Comments:

**Meter is in good condition with no major signs of deterioration.
Water sample analysis should be undertaken to deem quality of water supplied.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

6.M.5

Inspection Date:

14.03.19

Location:

Cold Water Tank Room

Level:

06 - Sixth Floor

Equipment / Plant Ref:

Cold water services incoming supply stopcock

Model Type:

Stop Valve

Quantity:

1

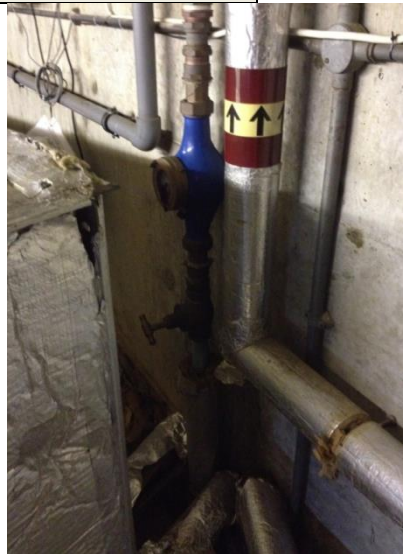
No.

Manufacturer:

Hattersley

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

Operation of valve to be checked

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

6.M.7

Inspection Date:

14.03.19

Location:

Cold Water Tank Room

Level:

06 - Sixth Floor

Equipment / Plant Ref:

Frost protection heaters

Model Type:

Wall mounted radiant tube heaters

Quantity:

4

No.

Manufacturer:

Thermotube

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

10

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 to 3

Years

Comments:

Operation of heaters to be checked

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

6.M.9

Inspection Date:

14.03.19

Location:

Cold Water Tank Room

Level:

06 - Sixth Floor

Equipment / Plant Ref:

Small GRP header tank x 1

Model Type:

250 litre - GRP

Quantity:

1 No.

Manufacturer:

Not available from site survey

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

25 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5 Years

Comments:

Tank is in fair condtion, un-insulated - non potable.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

8.M.1

Inspection Date:

14.03.19

Location:

Plant room

Level:

08 - Eighth Floor

Equipment / Plant Ref:

AHU small pool extracts

Model Type:

TPN fan

Quantity:

2 No.

Manufacturer:

Nuaire

Serial No:

2807054



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 2

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 to 3 Years

Comments:

2015 Notes - There were two fans installed in the plant room. During inspection one of the units was 'rattling' suggest they are serviced and ductwork internally cleaned to reduce resistance on fan unit.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

8.M.2

Inspection Date:

14.03.19

Location:

Plant room

Level:

08 - Eighth Floor

Equipment / Plant Ref:

Fire dampers to external louvre grille

Model Type:

Fuse link

Quantity:

2 No.

Manufacturer:

Unknown

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

10 to 15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

1 to 3

Years

Comments:

Operation of the fire dampers not carried out during inspection. Dampers required regular maintenance due to them being within chlorinated air stream.

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Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.109

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

MEM isolator 100A x 1

Model Type:

Quantity:

No.

Manufacturer:

MEM

Serial No:

Not available

Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

Medium Corrosion to isolator housing

Project: **Purley Leisure Centre, Croydon** Asset Register

Asset Reference: **G.E.110** Inspection Date: **14.03.19**

Location: **Plant Room**
 Level: **00 - Ground Floor**

Equipment / Plant Ref: **Filtration plant distribution board x 1**
 Model Type:
 Quantity: **No.**
 Manufacturer: **MEM**
 Serial No: **Not available**



Condition Rating: **Grade B**
 See section 1.4.1 for grading details

Priority Grading: **Priority 3** See Section 1.4.2 for details

Economic Life: **20** Year From new/installation assuming regular servicing/maintenance

Predicated Future Life: **5** Years

Comments: **Medium corrosion to DB housing.
 Period inspection expired 03.01.2019
 Not lockable.**

Project: **Purley Leisure Centre, Croydon** Asset Register

Asset Reference: **G.E.115** Inspection Date: **14.03.19**

Location: **Plant Room**
 Level: **00 - Ground Floor**

Equipment / Plant Ref: **Main TPN ventilation control panel x 1**
 Model Type:
 Quantity: **No.**
 Manufacturer: **Main Systems**
 Serial No: **Not available**



Condition Rating: **Grade C**
 See section 1.4.1 for grading details

Priority Grading: **Priority 2** See Section 1.4.2 for details

Economic Life: **20** Year From new/installation assuming regular servicing/maintenance

Predicated Future Life: **<3** Years

Comments: **Heavy Corrosion to control panel housing**

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.116

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

MEM 20 amp isolator to filtration room extract fan x 1

Model Type:

Quantity:

No.

Manufacturer:

MEM

Serial No:

Not available

Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 2

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

>3

Years

Comments:

Heavy Corrosion to isolator housing

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.E.117

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

MEM isolation to HWS pumps 20A x 2

Model Type:

Quantity:

No.

Manufacturer:

MEM

Serial No:

Not available



Condition Rating:

Grade A

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

20

Years

Comments:

Replaced in recent years.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.E.132

Inspection Date:

14.03.19

Location:

Plant Room

Level:

00 - Ground Floor

Equipment / Plant Ref:

Pump isolator 20 amp x 2

Model Type:

Quantity:

No.

Manufacturer:

MEM

Serial No:

Not available



Condition Rating:

Grade A

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

20

Years

Comments:

Replaced in recent years.

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.19

Inspection Date:

14.03.19

Location:

Lobby - 02

Level:

00 - Ground Floor

Equipment / Plant Ref:

Blow heaters x 2

Model Type:

Quantity:

No.

Manufacturer:

Heatstore

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

15

Years

Comments:

Condition of the heaters are satisfactory and fair for their age.

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.20

Inspection Date:

14.03.19

Location:

Lobby - 02

Level:

00 - Ground Floor

Equipment / Plant Ref:

Elec dist board x 1

Model Type:

Memshield 2

Quantity:

No.

Manufacturer:

MEM

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

15

Years

Comments:

Satisfactory install but bad operational practice.**This board is used to switch lighting circuits on and off rather than using local switches. Suggest this is reviewed ASAP.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.E.4

Inspection Date:

14.03.19

Location:

Entrance - 01

Level:

00 - Ground Floor

Equipment / Plant Ref:

Blow heater x 1

Model Type:

Quantity:

No.

Manufacturer:

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

10

Years

Comments:

Condition of the heater is satisfactory and fair for its age.

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

G.E.78

Inspection Date:

14.03.19

Location:

Room 19

Level:

00 - Ground Floor

Equipment / Plant Ref:

Light control unit x 1

Model Type:

Quantity:

No.

Manufacturer:

Serial No:

Not available

Condition Rating:

Grade A*See section 1.4.1 for grading details*

Priority Grading:

Priority 4*See Section 1.4.2 for details*

Economic Life:

15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

10

Years

Comments:

Within refurbished fitness area, satisfactory

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

1.E.21

Inspection Date:

14.03.19

Location:

Disabled toilet / shower - 28

Level:

01 - First Floor

Equipment / Plant Ref:

Disabled alarm junction box x 1

Model Type:

Quantity:

No.

Manufacturer:

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

10

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

Slight Corrosion to housing, fair condition and operational

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

1.E.24

Inspection Date:

14.03.19

Location:

First aid room - 31

Level:

01 - First Floor

Equipment / Plant Ref:

Air sampler x 1

Model Type:

Electrical

Quantity:

No.

Manufacturer:

Serial No:

Not available

Condition Rating:

Grade B*See section 1.4.1 for grading details*

Priority Grading:

Priority 3*See Section 1.4.2 for details*

Economic Life:

5-10

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5-10

Years

Comments:

Slight Corrosion to housing

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

1.E.79

Inspection Date:

14.03.19

Location:

Room 42

Level:

01 - First Floor

Equipment / Plant Ref:

Distribution board x 2 DB 1 Changing romm DB2 Swimming Pool

Model Type:

Electrical

Quantity:

No.

Manufacturer:

Db1 MEM DB2 E.T.N

Serial No:

Not available

Condition Rating:

Grade A

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

10

Years

Comments:

DB's added during pool hall lighting refurb, satisfactory

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

1.E.15

Inspection Date:

14.03.19

Location:

Changing room - 27

Level:

01 First Floor

Equipment / Plant Ref:

Air sampler x 1

Model Type:

Electrical

Quantity:

No.

Manufacturer:

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

5-10

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

Slight Corrosion to housing

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.E.10

Inspection Date:

14.03.19

Location:

Ground Floor Plantroom

Level:

00 – Ground Floor

Equipment / Plant Ref:

Electrical incoming position & main isolator x 1

Model Type:

Electrical

Quantity:

No.

Manufacturer:

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

30

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

7

Years

Comments:

MCCB's within boards in the switchgear obsolete

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.E.11

Inspection Date:

14.03.19

Location:

Changing Room Plant Room 52

Level:

02 - Second Floor

Equipment / Plant Ref:

Electrical distribution system – CARPARK Board

Model Type:

Electrical

Quantity:

No.

Manufacturer:

CHS switchgear - St Albans

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

25

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5-7

Years

Comments:

MCCB's within boards in the switchgear obsolete

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.E.7

Inspection Date:

14.03.19

Location:

Changing Room Plant Room 52

Level:

02 - Second Floor

Equipment / Plant Ref:

Lighting time control & heating panel x 1 - CARPARK

Model Type:

Electrical

Quantity:

No.

Manufacturer:

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

25

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5-10

Years

Comments:

Satisfactory for its age.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

2.E.8

Inspection Date:

14.03.19

Location:

Changing Room Plant Room 52

Level:

02 - Second Floor

Equipment / Plant Ref:

Car park pay machines distribution board x 1 - CARPARK

Model Type:

Metal clad 100 amp

Quantity:

1 No.

Manufacturer:

Crabtree

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5-10 Years

Comments:

MCCB's within board obsolete

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

3.E.12

Inspection Date:

14.03.19

Location:

Lift Motor Room - Room 55

Level:

03 - Third Floor

Equipment / Plant Ref:

Distribution board LMR 4-way x 1

Model Type:

Metal clad

Quantity:

No.

Manufacturer:

Crabtree TPN

Serial No:

Not available

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

25

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5-10

Years

Comments:

MCCB's within board obsolete

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

3.E.14

Inspection Date:

14.03.19

Location:

Lift Motor Room - Room 55

Level:

03 - Third Floor

Equipment / Plant Ref:

EMU control panel x 1

Model Type:

Quantity:

No.

Manufacturer:

Central Monitoring

Serial No:

Not available

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

Requires lift engineers inspection

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

3.E.15

Inspection Date:

14.03.19

Location:

Lift Motor Room - Room 55

Level:

03 - Third Floor

Equipment / Plant Ref:

Emergency stop control button x 1

Model Type:

Quantity:

No.

Manufacturer:

Serial No:

Not available

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

Requires lift engineers inspection

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

3.E.16

Inspection Date:

14.03.19

Location:

Lift Motor Room - Room 55

Level:

03 - Third Floor

Equipment / Plant Ref:

Lift motor drive & close coupled gearing drive x 1

Model Type:

Size 8

Quantity:

No.

Manufacturer:

Holroyd

Serial No:

399821

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

Requires lift engineers inspection

Project:

Purley Leisure Centre, Croydon**Asset Register**

Asset Reference:

3.M.1

Inspection Date:

17.07.15

Location:

Lift Motor Room - Room 55

Level:

03 - Third Floor

Equipment / Plant Ref:

Bennie lift TPN x 1

Model Type:

W/D 1506/A/2

Quantity:

No.

Manufacturer:

Bennie

Serial No:

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

No access on 15.03.19

Lift Engineers report (18/12/2013) states fault with first floor levelling, with ground floor call button indicator light, handwinding buzzer is inoperative and also stated that the lift does not comply with current 'Rules for the improvement of safety o

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Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.1

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Filter tanks (redundant)

Model Type:

This was previously used when system was on Ozone. Made redundant when UV was installed.

Quantity:

1 No.

Manufacturer:

Barr & Wray

Serial No:

Not available



Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

~ Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.11

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Pool filtration circulating pumps close coupled 7.5kw

Model Type:

Main pool

Quantity:

2

No.

Manufacturer:

Lowara - PLM

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

3 to 5

Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.12

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Pool filtration circulating pumps close coupled 7.5kw

Model Type:

Teaching pool

Quantity:

2

No.

Manufacturer:

Lowara - PLM

Serial No:

Not available



Condition Rating:

Grade C

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

3 to 5

Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.15

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Control panel to pumps 1-4 circulating

Model Type:

Quantity:

1 No.

Manufacturer:

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5 Years

Comments:

No evident change since last survey in 2015

The panel is coming to the end of its economical life. It is operating currently.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.18

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Topline water chemistry - Main & small pool control system monitoring panels

Model Type:

Quantity:

2

No.

Manufacturer:

Topline

Serial No:



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.19

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Diaphragm metering pump direct drive

Model Type:

Encore 100

Quantity:

1

No.

Manufacturer:

Serial No:

9018015

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.2

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Filter tank A

Model Type:

Sand Filter Vessel for both Pools

Quantity:

1 No.

Manufacturer:

Barr & Wray

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5 Years

Comments:

No evident change since last survey in 2015

**To be serviced annually by Pool Filtration specialist company
Sand to be replaced every 3 to 5 years.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.20

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Direct drive foot bath pump

Model Type:

Small circulation pump

Quantity:

1 No.

Manufacturer:

Serial No:

~

Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.22

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Chemical pool dosing area bund tanks

Model Type:

Quantity:

2 No.

Manufacturer:

Serial No:



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5 Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.23

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Sodium hypochlorite dosing / meter set

Model Type:

Quantity:

1 No.

Manufacturer:

Serial No:



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

2 to 5 Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.24

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Hypochloric mixture dosing / meter set

Model Type:

Quantity:

1 No.

Manufacturer:

Serial No:



Condition Rating:

See section 1.4.1 for grading details

Priority Grading:

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

 Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.26

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

D2 CWS to emergency shower / eye wash

Model Type:

~

Quantity:

1

No.

Manufacturer:

~

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

**No evident change since last survey in 2015
No test where carried out during the inspection**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.3

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Filter tank B

Model Type:

Sand Filter Vessel for both Pools

Quantity:

1 No.

Manufacturer:

Barr & Wray

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

~ Years

Comments:

No evident change since last survey in 2015

**To be serviced annually by Pool Filtration specialist company.
Sand to be replaced every 3 to 5 years.**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.48

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Air blower unit and close coupled motor drive

Model Type:

Direct drive

Quantity:

1

No.

Manufacturer:

Bora pumps

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

No evident change since last survey in 2015

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.6

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Hanova ultra violet water treatment unit

Model Type:

Quantity:

1

No.

Manufacturer:

Hanova

Serial No:

Not available



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5

Years

Comments:

No evident change since last survey in 2015

**To be serviced annually by Pool Filtration specialist company
Run time hours indicated at time of inspection - 96,423 hrs (suggest counter has not been reset after replacement).**

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.7

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Heat exchange unit main pool

Model Type:

Tube and shell type heat exchange unit

Quantity:

1

No.

Manufacturer:

Bowman Sern

Serial No:

3793



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

3 ot 5

Years

Comments:

No evident change since last survey in 2015

No signs of leaks from the PHX's. They are not insulated.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

G.M.8

Inspection Date:

14.03.19

Location:

Plant Room - Room 12

Level:

00 - Ground Floor

Equipment / Plant Ref:

Heat exchange unit learner pool

Model Type:

Tube and shell type heat exchange unit

Quantity:

1

No.

Manufacturer:

Bowman

Serial No:

~



Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 3

See Section 1.4.2 for details

Economic Life:

15

Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

3 to 5

Years

Comments:

No evident change since last survey in 2015

No signs of leaks from the PHX's. They are not insulated.

Project:

Purley Leisure Centre, Croydon

Asset Register

Asset Reference:

6.M.11

Inspection Date:

14.03.19

Location:

Cold Water Tank Room

Level:

06 - Sixth Floor

Equipment / Plant Ref:

Chlorine dioxide dosage system

Model Type:

VG2000 - Pumped

Quantity:

1 No.

Manufacturer:

Tristel

Serial No:

Not available

~

Condition Rating:

Grade B

See section 1.4.1 for grading details

Priority Grading:

Priority 4

See Section 1.4.2 for details

Economic Life:

20 Year

From new/installation assuming regular servicing/maintenance

Predicated Future Life:

5 Years

Comments:

No evident change since last survey in 2015

5.1 Minor Asset Register

Asset Ref	M or E	Level	Location	Equipment / Plant Ref:	Type	Qty	Manufacturer	Condition Grading	Priority Grading	Economic Life (Yrs)	Predicted Future Life (Yrs)	Comments
G.E.1	E	00 - Ground Floor	Entrance - 01	Emergency lighting switch		1		Grade B	Priority 3	20	10-12	
G.E.10	E	00 - Ground Floor	Lobby - 02	Illuminated fire exit sign		1		Grade B	Priority 3	20	10-12	
G.E.100	E	00 - Ground Floor	Room 13	Single socket		1	MK	Grade B	Priority 3	15	10	
G.E.101	E	00 - Ground Floor	Room 13	Fuse spur		1	MK	Grade B	Priority 3	15	10	
G.E.102	E	00 - Ground Floor	Room 11	Fluorescent tube light	3ft single	2		Grade B	Priority 3	10-15	10	
G.E.103	E	00 - Ground Floor	Plant Room	Bell rotary isolation switch		4		Grade B	Priority 3	20	10	
G.E.104	E	00 - Ground Floor	Plant Room	Stop/start / off switch		1	Brook Crompton 2000	Grade B	Priority 3	20	10	
G.E.106	E	00 - Ground Floor	Plant Room	Stop/start switch		2		Grade B	Priority 3	20	10	
G.E.107	E	00 - Ground Floor	Plant Room	Isolators		2	Exel	Grade B	Priority 3	20	>3	Heavy Corrosion to outlet housing
G.E.108	E	00 - Ground Floor	Plant Room	Fuse spur outlets		3	MK	Grade B	Priority 3	15	>3	Heavy Corrosion to outlet housing
G.E.11	E	00 - Ground Floor	Lobby - 02	3 way fan switches		2	Drayton	Grade B	Priority 3	10	5	
G.E.112	E	00 - Ground Floor	Plant Room	Fuse spur outlet	Metal clad	2	MK	Grade B	Priority 3	15	>3	Heavy Corrosion to outlet housing
G.E.118	E	00 - Ground Floor	Plant Room	Single socket outlet	Metal clad	4	MK	Grade B	Priority 3	15	>3	Heavy Corrosion to outlet housing
G.E.119	E	00 - Ground Floor	Plant Room	Single gang light switch	Metal clad	3		Grade B	Priority 3	10	>3	Heavy Corrosion to switch housing
G.E.120	E	00 - Ground Floor	Plant Room	Double gang light switch	Metal clad	3		Grade B	Priority 3	10	>3	Heavy Corrosion to switch housing
G.E.121	E	00 - Ground Floor	Plant Room	Fuse spur outlet	Metal clad	2	MK	Grade B	Priority 3	15	>3	Heavy Corrosion to outlet housing
G.E.123	E	00 - Ground Floor	Plant Room	Fluorescent tube light	Single tube 1500mm	21		Grade B	Priority 3	10-15	5	
G.E.124	E	00 - Ground Floor	Plant Room	Manual call point		2		Grade B	Priority 3	20	10	
G.E.126	E	00 - Ground Floor	Plant Room	4 gang emergency light test switch		1		Grade B	Priority 3	10	5	
G.E.127	E	00 - Ground Floor	Plant Room	Fluorescent tube light IP44 rated	Double tube 1500mm long	12		Grade B	Priority 3	10-15	10	
G.E.128	E	00 - Ground Floor	Plant Room	Bulkhead emergency light		1		Grade B	Priority 3	20	10	
G.E.13	E	00 - Ground Floor	Lobby - 02	Display spots	LED	2		Grade B	Priority 3	10-15	5-10	
G.E.130	E	00 - Ground Floor	Plant Room	Rotary bell type isolator + stop/start switch		1	Brook Crompton	Grade A	Priority 4	10	>5	Heavy Corrosion to outlet housing

Asset Ref	M or E	Level	Location	Equipment / Plant Ref:	Type	Qty	Manufacturer	Condition Grading	Priority Grading	Economic Life (Yrs)	Predicted Future Life (Yrs)	Comments
G.E.131	E	00 - Ground Floor	Plant Room	Double socket outlet	Metal clad	1		Grade A	Priority 4	10	>5	Heavy Corrosion to isolator housing
G.E.133	E	00 - Ground Floor	Plant Room	Bulkhead light 40w		1		Grade A	Priority 4	10	5	
G.E.134	E	00 - Ground Floor	Plant Room	Single light switch	Metal clad	2		Grade A	Priority 4	10	>5	Heavy Corrosion to switch housing
G.E.135	E	00 - Ground Floor	Plant Room	Double light switch	Metal clad	1		Grade A	Priority 4	10	>5	Heavy Corrosion to switch housing
G.E.136	E	00 - Ground Floor	Plant Room	Single socket	Metal clad	1	MK	Grade A	Priority 4	10	>5	Heavy Corrosion to outlet housing
G.E.137	E	00 - Ground Floor	Plant Room	Double socket	Metal clad	1	MK	Grade A	Priority 4	10	>5	Heavy Corrosion to outlet housing
G.E.14	E	00 - Ground Floor	Lobby - 02	6 way light control point		1		Grade B	Priority 3	10-15	5-10	
G.E.2	E	00 - Ground Floor	Entrance - 01	Fluorescent tubes	4 way 600 x 600	2		Grade B	Priority 3	10-15	5-10	
G.E.21	E	00 - Ground Floor	Lobby - 02	Single sockets		3	MK	Grade A	Priority 4	10	<5	
G.E.22	E	00 - Ground Floor	Lobby - 02	Double sockets		5	MK	Grade A	Priority 4	10	<5	
G.E.23	E	00 - Ground Floor	Lobby - 02	Fuse spurs		8	MK	Grade A	Priority 4	10	<5	
G.E.24	E	00 - Ground Floor	Lobby - 02	PA system speaker		1		Grade A	Priority 4	10	<5	
G.E.28	E	00 - Ground Floor	Office - 04	Double sockets		2	MK	Grade A	Priority 4	10	<5	
G.E.29	E	00 - Ground Floor	Office - 04	Fuse spur		1	MK	Grade A	Priority 4	10	<5	
G.E.3	E	00 - Ground Floor	Entrance - 01	Double switch		1		Grade A	Priority 4	10	<5	
G.E.30	E	00 - Ground Floor	Office - 04	Fluorescent tubes	4 way 600 x 600	4		Grade B	Priority 3	10-15	10	
G.E.31	E	00 - Ground Floor	Office - 07	Fluorescent tubes	4 way 600 x 600	4		Grade B	Priority 3	10-15	10	
G.E.33	E	00 - Ground Floor	Office - 07	Single socket		1	MK	Grade A	Priority 4	10	5	
G.E.34	E	00 - Ground Floor	Office - 07	Double sockets		2	MK	Grade A	Priority 4	10	5	
G.E.35	E	00 - Ground Floor	Office - 07	Fuse spurs		2	MK	Grade A	Priority 4	10	5	
G.E.36	E	00 - Ground Floor	ITC room - 08	Single light switch		1		Grade A	Priority 4	10	5	
G.E.37	E	00 - Ground Floor	ITC room - 08	Fluorescent tube	3 way	1		Grade B	Priority 3	10-15	10	
G.E.39	E	00 - Ground Floor	ITC room - 08	Single socket		1	MK	Grade A	Priority 4	10	5	
G.E.40	E	00 - Ground Floor	ITC room - 08	Double sockets		3	MK	Grade A	Priority 4	10	5	
G.E.41	E	00 - Ground Floor	ITC room - 08	Fuse spur		1	MK	Grade A	Priority 4	10	5	

Asset Ref	M or E	Level	Location	Equipment / Plant Ref:	Type	Qty	Manufacturer	Condition Grading	Priority Grading	Economic Life (Yrs)	Predicted Future Life (Yrs)	Comments
G.E.42	E	00 - Ground Floor	ITC room - 08	Room start		1		Grade A	Priority 4	10	5	
G.E.43	E	00 - Ground Floor	Corridor - 06	Fluorescent tubes	4 way 600 x 600	3		Grade B	Priority 3	10-15	10	
G.E.44	E	00 - Ground Floor	Corridor - 06	Illuminated fire exit sign		1		Grade A	Priority 4	20	12	
G.E.48	E	00 - Ground Floor	Corridor - 06	Double sockets		2	MK	Grade A	Priority 4	10	5	
G.E.49	E	00 - Ground Floor	Corridor - 06	PA system speaker		1		Grade A	Priority 4	20	15	
G.E.5	E	00 - Ground Floor	Entrance - 01	Single socket		1	MK	Grade A	Priority 4	10	5	
G.E.50	E	00 - Ground Floor	Corridor / stairs - 09	Illuminated fire exit sign		1		Grade A	Priority 4	20	10	
G.E.51	E	00 - Ground Floor	Corridor / stairs - 09	Emergency light		1		Grade A	Priority 4	20	10	
G.E.54	E	00 - Ground Floor	Corridor / stairs - 09	PA system speaker		1		Grade A	Priority 4	20	10	
G.E.55	E	00 - Ground Floor	Room 24	Emergency light switch		2		Grade A	Priority 4	10	5	
G.E.56	E	00 - Ground Floor	Room 24	Illuminated fire exit sign		1		Grade A	Priority 4	20	10	
G.E.57	E	00 - Ground Floor	Room 24	Fluorescent tube 4 way 600 x 600		20		Grade A	Priority 4	10-15	10	
G.E.6	E	00 - Ground Floor	Entrance - 01	Fuse spur		1	MK	Grade A	Priority 4	10	5	
G.E.62	E	00 - Ground Floor	Room 24	Single socket		3	MK	Grade A	Priority 4	10	5	
G.E.63	E	00 - Ground Floor	Room 24	PA system speaker		1		Grade A	Priority 4	20	10	
G.E.65	E	00 - Ground Floor	Room 23	Single light switch		1		Grade A	Priority 4	10	5	
G.E.66	E	00 - Ground Floor	Room 23	Fluorescent tube 4 way 600 x 600		2		Grade B	Priority 3	10-15	10	
G.E.67	E	00 - Ground Floor	Room 22	Single light switch		1		Grade A	Priority 4	10	5	
G.E.68	E	00 - Ground Floor	Room 22	Fluorescent tube 4 way 600 x 600		2		Grade B	Priority 3	10-15	5-10	
G.E.69	E	00 - Ground Floor	Room 21	Single light switch		1		Grade A	Priority 4	10	5	
G.E.7	E	00 - Ground Floor	Entrance - 01	Sliding door control	Key operated	1		Grade B	Priority 3	10-15	5-10	
G.E.70	E	00 - Ground Floor	Room 21	Fluorescent tube 4 way 600 x 600		2		Grade B	Priority 3	10-15	5-10	
G.E.71	E	00 - Ground Floor	Room 20	Illuminated fire exit sign		1		Grade A	Priority 4	20	10	
G.E.72	E	00 - Ground Floor	Room 20	Emergency light		1		Grade A	Priority 4	20	10	
G.E.74	E	00 - Ground Floor	Room 19	Double light switch		1		Grade A	Priority 4	10	5	

Asset Ref	M or E	Level	Location	Equipment / Plant Ref:	Type	Qty	Manufacturer	Condition Grading	Priority Grading	Economic Life (Yrs)	Predicted Future Life (Yrs)	Comments
G.E.75	E	00 - Ground Floor	Room 19	Emergency light switch		1		Grade A	Priority 4	10	5	
G.E.76	E	00 - Ground Floor	Room 19	Illuminated fire exit sign		1		Grade A	Priority 4	20	15	
G.E.77	E	00 - Ground Floor	Room 19	Downlighters		3		Grade B	Priority 3	10-15	10	
G.E.8	E	00 - Ground Floor	Lobby - 02	Emergency lighting switches		5		Grade A	Priority 4	10	5	
G.E.80	E	00 - Ground Floor	Room 17	Double light switch		1		Grade A	Priority 4	10	5	
G.E.81	E	00 - Ground Floor	Room 17	Emergency light		2		Grade A	Priority 4	20	15	
G.E.82	E	00 - Ground Floor	Room 17	Emergency light switch		1		Grade A	Priority 4	20	10	
G.E.83	E	00 - Ground Floor	Room 17	Illuminated fire exit sign		1		Grade A	Priority 4	20	10	
G.E.84	E	00 - Ground Floor	Room 17	Downlighters		14		Grade A	Priority 4	20	10	
G.E.86	E	00 - Ground Floor	Room 17	Single socket		2	MK	Grade A	Priority 4	20	10	
G.E.87	E	00 - Ground Floor	Room 17	Double socket		2	MK	Grade A	Priority 4	20	10	
G.E.88	E	00 - Ground Floor	Room 17	Fuse spur		2	MK	Grade A	Priority 4	20	10	
G.E.89	E	00 - Ground Floor	Room 16	Bulkhead light		1		Grade B	Priority 3	10-15	10	
G.E.9	E	00 - Ground Floor	Lobby - 02	Fluorescent tubes	4 way 600 x 600	3		Grade B	Priority 3	10-15	10	
G.E.90	E	00 - Ground Floor	Room 16	Downlighters		1		Grade B	Priority 3	10-15	10	
G.E.92	E	00 - Ground Floor	Room 14	Battery emergency light bank	Keepalite	36	Bardic	Grade B	Priority 3	10-15	10	Test certificate dated 25/10/2014 of last full 3 hour test
G.E.93	E	00 - Ground Floor	Room 14	Isolator switches		2		Grade B	Priority 3	10-15	10	
G.E.95	E	00 - Ground Floor	Room 13	Single light switch		1		Grade B	Priority 3	10	5	
G.E.96	E	00 - Ground Floor	Room 13	Double light switch		1		Grade B	Priority 3	10	5	
G.E.97	E	00 - Ground Floor	Room 13	Fluorescent tube light	5ft double	11		Grade B	Priority 3	10-15	10	
G.E.17	Fire	00 - Ground Floor	Lobby - 02	Sounder beacon		1		Grade A	Priority 4	20	10	
G.E.27	Fire	00 - Ground Floor	Office - 04	Smoke detector	Optical	1		Grade A	Priority 4	20	10	
G.E.32	Fire	00 - Ground Floor	Office - 07	Smoke detector	Optical	1		Grade A	Priority 4	20	10	
G.E.45	Fire	00 - Ground Floor	Corridor - 06	Smoke detector	Optical	1		Grade A	Priority 4	20	10	
G.E.46	Fire	00 - Ground Floor	Corridor - 06	Sounder		1		Grade A	Priority 4	20	10	

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G.E.47	Fire	00 - Ground Floor	Corridor - 06	Sounder beacon		1		Grade A	Priority 4	20	10	
G.E.52	Fire	00 - Ground Floor	Corridor / stairs - 09	Smoke detector	Optical	1		Grade A	Priority 4	20	10	
G.E.53	Fire	00 - Ground Floor	Corridor / stairs - 09	Manual call point	Break glass	1		Grade A	Priority 4	20	10	
G.E.58	Fire	00 - Ground Floor	Room 24	Smoke detector	Optical	2		Grade A	Priority 4	20	10	
G.E.59	Fire	00 - Ground Floor	Room 24	Sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10	
G.E.60	Fire	00 - Ground Floor	Room 24	Manual call point	Break glass	1		Grade A	Priority 4	20	10	
G.E.61	Fire	00 - Ground Floor	Room 24	Fire alarm		1		Grade A	Priority 4	20	10	
G.E.73	Fire	00 - Ground Floor	Room 20	Manual call point	Break glass	1		Grade A	Priority 4	20	10	
G.E.79	Fire	00 - Ground Floor	Room 19	Manual call point	Break glass	1		Grade A	Priority 4	20	10	
G.E.85	Fire	00 - Ground Floor	Room 17	Sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10	
G.E.91	Fire	00 - Ground Floor	Room 16	Manual call point	Break glass	1		Grade A	Priority 4	20	10	
G.E.94	Fire	00 - Ground Floor	Room 14	Optical smoke detector	Optical	3		Grade A	Priority 4	20	10	
G.E.98	Fire	00 - Ground Floor	Room 13	Optical smoke detector	Optical	2		Grade A	Priority 4	20	10	
G.E.99	Fire	00 - Ground Floor	Room 13	Sounder beacons	Fire alarm	2		Grade A	Priority 4	20	10	
G.E.12	M	00 - Ground Floor	Lobby - 02	AC controller	Serves the Fitness suite		Mitsubishi	Grade B	Priority 4	20	5	
G.M.31	M	00 - Ground Floor	Plant Room - Room 12	Motorised valves / activators	Serving primary hot water system	2	Siemens	Grade B	Priority 3	15	1 to 3	The operation of these valves should be checked.
G.M.32	M	00 - Ground Floor	Plant Room - Room 12	Gate valves	Gate	8	Hattersley	Grade B	Priority 3	30	5	Valves showing signs of age and corrosion from seals. The operation of the valves should be tested.
G.M.33	M	00 - Ground Floor	Plant Room - Room 12	Trend temp sensors	~	4	Trend	Grade B	Priority 4	8 to 15	<5	Various located around the building, we would deem that these are coming to the end of the economical life.
G.M.34	M	00 - Ground Floor	Plant Room - Room 12	TRV thermostats	~	2		Grade B	Priority 4	15	<5	~
G.M.38	M	00 - Ground Floor	Plant Room - Room 12	PN16 motorised valve activator	~	1		Grade B	Priority 3	10 to 15	2 to 5	~
G.M.39	M	00 - Ground Floor	Plant Room - Room 12	Valve set to pumps gate valves	Gate	10	Unknown	Grade B	Priority 3	30	<5	Valves showing signs of age and corrosion from seals. The operation of the valves should be tested.
G.M.40	M	00 - Ground Floor	Plant Room - Room 12	Valve set to pumps non return / strainer / regulating valves	~	4	Unknown	Grade B	Priority 3	30	<5	~
G.M.44	M	00 - Ground Floor	Plant Room - Room 12	15mm isolating gate valves No. 15	Gate	2	Unknown	Grade B	Priority 3	30	<5	~
G.M.45	M	00 - Ground Floor	Plant Room - Room 12	Temperature sensor to heating flow adjacent pump set	~	1		Grade B	Priority 3	8 to 15	<3	We would deem this is coming to the end of its practical life.

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G.M.46	M	00 - Ground Floor	Plant Room - Room 12	Pressure relief valves to calorifiers	~	2	Unknown	Grade B	Priority 3	15	2 to 4	Operation of these should be checked.
G.M.47	M	00 - Ground Floor	Plant Room - Room 12	Temperature gauges to calorifiers	100mm diameter gauge	2	Unknown	Grade C	Priority 2	15 to 20	1	We deem these to be faulty as one read 40°C and one read 70°C. The calorifier should be controlled at around 60°C
G.M.10	PF	00 - Ground Floor	Plant Room - Room 12	Isolating valve	Gate / butterfly	5	Hattersley	Grade C	Priority 3	20	3 to 5	-
G.M.13	PF	00 - Ground Floor	Plant Room - Room 12	Strainer pot filters	To both main and teaching pool	2	Unknown	Grade B	Priority 2	20	5	The strainer pots are showing signs of corrosion
G.M.14	PF	00 - Ground Floor	Plant Room - Room 12	Gate Valves	To both main and teaching pool	2	Hattersley	Grade C	Priority 3	20	5	Showing signs of corrosions, suggest operation of these is checked.
G.M.16	PF	00 - Ground Floor	Plant Room - Room 12	Main pool drain valve	Gate	2	Hattersley 200	Grade B	Priority 4	20	2 to 5	-
G.M.17	PF	00 - Ground Floor	Plant Room - Room 12	Lever type valves		4		Grade B	Priority 4	20	2 to 5	The valves are all in different stages of deterioration. Some show more signs of corrosion at flanges.
G.M.21	PF	00 - Ground Floor	Plant Room - Room 12	Ball valve set to foot bath circulation system		5		Grade B	Priority 4	20	2 to 5	
G.M.25	PF	00 - Ground Floor	Plant Room - Room 12	Isolating switches		2		Grade B	Priority 4	20	2 to 5	
G.M.27	PF	00 - Ground Floor	Plant Room - Room 12	Ball valves 22 to shower / eye wash unit	Lever	3	~	Grade B	Priority 4	20	5	
G.M.28	PF	00 - Ground Floor	Plant Room - Room 12	Bib tap 22	Local to the Pool circulation pups	1	Not available from site survey	Grade B	Priority 4	30	5	
G.M.29	PF	00 - Ground Floor	Plant Room - Room 12	Motorised solenoid valve to small pool		1	Not available from site survey	Grade B	Priority 3	10 to 15	1 to 3	
G.M.4	PF	00 - Ground Floor	Plant Room - Room 12	Flange valves	Butterfly	8	Hattersley	Grade C	Priority 3	20	1 to 3	Showing signs of corrosion throughout installation
G.M.5	PF	00 - Ground Floor	Plant Room - Room 12	Drain off valves set tanks A & B	Sand filter vessel drain down points	2	Hattersley	Grade B	Priority 4	20	5	
G.M.9	PF	00 - Ground Floor	Plant Room - Room 12	Flange valve set to heat exchange unity	Butterfly	10	Hattersley	Grade B	Priority 3	20 to 30	5	
1.E.1	E	01 - First Floor	Lobby / stairwell - 25	Downlighters		6		Grade B	Priority 3	5-10	10	
1.E.10	E	01 - First Floor	Corridor - 26	Light switch	Pull cord	1		Grade B	Priority 3	10	5	
1.E.11	E	01 - First Floor	Corridor - 26	Call point	Lift	1		Grade B	Priority 3	20	10	
1.E.12	E	01 - First Floor	Changing room - 27	Room stat	Trend	1		Grade B	Priority 3	10	5	
1.E.13	E	01 - First Floor	Changing room - 27	Fluorescent strips	3 fluorescent tubes	2		Grade B	Priority 3	10-15	10	
1.E.14	E	01 - First Floor	Changing room - 27	Fused spur	Switched	1		Grade B	Priority 3	10-15	10	
1.E.17	E	01 - First Floor	Changing room - 27	Light switch	Pull cord	1		Grade B	Priority 3	10	5	
1.E.18	E	01 - First Floor	Disabled toilet / shower - 28	Light switch	Pull cord	1		Grade B	Priority 3	10	5	
1.E.19	E	01 - First Floor	Disabled toilet / shower - 28	Call point - distress	Pull cord	1		Grade B	Priority 3	10	5	
1.E.2	E	01 - First Floor	Lobby / stairwell - 25	Emergency lights	Non maintained	3		Grade B	Priority 3	20	10	

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1.E.20	E	01 - First Floor	Disabled toilet / shower - 28	Strip light E	Maintained	1		Grade B	Priority 3	20	5-10	
1.E.23	E	01 - First Floor	First aid room - 31	Fluorescent strips	3 x fluorescent tubes	2		Grade B	Priority 3	10-15	5-10	
1.E.25	E	01 - First Floor	First aid room - 31	Light switch	Pull cord	1		Grade B	Priority 3	10	5	
1.E.27	E	01 - First Floor	Public gallery - 50	Fluorescent strip lights	3 x fluorescent tubes	3		Grade B	Priority 3	10-15	5-10	
1.E.28	E	01 - First Floor	Public gallery - 50	Emergency lights	Spot light (double)	3		Grade B	Priority 3	20	5-10	
1.E.29	E	01 - First Floor	Public gallery - 50	Emergency lights	Bulkhead	2		Grade B	Priority 3	10-15	5-10	
1.E.32	E	01 - First Floor	Public gallery - 50	Single light switch	Water proof	1		Grade B	Priority 3	10	5	
1.E.33	E	01 - First Floor	Public gallery - 50	Room stat		1		Grade B	Priority 3	10	5	
1.E.35	E	01 - First Floor	Public gallery - 50	Double sockets	RCD Twin Socket	2		Grade B	Priority 3	15	5-10	
1.E.36	E	01 - First Floor	Area around pool - 49	Fire exit sign	Illuminated	1		Grade B	Priority 3	20	15	
1.E.37	E	01 - First Floor	Area around pool - 49	Fluorescent strip lights	4 x fluorescent tubes double	10		Grade B	Priority 3	10-15	5-10	
1.E.38	E	01 - First Floor	Area around pool - 49	Downlighters	High intensity	8		Grade B	Priority 3	20	5-10	
1.E.39	E	01 - First Floor	Area around pool - 49	Emergency lights	Double spots	6		Grade B	Priority 3	20	15	
1.E.41	E	01 - First Floor	Swimming pool - 48	Fluorescent strip lights	5 fluorescent tubes double	24		Grade B	Priority 3	10-15	5-10	
1.E.42	E	01 - First Floor	Swimming pool - 48	Fluorescent strip lights	4 fluorescent tubes double	4		Grade B	Priority 3	10-15	5-10	
1.E.43	E	01 - First Floor	Swimming pool - 48	Fluorescent strip lights	3 fluorescent tubes double	4		Grade B	Priority 3	10-15	5-10	
1.E.44	E	01 - First Floor	Main Pool Area Room 33	Downlighters	IP65 downlights	12		Grade B	Priority 3	10-15	5-10	
1.E.45	E	01 - First Floor	Main Pool Area Room 33	Emergency lighting	Non maintained	3		Grade B	Priority 3	20	15	
1.E.46	E	01 - First Floor	Main Pool Area Room 33	Illuminated fire exit sign	Non maintained	2		Grade B	Priority 3	20	15	
1.E.49	E	01 - First Floor	Room 38	Downlighters	IP65 downlights	12		Grade B	Priority 3	10-15	5-10	
1.E.50	E	01 - First Floor	Room 38	Ceiling light		1		Grade B	Priority 3	10-15	5-10	
1.E.51	E	01 - First Floor	Room 38	Emergency lighting	Non maintained	1		Grade B	Priority 3	20	15	
1.E.52	E	01 - First Floor	Room 38	PA system speaker		1		Grade B	Priority 3	15	5	Corrosion due to chlorine on PA Speakers in changing areas
1.E.53	E	01 - First Floor	Room 39	Downlighters	IP65 downlights	7		Grade B	Priority 3	10-15	5-10	
1.E.54	E	01 - First Floor	Room 39	Emergency lighting	Non maintained	2		Grade B	Priority 3	20	15	

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1.E.55	E	01 - First Floor	Room 40	Downlighters		6		Grade B	Priority 3	10-15	5-10	
1.E.56	E	01 - First Floor	Room 40	Emergency lighting	Non maintained	2		Grade B	Priority 3	20	15	
1.E.58	E	01 - First Floor	Room 44	Ceiling lights		24		Grade B	Priority 3	10-15	5-10	2x Fluorescent strip lights out on far side of pool
1.E.59	E	01 - First Floor	Room 44	PA system speaker		1		Grade B	Priority 3	15	5	Corrosion due to chlorine on PA Speakers in changing areas
1.E.6	E	01 - First Floor	Corridor - 26	Fluorescent strips	3 fluorescent tubes	3		Grade B	Priority 3	10-15	5-10	
1.E.60	E	01 - First Floor	Room 45	Downlighters		1		Grade B	Priority 3	10-15	5-10	
1.E.61	E	01 - First Floor	Room 45	Light switch	Pull cord	1		Grade B	Priority 3	10	5	
1.E.64	E	01 - First Floor	Room 43	Emergency lighting	Non maintained	2		Grade B	Priority 3	20	15	
1.E.65	E	01 - First Floor	Room 47	Single light switch		1		Grade B	Priority 3	10	5	
1.E.66	E	01 - First Floor	Room 47	Bulkhead lights		2		Grade B	Priority 3	10-15	5-10	
1.E.67	E	01 - First Floor	Room 37	Single light switch		1		Grade B	Priority 3	10	5	
1.E.68	E	01 - First Floor	Room 37	Luminaire emergency lighting	Non maintained	3		Grade B	Priority 3	20	15	
1.E.69	E	01 - First Floor	Room 37	Downlighters		6		Grade B	Priority 3	10-15	5-10	
1.E.7	E	01 - First Floor	Corridor - 26	Emergency light	Non maintained	1		Grade B	Priority 3	20	15	
1.E.71	E	01 - First Floor	Room 37	PA system speaker		1		Grade B	Priority 3	15	5	Corrosion due to chlorine on PA Speakers in changing areas
1.E.72	E	01 - First Floor	Room 34	Luminaire emergency lighting	Non maintained	2		Grade B	Priority 3	20	15	
1.E.73	E	01 - First Floor	Room 34	Illuminated exit sign		1		Grade B	Priority 3	20	15	
1.E.74	E	01 - First Floor	Room 34	Downlighters		9		Grade B	Priority 3	10-15	10	
1.E.76	E	01 - First Floor	Room 34	PA system speaker		1		Grade B	Priority 3	15	5	Corrosion due to chlorine on PA Speakers in changing areas
1.E.77	E	01 - First Floor	Room 42	Downlight switch		1		Grade B	Priority 3	10	5	
1.E.78	E	01 - First Floor	Room 42	4-way emergency light switch		1		Grade B	Priority 3	10	5-10	
1.E.80	E	01 - First Floor	Room 42	Fuse spur		2	MK	Grade B	Priority 3	10-15	10	
1.E.81	E	01 - First Floor	Room 36	Luminaire emergency lighting	Non maintained	1		Grade B	Priority 3	20	15	
1.E.83	E	01 - First Floor	Room 35	Single light switch		1		Grade B	Priority 3	10	5	
1.E.84	E	01 - First Floor	Room 35	Downlighters		2		Grade B	Priority 3	10-15	10	
1.E.22	Fire	01 - First Floor	First aid room - 31	AFD smoke	Optical	1		Grade A	Priority 4	20	10-15	
1.E.26	Fire	01 - First Floor	First aid room - 31	Sounder beacon	Fire alarm	1		Grade B	Priority 4	20	10-15	Fault on Fire Alarm Panel with sounder beacon in First Aid Room. Fire Alarm Engineer has recommended battery replacement
1.E.3	Fire	01 - First Floor	Lobby / stairwell - 25	Fire alarm call points	Break glass	1		Grade A	Priority 4	20	10-15	
1.E.30	Fire	01 - First Floor	Public gallery - 50	Call point	Fire alarm	1		Grade A	Priority 4	20	10-15	

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1.E.31	Fire	01 - First Floor	Public gallery - 50	Sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10-15	
1.E.4	Fire	01 - First Floor	Lobby / stairwell - 25	Sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10-15	
1.E.40	Fire	01 - First Floor	Area around pool - 49	Sounder beacons	Fire alarm	3		Grade A	Priority 4	20	10-15	
1.E.47	Fire	01 - First Floor	Main Pool Area Room 33	Fire alarm call points	Break glass	1		Grade A	Priority 4	20	10-15	
1.E.48	Fire	01 - First Floor	Main Pool Area Room 33	Fire alarm sounder beacon	Fire alarm	2		Grade A	Priority 4	20	10-15	
1.E.5	Fire	01 - First Floor	Lobby / stairwell - 25	AFD smoke	Optical	1		Grade A	Priority 4	20	10-15	
1.E.57	Fire	01 - First Floor	Room 40	Fire alarm sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10-15	
1.E.62	Fire	01 - First Floor	Room 43	Fire alarm call point	Break glass	1		Grade A	Priority 4	20	10-15	
1.E.63	Fire	01 - First Floor	Room 43	Fire alarm sounder beacon		1		Grade A	Priority 4	20	10-15	
1.E.70	Fire	01 - First Floor	Room 37	Sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10-15	
1.E.75	Fire	01 - First Floor	Room 34	Sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10-15	
1.E.8	Fire	01 - First Floor	Corridor - 26	AFD smoke	Optical	1		Grade A	Priority 4	20	10-15	
1.E.82	Fire	01 - First Floor	Room 36	Manual call points	Fire alarm	1		Grade A	Priority 4	20	10-15	
1.E.9	Fire	01 - First Floor	Corridor - 26	Sounder beacon	Fire alarm	1		Grade A	Priority 4	20	10-15	
1.M.1	M	01 - First Floor	Changing room - 27	Air supply and extract grilles	-	2	Not available from site survey	Grade C	Priority 2	25	1 to 3	The grilles are in need of cleaning and also re-fixing. Central core from one of the grilles is loose.
1.M.10a	M	01 - First Floor	Swimming pool - 48	Air supply grilles	Supply grilles in side wall of ductwork. Double deflection type	20	Not available from site survey	Grade B	Priority 4	25	5 to 8	The grilles are in good condition with no immediate signs of corrosion or damage.
1.M.10b	M	01 - First Floor	Swimming pool - 48	Air extract grilles	Extract grilles horizontal in ceiling	3	Not available from site survey	Grade B	Priority 4	25	5 to 8	The grilles are in good condition with no immediate signs of corrosion or damage.
1.M.11	M	01 - First Floor	Room 38	Air extract grille	Extract	1	Not available from site survey	Grade B	Priority 4	25	5 to 8	Air movement through grille is limited/non existant. Internal cleaning of ductwork and grilles to improve system efficiency required.
1.M.18	M	01 - First Floor	Room 44	Air extract grilles	Extract	15	Not available from site survey	Grade B	Priority 4	25	5 to 8	Air movement through grille is limited/non existant. Internal cleaning of ductwork and grilles to improve system efficiency required.
1.M.19	M	01 - First Floor	Room 45	Air extract grille	Extract	1	Not available from site survey	Grade B	Priority 4	25	5 to 8	Air movement through grille is limited/non existant. Internal cleaning of ductwork and grilles to improve system efficiency required.
1.M.23	M	01 - First Floor	Room 37	Extract grille	Extract	1	Not available from site survey	Grade B	Priority 4	25	5 to 8	Air movement through grille is limited/non existant. Internal cleaning of ductwork and grilles to improve system efficiency required.
1.M.6	M	01 - First Floor	Disabled toilet / shower - 28	Air extract grille	Extract	1	Not available from site survey	Grade B	Priority 4	25	5 to 8	Air movement through grille is limited/non existant. Internal cleaning of ductwork and grilles to improve system efficiency required.
1.M.7	M	01 - First Floor	First aid room - 31	Radiator	Cast	1	Not available from site survey	Grade B	Priority 4	25	5 to 8	-
1.M.8	M	01 - First Floor	First aid room - 31	Air extract grille	Extract	1	Not available from site survey	Grade B	Priority 4	25	5 to 8	Air movement through grille is limited/non existant. Internal cleaning of ductwork and grilles to improve system efficiency required.

Asset Ref	M or E	Level	Location	Equipment / Plant Ref:	Type	Qty	Manufacturer	Condition Grading	Priority Grading	Economic Life (Yrs)	Predicted Future Life (Yrs)	Comments
1.M.4	Sani	01 - First Floor	Disabled toilet / shower - 28	Mixer tap	~	1						
2.E.1	E	02 - Second Floor	Room 53	Single light switch x 1	Metal clad		MK	Grade B	Priority 3	10	5	
2.E.12	E	02 - Second Floor	Changing Room Plant Room 52	Fluorescent tube double lights x 4				Grade B	Priority 3	10-15	10	
2.E.2	E	02 - Second Floor	Room 53	Single socket outlet x 1	Metal clad		MK	Grade B	Priority 3	10-15	10	
2.E.6	E	02 - Second Floor	Changing Room Plant Room 52	Electrical AHU isolators x 2	20 amp		MEM	Grade B	Priority 3	20	10	
2.E.9	E	02 - Second Floor	Changing Room Plant Room 52	Electrical isolator x 1	100 amp		MEM	Grade B	Priority 3	20	10	
2.E.13	Fire	02 - Second Floor	Changing Room Plant Room 52	Manual call point x 1				Grade A	Priority 4	20	10-15	
2.M.13	M	02 - Second Floor	Changing Room Plant Room 52	Actuator motorised valve	~	1	Staefa	Grade B	Priority 3	15	2 to 4	Operation of valve unknown
2.M.4	M	02 - Second Floor	Room 53	Actuator motorise valves	~	1	Staefa	Grade B	Priority 3	15	2 to 4	Operation of valve unknown
2.M.5	M	02 - Second Floor	Room 53	Isolation / control valves	Gate	16	Hattersley	Grade C	Priority 3	30	5	Operation of valve unknown
3.E.1	E	03 - Third Floor	Lift Motor Room - Room 55	External bulkhead emergency lights x 2	External 8 watt bulkhead			Grade B	Priority 3	20	15	
3.E.10	E	03 - Third Floor	Lift Motor Room - Room 55	Lift shaft light switch x 1	Metal clad							Requires lift engineers inspection
3.E.11	E	03 - Third Floor	Lift Motor Room - Room 55	Fused spur to lift car light x 1	Metal clad		MK					Requires lift engineers inspection
3.E.13	E	03 - Third Floor	Lift Motor Room - Room 55	Isolation switch x 1	63 amp		MEM TPN	Grade B	Priority 3	10-15	10	
3.E.17	E	03 - Third Floor	Room 54	Single light switch x 1	Metal clad			Grade B	Priority 3	10	5	
3.E.19	E	03 - Third Floor	Room 54	Fluorescent tube double lights x 3	1500mm			Grade B	Priority 3	10-15	10	
3.E.20	E	03 - Third Floor	Room 54	Double socket outlet x 1	Metal clad		MK	Grade B	Priority 3	10-15	10	
3.E.21	E	03 - Third Floor	Room 54	Motorised activation valve x 2			Staefa Control Systems					
3.E.23	E	03 - Third Floor	Room 54	MEM isolator x 1	20 amp		MEM	Grade B	Priority 3	10-15	10	
3.E.4	E	03 - Third Floor	Lift Motor Room - Room 55	Light switch x 1	Metal clad			Grade B	Priority 3	10	5	
3.E.5	E	03 - Third Floor	Lift Motor Room - Room 55	Emergency light key switch x 1	Metal clad			Grade B	Priority 3	10	5	
3.E.7	E	03 - Third Floor	Lift Motor Room - Room 55	Fluorescent tube double light x 1	1500mm			Grade B	Priority 3	10-15	10	
3.E.8	E	03 - Third Floor	Lift Motor Room - Room 55	Double socket outlet x 1	Metal clad		MK	Grade B	Priority 3	10-15	10	
3.E.9	E	03 - Third Floor	Lift Motor Room - Room 55	Fused spur x 1	Metal clad		MK	Grade B	Priority 3	10-15	10	
3.E.2	M	03 - Third Floor	Lift Motor Room - Room 55	BMS sensor	External wall mounted	1	Trend	Grade B	Priority 4	8 to 15	5	Purpose of stat not confirmed - assume it is external temperature stat.
4.E.1	E	04 - Fourth Floor	Adjacent to AHU	IP rated bulkhead lights x 3	Circular 100w			Grade B	Priority 3	10-15	5	

Asset Ref	M or E	Level	Location	Equipment / Plant Ref:	Type	Qty	Manufacturer	Condition Grading	Priority Grading	Economic Life (Yrs)	Predicted Future Life (Yrs)	Comments
4.E.2	E	04 - Fourth Floor		IP rated bulkhead light x 1	40w			Grade B	Priority 3	10-15	5	
4.E.3	E	04 - Fourth Floor	Boiler room - 56	Light switch x 1	Metal clad			Grade B	Priority 3	10	5	
4.E.5	E	04 - Fourth Floor	Boiler room - 56	Fused spur outlets x 3			MK	Grade B	Priority 3	15	5-10	
4.E.6	E	04 - Fourth Floor	Boiler room - 56	RCD protected double socket x 1			MK	Grade B	Priority 3	15	5-10	
4.E.7	E	04 - Fourth Floor	Boiler room - 56	Fluorescent tube single lights x 4				Grade B	Priority 3	10-15	10	
4.E.8	E	04 - Fourth Floor	Boiler room - 56	Fluorescent tube double lights x 4				Grade B	Priority 3	10-15	10	
4.M.16	E	04 - Fourth Floor	Boiler room - 56	MTHW pump isolators x 2	20 A TPN		MEM	Grade B	Priority 4	15	5	Minor corrosion to the casing.
4.M.19	E	04 - Fourth Floor	Boiler room - 56	Rotary isolator switch x 1			Bell	Grade B	Priority 3	20	10	
4.M.8	M	04 - Fourth Floor	Boiler room - 56	Temperature gauges	Mounted on boiler pipework	2	Not available from site survey	Grade C	Priority 2	15 to 20	1	Suggest the temperature gauges are replaced due to age and deterioration
4.M.9	M	04 - Fourth Floor	Boiler room - 56	Pressure guages	To pump sets and pressurisation unit	6	Not available from site survey	Grade C	Priority 2	15 to 20	1	Suggest the gauges are replaced due to age and deterioration
6.E.1	E	06 - Sixth Floor	Cold Water Tank Room	Single light switch x 1	Metal clad		MK	Grade B	Priority 3	10	5	
6.E.2	E	06 - Sixth Floor	Cold Water Tank Room	Double fluorescent tube lights x 5	1200mm length			Grade B	Priority 3	10-15	10	
6.E.3	E	06 - Sixth Floor	Cold Water Tank Room	Double socket x 1	Metal clad		MK	Grade B	Priority 3	15	10	
6.E.4	E	06 - Sixth Floor	Cold Water Tank Room	Fused spur outlet x 1	Metal clad		MK	Grade B	Priority 3	15	10	
6.M.10	M	06 - Sixth Floor	Cold Water Tank Room	Isolation valves	Stopcock / Gate Valves	5	Hattersley	Grade C	Priority 3	20 to 25	3 to 5	Operation of the valve to be checked.
6.M.2	M	06 - Sixth Floor	Cold Water Tank Room	Cold water services tank water level float valves	Ball	3	Not available from site survey	Grade B	Priority 3	15 to 20	5	To be checked annually during 'Water Hygiene Risk Assessment'
6.M.4	M	06 - Sixth Floor	Cold Water Tank Room	Cold water services incoming supply meter	32 diameter	1	Not available from site survey	Grade B	Priority 4	20	5	No comment
6.M.6	M	06 - Sixth Floor	Cold Water Tank Room	Cold tank service isolating valves	Gate Valve	8	Not available from site survey	Grade B	Priority 4	15 to 20	5	To be checked annually during 'Water Hygiene Risk Assessment'
6.M.8	M	06 - Sixth Floor	Cold Water Tank Room	Frost thermostat wall mounted	Frost stat linked to tubular heaters	1	Satchwell	Grade B	Priority 3	15	1 to 3	This should be serviced and checked for operation
8.E.1	E	08 - Eighth Floor	Plant room	Fluorescent tube single light x 1				Grade B	Priority 3	10-15	10	
8.E.2	E	08 - Eighth Floor	Plant room	Single switch x 1	Metal clad		MK	Grade B	Priority 3	10	5	
G.E.122	Fire	00 - Ground Floor	Plant Room	Smoke detector x 15	AFD			Grade A	Priority 4	20	10-15	
G.E.125	Fire	00 - Ground Floor	Plant Room	Sounder x 3	Strobe			Grade A	Priority 4	20	10-15	
G.E.129	Fire	00 - Ground Floor	Plant Room	Bell sounder x 1				Grade A	Priority 4	20	10-15	
G.E.15	Fire	00 - Ground Floor	Lobby - 02	Smoke detector x 1	Optical			Grade A	Priority 4	20	10-15	

Asset Ref	M or E	Level	Location	Equipment / Plant Ref:	Type	Qty	Manufacturer	Condition Grading	Priority Grading	Economic Life (Yrs)	Predicted Future Life (Yrs)	Comments
2.E.14	Fire	02 - Second Floor	Changing Room Plant Room 52	Smoke detector x 1				Grade A	Priority 4	20	10-15	
2.E.3	Fire	02 - Second Floor	Room 53	Manual call point x 1				Grade A	Priority 4	20	10-15	
2.E.4	Fire	02 - Second Floor	Room 53	Sounder beacon x 1				Grade A	Priority 4	20	10-15	
2.E.5	Fire	02 - Second Floor	Room 53	Smoke detectors x 2				Grade A	Priority 4	20	10-15	
3.E.18	Fire	03 - Third Floor	Room 54	Manual call point x 1				Grade A	Priority 4	20	10-15	
3.E.22	Fire	03 - Third Floor	Room 54	Smoke detector AFD x 1				Grade A	Priority 4	20	10-15	
3.E.3	Fire	03 - Third Floor	Lift Motor Room - Room 55	Manual call point x 1				Grade A	Priority 4	20	10-15	
3.E.6	Fire	03 - Third Floor	Lift Motor Room - Room 55	Smoke detector AFD x 1				Grade A	Priority 4	20	10-15	
4.E.4	Fire	04 - Fourth Floor	Boiler room - 56	Manual call point x 1				Grade A	Priority 4	20	10-15	
4.E.9	Fire	04 - Fourth Floor	Boiler room - 56	Heat / smoke detectors AFD x 5				Grade A	Priority 4	20	10-15	

REPORT TO:	July Cabinet 2022
SUBJECT:	Update on the Housing Improvement Plan
LEAD OFFICER:	Susmita Sen, Corporate Director of Housing
CABINET MEMBER:	Councillor Lynne Hale, Cabinet Member for Homes
WARDS:	All

SUMMARY OF REPORT:

The following report provides an update to Cabinet on the proposed strengthening of the Housing Improvement Plan in response to the Housing Improvement Board's March 2022 report and Executive Mayor Perry's mandate to strengthen the Plan.

FINANCIAL IMPACT:

The implementation and revision of the Housing Improvement Plan will need an upfront investment to ensure we deliver a plan that meets the needs of residents. Financial costs incurred in year will be funded using HRA reserves to ensure this investment delivers the right plan for the community.

The recommendations in this report will require investment beyond March 2023. The HRA business plan and capital programme report will be presented to Cabinet in September 2022 at which point the draft HRA budget for financial year 2023-2024 will be updated to reflect any budgetary changes required.

KEY DECISION REFERENCE NO.:

The Executive Mayor in Cabinet is recommended to...

RECOMMENDATIONS:

- i. Note and agree to the review and strengthening of the Housing Improvement Plan
- ii. Note and agree the proposed next steps to strengthen the Housing Improvement Plan

1. BACKGROUND

- 1.1 Following the coverage of poor housing conditions at Regina Road, the Council's previous administration committed to the creation of the Housing Improvement Board and the development and implementation of the Housing Improvement Plan in May 2021. The Cabinet had agreed that the purpose of the Plan would be to address the failings of the housing service highlighted in the ARK Consultancy Investigation into Conditions at 1-87 Regina Road, South Norwood.
- 1.2 Since July 2021 the housing service has developed and begun to deliver the Housing Improvement Plan. Improvements to the Council's housing service have since remained a concern of the government-appointed Improvement & Assurance Panel and the housing directorate's improvement planning must provide a path to compliance with the Regulator for Social Housing's Home Standard and Tenant Involvement & Empowerment Standard.
- 1.3 In March 2022, the Council's previous administration agreed the content of the Plan, and delegated authority to further amend the Plan to the Corporate Director for Housing in consultation with the Cabinet Member for Homes (Key Decision: 2022CAB).
- 1.4 In March 2022 Cabinet also required quarterly updates on the implementation of the improvement plan and that going forward it will include commentary from the Housing Improvement Board.
- 1.5 The updated paper and proposals to considerably strengthen the Housing Improvement Plan have been developed utilising feedback from the independent Housing Improvement Board's report in March 2022 and in discussion with the Chair of the Housing Improvement Board.
- 1.6 The Housing Improvement Board's full report on the previous version of the Housing Improvement Plan is available [here](#).

2. REINVIGORATING IMPROVEMENTS TO THE HOUSING SERVICE

- 2.1 Following the election of the Executive Mayor Perry and the Housing Improvement Board's criticism of the Plan in their March 2022 report, the Council's planned improvements to the housing service must be reshaped and reinvigorated to reflect the views of our residents and address comprehensively the root causes of its past service failings.
- 2.2 The independent Housing Improvement Board's report to March 2022 Cabinet stated that the existing version of the Housing Improvement Plan "needs considerable further work if it is to command [the Housing

Improvement Board's] confidence, and, much more important, the council's tenants'". The Housing Improvement Board's report made a number of key recommendations against the following key themes:

- Conditions at Regina Road
- Governance
- Treating tenants with respect
- Improving data and its use
- Staff capability
- Quality of planning

2.3 The Executive Mayor has been elected with the mandate of "strengthen[ing] the Housing Improvement Plan so that it better reflects our determination to get on with improving the service". Subsequently, the Housing Improvement Plan must be strengthened to reflect the call for changes from both the electorate and the Housing Improvement Board.

2.4 To deliver sustained and impactful change we need to ensure we have fully understood and identified the service shortcomings and their root causes. In addition, we will engage more comprehensively with our tenants to ensure their views and concerns are heard both in re-invigorating the plan and in delivering the new service.

3. IMPLEMENTING THE CHANGE IN DIRECTION

3.1 A Housing Improvement Plan which delivers the changes residents wish to see is key to providing assurance to our partners and regaining the trust of our community. Listening to residents will be at the core of the directorate's improvement plans from development to implementation and evaluation.

3.2 The strengthened Plan will have been created through comprehensive engagement with residents to reflect concerns that the existing Plan does not go far enough to create real change for tenants and residents. The engagement will enable the directorate to address the objectives in the recently adopted Residents' Charter and will align with the development of the corporate Customer Access Strategy.

3.3 The strengthened Plan will reflect the Council's ambition to develop the best landlord services in London and this cannot be done without full buy-in from residents, staff, Cabinet and the Housing Improvement Board. It also requires us to fully understand the causes of service underperformance in the past so that we can create sustainable change.

- 3.4 The revised plan will therefore have been updated following a series of deep dives across the directorate to ensure we have identified fully the root causes of service failings and ensure we address them in a meaningful and sustainable way going forward.
- 3.5 The directorate will also be reviewing and strengthening existing project management arrangements to provide strong oversight and ensure outcomes are aligned to priorities.
- 3.6 We recognise that staff have been working hard to deliver the housing service in difficult times. We see the co-creation of a vision and mission as key to supporting staff by setting a clear direction for the directorate. In addition, the culture transformation will also equip, support and engage staff to deliver customer-focused services.
- 3.7 Cultural transformation will be fundamental to ensuring the success of the directorate's improvement plans. As such, the directorate will also be initiating a bespoke culture change plan, aligned with the Council-wide corporate change programme, which will be centred on ensuring residents are treated with empathy and respect. This plan will target the skills, behaviours, attitudes of our staff and contractors to ensure tenants are at the heart of our services. It will also target the Employee Value Proposition aimed at boosting employee engagement and satisfaction, thereby attracting and retaining high quality professionals to the organisation.

4. Next Steps

- 4.1 The review of the Housing Improvement Plan will utilise the following approach:
 - Co-creation with residents, staff and Members of a shared vision and mission for the directorate with customers at the heart of how we lead and deliver services
 - Prioritising the importance of treating our customers with respect and empathy throughout all service delivery
 - Deep dives and review of existing service performance, performance measures and standards. Utilisation of benchmarking, Home Standard, Tenant Involvement & Empowerment Standard and extensive engagement with customers, colleagues and other key partners
 - Learning from best practice provided by industry leaders including the Chartered Institute of Housing, and the Tenants Participation Advisory Service

- High level map of the transformational change required to deliver our vision including structure, operating model, culture, systems, capability, behavioural standards and professionalisation - co-produced with key partners
- Review of existing governance and project management arrangements to deliver impactful change
- Broader evaluation of the interdependencies within the Council which will enable the delivery of the Housing Improvement Plan and other mayoral priorities
- Alignment with the Council-wide transformation plans as outlined in the Mayor's Plan

4.2 We anticipate the above to be completed and inform the Cabinet paper in November.

4.3 Undertaking the actions above will enable the Council to provide our partners with an accurate assessment of the improvements needed with honest timescales. An update on the Plan will be presented to Cabinet in November 2022. Several projects will be kickstarted ahead of the November Cabinet meeting including the...

- Development of a vision and mission for the housing directorate
- Development and implementation of Residents' Charter action plan
- Gap analysis of service performance in alignment with Tenant Involvement & Empowerment Standard and Homes Standard
- End-to-end review of voids
- End-to-end review of complaints aligned with Housing Ombudsman's Complaints Handling code
- Professionalisation of the workforce to improve employee capability and retention

4.4 The list above is not exhaustive, and all projects within the revised Housing Improvement Plan will align with the Social Housing Regulation Bill by ensuring residents' voices are heard. Further projects will be brought into the scope of the Plan following engagement with residents.

4.5 The reshaping and reinvigoration of the housing directorate is a long-term project which will take place in phases. Timescales will be developed to set the expectation as to what will be achieved at each stage. The transformation of the housing service will be first evidenced by tangible improvements to the areas listed in 4.3. Further detail will become available once the directorate has completed the deep-dives and review of existing service performance outlined in 4.1.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 The implementation and revision of the Housing Improvement Plan will need an upfront investment to ensure we deliver a plan that meets the needs of residents. Financial costs incurred in year will be funded using HRA reserves to ensure this investment delivers the right plan for the community.
- 5.2 The recommendations in this report will require investment beyond March 2023. The HRA business plan and capital programme report will be presented to Cabinet in September 2022 at which point the draft HRA budget for financial year 2023-2024 will be updated to reflect any budgetary changes required.
- 5.3 Recruitment difficulties represent a risk to the development and implementation of the Housing Improvement Plan with regards to the recruitment of both operational and change-delivery staff. Whilst HRA funding is available to recruit to the directorate, the combination of a challenging labour market and difficulties attracting staff to the borough represents a risk. The risks to recruitment will be mitigated through the bespoke culture change plan which will include the development of an employee value proposition to attract and retain staff. Attraction and retention of staff will also be increased through the professionalisation of the workforce which will include the provision of training and support to our staff.
- 5.4 Approved by Nish Popat, Interim Head of Corporate Finance

6. LEGAL CONSIDERATIONS

- 6.1 The Head of Litigation and Corporate Law comments on behalf of the Director of Legal Services that the Housing Improvement Plan will assist the Council in complying with the consumer standards set by the Regulator of Social Housing. There are statutory requirements on the Council to consult with tenants where they are likely to be substantially affected by changes in housing management practice or policy, and the Council must ensure that it meets these requirements as part of the comprehensive review of the Housing Improvement Plan.
- 6.2 Approved by Sandra Herbert, Head of Litigation & Corporate Law on behalf of the Director of Legal Services & Deputy Monitoring Officer

7. HUMAN RESOURCES IMPACT

- 7.1 There are no immediate human resources impacts arising directly from the recommendations in this report. However, there will be impacts associated with the development and delivery of the Housing Improvement Plan. The Housing Improvement Plan constitutes a key part of the Mayor's Plan, and it

is inevitable that the Plan will have an impact on the Council's workforce. The Council's agreed human resources policies and procedures will be followed.

7.2 To achieve an enduring culture change in the housing service directorate a set of appropriate and carefully designed organisational development initiatives will need to be created and delivered to enable that change, with contextual relevance and sensitivity. The council is currently in the process of delivering the 'Crossing the Threshold' culture change programme, and this should, in part, support and enable the workforce improvements sought in the housing directorate. The importance of the inter-dependency of the culture change programme with the directorate improvement plan is set out more fully in Section 3.7 above.

7.3 Approved by: Dean Shoesmith, *Chief People Officer*

8. EQUALITIES IMPACT

8.1 The transformation of the housing directorate must champion inclusion through the services it provides to residents, and inclusion of our diverse resident communities will be central to the training and support offered to staff.

8.2 The Council has a statutory duty to comply with the provisions set out in the Equality Act 2010. In summary, the Council must in the exercise of all its functions, "have due regard to" the need to comply with the three aims of the general equality duty. These are to

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- Foster good relations between people who share a protected characteristic and people who do not share it

8.3 Having due regard means to consider the three aims of the Equality Duty as part of the process of decision-making. This means that decision makers must be able to evidence that they have taken into account any impact of the proposals under consideration on people who share the protected characteristics before decisions are taken.

8.4 Regard for the Council's public sector equality duty will be central to the comprehensive engagement plan undertaken to strengthen the Housing Improvement Plan. The creation of a revised Housing Improvement Plan will be accompanied by the development of equalities impact assessments for each workstream which will be developed in conversation with the Equalities Manager. The project managers responsible for the delivery of actions within the workstreams will ensure the EQIAs produced accurately assess the potential impact on vulnerable groups, and groups that share protected characteristics.

- 8.5 Improving data collection from service users across the nine protected characteristics will benefit decision making by ensuring that decisions are based on clear evidence. Departments will also evidence customer satisfaction and dissatisfaction using this method across the protected characteristics to ensure that the Council is delivering a fair and equitable service to all protected groups. Satisfaction surveys should include a question on discrimination to ensure that there is no repetition of allegations of racial discrimination by service users which were considered by the ARK Consultancy report. Though the ARK Consultancy report did not find clear evidence of discrimination, residents perceived that they were treated less favourably because of their race. This occurred with members of the African and African Caribbean community along with other ethnic communities who were identifiable by their non-British sounding names. It is important to note that the definition of a racist incident is one that is perceived so by the victim. Therefore, whether the ARK Consultancy report found clear evidence of discrimination is immaterial to residents' lived experience and the reputation of the Council. There should be an onus on both officers and contractors to ensure that their behaviours to residents is both helpful and respectful and that residents should no longer perceive that they have been discriminated against in relation to their race.
- 8.6 Poor housing conditions and perceptions of unfair treatment are likely to exasperate existing mental health conditions or create new mental health conditions. In particular, when exasperated by other socio-economic impacts such as poverty, unemployment and the cost-of-living crisis. It is important that residents are treated in a fair, respectful and equitable manner to ensure that existing or new conditions are not triggered by behaviour of staff or suppliers. It is important that staff training reflects this.
- 8.7 Residents with disabilities or parents of children with disabilities may be treated more favourably than others in relation to housing improvements. This will not amount to discrimination in relation to the Equality Act 2010.
- 8.8 The Council will also encourage its suppliers to adopt the Council's standards for equality in the borough: Croydon's Equalities Pledge and the George Floyd Race Matters Pledge.
- 8.9 Approved by Denise McCausland, Equalities Manager

9. ENVIRONMENTAL IMPACT

- 9.1 The Housing Improvement Programme has no direct environmental impacts. However, through the co-production of services on estates with residents, the Housing Improvement Plan will deliver better services for our housing stock and improved outcomes for the environment. The strategic objectives of the Housing Improvement Plan must align with the actions within the [Croydon Carbon Neutral Action Plan](#) regarding the decarbonisation of social housing.

9.2 Approved by Justin Hunt, Director of Tenancy Services

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no crime prevention and reduction implications as a result of the recommendations in this report. The Housing Improvement Plan itself will increase the safety of residents by improving the relationship between residents and the Council's landlord services in relation to repairs and safety as well as residents' concerns. Improvements to the built environment will likely have a positive impact on crime and disorder, including anti-social behaviour

10.2 When reports of anti-social behaviour are raised by tenants and leaseholders, they will be investigated in line with the Anti-Social Behaviour Policy. The policy details the London Borough of Croydon's approach to anti-social behaviour.

10.3 Approved by Christopher Rowney, Head of the Violence Reduction Network on behalf of Kristian Aspinall

11. DATA PROTECTION IMPLICATIONS

11.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

No, as the report contains no sensitive or personal data

CONTACT OFFICER: *Susmita Sen, Corporate Director for Housing*

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Agenda Item 9

REPORT TO:	CABINET 6th July 2022
SUBJECT:	A Public Space Protection Order (PSPO) in Croydon Town Centre
LEAD OFFICER:	Nick Hibberd Corporate Director of Sustainable Communities, Regeneration & Economic Recovery Kristian Aspinall Interim Director Culture & Community Safety
CABINET MEMBER:	<i>Councillor Ola Kolade</i> Cabinet Member for Community Safety
WARDS:	<i>Specifically</i> Broad Green Fairfield South Croydon <i>Further scoping</i> All

SUMMARY OF REPORT:

Progression of a Public Space Protection Order (PSPO) in Croydon Town Centre

FINANCIAL IMPACT:

There are no significant financial impacts from the Policy identified and no additional funding is being requested. The primary cost is installing new signage through the proposed PSPO zones which is funded by the Violence Reduction Network (VRN).

KEY DECISION REFERENCE NO.: not a key decision

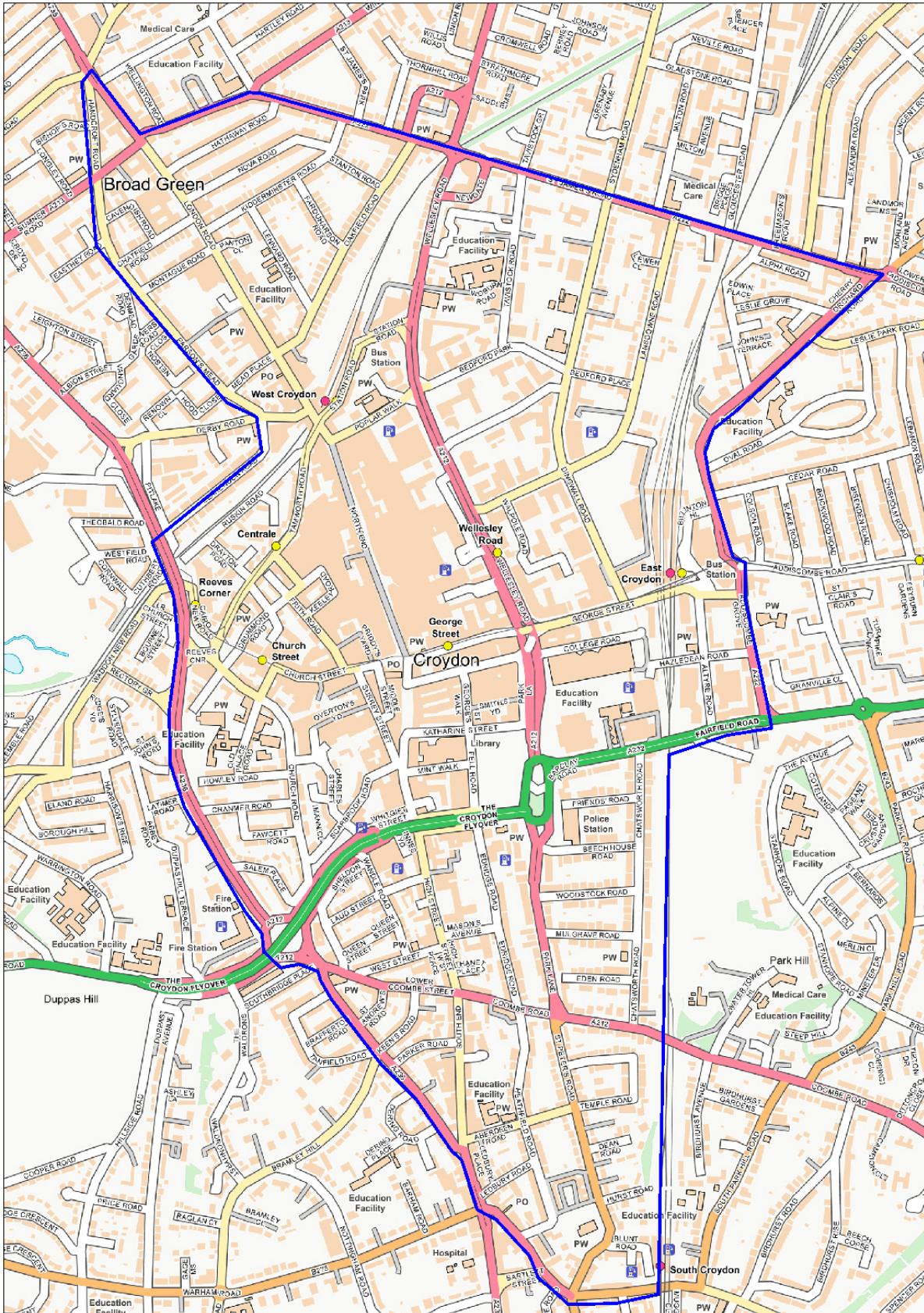
RECOMMENDATIONS:

The Executive Mayor, in Cabinet, is recommended to:

- i. To note the contents of the report and the process for implementing a Public Spaces Protection Order (PSPO) in the priority neighbourhoods
- ii. To authorise consultation with members of the public and partners on implementing a PSPO in the Town Centre and surrounding areas
- iii. To receive further reports on proposed PSPOs for other hotspot areas, including New Addington, following the Crime and Disorder Strategic Needs Assessment later in 2022

1. DETAIL OF YOUR REPORT

1.1 Progression of a Public Space Protection Order (PSPO) in Croydon Town Centre.



2. EXECUTIVE SUMMARY

- 2.1 On 20 October 2014 the Anti-Social Behaviour Crime and Policing Act 2014 (“the Act”) came into force. This Act introduced several tools and powers for use by councils and the police to address anti-social behaviour (ASB) in their local areas. These tools, which replaced and streamlined a number of previous measures, were brought in as part of a Government commitment to put victims at the centre of approaches to tackling ASB, focussing on the impact behaviour can have on both communities and individuals, particularly on the most vulnerable. This act introduced the powers available to the police and local authorities to deal with anti-social behaviour. One of these measures is the use of Public Space Protection Orders (PSPO).
- 2.2 On the 18th December 2017, Croydon implemented a PSPO that covered the Town Centre and remained in force for a period of three years. The PSPO had been used by members of the Safer Croydon Partnership to tackle anti-social behaviour and street drinking in the Town Centre.
- 2.3 The PSPO granted in 2017 for the Town Centre had two prohibitions listed, which were:
- i. Being in possession of an open container of, or consuming alcohol, save in premises falling within section 62 of the ASBCPA 2014.
 - ii. Behaving in a manner, either as an individual or within a group of people, which is likely to cause harassment, alarm or distress

Please refer to Appendix A for the Town Centre PSPO Order 2017.

- 2.4 The original PSPO lapsed in 2020. This was due to a perceived reduction in ASB and a lack of recorded evidence that it was being used at the time.
- 2.5 As part of the Mayor’s commitment to working with the Police to tackle Crime and Disorder across the Borough, we are proposing to consult on bringing this PSPO back into effect across a wider area than before. This will provide another tool for Police and Council Officers to make our public spaces free from anti-social behaviour and stop ongoing harassment and disorder. We will work with the Police to ensure use of the power is recorded throughout the lifespan of the PSPO should it be implemented.
- 2.6 This proposal is based on our recent Community Safety Strategy 2022 which highlights Croydon Town Centre as one of our major hotspots for ASB and crime and disorder.
- 2.7 This PSPO is one part of our wider plan to make our Town Centre safer and more welcoming as part of the Mayor’s commitment to tackling crime and disorder in Croydon and supporting the Police in their work in Croydon. It is a

priority for all the statutory partners in the borough to reduce ASB and disorder in key areas, including Croydon town centre.

3. PUBLIC SPACE PROTECTION ORDERS

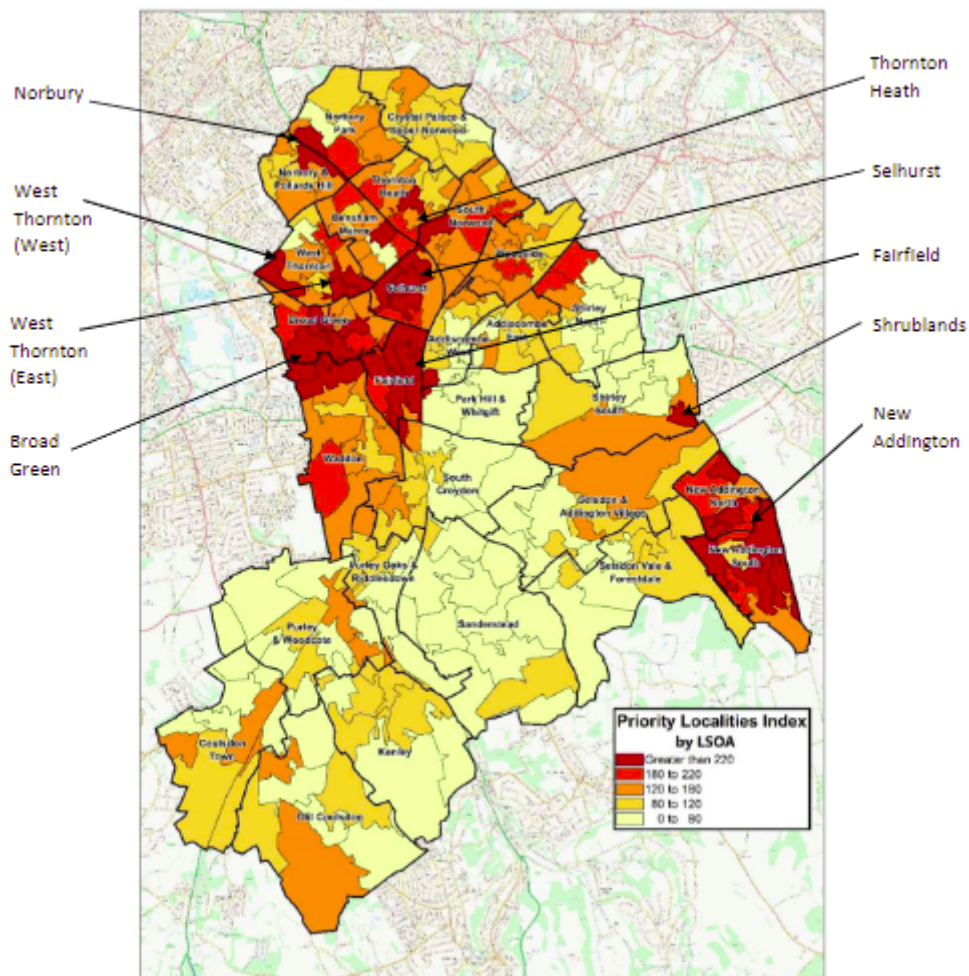
- 3.1 PSPOs are intended to deal with a particular nuisance or problem in a particular area where the behaviour is detrimental to the local community's quality of life, by imposing conditions on the use of that area. These can apply to everyone who uses that area or can be specifically structured to apply only to certain groups or categories of person, at different times or in specified circumstances. The Council is responsible for making a PSPO although the police also have enforcement powers.
- 3.2 The Council can make a PSPO if satisfied, on reasonable grounds that the following conditions are met in relation to the activities sought to be regulated:
- That they are or are likely to be carried on in a public place within the Borough;
 - That they have had, or are likely to have, a detrimental effect on the quality of life of those in the locality;
 - The effect, or likely effect of the activities is likely to be, persistent or continuing in nature;
 - Is or is likely to be such as to make the activities unreasonable; and
 - justifies the restrictions sought to be imposed by the order.
- 3.3 In addition to the specific statutory consultation requirements, the Council has to adhere to the publication requirements which form part of the Anti-Social Behaviour, Crime and Policing Act 2014 (Publication of Public Spaces Protection Orders) Regulations 2014 ("The regulations"). These specify both advertising requirements and the need for notification to be placed on land affected.
- 3.4 If made, details of the making of a PSPO will have to be made available on the Council's website and notification is required to be placed on the land affected in such a manner as to bring the order to the notice of persons using the restricted land. Any variation or discharge of the orders must be similarly publicised.
- 3.5 Should the PSPO be implemented the Council will work with the Police to ensure that front-line officers are aware of the power and how to use it, to maximise the impact of the PSPO.
- 3.6 A breach of the PSPO is a criminal offence, which can be dealt with, either by way of a fixed penalty notice (FPN) or prosecution. If prosecuted, an individual could be liable for a fine. Only those aged over 18 can be issued with a FPN.
- 3.7 Any PSPO introduced is only valid for three years and must thereafter be extended if still required. Such extension is subject to the Council being satisfied that it is reasonable and necessary to do so and is subject to the same

publication requirements as the introduction of a PSPO. The extension period is also restricted to a maximum of three years.

4. PRIORITY NEIGHBOURHOODS

4.1 The Safer Croydon Partnership is the statutory partnership that brings together the Police, Council, Health, Probation, and Fire Brigade to tackle crime and disorder in Croydon. The Partnership uses data and intelligence to identify the key issues facing the borough and then commits resources through a partnership plan and strategy to tackle those issues.

4.2 In January 2022, the Safer Croydon Partnership produced their Community Safety Strategy and one theme highlighted was to “*Focus on high priority neighbourhoods*”, this theme was based on the findings of the Strategic Assessment of 2021. This aligns with the Mayor’s commitment to working in partnership with the Police to tackle crime and disorder in the borough. The Strategic Assessment highlighted areas that require a holistic partnership-led approach, the areas identified can be seen on the map below.



4.3 The Strategic Assessment highlighted that the Town Centre which included parts of Broad Green was one of the areas we should focus resources. The Strategic Assessment stated that:

“Croydon Town Centre is the primary hotspot in the borough with 16% of all crime and 18% of all harm in the borough being committed here, which only geographically covers around 2% of the borough. Within this area, 68% of all offences and 61% of harm in the area is street-based. By breaking down all crime by type, the following is committed in the town centre:

- *Violence against the person: 15% of offences and harm in the borough is committed in this area.*
- *Domestic Abuse: 10% of offences and 13% of harm in the borough is committed in this area.*
- *Serious Youth Violence: 18% of offences and 15% of harm in the borough is committed in this area.*
- *Knife Crime: 20% of offences and 17% of harm in the borough is committed in this area.*
- *Non-DA VWI: 20% of offences and 16% of harm in the borough is committed in this area.*
- *Hate Crime: 19% of offences and 23% of harm in the borough is committed in this area.*
- *Drugs offences: 25% of offences and 26% of harm in the borough is committed in this area.*
- *Public order: 19% of offences and 24% of harm in the borough is committed in this area.*
- *Robbery: 26% of both offences and harm in the borough is committed in this area.*
- *Theft: 25% of offences and 16% of harm in the borough is committed in this area.*

4.4 As a result of the recommendations in the Strategic Assessment, we have initially investigated street-based alcohol-related crime in the Croydon Town Centre, further scoping for other areas is required. The findings can be found in Appendix B. The key findings are:

- Increase in the number of street-based alcohol-related crimes in Croydon Town Centre in 2021/22
- Increase in % of street-based alcohol-related crime in Croydon committed in Croydon Town Centre
- Increase in Violence Against the Person that is alcohol related

4.5 Members of the Safer Croydon Partnership have also highlighted that street drinking is having an adverse effect on the public and several complaints have been received by partners from local businesses, residents and visitors to the area. Residents have stated that they feel unsafe and intimidated by the anti-social behaviour they have witnessed.

- 4.6 A PSPO will enable the Council and Police to tackle the visible issues of street drinking and anti-social behaviour in the area, thereby reducing incidents of anti-social behaviour with the aim of improving public confidence and increasing the public perception of safety in a key economic and cultural centre for the borough for residents from the across the borough, as well visitors and commuters from outside of the borough.
- 4.7 Should the PSPO be implemented we will review the area covered after two months to ensure that displacement is not occurring. Should direct displacement be occurring in areas immediately outside the impacted area we will look to increase the area covered by the PSPO.
- 4.8 This is part of our ongoing partnership with the Police to reduce crime and disorder, tackle anti-social behaviour and make Croydon a welcoming destination for residents and visitors alike.
- 4.9 We will identify further opportunities to use PSPOs to tackle disorder in Croydon across the borough through our ongoing data and intelligence work. Those proposals will be brought back to the Mayor for discussion and agreement in the near future as soon as the evidence is available.

5. CONSULTATION

- 5.1 There is a requirement on the Council to consult when implementing or varying a PSPO. The specific wording of the Act sets out that: Local Authorities are obliged to consult with:
- a) The chief officer of police, and the local policing body, for the police area that includes the restricted area (the Metropolitan Police have agreed that this should be the Police Borough Commander);
 - b) Whatever community representatives the local authority thinks it appropriate to consult;
 - c) The owner or occupier of land within the restricted area;
- 5.2 We will also be consulting directly with local Ward Councillors in the three wards affected.

6. NEXT STEPS

- 6.1 The Council would like to conduct a formal 6-week consultation to allow residents and visitors to provide their comments and to provide feedback on a PSPO covering a geographical area, in and around the Town Centre. A public consultation would be made available via our partners in the voluntary sector to engage with groups likely to be affected. It is proposed the initial consultation will be in relation to a PSPO for the Town Centre area.
- 6.2 Then if the data demonstrates that there is a need for one or more additional PSPO's in the priority neighbourhoods, we will bring further reports forward presenting the evidence and reasoning for each proposal. We know that New

Addington is one of our priority areas and will be looking specifically at use of a PSPO in this area in Summer 2022

7. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 7.1 The Council has a duty to do all that it reasonably can to prevent crime and disorder in its area and work towards delivering the objectives of the Safer Croydon Partnership plan. The implementation of any PSPO assists the Council with meeting these requirements by providing the Council and Police with additional powers to tackle the issues identified.

8. OPTIONS CONSIDERED AND REJECTED

- 8.1 Do Nothing – the Police team and Council will continue to issue Community Protection Notice Warnings (CPNW) in order to try and prevent the behaviour from taking place

9. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

a. Revenue and Capital consequences of report recommendations

- 9.1 There are limited capital or revenue implications associated with this report. There are no significant financial impacts from the Policy identified and no additional funding is being requested.
- 9.2 The primary cost if we were to proceed with a PSPO would be installing new signage through the proposed PSPO zone and would be met from existing budgetary provision. This will cost approximately £6000.

b. The effect of the decision

If we were to work towards introducing a new PSPO this will enable the Council and its partners to utilise additional powers to tackle street based anti-social behaviour within the selected areas. This is in accordance with delivering against the priorities within the Safer Croydon Strategy. This will in turn support the borough's ability to attract new businesses and residents to the area. The effect of implementing a new PSPO will not result in an increase in Council and Police resources which will remain the same. The team and partnership governance framework already exists that will absorb and deliver this work so there is little or no financial impact.

c. Risks

The area that the PSPO covers must be considered as part of the consultation and data collection, as the Council must evidence that there is a significant nuisance or problem in a specific area that is detrimental to the local community's quality of life. Having a larger PSPO may leave the Council open to challenge if

it cannot evidence the need and will stretch the Safer Croydon Partnership resources available to enforce the PSPO, thereby potentially diluting its impact and adversely influencing public perception on the efficacy of PSPOs as a response to anti-social behaviour.

If we do pursue a new PSPO it will be important to ensure that its scope and the process for introduction is in accordance with the powers and requirements of the 2014 Act. Any challenge to a PSPO would have to be made by an interested person by way of an application in the High Court for permission to seek a Judicial Review. That application must be made within six weeks of the PSPO being made. An interested person is someone who lives in, regularly works in, or visits the restricted area. A person who receives an FPN due to a breach of PSPO can also challenge the validity of the order. This means that only those who are directly affected by the restrictions have the power to challenge. This right to challenge also exists where an order is varied by a council. Interested persons can challenge the validity of a PSPO on two grounds. They could argue that the council did not have power to make the order, or to include particular prohibitions or requirements. In addition, the interested person could argue that one of the requirements (for instance, consultation) had not been complied with. When the application is made, the High Court can decide to suspend the operation of the PSPO pending the verdict in part or in totality. The High Court can uphold the PSPO, quash it, or vary it.

The Council will have to take measures to mitigate against these risks by for example embarking on a full consultation process, publishing the proposed order and map and putting in place measures to publicise the PSPO through street signage and an intention to publish the final Order on the Council website in accordance with the act.

d. Options

- Approve the consultation of a new PSPO
- Do not approve the consultation of a new PSPO, which may have reputational impact for the community safety partners who have requested assistance in tackling the behaviour exhibited. Failure to introduce the new PSPO may continue to inhibit the Council's ability to make use of new powers to tackle anti-social behaviour in the town centre.

e. Future savings/efficiencies

There are no savings or efficiencies associated with this report

Approved by: Gerry Glover, Head of Finance – Sustainable Communities, Regeneration & Economic Recovery

10. LEGAL CONSIDERATIONS

The Head of Litigation and Corporate Law comments on behalf of the interim Director of Legal Services that:

The Anti-Social Behaviour, Crime and Policing Act 2014 provides the Council with powers to combat anti-social behaviour. The Council needs to ensure that the powers are used in a reasonable, consistent, appropriate and proportionate manner and must comply with the consultation requirements set out in this report.

Approved by Sandra Herbert, Head of Litigation and Corporate Law on behalf of the interim Director of Legal Services & Deputy Monitoring Officer

11. HUMAN RESOURCES IMPACT

There are no staffing implications or any other HR impact arising from this report or from this decision. If any issues arise these will be managed under the Council policies and procedures.

Approved by: *Jennifer Sankar, Head of HR, Housing and Sustainable Communities, Regeneration and Economic Development Directorates, for and on behalf of Dean Shoesmith, Chief People Officer*

12. EQUALITIES IMPACT

12.1 The Council has a statutory duty to comply with the provisions set out in the Equality Act 2010. In summary, the Council must in the exercise of all its functions, “have due regard to” the need to comply with the three arms or aims of the general equality duty. These are to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not share it.

12.2 Having due regard means to consider the three aims of the Equality Duty as part of the process of decision-making. This means that decision makers must be able to evidence that they have taken into account any impact of the proposals under consideration on people who share the protected characteristics before decisions are taken.

12.3 Any proposed PSPO is likely to have a positive impact on certain protected groups such as victims of hate (gender, sexuality, religious or disability) related ASB, it will apply to the whole population and its use will be determined by the

behaviour occurring rather than the protected group. The exception is young people who cannot be issued with a FPN if they are under 18 years of age.

- 12.4 During the consultation and subsequent equality analysis data should be collated with regard to the protected characteristics of both those consulted and affected by hate crime in order to ascertain if the impact of anti-social behaviour is greater in relation to one or more protected characteristic.
- 12.5 The implementation of any PSPO should not preclude the ongoing of support and outreach services to individuals requiring assistance in the designated area. Support should also be provided to targets of domestic abuse.
- 12.6 Following the consultation, if the Council then considers whether to make the proposed PSPO, Section 72 of the Anti-Social Behaviour Crime and Policing Act 2014 will require the Executive Mayor in Cabinet as decision maker for this specific PSPO, to pay particular regard to rights of freedom of expression and freedom of assembly set out in articles 10 (the right to freedom of expression) and 11 (freedom of assembly and association) of the European Convention on Human Rights in considering the making any such order. It would also have to be concluded that the making of the proposed order was proportionate and would fulfil a legitimate aim of curbing anti-social behaviour in public places for the benefit of the law-abiding majority and hence would not infringe article 11 ECHR.

Approved by: Denise McCausland – Equality Programme Manager

13. ENVIRONMENTAL IMPACT

There is limited impact on the environment as a result of this report. Some anti-social behaviour and street drinking activity may be related to waste, noise or other issues that affect people's quality of life but the policy is principally about improving behaviour rather than the environment.

14. CRIME AND DISORDER REDUCTION IMPACT

Following the consultation, if the Council decided to make the proposed PSPO, this would provide additional powers to Council and Police officers to take action against the prohibitions listed as part of the PSPO within the designated area. This would directly support the Council in discharging its statutory duty under Section 17 of the Crime and Disorder Act 1998 to exercise its various functions with due regard to the likely effect of the exercise of those functions, and the need to do all that it reasonably can to prevent crime and disorder in its area. The proposed PSPO would also support the Council and its partners in delivering the Safer Croydon Strategy, specifically the importance to focus on high priority neighbourhoods.

(Approved by: Director of Culture & Community Safety)

15. DATA PROTECTION IMPLICATIONS

a. WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

NO

b. HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

NO

The Director of Culture and Community Safety confirms that a DPIA will be completed as part of the process if we are to progress with the decision to implement a PSPO.

CONTACT OFFICER: Christopher Rowney, Head of the Violence Reduction Network

APPENDICES TO THIS REPORT:

Appendix A - PSPO Order 2017.

Appendix B - street-based alcohol-related crime in Croydon Town Centre

Appendix C – Map of the proposed area

BACKGROUND PAPERS

Appendix D – Community Safety Strategy

BACKGROUND DOCUMENTS – LOCAL GOVERNMENT ACT 1972

[For executive decision making it is a requirement that all Part A (open) reports & Part B reports (closed) must list and provide an electronic and a printed copy of all background reference.]

LONDON BOROUGH OF CROYDON

Croydon Town Centre

PUBLIC SPACES PROTECTION ORDER (STREET DRINKING AND ANTI-SOCIAL BEHAVIOUR) No. 1 of 2017

This Public Spaces Protection Order ('Order') is made under section 59 of the Anti-Social Behaviour, Crime and Policing Act 2014 ('ASBCPA 2014').

PRELIMINARY

1. Croydon Council, in making this Order:
 - a. is satisfied on reasonable grounds that:
 - i. the Activities listed in paragraph 3 below have been carried out in a public place within the Council's area, namely the area identified below as the Restricted Area, and have had a detrimental effect on the quality of life of those in the locality, and that:
 - ii. the effect, or likely effect, of the Activities:
 - a. is, or is likely to be, of a persistent or continuing nature,
 - b. is, or is likely to be, such as to make the Activities unreasonable, and
 - c. justifies the restrictions imposed by this Order.
 - b. is satisfied that the prohibitions and requirements imposed by this Order are reasonable in order to prevent the detrimental effect referred to in paragraph 1 above from continuing, occurring or recurring, or to reduce that detrimental effect or to reduce the risk of its continuance, occurrence or recurrence.
 - c. has had regard to the rights and freedoms set out in the European Convention on Human Rights as defined in s.21(1) of the Human Rights Act 1998, and in particular, to those rights set out in Article 10 (right of freedom of expression) and Article 11 (right of freedom of assembly) and

has concluded that the restrictions on such rights and freedoms imposed by this Order are lawful, necessary and proportionate.

THE RESTRICTED AREA

2. This Order applies to the area in the London Borough of Croydon to which the public have or are permitted to have access, whether with or without payment, as identified in the Schedule attached to this Order and in the area outlined in the plan attached to this Order including any street, road, footway, footpath, square, courtyard, grassed area, stairway, walkway, subway or similar place in the open air.

THE ACTIVITIES

3. The Activities referred to in paragraph 1 of this Order are:
 - a. Consuming alcohol in the restricted area other than in premises identified by section 62 of ASBCPA 2014.
 - b. People or groups of people behaving in a manner which is likely to cause harassment, alarm or distress, in the restricted area.

THE PROHIBITIONS

4. By this Order no person shall at any time in any public place within the relevant restricted areas (the boundaries of which are delineated on the map in Schedule 1 of this Order) engage in any of the following prohibited activities identified in paragraph 4a(i) and 4a(ii) of this Order:
 - a. In respect of the area identified in map 1 in Schedule 1 of this Order, being Croydon Town Centre:
 - i. Being in possession of an open container of, or consuming alcohol, save in premises falling within section 62 of the ASBCPA 2014.
 - ii. Behaving in a manner, either as an individual or within a group of people, which is likely to cause harassment, alarm or distress.

THE REQUIREMENTS

5. Any person directed to leave the restricted area by a Police Officer, Police Community Support Officer or other officer authorised to make such a direction by Croydon Council, shall do so. Such a direction may be given where the officer is satisfied that the person concerned has breached this order either by (1) consuming alcohol in the manner described in paragraph 4a(i) above or (2) by behaving in a manner which is likely to cause harassment, alarm or distress.

INFORMATION

6. By virtue of s.63 of the ASBCPA 2014, where a constable or a person authorised by the Council or under s.69 of the ASBCPA 2014 reasonably believes that a person:
 - (a) is or has been consuming alcohol in breach of a prohibition in a public spaces protection order, or
 - (b) intends to consume alcohol in circumstances in which doing so would be a breach of such prohibition, he or she may require a person:
 - (i) not to consume, in breach of the order, alcohol or anything which the constable or authorised person reasonably believes to be alcohol;
 - (ii) to surrender anything in a person's possession which is, or which the constable or authorised person reasonably believes to be, alcohol or container for alcohol.
7. A constable or an authorised person who imposes a requirement under s.63 must tell the person that failing without reasonable excuse to comply with the requirement is an offence. Such a requirement imposed by an authorised person is not valid if the authorised person:
 - (a) is asked by the person to show evidence of his or her authorisation, and
 - (b) fails to do so.
8. A constable or an authorised person may dispose of anything surrendered (namely alcohol or anything reasonably believed to be alcohol) in whatever way he or she thinks appropriate.
9. A person who fails without reasonable excuse to comply with a requirement imposed on him or her by a constable or authorised person under s.63 of the

2014 act, commits an offence and is liable on summary conviction to a fine not exceeding level 2 on the standard scale (currently £500).

10. By virtue of s.67 of the ASBCPA 2014, it is an offence for a person without reasonable excuse:
 - a. to do anything that the person is prohibited from doing by this Order,
or
 - b. to fail to comply with the requirement to which the person is subject
by this Order
11. A person guilty of an offence under s.67 of the 2014 act, is liable on summary conviction to a fine not exceeding level 3 on the standard scale (currently £1000).
12. A constable or an authorised person may under s.68 of the 2014 act, issue a fixed penalty notice to anyone he or she has reason to believe has committed an offence under section 63 or 67 in relation to this Order.
13. A person does not commit an offence under this section by failing to comply with a prohibition or requirement that the Council did not have power to include in this Order.
14. If an interested person wishes to challenge the validity of this Order he or she may apply to the High Court within six weeks beginning with the date on which this Order is made. The grounds on which a challenge can be made are that the Council did not have the power to make this Order, or that a requirement imposed by Chapter 4 of the ASBCPA 2014 was not complied with, see further section 66 of the ASBCPA 2014.

COMMENCEMENT, DURATION AND CITATION

15. This Order shall come into force on 18th December 2017. This Order shall remain in force for a period of three years.
16. This Order may be cited as the Public Spaces Protection Order for the London Borough of Croydon No.1 of 2017.

Dated: 1st December 2017

A handwritten signature in black ink that reads "Andy Gee". The signature is written in a cursive style with a large, looped 'G'.

Signed:

Director of Public Safety

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Street-based alcohol-related crime in Croydon Town Centre

Official-Sensitive

Data contained within this report should not be shared without the prior permission of the report author(s).

Lewis Kelly

Intelligence and Performance Manager

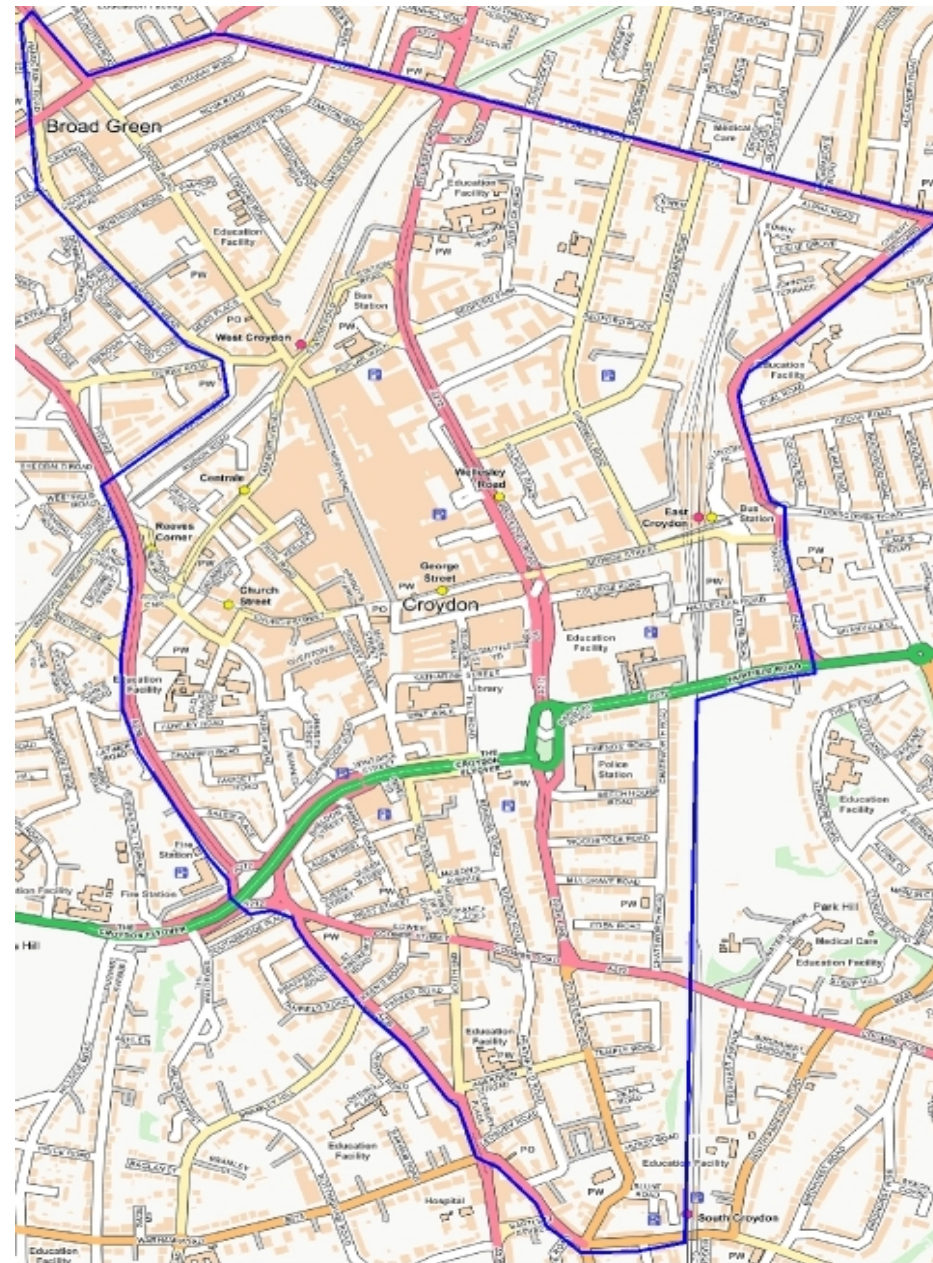
Violence Reduction Network

Sustainable Communities, Regeneration & Economic Recovery

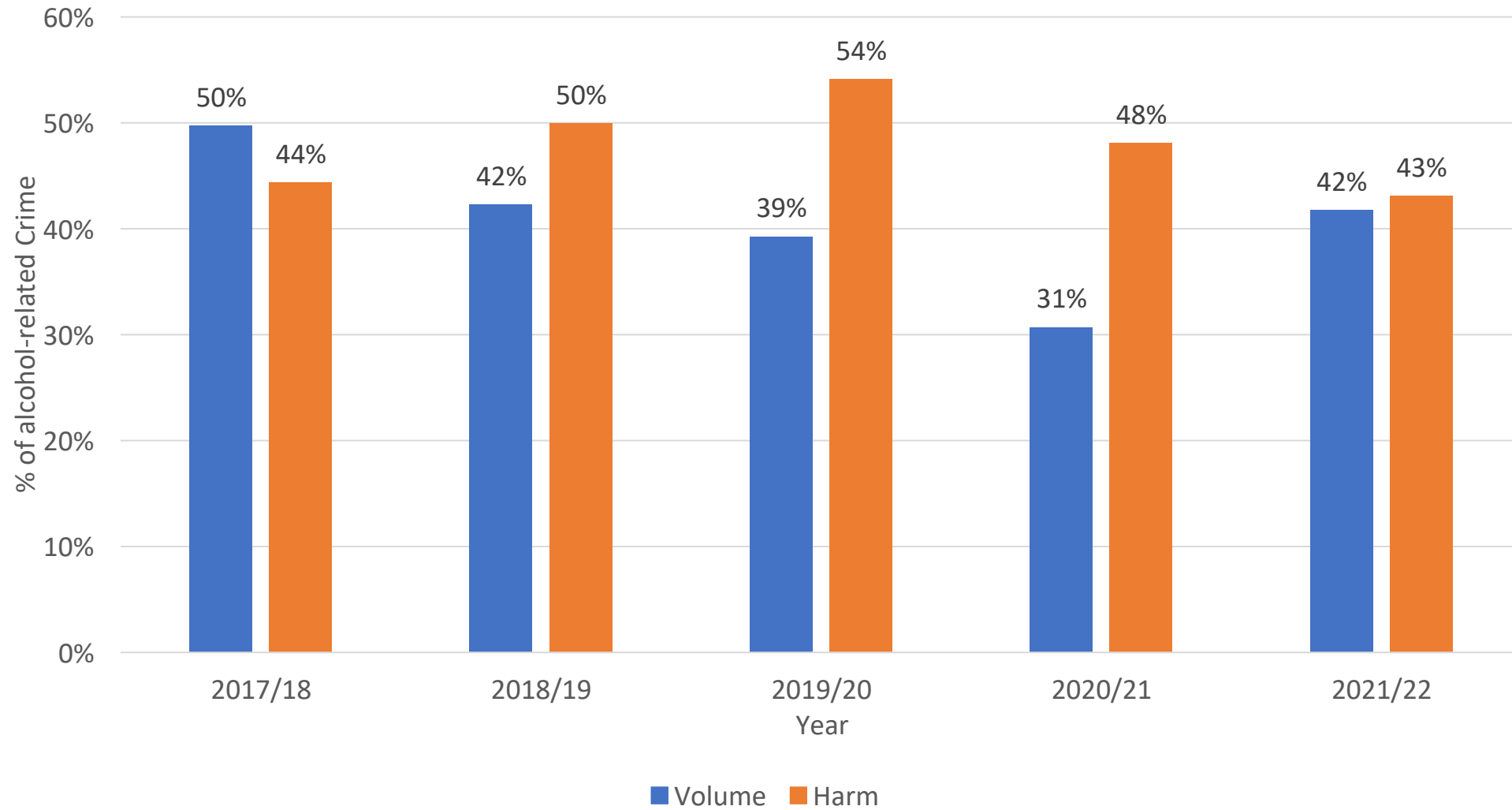
23/05/2022

Geographical area

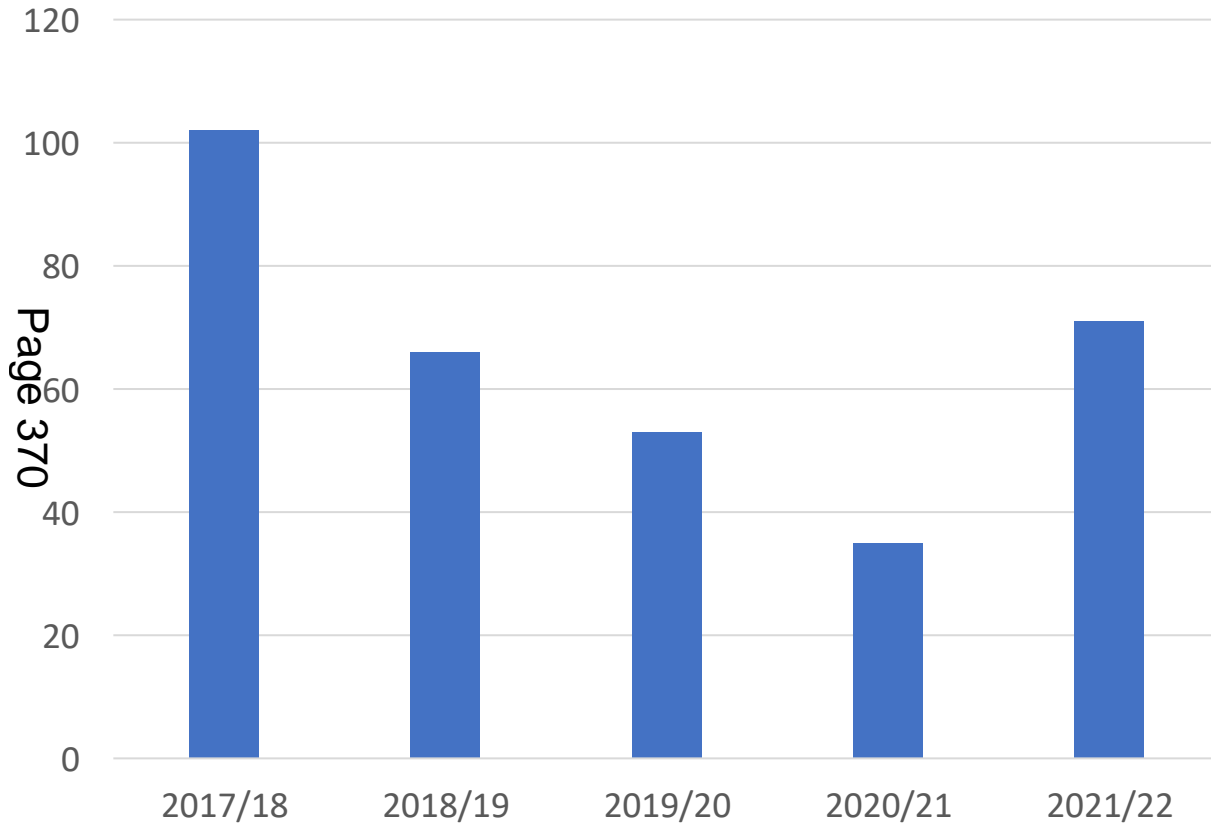
For the purpose of the report, the statistics that are presented in this pack include the blue area in the map provided.



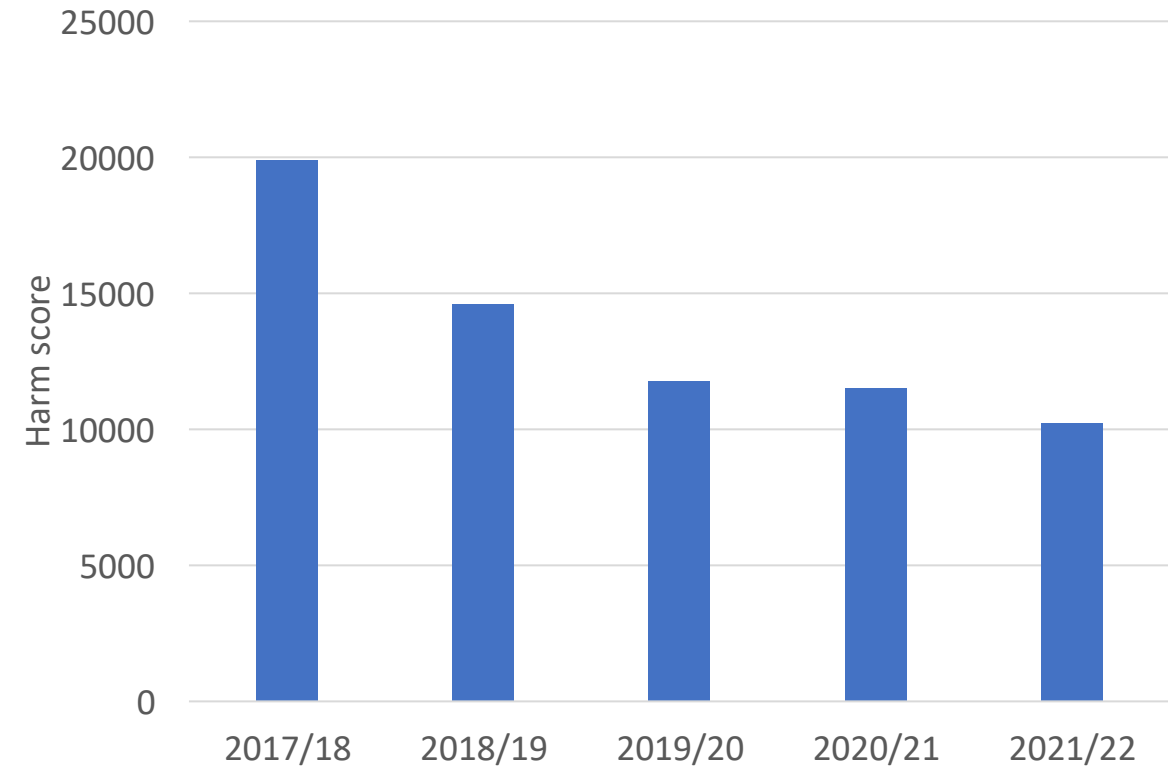
% of street-based alcohol-related crime in Croydon committed in Croydon Town Centre



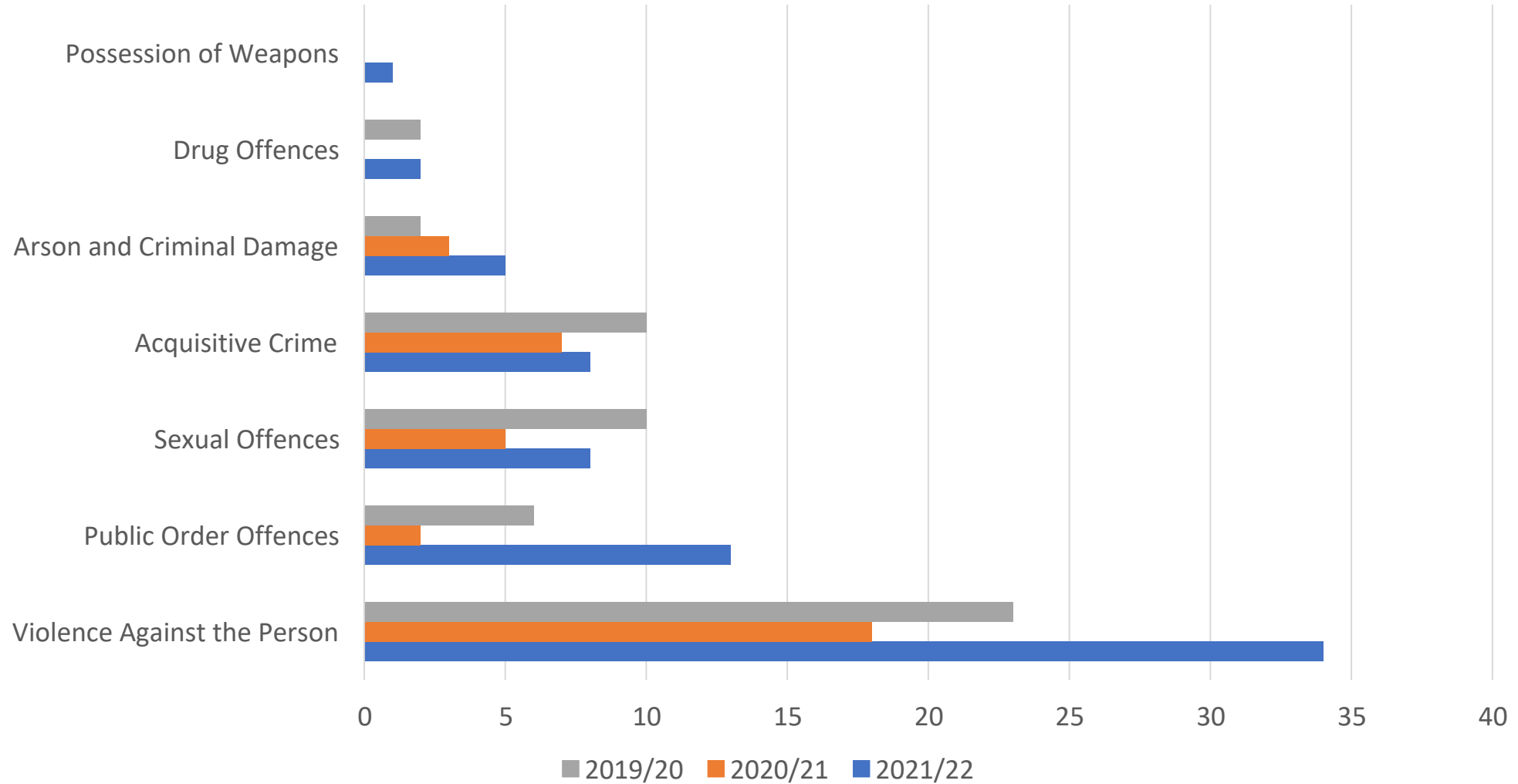
Number of street-based alcohol-related crimes in Croydon Town Centre in the last five years



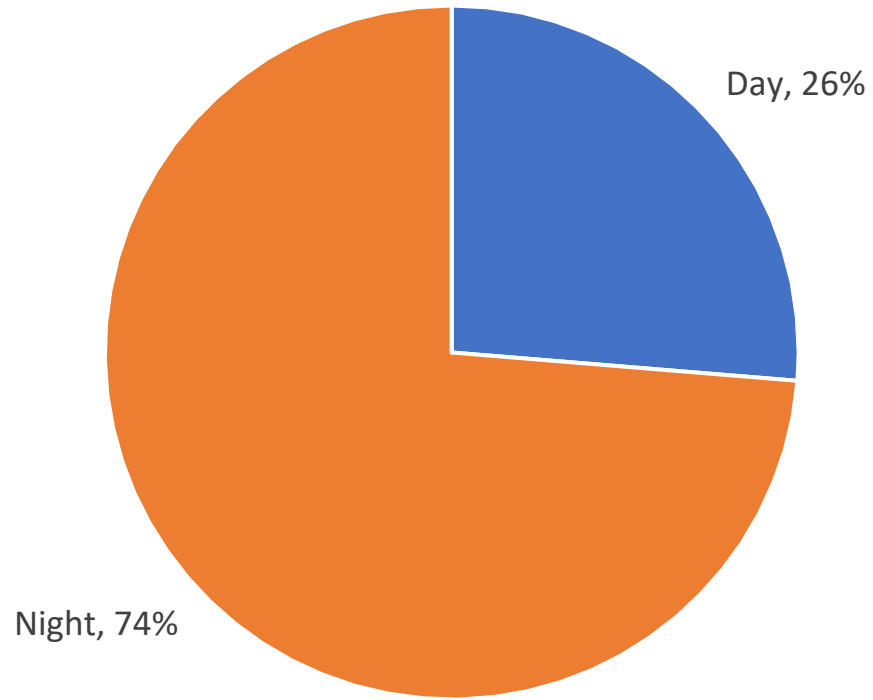
Amount of harm from street-based alcohol-related crimes in Croydon Town Centre in the last five years



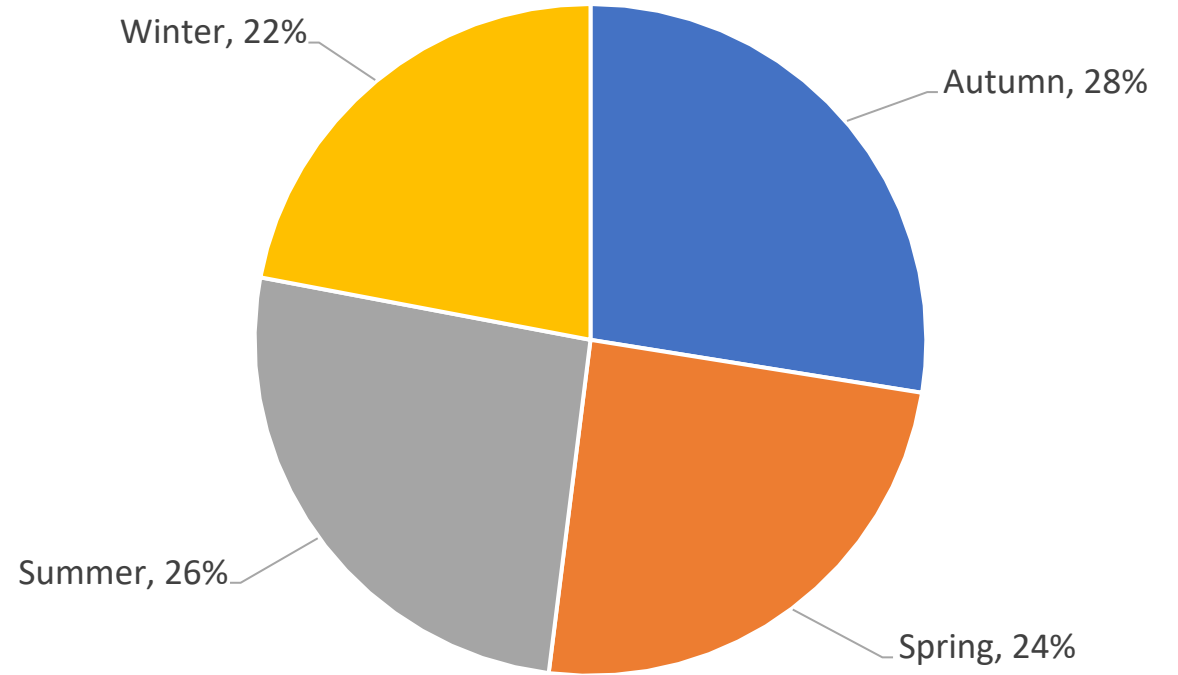
Number of street-based alcohol-related crimes by type in the last three years in Croydon Town Centre



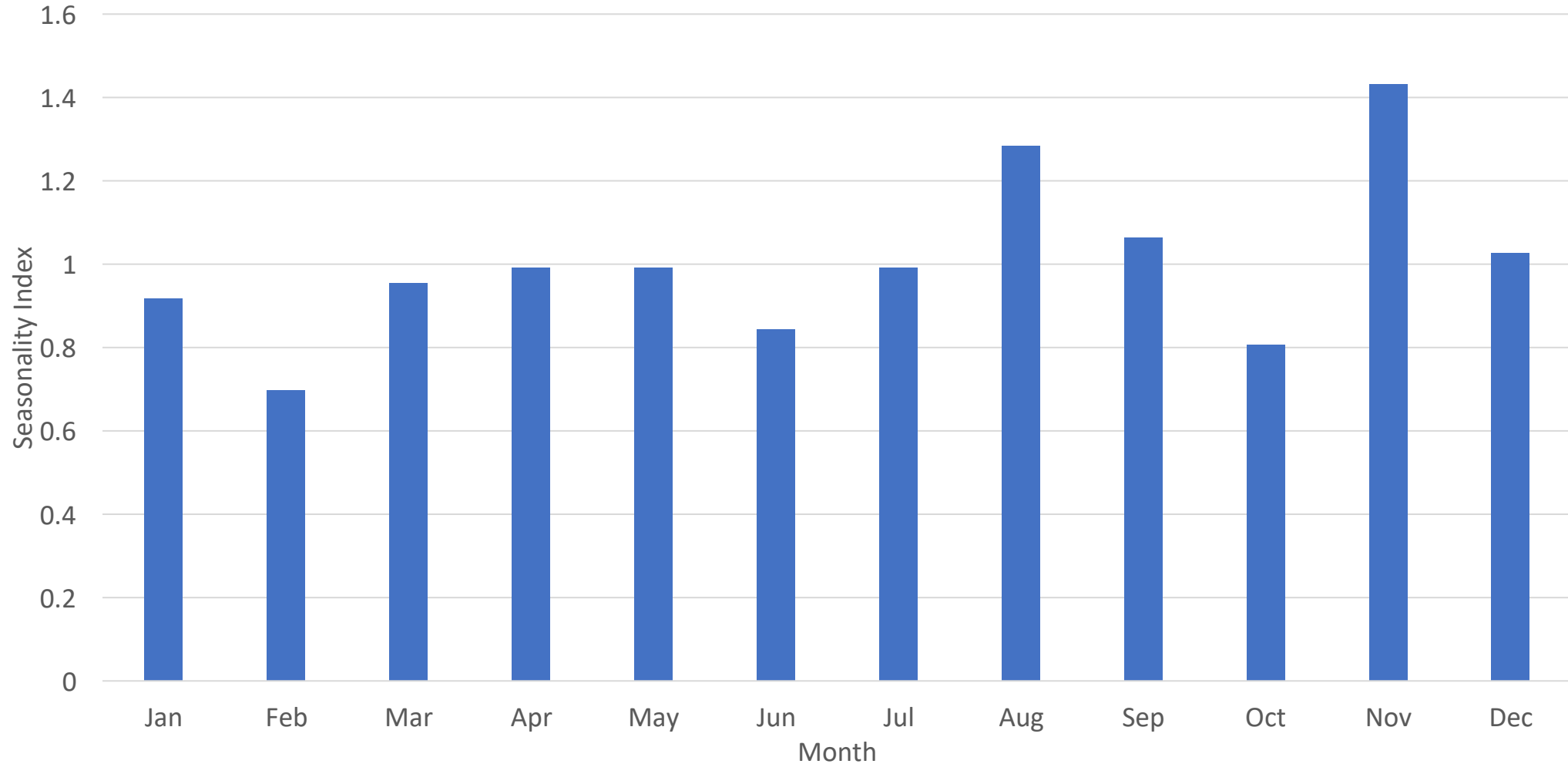
% of street-based alcohol-related crime committed during the day and night in Croydon Town Centre



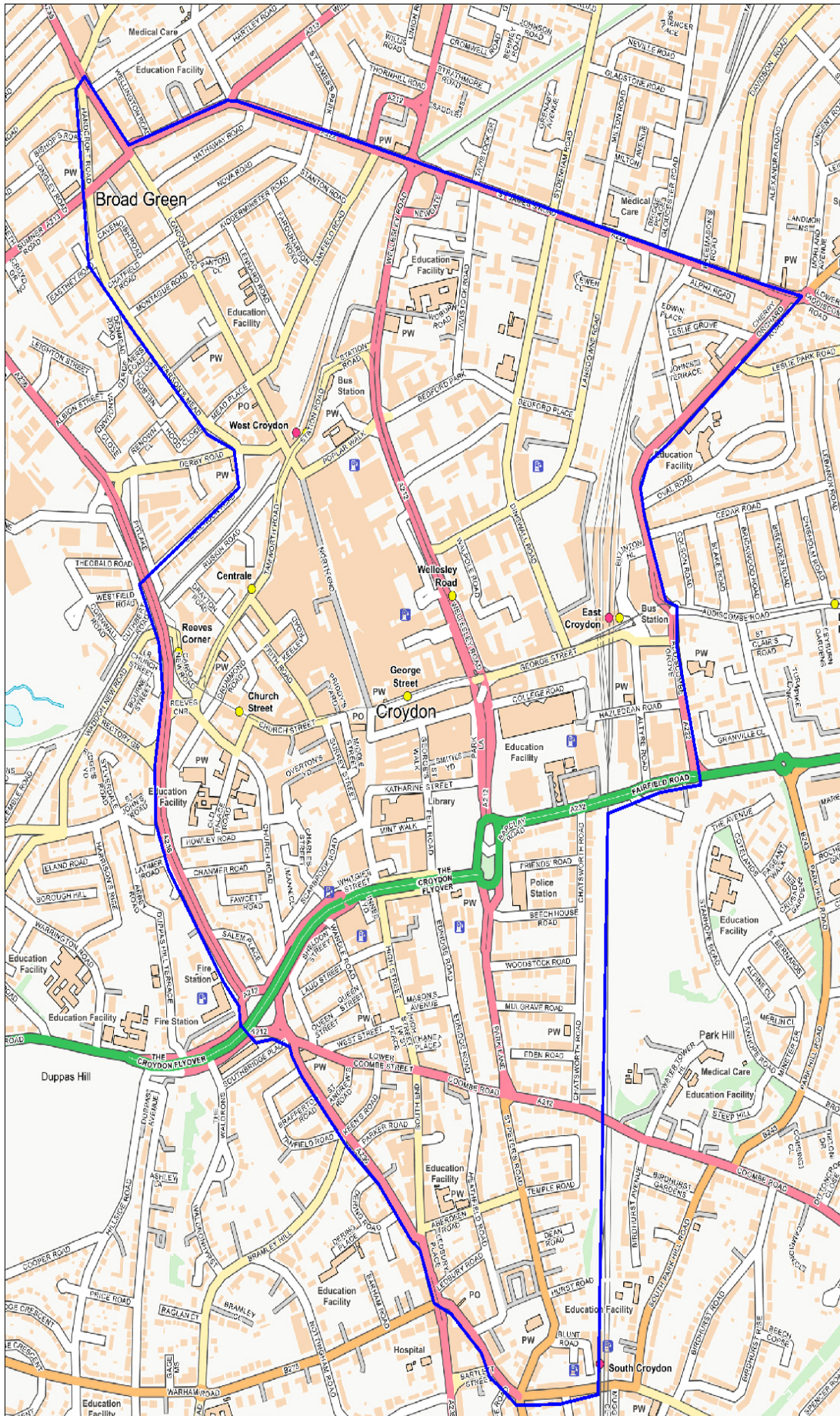
% of street-based alcohol-related crime committed by season in Croydon Town Centre



Seasonality Index - Street-based alcohol-related crime in Croydon Town Centre



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Community Safety Strategy

2022 to 2024

Delivering for Croydon

CROYDON
www.croydon.gov.uk

Foreword

The Safer Croydon Partnership (SCP) acts as the statutory Community Safety Partnership for Croydon, as stipulated by the Crime and Disorder Act 1998.

The SCP is responsible for co-ordinating the development and implementation of Croydon's Community Safety Strategy. The partnership comprises the police, council, fire, probation and health agencies, as well as businesses, and community and voluntary sector organisations. It works with other boards on Croydon's Local Strategic Partnership on crime and safety matters, in particular the Safeguarding Children Partnership and the Adults Safeguarding Board.

Croydon is geographically the fifth largest borough in London covering 86 square kilometres. At 388,563 people, Croydon has the second largest population in London. Almost a fifth of the population is aged 60 or above. However, Croydon has the highest number of residents aged 0 to 19 years of age and the highest number of looked after children in the capital, which has implications for the types of services we need to provide for young people

Croydon ranks as the 17th least deprived out of the 33 London boroughs. However, this average hides the pockets of high deprivation within Croydon. One small area of Croydon is the third most deprived area in London (out of 4,642 small areas) and some 8,950 people live in areas that are amongst the 10% most deprived areas in the country.

In 2020, there was a 1.7% decrease in crime in Croydon compared to the year before. This may be compared with reductions of 14.2% in London and 8% nationally. These falls can be linked to the restrictions imposed on society during the Covid-19 pandemic. However, the lockdowns also brought about new challenges.

Violence represents around a third of all crime in the borough. In 2020, there was an 11% increase in the number of violent offences in Croydon, the highest total in the capital. London saw a 1% decrease in violence in the same period. This significant rise is largely attributable to an increase in domestic abuse, fuelled by lockdowns.

Croydon is a diverse, friendly and vibrant borough full of people living busy lives and helping to create supportive communities. However, we have seen violent incidents in our borough, across London as well as nationally, with the tragic loss of young people killed on our streets, women and young girls targeted in public places as well as experiencing violence at home, and public figures killed while carrying out their civic duties. We are working together as a partnership to ensure that people from all of our communities feel safe in their homes and neighbourhoods

We have sought to develop a collaborative strategy with all parts of Croydon's partnership and communities.

This strategy supports the priorities of the Mayor's Office for Policing and Crime (MOPAC) as set out in the [Police and Crime Plan for London 2017 to 2021](#): a better police service for London; a better criminal justice service for London; keeping children

and young people safe; tackling violence against women and girls; and standing together against hatred and violence.

Croydon adopted a public health approach to reducing violence in June 2019 and has since started work to create a violence reduction network in order to implement it. A number of themes and principles were developed:

Theme One - Using Data to drive our approach- Building a strong evidence base and a common screening tool that can be used across organisations to predict who, where and why individuals and families are more likely to be involved in violent or aggressive behaviours and identifying the interventions that will have the maximum impact.

Theme Two - Preventing Violence before It Occurs - Looks at the periods and key influences in a person's life journey, from pre-birth to adulthood which can increase the risks of becoming involved in violent behaviour and the opportunities when interventions can be most effective.

Theme Three - Community Based Support – Recognises the strength of the Community and Voluntary Sector in Croydon and places them at the heart of Croydon's public health approach to violence reduction. It promotes combining skills and enabling voluntary and community organisations to support people and families collaboratively.

Theme Four - Targeted Interventions - It uses the principles of a family centred approach aimed at addressing violence, by looking at the wider family and connected family dynamics, based on clear safeguarding, case management approaches.

Theme Five – Intensive Interventions and Enforcement – Sets out an intention to offer personalised support for those who are motivated to step away from a life of violence, whilst using the full range of enforcement across all agencies, against those whose behaviour places themselves, those around them, or the wider community at risk of harm.

The principles set out in the Framework for The Public Health Approach to Violence Reduction in Croydon are issues that have been consistently voiced at community meetings, with young people and by those directly affected by violence, offenders, victims and families.

- Every person understands the role they can play in reducing violence –Embedding trauma informed practice across local authority, health, schools, colleges, community and voluntary agencies, business sector and criminal justice agencies.
- Developing community-based networks to help those impacted by violence navigate the challenges they face – Identifying and training individuals who have influence in their local area to provide support for young people and families who are at risk of or affected by violence and guide them into support services.
- Focusing on the vocabulary of INCLUSION – Supported by the evidence from the Croydon Vulnerable Adolescent Review published by the Croydon Safeguarding Children Board in February 2019, to build a collaborative, partnership approach to

inclusion, including the development of an 'Inclusion Intervention Offer' in schools and colleges, or as part of a work readiness programme.

- Recognition of the importance of culture and identity for families and young people - The challenges of culture and identity within families are becoming increasingly relevant in terms of violence prevention. This priority proposes embedding an understanding of culture and identity within the family dynamics within contextual safeguarding and trauma awareness training for the Borough and as part of the screening and assessment process for families and vulnerable young people.
- Social media and violence – Sets out a series of Prevention and Intervention steps to improve the awareness of the impact of exposure to violent social media content for families, guardians and those working with young people

The above inform the four elements of this new Community Safety Strategy:

1. **Curtail** violent acts at source, pursuing perpetrators and enforcing action.
2. **Treat** those who have been exposed to violence to control the spread.
3. **Support** those susceptible to violence due to their exposure risk factors.
4. **Strengthen** community resilience through a universal approach.

This new Community Safety Strategy focuses on all of the above and seeks to strengthen it by actively involving a greater number of people and partners in our solutions to reduce violence in the borough. We have worked with a wide range of institutions represented on the Safer Croydon Partnership Board to develop the new strategy. We have involved our voluntary sector partners who participate directly in violence and safety work. Our strategy has also been informed by the views of residents and communities, particularly through surveys of young people and women and girls.

Engagement with the local communities is important both in order to contribute to our understanding of the causes and impact of crime, but also in order to work with them to tackle the underlying causes. We also need to provide reassurance of our determination to reduce crime and our progress in doing so. We will continue to learn from partners about the methods of communication and engagement that are working well for them.

Taking account of the evidence from the 2021 Strategic Crime Assessment, the views of stakeholders and findings from public engagement, our strategic priorities for the next three years will be:

1. **Tackle domestic abuse**
2. **Protect young people from violence and exploitation**
3. **Tackle disproportionality in the criminal justice system**
4. **Strengthen community resilience, offer trauma-informed services, focusing on Hate Crime, and build trust in the partnership**
5. **Focus on high priority neighbourhoods**

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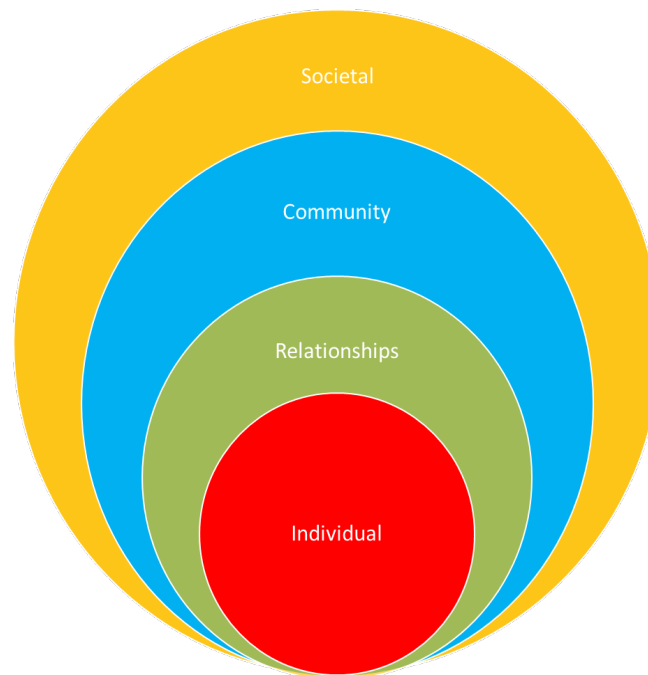
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1. Our Approach

The public health model

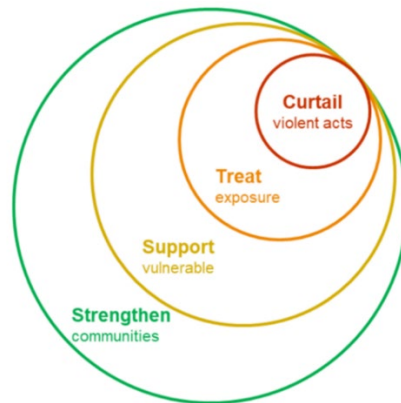
Croydon's Violence Reduction Network (VRN) has adopted the public health approach in reducing violence. This strategy details how we will implement it.

The approach takes a holistic view of both violence and coercion, based on evidence that no single factor can explain why some people or groups are at higher risk of interpersonal violence, while others are more protected from it. This framework views interpersonal violence as the outcome of interaction among many factors at four levels:



- **Community:** the contexts where social relationships occur (such as school, neighbourhoods and workplaces) also influence violence. Risk factors may include the level of unemployment, population density, mobility and existence of a local drug or gun trade
- **Relationships:** influence the likelihood of an individual becoming a victim or perpetrator of violence (family, friends, intimate partners and peers – e.g. violent friends)
- **Individual:** personal history and biological factors increase the likelihood of an individual becoming a victim or a perpetrator of violence (including being a victim of child maltreatment, psychological or personality disorders, alcohol or substance misuse)

The core actions of a public health approach to reduce violence are summarised in the figure below, as used by Waltham Forest's Violence Reduction Partnership:



- **Treat** those who have been exposed to violence to control the spread.
- **Support** those susceptible to violence due to their exposure to risk factors.
- **Strengthen** community resilience through a universal approach.

To achieve this there must be a holistic networked approach to tackling violence involving a wide range of relevant partners. It is also vital that data and lived experience are at the heart of how the VRN and the partnership operate.

Problem-oriented approach

We regard crime in an area as a problem, not an individual incident. For a crime to occur, three components are needed: a likely offender, a victim or target, and the absence of a guardian.

We focus on the underlying causes of those problems and how to tackle them. We assess places (where and when crime happens), victims and offenders and their respective potential controllers: the manager (e.g. a guard or security door), the guardian and the handler (e.g. parent, teacher or mentor) as shown below. Cross-cutting issues are identified, for addressing through a collaborative strategic plan.



Crime harm, the 'Felonious Few', high priority victims and hotspots

We use the Cambridge Crime Harm Index to calculate how harmful a crime is relative to other crimes as a tool for focussing resources. The index multiplies each offence by the number of days in prison that crime would attract if an offender were to be convicted of committing it, based on no previous offending history.

Most crime, specifically crime harm, is committed by a small fraction of offenders against a small fraction of victims in a small fraction of locations. The Partnership will refocus its limited resources on, respectively, the 'Felonious Few', high priority victims and hotspots, to increase the chance of crime reduction, particularly concerning those targets which give rise to serious harm.

Evidenced-based action

Any new method or approach we adopt to reduce crime must be based on evidence to avoid wasting time and resources on ineffective or less efficacious measures. The VRN ensures this through what is known as the "Triple-T Strategy" - targeting, testing and tracking:

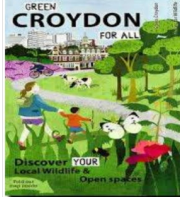



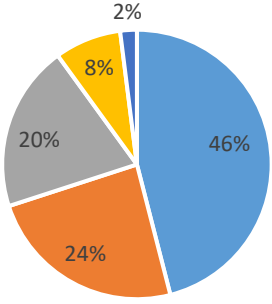
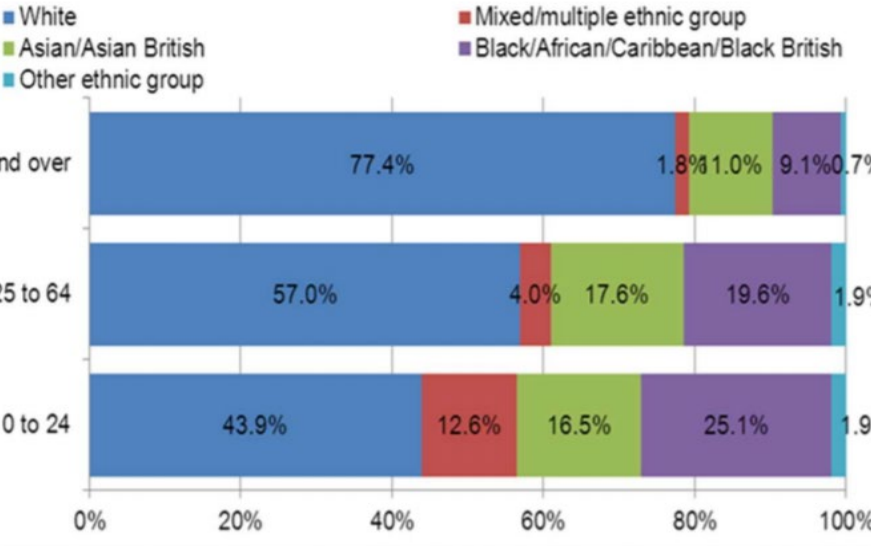
Targeting: It systematically identifies, ranks and compares the levels of harm linked to various crime "units", whether they be places, times or people.







Testing: Having identified the high harm target areas, the VRN reviews and tests methods to identify which is the most effective at reducing the harm.

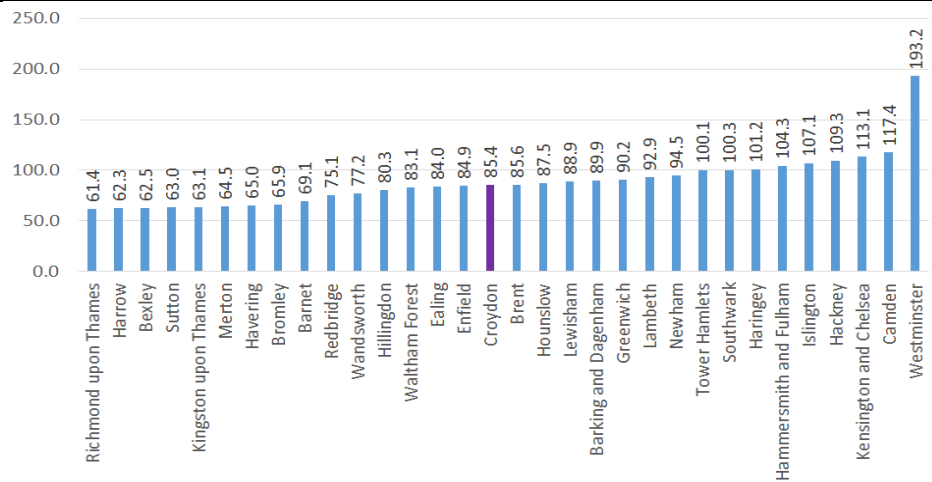
Tracking: It then generates and uses internal evidence to track the delivery and evaluate the effectiveness of the approach. The new tracking data forms the basis of new research and more reliable evidence of "what works".

For more information on the Partnership's approach, see the Strategic Assessment 2021 (pages 3-5).

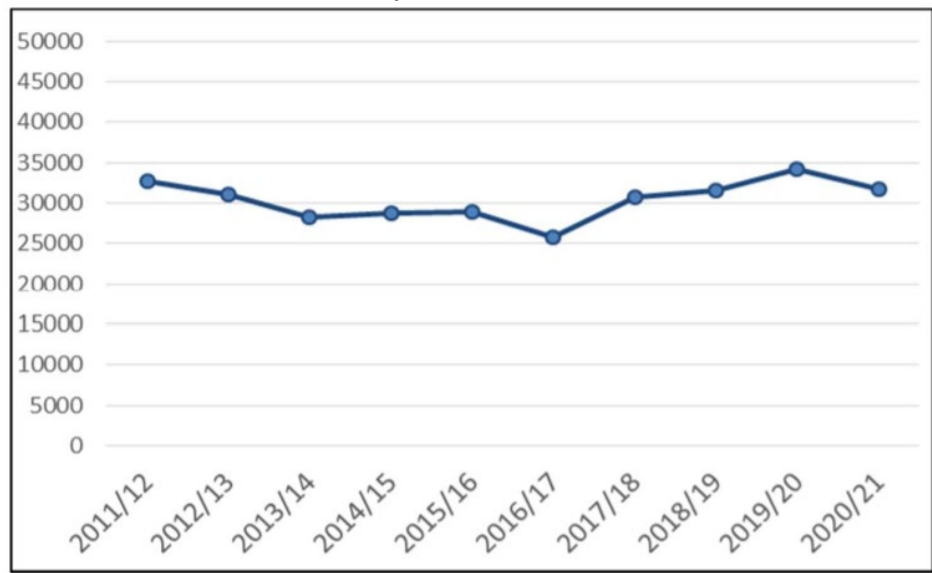
2. Croydon Facts

	<p>Croydon is London's southern-most borough and covers an area of 34 square miles (87km²). It is one of London's biggest local retail and commercial centres, with good rail, tram and road links, more than 120 parks and open spaces and some of London's most expensive housing.</p>																								
	<p>Home to around 388,600 people, Croydon is the second largest London borough in terms of population and is continuing to grow. It is projected to grow by another 20,000 by 2043.</p>																								
	<p>Croydon has the largest population of 0-19 year olds in London at 103,300 residents (Estimate ONS 2020), who make up 27% of the borough's total population.</p>																								
	<p>Croydon Ethnic Group Profile in 2021 (GLA 2016 housing-led projections by ethnicity):</p> <div data-bbox="459 853 1398 1384" style="border: 1px solid gray; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Croydon Ethnic Group Profile 2021</p>  <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <thead> <tr> <th>Ethnicity</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>White</td> <td>46%</td> </tr> <tr> <td>Black</td> <td>24%</td> </tr> <tr> <td>Asian</td> <td>20%</td> </tr> <tr> <td>Mixed</td> <td>8%</td> </tr> <tr> <td>Other</td> <td>2%</td> </tr> </tbody> </table> </div>	Ethnicity	Percentage	White	46%	Black	24%	Asian	20%	Mixed	8%	Other	2%												
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	<p>Croydon has become relatively less deprived compared to other local authorities in England between 2015 and 2019. There are pockets of deprivation and one small area of Croydon is the third most deprived area in London (out of 4,642 small areas) and some 8,950 people live in areas that are amongst the 10% most deprived areas in the country.</p>
	<p>Levels of permanent exclusions from primary and secondary schools in Croydon are lower than both the national and regional average rates (2019). Permanent exclusions were 0.06% in 2017/18, compared with 0.08% in London and 0.1% in England.</p> <p>The proportion of 16 and 17 year olds in education or training in Croydon (94.0% in 2019) has been in line with both regional and national averages for the past 3 years.</p>
	<p>The proportion of out of work claimants has risen by around 3% since March 2020 – directly as a result of the impact of the Covid-19 pandemic on the economy.</p> <p>The claimant count (not all unemployed) in July 2021 was 8.3% of the resident population of working age (up 3.9 percentage points from 4.4% in March 2020, but down 1.2 percentage points since the peak in March 2021). Croydon has a higher proportion of claimants compared to the region and national figure.</p>
	<p>The number of looked after children in Croydon is the highest in London (791 in March 2020)</p>
	<p>For 2020, the rates of children in need referrals and child protection referrals (563.0) per 10,000 children are much higher than the rates in London and England</p>
	<p>The number of homeless households in temporary accommodation on March 2021 was 2,029, of which 1,475 included children (Q4 2021 MHCLG)</p>
	<p>Rate of total notifiable offences per '000 resident population (year to 31 December 2020) was 85.4. Source MPS, Borough Volume and Trends dashboard</p>



After a downward trend, the number of offences increased from 2016/2017. However, the year since the start of the pandemic in March 2020 has seen a drop in numbers. Source: MPS



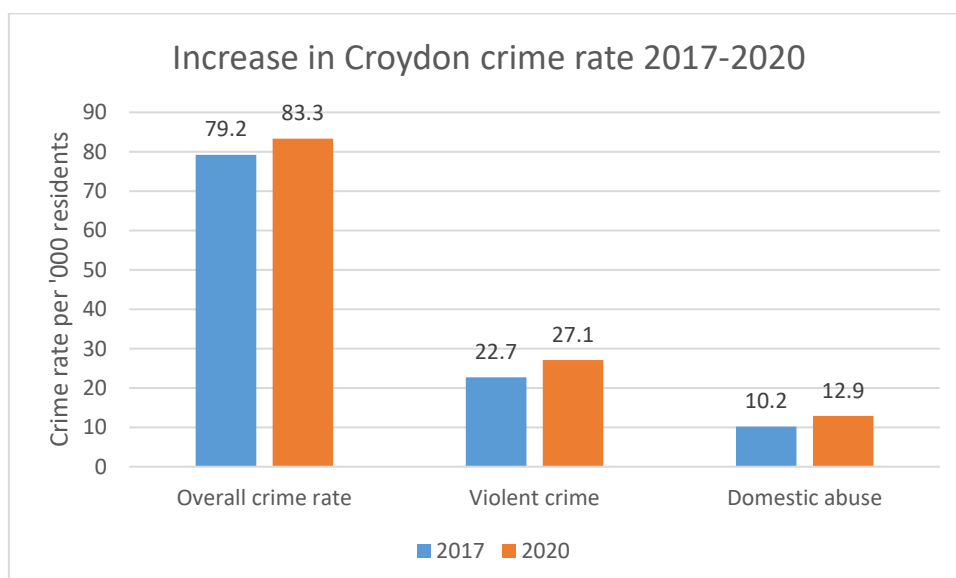
3. Key Outcomes 2017-21

The Covid-19 pandemic has caused fluctuations in crime and anti-social behaviour on a global, national and local scale. Government-imposed restrictions on society throughout 2020 had the effect of suppressing many types of crime. However, they were also a catalyst for other types of crime to increase. The overall effect is reflected in statistics that show a fall in crime in Croydon of only 2% in 2020, compared to the year before. Though some types of crime have been police driven – like drugs offences – it is violence that remains the main contributor to high crime in the borough.

Some of the outcomes achieved over the last four years are set out under each theme of the 2017-20 strategy:

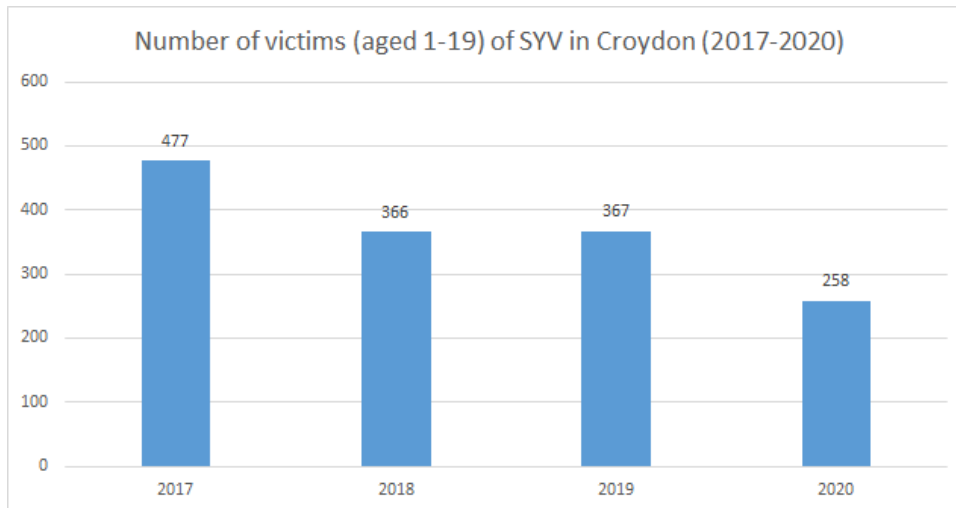
1. **Reduce the overall crime rate in Croydon with a focus on violent crime, and domestic and sexual violence.**

- Croydon adopted a public health approach to violence reduction in 2019. The Council appointed the first director of the violence reduction network and restructured the community safety team to give a strategic and operational focus to violence reduction work. It secured significant external funding and committed council resources to implement the public health approach and reduce violence in Croydon.
- Even though there has been a decrease in *crime volume* in 2020 compared to 2019, by comparing 2020 to 2017 the overall *crime rate* in Croydon rose by 5%. Also during the same period the violent crime rate increased by 19% and the domestic abuse rate (DA) by 26%.
- Most DV and abuse is hidden, as in the rest of London. The Family Justice Centre (FJC) continues to perform at close to capacity with an average of 67 Multi Agency Risk Assessment Conference cases per month in the year to August 2021. This includes new victims and people who have been referred before.



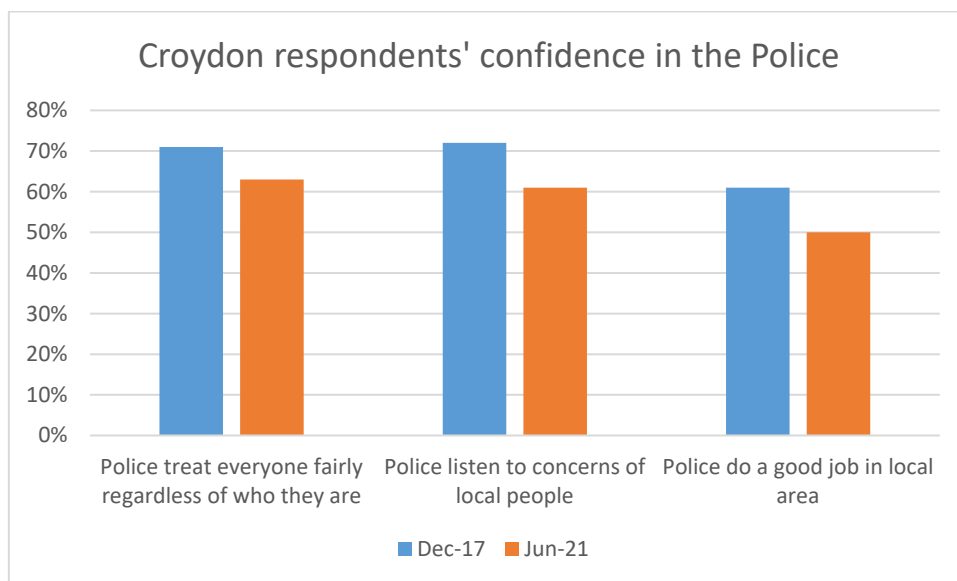
2. Safety of children and young people.

- The rate of serious youth violence has fallen since the 2016 peak (even before the Covid lockdown reduced the opportunities for such crimes), but it remained a serious issue for young people.
- Challenges relate both to safety of children and children's perceptions of their safety – many young people carry weapons because they feel threatened.
- The number of young people entering the criminal justice system for the first time has fallen for four consecutive years.



3. Improving public confidence and community engagement.

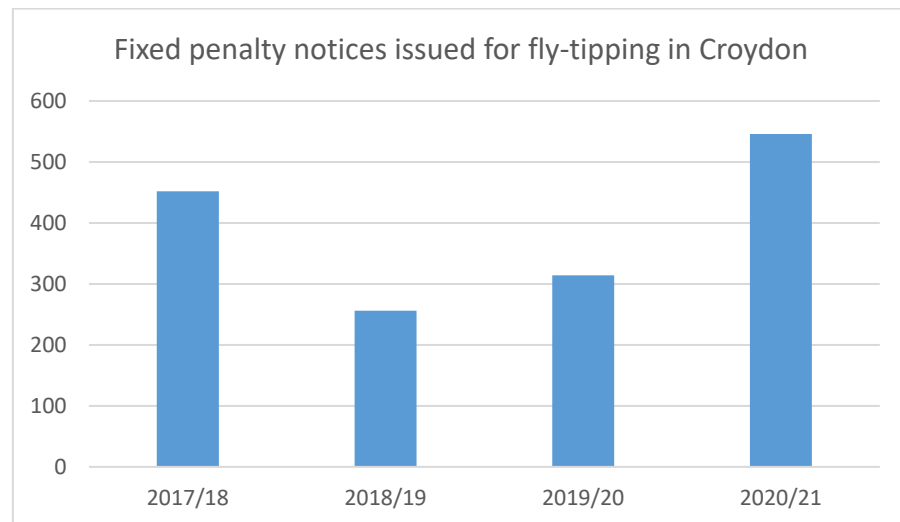
- Croydon residents' confidence in the police is higher than the London average, but has declined since 2017, according to MOPAC's Public Voice Dashboard. However, in the Violence Reduction Network's survey of safety of women and girls in the borough 79% of respondents stated that they would report a crime to the authorities.



- Other parts of regulatory services contributed to this work including Trading Standards who are doing nationally recognised work on illegal knife sales to children both on and off-line.

4. Anti-social behaviour and environmental crime.

- ASB-related calls to the Police in Croydon increased by 5% between 2017 and 2019. A further increase of 85% in 2020 is mostly attributed to Covid-19 where all related calls (e.g. social distancing and mask wearing) were recorded as anti-social behaviour.
- There were however a number of high profile successes, including business closures in Portland Road following a major undercover police operation.
- Fly-tipping incidents in Croydon increased by 3% to 25,532 between 2016/17 and 2019/20. In 2019/20 the number of fixed penalty notices (FPNs) issued by the council represented 1.2% of incidents, though some recipients may have been responsible for multiple incidents. The number of FPNs issued in 2020/21 increased by 74%.



5. Improve support and reduce vulnerability for all victims of crime, focusing on hate crime.

- Tackling hate crime has been a key area of success. Since it was launched in 2019, Croydon's hate crime pledge has been signed by 24,000 individuals and organisations.
- The Prevent and community outreach teams have worked with community organisations to equip them with the tools and knowledge to tackle hate crime and to support people to report it.
- The number of recorded hate crime offences increased by 35% from 698 in 2017 to 944 in 2020. However, the percentage of borough residents regarding hate crime as a problem in their area fell slightly from 14% in 2017/18 to 12% in 2019/20.

4 Strategic Assessment 2021

The Strategic Assessment provides the main evidence base for this strategy. It has highlighted the key issues for the Safer Croydon Partnership to address in order to reduce crime and anti-social behaviour (ASB) in the borough. Conducted annually, it will help to evidence the impact of the strategy on crime trends.

Statistics

Although crime in Croydon fell slightly (by 1.7%) overall in 2020, there were large falls in crimes including burglary (-17%), robbery (-17%) and theft (-22%). This drop can be linked to societal restrictions implemented as a result of Covid-19. However, there were increases in other crimes, particularly drugs (+12%) and violence against the person (+11%). A rise in domestic abuse and hate crime contributed to this increase as well as a rise in harm in non-domestic violence with injury, specifically knife crime and, to a lesser extent, gun crime. The increase of arson offences, which show a link to domestic incidents, are also a cause for concern.

Both crime count and crime harm show a decrease in crimes involving young people. However, this is most likely linked to the Covid-19 restrictions and the VRN still recognises young people and their involvement in crime, particularly violence, to be a strategic priority.

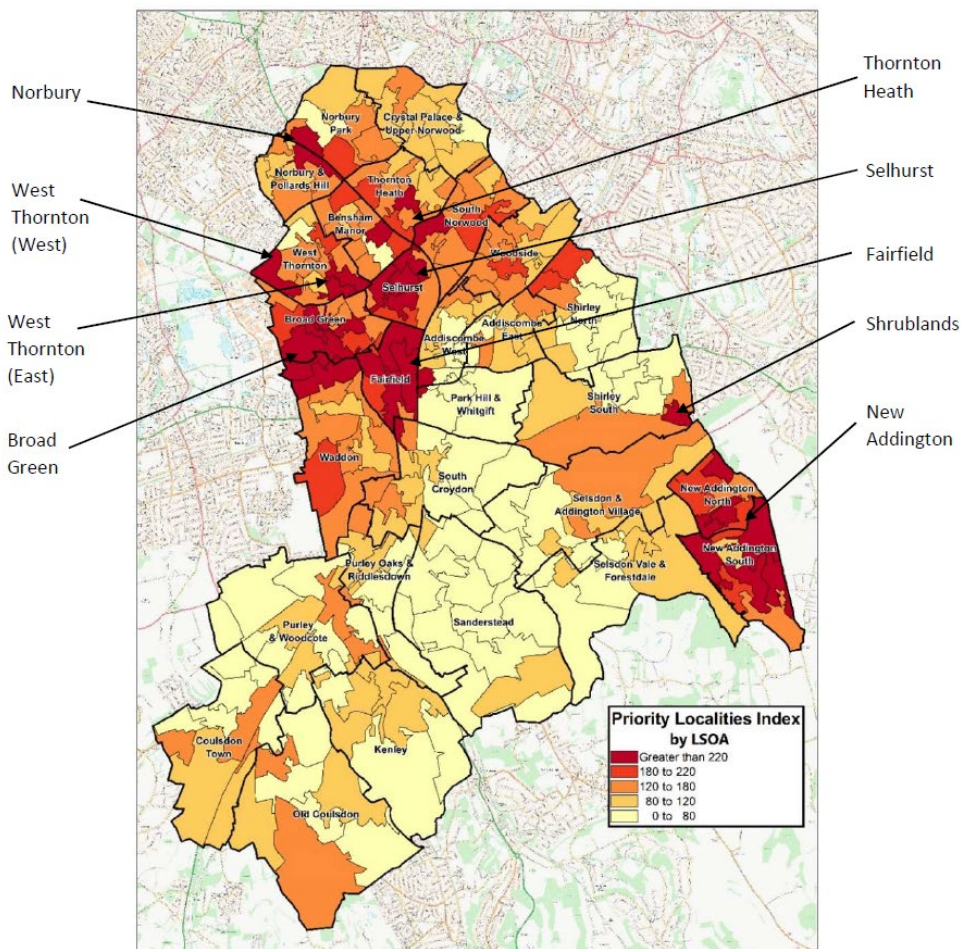
The table provides a breakdown of crime harm levels in Croydon by major crime type. It shows that where for some crime types there has been an increase in the count of offences, there has actually been a reduction in harm of this crime type.

Crime Harm				
Crime Type	2019	2020	+/-	% +/-
Arson and Criminal Damage	49,645.25	57,169.00	7,523.75	15.2%
Burglary	69,130.00	55,550.00	-13,580.00	-19.6%
Drug Offences	41,503.50	32,565.50	-8,938.00	-21.5%
Misc. Crimes Against Society	59,411.75	49,928.25	-9,483.50	-16.0%
Possession of Weapons	92,613.50	64,467.75	-28,145.75	-30.4%
Public Order Offences	24,781.25	25,658.00	876.75	3.5%
Robbery	397,850.00	330,325.00	-67,525.00	-17.0%
Sexual Offences	644,378.00	470,670.25	-173,707.75	-27.0%
Theft	43,104.00	36,366.00	-6,738.00	-15.6%
Vehicle Offences	19,899.00	18,611.50	-1,287.50	-6.5%
Violence Against the Person	528,368.50	578,093.00	49,724.50	9.4%
Total Notifiable Offences	1,970,684.75	1,719,404.25	-251,280.50	-12.8%

In line with our problem-oriented approach, we have focussed our assessment on Place, Offenders and Victims.

Place

Given the shifts in crime owing to conditions under the pandemic, we have used data on crime, deprivation and demography to design a Priority Localities Index for the borough. This has helped us to identify neighbourhoods where cross-cutting issues causing crime and ASB need prioritised action by the partnership. The priority areas are highlighted on the next page.



Offenders

Repeat offenders represent 20% of all suspects but commit more than 40% of crime in Croydon. For specific types of violence including domestic abuse, knife crime and serious youth violence, this rises to about half of all offences and harm committed. They also contribute significantly to hate crime offences. The homes of suspects and repeat suspects are highly concentrated in the Priority Localities Index areas.

A focus on high harm suspects will provide a more manageable, resource-focused and intensive approach to reducing serious crime in the borough. The number of individuals who commit 50% of harm in Croydon is less than 10% of the number of those who commit 50% of the volume of offences. They include the most high-risk individuals who have committed serious violence, sexual offences, robbery and arson, rather than more minor crimes of theft and criminal damage. They also commit a significant proportion of serious harm in the borough including domestic abuse, serious youth violence and non-domestic violence with injury.

Analysis of repeat offenders, high count and high harm offenders shows several cross-cutting issues which are likely to influence criminal behaviour, namely drugs, mental health and alcohol. In addition, most high count and high harm offenders are unemployed.

Victims

Most adult victims of crime are aged between 18 and 45. Large percentages of victims of specific crimes, especially domestic violence (DV), are in this age-group. However, those aged 10 to 17 years old experience almost one fifth of all crime harm; this is closely associated with knife crime.

Repeat victims (9% of all victims) are victims of 20% of the crime count and 31% of crime harm where victims have been identified. They figure strongly in cases of:

- Domestic violence - more than a third of all DV offences and harm are committed on repeat victims
- Hate crime – 60% of repeat crimes are between neighbours (a consequence of increased interaction during lockdown)
- Alcohol related crime.

Identifying and supporting victims of 50% of crime harm, rather than of 50% of crime count in Croydon, would enable the partnership to maximise the use of its limited resources, as the cohort is 95% smaller.

High harm victims have experienced violence (including domestic abuse, non-domestic violence with injury and serious youth violence), sexual offences and arson, as well as alcohol-related crime. They are not, however, typically victims of hate crime.

Strategic Assessment recommendations for the strategy are:

1. Focus on the neighbourhoods identified from the Priority Localities Index to collaboratively address the underlying issues linked to crime and ASB.
2. Establish ways to improve neighbourhood cohesion in areas identified by the Priority Localities Index where this may have deteriorated.
3. Expand micro-patrols to the crime hotspot areas of the borough. This is to be done not just by the Metropolitan Police Service (MPS) but by other uniformed enforcement strands of the partnership too.
4. Invite and form a partnership with key agencies who can heavily contribute to addressing the underlying issues of crime in the borough and enforcement. One should be involved in providing opportunities to residents; the other should be the British Transport Police.
5. Use crime harm as a measure to identify suspects and victims of serious crimes in order to focus intensive resources to reduce further serious risk in the borough.
6. Increase information sharing by partners to reduce offending in the borough, specifically on mental health, employment, and alcohol and substance misuse.
7. Provide better guidance to 10 to 17 year olds on the risks and consequences of capturing and sharing explicit material online.

8. Write a problem profile on domestic abuse in the borough in order to provide a detailed strategic document to focus resources efficiently.
9. Build and implement a performance framework for the whole network so that the responses based on these recommendations are monitored and measured closely.

5. Public Engagement Summary

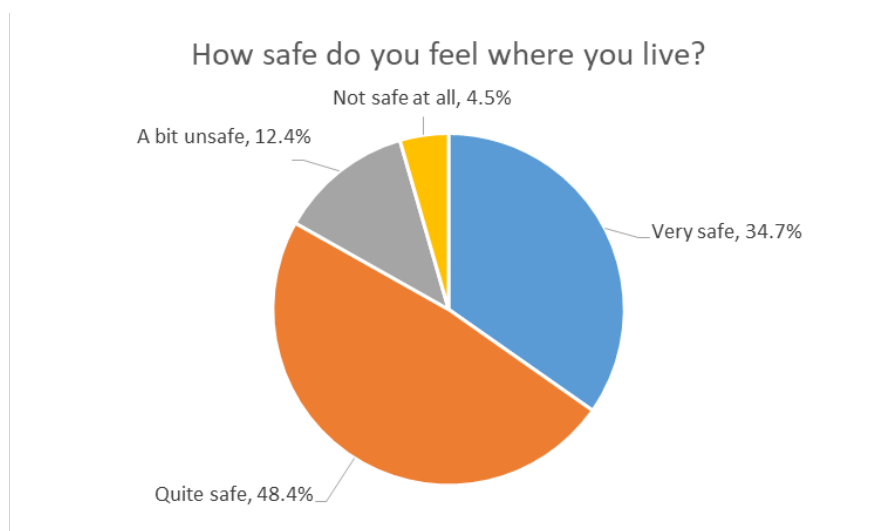
The Safer Croydon Partnership undertook two surveys in 2021 to improve our understanding of crime and safety from the point of view of young people and women and girls.

Survey of young residents

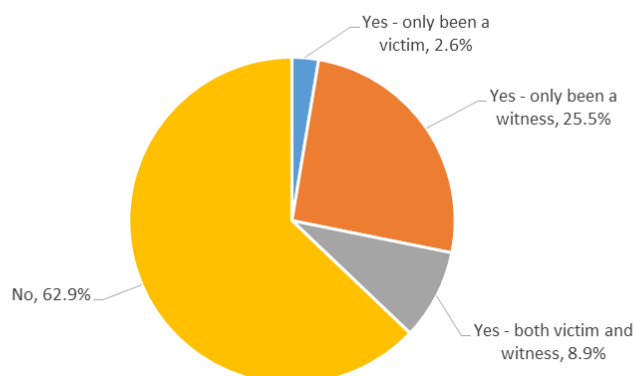
The survey was completed by young residents aged up to 25. Its purpose was to identify where people felt unsafe and how we could improve safety there. There were 451 respondents, of which 380 were used for the analysis after data cleansing.

While the vast majority of respondents felt safe, one sixth felt a bit unsafe or not at all safe where they lived, mainly because of knife crime, violence and gangs. However, one third had experienced or seen crime.

Larger district centres in the north and east, such as West Croydon and Thornton Heath, were most frequently mentioned as areas they would avoid.

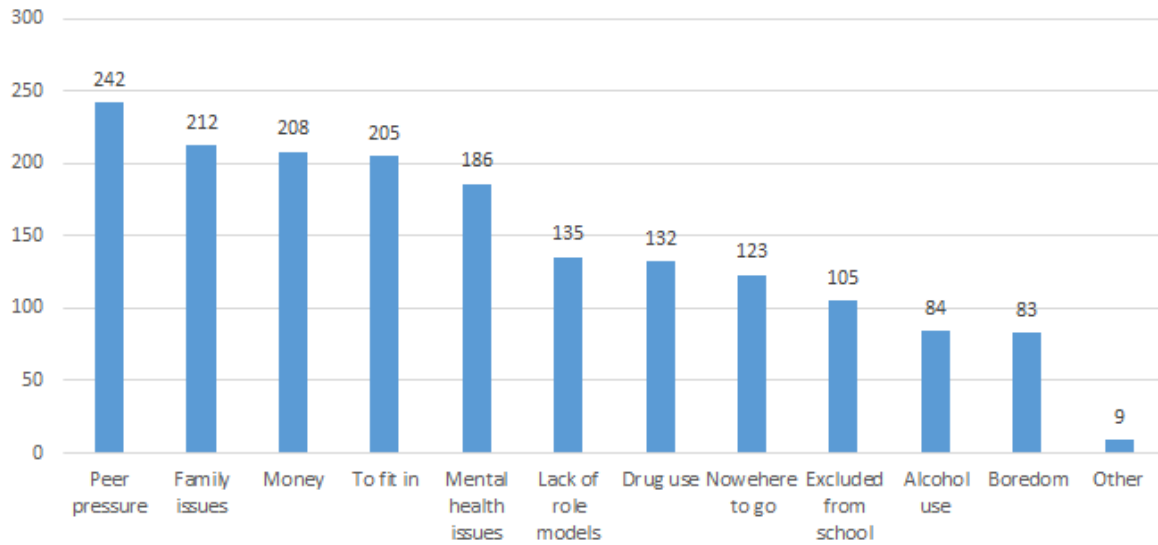


Have you ever been a victim and/or witnessed a violent crime?



The top five reasons why young people committed violent crime were given as peer pressure, to fit in, family issues, money and mental health issues.

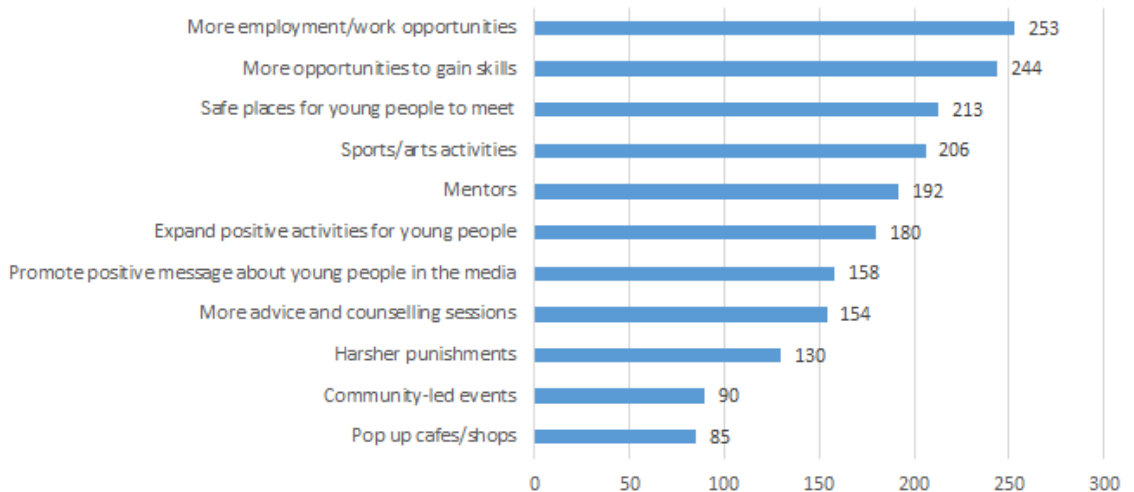
Why do you think young people commit violence crime (multiple answers optional)?



Undetected crimes included knife carrying, drug dealing, child neglect, grooming and DV. However, a third of respondents would not report an incident, mainly for fear of being seen as a ‘snitch’ and because of a lack of trust in the authorities.

The most helpful ways to help young people at risk of violent crime included: more opportunities for gaining skills and jobs; safe places to meet, more sports, arts and other positive activities, and mentoring. Young people also believe that increasing CCTV, visible enforcement on patrol, family support, educational and community activities would also help reduce crime in their area.

What do you think would be the most effective ways to help young people at risk of violent crime (multiple answers optional)?

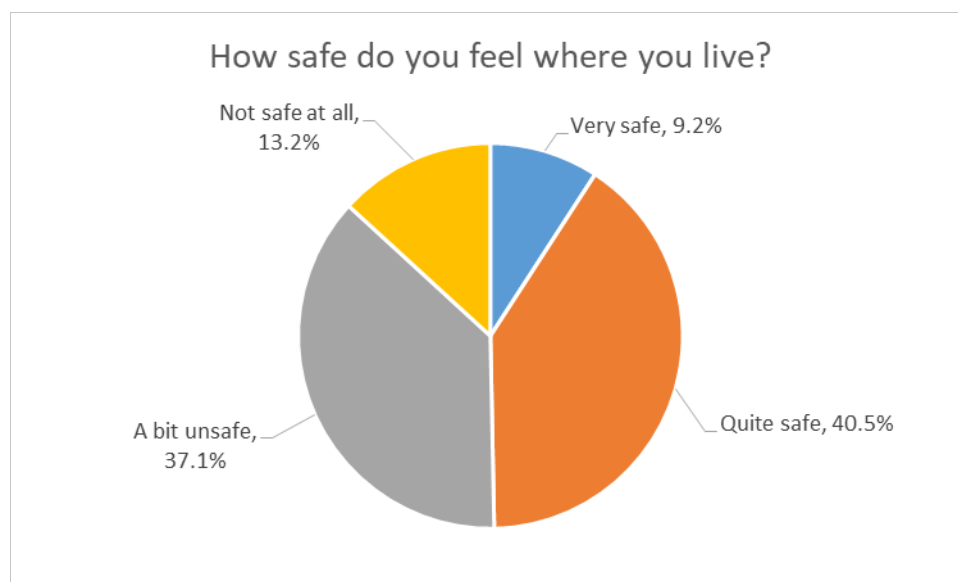


Survey of women and girls

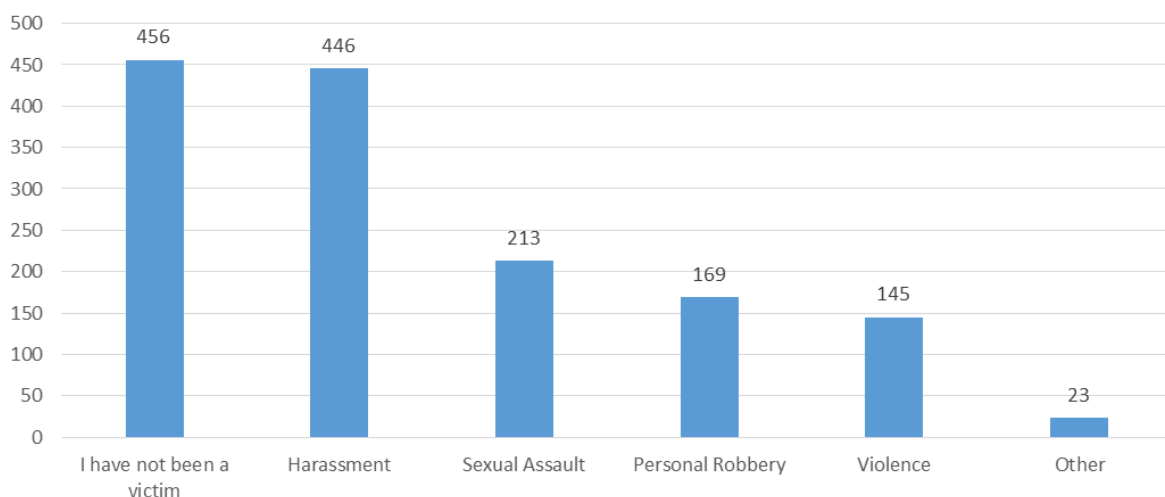
This survey focused on safety for women and girls, and identified areas where residents did not feel safe and what would need to take place in order to improve their safety. There were 1,245 responses, of which 1,113 were used for analysis after data cleansing.

Half of women and girls felt a bit unsafe or not at all safe where they lived (in contrast with one sixth of young residents); this was mainly because of harassment, sexual assault and personal robbery. 59% had experienced crime and three quarters had witnessed crime.

Larger district centres in the north and east, such as West Croydon, Thornton Heath, South Norwood and New Addington, as well as Croydon Town Centre, were most frequently mentioned as areas they would avoid.



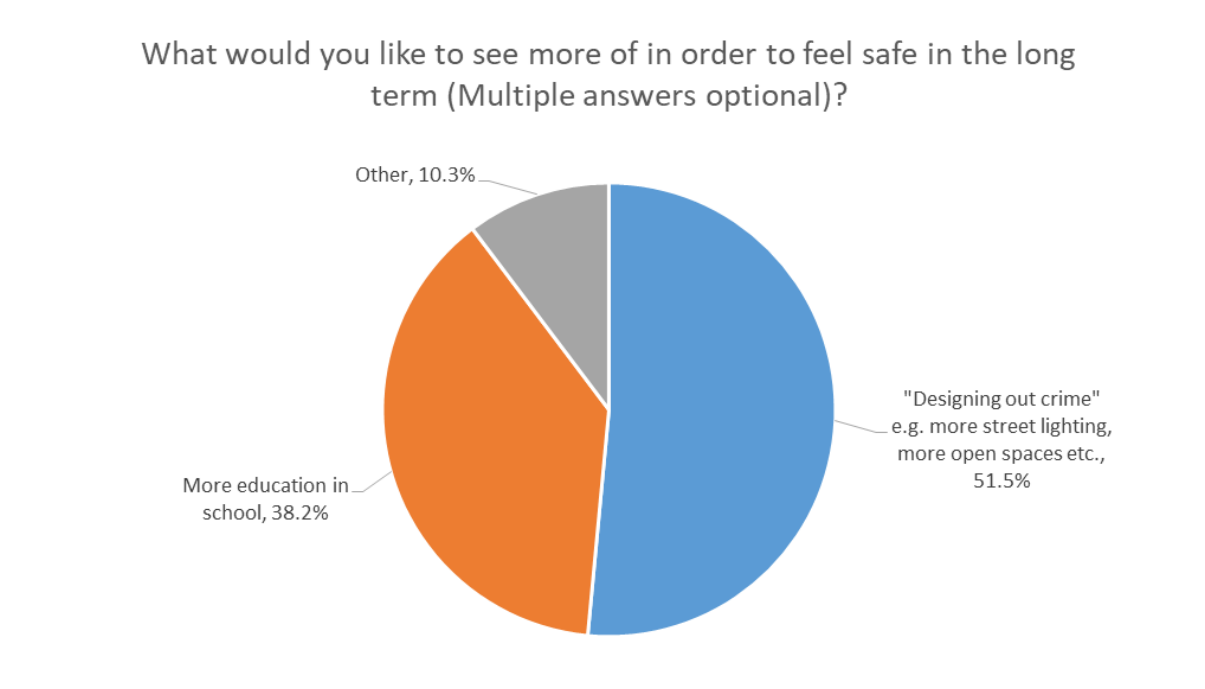
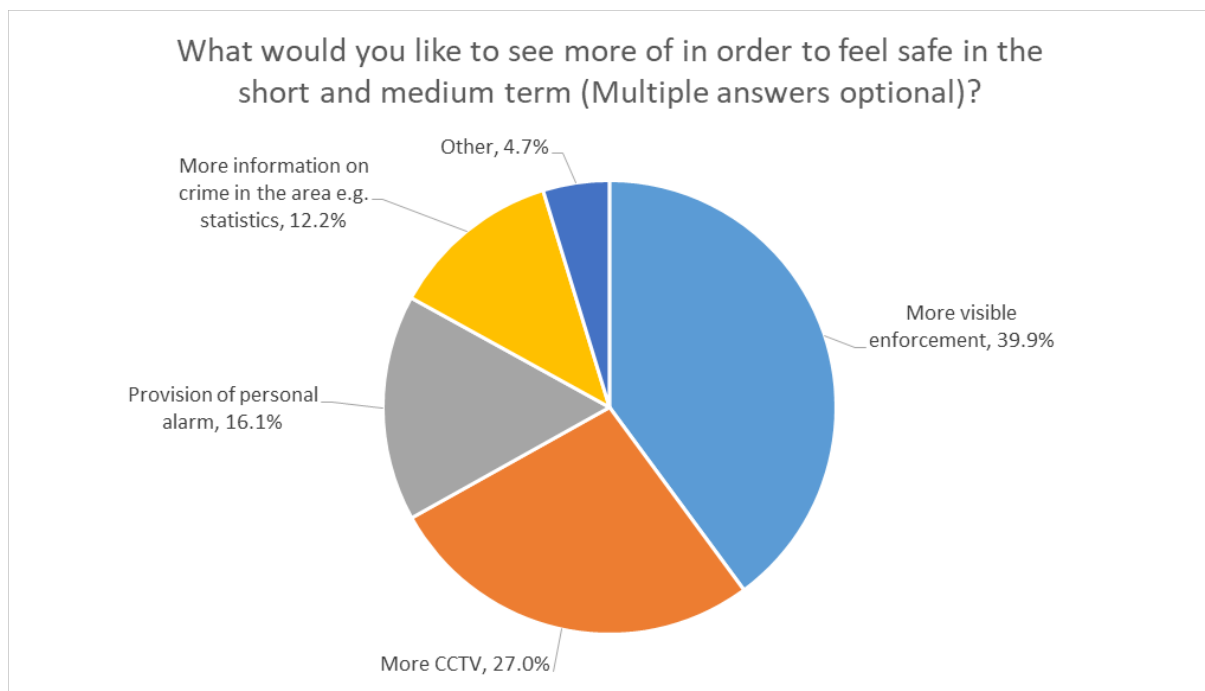
Excluding in your home, school and workplace, have you ever been a victim of the following:



Respondents did not feel safe while travelling or waiting for public transport, in parks, shopping centres and high streets, as well as in pubs, bars and clubs.

A fifth of respondents would not report an incident, mainly because it was a long process or for fear of reprisals, or of not being believed, and because of a lack of trust in the authorities.

In the short and medium term, more visible enforcement, more CCTV and personal alarms would make most people feel safe, as well as provision of personal alarms. In the long-term respondents wanted more education in schools and crime designed out of the public realm.



6. Conclusion

The Safer Croydon Partnership has considered the findings and recommendations in the Strategic Assessment. It has also taken account of feedback from engagement with young people and women and girls. It has decided on the following priorities for the Community Safety Strategy for 2022-2024:

1. **Tackle domestic abuse**
2. **Protect young people from violence and exploitation**
3. **Tackle disproportionality in the criminal justice system**
4. **Strengthen community resilience, offer trauma-informed services, focusing on Hate Crime, and build trust in the partnership**
5. **Focus on high priority neighbourhoods**

This strategy implements the Public Health approach to violence reduction. All actions within each priority are therefore designed to address the four elements of this model:

1. **Curtail** violent acts at source, pursuing perpetrators and enforcing action.
2. **Treat** those who have been exposed to violence to control the spread.
3. **Support** those susceptible to violence due to their exposure risk factors.
4. **Strengthen** community resilience through a universal approach.

Consistent with the problem-oriented approach, the partnership will focus on the underlying causes of those problems and how to tackle them. Mindful of the limited resources available, interventions will target the 'Felonious Few', high priority victims and hotspots to increase the chance reducing crime, particularly crime harm. The strategy's evidence-based approach will target, test and track its actions.

It is essential that the Safer Croydon Partnership has the confidence of people who live and work in the borough. The Partnership will build and implement a performance framework so that the responses to the recommendations in the strategic assessment are monitored and measured closely. The evaluation of the outcomes achieved by this strategy will include the views of residents, obtained through regular engagement during its three-year period.

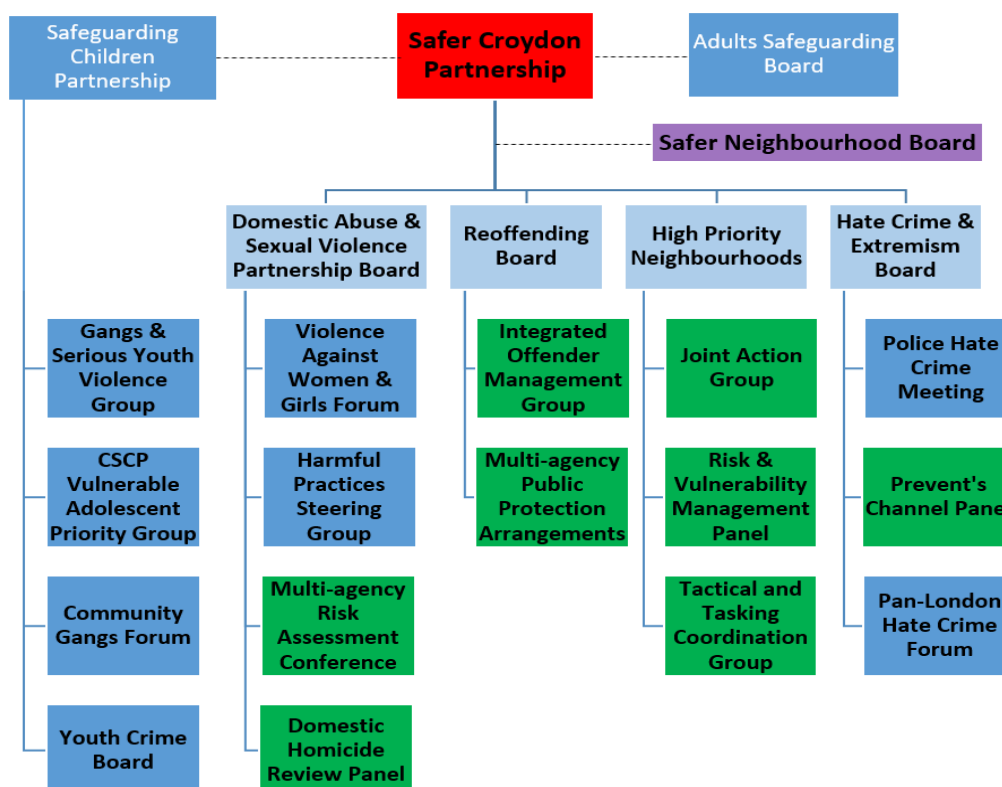
7. Delivery Framework

The Safer Croydon Partnership Board is responsible for all community safety matters across the borough. It provides strategic leadership and makes decisions regarding resources, performance management and future developments. It works with other boards on Croydon's Local Strategic Partnership on crime and safety matters, in particular the Safeguarding Children Partnership and the Adults Safeguarding Board.

Key responsible authorities on the Board include the council, police, and health, probation and fire services. The voluntary sector and residents are also represented. Organisations instrumental in delivering strategy priorities may also be invited to join.

The boards and meetings in the chart below are accountable to the Board (see Glossary for details). Those dealing with youth crime are directly accountable to the Safeguarding Children Partnership, which works closely with the Safer Croydon Partnership. Case management forums, in green, tailor plans for specific individuals to reduce offending or vulnerability. Where there is demand, specific working groups are also set up to tackle crime and ASB in a specific area, which last for a minimum of six months.

The SCP will continue to work closely with the Safeguarding Boards with the intention of building stronger partnerships. This will include the SCP providing them with information and updates on work programmes as well as action plans.



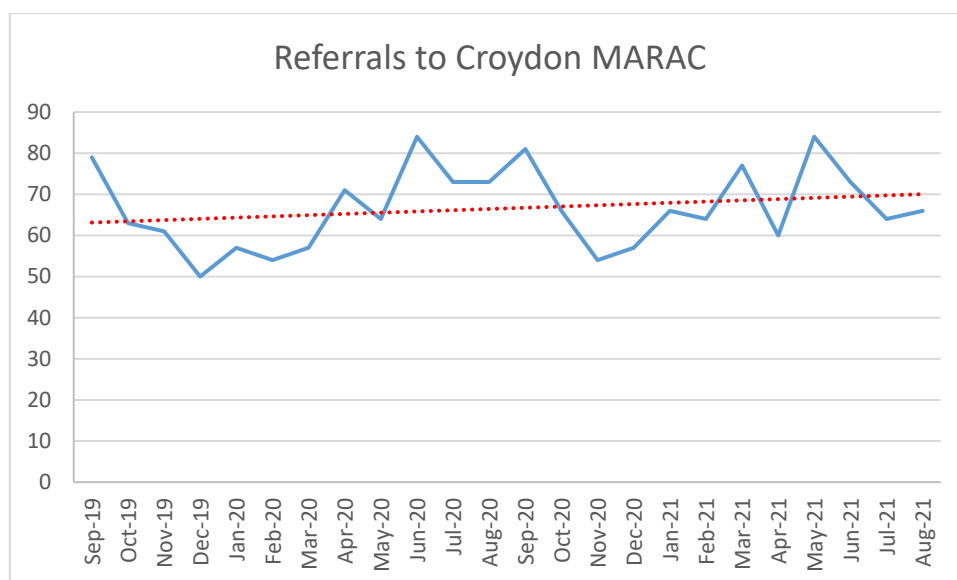
8.1 Priority 1 Tackle domestic abuse

What we want to achieve

Tackling domestic abuse remains a priority for the Partnership. We also want to support victims better, challenge perpetrators and support them to change, and help people to thrive once they have left abusive relationships.

Level of need

The rate of domestic abuse incidents and offences per 1,000 population has been increasing year on year in Croydon, which had the 3rd highest rate in London in 2020. There were 5,154 reported incidents of domestic abuse, an increase of 17.9%, compared to the previous year. In the year to August 2021 there was a 3.3% increase in the average level of cases with a high risk of severe harm referred to the Multi-Agency Risk Assessment Conference (MARAC).



Lockdown restrictions during the Covid pandemic forced intimate partners and family members of the same household to stay indoors together, putting themselves at greater risk of harm from an abusive partner or relative. In addition, better awareness of services for victims and of what constitutes domestic abuse increased the likelihood of people coming forward to report it.

What we are doing

Support victims

The Partnership works through the police, council, including the Family Justice Centre (FJC), and voluntary and community organisations to mobilise the professional and community network through raising awareness and training frontline staff. It will use the measures introduced by the Domestic Abuse Act 2021 to protect and support victims.

FJC brings together several agencies to provide a single, multi-agency assessment of victims' risk and harm, obviating the need for victims to repeat their history, and refers victims for specialist support including accommodation and legal services. It

coordinates volunteers who provide emotional support and practical help. Its freedom programme supports survivors who have left abusive relationships.

Independent Domestic Violence Advisors at the FJC, police stations, and Croydon University Hospital provide specialist support, which extends to victims who are homeless, experiencing modern slavery or radicalisation, and those with no recourse to public funds. An independent sexual violence advisor is also available. Several local voluntary and community organisations support BAME women experiencing domestic abuse and sexual violence and work to improve their relations with the criminal justice system to encourage engagement and trust.

The Police use the Domestic Violence Disclosures Scheme (Claire's Law) to reduce serial perpetrators and give more control to women.

People with learning disabilities are at high risk of suffering domestic abuse due to factors including difficulties in recognising abuse, fear or lack of knowledge of how to report this, emotional vulnerability and communication difficulties. All staff working with people with learning disabilities need to be alert to the possibility of domestic abuse and know how to address this and where to make referrals for support.

Challenge perpetrators and support them to change

The police arrest perpetrators at the scene wherever possible, and otherwise within 24 hours. They will use and enforce bail conditions and compliance with Domestic Violence Protection Notices (DVPNs) to protect victims. After arresting perpetrators, the police will refer them to support groups, to the Domestic Abuse Perpetrator's Panel (DAPP) where appropriate, and to the rehabilitative DRIVE programme, which makes interventions to change the behaviour of perpetrators.

Several themed forums coordinate activity among practitioners in Croydon and exchange good practice, including the Violence Against Women and Girls (VAWG) coordinators meeting (Pan London), the VAWG Forum, Domestic Abuse and Sexual Violence Partnership Board, and Multi-Agency Safeguarding Hub (MASH) Operational Management Group.

Relevant case management meetings include the Adults Safeguarding Board Multi-Agency Risk Assessment Conference (MARAC), and Domestic Abuse Perpetrators Programme (DAPP) Meeting.

What we will do

We will continue to apply a multi-agency approach to tackle domestic abuse and sexual violence (DASV) within Croydon and provide multi-agency service provision for victims. DASV must be understood as part of the wider context of violence against women and girls (VAWG). This is the case, for example, with how young people experience domestic abuse. VAWG is dealt with under Priority 4. We will update Croydon's DASV Strategy and will:

Curtail violent acts at source, pursuing perpetrators and enforcing action

1. Use recommendations and learning from domestic homicide reviews to improve partnership practice and actions to tackle domestic abuse and sexual violence.

2. Produce an evidence-based profile of domestic abuse in Croydon and engage with service users and the VCS to develop actions to tackle this crime in hotspot areas.

Treat those who have been exposed to violence to control the spread

3. Continue to provide and arrange refuge and other safe accommodation to victims of domestic abuse and sexual violence.
4. Work with perpetrators through the rehabilitative [Croydon DRIVE Project](#) programme to end their abusive behaviour.
5. Train partners to develop appropriate trauma-informed responses to victims of domestic abuse and sexual violence.
6. Croydon Health Services NHS Trust to appoint a qualified member of staff to support the Independent Domestic Violence Advisor.
7. Develop a domestic abuse specialism in Croydon Health Services NHS Trust's safeguarding team to develop practitioners' knowledge and skills across the organisation

Support those susceptible to violence due to their exposure to risk factors

8. Raise awareness of domestic abuse and sexual violence and train Safer Neighbourhood Policing Teams to support victims and monitor and enforce perpetrators' compliance with bail conditions and Domestic Violence Protection Orders (DVPOs).
9. Strengthen partnership work and make services available to support parents involved in conflict and the children and young people exposed to it.
10. All staff in Croydon Health Services NHS Trust working with people with learning disabilities will be trained in understanding and responding to domestic abuse, complete training in safeguarding adults level 3, and develop links with the FJC.

Strengthen community resilience through a universal approach

11. Provide training for organisations working with victims of domestic abuse and sexual violence, and raise awareness to increase understanding of this crime and ensure that it remains everyone's business.
12. Ensure that all schools and GP practices in hotspot areas receive training to identify signs of violence against women and girls, including domestic abuse and sexual violence, and arrange appropriate responses.

How we will we know our actions have been effective

- Statistics on number of domestic abuse incidents, offences and sexual violence offences recorded by the Police. The volume of cases reported per '000 of women and girls resident in Croydon. This rate is likely to increase, as more victims come forward following implementation of the Domestic Abuse Act 2021.
- Number of cases at the Multi-Agency Risk Assessment Conference (MARAC)
- Number of cases recorded by the Family Justice Centre
- Level of engagement with and outcomes from [Croydon DRIVE Project](#)
- Feedback from voluntary and community sector partners
- Feedback from Family Justice Centre service users

- Sufficient independent domestic violence advisors are available to provide a safe level of support for victims of domestic abuse and sexual violence in Croydon.

8.2 Priority 2 Protect young people from violence and exploitation

What we want to achieve

We want to protect young people at risk of becoming victims of crime. We want to reduce serious youth violence in Croydon, including knife enabled violence and robbery, and involvement in gangs. We want to reduce the number of children and young people involved in exploitation, in particular county lines which involves using children and vulnerable people to traffic drugs from location to location.

This strategy takes a more holistic view, addressing both violence and the safety of young people. It has been informed by the views of young people in Croydon, their concerns and what they think would reduce youth violence.

Identifying adverse childhood experiences as early and quickly as possible is crucial for planning effective interventions to prevent violence. These include domestic abuse, child neglect, older siblings involved in crime and anti-social behaviour, school behaviour and exclusions, and cannabis use.

What we are doing

The Safer Croydon Partnership (SCP) covers the direct and indirect criminality and victimisation of children. This includes county lines, sexual and criminal exploitation and grooming. The SCP coordinates and leads on several meetings designed specifically in protecting young people from violence.

The Gangs and Serious Youth Violence (SYV) Board oversees the multi-agency approach to reducing SYV and gang activity in the borough at a strategic level. The Community Partnership ensures appropriate interventions are made for young people be they diversion, disruption or enforcement. The council runs workshops in schools on harm and safety, as well as events for staff on SYV and exploitation.

The Youth Crime Board is responsible for the work of the multi-agency Youth Offending Service to coordinate the delivery of actions to prevent and reduce re-offending and manage risk to safeguard children and young people within the borough in accordance with the Youth Justice Plan 2021/22.

Whereas the SCP is focussed on the risk of criminal exploitation of children, the [Croydon Safeguarding Children Partnership](#) (CSCP) focusses on raising awareness of safeguarding risk and supporting the wider partnership to recognise and respond appropriately to safeguarding concerns involving children up to 18 years of age. It supports the SCP by building awareness of child exploitation and providing training and quality assurance of safeguarding practice. Together, they provide a holistic approach to safeguarding children in the borough.

The CSCP provides for effective joint working with the SCP on matters of young people's safety through the Vulnerable Adolescents Priority Group, which uses a public health approach in reducing violence amongst young people.

The council leads working groups in areas where SYV is an issue. CVA and Croydon BME Forum deliver the 'My Ends' project to divert young people from crime through mentoring, support for parents, training youth work organisations on trauma and mental health, and establishing community partnerships. The Partnership also encourages young people to participate in decision-making on the issue of violence and exploitation through Croydon Youth Forum.

Other themed forums, including the Early Help Partnership Board, collaborate on funding bids, co-ordinate activity among practitioners and exchange good practice. Case management meetings include PREVENT's Channel Panel, Gangs Weekly Tasking Group, Risk Management and Vulnerability Panel and the Complex Adolescents Panel (CAP).

What we will do

Curtail violent acts at source, pursuing perpetrators and enforcing action

1. Provide more visible enforcement on patrol where possible in areas of high harm towards young people.
2. Apply for Criminal Behaviour Orders (CBOs), Knife Crime Prevention Orders and Gangs Injunctions when disruption is appropriate.
3. Develop an agreed joint programme of actions to remove weapons and provide reassurance including Trading Standards initiatives (e.g. knife or corrosive substance test purchases)
4. Weapons sweeps by staff of partner agencies, e.g. London Fire Brigade, housing providers/estate managers and refuse collectors.
5. Sign up businesses to responsible retailer agreements and train them on knife sales issues and take appropriate enforcement action on the sale of knives to young people.
6. Use London Information Sharing to Tackle Violence programme and wider public health data, social media intelligence, local drugs markets and local rescue and response county lines analysis, and other relevant local authority data to inform the strategic assessment analysis.

Treat those who have been exposed to violence to control the spread

7. Provide violent crime offenders with bespoke community service interventions before court and after conviction that protect the public.
8. Reduce harm to direct and indirect victims of offending
9. The Gangs Team to deliver on bespoke actions plans for gang members.
10. Refer offenders from police custody to providers of education, employment and training through the DIVERT programme.
11. YOS to ensure that Interventions take account of adverse childhood experiences and are trauma informed in recognition that those carrying out SYV have often been victims themselves
12. YOS to ensure victim(s) and potential victims are at the core of its work by offering restorative justice interventions by contacting identified victims of serious youth violence to offer the opportunity to engage in direct or indirect restorative interventions

13. Provide young victims of violence with a trauma informed needs assessment, with referral to the Emotional Health and Wellbeing service where appropriate and work effectively with partners for a fast track access to support for young people affected by serious youth violence.
14. Place a commissioned third sector organisation such as RedThread in Croydon University Hospital A&E to provide immediate support and space for young people injured through serious youth violence and ensuring information is shared with relevant agencies in a timely way.
15. To strengthen work on parents and families of those affected by knife crime.
16. Ensure that offenders (aged 18+) who meet the criteria for the MOPAC Knife crime GPS Pilot be considered and the relevant licence condition added. Consider also those already in the community who it is identified may pose a risk, as an alternative to recall or when re-released from recall.

Support those susceptible to violence due to their exposure to risk factors

17. Minimise school exclusions (and managed moves in place of exclusions), create inclusive settings and support young people back into education, employment and training.
18. Work with parents and carers, especially those who are vulnerable, to engage young people in diversionary activities and education and prevent harm.
19. Ensure services are deployed to known hotspots
20. The Youth Engagement Team to continue their delivery of the 'Safe and Well' programme in schools
21. YOS to offer bespoke services that support young people back into education and employment.
22. Ensure young victims of violence, are identified and given support to access diversionary services, including education, training and employment
23. Deliver universal and targeted programmes in schools (including as part of Sex and Relationships Education), based on Croydon safeguarding issues and trends, and support schools to assess quality and impact.
24. Safeguarding Children Partnership to ensure local Early Help processes and referral pathways, and everyone's role within them, are clear and easily accessible to parents, carers, schools, Pupil Referral Units and college staff.
25. Create more opportunities for gaining skills and jobs.
26. Develop more sports, arts and other positive activities, youth engagement, counselling and mentoring.
27. Develop resources for workshops in youth community settings and train partners to run them.
28. To develop communication methods to young people and families.
29. All staff in Croydon Health Services NHS Trust Learning Disability Team to complete PREVENT training

Strengthen community resilience through a universal approach

30. Where possible, to improve design of areas to remove opportunities for storing weapons.

31. Work to ensure places of education are safe and inclusive, build young people's resilience and have a trauma-informed approach.
32. To encourage schools to include knife crime and youth violence within their safeguarding plans.
33. Hold educational and community activities.
34. All partner agencies to adopt a trauma informed approach and commission training accordingly.
35. Co-design communication materials with YP in engagement stages to increase awareness of services by getting the language right and engage with families at a human level.
36. To explore the extension of the social workers in schools programme in partnership with education providers beyond March 2022

How we will know our actions have been effective

- Reduction in the number of young people who are victims of Youth Violence, Serious Youth Violence, CSE and Knife Crime with Injury where the victim is aged 1 to 24, recorded by the Police (MPS).
- Regular surveys of young residents find that a greater percentage of respondents report that they feel safe in Croydon.
- Reduction in the number of young people treated by London Ambulance Service for violent injuries inflicted in Croydon.
- Reduction in the number of people treated by Accident & Emergency at Croydon University Hospital for violent injuries received in Croydon.
- The number of young people being worked with by the Gangs Team.
- The number of PREVENT referrals of young people.
- A reduction in number of young people entering the criminal justice system for the first time.
- A reduction in re-offending.
- An increase in the number of young people in Education and Employment particularly for those 16+.
- Reduction in school exclusions.

8.3 Priority 3 Tackle disproportionality in the criminal justice system

What we want to achieve

Some people are treated differently by a range of public institutions, and this can have an impact on how they experience violence. This chapter shapes a multi-agency response to reduce the disproportionality of outcomes people from Black, Asian and minority ethnic (BAME) backgrounds in the Criminal Justice System.

The problem

People from a BAME background were over-represented as defendants in the criminal justice system in 2019, according to [Ministry of Justice \(MoJ\) data](#). This was largely because people from these ethnic groups made up a disproportionate share of people arrested, and this carried through to the prosecution, conviction, and imprisonment stages. Evidence also suggests that offenders from BAME backgrounds receive longer custodial sentences, which could be partly due to the higher rate of 'not guilty' pleading among defendants from these ethnic groups.

Discriminatory treatment of young people from BAME backgrounds can have significantly adverse impacts on young persons' views of themselves, their health and life chances. In Croydon young black males are significantly overrepresented in the youth justice system, more likely to enter it at a higher level, and more likely to receive stiffer sentences, including custodial sentences. This group are also more likely to be stopped and searched. Additionally, Black Caribbean pupils in Croydon, as in England as a whole, have the greatest level of disproportionately when it comes to exclusion from school.

When considering discrimination we must consider race, disability, gender, religion, sexuality and take into account the fact that discrimination can occur not just amongst individuals but also systemically.

What we are doing

Croydon Youth Offending Service has developed a Disproportionality Action Plan for 2021/22 to monitor services with regard to diversity and address oppressive practice and inequality proactively, informing local practice and strategic planning, working collaboratively with Croydon BME Forum and strategic partners such as the police, courts and the NHS. Inspirational black male professionals and police are invited to speak to the young males group on the Criminal Justice System and aspirations. The service also closely monitors under-14 year olds entering the system and strives to divert them from re-offending.

Croydon BME Forum conducts training sessions for professionals on cultural sensitivity, addressing bias, prejudice, and discrimination and how to overcome this in practice. It advises the Partnership and the Gangs Matrix Board on local issues and partnership work to reduce disproportionality in the criminal justice system.

Police are conducting ongoing research in response to critical incidents, stop and search and criminal justice outcomes with a disproportionality focus and continue to

evolve their response to the systematic and institutional racism that influences the overrepresentation of young black males in the criminal justice system.

Although several agencies have made progress, currently the partnership lacks comprehensive and accurate equalities data of the cohorts of people affected in Croydon. This is needed to understand disproportionality fully and tackle it effectively. The CSCP has asked its member agencies to be more robust in their recording of ethnicity and disability of young people.

The Vulnerable Adolescent Priority Group (VAPG) reviews data on disproportionality and champions the need for accurate data recording. VAPG's Schools Curriculum and Change Group shares resources, strategies and information. It has begun a work programme that will examine racial harassment; teacher recruitment, retention and promotion; governor recruitment; exclusions; and pupil achievement.

The Probation Service inputs equalities data on their cases to inform the services they commission for particular groups. It has introduced the Effective Proposal Framework helping to reduce disproportionality by taking account of offending history and producing suitable proposals and disposals to use in court reports.

What we will we do

Understanding the problem

1. All agencies to record equality and inclusion information about their cases, including the Probation Service and Police research on critical incidents, stop and search and criminal justice outcomes with a disproportionality focus.
2. Produce data to understand the impact of disproportionality at every stage of the Criminal Justice System, from policing ('stop and search'), sentencing trends, custody rates and rates of reoffending, and numbers of young people entering the criminal justice system for the first time.
3. Once available, analyse data by ethnicity, gender, sexuality, disability, religion and geographic information to inform the planning of interventions and commissioning of services.
4. Analyse and review BAME groups at risk of gang affiliation and criminal exploitation through county lines in order to establish a baseline.
5. Share data, patterns, needs and learning across the partnership, including education (exclusions data), health and police, and hold discussions to better understand disproportionality across the criminal justice system and define actions required
6. Working and exchanging learning with other London Authorities
7. The Partnership will use relevant forums to formally raise the Partnership concerns and recommendations.

TREAT those who have been exposed to violence/crime to control the spread

8. Youth Offending Service interventions are tailored to meet the individual needs of young people and address overrepresentation, paying particular attention to young people's self-assessments and learning styles

9. Youth Offending Service Officers to attend regular reflective practice to discuss needs of staff and offenders and plan actions to tackle overrepresentation, disproportionality and oppressive practice
10. Probation Service to use the equality and inclusion analysis of their caseload to ensure that services commissioned are tailored for certain groups.
11. Ensure the physical and mental health needs of individuals are quickly identified and actioned, promoting accessibility to health provision for disadvantaged groups
12. Ensure the Youth Offending Service and police identify young people suitable for diversion from the criminal justice system to achieve a fair application of alternatives to prosecution
13. Maintain dialogue with the judiciary and court users group on overrepresentation, involving young people, and compare similar offences and sentencing outcomes for young people by ethnic groups.
14. Probation will continue to use the Effective Proposal Framework Tool to produce a list of suitable proposals and disposals, before court reports are written, to ensure there are better sentencing outcomes for all groups, reducing disproportionality amongst those going through the criminal justice system and extend use of tool to those coming out of prison on licence.
15. Officers are being trained to ask safeguarding questions of all juveniles in custody and involve social services to help manage risk and offer diversions.

SUPPORT *those susceptible to violence due to their exposure risk factors.*

16. Identify individuals who are potentially experiencing systemic discrimination within the education system, and advocate accordingly.
17. Ensure that all young people, particularly those who are NEET, are offered opportunities for education, training and employment that are in line with their individuality and personal need.
18. Develop joint working between the Youth Offending Service and social care to develop a trauma-informed and culturally aware approach to meet the needs of unaccompanied minors.
19. Work with specialist voluntary organisations, and community and grass-roots projects that target the prevention and reduction of crime within overrepresented groups in the Criminal Justice System
20. Set up DIVERT programme to promote universal services with partners, including the community sector, for those arrested where no further action is taken.
21. Croydon Health Services NHS Trust Learning Disability Team will develop links with neighbourhood policing to ensure crisis plans are in place.
22. Police schools officers to offer early engagement to divert individuals from involvement in the Criminal Justice System.
23. Police Child Sexual Exploitation and Child Criminal Exploitation teams to divert those exploited who may also be involved in criminality themselves through the Complex Adolescents Panel.

STRENGTHEN *community resilience through a universal approach*

24. Arrange and encourage training in cultural competency, unconscious bias and disproportionality awareness for members of partnership organisations as well as programme boards
25. Strengthen and support schools to reduce fixed and permanent exclusions of BAME children. Continue monitoring exclusion rates and taking action to address over-representation, by working with schools, local health services, and the community to reduce the need to exclude pupils
26. Continue monitoring exclusion rates and taking action to address over-representation, by working with schools, local health services, and the community to reduce the need to exclude pupils

How we will we know our actions have been effective

- Reduction in the number of young people from BAME backgrounds who enter the criminal justice system for the first time
- Reduction in the number of young people from BAME backgrounds who reoffend
- Improved identification and support of people from BAME backgrounds involved in gang activity so they are provided opportunities and support to exit gangs
- Increase in the numbers of people from BAME backgrounds in the Criminal Justice System who gain access to education, employment and training
- Reduction in school exclusions and truancy
- Feedback from the Youth Offending Service, Police, and Courts
- Staff are fully trained in cultural competency and have full awareness of anti-discriminatory practice
- Services/interventions are culturally in tune with service users.

8.4 Priority 4 Strengthen community resilience, offer trauma-informed services, focusing on Hate Crime, and build trust in the partnership

What we want to achieve

Individuals benefit from different protective factors, ranging from personal resilience to trust in other people and organisations. We need to understand how to foster the protective factors in individuals and communities.

We will look at how the whole community safety system in Croydon and our services are organised and delivered and consider what steps we should take to help traumatised service users to heal and to avoid, or minimise, adding new stress or reminding them of their past traumas. 'Trauma-informed approaches' are ways of supporting people that recognise specific needs they may have as a result of past or ongoing trauma. A traumatic event is an event, a series of events or a set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening (Substance Abuse Mental Health Services Administration 2014).

Croydon residents' confidence in the police is higher than the London average, but has declined since 2017, according to MOPAC's Public Voice Dashboard. However, in the Violence Reduction Network's recent surveys in Croydon, 79% of women and girls responding, and 66% of young people, stated that they would report a crime to the authorities.

What we are doing

The Council coordinates and takes part in a wide range of regular meetings of relevant partners to strengthen community resilience, offer trauma-informed services and build trust in the authorities. Multi Agency Public Protection Arrangements (MAPPA) meetings manage the most serious offenders and Integrated Offender Management (IOM) meetings manage prolific reoffenders. At the Risk and Vulnerability Management Panel, organisations jointly develop coordinated plans to protect vulnerable residents who are victims, witnesses or perpetrators of crime and ASB. Agencies at the Community Gangs Forum discuss individuals involved or at risk of being involved in gangs to plan a holistic approach to divert them away from gangs.

Through the Young Londoners Fund, the Council coordinates trauma-informed services for young people, including mental health professional and a range of diversionary activities.

Members of the community may use a community trigger to ask the Council, Police or a relevant housing association to review the work they are doing to tackle persistent anti-social behaviour (ASB) after reporting three separate incidents of ASB in the previous six months. When residents in a particular area report concerns about a rise in crime or ASB, the Council may set up a working group to plan a multi-agency response. Using data and community feedback, it tasks appropriate services and monitors progress, amending actions where necessary.

The Croydon Resilience Forum (CRF) ensures an integrated approach to emergency response and management for the borough. It involves emergency planning officers and representatives of sectors with a role in emergency preparedness and response, including local authority, health, police, fire, utility, environment, business, voluntary, community, faith and transport.

There is no place for hatred and intolerance in Croydon's communities: since 2019, 24,000 individuals and organisations have signed Croydon's hate crime pledge. It helps us to identify whether communities understand hate crime issues and the reporting mechanisms in place. We engage signatories about events and training by VCS partners on tackling hate crime. The partnership is committed to targeting offenders, monitoring community tensions, increasing awareness of action to combat hate crime, reducing tolerance of it and undermining any social acceptability of it.

We will develop the work of our partnership to provide an effective response across the borough to tackle violence against women and girls (VAWG). This will include developing a detailed three-year strategy for 2022-2024 to focus the partnership's resources effectively on ending violence against women and girls. It will involve partnership work across national, regional and local boundaries to help victims and provide an effective first response to violence and abuse. It will cover ensuring streets are safer for all women and girls, as well as sex work, trafficking, female genital mutilation and other harmful practices. We are also preparing a more detailed strategy on the Partnership's approach to tackling harmful practices. Croydon's strategy will be in conformity with the government's new VAWG strategy and the Mayor's forthcoming Pan-London VAWG Strategy. Further actions will be developed in Croydon's new VAWG strategy.

The Council's [statement](#) in May 2019 details its approach across all council activity to raise awareness of and identify modern day slavery and respond accordingly.

What we will do

Curtailed violent acts at source, pursuing perpetrators and enforcing action.

1. Develop a detailed three-year strategy to tackle violence against women and girls (VAWG), in conformity with the forthcoming Pan-London VAWG Strategy.
2. Increase the visibility of enforcement and support services, such as the Family Justice Centre, enforcement teams and police, on the street, in bars, and brothels (also supports Priority 5).
3. Develop Croydon's partnership response for addressing modern slavery through a multi-agency case conference to share intelligence, identify victims, offenders and hotspots and coordinate focussed action.
4. Expand partnership working groups across other areas of need in the borough and develop plans involving all agencies.

Treat those who have been exposed to violence, and their trauma, to control the spread

5. Provide frontline staff in partner organisations with trauma and attachment training, enabling them to adopt a trauma-informed approach
6. Increase information sharing by partners to reduce offending in the borough, specifically on mental health, employment, and alcohol and substance misuse.
7. Continue providing trauma-informed support and advocacy to women involved in the criminal justice system to aid their resettlement
8. Deliver training to partners on identifying and responding to modern slavery and supporting victims.
9. Croydon BME Forum's Health and Well-being Space will see a range of trauma-informed services support people with mental health issues and ensure they can access mental health support in their local communities.
10. Improve support and reduce vulnerability for victims of hate crime.

Support those susceptible to violence due to their exposure to risk factors, taking account of their trauma

11. Invite and form a partnership with key agencies who can contribute to addressing the underlying issues of crime in the borough and enforcement through providing opportunities to residents to contribute to addressing the underlying issues of crime and enforcement (Strategic Assessment Recommendation 4)
12. A qualified psychologist will be based in Croydon BME Forum's hub to provide free therapeutic support.
13. Hold a quarterly forum on violence against women and girls to exchange intelligence, share good practice and address challenges and barriers to help VCS partners in delivering support services within their communities.
14. Croydon Health Services NHS Trust Learning Disability Team to re-establish the 'Risk Assessment Forum' to identify and mitigate risks posed more robustly.

Strengthen community resilience through a universal approach and build trust

15. Challenge the deep-rooted social norms, attitudes and behaviours that discriminate against and limit women and girls across all communities by working directly with grassroots organisations in raising awareness
16. Build strong stakeholder relationships and reduce silo working across the Safer Croydon Partnership and Croydon Resilience Forum
17. Facilitate community involvement in Police monitoring of the impact of section 60 'no suspicion' stop and searches for offensive weapons

18. Launch police encounter panels as part of MOPAC promise to improve transparency and accountability of police tactics which are identified by the public as of particular concern (e.g. viral videos on social media)
19. Improve access to Police through ward panels, Safer Neighbourhood Boards and community meetings, focussing on areas of risk with a priority to improve community cooperation, involvement and legitimacy.
20. Develop a Safer Croydon communications plan to increase awareness of the work being done by the council, police and other partners to combat crime; specific communications for local communities to focus on what is being done in specific areas of crime such as:
 - Domestic abuse and sexual violence
 - Serious youth violence
 - local statistical information for community organisations on violence against women and girls
 - Hate Crime
 - PREVENT work
 - Other areas of concern highlighted by the community
21. Engage with the community through surveys on a more regular basis to gauge their concerns in their area.
22. Run programmes of community involvement, capacity building and regular engagement involving Croydon BME Forum and CVA
23. Partnership to support and inform the Police's assessment of community tensions monitoring
24. London Fire Brigade will provide easier community access to local fire stations and build trust and confidence with all stakeholder groups.
25. Develop a Modern-Day Slavery (MDS) action plan which will be implemented by the MDS Forum.

How we will we know our actions have been effective

- Feedback from the voluntary and community sector
- Public Dashboard of the Mayor's Office of Policing and Crime
- Regular surveys, including trust and confidence in services.
- The number of staff receiving trauma training
- We are developing our method for collecting and understanding community feedback. We wish to assess whether there is an increase in people responding to surveys (women, young people and BAME residents in particular) who say that they would report an incident or crime to the authorities.

8.5 Priority 5 Focus on high priority neighbourhoods

What we want to achieve

The strategic assessment identified nine priority areas in the borough which the Safer Croydon Partnership should focus on because they score highly in our 'Priority Localities Index' with regard to crime, anti-social behaviour and the causes of crime.

By focussing our resources on these areas, we will tackle the underlying causes of crime so that these persistent high harm targets no longer generate such serious crimes, reducing overall crime rates and costs in the medium to longer term.

What we are doing

The Council coordinates and participates in multi-agency meetings to reduce crime and ASB in specific areas. Several apply a problem-solving approach, analysing the issues, developing a tailored response, and finally assessing the outcomes. The monthly Joint Action Group (JAG) tackles any crime and ASB problems in the borough requiring a multi-agency approach. Lately, a specific multi-agency working group is set up when a neighbourhood of concern raised at the JAG requires a more intensive partnership approach in the medium-to-long term.

The Council contributes to the local Police Tactical and Tasking Coordination Group (TTCG), where crime and ASB in the previous month is analysed and actions are allocated to officers and partners based on the findings and recommendations. With Probation, it participates in the local Police's daily partnership violence meetings where seriously violent incidents in the previous 24 hours are discussed and appropriate partnership actions agreed in order to reduce harm, safeguard those involved, and reassure the community.

What we will do

Curtail violent acts at source, pursuing perpetrators and enforcing action

1. Focus on the neighbourhoods identified from the Priority Localities Index to collaboratively address the underlying issues linked to crime and ASB
2. Expand the use of data from MPS, London Ambulance Service, London Fire Brigade and A&E and other relevant agencies to identify specific hotspots within those neighbourhoods.
3. Increase micro-patrols focussing on areas with concentrations of high harm crimes involving violence. Other uniformed enforcement strands of the partnership will support this action.
4. Use enforcement resources to target areas of high crime and ASB and offenders, including CCTV, Rapid Deployment Cameras and Enforcement Officers
5. Invite and form a partnership with the British Transport Police to address the underlying issues of crime and enforcement in relevant high priority neighbourhoods.
6. Where possible, conduct Randomised Controlled Trials (RCTs) to determine "what works" in regards to interventions.

Treat those who have been exposed to violence to control the spread

7. Use crime harm as a measure to identify suspects and victims of serious crimes in order to focus resources intensively to reduce further serious risk in the borough.
8. Develop and expand fortnightly working groups to organise a partnership approach in high priority neighbourhoods for tackling issues highlighted by partners' intelligence.

Support those susceptible to violence due to their exposure to risk factors

9. Develop and implement crime and safety prevention initiatives to minimise the frequency and impact of critical and major incidents that require a coordinated emergency response as required by the Civil Contingencies Act 2004 and London Emergency Services Liaison Panel Procedures
10. Focus and maintain the Change Grow Live service for those neighbourhoods that have high rates of alcohol and substance misuse

Strengthen community resilience through a universal approach

11. Engage communities in targeted neighbourhoods with messages that inform them of services that will protect them, help them feel safer, and promote civic pride.
12. Establish ways to improve neighbourhood cohesion in areas identified by the Priority Localities Index where this may have deteriorated.
13. Engage with VCS partners who are delivering programmes in the areas identified

How we will we know our actions have been effective

- Statistics on crime, ASB and other indicators.
- Where working groups have been active in a specific neighbourhood, a comprehensive assessment including a before/after comparison of the treatment area compared to a control area.
- An annual survey provided to the community on crime and ASB and other related issues.

Glossary

Adults Safeguarding Board

The Croydon Safeguarding Adults Board (CSAB) following the Care Act is now a statutory body with the following functions:

- Assure itself that local safeguarding arrangements are in place as defined by the Care Act
- Prevent abuse and neglect where possible
- Provide a timely and proportionate response when abuse or neglect has occurred.
- The SAB must take the lead for adult safeguarding across its locality and oversee and co-ordinate the effectiveness of the safeguarding work of its member and partner agencies. It must also concern itself with a range of matters which can contribute to the prevention of abuse and neglect such as the:
 - Safety of patients in local health services
 - Quality of local care and support services
 - Effectiveness of prisons in safeguarding offenders

The Board fully supports work on such priorities as hate crime and domestic abuse and is a part of the cross-cutting domestic abuse group. Other areas of importance to the Board include work on the Prevent programme, a national counter-radicalisation strategy.

Channel Panel

Channel is an early intervention multi-agency panel designed to safeguard vulnerable individuals from being drawn into extremist or terrorist behaviour.

The Croydon Resilience Forum (CRF)

The Council runs the CRF in order to have an integrated approach to emergency response and management for the borough. Membership includes emergency planning officers and representatives of sectors with a role in emergency preparedness and response, including local authority, health, police, fire, utility, environment, voluntary, community, faith, business, and transport.

Community Trigger

This is a process used by members of the community to ask the Council, the Police or a relevant housing association to tackle persistent anti-social behaviour (ASB). They may do this after reporting three separate incidents of ASB to the Council, the Police or the housing association in the previous six months.

Croydon Safeguarding Children Partnership (CSCP)

The CSCP is responsible for scrutinising safeguarding arrangements across the borough. The CSCP is an independent body and challenges and holds to account the organisations working with children and young people in Croydon. The Children and Families Partnership and the CSCP work together to ensure that children and young people in Croydon are safe.

Complex Adolescents Panel (CAP)

The CAP is a multi-agency panel (incorporating MACE) which hears individual cases for children and young people who have been assessed as having a child exploitation episode to enable practitioners to share information, gather intelligence and help to determine the best way to manage the risk presented.

Domestic Abuse and Sexual Violence Group (DASV)

This group exists to have a strategic oversight of multi-agency responses to domestic abuse within Croydon, working in partnership to provide scrutiny to progress on the delivery of the DASV strategy and ensure the multi-agency management of domestic abuse is victim focused, efficient and effective.

The group brings together managers from key agencies and services whose remit has a direct impact on the domestic abuse and sexual violence strategy. Members are committed to effective partnership working based on trust and open communication and are aware of and understand the organisational frameworks within which colleagues in different agencies work.

Gangs and Serious Youth Violence Group

Oversees the strategic delivery of the multi-agency response to tackling Serious Youth Violence and Gangs. This group also led on the VRU's Local Violence and Vulnerability Action Plans.

Integrated Offender Management Group

A multi-agency response to reduce re-offending; by targeting the most problematic offenders in the borough. The IOM framework helps to address the problems behind an offender's behaviour by effective information sharing across a range of partner agencies and jointly providing the right intervention at the right time.

Joint Action Group (JAG)

The JAG is a multi-agency problem solving group tackling anti-social behaviour. Member agencies include, Police Neighbourhood Cluster Inspectors, Youth Offending Services, Youth Outreach, Substance Misuse Outreach Services (for individuals displaying anti-social behaviour linked to alcohol and/or substance misuse) Croydon Connected (multi-agency gang team) Environmental Health

Teams, Council and Police ASB Team, Safer Transport Teams, Fire Service, UK Border Agency and Neighbourhood Watch.

Each problem location identified is dealt with by a dedicated team responsible for pulling together short term action plans based on problem solving techniques. These are monitored by the JAG and the Police Borough Tasking Group. On-going hot spot areas, for example the Town Centre, remain as core agenda items.

Multi Agency Public Protection Arrangements (MAPPA)

A Multi-agency meeting to manage the most serious offenders

PREVENT Strategy

Prevent is one of the four elements of CONTEST, the government's counter-terrorism strategy. It aims to stop people becoming terrorists or supporting terrorism. The Home Office works with local authorities and a wide range of government departments, and community organisations to deliver the Prevent Strategy.

The Prevent Strategy:

- responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views
- provides practical help to prevent individuals from being drawn into terrorism and ensure they are given appropriate advice and support
- works with a wide range of institutions (including education, statutory services charities, online and health) where there are risks of radicalisation that we need to deal with.

You can [read the Prevent Duty Guidance for England and Wales on GOV.UK](#).

The Prevent team delivers work including:

- training for frontline staff in recognising, referring and responding to radicalisation
- projects to build capacity, increase resilience and improve understanding of extremism and radicalisation with partners such as schools, colleges, frontline staff, community groups, venues and parents
- Channel, a referral service for concerns, which acts as an early intervention service to safeguard vulnerable individuals from radicalisation.

PREVENT Board

To act as a strategic group in the identification of priorities which are in-line with the national priorities as outlined in the Prevent Strategy:

1. Working with vulnerable individuals,
2. Working with vulnerable institutions;
3. Challenging extremist ideology. This includes being responsible for the governance and scrutiny of Prevent's Channel panel.

Risk and Vulnerability Management Panel (RVMP)

The RVMP is a meeting where information is shared on complex/high risk cases between various stakeholders. The purpose of the meeting is to work together to take appropriate action to prevent people with vulnerabilities being a victim and or perpetrator of crime and or ASB.

Violence against Women and Girls Forum

Quarterly forums to support VCS and grassroots organisations that provide support for victim/survivors of domestic abuse. Support with access to funding, share practice/trends. Organisations: Anos, BCWA, Lioness Circle, ARC, Hersana, Anima Youth, Cassandra Learning Centre, BME Forum, Encouraging Her, Walk With Me, Hestia

Youth Crime Board

The Youth Crime and Safety Board has a dual role in acting as the statutory governance board for the Youth Offending Service as well as the strategic board overseeing the delivery of the Youth Crime prevention Plan requires a partnership approach to ensure preventative measures are put into place across all partner agencies. It includes key statutory partners with a number of different council teams involved as well as representation from the voluntary and community sector.

REPORT TO:	Cabinet 6th July 2022
SUBJECT:	Town Centre Regeneration and the Levelling Up Fund
LEAD OFFICER:	Nick Hibberd, Corporate Director of Sustainable Communities, Regeneration & Economic Recovery Heather Cheesbrough, Director of Planning & Sustainable Regeneration
CABINET MEMBER:	Mayor Jason Perry, Executive Mayor of London Borough of Croydon Cllr Jeet Bains, Cabinet Member for Planning & Regeneration
WARDS:	Fairfield, Addiscombe West, Broad Green

SUMMARY OF REPORT:

Croydon’s Levelling Up Fund bid seeks to bring external funding that will deliver infrastructure investment that will help in the wider regeneration of Croydon’s Town Centre. This supports the Executive Mayor’s manifesto commitment to put the Town Centre development back on track, bringing in much needed investment to provide a mixed use of jobs, homes, retail, education and culture.

Croydon Town Centre continues to face one of the most challenging periods in its economic history. Despite Croydon’s many strengths the impact of COVID-19 (coronavirus), and the national decline in retail destination shopping has contributed towards a failure to deliver major redevelopments like that proposed for the Whitgift Centre and has led to a decline in footfall and resident satisfaction in the Town Centre. There is a need to secure investment in the Town Centre which will realise long term held ambitions to create a vibrant town centre that matches the needs of Croydon residents and businesses.

This report summarises Croydon’s Levelling Up Fund bid that was submitted on the 6th July 2022 and which aims to realise long term held ambitions to actualise infrastructure investment, regeneration and placemaking in the town centre.

FINANCIAL IMPACT:

If successful Croydon’s Levelling Up Fund will bring c.£20million of infrastructure investment into Croydon Town Centre, which will create positive changes to Croydon’s transport infrastructure and public realm. This will support the Town Centre’s economic recovery which will have a positive impact on the Council’s finances in the longer term.

KEY DECISION REFERENCE NO.:

This is a key decision as defined in the Council's constitution.

RECOMMENDATIONS:

The Executive Mayor, in Cabinet, is recommended to:

- I. Note the submission of a Croydon Levelling Up Fund bid, following the announcement of Round 2 on 23 March 2022. The outcome of the bid will be reported directly to the Executive Mayor when announced.
- II. Subject to a successful bid, agree to delegate authority to the Corporate Director of Sustainable Communities, Regeneration & Economic Recovery to enter into any relevant funding agreement with the Government, in consultation with the Director of Legal Services and Croydon's Section 151 Officer
- III. Subject to a successful bid, agree to the implementation of all projects within the Levelling Up Fund programme as summarised in item 3 and Appendix 1.
- IV. Note that the implementation of projects will be subject to the Council's assurance framework, including the Growth Zone Board and approved by the Corporate Director for Sustainable Communities, Regeneration and Economic Recovery in consultation with the Croydon's Executive Mayor, Council's S151 Officer and the Corporate Management Team.

2. The Regeneration of Croydon Town Centre and the role of a Levelling Up Fund Bid

- 2.1 The Croydon Town Centre Levelling Up bid seeks to physically transform the town centre and act as the catalyst to reimagining it as a place of significant community and local pride through a number of infrastructure and public realm projects to reconnect and revitalise Croydon's streetscape. The bid seeks to deliver a series of carefully designed public realm improvements to stitch key town centre destinations back together and provide an interconnected network of beautiful neighbourhood streets that provide continuous passage throughout the town centre. Streets will be recalibrated to allow people to navigate seamlessly along safe, green and pleasant routes between the retail core, the South End restaurant quarter, East Croydon station, West Croydon station and its specialist independent shops, Old Town and the Minster. Central to the bid is the delivery of a new civic square for the Fairfield cultural

complex which will connect with the newly revamped Queen's Gardens and adjacent Surrey Street Market venues and bars to bring together a wider town centre offer, allowing ease of movement to and from East Croydon station with its adjacent Ruskin Square quarter consisting of 2m sq ft of new prime office space, shops and homes.

- 2.2 The Vision for the bid is to *'Reconnect, Refresh, Revitalise and Regenerate'*. The bid focuses on creating the right conditions in the town centre to deliver a thriving and prosperous place and to allow it to be greater than the sum of its parts by reconnecting cherished destinations with new audiences, communities and customers to provide a varied and dynamic offer.
- 2.3 The bid seeks to optimise on the regenerative potential of Croydon's world class education and cultural offer which is underpinned and informed by its unique local vibe; of music, art, entrepreneurialism and attitude and, by providing a quality physical environment, it is anticipated that people will want to come to Croydon, spend time and invest. This will also help position Croydon as the start-up location of choice and the place for culture, technology and innovative enterprises to thrive and help residents secure significant new learning and employment opportunities.
- 2.4 The repair of the fractured townscape will also help in the establishment of a vibrant town centre neighbourhood for the growing new residential community, who can safely and enjoyably explore and experience new concepts in leisure and retail which are slowly evolving in parallel through wider regeneration proposals.
- 2.5 It is anticipated that the projects within the bid will be both catalytic and add value to the regenerative proposals Croydon Limited Partnership (CLP) are seeking to deliver in the Whitgift. Discussions with CLP continue following the stalled redevelopment of the Whitgift Centre, and a revised approach to the overall regeneration of the Town Centre is being developed. The bid projects will complement these future plans for a wider and broader regeneration.
- 2.6 The projects have also been developed to help address the serious crime and anti-social behaviour that has long defined Croydon town centre, with hotspots in key areas. The public realm improvements have been specifically designed to address failures in the urban fabric which are significantly contributing to crime.
- 2.7 The projects have been carefully prepared to ensure that they deliver to the fund criteria, are deliverable within the funding period, and add value to new and proposed Town Centre development and regeneration projects.

Collectively these projects will deliver 21st century infrastructure and public realm for Croydon Town Centre.

- 2.8 Now more than ever it is imperative that Croydon takes advantage of societal changes to attract inward investment of new employers and businesses back into the Town Centre who see the opportunity of fantastic regional connectivity, a growing town centre population, a strong education offer and an environment that meets people's cultural, leisure and education needs, underpinned by improved public realm, and infrastructure.

The key objectives of Croydon's Levelling Up Fund Bid are:

- **Economic growth:** Working together with local businesses to improve shop fronts, increase footfall and turnover, diversify the high street economy, and tackle vacancy with new uses and initiatives; Increasing productivity and economic output by making it easier for businesses to trade, access suppliers and employees; Securing inward investment in an attractive and accessible place; Improving the flow of people and goods into and out of the town centre bus, tram and taxi access and delivery and customer access for businesses;
- **Levelling-up:** Improving access to jobs, education, local facilities and opportunities to level up social mobility and quality of life outcomes; Providing a liveable place for a growing residential community, as well as for those who work in and visit Croydon; Prioritising the access and safety of vulnerable road users; Supporting new housing and jobs;
- **Revitalising the Town Centre;** Creating a Town Centre that is a destination and neighbourhood of choice, that is an exemplar of good design and beauty which prioritises people and activities over vehicles. Croydon Town Centre will be vibrant providing a broad and rich mix of uses, throughout the day and evening, attractive for all ages and demographics, is safe and is perceived as safe and an environment that is green, biodiverse, with sustainability at its heart.
- **Decarbonising transport and adapting to climate change:** Making investments that support safe pedestrian access, promote public transport use, reduce congestion-related emissions and improving the infrastructure for all road users.

- 2.9 Appendix 1 sets out Levelling Up Background and Criteria

3. The Bid content and development

- 3.1 The bid is founded upon strategic visioning work for the Town Centre over the last 12 years, starting with the preparation of the Opportunity Area Planning Framework (OAPF) and five masterplans which identified areas of change and developed in consultation with TfL, GLA and local communities. An Infrastructure Funding Study provided infrastructure requirements and costs, which evolved into the Growth Zone. The five masterplan areas are the focus of the various bid projects, with interventions designed to create connections between the different town centre areas, to enhance their character and to improve legibility.
- 3.2 The North South structuring axis created by North End, High Street and South End, which links the key destinations of West Croydon station, the retail core, Surrey Street market and South End Restaurant will be punctuated with targeted environmental improvements whilst George Street and Church Street, forming the East West axis will be celebrated as bustling commercial streets with improvements designed to entice arrivals and spend from East Croydon station down into the retail core and the Old Town. The Park Lane and Wellesley Road barrier will be transformed into a green public transport corridor.

These interventions are provided in more detail below;

1. Fairfield Public Realm Scheme: a new civic square, centrally located and providing outdoor performance opportunities for Croydon's iconic cultural venue.
2. Walking and Cycling: Severance caused by main roads and conditions for pedestrians and cyclists in the town centre will be improved to realise the significant potential to shift demand from motorised modes for shorter distance journeys. Public safety will be improved and negative perceptions addressed by blocking up of subways with the reclaimed space used for tree planting and landscaping and the creation of surface level crossings. Dedicated cycle highways will be delivered on the three main roads leading into the town centre along with a comprehensive network of quieter routes on low traffic residential roads and neighbourhoods.
3. Public Realm improvements: To help address the serious crime and anti-social behaviour prevalent in the north of the town centre, in part caused by failures in urban form, public realm interventions will be co-designed with local traders, community groups and other stakeholders around West Croydon station. Opportunities to improve wayfinding between the South End Restaurant Quarter, Surrey Street Market and the North End shops will be co-designed with local traders to identify the most appropriate public realm interventions for supporting trade, encouraging footfall and dwell time.

4. **Bus Priority:** Working with TfL, initial designs have been prepared to provide high quality bus priority in central Croydon. Bus priority schemes are however, long-term propositions and much of this work is beyond the lifetime of the bid, therefore Croydon Council will continue to work with TfL to deliver through other funding streams.
 5. **Tackling Air Pollution:** The projects facilitating active travel and public transport will help with tackling air pollution, as well as moving towards ending reliance on non-renewable energy sources to help achieve the Council's target of being carbon neutral by 2030. Community concerns in respect of behaviour change are frequently informed by the lack of choice and safety concerns in making a modal shift, however the bid proposals seek to deliver on the missing connections and links that facilitate safe and continuous routes for active travel and public transport.
- 3.3 An illustrative bid slide deck demonstrating the linkage of the different areas of the town centre, together with the plan of interventions and illustrative sketch images are included in Appendix 2.
- 3.4 Croydon's Levelling Up Fund bid has submitted the costing of the projects as outlined below:

Connected Croydon	Cost
1) Fairfield Public Realm Scheme	£11.8m
2) East Croydon	£0.5m
3) Wellesley Road	£1.4m
4) West Croydon	£0.7m
5) Old Town Liveable Neighbourhood	£3.9m
6) South End to North End	£0.7m
Total:	£19.9m

- 3.5 Croydon's LUF bid is required to provide 10% match funding, this has been met through a combination of Growth Zone, Capital funding, TfL, GLA and s106 funding. Funding from other partners and developers may come forward during the lifetime of the bid, if successful and this will help extend or upgrade the projects within the bid.

4. CONSULTATION

- 4.1 Consultation has been undertaken with key partners and politicians, notably Croydon College, John Ruskin College, London South Bank University, Croydon Business Network (which includes the Business Improvement Districts, FSB, Chambers of Commerce), Safer Croydon Partnership Board, Croydon Culture Board, CVA, Creative Enterprise Zone Steering Group, Croydon Limited Partnership, The Home Office and DWP, TfL, GLA and Croydon Members of Parliament.

As a result, letters of support are being prepared.

5. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 5.1 The recommendations of this cabinet report have been made with particular consideration to the criteria and timings of the second phase of the Levelling Up Fund.

6. OPTIONS CONSIDERED AND REJECTED

- 6.1 Alternative options to the submitted Connected Croydon programme were considered. These included:

- **Not submitting a bid for the Levelling Up Fund**
This was rejected as it would not realise an opportunity for proactive regeneration and investment for the borough.
- **Creation of new projects designed to support the Town Centre Regeneration**
This was rejected as it would not be possible to deliver new regeneration projects in the current financial year and therefore would not fulfil the criteria of the Levelling Up Fund.

7. PRE-DECISION SCRUTINY

- 7.1 This item has not been to a Scrutiny meeting for a pre-decision debate due to the urgent measures needed to submit the bid in sufficient time. However, officers will request scrutiny over the governance, management and development of the Connected Croydon programme should the bid be successful.

8. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 8.1 The Levelling Up Fund is a competitive fund, with funding distributed based on successful project selection. Each bid can submit for up to £20m of capital funding to support priority projects. Projects will be prioritised if they are able

to demonstrate deliverability on the ground in the 2022-23 financial year and it is expected that all funding will be spent by 31 March 2025. Croydon's submitted bid is £19.9m. The award of LUF investment would have a significant, positive impact on Croydon's regeneration programme.

1. The guidance to support 'levelling up' bids require at least a 10% match which can be made up from public and private funding. At this stage in the process, the bids are giving a high level of indication of the likely match funding which will be available to support proposals. The proposed Croydon bid is looking at a range of match funding to support the bid, including Growth Zone, capital funding, TfL and private sector which will need to be finalised as soon as practicable.
2. If successful, Croydon's match funding would be the subject of a further capital additions report for approval by the Executive Mayor.

The programme will be delivered with strict adherence to the financial governance policy of the Council

3. The full financial details and business cases would need to be considered in further detail and where appropriate, decisions made to support these if any of the bids were successful to the next stage in the process.
4. Administration and delivery costs would be borne by the LUF projects, with the potential for LUF to fully cover the recruitment of project management personnel.
5. To submit a viable LUF bid for Croydon, which meets all the bidding criteria, Croydon Council commissioned the preparation and writing of the bid to external consultants, Inner Circle Consulting, at a cost of £28,322.08. This was funded by the Regeneration feasibility budget.

8.2 The effect of the decision

The decision will enable the submission of a bid that if successful delivers a programme of investment in the transport and public realm infrastructure that realises long term ambitions to level up Croydon's economy.

8.3. Risks

There is a reputational risk that despite Croydon Council's best intentions this bid is not successful. It is important to note that this is a highly competitive process.

8.4. Options

Alternative projects were considered and rejected, this was because the projects were not developed sufficiently to initiate spend and deliverability to fit the criteria of the fund and therefore would not have constituted a successful bid.

The option of not submitting a bid was also considered but it was decided that this did not reflect the ambition of the Council to invest and deliver in town centre regeneration.

8.5. Future savings/efficiencies

If the bid is successful, it will initiate a programme that invests in Croydon Town Centre's infrastructure which will help bring new private sector investment into the town. This will help to support future savings and finances for the Council. All costs for the programme are outlined in the submission of the bid.

Approved by: Gerry Glover, Head of Finance – Sustainable Communities, Regeneration and Economic Recovery

9. LEGAL CONSIDERATIONS

1. The Government has issued guidance for Levelling Up Fund bids which sets out eligibility criteria (Appendix 1). The Council must follow the application guidance and the technical guidance, as well as any other updated guidance and any relevant funding agreement(s) entered if the bid is successful.
- 2 The technical guidance includes subsidy control guidance, which must be followed. From 1 January 2021, an interim UK subsidy control regime has replaced the EU State aid scheme which will no longer apply to the UK. All funding administered by a public authority must take account of subsidy control obligations. As part of this compliance, DLUHC requires all applicants to confirm if the LUF award has the potential to constitute a subsidy, and where it does, explain how that subsidy can be provided compliantly (the application could otherwise be rejected). Where relevant, applicants are responsible for ensuring appropriate legal agreements are in place with project partners, with adequate clawback provisions to protect public funds should it be later

found that the rules have not been followed correctly or awards have been made based on incorrect or misleading information. Public authorities are required to record how the terms of any award meet the appropriate subsidy control laws, including how they are delivered. For record keeping purposes, all public authorities will be required to record and submit information on any subsidies awarded, in accordance with international transparency requirements.

- 3 Individual projects will require legal support in relation to relevant contracts and consents. Where relevant, project related contracts will need to be procured in accordance with the Council's Tenders and Contracts Regulations and Public Contracts Regulations 2015. Where relevant, planning permission and any other relevant consents should be sought.

Approved by Kiri Bailey, Head of Commercial & Property Law, on behalf of the Interim Director of Legal Services & Deputy Monitoring Officer

10. HUMAN RESOURCES IMPACT

- 10.1 If successful the delivery of the Connected Croydon programme will require additional staffing in Sustainable, Communities, Regeneration and Economic Recovery.
- 10.2 To ensure the staffing requirements are met these will be managed under the Council's Recruitment Policy. If any other HR issues arise these will be managed under the Council's policies and procedures.

Approved by: Jennifer Sankar, Head of HR Housing Directorate and Sustainable Communities, Regeneration and Economic Recovery, for and on behalf of, Dean Shoesmith, Chief People Officer.

11. EQUALITIES IMPACT

- 11.1 Covid 19 and the decline in retail destination shopping has had an unprecedented impact on Croydon's town centre economy, both on businesses, workforce and residents, we acknowledge that this has exacerbated inequalities, where some parts of our communities are disproportionately impacted for the short, medium and long term. The Council has been acutely aware of the disproportionate impact that this can have on

particular demographics, such as older residents and those with pre-existing health conditions or disabilities.

- 10.2 Both the pandemic and the cost-of-living crisis have had a profound impact on individuals and families who were previously experiencing financial hardship. This may result in previously in debt experiencing more debt along with an increase in economic struggle generally resulting from job losses which arose as a result of the pandemic. This has been exasperated by the lack of financial support during the pandemic afforded to people working with zero hours contracts. Proposals to increase employment, education and retail outlets are likely to have a positive impact on individuals suffering from financial hardship and mental health illness as a result of the economic struggle. Consideration should also be given to the social value of projects on residents in the borough in respect of employment, education, and training.
- 10.3 Proposals to increase the number of homes in the borough are likely to have a positive impact on residents who are currently experiencing homelessness along with those in poor housing conditions. Again, having a positive impact on mental health illness exasperated by Covid 19 and the economic downturn.
- 10.4 The reduction of congestion will have a positive impact on older people, younger people and disabled people with conditions such as asthma which are exasperated by carbon emissions.
- 10.5 Increased safety in the town centre will prove beneficial for people affected by crime and fear of crime including: women, young people, ethnic groups including asylum seekers and the LGBTQ+ community.
- 10.6 The Levelling Up Fund is designed to invest in infrastructure that improves everyday life across the UK. This infrastructure should be mindful of the needs of disabled people or those with mobility challenges.
- 10.7 Croydon's Connected Croydon bid has been designed to improve transport and public realm in a way that encourages investment and regeneration that "levels up" opportunity for Croydon's residents and businesses. It also drives a green economy and active travel
- 10.8 An equalities impact assessment will be submitted as part of the bid and additional equality analysis will be carried out on all workstreams.

Approved by: Denise McCausland – Equality Programme Manager

12. ENVIRONMENTAL IMPACT

The funding bid and resulting programme, envisaged within this report seek to support achievement of Croydon Climate Crisis Commission key recommendations:

- '2. Driving a green economic recovery'
- '3. Greening our Neighbourhoods: Promote public transport and active travel to become the natural first choice'; and
- '5. Achieving the scale of change'

- 12.1 Transport for London has identified Croydon as the borough with the greatest potential for both walking and cycling with over 400,000 motorised trips (mostly being made by car) each weekday, being readily cyclable if conditions are put right, with that potential focussed into (and on) the Town Centre.
- 12.2 Of the estimated 1.08 million tonnes CO2 emitted in Croydon in 2019, the second largest source (after domestic heating/lighting etc (49%)) was Transport (29%). Helping people to choose to walk and to cycle is critical to addressing the climate crisis, the inactivity and resulting obesity and health crisis facing Croydon, and to help address levels of locally important air pollutants.

13. CRIME AND DISORDER REDUCTION IMPACT

- 13.1 If the Connected Croydon LUF bid is successful, Croydon Council will work with partners to ensure that the public realm and transport elements of the programme support the reduction of crime and anti-social behaviour within the borough.
- 13.2 In order to ensure partners, have full insight of the outputs and developments of the programme, the Safer Croydon Partnership will be invited to assess and input into the development and implementation of the nine projects.
- 13.3 The Safer Croydon Partnership acts as the statutory Crime and Disorder Reduction Partnership (CDRP) for Croydon, as stipulated by the Crime and Disorder Act 1998.
- 13.4 The LUF bid fits into the Community Safety strategy priorities, in particular, *"Focus on high priority neighbourhoods"*.

Approved by: Christopher Rowney, Head of the Violence Reduction Network (VRN)

14. DATA PROTECTION IMPLICATIONS

14.1 There were no data protection implications that needed to be considered in the submission of the bid.

14.2 If Croydon's LUF bid is successful data would be managed under the guidance of Croydon Council's Information Management procedures and policies.

Approved by Heather Cheesbrough, Director of Planning and Sustainable Regeneration

CONTACT OFFICER: Carol Squires, Head of Employment, Skills & Economic Development, 07944 600228

14.3 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

YES/NO

No – this project does not involve processing personal data.

14.4 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

YES/NO

A DPIA has not been completed as this bid will not be processing personal data.

CONTACT OFFICER:

Carol Squires, Head of Employment, Skills & Economic Development, 07944 600228

APPENDICES TO THIS REPORT

<https://www.gov.uk/government/publications/levelling-up-fund-round-2-application-guidance>

<https://www.gov.uk/government/publications/levelling-up-fund-round-2-technical-note/levelling-up-fund-round-2-technical-note#annex-g-a-guide-to-subsidy-control-and-state-aid>

Appendix 1 Levelling Up Fund Bid Summary

Appendix 2 Levelling Up Fund Bid

Appendix 1

1. BACKGROUND – LEVELLING UP FUND

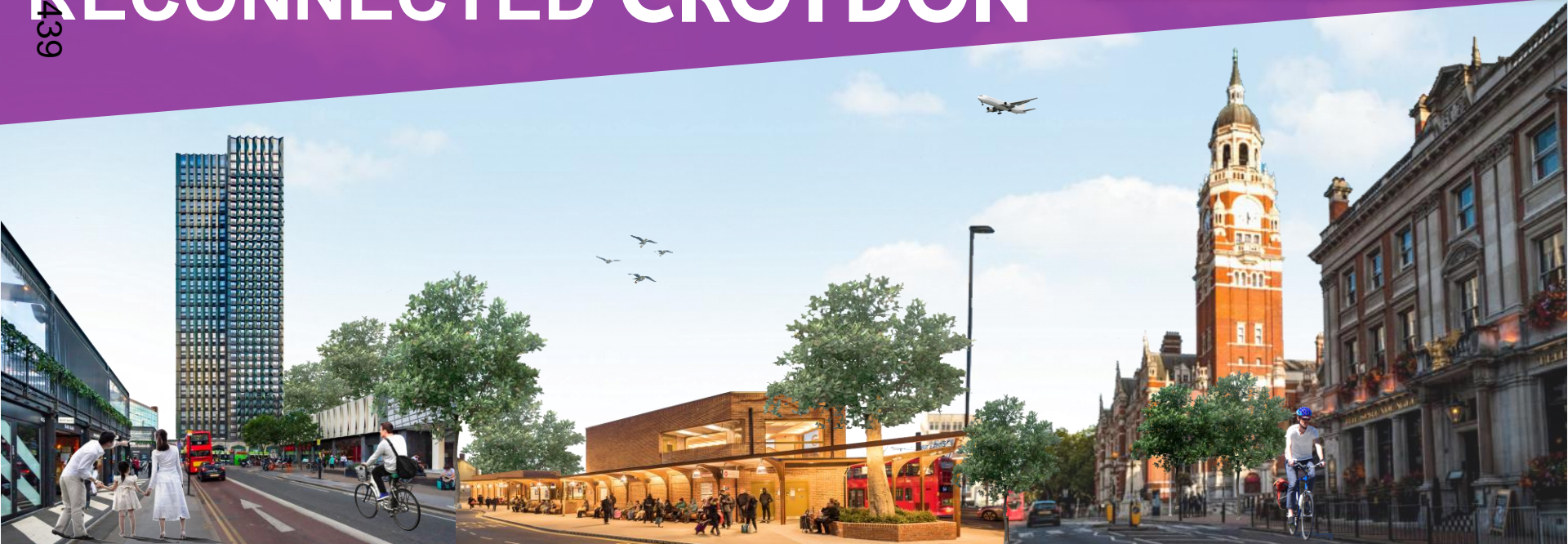
- 1.1 The Levelling Up Fund (LUF) was announced by the UK Government in the 2020 Spending Review. In March 2021, the Government set aside an initial £4 billion for the LUF for England over the next four years (up to 2024-25). The Levelling Up Fund Round 2 opportunity was announced in late March 2022. The Levelling Up Fund invests in local infrastructure and capital projects that have a visible impact on people and their communities. This includes a range of high value local investment priorities, including local transport schemes, urban and economic regeneration projects and supporting cultural assets.
- 1.2 The Level Up Fund themes included:
- **Transport investments:** proposals for high-impact small, medium and by exception larger local transport schemes to reduce carbon emissions, improve air quality, cut congestion, support economic growth and improve the experience of transport users.
 - **Regeneration and town centre investment:** upgrade eyesore buildings and dated infrastructure, acquire and regenerate brownfield sites, invest in secure community infrastructure and crime reduction, and bring public services and safe community spaces into town and city centres.
 - **Cultural investment maintaining,** regenerating, or creatively repurposing museums, galleries, visitor attractions (and associated green spaces) and heritage assets as well as creating new community-owned spaces to support the arts and serve as cultural spaces.
- 1.3 The Levelling Up Fund focuses on capital investment in local infrastructure. Interventions must have a visible impact on people and places and must support economic recovery. Bids will be prioritised that invest in regeneration and growth in places in need and areas of low productivity and connectivity. There is a focus on schemes that are ready to start delivering, with bids being required to demonstrate that they are ready to spend and begin delivery in the coming financial year. The Fund places particular emphasis on local partner support. Securing local MP support is also encouraged so that they can advocate for the project.
- 1.4 A prospectus was published providing guidance and priorities relating to the Levelling Up Fund (Appendix 1). Alongside the prospectus, UK Government

published a 'priority area' ranking, with each local area ranking between 1 and 3 (with 1 showing the highest need). As part of this ranking Croydon was given a priority category 2 status. The Levelling Up Fund programme is competitive, despite a ranking system for priority. There are no set allocations for each area and each application will be reviewed on merit. Each constituency bid could be up to the value of £20m, with each bid being encouraged to contribute a minimum of 10% match funding from local and third-party contributions.

1.5 Successful Bids and their Local Authorities are likely to be informed in the Autumn of this year, with the bid to start in March 2023 and complete March 2025



RECONNECTED CROYDON



Croydon's Vision

Reconnect, Refresh, Revitalise and Regenerate

A thriving and prosperous place, Croydon will be a town centre greater than its sum of parts, by reconnecting cherished destinations with new audiences, communities and customers to provide a varied and dynamic offer.

Benefitting from world class education and culture and a unique local vibe; it will provide a vibrant town centre neighbourhood, to attract and build a new residential community, who will experience new concepts in leisure and retail.

Croydon will be the start-up location of choice and the place for culture, technology and innovative enterprises to thrive.

The Opportunity

Croydon is at a turning point for deciding its future.
New investment is already driving the change....

.....but physical barriers threaten progress and undermine efforts for sustainable transformation.

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Barriers to Growth

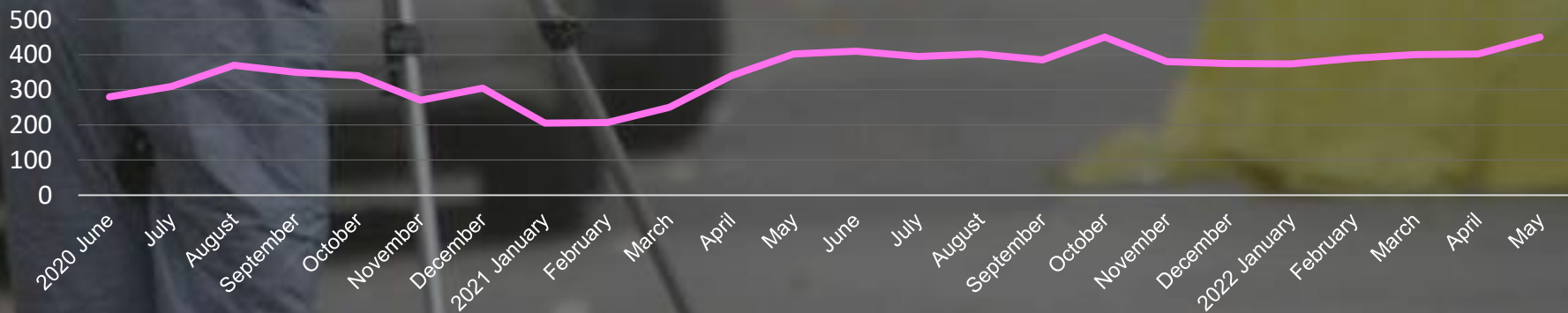
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Barriers to Growth

Page 443



Barriers to Growth

Page 444



'Croydon sees most air pollution deaths in London'

SW Londoner 2021

CROYDON
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Assistance

SPREAD OPPORTUNITIES AND IMPROVE PUBLIC SERVICES, ESPECIALLY IN THOSE PLACES WHERE THEY ARE WEAKEST

Skills: *The intended infrastructure investment will help to unlock the anticipated further growth of the education and upskilling offer within the town centre and place these opportunities within easy reach of a much greater number of people.*

Health: *The interventions identified for funding in the Reconnected Croydon programme are driven in a large part by their potential impact on improving health and well-being in the borough through improved air quality, increased levels of walking and cycling and through new accessible, inclusive green and open spaces within the heart of the town centre.*

Assistance

RESTORE A SENSE OF COMMUNITY, LOCAL PRIDE AND BELONGING, ESPECIALLY IN THOSE PLACES WHERE THEY HAVE BEEN LOST

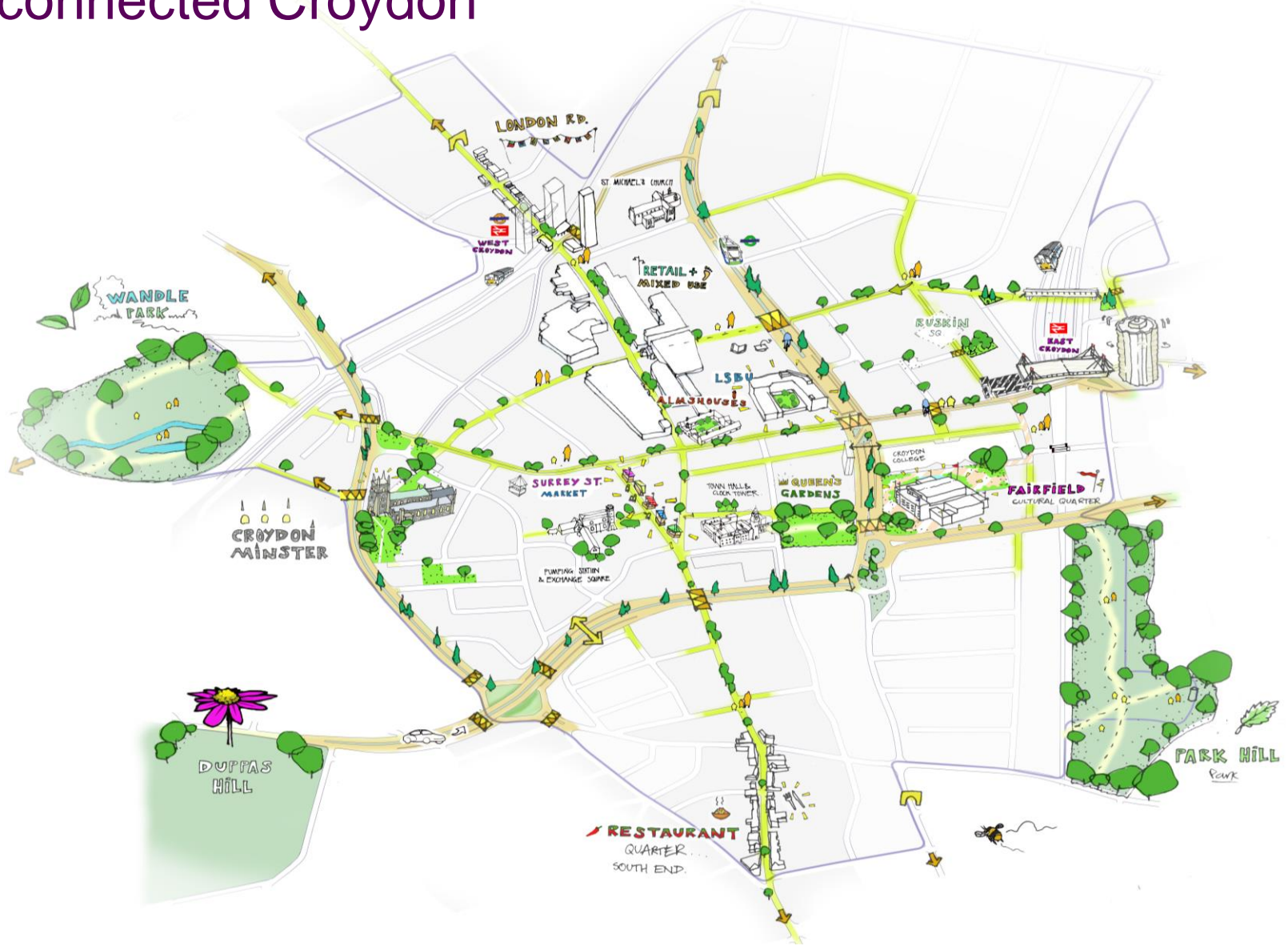
Pride in Place: Years of decline in Croydon has stripped residents and businesses of the pride they once held in the town. Through new investment in education, cultural and leisure, this pride is beginning to be restored. The reconnected Croydon programme will physically transform the town centre and act as the catalyst to reimagining it as a place of significant community and local pride.

Crime: Serious crime and anti-social behaviour has long defined Croydon town centre, with particular hotspots in key areas. The public realm improvements in the reconnected Croydon programme have been specifically designed to address failures in the urban fabric which are significantly contributing to crime. The investment will unlock the wider education and enterprise opportunity for the town centre, providing new employment opportunities for local residents.



**LEVELLING
— UP —**

Reconnected Croydon



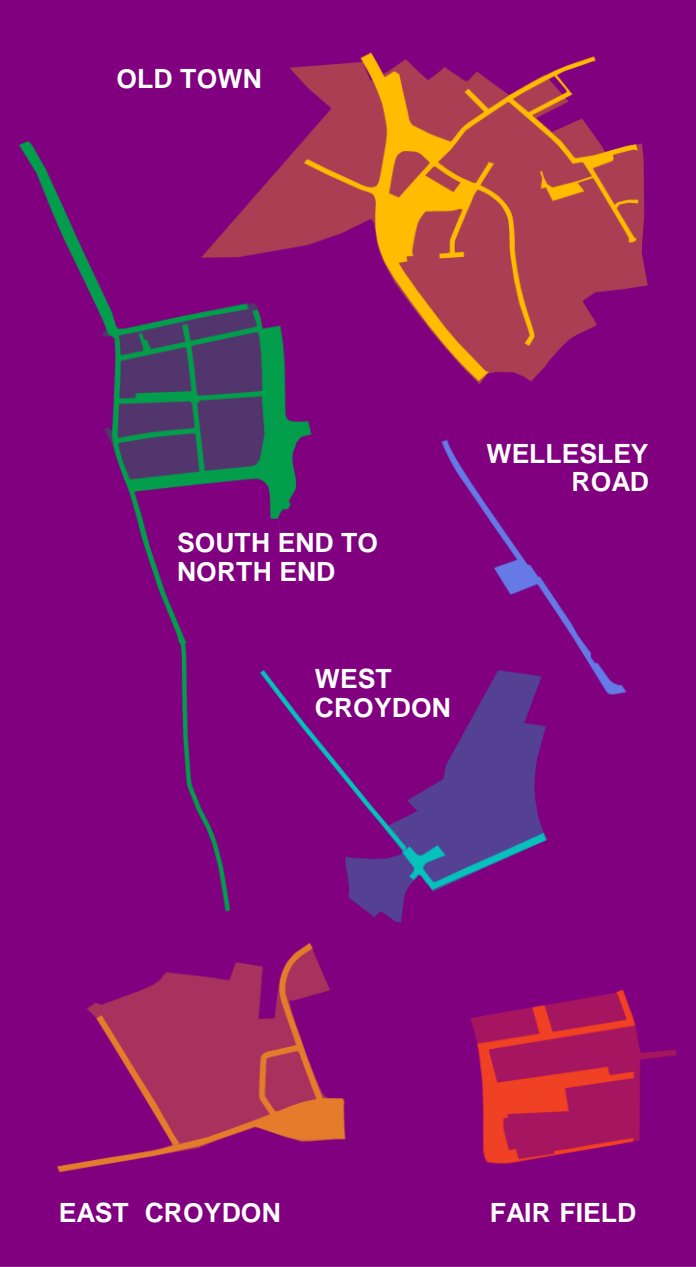
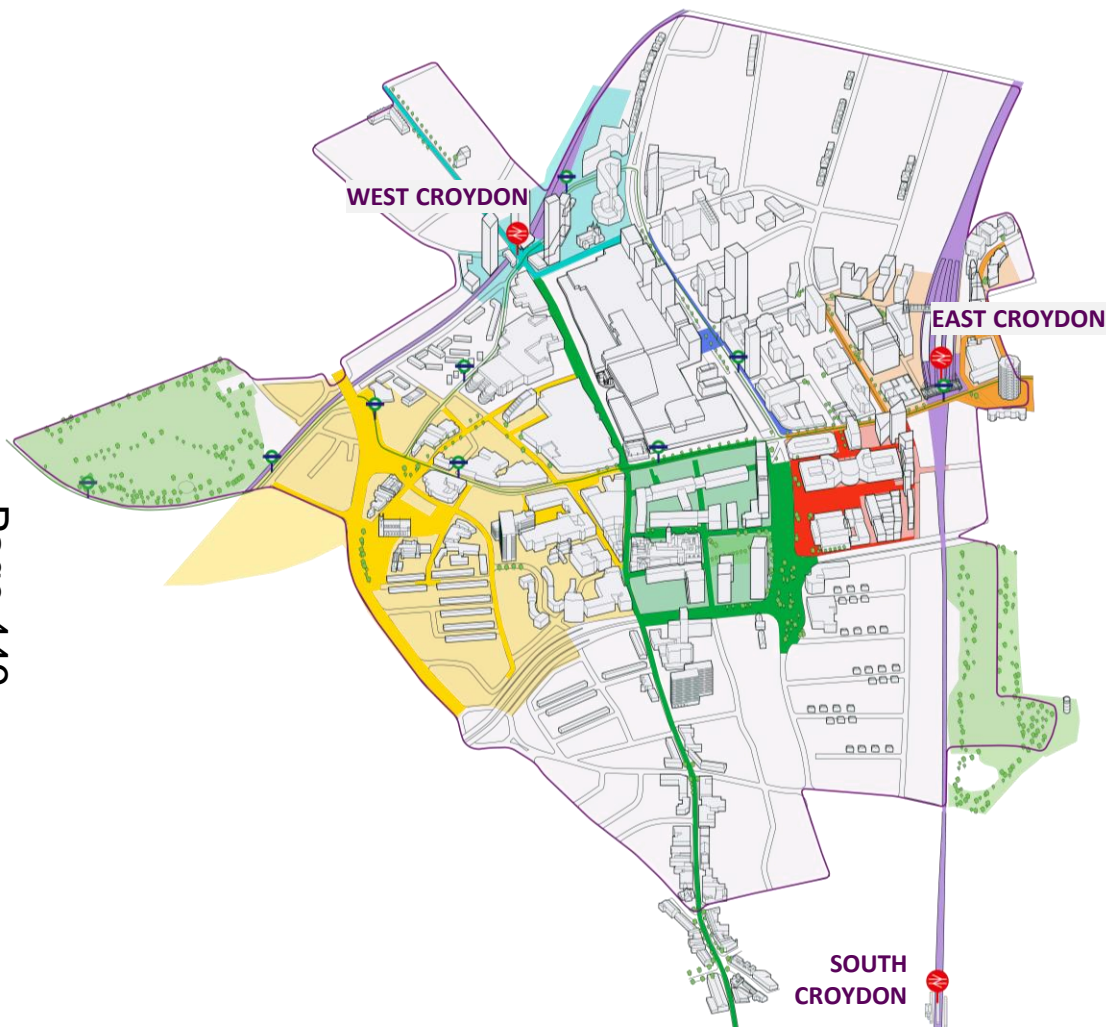
Masterplans



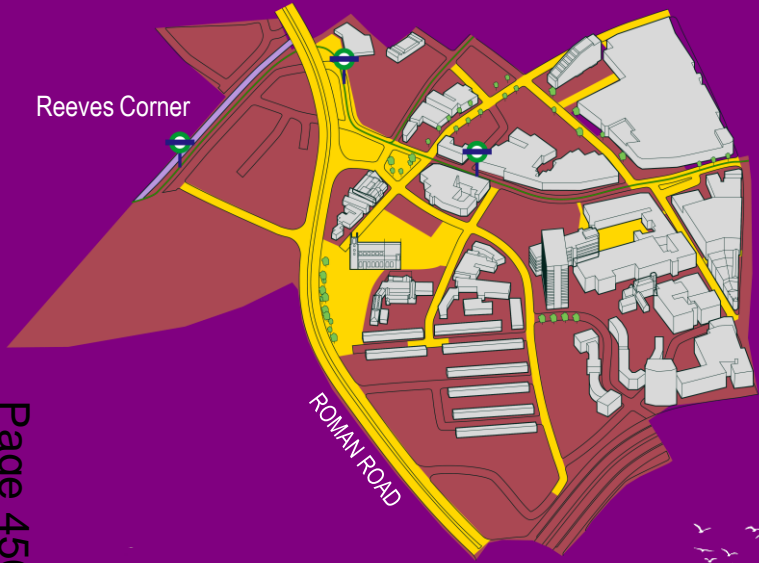
Page 448



Intervention Areas



Intervention Areas



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Walking, cycling, public realm,
east-west connectivity

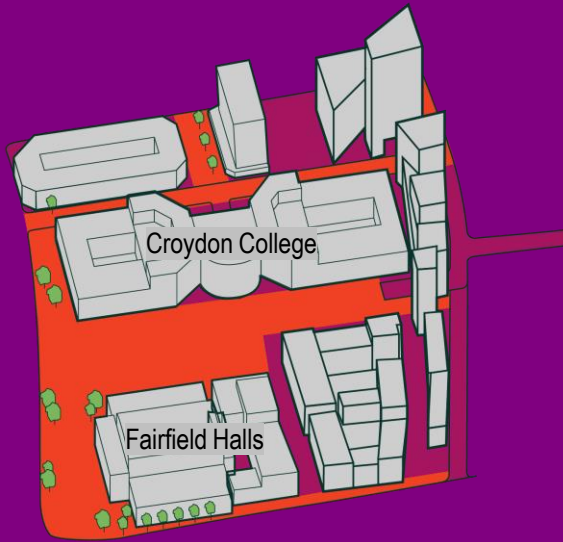
LUF request: **£3.9m**



OLD TOWN

CROYDON
www.croydon.gov.uk

Intervention Areas



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Walking, cycling, public realm

LUF request: £11.8m

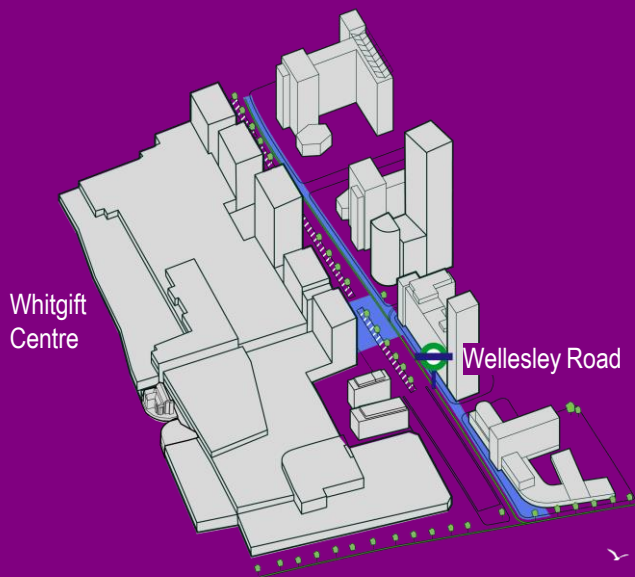


FAIR FIELD

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Intervention Areas

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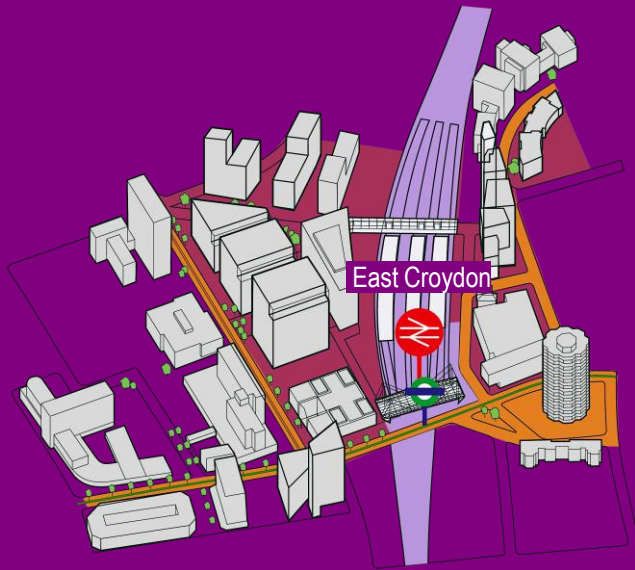
Walking, cycling, environmental enhancements

LUF request: £1.4m



WELLESLEY ROAD

Intervention Areas



Page 453



Walking, cycling, bus priority and public realm

LUF request: £0.5m



Intervention Areas

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Walking, cycling, public realm,
better connectivity

LUF request: **£0.7m**

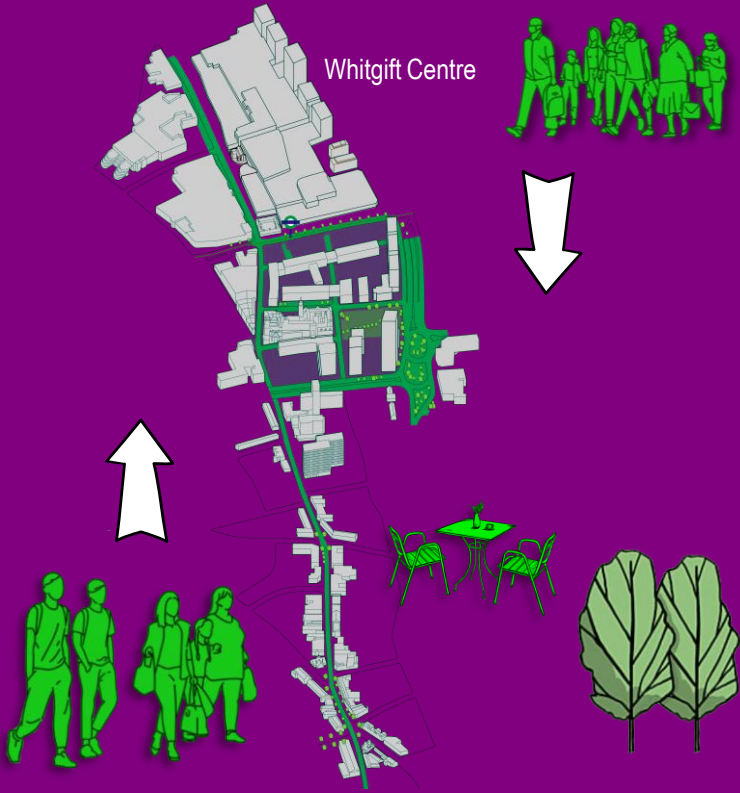


WEST CROYDON

CROYDON
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Intervention Areas

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Walking, co-designed public realm improvements and way-finding

LUF request: £0.7m



SOUTH END TO NORTH END

The Ask

Project Name

Estimated LUF request



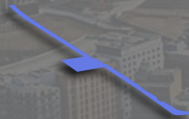
**OLD TOWN LIVEABLE
NEIGHBOURHOOD**

£3.9m



FAIRFIELD

£11.8m



WELLESLEY ROAD

£1.4m



EAST CROYDON

£0.5m



WEST CROYDON

£0.7m



SOUTH END TO NORTH END

£0.7m

£19.9m

Impact

Croydon town centre is a hub of social & economic prosperity



Croydon town centre is known for being an accessible, safe and inclusive environment.



Croydon town centre is healthy, green and pleasant.



Investors have confidence in Croydon.



Students choose Croydon's educational institutions.



Croydon becomes a residential neighbourhood of choice.



New arts and cultural programmes are attracted to Croydon town centre.



New retail, hospitality and leisure businesses choose to locate in Croydon.

Outputs & Outcomes

LUF Outputs

- Green or blue space created or improved
- Public realm created or improved
- New trees planted
- New or improved cycle ways
- Public transport improvements through bus priority measures along Wellesley Road.
- New or improved pedestrian paths
- New civic space created

Immediate Outcomes

- Improved connectivity across the town centre
- Improved environment
- More residents cycling
- More residents walking
- Fewer car journeys made to Croydon town centre.
- Residents, businesses and visitors are safer in Croydon town centre.
- More students attracted to study at one of Croydon town centre's educational institutions.
- More people choose to live in Croydon town centre.
- Improved connectivity east-west and north-south
- New footfall throughout the town centre.
- Increased accessibility to cultural and educational programmes and facilities.

LUF Outcomes

- Change in footfall
- Change in vacancy rates
- Change in perceptions of place (business, residents and visitors)
- Change in business investment
- Change in business sentiment
- Change in consumer spending
- Change in the number of students enrolling/completing FE and HE courses
- Change in the health of residents (physical and/or mental)
- Change in cycle flow
- Change in pedestrian flow
- Change in passenger experience/satisfaction
- Change in air quality
- Change in the number of visitors to cultural venues

Delivery Plan

Activity	From	To
Funding/Approval of funding from LUF	Oct-22	Oct-22
Fairfield	Oct-22	Mar-25
East Croydon	Apr-22	Dec-23
Wellesley Road	Apr-22	Jun-24
West Croydon/London Road	Apr-22	Mar-24
Old Town	Apr-22	Sep-24
South End to North End	Apr-22	Oct-23



London Borough of Culture 2023



CROYDON



REPORT TO:	CABINET 6 July 2022 COUNCIL 25 July 2022
SUBJECT:	South Norwood Conservation Area Appraisal and Management Plan (CAAMP) - Boundary Change and Adoption of Supplementary Planning Document
LEAD OFFICER:	Nick Hibberd – Corporate Director of Sustainable Communities, Regeneration and Economic Recovery Heather Cheesbrough, Director of Planning and Sustainable Regeneration Steve Dennington - Head of Spatial Planning (& Interim Head of Growth and Regeneration)
CABINET MEMBER:	Cllr Jeet Bains -Cabinet Member for Planning and Regeneration
WARDS:	South Norwood and Woodside

SUMMARY OF REPORT:

The Planning (Listed Buildings and Conservation Areas) Act 1990, National Planning Policy Framework, The London Plan 2021 and Local Planning Policy requires Local Authorities to consider designating areas of architectural and historic interest as conservation areas, and to preserve and enhance those areas through identifying their special characteristics and outlining how these can be managed for the future. Historic England recommends that every conservation area has its own Conservation Area Appraisal and Management Plan (CAAMP).

Croydon Council is in the process of producing or updating CAAMPs for all of the 21 conservation areas currently designated in Croydon. The existing CAAMP for South Norwood was adopted in 2007 and is considered dated as it does not reflect the current condition of the area nor provide sufficient guidance to preserve and enhance its special character. The new South Norwood CAAMP will provide an up-to-date assessment of the area and detailed guidance relating to the management of South Norwood in line with current best practice.

South Norwood Conservation Area is on Historic England’s Heritage at Risk register because of its current poor condition. The area was selected in 2020 as one of Historic England’s High Street Heritage Action Zones (HSHAZ) – a grant funded scheme that seeks to reinforce the High Street as the vibrant commercial, community and cultural heart of South Norwood through

celebrating local heritage and improving the area's physical appearance. The South Norwood CAAMP is a key part of the HSHAZ programme. Production of the CAAMP by heritage consultants Place Services has been funded through the HSHAZ. The updated CAAMP is an important measure to address the risks to the conservation area and it will support delivery of the rest of the HSHAZ programme, which will build on the findings and recommendations in the CAAMP.

The key anticipated benefits of the use of the CAAMP by applicants, planning officers and the public will be as follows:

- As a material planning consideration when determining planning applications, the CAAMP is likely to lead to an improvement in the quality of the design of developments within the conservation area, to preserve and enhance its special character
- Support Council planning decisions and where applicable be used in defending Council decisions at planning appeals
- The CAAMP will inform applicants of the various aspects of the built environment that make up South Norwood's special character and will provide clear guidance about what types of development may be considered acceptable within the conservation area
- An increase in the efficiency of the planning application process for sites within the conservation area through reference to clear and concise information and guidance
- Increased engagement amongst local residents with the conservation area and local heritage
- Support delivery of the HSHAZ programme.

Once adopted, the CAAMP will be a Supplementary Planning Document (SPD) to the Croydon Local Plan 2018. As such, the consultation material was subject to public consultation requirements under the Town and Country Planning (Local Planning) (England) Regulations 2012 and the Council's Statement of Community Involvement (2018). Additionally, section 71 of the Planning (Listed Buildings and Conservation Areas) Act 1990 requires proposals set out in a Management Plan of the CAAMP to be subject to consideration at a public meeting.

FINANCIAL IMPACT:

The adoption of the South Norwood Conservation Area Appraisal and Management Plan (CAAMP) can be funded through the Spatial Planning budget as part of the Spatial Planning, Growth Zone and Regeneration Service budget.

The production of the CAAMP was funded by the Historic England South Norwood High Street Heritage Action Zone budget (£18,000).

KEY DECISION REFERENCE NO.: Non Key Decision

RECOMMENDATIONS:

The Executive Mayor in Cabinet is recommended to

- 1.1 Note the Consultation Statement for the South Norwood Conservation Area Appraisal and Management Plan (CAAMP) (Appendix 2), including the list of comments, responses and (where applicable) amendments at Appendix 1.
- 1.2 Recommend Council adopt the South Norwood Conservation Area Appraisal and Management Plan (CAAMP) 2022 (Appendix 2) as a Supplementary Planning Document in accordance with The Town and Country Planning (Local Planning) (England) Regulations 2012, particularly regulation 14; and,
- 1.3 Recommend to Council changes to the South Norwood Conservation Area boundary as set out in this report and in the South Norwood Conservation Area Appraisal and Management Plan (CAAMP) (Appendix 2); and,
- 1.4 Recommend to Council revocation of South Norwood Conservation Area Appraisal and Management Plan (CAAMP) 2007 (Appendix 3) in accordance with The Town and Country Planning (Local Planning) (England) Regulations 2012, particularly regulation 15(3).
- 1.5 Delegate to the Director of Planning and Sustainable Regeneration, following consultation with the Cabinet Member for Planning & Regeneration, the making of minor factual, editorial and image changes to the South Norwood Conservation Area Appraisal and Management Plan (CAAMP) (Appendix 2) prior to adoption.

1. The South Norwood Conservation Area Appraisal and Management Plan (CAAMP)

- 1.1. A conservation area is an area of special architectural or historic interest, the character and appearance of which it is desirable to preserve or enhance. Conservation areas, like statutory listed buildings, are 'designated heritage assets', of national historic or architectural significance.
- 1.2. The Conservation Area Appraisal and Management Plan provides a tool to assist in fulfilling the Local Planning Authorities duties as set out in The Act,

and supported by the evidence-based approach promoted by the National Planning Policy Framework, London Plan 2021 and Croydon Local Plan 2018.

- 1.3. The document is formed of two parts: The Appraisal defines the principal qualities that constitute the conservation area's special character and identifies its current condition and threats. The Management Plan addresses the issues raised in the Appraisal and provides area-specific development guidelines to supplement those provided in Croydon's overarching Supplementary Planning Guidance - Conservation Area General Guidance (CAGG).
- 1.4. While development in the borough is directed by the policies set out in the Croydon Local Plan 2018 and London Plan 2021, the guidance in the CAAMP will help local authority officers in making decisions on planning applications, whilst assisting landowners and developers in identifying opportunities to preserve and enhance the special interest of the conservation area. It is supported by Local Plan Policy DM18 which states " All proposals for development must have regard to the development principles in the Conservation Area General Guidance Supplementary Planning Document and Conservation Area Appraisal and Management Plan Supplementary Planning Documents or equivalent."
- 1.5. The CAAMP will be adopted as an SPD (as defined by the Planning and Compulsory Purchase Act 2004 (as amended) and the Town and Country Planning (Local Planning) (England) Regulations 2012) to give it weight as a material planning consideration when determining planning applications.
- 1.6. Once adopted, the South Norwood CAAMP will supersede the existing South Norwood CAAMP, which was adopted in 2007. The revocation of the South Norwood CAAMP 2007 is consequently a recommendation. Since the existing CAAMP was produced, demand for housing has increased and National, London and borough planning policy has changed. Historic England guidance on Conservation Areas has also changed. The existing CAAMP is dated and does not provide sufficient information regarding the historical development of South Norwood, the significance of the conservation area and management guidance to protect that significance. The new CAAMP will address these deficiencies.

Boundary Review

- 1.7. As part of the South Norwood Conservation Area Appraisal and Management Plan (CAAMP) Brief, Place Services were instructed to review the conservation area boundary as part of the site analysis stage and make recommendations for any alterations as necessary.
- 1.8. The methodology used to review the boundary was in line with:

Section 69 (1a) of Planning (Listed Buildings and Conservation Areas) Act 1990 – Every local planning authority shall from time to time determine which parts of their area are areas of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance;

Paragraph 191 of the NPPF – When considering the designation of conservation areas, local planning authorities should ensure that an area justifies such status because of its special architectural or historic interest, and that the concept of conservation is not devalued through the designation of areas that lack special interest; and

Statutory guidance produced by Historic England, particularly:

- Historic England Advice Note 1: Conservation Area Designation, Appraisal and Management (HEAN1) (Historic England, 2019)
- Understanding Place: Historic Area Assessments (Historic England, 2017)
- Good Practice Advice in Planning 3: The Setting of Heritage Assets (Historic England, 2017)

In regards to considering areas worthy of designation, HEAN1 states: ... consider whether an area has:

- a) sufficient architectural or historic interest for the area to be considered 'special'?
- b) whether this is experienced through its character or appearance?
and
- c) whether it is desirable for that character or appearance to be preserved or enhanced, and what problems designation could help to solve. (page 5)

Boundary Review Process

- 1.9. The boundary changes that have been recommended have been included below. Penge Road and Sunnybank were considered, however the buildings in these areas were not found to be of special architectural or historic interest/highly altered, and therefore not included within the proposed amended boundary. The northern and central west side of Penge Road comprises several late nineteenth century terraces. These were considered as part of the boundary as, whilst a number of these have been highly altered, they hold group value. However, they have been separated from the historic core of the conservation area due to the trainline, A road and twentieth century development, as a result, these buildings are not experienced as part of the conservation area and do not contribute to the area's character and appearance. Sunnybank was found to be of little architectural interest with a

high number of infill development. However, the area has been noted for its layout and the historical relationship to the canal, making a positive contribution to the setting. This has been included within the Public Consultation Draft CAAMP (page 12).

- 1.10. For the larger areas along Whitworth Road, Holmesdale Road and Upper Grove, there were later infill development that resulted in the boundary stopping before these areas. However, it was considered a) It's not clear what distinguishes these from neighbouring streets of the same age and b) Some of the older buildings/areas are in very poor condition to the point where they do not have sufficient special character to warrant the designation.

Engagement in the Boundary Process

- 1.11. The boundary amendments were put forward to the internal CAAMP Board. Feedback was received prior to the Public Consultation Draft being finalised. Based on the feedback received, the residential area located off Portland Road to the south (noted above) was not included and instead highlighted as an important part of the setting.
- 1.12. The consultants and the Council also had early engagement and input from Historic England officers who are working on the HSHAZ project, and key stakeholders in the area, including The Norwood Society, Stanley Arts and People for Portland Road. The early engagement with the key stakeholders took place from July to September 2020 and has included targeted emails and phone calls to introduce the work that was being conducted; an online survey and virtual drop-in session to gain feedback, as well as introduce the recommended boundary changes with requests for any further suggestions; and meeting with a member of The Norwood Society.
- 1.13. Early public engagement also took place at the community festival in July 2021 where members of the public were asked a number of questions regarding the conservation area and what changes they would like to see, including conservation area boundary changes.
- 1.14. A number of recommendations were put forward during this early engagement process that were considered further, such as the extension to Portland Road.

Recommendations in the CAAMP

- 1.15. This text is included within CAAMP in section 1.6 (page 4) to explain the rationale behind the boundary changes and the recommended CAAMP boundary can be viewed at page 5:

The Conservation Area boundary has been reviewed during preparation of the Conservation Area Appraisal and Management Plan. The following boundary changes are recommended to ensure that the designation includes all those areas that are of special interest and contribute to South Norwood's unique character. This review is in line with the NPPF guidance on Conservation Areas (paragraph 191) and reflects changing methodologies of good practice.

Proposed Additions

- 1.16. Holmesdale Road: This addition takes in the Royal Mail delivery office (first shown on the 1898 OS Map), the South Norwood Baptist Church (founded in 1887, although the Church was rebuilt in 2007), the row of nineteenth century locally listed buildings, and the stretch of distinctive houses on Holmesdale Road and Close, laid out by the 1944 OS map and built by the 1954 OS map. The Royal Mail Delivery Office is a red brick building with large windows and a decorated arched entrance on its south western end. The South Norwood Baptist Church is unusual and modern in its massing, however, adds interest to the streetscape and uses red brick as its predominant building material. The nineteenth-century houses are semi-detached, and two and a half storeys in height, built in London stock brick with red brick detail. The twentieth-century houses on Holmesdale Road and Close are all two storeys in height with red brick ground floors and plastered second floor and bay frontages. They all are consistent in their style and configuration, with external brick staircases. These residential, church and Royal Mail buildings are all of merit, for their historic interest, historic and current ecclesiastical use, or architectural/aesthetic interest.
- 1.17. Lawrence Road: The south side of this road is well preserved and first shown on the 1898 OS Map and is of historic/architectural interest. It comprises of large detached residential buildings, well proportioned, and evenly situated within their plots and all two storeys in height. The houses have retained architectural detailing such as decorated eaves, stucco window surrounds, and overhanging porches. Each house has a generous front garden plot, often planted with hedge borders and shrubs, with plots defined by brick boundary walls. The consistency in style across this group, as well as the rhythm they create along the streetscape, makes a positive contribution to the Residential Character Area, and it is of high enough merit to include within the boundary.
- 1.18. Number 3 Cargreen Road: This is an early street to have been developed within the area and is shown as built on the 1879 OS map. The majority of buildings on the street have been substantially altered, but Number 3 has retained much of its historic character and features and is a positive contributor. It is three storeys in height (with a basement level), with a painted render façade. It has banding at first floor level, and its central second floor

windows are topped with decorative cornices. Timber porches are located at each front door, which is accessed by steps. Due to its architectural merit, age, and prominence along the streetscape, it is considered that it should be located within the boundary of the Conservation Area.

- 1.19. The Goods shed and station platforms: These are important buildings and features of the Station, which are of group value and it is recommended that they are all included within the boundary so that they can be managed effectively as a group. The goods shed is located just south of the station forecourt and was built just a few years after the station opened in 1859. It is a large building, built in London stock brick, and has retained architectural detailing which make it recognisable as a railway building. It is now used as railway offices.
- 1.20. 5 Portland Road: The Portland Road addition will take in more of the commercial high street and end at the locally listed building, the Mission Hall. It incorporates a stretch of buildings, which are currently recognised as being a local area of interest. The buildings are predominantly built in red brick, with some London stock brick, and continue a strong sense of enclosure, rhythm and vitality along the high street. Buildings range between two to three storeys in height, and most included shopfronts at ground floor level, some of which have retained historic detailing of interest. Due to the group value of these buildings and shopfronts, and the positive contribution they make to the character of the Conservation Area, they are recommended for inclusion within the boundary.
- 1.21. Albert Road: This extension would take in residential terraces which have retained their historic character and are of aesthetic interest. To the south of the road, this includes a small, terraced row of houses, which are two storeys in height, and are of value as a group. They have retained their front boundary treatments, which also makes a positive contribution to the streetscape. On the north is a group of large, twentieth-century semi-detached houses, which are of architectural merit. They have retained features such as their hung tile projecting bays, and half-timbered gable ends, which are prominent features along the street. Due to the contribution they make, as well as their age and architectural detailing, they are recommended for inclusion within the area.
- 1.22. Warminster Road: This extension would take in the locally listed building at Number 53. The building is in the same style as those at numbers 59 and 61, and so is of group value with these. It has retained its historic character and architectural detailing, including decorative brackets to windowsills and eaves, brick quoins, brick dog-tooth banding, and stucco window surrounds with keystones. Due to the quality of detailing, age, and relationship with similar buildings within the Conservation Area it is recommended for inclusion.

- 1.23. Lancaster Road: This would take in the three storey residential villas, which make a group and are of historic and aesthetic interest and are first shown on the 1898 OS map. These buildings are of the same date as number 12, which is located within the Conservation Area. They are three and a half storeys in height, with painted render facades, rusticated ground floors, decorated door surrounds, and bracketed eaves. Due to the quality of detailing, age, and relationship with a similar building within the Conservation Area they are recommended for inclusion.

Proposed Reductions

- 1.24. Part of Chalfont Road: This area was recently redeveloped to provide housing. The site once contained a house in grounds, but the former character and layout is no longer discernible, and the new development is of no particular architectural or historic interest. It is recommended that it is taken out of the boundary and instead considered as part of the setting of the area.
- 1.25. Other areas considered include Doyle Road, Farley Place, Crowther Road, Clifford Road: This segment was highlighted through early public engagement. The area was visited during the site visit and felt that the residential development has retained some of its historic character, however, it was much altered and therefore lacked the special architectural or historic interest required of conservation area designation. It forms a key part of the setting of the Conservation Area.

2. CONSULTATION RESPONSE

- 2.1 As per the requirements for public participation in Regulation 12 and 35 of the Town and Country Planning (Local Planning) (England) Regulations 2012, undertook a formal consultation. This follows informal engagement with local residents' groups and the local community, which informed production of the draft CAAMP. Full details of the consultation process and responses are in Appendix 1.
- 2.2 A Public consultation, authorised under decision 6521CR, was held for a six-week period from 6 January 2022 until 17 February 2022. The consultation draft South Norwood CAAMP can be viewed as a background document. During this time, there was an in-person consultation meeting in the conservation area to engage residents, businesses, developers and interested

parties on the draft CAAMP and proposed boundary changes.

- 2.3 The Draft South Norwood CAAMP consultation was in accordance with the Town Planning Regulations and the Council's Statement of Community Involvement (2019). Notification was posted to all properties in the conservation area and the consultation was publicised using newspaper advertisements, social media and the Council's website, giving details of the consultation period, the consultation meeting, where the document can be viewed and how to get involved. An online questionnaire was made available which contained questions on the proposal and an opportunity to comment directly.

Responses Summary

Questionnaire Response

- 2.4 An online questionnaire generated **68** responses to a series of questions. In response to the following question "Please rate the extent of how much you support or do not support the proposed changes to the boundary of South Norwood Conservation Area" the responses were as follows:

Strongly Support – 33

Somewhat Support – 26

Neutral – 5

Somewhat do not support -1

Strongly do not support – 4

- 2.5 This indicates an 86% support rate for the CAAMP among respondents. Specific comments received from the questionnaire related to the following topics

- Perceived state of decline
- Other areas or outside the proposed boundary should be included
- The area needs investment
- High levels of traffic and pollution from buses
- Area should be made more pedestrian friendly
- The brutalist South Norwood Library should be protected

- 2.6 **Historic England** responded positively to the document and full details can

be found in Appendix 1 . They agree with the proposed revised boundary and the methodology which was used to define it. Some specific comments related to technical details were included and amendments were made to the document. It was also noted by Historic England that more emphasis on the condition of the area should be included and therefore Section 7 of the document has been enhanced.

2.7 **Natural England** responded to say they have no comment.

2.8 **The Norwood Society** and the **North Croydon Conservation Area Advisory Panel** submitted a joint representation. This representation provided detailed historical and factual information and amendments have been made to the document to reflect this. They also recommended extending the boundary to include the following areas; 4&16 Cargreen Road, 69-85 Albert Rd (note: these are being added), Percy and Sidney Rds, South Norwood Rec. A general comment about the procedure for NCCAP engaging with applications was also made and whilst this does not form part of the CAAMP officers will follow up to discuss this matter with the NCCAP.

Council response to main issues raised during Consultation

2.9 Further to the detail provided in section 1.9 - 1.25 of this report, it is recommended that the proposed boundary is justified and derived from a sound methodology, a view that is also supported by Historic England. Nonetheless, it is recognised that many also value surrounding roads and open spaces such as South Norwood Recreation Ground which is protected by existing open space policies in the Croydon Local Plan. In light of this, Section 2.2 of the CAAMP makes detailed reference to surrounding areas as forming part of the setting of the Conservation Area, and this can form a material consideration in the determination of planning applications where there is potential impact on the character and appearance of the Conservation Area.

2.10 A significant amount of historical information was provided by both the South Norwood Society and the North Croydon Conservation Area Advisory Panel. This information has been added to the CAAMP.

3. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 3.1 To comply with statutory obligations and to facilitate the preservation and enhancement of South Norwood Conservation Area and support delivery of the South Norwood HSHAZ wider programme.

4. OPTIONS CONSIDERED AND REJECTED

- 4.1 An alternative option would be not adopt the new CAAMP. In relation to the CAAMP, this would mean that the Council would not be meeting its statutory obligations, as outlined above. There would be no up-to-date document to guide development in South Norwood Conservation Area. Planning applications would need to be determined on the basis of existing planning policy and guidance which is not considered to be sufficiently detailed or area specific. It would likely lead to additional resource requirements for pre-planning application enquiries, applications and an increase in planning appeals. The special character of the conservation area would continue to be eroded through poorly considered development and incremental change.
- 4.2 On this basis the do-nothing option has been rejected.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 Revenue and Capital consequences of report recommendations

The adoption of this has no financial impact in this or future years.

5.2 The effect of the decision

The cost of the adoption of the South Norwood CAAMP will be met from the existing Spatial Planning Service budget.

5.3 Risks

There are no identified risks arising directly from this report.

5.4 Options

If the South Norwood Conservation Area Appraisal and Management Plan is not adopted, then the benefits outlined above will not be realised and the deterioration of the fabric and the erosion of the special character of the conservation area is likely to continue. The proposal should lead to greater engagement with the community in relation to their understanding of the historic environment and support other positive outcomes through the wider South Norwood HSHAZ programme as the funder of this CAAMP.

5.5 Future savings/efficiencies

Officer time required to advise applicants is likely to be reduced due to the provision of better guidance, and create a more efficient pre-planning application service, which could also reduce the resource and cost associated with planning appeals.

Approved by: Gerry Glover, Interim Head of Finance – Sustainable Communities

6 LEGAL CONSIDERATIONS

6.1 The process for the adoption of a Supplementary Planning Document is detailed in the Town and Country Planning (Local Planning) (England) Regulations 2012, particularly regulations 14 and 35. The report sets out that this process has been followed. It is therefore within the authority of the Executive Mayor in Cabinet to recommend the adoption of the Supplementary Planning Document to Full Council as set out in the recommendations.

6.2 Approved by: Samra Yunus (Corporate Solicitor) on behalf of Doutimi Aseh, Interim Director of Legal Services and Deputy Monitoring Officer

7 HUMAN RESOURCES IMPACT

7.1 There are no human resources implications arising from this report for Croydon Council employees or staff. If any should arise these will be managed under the Council's Policies and Procedures.

Approved by: Gillian Bevan, Head of HR – Resources and Assistant Chief Executives

8 EQUALITIES IMPACT

8.1 The Conservation area has a younger demographic than the UK average. It also has more female residents than males and a high proportion of people from the African and African Caribbean communities. Approximately 15% of residents are disabled.

8.2 The consultation was designed to encourage engagement from the diverse communities. Though residents who engaged in the consultation were seen to be diverse, no data was collated to this regard. Officers have since created an action plan to ensure that future consultations collate data on protected characteristics.

8.3 Officers noted from DCMS research that young people of Caribbean origin have relatively low levels of heritage engagement; 39% compared to 59% for

young white people. However, there was also a lack of engagement with young people generally. An action plan has been developed to increase engagement further in future.

- 8.4 An equality impact assessment has been developed and will be utilised as a live working document during the project.

Approved by: Denise Mc Causland Equalities Manager • Policy Programmes and Performance

9 ENVIRONMENTAL IMPACT

- 9.1 A Sustainability Appraisal (SA) was prepared for the Croydon Local Plan 2018. Given that South Norwood CAAMP will provide supplementary guidance to the policies within the Local Plan, it is determined that the Local Plan's SA provides relevant assessment and therefore negates the need for a SA/Strategic Environmental Assessment (SEA).
- 9.2 The Environment Agency, Natural England and Historic England were consulted on the need for a SA / SEA for the CAAMP. Historic England and Natural England responded and agreed that the production and adoption of South Norwood CAAMP is unlikely to have any significant environmental impacts and therefore a full SA/SEA is not required. The Environment Agency did not respond within the statutory period.

10 CRIME AND DISORDER REDUCTION IMPACT

- 10.1 There are no direct crime and disorder reduction impacts arising from the recommendations of this report.

11 DATA PROTECTION IMPLICATIONS

11.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'? YES

- Contacting individuals who have signed up to the Local Development Framework consultation list, either by email or post. They have consented to be contacted for this purpose.
- Sending letters by post to properties affected by the proposals in the CAAMP.

HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

YES – reference number 521257

The Corporate Director of Sustainable Communities, Regeneration and Economic Recovery confirms that a DPIA has been completed and is currently under review.

Approved by: Heather Cheesbrough Corporate Director of Sustainable Communities, Regeneration and Economic Recovery

CONTACT OFFICER: Steve Dennington - Head of Spatial Planning (& Interim Head of Growth and Regeneration)

APPENDICES TO THIS REPORT

1. Consultation Statement - South Norwood Conservation Area Appraisal and Management Plan (CAAMP) - 2022
2. South Norwood Conservation Area Appraisal and Management Plan (CAAMP) – 2022
3. South Norwood Conservation Area Appraisal and Management Plan (CAAMP) – 2007
4. EQIA – South Norwood CAAMP

BACKGROUND PAPERS - LOCAL GOVERNMENT ACT 1972

1. Historic England Advice Note 1: Conservation Area Designation, Appraisal and Management <https://historicengland.org.uk/images-books/publications/conservation-area-designation-appraisal-management-advice-note-1/heag040-conservation-area-designation-appraisal-and-management/>
2. Historic England Advice Note 7: Local Heritage Listing <https://historicengland.org.uk/images-books/publications/local-heritage-listing-advice-note-7/>
3. Croydon Council Conservation Area General Guidance Supplementary Planning Document <https://www.croydon.gov.uk/sites/default/files/articles/downloads/appendix1->

[cagg.pdf](#)

4. Draft South Norwood CAAMP document for consultation in January/ February 2022 <https://www.getinvolved.croydon.gov.uk/public-consultation-on-the-draft-south-norwood-conservation-area-appraisal-and-management-plan?preview=true>
5. Local Plan 2018 EQIA - <https://www.croydon.gov.uk/sites/default/files/2022-01/clp2-equality-analysis.pdf>

Consultation Statement: South Norwood Conservation Area Appraisal and Management Plan

Consultation statement prepared in accordance with Regulation 12 of the Town and Country Planning (Local Development) (England) Regulations 2012.

1. Introduction

1.1 Regulation 12 of the Town and Country Planning (Local Development) (England) Regulations 2012 requires that prior to the adoption of an SPD, the Council shall publish a Consultation Statement which includes; (i) the persons the local planning authority consulted when preparing the supplementary planning document; (ii) a summary of the main issues raised by those persons; and (iii) how those issues have been addressed in the supplementary planning document.

1.2 Public consultation has occurred in line with the Council's Statement of Community Involvement (SCI). Croydon Council went beyond the requirements of the SCI as detailed below.

2. Persons/groups/bodies consulted in connection with the preparation of SPD and how they were engaged.

2.1 Prior to formal public consultation, informal consultation was undertaken by the Council and Place Services who were commissioned to write the SPD.

2.2 This early engagement had input from Historic England working on the High Street Heritage Action Zone (HSHAZ) project and key stakeholders in the area, including

- • People for Portland Road
 - Stanley Arts - Venue Director
- • Holmesdale Residents Association
- • The Norwood Society
- • Croydon Natural History & Scientific Society
- • The Norwood Society
- • Brutalist Library SE25

2.3 . The early engagement with the key stakeholders took place from July to September 2021 and has included targeted emails and phone calls to introduce the work that was being conducted; an online survey and virtual drop-in session to gain feedback, as well as introduce the recommended boundary changes with requests for any further suggestions; and meeting with a member of The Norwood Society. Much of this engagement was done virtually as Covid rates at the time presented difficulties for meetings in person. This early engagement was also an opportunity to raise awareness of the High Street Heritage Action Zone Programmes and the wider Good Growth Funded South Norwood Regeneration Programme which will improve both the physical and social infrastructure of the area.

2.3 Public engagement also took place at a community festival in July 2021, members of the public were asked a number of questions regarding the conservation area and what changes they would like to see, including conservation area boundary changes. A number of observations were put forward during this early engagement process that were considered further, such as the extension to Portland Road.

2.3 Key Stakeholder Feedback from early stage engagement

Below are questions asked of attendees at the Community Fair event and via an online questionnaire

What makes South Norwood's buildings and spaces special to you?

- Local history - overall area is a good example of a Victorian / Edwardian high street
- Diversity of interesting buildings

Have you noticed any changes in the area, particularly since the year 2007 (the year that the last appraisal and management plan was completed)?

- Covid impacts and threat to the High Street
- Unsympathetic shop conversions
- Inappropriate advertisement
- Encroachment into the Conservation Area with dense new development
- Intensification in the Conservation Area

Are there any changes you would like to see in the future?

- More public realm improvement on the High Street, including Station Road being made into a more pedestrian-friendly space
- More sympathetic alterations and conversions to historic buildings

**What potential threats (if any) do you think the Conservation Area faces?
Typical threats to Conservation Areas include poor maintenance of buildings and spaces, inappropriate alterations to historic buildings**

- Economic pressure on small businesses on the High Street
- Absent or disengaged landlords
- Lack of funds from Croydon Council due to their Section 114 status
- Increased traffic levels
- Loss of important buildings, features and structures
- Lack of awareness of Conservation Area status and local history/importance

2.4 In addition, before the formal consultation process, the draft SPD went through a process of internal engagement with the Sustainable Communities, Regeneration and Economic Recovery Department and relevant council teams including Regeneration, Parks, Highways, Assets and Croydon Museums & Archives Service.

2.5 The formal consultation process for the draft SPD adhered to the Council's adopted Statement of Community Involvement (2019) and also the statutory requirements of the Town and Country Planning (Local Planning) (England)

Regulations 2012 and Planning (Listed Buildings and Conservation Areas) Act 1990. Formal Consultation took place for six weeks between 6 January 2022 and 17 February 2022. Those consulted (as set out further below) were informed in a statement of representation

of how they may access the document, the date and location of consultation events, along with the date by which representations must be made and where they should be sent.

2.6 Publicity for consultation was undertaken via the following activities:

- Letters were sent to all addresses within the conservation area and affected by the proposed boundary amendments.
- Statutory Consultees (see section 2.8)
- Emails/letters were sent to persons on the Local Development Framework database (in line with General Data Protection Regulations¹), including Statutory Consultees, to inform stakeholders about the consultation process.
- Croydon Council Conservation webpages and Croydon Council *Get Involved* websites were updated to reflect the consultation period and inform persons about the consultation events and how to make a representation.
- A press release.
- An advertisement in The Croydon Guardian was published on 6 January 2022 as a statutory notice.
- Posters advertising the consultation, consultation events and where to find more information were displayed in approximately 20 locations in the area, and all Borough libraries.
- *We Love SE25* community group assisted with publicity via their network.
- Emails were sent to ward councillors, councillors and to relevant council teams including Development Management, Spatial Planning, Transport, Highways, Trees, Parks, Enforcement, Regeneration, the Museums & Archives Service and Asset Management & Estates.
- Emails were sent to the North Croydon Conservation Area Advisory Panel and Croydon Natural History and Scientific Society.
-
- Social Media posts from the Croydon Council were posted before, during and up to the closing date to inform readers of deadlines and events.

2.7 Consultation comprised of the following:

- Information was made available via the conservation webpages on the Council's website, from where an electronic version of the draft South Norwood Conservation Area Appraisal and Management Plan SPD was made available for download. The document and a questionnaire was also available digitally via Croydon Council's *Get Involved* webpage.
- Hard copies of the draft SPD were available in all libraries across the Borough and approximately 20 businesses in South Norwood.
- A consultation event was held on Tuesday 25 January from 5pm – 8pm at:

¹ General Data Protection Regulation (GDPR) came into force on 25th May 2018. Contacts on the LDF database prior to the GDPR were contacted and required to respond to confirm they wish to stay on the database, following which those who did not respond were removed from the LDF database.

No.241 Norwood, 241 Selhurst Road, London, SE25 6XP. Display Boards containing information on the consultation, copies of the draft SPD. Members of the Council's Planning Department and Place Services were also on hand to answer questions. Over 100 people attended the event.

- Representations were invited via the Croydon Get Involved website, by email to the LDF inbox or through hard copy versions of the Representation Form available at the consultation events and at each of the Borough's libraries.

-

Statutory Consultees

2.8 As part of the consultation, statutory consultees and key stakeholders were invited to make a representation on the review proposals including the draft SPD.

These included:

Highways England

Thames Water

National Grid

Environment Agency

Highways England Company Limited

Historic England

Sutton and East Surrey Water plc

Historic England

Surrey County Council

Surrey County Council

Natural England

Network Rail

London Borough of Lambeth

Transport for London

Thames Water Utilities Ltd

NHS Croydon CCG

London Borough of Bromley

Reigate & Banstead Borough Council

Transport for London

London Borough of Sutton

Network Rail Infrastructure Limited

GLA

Greater London Authority

National Grid

National Grid

Environment Agency

Highways England

Historic England

London Borough of Merton

Bromley Council

National Grid Gas

Department for Education.

2.9 Comments received from Statutory Consultees have been detailed in Section 3 of this statement, along with Council's response.

2.10 The neighbouring London Borough of Bromley was also consulted.

Representations received

2.11 A total of **74** representations were received.

2.12 Of the Statutory consultees just 2 responses were received. Natural England stated they had no comments to make and Historic England submitted the following comment below :



Spatial Planning Team
Place Department
Floor 6th, Zone B
Bernard Weatherill House
8 Mint Walk
Croydon CR0 1EA

By email: LDF@Croydon.gov.uk

Our ref: PL00761782

:

Telephone 0207 973 3727

20 January 2022

Dear Spatial Planning Team

South Norwood Conservation Area Appraisal and Management Plan, London Borough of Croydon

Thank you for consulting Historic England on the above documents.

As the Government's Statutory Adviser on the Historic Environment we have reviewed your consultation in light of the *National Planning Policy Framework* (NPPF) which identifies three dimensions to sustainable development, these being economic, social and environmental (NPPF paragraph 8). One of the core principles of the NPPF is that heritage assets be conserved in a manner appropriate to their significance, so that they can be enjoyed for their contribution to the quality of life of this and future generations. The NPPF includes a requirement for local planning authorities to set out in their Local Plan a positive strategy for the conservation and enjoyment of the historic environment, including those heritage assets most at risk from neglect, decay or other threats. Policy 186 sets out a requirement that local authorities ensure conservation areas demonstrate appropriate special architectural or historic interest.

Section 72 of the Planning (Listed Buildings and Conservation Areas) Act 1990 (as amended) sets out the obligation on local planning authorities to pay special regard to preserving or enhancing the character or appearance of conservation areas and to preserving the settings of listed buildings.

Historic England publishes extensive advice on managing and designating conservation areas which you may find helpful in developing guidance.



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HistoricEngland.org.uk

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<https://historicengland.org.uk/images-books/publications/conservation-area-appraisal-designation-management-advice-note-1/heag-268-conservation-area-appraisal-designation-management/>

<https://historicengland.org.uk/advice/your-home/owning-historic-property/conservation-area/>

Historic England's Advice

The production of the South Norwood Conservation Area Appraisal and Management Plan is supported through the South Norwood High Street Heritage Action Zone. As a "conservation area at risk" the CAAMP has been identified as a key tool for the future management of the conservation area and for actively preserving or enhancing the areas special character and appearance. Historic England therefore strongly supports the production of the guidance and associated boundary review. We consider the proposed document to conform to national policy and the requirement to review conservation areas on a regular basis.

The document is highly detailed and sets out a clear methodology for managing future change within the conservation area. We do however have a number of recommendations and observations which we consider would improve the usefulness and legibility of the document.

We have set out our main recommendations and observations below, these are described in greater detail in the general observations which follow. We have also included an annex of minor revisions on the text to assist with the final editing (these are not comprehensive, and the document would benefit from a rigorous final edit).

Main considerations

Boundary changes.

We consider the proposed boundary review changes to be justified and appropriate. NPPF Policy 186 sets out the need to ensure the conservation areas demonstrate sufficient architectural and historic character. The Draft CAAMP also identifies a number of streets and buildings of merit outside the designated area which were reviewed. It is noted that these cannot be incorporated within the conservation area without including significant areas of little or no merit and as such would be contrary to NPPF policy 186. We therefore agree with the consultant's assessment and would suggest those areas of merit outside of the designated area are more appropriately recognised through local townscape merit/character area policies. Additionally, we consider the removal of Chalfont Road from the conservation area is clearly justified by virtue of its redevelopment as modern housing.

There is potential to streamline the document. While the structure is effective and conforms to Croydon's existing suite of conservation area guidance there is potential to simplify and clarify the document in the following areas:



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The analysis of setting. While the wider physical context of the conservation area is important to an understanding of its character the potential impact of development within its setting needs to be judged in terms of its impact on the significance of the heritage asset/s itself (the conservation area). The relationship of those areas outside of the conservation area could be usefully simplified to summarise the social, historic, and architectural relationship to the designated area rather than their own merit. The individual interest of assets which form part of the setting can be simplified through reference to NPPF policies for undesignated heritage assets and local plan policies (see general observations for more details). There is potential for certain sections to be combined with the view analysis.

We would recommend the Statement of Special Character is strengthened by focusing more closely on the significance of the conservation area i.e. its architectural, historic, evidential and social significance (see general observations).

The document would benefit from a review to reduce repetition (particularly in the description of character, architectural appearance, massing. There is potential to reduce the cross over in the sections on Townscape Character and Architectural Character.

Overall the management sections of the draft appraisal are well considered. Subject to the comments above the appraisal will make a very positive contribution to the future management of the conservation area.

General comments

There are lots of references throughout the document to the conservation area's 'special interest', this terminology usually refers to statutorily listed buildings and references should instead be to the conservation area's 'special character and appearance' or to its 'significance'.

Page 9 Statement of Special Character. 1.71 There is potential to strengthen this section by making the statement more focused. The Statement of Special Character describes elements of townscape character which are then repeated in Section 3 Townscape Character. We would suggest shortening the statement to focus on the "significance of the conservation area and the heritage and social values which make the place special". For example

The significance of the South Norwood CA is drawn principally from its visible development as an early Victorian railway suburb. The railway was developed partially along the former Croydon Canal (the route of which can still be seen in the road layout of the former Frog Island (now known as Sunnybank). South Norwood displays an eclectic mix of attractive buildings in a wide variety of styles and material and which reflect changes in fashions and the growing availability of materials and architectural details made possible by the railways. The rapid growth of the population is reflected in the provision of social and religious buildings and shopping streets, including the grade II listed Stanley Halls and Kennedy's sausage shop, alongside St Chad's



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Church and the commemorative Clock Tower which marks the centre of the town.

The residential area is largely characterised by low-rise development in a variety of styles from grander detached properties in large gardens to compact terraces, reflecting the rapid growth throughout the 19th and early 20th century. Although in need of investment to address the condition of some buildings and the public realm South Norwood remains a popular busy suburb offering access to transport, shops, entertainment and other amenities.

The area is also notable for its historic associations with the composer, Samuel Coleridge Taylor, Sir Arthur Conan Doyle and the inventor and philanthropist William Ford Stanley who provided the towns technical college (now the Grade II listed, Stanley Halls art centre which is a key community asset).

Page 12 Context 2.1.2 and 2.1.3. The complex topography could be potentially better understood through map illustrations or in terms of how the area is experienced, for example how does the location on the southern slope effect views to and from the conservation area. It would be useful to highlight if the topography results in certain landmarks being prominent in the townscape. A map showing the relationship of wider Local Heritage Areas and green spaces with the conservation area would also be helpful and would allow for some of the text in the 'Setting' section to be reduced and focussed on what affects the significance of the conservation area.

Page 13 2.2.3 and 2.2.4. It is important to identify those qualities which can make a positive contribution to the significance of the CA. The proximity of locally listed buildings or local character areas may have intrinsic historic qualities or contribute to an understanding of the areas historic development but do not automatically impact on the setting of the CA. It may therefore be helpful to identify potential issues or key views, for example:

Development in these areas has the potential to impact on the significance of the conservation area through its impact on views or a loss of historic context. A number of these areas include locally listed buildings or have been designated local heritage areas. Of particular note are ... etc. (2.2.5 to 2.2.7).

We would suggest moving the section on those elements making a negative impact (2.2.13 and 2.2.14) to follow immediately after 2.2.7 as the potential for development of a different scale within the setting is the factor most likely to impact on significance of the conservation area. It should be noted that the tall buildings in close proximity to the conservation area have a negative impact on its setting.

Page 14. Green Space. Parks and open spaces clearly make a great contribution to amenity and life in South Norwood and can also contribute to the understanding of the wider historic area. However, it is not made clear how these spaces directly relate physically to how the conservation area is experienced and the understanding or appreciation of its significance. Views towards the conservation area, open skylines, and glimpses of key landmarks may make a positive contribution, as will historic associations to important local figures (this is identified in respect of Birkbeck Cemetery). With this in mind Green Space might benefit from its own section as 2.3 rather than as a continuation of 2.2. It would also be possible to reduce



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overlap with the Parks and Recreation section 2.3.21 to 2.3.23. Where opportunities to improve access to green space exist these should be highlighted.

Page 21 to 24. Consider adding a separate heading for Historic Associations.

We would also suggest moving Section 2.3.26 or incorporating this with 2.3.30. This is out of place and sits in the middle of the historic association with famous residents.

Both Kennedy's and Stanley Halls are described in detail in a number of sections and there is an opportunity to simplify the text either here or in later paragraphs.

Page 27. Archaeological Significance. It would be beneficial to reference that the Greater London Archaeology Advisory Service reviewed Croydon's archaeological resource in 2016 and the borough has been divided into four levels of archaeological priority. Following the review South Norwood CA does not encompass any known areas of high archaeological potential and therefore falls within Tier IV. Further information about priority areas and the borough review are available at <https://historicengland.org.uk/content/docs/planning/apa-croydon-pdf/>

Page 42 5 Architectural Character. See main comments. There is potential to reduce overlap or combine with the Townscape Character section.

6.0 Character Area Descriptions. There is repetition in respect of the Townscape and Architectural Character Sections and key buildings and this would benefit from simplification. We would suggest providing one detailed description which can then be referenced elsewhere. It also doesn't feel necessary to break each character area down into separate areas with subheadings as this undermines the sense of it being a distinctive character area and makes the section very long and unwieldy, we would therefore suggest the text in this chapter is reduced and simplified.

Page 64 6.4.3 Norwood Station. Although no doubt providing improved functionality the current single story C20th entrance to the station is poorly designed and detracts from the building's handsome appearance. We would recommend highlighting this as a future potential enhancement.

Page 65. 6.5.2 Whitworth Road. It would be beneficial to state how the sense of status referred to is reflected, for example, through wider roads and substantial detached properties.

Page 68 6.5.18 Qualify why Becton Court and Stirling House make a negative contribution. For example, *Becton Court dates from the 1960's, and although relatively low rise its use of poor-quality materials, lack of architectural expression and box like appearance detract from the character of the conservation area.*

Page 72 Condition. This section feels too generalised for an at-risk conservation area. It does not reference the poor condition of the High Street and many of the shopfronts and their



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resultant impact on the quality of the townscape and public realm, one of the key issues that the current HSHAZ regeneration efforts are targeting. An additional section on the condition of the High Street should be included, with analysis of the problems (e.g. loss of shopfronts / hard roller shutters / internally illuminated box shutters) and the degree of impact this has on the conservation area's character and appearance. It would also be beneficial to identify buildings at risk. Reference could be made to section 5.2.14 regarding buildings on the national HAR register, however this is also an opportunity to highlight local buildings at risk and in poor physical condition.

Page 73 Threats.

The appraisal does not identify threats relating to traffic use or congestion (although this is referred to 10.6 Traffic and Access). We would recommend highlighting the impact of busy roads and the potential to improve traffic management, parking and encourage sustainable transport methods. As a busy suburban station are there improvement to encourage walking and cycling etc. This would support London Plan Policies for liveable neighbourhoods and sustainable transport hubs.

The area has undergone from economic and social changes. It would be beneficial to consider how economic activity changes between the day and evening? Events, restaurants etc help to maintain economic and social vibrancy and attract an evening economy. The aim of the current HAZ is to promote economic and social vibrancy through highlighting the areas architectural and historic qualities. A key aspect of this is promoting local business often characterised by independent outlets. Also highlighting the contribution of small business and challenges can help inform future initiatives to promote economic and social wellbeing.

Page 75 8.2 Locally listed buildings. Consider adding "NPPF Policy 203 sets out that where proposals directly or indirectly affect non-designated heritage assets, a balanced judgement will be required having regard to the scale of any harm or loss and the significance of the heritage asset. It is therefore important to clearly understand the significance of the asset and its setting".

The document refers to the High Street Heritage Action Zone on a number of occasions. As this is a time specific program it might be more appropriate to reference the document has been produced as part of the programme in Section 1.0 Introduction and in any covering announcement of publication rather than within the text.

Conclusion

Historic England considers the proposals to be well prepared and consistent with the NPPF and the requirement for local plan making to set out a positive strategy for the management of the historic environment

We should stress that our advice is based on the information provided by you. To avoid any doubt, this does not affect our obligation to provide further advice and, potentially, object to specific proposals, where Historic England consider it appropriate to do so.



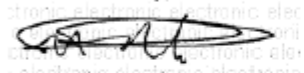
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We hope you find these comments useful. Please do not hesitate to contact me if you have any queries or require further clarification in respect of this advice.

Yours sincerely,



Richard Parish

Historic Buildings & Areas Advisor

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Annexe 1. Minor Editorial Suggestions.

Page 13 2.2.4 reference to 'locally listed areas' should state 'Local Heritage Areas' as this is the name of the designation. A context map showing the relationship of these to the conservation area would be helpful.

Page 18. 2.3.11 and 2.3.12 references to the Jolly Sailor are repeated in both paragraphs, it is not mentioned that the Jolly Sailor was located as a stopping point on the Croydon Canal

Page 20. Can the 1868 OS Map be bigger – it's hard to see the detail at this scale (also applies to later OS Maps)

Page 24 2.3.26 this paragraph sits uncomfortably between the ones about associations with notable historical individuals – suggest reordering.

Page 26-27 2.3.33 and 2.3.34 these paragraphs repeat some of the text in section 10 and could be combined.

Page 28 3.3.3 and 3.3.4 These sections would benefit from simplification.

Page 30 3.3.1 References to modern five storey development and the bulky supermarket should be clear that their height, form and massing detracts from the character and



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appearance, otherwise the following statement regarding the eclectic townscape could be used as an argument for further inappropriate development. The consistent elements of townscape that positively contribute to the conservation area's character should be emphasised.

Page 31 3.3.5 These buildings are described in detail in previous and subsequent sections and section 3.4.

Page 32 Page 3.4.1 Consider adding a short definition of landmark to include prominence in the townscape through scale, visibility or architectural interest. It should be made clear that these are local landmarks.

Page 33 3.4.5 While attractive locally significant buildings, it is questionable that 'the flint cottages at 1 and 3 Coventry Road' are local landmarks.

Page 34 Map 5 should also include local landmarks

Page 39. 4.2.3. This section would benefit from editing to make the meaning clearer, highlighting where open spaces and gardens contribute positively to the character of streets.

Page 40 4.3.4 remove "the traffic island here" (the railings contribute to the setting of the clock tower or give interest to an otherwise unattractive traffic island).

5.1.3 It would be beneficial to rephrase this to indicate some buildings rather than all have been altered and extended over time.

Page 43 5.2.2 Include "and detailed descriptions can be found on the Historic England website.

Page 46 5.2.13 reasons for why 'David House, High Street Becton Court, Holmesdale Road Aldi, Station Road' detract from the character of the conservation area should be included as they are for Grosvenor and Belgrave Towers and the tyre and automobile shop.

Page 47 5.2.14 add "*at the time of appraisal* there is a live case of unauthorised works to the building's front elevation.

Page 61 6.3.3 It would be useful to clarify the current colour of the pipe in the context. Consider removing "of London's urban streetscape" as this is a local feature of historic interest.

Page 62 6.3.6 Is it possible to be more specific than twentieth century?

Page 63 6.4.1 There is lots of repetition with the historical development section regarding the development of the railway that could be combined/deleted.

Page 67 6.5.12 It is assumed that the rendering is a later modification, it would be helpful to clarify whether this detracts from local character?



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Page 68 6.5.16 remove “due mainly to their range in date” or clarify the range.

Page 6.5.30 Consider removing “of interest” or replace with “notable interest” (as locally listed buildings there is already an implication of interest and policy considerations).

Page 69 Figure 129. This refers to post-war development but illustrates interwar housing.

Page 70 6.5.24 The opening sentence needs clarification.

Page 71 6.5.26 Clarify “listed in this context”. Does this mean laid out? A “the” is missing between *slight curve reflect ...line of the old canal*.

Page 72 7.1

Page 100 The address for Historic England is out of date and should be changed to refer to our current address (see page footer)



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3. Table of representations received and responses including changes to the CAAMP

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 903862	CAAMP comments	Whilst it sets out the nice parts of South Norwood, it does little to explain why it is different to other similar suburbs that were developed around the same time as the railways to justify why it needs protection	Noted	no	Justification to the designation has been provided. See Section 1.7 of main report which explains the boundary
Online Survey - 903862	CAAMP comments	In an area that needs more housing, extending the area and making building flats more difficult is difficult to justify, especially as there is nothing that makes the area different from other similar suburbs	Noted	No	Justification to the designation has been provided . See Section 1.7 of main report which explains the boundary
Online Survey - 882477	CAAMP comments	I cannot see that any cosmetic changes to the conservation area will make South Norwood a more attractive place to live in. I have lived here for 30 years and it sucks the joy from my soul; it is just a dark, narrow and unappealing area.	Noted	No	The CAAMP will support the wider objective of the South Norwood Regeneration Plan which seeks to address these issues holistically
Online Survey - 876986	Boundary Changes	Can it be extended to include houses around Crowther Road, Stanger, Balfour and Werndee?	Noted	No	Justification to the designation has been provided . See Section 1.7 of main report which explains the boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 878778	Character Appraisal - Part 2	Add a Lidl and Iceland to sign Norwood high street Add a Superdrug stores to Norwood high st with nhs services Add a works store so all the school children and locals can buy stationery and other art supplies	Noted	No	Additional signage would add clutter to streetscene and would not be in line with the CAAMP. Retail requests are beyond the scope of the CAAMP
Online Survey - 878778	Management Plan - Part 3	Weekly market	Noted	N/A	Beyond the scope of the CAAMP
Online Survey - 878804	Character Appraisal - Part 2	Preserve Current Library Building	Noted	N/A	The CAAMP identifies the building as a locally listed building.
Online Survey - 892879	Character Appraisal - Part 2	Extremely detailed and interesting	Noted	No	N/A
Online Survey - 892879	Management Plan - Part 3	The maintenance suggestion are very extensive and would cost a lot. I'm not sure how you will get residents to do what is required. the proposals are so extensive they are a bit daunting. The area would be considerably improved if there was more refuse collection especially within this area.	Noted	No	Management plans are long term planning and development aspirations. Waste management is beyond the scope of the CAAMP.
Online Survey - 892879	CAAMP comments	South Norwood has quite a transient population and many rented properties in which inhabitants do not have much of an investment.	Noted	N	Beyond the scope of the CAAMP
Online Survey - 879109	Character Appraisal - Part 2	What are you plans?	Noted	No	Management Plan provides detail

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 879109	Management Plan - Part 3	Need more detailed plans	Noted	No	Management plans are long term planning and development aspirations. they are a strategic guidance doc to guide and inform detailed proposals that come forward in and around the area
Online Survey - 881503	Boundary Changes	I would like to see that other areas, very close to the South Norwood Conservation Area, are also protected.	Noted	No	Beyond the scope of the CAAMP
Online Survey - 879731	Character Appraisal - Part 2	Norwood junction high street is sadly neglected and needs its appearance rejuvenated by restricting types of businesses i.e. less takeaways and hair dressing more variety as it was when I first came to live here over 40 years ago. There must be a total clean up of the area its filthiest part of the Borough.	Noted	No	Aims of the HSHAZ to focus on the High Street
Online Survey - 879731	Boundary Changes	Extend the boundary to include south norwood hill and whitehorse Lane	Noted		See main report section 3.7
Online Survey - 881119	Character Appraisal - Part 2	A more balanced view as to what can be considered positive and negative. The document reads as old fashioned and from a single perspective.	Noted	No	The identification of positive and negative is in line with Historic England Advice Note 1: Conservation Area Designation, Appraisal and Management (Historic

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					England, 2019)
Online Survey - 881119	Management Plan - Part 3	A more balanced view as to what can be considered positive and negative. The document reads as old fashioned and from a single perspective.	Noted	No	The identification of positive and negative is in line with Historic England Advice Note 1: Conservation Area Designation, Appraisal and Management (Historic England, 2019)
Online Survey - 881142	CAAMP comments	I just want to know how you will improve the area. It really needs help, including Portland road before the whole area just sinks into sub standard housing, filth and knife crime	Noted	No	Management plans are long term planning and development guidelines and policies. The extension of Portland Road aims to preserve and enhance the area.
Online Survey - 881142	Boundary Changes	It's very important to improve Portland road, including area under the bridge so pleased to see more of it included.	Noted	No	Portland Road is included.
Online Survey - 881867	Management Plan - Part 3	Make street litter a priority to the area!	Noted	No	Outside direct scope of an SPD but will raise with Hygiene Team

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 883155	Management Plan - Part 3	A practical strategy for what you're going to do to protect the area. You have failed to protect the current conservation area, so I'm very keen to know how you will: 1. rectify the current destruction of historic buildings and shopfronts in the Conservation area 2. protect them in the future	Noted	No	Management plans are long term planning and development guidelines and policies. With the HSHAZ will bring enhancement to the shop fronts and historic buildings
Online Survey - 883155	CAAMP comments	You need to spend money on fixing the area, not on consultants who waste time and money producing grossly inflated documents and grossly inflated prices.	Noted	No	CAAMP funded by the HSHAZ project - Historic England. The document will also provide standing guidance that will save the Council from producing bespoke responses for similar type planning proposals in the future
Online Survey - 883155	Boundary Changes	Prove you can protect what we've got in the existing area, then you'll have my full support for extending it.	Noted	No	N/A
Online Survey - 888041	CAAMP comments	The Ship pub was converted by the owners without permission. The Council caved in on enforcement action and fudged it.	Noted	No	The issue has been reported to the Councils Planning Enforcement Team to check for

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					any breaches
Online Survey - 888041	CAAMP comments	The clock is always breaking down. It should be a functioning item to make it useful.	Noted	No	Agree with aspiration and the clock is identified as an important asset
Online Survey - 889555	CAAMP comments	I'm just not sure this'll make any difference to the area. I mean, the initial one I think has been in place since 1990 (I think) and look at the state of the place. It seems a bit pointless. I'm not sure what exactly is being preserved on Portland Road. The whole urban form there is dysfunctional and outdated, this isn't going to help change that. Imagine if the area was redeveloped with the best bits kept and new homes, pedestrian routes, cycle paths, parks, green spaces created instead. Too much to wish for.	Noted	No	Management plans are long term planning and development guidelines and policies. The extension of Portland Road aims to preserve and enhance the area.
Online Survey - 891085	Character Appraisal - Part 2	More maps showing historical vs current layout	Noted	No	Historic maps are included
Online Survey - 953137	Character Appraisal - Part 2	-	Noted	No	# See commentary below on same survey response
Online Survey - 953137	Management Plan - Part 3	This is a fantastic opportunity to have an area specific focus on what it means to live in a Conservation Area. South Norwood has suffered from a lack of clear management which has left the area in a state of decline. What a fantastic opportunity if an area based Conservation Masterplan for South Norwood were produced setting out how landowners, businesses and residents can all contribute towards rebuilding	Noted	Some enhancement has been given to the guidelines - As recommended	Part 3 does focus on areas of neglect and section 7 of the CAAMP. The management plans are long term planning and development

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>what could be a special area. It Could deal specifically with Buildings, improvements to facades and the public realm.</p> <p>Specifically, Part 3 could focus on the areas of neglect or detract. there could be more detailed design guidance to assist applicants who might seek to change. This could be added after each section heading. It is important that you assist in providing solutions than just stating the problem.</p> <p>We should be more ambitious, specifically within the historic Core. At present the information is too generic and similar to the Conservation Area SPD. If there were guidance on how we could seek to repair some of the damaged areas then it is important that this is acknowledged.</p> <p>There should be some acknowledgement that in this District Centre, there is a need for intensification to increase footfall and bring back this area to life. The Core Strategy has a Place Specific policy about intensification and it is important that the CAAMP acknowledges this about this level of change. The management measures could set out broad masterplanning guidelines to ensure we do not undermine the intrinsic character of the area.</p>		by Historic England	<p>guidelines and policies.</p> <p>In terms of the information being considered too generic it is noted that each case can be considered on its own merits</p> <p>Some Intensification can occur providing the overall character and appearance of the Conservation Area is protected. The CAAMP seeks to manage this change in a sustainable manner</p>
Online Survey - 953137	Management Plan - Part 3	Waste management is a huge problem in the area. Given the character, most of the refuse are either placed on the street or at the back of properties leading to detritus material and a generally ugly appearance to the streetscene. We need clarity for how this should be managed	Noted	No	Not a planning matter but issue will be raised with Hygiene Team

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		going forward. The council collect different types of refuse on 3 separate days, which leads to almost half the week with litter on the streets.			
Online Survey - 953137	Management Plan - Part 3	The council is the recipient of heritage funding - how will this be employed to create the action that the CAAMP seeks?	Noted	No	Detail provided in HSHAZ programme
Online Survey - 953137	Management Plan - Part 3	Article 4 Directions - We would urge the council to rethink this approach. imposing greater restraint when you need to encourage greater investment will only serve to cause greater reduction in the vitality and vibrancy of the area. This will then have a negative reaction to investment to the high street and buildings. You only need to observe what has happened to the high street over the past 30 years. Nearby new developments such as that of 40 Portland Road is a new development on the cusp of the conservation area that will bring 30 new families, increase footfall to high street shops and create the inward investment. The CAAMP should recognise this and use this as a tool for bringing about controlled positive change without the need for further restraint.	Noted	No	Article 4 Directions are not currently considered.
Online Survey - 953137	Management Plan - Part 3	We have an active presence and are a large stakeholder in South Norwood and want to see positive change without losing the intrinsic quality that makes South Norwood a Conservation Area. We seek more investment into the area to restore the years of damage and neglect the area has been subjected to. We would be keen to be part of a Council-led initiative to look into the detail and look for a positive actionable approach. We trust our comments will assist the	Noted	No	Management plans are long term planning and development aspirations. Ongoing engagement with is welcomed and such opportunities will be publicised via the

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		council in the finalisation of this SPD.			normal channels
Online Survey - 891661	CAAMP comments	<p>I like the idea of more consistency in the high street signage but many of the modern businesses with some of the more unsympathetic signage are used and owned by those who are most at risk of gentrification in the area. No change should be made to make existing residents feel unwelcome.</p> <p>I was not able to see if existing businesses will be required to change shop fronts and if so, would they be given financial support to do so where appropriate?</p>	Noted	No	<p>Management plans are long term planning and development aspirations.</p> <p>Shops will not be obliged to make changes but will be encouraged to do so and where appropriate financial assistance may be available</p>
Online Survey - 893146	Character Appraisal - Part 2	this is all a bit late with the loss of buildings in this area and did the council do anything NO	Noted	No	It is believed that the essential character and appearance of the area is still in existence and worthy of future protection
Online Survey - 893146	Management Plan - Part 3	we have lost many old buildings over the years in this area this all a bit late	Noted	No	N/A
Online Survey - 893146	CAAMP comments	the council have not stopped the loss of buildings in south norwood so why now	Noted	No	N/A
Online Survey - 893146	Boundary Changes	it's a shame this did not happen years ago with the loss of two william stanley houses the ship	Noted	No	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 893275	Character Appraisal - Part 2	A Public Library would be useful to the locals.(activities for children on a voluntary basis or at a very low cost could be suggested - activities for adults such as reading, chess, learning another language, or else...)	Noted	No	There is a library
Online Survey - 893275	CAAMP comments	On the letter recently received from Spatial Planning Service, it says "the council has greater control over demolition of buildings", should I be worried that the building where I live (Hudson Court) could be at risk of demolition?	Noted	No	Miscommunication over the notion of control of demolition
Online Survey - 893275	CAAMP comments	I am in favour of improving the area - as long as the building where I live is not at risk of demolition.	Noted	No	N/A
Online Survey - 893292	Character Appraisal - Part 2	The post war buildings on holmesdale Road are ugly and should not be included in the conservation area boundary. They need to be demolished and semi detached houses should be built to make the street more attractive. The properties as well as the gardens are currently poorly maintained	Noted	No	Justification to the inclusion has been provided
Online Survey - 893292	Management Plan - Part 3	Enforcement if properties and grounds and not maintained to high standards and force business owners of compulsory removal of all graffiti on their shop fronts	Noted	No	Planning Enforcement can issue untidy notices where applicable
Online Survey - 898923	Management Plan - Part 3	I like the suggestions but I find it very unclear what will be done and by when. I would be looking for some certainty. Where we know shop fronts are not complying to the 'new standards' what happens here? Is the Landlord of the shop enforced to improve their frontage to comply. While I understand there needs to be new rules for planning, we also must deal with the existing shops which brings down the appearance of the high street	Noted	No	Management plans are long term planning and development guidelines and policies. HSHAZ seeks to enhance and encourage change to the High

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					Street/shopfronts
Online Survey - 898923	Management Plan - Part 3	?????	Noted	No	Traffic management noted in Management Plan
Online Survey - 931894	Character Appraisal - Part 2	Nothing to add, the section is very thorough & interesting.	Noted	No	N/A
Online Survey - 931894	Management Plan - Part 3	Nothing to add, seems complete & interesting again.	Noted	N/A	N/A
Online Survey - 902084	Character Appraisal - Part 2	Preserve lower graded building now , 1800 1850 London soft red brick automatically listed !	Noted	N/A	Listing is a function of Historic England but assets worthy of protection are noted in the CAAMP
Online Survey - 902084	Management Plan - Part 3	Many historic building have been torn down , railway embankment light rail gone Fire station gone preserve what's left Norwood has enough TESCO's Keep public houses intact as a community hub they don't have to sell beer to remain ...	Noted		Buildings that contribute to the area are noted in the CAAMP and local plan policies can seek to preserve community uses
Online Survey - 902084	CAAMP comments	Clear the roads. Of plant pots causing chaos , charge for Diesel engines or other polluting V-8 engines add charging stations where shops used to be car parks used to be and waste ground is now .	Noted	N/A	Beyond scope of CAAMP

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 902084	CAAMP comments	Woodside green , Anerley , penge , Addiscombe should all have the same laws ... as too Crystal Palace and upper Norwood ... continuity across the borough of Croydon .	Noted	No	Justification to the designation has been provided
Online Survey - 906442	Management Plan - Part 3	How will the guidelines for maintaining buildings be upheld? What happens if the landlords/ owners of the buildings refuse to regenerate.. we are missing accountability here. Portland road needs a significant refresh, there is so much rubbish and graffiti and I don't see in the proposal how that plus fly tipping will be dealt with.	Noted	No	CAAMP is for the planning process rather than enforcing development
Online Survey - 907706	CAAMP comments	Traffic was mentioned in the CAAMP, but it's importance can't be underestimated. The more that can be done to deter people from using the high street, though not pushing them onto residential roads would be great. More pedestrian crossings and thinking about the pollution from buses (Putney high street went to electric buses and it really helped).	Noted	No	Traffic management noted in Management Plan
Online Survey - 907706	Boundary Changes	Just get it done, and do it quickly. Capitalise on all the people who have been working from home and get them to use new shops etc, it will drive up investment.	Noted	No	Council welcomes this response
Online Survey - 910012	Management Plan - Part 3	Some more information on shop front design. It would be good to see even more prescriptive information like a "Design Code" to give South Norwood a distinctive character and it would be great to invest money into upgrading the shopfronts along High Street/Portland Road to be more consistent, like what was done in South End. Also, if there are opportunities to widen the pavement and plant trees or create seating this would make a better setting for the locally listed buildings. There are problems	Noted	No	All included in Management Plans in section whichAn addresses in section y which

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		with commercial bins along Portland Road which detract from the character of the area; is there some way of addressing servicing issues to make the streets better for pedestrians.			
Online Survey - 916458	Character Appraisal - Part 2	Disappointing as my husband and I often take walks in the local area and are aware of historical features.	Noted	No	N/A
Online Survey - 916458	Management Plan - Part 3	We were led to believe that this exercise would include improving the area especially the High Street but it didn't.	Noted	No	Management plans are long term planning and development guidelines and policies. It is anticipated therefore that positive change will occur overtime once the document is adopted
Online Survey - 916458	CAAMP comments	No explanation of how any of the suggestions would be enforced	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 916458	Boundary Changes	As above. Lots of background given but nothing concrete on implementation and enforcement	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 920796	Management Plan - Part 3	I know a lot about South Norwood's history. I want to know how improvements can be made.	Noted	No	Management plans are long term planning and development guidelines and policies.

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 920796	CAAMP comments	It's not really a plan.	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 919751	Management Plan - Part 3	Detailed guidelines are one thing but how are these going to be enforced and funded?	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 926111	Management Plan - Part 3	Restoration should be considered to house that have been destroyed by splitting the house into flats	Noted	Only references to change of use had been noted - the resistance to the subdivision of houses has been included in the Management Plans	N/A
Online Survey - 926111	CAAMP comments	New building should be removed e.g. glass building	Noted	N/A	Unclear which building this refers to but buildings that detract from the area can be demolished

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					subject to a suitable replacement
Online Survey - 927297	Management Plan - Part 3	- Preservation of the Brutalist Library Building on Lawrence road as this has been found to be of Architectural significance - Replanting of removed trees - Preservation and improvement of Selhurst Park Stadium'- Replanting of trees on portland Road - The new developments on Portland road maintain a commercial area on the ground floor	Noted	No	All included in Management Plans – See page 27 of CAAMP and section 10 regarding public realm improvements
Online Survey - 927297	CAAMP comments	The current shops/buildings within the current boundary are not being maintained	Noted	No	Management plans are long term planning and development guidelines and policies.
Online Survey - 931347	Character Appraisal - Part 2	More trees	Noted	No	Upgrades to public realm included in Management Plans
Online Survey - 931347	Management Plan - Part 3	Seats in the sunshine areas	Noted	No	Upgrades to public realm included in Management Plans
Online Survey - 931633	Character Appraisal - Part 2	just the parks and historic buildings preserved	Noted	No	N/A
Online Survey - 931633	Management Plan - Part 3	more trees planted	Noted	No	Upgrades to public realm included in Management Plans
Online Survey - 934750	Boundary Changes	Including Holmesdale Close and not Hambledon Gardens is a big mistake	Noted	No	See Section 3.7 of main report regarding boundary
Online Survey	Boundary	I would have liked to have seen Doyle Road, Farley Place, Crowther Road and Clifford	Noted	No	See Section 3.7 of main report

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
- 939912	Changes	Road included in the conservation area.			regarding boundary
Online Survey - 950082	Character Appraisal - Part 2	Really interesting document with lots of good history and explanations	Noted	N/A	N/A
Online Survey - 950741	Management Plan - Part 3	Barriers in roads removed so that traffic does not build up on the main roads through the area.	Noted	No	Traffic management noted in Management Plan
Online Survey - 950741	Management Plan - Part 3	All far too late to implement- shop fronts have destroyed the original buildings. Replacing all windows in the residential areas with timber would be contra to the current insulation needs of homes.	Noted	No	Replacing all windows is not encouraged. This has been clarified in the Management Plans
Online Survey - 950741	CAAMP comments	The last 30 years of planning approvals have changed the area beyond recognition, why try to go back in history. There is no need to add the residential areas to the conservation area it would be better to try and clean up the core area which although it has been a conservation area has not been conserved at all.	Noted	No	Management plans are long term planning and development guidelines and policies to preserve and enhance the area.
Online Survey - 950741	CAAMP comments	Making rules on the houses and fronts/gardens of houses will deter people from moving to the area. Trying to remove all satellite dishes and other street furniture will make no difference to the overall look of the area while the core historic area is still allowed to have neon lights and muddled planning. The closed pubs and shops need to be sorted out in High Street and Portland Road and this would be a better way of spending money	Noted	No	Justification to the management plans have been provided

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 950885	Management Plan - Part 3	<p>In Many cases your restrictions on alterations are counter productive to energy conservation. UPVC doors and windows have excellent insulation and personal safety. They need minimal maintenance and have a long life. maintaining the face style of a house is preferable and alterations are good at the rear and side, a roof extension should be able to run from back to front.</p> <p>Many of your specifications are deterrents to people buying homes in the area. Building regulations must be adhered to. We live in the 21 century not the 18 or 19 century.. I not agree with your proposals. Remove the residential homes from your and stay with the Core historic area.</p>	Noted	No	uPVC is not sustainable. Energy efficiency measures are in line with Historic England guidance for traditional buildings. Buildings can be upgraded in line with building regulations without using uPVC. This guidance will apply to all areas in the CA but each case can be considered on its own individual merits
Online Survey - 951770	Character Appraisal - Part 2	Image 104 is incorrectly labelled	Noted	Number changed	
Online Survey - 951770	Management Plan - Part 3	Guidance on what alterations are within permitted development - for example removal of unsympathetic additions, size of shop signage and advertising.	Noted	No	Permitted development rights are not unique to South Norwood
Online Survey - 951770	Boundary Changes	The boundaries should be extended further to include the Oliver avenue where it meets Dixon road to include a row of large Victorian houses many of which still have original features. The boundaries should also be extended past the petrol station on South Norwood Hill to include Balmoral Court which is a prime example of art deco housing.	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		This would also include the 1930s detached house which is derelict and at risk. Furthermore including the petrol station would mean that if the petrol station shut down any building that replaced it would be in keeping with the area. Market Parade should be included in the boundary along Portland road which is at great risk.			
Online Survey - 953809	Character Appraisal - Part 2	The effect of historic transport on the area has been highlighted (canal and railways) but the increase in motor transport has also had an effect, driving the need for parking spaces (on and off-street). In places, a row of paved-over front gardens has resulted in the death of street trees from lack of water. The volume of traffic channelled through the High Street also produces a level of pollution that has a detrimental affect on the shop fronts.	Noted	No	Traffic management noted in Management Plan
Online Survey - 953809	Management Plan - Part 3	NB. Significant view south along Oliver Grove towards the clock tower with the station beyond.	Noted	No	Included in Character Appraisal
Online Survey - 953809	CAAMP comments	It would be helpful if there was an indication as to what extent the findings of the CAAMP are recommendations and to what extent the Council has the power to enforce them	Noted	No	The CAAMP will be used during the planning process - informing planning decisions

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
<p>Online response - email 1 - Land & Development Manager Sterling Rose</p>	<p>CAAMP Comments</p>	<p>We are currently in conversations with some of your planning colleagues in respect of 20-22 Portland Road and 3A Coventry Road we are also the developers of No.40 Portland Road. We also have a number of other sites which at this present time I cannot share but will also feature within the historic core. With those sites I have just mentioned and with a favourable wind we will deliver circa 50-100 new homes, repair and bring forward circa 20-30 metres of new commercial space. At the same time, we'll be re-building the frontages in the historic core and creating employment. We believe that the low density of the area is a contributing factor to the reason why there is a low order of shops and general lack of investment in what is a highly accessible location.</p> <p>As mentioned, we have additional parcels of land that we are still in discussion and there is potential to bring about some positive change, but we feel that more can be accomplished if we join forces. The public realm is tired, the facades of some of the buildings are shocking and detract from the character of this place and there is a distinct lack of new open spaces even though we have a great opportunity just next to the train station for a new open space. Upon reading and looking at all the old photos of South Norwood. We have our work cut out to really make this a District Centre we can all be proud of. We have made a recommendation for a Conservation-led masterplan as there seems to be a disconnect</p>	<p>Noted</p>	<p>No</p>	<p>Management plans are long term planning and development guidelines and policies to preserve and enhance the area.</p>

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>between protection and enhancement in a regeneration area. We think that this is such an opportune moment to create a management document that is considerate of these objectives.</p> <p>Both Croydon and the Mayor identify South Norwood as a Strategic area for Regeneration and therefore growth is encouraged. We'd like to explore if there are any synergies so that we are able to deliver homes in the area to bring about some positive change. We've noted some comments about the role of the Managing aspects of the SPD and how it could be more positively framed but also include bespoke design advice. We'd also like to see if there were any plans in the pipeline for the HAZ because perhaps there may be an opportunity to bolster the impact of the HAZ with our involvement.</p> <p>To this end, would it be worth a discussion to see what potential there is? We would be happy to take you through our current proposals and ambitions for the area and if possible learn more about the HAZ and whether our comments to the SPD could have any merit going forward.</p>			

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online response - email 2	CAAMP Comments	<p>I'd like to highlight that the Samuel Coleridge Taylor Centre, South Norwood Library, the Victory Club and the Holy Innocents Church have been neglected, but are nonetheless a wonderful gateway to South Norwood from the West and South Norwood Recreation Ground. They set the tone and welcome visitors to a historical yet innovative place. South Norwood Library is quite an eye-catching building and has been recognized by many people as one of the highlights of South Norwood. We really appreciate you taking the time to assess our library as part of your wonderful work in South Norwood, and would like to thank you on behalf of hundreds of people, locally and nationally, who would like to see this outstanding library kept as a library, and not forgotten due to the decision of a few.</p> <p>South Norwood Library is a modernist, brutalist gem, and needs to be protected at all costs. I was surprised to read (2.3.33) about some money from the Good Growth Fund apparently to be used to fit out the new-built retail unit on 24 Station Road so the library service is moved to an inferior, smaller unit - as it would be much better spent to preserve the locally listed, purpose-built, structurally sound but unfortunately neglected library. That said I strongly agree with your recommendation to include South Norwood Library as one of the landmarks and important (community) buildings of the CAAMP.</p> <p>Market Parade on Portland</p>	Noted	No	<p>Issues raised here are covered by the appraisal and management plan on page 66 of the CAAMP. Any future applications will be assessed on their own merits but it is noted that library is locally listed. The boundary of the conservation area is described in the main report in section 1.7 onwards , and which provides justification as to the location of the boundary</p>

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		Road and Ingatestone Road - I would urge you to consider including this area (possibly as a satellite addition) - rich in history, much of the original structure still present, and historically very important and very much in need to be protected and preserved. Businesses and residents, many of them living in Woodside, are very fond of Market Parade and need the support of the council to restore this area to its former glory, supporting new businesses to move in and not being left to rot by property developers.			
Historic England	CAAMP Comments	Historic England therefore strongly supports the production of the guidance and associated boundary review. We consider the proposed document to conform to national policy and the requirement to review conservation areas on a regular basis.	Noted	N/A	N/A
Historic England	Boundary changes	We consider the proposed boundary review changes to be justified and appropriate. NPPF Policy 186 sets out the need to ensure the conservation areas demonstrate sufficient architectural and historic character. The Draft CAAMP also identifies a number of streets and buildings of merit outside the designated area which were reviewed. It is noted that these cannot be incorporated within the conservation area without including significant areas of little or no merit and as such would be contrary to NPPF	Noted	N/A	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		policy 186. We therefore agree with the consultant's assessment and would suggest those areas of merit outside of the designated area are more appropriately recognised through local townscape merit/character area policies. Additionally, we consider the removal of Chalfont Road from the conservation area is clearly justified by virtue of its redevelopment as modern housing.			
Historic England	Management Plan - Part 3	Overall the management sections of the draft appraisal are well considered. Subject to the comments above the appraisal will make a very positive contribution to the future management of the conservation area.	Noted	N/A	N/A
Historic England	CAAMP Comments	Historic England considers the proposals to be well prepared and consistent with the NPPF and the requirement for local plan making to set out a positive strategy for the management of the historic environment	Noted	N/A	N/A
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	Taking first the proposed reduction of the CA on page 8. i.e. Proposed Reductions. 9. 1.6.13. 'Part of Chalfont Road.' We agree that the new development is of no architectural or historic interest, and that the boundary of the CA be adjusted to remove the new estate – providing there is protection of the eight oak (Quercus spp.) trees forming a line on the north-eastern side; that is the trees on the land between the ending of the rear garden fences in Southern Avenue (even numbers) and the perimeter fence of the estate. Although possibly older, these	Noted	No	See Section 3.7 of main report regarding boundary. Tree matters to be raised with Council Tree Officer

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		trees may have been planted when the Cumberlow grounds were laid out by William Stanley. They show the familiar characteristic 'stag-head' features of mature, elderly oak trees. It isn't presently known if these trees possess preservation order status.			
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	Page 8. 'Other areas considered page 8. 1.6.14. We welcome the proposed addition of Farley Place to be within the CA. Unlike the cottages behind Nos.41-63 Portland Road, Nos.1-7 Farley Place do not appear on Roberts map of 1847. They do, however share similar features including the number and layout of rooms, positioning of the staircase, roof construction etc., and it likely these cottages date to c.1850. (PHOTO ATTACHED IN DOCUMENT) Although built later, Nos.2-8 Farley Place make a sympathetic contribution to the road, as does the early 21st century continuation of even number viz. Nos.10-16.	Noted	No	See Section 3.7 of main report regarding boundary
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	With respect to 1.6.4. on page 6. We believe the addition of Holmesdale Road and Holmesdale Close as identified; together with the buildings outlined in sections 1.6.5 will make a valuable contribution to the CA.	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundaries	<p>Page 6. 2. Lawrence Road 1.6.6. We are happy to see the incorporation of the south side of Lawrence Road into the CA. In addition to the inclusion of No.3 Cargreen Road, we request that consideration be given to the inclusion of Nos.14 and 16. If the CA boundary were to be extended from No.18 Lawrence Road around into the north-eastern part of Cargreen Road it would include Nos.14 and 16. The latter building being of local importance.</p> <p>(PHOTO ATTACHED IN DOCUMENT)</p> <p>Location of No.16 Cargreen Road</p> <p>(PHOTO ATTACHED IN DOCUMENT - Front elevation No.16 Cargreen Road)</p> <p>(PHOTO ATTACHED IN DOCUMENT - Front wall No.16 Cargreen Road.)</p> <p>Mr. J. J. Clapp who, besides being a manufacturer of tents, flags and sunblinds in works across the railway line in Carmichael Road, was for many years a member of the Croydon Board of Guardians, lived in Cargreen House, No.16 Cargreen Road. He is mentioned as being resident there in Warren's Directory 1865-1866. It is likely that it was one of Clapp's tents that was erected on the site of what is now Pembury Road while the London City Mission Hall was being built in 1888-89. Advertisements in Norwood News for services were headed as 'The Tent' Portland Road. In addition. the front wall of No.16 is constructed of local brickfield, vesicular slag with embedded bricks. Once commonly sold for the purposes of ornamental walling, it provides</p>	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>an ideal habitat for bryophytes and xerophytic flora, thereby contributing to the biodiversity of South Norwood. Much of the wall meets the CA requirement of being 1m. in height. Such material was also useful because it deterred all but the most bravehardy of children to walk upon it.</p> <p>It is in all likelihood that No.14 Cargreen Road was built during the summer of 1889 given J. J. Clapp wrote a letter of complaint to the Local Board of Health regarding the front windows of a house being built adjacent to his having windows overlooking his property (Norwood News 16 October 1869 5a).</p>			
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	<p>Page. 7.</p> <p>4. The Goods shed and Norwood Junction station platforms</p> <p>1.6.8. For clarification, if the present station buildings i.e. the offices and ticket hall as seen from Station Road, are included in the description, it usefully brings the entire station mass within the CA. There has been an attempt to alter the name of this station, but it is important through its remarkable history. Inclusion in the CA would likely deter further efforts to change the name. Like Purley Station, Norwood Junction Station deserves a plaque to be erected by the community.</p>	Noted	No	See Section 3.7 of main report regarding boundary
The Norwood Society and	Boundary changes	<p>5. Portland Road</p> <p>1.6.9. The Portland Road addition to Pembury Road on the north-eastern side is welcome as it will include the</p>	Noted	No	See Section 3.7 of main report

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
North Croydon Conservation Area Advisory Panel		Azoff Place cottages of 1855 at Nos.93-97 and the former London City Mission building of 1889.			regarding boundary
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	<p>6. Albert Road</p> <p>1.6.10 Please note (line 14) ‘On the north is a group of large, twentieth-century semi-detached houses, which are of architectural merit,’ This refers to the houses shown in picture 11. ‘Semi-detached houses on Albert Road.’ These houses were built in 1898 (Ward’s Croydon Directory 1899, published November 1898). This then also refers to caption to picture 129 on page 69, where they are incorrectly labelled as ‘Postwar development on Albert Road.’ Please see below.(PHOTO ATTACHED IN DOCUMENT) (PHOTO ATTACHED IN DOCUMENT.) It would be welcomed if Nos. 69-85 Albert Road are included within the revised CA that consideration be given to the boundary being extended behind the gardens of these properties to include the south-eastern (i.e. the outer) circle of Sunny Bank. All the buildings i.e. Nos.12-24 (excepting Nos.22 and 23) comprise an important group present on the 1868 OS map. Although requiring further research, the building at No.13 may once have been a farmhouse.</p>	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundaries	<p>Other Areas.</p> <p>We should like to go on record as requesting consideration be given to South Norwood Recreation Ground, along with Percy Road and Sidney Road being included in the conservation area.</p> <p>South Norwood Recreation Ground was opened in July 1889 with great ceremony; the community having previously agitated for a park for twenty years. It provided a space for recreation at a time when it was perceived in ‘South Norwood, houses like mushrooms, were appearing overnight.’ In addition, the recreation ground was promoted by temperance groups as providing a place where workers could spend time with their families. There is also some evidence of the park being a place of suffragette activity before WW I.</p> <p>Were South Norwood Recreation Ground to be embraced by the South Norwood CA boundary, then although on the opposite side of the railway line, it is but a small step to consider the inclusion of Percy Road and Sidney Road into the South Norwood CA. These terraces of cottages were built for railway employees during the latter part of the 19th century. There is reliable hearsay evidence that a stone plaque on a rear wall of one of the cottages attests to their construction. A beerhouse, The Sidney Arms occupied No.1 Sidney Road from c.1879 until WWII when it was closed. It became an off-licence during the early 1950’s, and was converted</p>	Noted	No	See Section 3.7 of main report regarding boundary

Source	Topic	Submission	LBC Resp onse	Chan ge to docu ment	If no action, justification
		<p>into a dwelling during the 1960's. An iron church, a branch of St. Mark's church, once occupied a site in Merton Road, at the south-eastern end of Percy Road, serving the spiritual needs of those living in these roads (PHOTO ATTACHED IN DOCUMENT - Percy Road, South Norwood.)</p> <p>(PHOTO ATTACHED IN DOCUMENT - Sidney Road, South Norwood. The building on the extreme left formerly the Sidney Arm public house (beerhouse c.1879).)</p>			

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
North Croydon Conservation Area Advisory Panel	CAAMP Comments	<p>Historically Croydon Council instigated the establishment of Conservation Area Advisory Panels through the agency of Mr. L. Mawson (R.I.B.A.); a member of the North Croydon Panel. These panels comprised volunteers, especially those with local knowledge and interest in architecture. As we saw it, the role of the North Croydon Advisory Panel was to monitor planning applications occurring in their Conservation Area sent to them by Croydon Planning Department. These were hard copies delivered by post. The panel would give each application consideration and return to Croydon Planning Department an opinion on each. In addition, the panel could, at its discretion, request referral of an application to the Planning Committee. This entailed the appearance of a representative member of the panel speaking to the Planning Committee giving reasons as to why an application in the Conservation Area should be rejected. Unfortunately, the option of referral of an application to the Planning Committee has in the past been withdrawn, re-instated and again withdrawn. We have never been given a reason as to why this has happened. The privilege was certainly never abused, or indeed taken lightly.</p> <p>A difficulty with the procedure arose when we had to clearly specify and label 'OBJECTION' to have our responses outlining concerns of an application being given due recognition. Accepting we are an advisory panel, this was unhelpful; as were the occasions when our consultation responses were not</p>	Noted	N/A	Future protocols on representation and consultation on planning applications will be discussed with NCCAP directly

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>mentioned to on the Planning Department website or referred to later.</p> <p>With improved information technology Croydon Planning Department understandably no longer sent the North Croydon Conservation Area Panel hard copy applications by post. This, however required those giving voluntarily of their time to search through all planning applications to find those pertaining to their Conservation Area, consider each at their monthly meetings and submit, as an advisory panel, its view. Although we receive many applications, it would be helpful to have all those pertaining to the North Croydon Conservation Area. Further, it should then be that views of The Norwood Society and the North Croydon Conservation Area Advisory Panel should be referred to in officer reports; and that they are not commenting as individuals but on behalf of a group.</p> <p>We recommend that Croydon Planning Department give due consideration to the voluntary contribution made by the North Croydon Conservation Area Panel and The Norwood Society and seek to re-establish the working role of these group in terms of their engagement and representation of their views as expressed in thier submissions.</p>			

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
The Norwood Society and North Croydon Conservation Area Advisory Panel	Boundary changes	<p>6. Albert Road</p> <p>1.6.10 Please note (line 14) ‘On the north is a group of large, twentieth-century semi-detached houses, which are of architectural merit.’ This refers to the houses shown in picture 11. ‘Semi-detached houses on Albert Road.’ These houses were built in 1898 (Ward’s Croydon Directory 1899, published November 1898). This then also refers to caption to picture 129 on page 69, where they are incorrectly labelled as ‘Post-war development on Albert Road.’ Please see below.(PHOTO ATTACHED IN DOCUMENT) (PHOTO ATTACHED IN DOCUMENT.) It would be welcomed if Nos. 69-85 Albert Road are included within the revised CA that consideration be given to the boundary being extended behind the gardens of these properties to include the south-eastern (i.e. the outer) circle of Sunny Bank. All the buildings i.e. Nos.12-24 (excepting Nos.22 and 23) comprise an important group present on the 1868 OS map. Although requiring further research, the building at No.13 may once have been a farmhouse.</p>			
Local Council for -Cllr Clive Fraser-South Norwood Ward Council for til 5-5-22	Boundary changes	<p>To the most part I have confined my comments to my own ward of South Norwood, the exception being the 19th Century area of working class housing in Percy and Sidney Road in adjoining Woodside Ward. Historically and socially, I believe this area should and needs be recognised as part of the wider South Norwood’s conservation approach to fully record our social and housing history for our community.</p>	Noted	N/A	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>In making these comments on extension, I am aware that the key issues is the resources required to invest to maintain and enhance the appearance and function of buildings in the Conservation Area.</p> <p>I am aware in most cases this will be private investment by the owners of buildings owners, although in the next couple of years at least there will be resources available from Historic England Historic Action Zone funding, linked to other GLA investment under the Good Growth Fund.</p> <p>I recognise that these public resources by necessity will be focussed on the core High Street area of South Norwood, and would not want in supporting and suggesting further extensions to the Conversation Area, that this funding be diluted by being spread further.</p>			
<p>Local Council lor -Cllr Clive Fraser- South Norwo od Ward Council lor til 5- 5-22</p>	<p>Bound ary change s</p>	<p>Chalfont Road CA Reduction Support the reduction of the CA in this vicinity as clearly the re-development of site in recent years, has removed historically context of area justifying CA status</p> <p>However, there are tall and magnificent oak trees linked to the former standalone original 19th Cumberlow Lodge building and its grounds. They would have greater protection as part of the CA< going forward would need re-assurance that Tree Preservation Orders are in place for historic and fully grown tree.</p> <p>Remaining element of Chalfont Road, leading up to the development is considerable character and support its retention in CA.</p>	<p>Noted</p>	<p>N/A</p>	<p>N/A</p>

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Local Council Cllr Clive Fraser- South Norwood Ward Council 5-22	Boundaries	South Norwood Hill CA – suggested inclusion 27 South Norwood Hill, which is a good example of 1920 style art deco – as merit, and there are grounds for its inclusion in the CA, although there may be issues of continuity of CA boundaries to do so.	Noted		It is considered that the existing local listing is justified and the buildings between this building and the main CA are of insufficient quality to include in the boundary. See section 1.6 of CAAMP
Local Council Cllr Clive Fraser- South Norwood Ward Council 5-22	Boundaries	Holmesdale Road Extension Support and Suggested Extension Support extension along the northern side of Holmesdale from South Norwood Hill to the Royal Mail Delivery Building <ul style="list-style-type: none"> • Royal Mail building dating back to 1898 has historical context for South Norwood's commercial and distribution network past. • The South Norwood Baptist Church is an interesting rebuild, on site associated with the Baptist movement from 19th Century, and has strong merit in terms of design and as an addition to the streetscape, • Inclusion of Holmesdale Close welcome in terms of an example of design, and layout. Although, I was under the impression it was earlier in the design than recorded in the Draft CAAMP, where it is noted that it was laid out in 1944 and built out by 1944. Possible it reflects a pre-war design? The similar Hambledon Gardens development to rear is of a lesser distinct quality and would be from an apparent later date, 	Noted		A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>justifying the inclusion of Holmesdale Close of this form of development in South Norwood CA only</p> <p>Suggest further consideration should be given to extension along the northern side of Holmesdale Road from Whitworth Road to Park Road, including a wrap round of 17/19 Upper Grove, and what I understand to be its interesting observation tower intergyral to the building. The northern side of Holmesdale road, although, originally built as individual dwelling, they have are have been almost entirely converted into flats, visually provides a uniform terrace of 3 storey house buildings with much the same appearance as when originally built. Unfortunately, the southern side of Southern Avenue uniformity, has been broken up by a later two storey development – lacking in visual impact</p> <p>Note, as a resident of Holmesdale Road in this section of the road referred to above, I raise the suggestion of extension, but I am not pushing for it as an elected Councillor, to avoid any conflict of interest.</p>			
<p>Local Council Cllr Clive Fraser-South Norwood Ward Council 5-22</p>	<p>Boundary changes</p>	<p>Cargreen/Lawrence Road Extension Support and Further Suggestion</p> <p>Support inclusion of 3 Cargreen Road, and for Lawrence Road to include to buildings on southern or western side of road, as residential buildings here have a good visual quality relating to the street.</p> <p>However, there is a case to go further and wrap the extension of the CA to include 16 Cargreen Road, which has a significant presence due to tower structure to the front, and local interesting</p>	<p>Noted</p>		<p>A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP</p>

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		historical detail in the construction of its front garden wall, as I have been informed by the Norwood Society, and the fact that it has historical context in terms of being an original residential habitation of a local figure of note J.J Clapp.			
Local Council Cllr Clive Fraser-South Norwood Ward Council 5-5-22	Boundary changes	Norwood Junction Goods Shed Inclusion The inclusion of the goods shed as part of Norwood Junction, and South Norwood's wider railway and industrial history is supported.	Noted	N/A	N/A
Local Council Cllr Clive Fraser-South Norwood Ward Council 5-5-22	Boundary changes	South Norwood Recreation Ground Inclusion Understand the Norwood Society will argue for the South Norwood Conservation Area to be included in the South Norwood Conservation Area The argument to do so lies in the development of South Norwood in the 19th Housing, where the development of the Recreation Ground was seen as a response to rapid residential growth for South Norwood as an area of urban development in London's expansion. The need for South Norwood to having its own formal recreational green area, reflecting social movements at the time, including the wide spread Temperance Movement of the late 19th Century, to provide the new middle class and working class of the area with laid out and preserved green space. Reflecting both local aspirations, and the rise of what would become key elements of the emerging Town Planning	Noted		South Norwood Rec is within the setting of the CA and covered in section 2.2 of the CAAMP. A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		movement, linking new residential development to access to sustainable green park land on Health and wellbeing grounds			
Local Council Cllr Clive Fraser-South Norwood Ward Council 15-5-22	Boundary changes	Percy and Sidney Road Extension on Social History Grounds Linked to the case to extend the CA to fully cover the Recreation Grounds, on the basis of social movements and the growth of an understanding of what good Urban Development looks like, there is a strong case for including the substantial area of 19th Century working class settlement of Percy and Sidney Road area - directly opposite the Recreation Grounds to the south of the Railway. The simple but distinctive terraced accommodation, facing on to the street, originally built to accommodate Railway Employees, are socially and historically as part of South Norwood as the more originally affluent housing built north of the Railway Line.	Noted		A detailed description of the proposed boundary changes and the justification is within the body of the main report in section 1.7 and section 1.6 of the CAAMP
Local Council Cllr Clive Fraser-South Norwood Ward Council	Boundary changes	Albert Road Proposed Extension and scope to Link to southern end to Sunny Bank The proposal to extend the CA further along the curve of Albert Road is welcome. The development pattern here is reflective of the historic, if short lived Croydon to Deptford Canal 1809 to 1836. Directly north of Albert Road is	Noted		A detailed description of the proposed boundary changes and the justification is within the body of the main report

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
lor til 5-5-22		Sunny Bank, whose circular development pattern was shaped by the canal looping around by what was then a peninsular accessed from the north, with original houses dating from that time or later, having their gardens running down to where the canal route.. Although, there is an argument that Sunny Bank has lost a lot of its original character, on it outer rim there are still fine buildings with an historical context, linked to the road pattern, that could be considered worthy of being joined to the extension of the CA to the south along Albert Road.			in section 1.7 and section 1.6 of the CAAMP
Local Council lor -Cllr Clive Fraser-South Norwood Ward Council lor til 5-5-22	Boundary changes	Warminster/Lancaster Road Extension Proposals to extend CA to include further some of the larger 3 storey buildings is supported and welcome. It should be noted that the move from original dwelling houses for affluent families to converted flats, often for social housing by Housing Associations in their original model of small scale landlords, is reflective of the history of social and residential change in South Norwood.	Noted	N/A	N/A
Name	Topic	Response	PS Action	Change to document	If no action, justification
Historic England	CAAMP Comments	There are lots of references throughout the document to the conservation area's 'special interest', this terminology usually refers to statutorily listed buildings and references should instead be to the conservation area's 'special character and appearance' or to its 'significance'.	Noted	N/A	The term special interest for conservation areas is considered correct - Planning (Listed Buildings and Conservation Areas) Act

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
					1990 Section 69 (1)Every local planning authority— (a)shall from time to time determine which parts of their area are areas of special architectural or historic interest the character or appearance of which it is desirable to preserve or enhance.
Historic England	CAAMP Comments	The document would benefit from a review to reduce repetition (particularly in the description of character, architectural appearance, massing. There is potential to reduce the cross over in the sections on Townscape Character and Architectural Character.	Noted	Have reviewed and cut down on repetition where appropriate	N/A
Historic England	CAAMP Comments	The document refers to the High Street Heritage Action Zone on a number of occasions. As this is a time specific program it might be more appropriate to reference the document has been produced as part of the programme in Section 1.0 Introduction and in any covering announcement of publication rather than within the text.	Noted	Reference to the HSH AZ has been restricted to the introduction only - important to note	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				due to the funding of the CAA MP and will be an important part of its history but recognise that it has the potential to time limit/effect the longevity of the CAA MP	
Name	Topic	Response	PS Action	Change to document	If no action, justification
Online Survey - 888041	Page 57	The Ship pub picture is incorrectly labelled as Trued pub in station road.	Noted	Actioned	N/A
Online Survey - 888041	Page 68	The sign is not enamel but cast iron I think you will find.	Noted	Actioned	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 953137	Paragraph 10.7.6	MEG - RESOLVED NO CHANGE NEEDED is not helpful, practical or viable. The council must do better. There would need to be a clear positive rationale for home and land owners to change the material of window frames and the like. Consider that these materials are present and provide ways in which these elements can be enhanced or masked. There needs to be practical acknowledgement that for any of these changes to happen, new development must come forward to assist in forward financing elevational changes. We need practical workable solutions so that the changes we want to see become reality.	Noted	N/A	CAAMP is for the planning process rather than enforcing development . uPVC is not sustainable. Energy efficiency measures are in line with Historic England guidance for traditional buildings. Buildings can be upgraded in line with building regulations without using uPVC.
Online Survey - 953137	Paragraph 10.8.4	MEG - RESOLVED NO CHANGE NEEDED is unhelpful. The role of conservation is to protect and enhance. If done sensitively, these paragraphs could be a force for positive change. The CAAMP could be proactive to provide the bespoke advice applicants seek rather than a list of things you don't like to see. This is why so many other conservation areas have continued to fall into disrepair.	Noted	N/A	Management plans are long term planning and development guidelines and policies to preserve and enhance the area. List is also to direct planners and homeowners
Online Survey - 953137	Paragraph 10.8.6	It is disappointing to see that the Council 'Could' or 'Should' take part in trying to repair this historic centre. We want to see leadership in documents such as these and that the Council will take a primary role in bringing about change. Can we have some commitment?	Noted		

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Online Survey - 931894	page 45, image 76,	the plaque is not on NJ station, there are 2 plaques, one at each end of the underpass.	Noted	Actioned	N/A
Online Survey - 931894	page 57, image 104,	the image is The Ship not Trude (formerly the Alliance)	Noted	Actioned	N/A
Historic England		The analysis of setting. While the wider physical context of the conservation area is important to an understanding of its character the potential impact of development within its setting needs to be judged in terms of its impact on the significance of the heritage asset/s itself (the conservation area). The relationship of those areas outside of the conservation area could be usefully simplified to summarise the social, historic, and architectural relationship to the designated area rather than their own merit. The individual interest of assets which form part of the setting can simplified through reference to NPPF policies for undesignated heritage assets and local plan policies (see general observations for more details). There is potential for certain sections to be combined with the view analysis.	Noted	Have reviewed and clarified some areas with a cross over of views .	N/A
Historic England		We would recommend the Statement of Special Character is strengthened by focusing more closely on the significance of the conservation area i.e. its architectural, historic, evidential and social significance (see general observations).	Noted	Statement of Special Character has been enhanced.	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 9 Statement of Special Character. 1.71	There is potential to strengthen this section by making the statement more focused. The Statement of Special Character describes elements of townscape character which are then repeated in Section 3 Townscape Character. We would suggest shortening the statement to focus on the "significance of the conservation area and the heritage and social values which make the place special". For example	Noted		N/A
Historic England	Page 12 Context 2.1.2 and 2.1.3.	The complex topography could be potentially better understood through map illustrations or in terms of how the area is experienced, for example how does the location on the southern slope effect views to and from the conservation area. It would be useful to highlight if the topography results in certain landmarks being prominent in the townscape. A map showing the relationship of wider Local Heritage Areas and green spaces with the conservation area would also be helpful and would allow for some of the text in the 'Setting' section to be reduced and focussed on what affects the significance of the conservation area.	Noted	Added link for local assets	Topography has been noted in the CAAMP. When proposals come forward this can then be considered as part of the overall assessment of the application. More commentary has been provided in section 2.2 and the contribution of the nearby Local Heritage Areas and Open spaces is fully acknowledged

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 13 2.2.3 and 2.2.4.	<p>It is important to identify those qualities which can make a positive contribution to the significance of the CA. The proximity of locally listed buildings or local character areas may have intrinsic historic qualities or contribute to an understanding of the areas historic development but do not automatically impact on the setting of the CA. It may therefore be helpful to identify potential issues or key views, for example:</p> <p><i>Development in these areas has the potential to impact on the significance of the conservation area through its impact on views or a loss of historic context. A number of these areas include locally listed buildings or have been designated local heritage areas. Of particular note are etc. (2.2.5 to 2.2.7).</i></p> <p>We would suggest moving the section on those elements making a negative impact (2.2.13 and 2.2.14) to follow immediately after 2.2.7 as the potential for development of a different scale within the setting is the factor most likely to impact on significance of the conservation area. It should be noted that the tall buildings in close proximity to the conservation area have a negative impact on its setting.</p>	Noted	Actioned	
Historic England	Page 14. Green Space.	<p>Parks and open spaces clearly make a great contribution to amenity and life in South Norwood and can also contribute to the understanding of the wider historic area. However, it is not made clear how these spaces directly relate physically to how the conservation area is experienced and the</p>	Noted	Section is left, but made more apparent that it is in relation	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		<p>understanding or appreciation of its significance. Views towards the conservation area, open skylines, and glimpses of key landmarks may make a positive contribution, as will historic associations to important local figures (this is identified in respect of Birkbeck Cemetery). With this in mind Green Space might benefit from its own section as 2.3 rather than as a continuation of 2.2. It would also be possible to reduce overlap with the Parks and Recreation section 2.3.21 to 2.3.23. Where opportunities to improve access to green space exist these should be highlighted.</p>		<p>n to 'setting' with a separate subheading, to avoid confusion. Green space which contributes within the CA is discussed separately within the document</p>	
Historic England	Page 21 to 24.	<p>Consider adding a separate heading for Historic Associations.</p> <p>We would also suggest moving Section 2.3.26 or incorporating this with 2.3.30. This is out of place and sits in the middle of the historic association with famous residents.</p> <p>Both Kennedy's and Stanley Halls are described in detail in a number of sections and there is an opportunity to simplify the text either here or in later paragraphs.</p>	Noted	Cross references have been added to wayfind to the history section of these buildings where needed	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 27.	Archaeological Significance. It would be beneficial to reference that the Greater London Archaeology Advisory Service reviewed Croydon's archaeological resource in 2016 and the borough has been divided into four levels of archaeological priority. Following the review South Norwood CA does not encompass any known areas of high archaeological potential and therefore falls within Tier IV. Further information about priority areas and the borough review are available at https://historicengland.org.uk/content/docs/planning/apa-Croydon-pdf/	Notes	Text added to section	N/A
Historic England	Page 42 5	Architectural Character. See main comments. There is potential to reduce overlap or combine with the Townscape Character section.	Noted	Have reviewed and cut down on repetition where appropriate	N/A
Historic England	6.0 Character Area Descriptions.	There is repetition in respect of the Townscape and Architectural Character Sections and key buildings and this would benefit from simplification. We would suggest providing one detailed description which can then be referenced elsewhere. It also doesn't feel necessary to break each character area down into separate areas with subheadings as this undermines the sense of it being a distinctive character area and makes the section very long and unwieldy, we would therefore suggest the text in this chapter is reduced and simplified.	Noted	This is in line with the format discussed and agreed with the Council, so that it is in keeping	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				with their suite of documents . Some areas have been condensed where possible, but format has been retained.	
Historic England	Page 64 6.4.3	Norwood Station. Although no doubt providing improved functionality the current single story (20th entrance to the station is poorly designed and detracts from the building's handsome appearance. We would recommend highlighting this as a future potential enhancement.	Noted	Have noted the potential for enhancement	Norwood junction is overall noted as making a positive contribution it is acknowledged that there is scope for change and this can be handled through the planning process which will require a heritage statement.
Historic England	Page 65. 6.5.2	Whitworth Road. It would be beneficial to state how the sense of status referred to is reflected, for example, through wider roads and substantial detached properties.	Noted	Added text - <i>the sense of status is reflected</i>	

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				<i>through the wider roads and substantial detached properties.</i>	
Historic England	Page 68 6.5.18	Qualify why Becton Court and Stirling House make a negative contribution. For example, <i>Becton Court dates from the 1960's, and although relatively low rise its use of poor quality materials, lack of architectural expression and box like appearance detract from the character of the conservation area.</i>	Noted	Change made - <i>Becton Court dates from the 1960's, and although relatively low rise its use of poor quality materials, lack of architectural expression and box like appearance detract</i>	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				<i>ct from the character of the conservation area.</i>	
Historic England	Page 72 Condition	This section feels too generalised for an at-risk conservation area. It does not reference the poor condition of the High Street and many of the shopfronts and their resultant impact on the quality of the townscape and public realm, one of the key issues that the current HSHAZ regeneration efforts are targeting. An additional section on the condition of the High Street should be included, with analysis of the problems (e.g. loss of shopfronts / hard roller shutters/ internally illuminated box shutters) and the degree of impact this has on the conservation area's character and appearance. It would also be beneficial to identify buildings at risk. Reference could be made to section 5.2.14 regarding buildings on the national HAR register, however this is also an opportunity to highlight local buildings at risk and in poor physical condition.	Noted	Change made - <i>Becton Court dates from the 1960's, and although relatively low rise its use of poor quality materials, lack of architectural expression and box like appearance detract from</i>	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
				<i>the character of the conservation area.</i>	
Historic England	Page 73 Threats	The appraisal does not identify threats relating to traffic use or congestion (although this is referred to 10.6 Traffic and Access). We would recommend highlighting the impact of busy roads and the potential to improve traffic management, parking and encourage sustainable transport methods. As a busy suburban station are there improvement to encourage walking and cycling etc. This would support London Plan Policies for liveable neighbourhoods and sustainable transport hubs.	Noted	N/A	Traffic management noted in Management Plan
Historic England	Page 73 Threats	The area has undergone from economic and social changes. It would be beneficial to consider how economic activity changes between the day and evening? Events, restaurants etc help to maintain economic and social vibrancy and attract an evening economy. The aim of the current HAZ is to promote economic and social vibrancy through highlighting the areas architectural and historic qualities. A key aspect of this is promoting local business often characterised by independent outlets. Also highlighting the contribution of small business and challenges can help inform future initiatives to promote economic and social wellbeing.	Noted	N/A	Agreed that the success of the area will depend on a vibrant business community, this will be achieved by acknowledging the threats to the area as per 2.2 and positive guidance in relation to shopfronts for example section 9.4.
Historic England	Page 75 8.2 Locally listed	Consider adding "NPPF Policy 203 sets out that where proposals directly or indirectly affect non-designated heritage	Noted	Added	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
	buildings.	assets, a balanced judgement will be required having regard to the scale of any harm or loss and the significance of the heritage asset. It is therefore important to clearly understand the significance of the asset and its setting".			
Historic England	Page 13 2.2.4	reference to 'locally listed areas' should state 'Local Heritage Areas' as this is the name of the designation. A context map showing the relationship of these to the conservation area would be helpful.	Noted	Reference to the council's website for Local Heritage Assets has been added	N/A
Historic England	Page 18. 2.3.11 and 2.3.12	references to the Jolly Sailor are repeated in both paragraphs, it is not mentioned that the Jolly Sailor was located as a stopping point on the Croydon Canal	Noted	References have been condensed and text added that this was a stopping point of the canal	N/A
Historic England	Page 20.	Can the 1868 OS Map be bigger- it's hard to see the detail at this scale (also applies to later OS Maps)	Noted	Actioned	N/A
Historic England	Page 24 2.3.26	this paragraph sits uncomfortably between the ones about associations with notable historical individuals - suggest reordering.	Noted	Actioned	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 26-27 2.3.33 and 2.3.34	these paragraphs repeat some of the text in section 10 and could be combined.	Noted	Actioned	N/A
Historic England	Page 28 3.3.3 and 3.3.4	These sections would benefit from simplification.	Noted	Actioned	N/A
Historic England	Page 30 3.3.1	References to modern five storey development and the bulky supermarket should be clear that their height, form and massing detracts from the character and appearance, otherwise the following statement regarding the eclectic townscape could be used as an argument for further inappropriate development. The consistent elements of townscape that positively contribute to the conservation area's character should be emphasised.	Noted	Text enhanced on tall buildings to note their impact	N/A
Historic England	Page 31 3.3.5	These buildings are described in detail in previous and subsequent sections and section 3.4.	Noted	Description of buildings is cross referenced within the document	N/A
Historic England	Page 32 Page 3.4.1	Consider adding a short definition of landmark to include prominence in the townscape through scale, visibility or architectural interest. It should be made clear that these are local landmarks.	Noted	Actioned	N/A
Historic England	Page 33 3.4.5	While attractive locally significant buildings, it is questionable that 'the flint cottages at 1 and 3 Coventry Road' are local landmarks.	Noted	Removed	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 34	Map 5 should also include local landmarks	Noted	Actioned	N/A
Historic England	Page 39. 4.2.3.	This section would benefit from editing to make the meaning clearer, highlighting where open spaces and gardens contribute positively to the character of streets.	Noted	Some rewording for clarity	N/A
Historic England	Page 40 4.3.4	remove "the traffic island here" (the railings contribute to the setting of the clock tower or give interest to an otherwise unattractive traffic island).	Noted	Actioned	N/A
Historic England	5.1.3	It would be beneficial to rephrase this to indicate some buildings rather than all have been altered and extended over time.	Noted	Actioned	N/A
Historic England	Page 43 5.2.2	Include "and detailed descriptions can be found on the Historic England website.	Noted	Actioned	N/A
Historic England	Page 46 5.2.13	reasons for why 'David House, High Street Becton Court, Holmesdale Road Aldi, Station Road' detract from the character of the conservation area should be included as they are for Grosvenor and Belgrave Towers and the tyre and automobile shop.	Noted	Actioned	N/A
Historic England	Page 47 5.2.14	add "at the time of appraisal there is a live case of unauthorised works to the building's front elevation.	Noted	N/A	Have not included for the same reason as HE wanting the removal to reference of HSHAZ - particular point in time. Also as the case is ongoing, inappropriate to highlight it here.
Historic England	Page 616.3.3	It would be useful to clarify the current colour of the pipe in the context. Consider removing "of London's urban streetscape" as	Noted	Actioned	N/A

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
		this is a local feature of historic interest.			
Historic England	Page 62 6.3.6	Is it possible to be more specific than twentieth century?	Noted	Actioned	N/A
Historic England	Page 63 6.4.1	There is lots of repetition with the historical development section regarding the development of the railway that could be combined/deleted.	Noted	Cross references have been added to wayfind to the detail of these buildings where needed	N/A
Historic England	Page 67 6.5.12	It is assumed that the rendering is a later modification, it would be helpful to clarify whether this detracts from local character?	Noted	Actioned	N/A
Historic England	Page 68 6.5.16	remove "due mainly to their range in date" or clarify the range.	Noted	Actioned	N/A
Historic England	Page 6.5.30	Consider removing "of interest" or replace with "notable interest" (as locally listed buildings there is already an implication of interest and policy considerations).	Noted	Actioned	N/A
Historic England	Page 69 Figure 129.	This refers to post-war development but illustrates interwar housing.	Noted	Actioned	N/A
Historic England	Page 70 6.5.24	The opening sentence needs clarification.	Noted	Actioned	N/A
Historic England	Page 716.5.26	Clarify "listed in this context". Does this mean laid out? A "the" is missing between slight curve reflect ... line of the old canal.	Noted	Actioned	N/A
Historic England	Page 72 7.1	(NO COMMENT)			

Source	Topic	Submission	LBC Response	Change to document	If no action, justification
Historic England	Page 100	The address for Historic England is out of date and should be changed to refer to our current address - Historic England, 4th Floor, Cannon Bridge House, 25 Dowgate Hill, London EC4R 2YA	Noted	Actioned	N/A

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**SOUTH NORWOOD
CONSERVATION AREA
APPRAISAL AND
MANAGEMENT PLAN**



CROYDON COUNCIL

SUPPLEMENTARY PLANNING DOCUMENT

Issue

Supplementary Planning Document (SPD).

This document is available to view and download online at:

www.croydon.gov.uk/environment/conservation/conservationareas

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Conservation Area General Guidance

Please read this document alongside the Croydon Conservation Area General Guidance document, available online at: <https://www.croydon.gov.uk/planning-and-regeneration/planning-policy/conservation-and-heritage/conservation-areas>. Other supplementary planning documents are also available online via the Croydon Council website Planning pages: <http://www.croydon.gov.uk/planningandregeneration>.

Croydon Local Plan

The Croydon Local Plan and other Supplementary Planning Documents are available online at: <https://www.croydon.gov.uk/planning-and-regeneration/planning-policy/croydons-development-plan/local-plan-2018>

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Map 1. Location of the South Norwood Conservation Area and other Conservation Areas in Croydon



Welcome to South Norwood
home of inventor, engineer
and philanthropist
William Stanley (1829-1909)

INTRODUCTION



Map 2. The boundary of the South Norwood Conservation Area

1.0 INTRODUCTION

1.1 WHAT IS A CONSERVATION AREA?

1.1.1. A conservation area is an area of special architectural or historic interest, the character and appearance of which it is desirable to preserve or enhance. Please see section 1.3 of [Croydon's Conservation Area General Guidance SPD](#) for further information.

1.2 WHAT IS A CONSERVATION AREA APPRAISAL AND MANAGEMENT PLAN?

1.2.1. A Conservation Area Appraisal and Management Plan (CAAMP) is a document produced to supplement Croydon's Local Plan, the London Plan, and [Croydon's Conservation Area General Guidance SPD](#).

1.2.2. An Appraisal defines the principal qualities that constitute the conservation area's special character, also identifying threats to this character. It is important to note that assessments made in this document are non-exhaustive, and further elements of architectural or historic interest may be present.

1.2.3. A Management Plan addresses the issues raised in the Appraisal and provides area-specific development guidelines to supplement those provided in [Croydon's Conservation Area General](#)

[Guidance SPD](#); potential enhancement schemes are also explored. For further information please see section 1.5 of the [Conservation Area General Guidance SPD](#).

1.3 WHAT IS THIS DOCUMENT'S STATUS?

1.3.1. This document has been adopted as a Supplementary Planning Document (SPD) to Croydon Local Plan and is a material consideration when assessing planning applications that affect the Conservation Area.

1.3.2. All planning applications for sites within the Conservation Area should be informed by the adopted document and the [Croydon Conservation Area General Guidance SPD](#).

1.4 COMMUNITY INVOLVEMENT

1.4.1. Early engagement was undertaken when this document was being drafted with key stakeholders, businessowners, and local community groups. Early consultation was also undertaken at the South



1. South Norwood Community Festival 2021

Norwood Community Festival (18th July 2021), where information about the Conservation Area was exhibited and visitors were able to take part in an exercise to share thoughts and concerns regarding the area. The supplied material was used to inform a draft Conservation Area Appraisal and Management Plan prior to formal public consultation.

1.4.2. The public consultation ran for six weeks during which time the draft was available to view on the Council website. A public consultation event was held on the 25th January 2022 at 241 Selhurst Road. Hard copies were available at the event as well as local libraries.

1.4.3. Responses received were from a range of residents, stakeholders, and statutory consultees. All public responses were considered and, where appropriate, the document was amended before adoption, and the designation boundary changed.

1.5 DESIGNATION BACKGROUND

1.5.1. The designation of South Norwood Conservation Area emerged following an exhibition by the Croydon Society at Fairfield Halls in 1990. The area was subsequently designated as a Conservation Area in November 1992. The



2. South Norwood local centre, designated in 1990



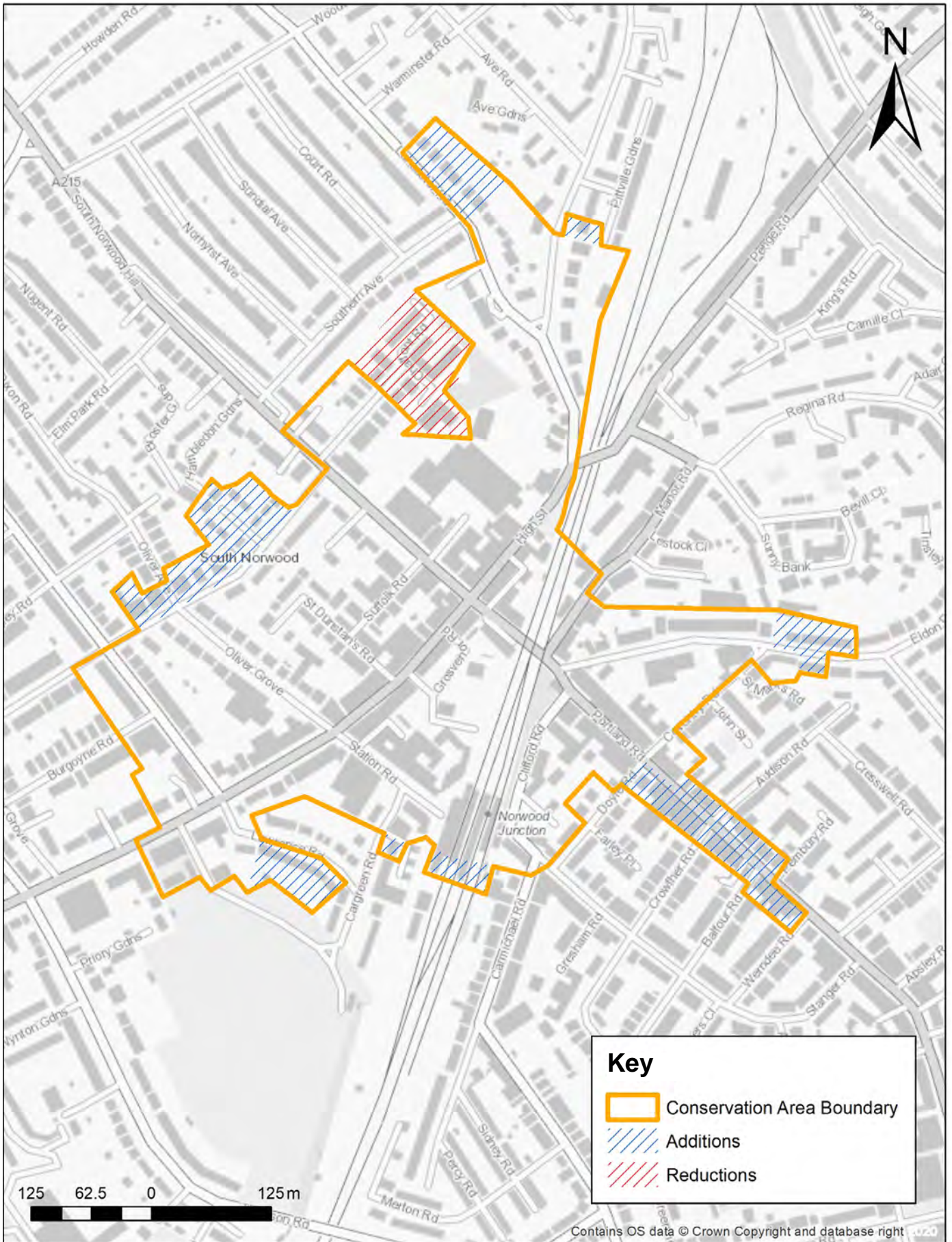
3. Surrounding residential areas streets including Lancaster Road, included in the conservation area in 2007.

boundary was extended in 2007 to take in many of the residential side roads to the north west of the High Street, Lancaster and Warminster Road, and the area to the east of the railway line .

1.6 BOUNDARY AMENDMENTS 2022

1.6.1. The Conservation Area boundary has been carefully reviewed during preparation of the draft Conservation Area Appraisal and Management Plan in line with National Planning Policy Framework (NPPF)

guidance on conservation area designation (paragraph 191). Several boundary changes were recommended to ensure that the designation includes all those areas that are of special interest and contribute to South Norwood's unique character. These recommendations are based on a thorough site assessment and reflect the current condition of the area, as well as up to date methodologies and best practice.



Map 3. 2022 boundary changes to the South Norwood Conservation Area

2022 Additions to the Conservation Area

1. Holmesdale Road and Holmsedale Close

1.6.2. This addition has taken in the Royal Mail delivery office (first shown on the 1898 Ordnance Survey (OS) Map), the South Norwood Baptist Church (founded in 1887, although the Church was rebuilt in 2007), the row of nineteenth century locally listed buildings, and a distinctive estate of post-war homes on Holmesdale Road and Close, laid out by the 1944 OS map and built by the 1954 OS map. The Royal Mail Delivery Office is a red brick building with large windows and a decorated arched entrance on its south western end. The South Norwood Baptist Church is unusual and modern in its massing, however, it adds interest to the streetscape and uses red brick as its predominant building material. The nineteenth-century houses are semi-detached, and two and a half storeys in height, built in London stock brick with red brick detail.

1.6.3. The twentieth-century houses on Holmesdale Road and Close are all two storeys in height with red brick ground floors, plastered second floors and bay frontages. They all are consistent in their style and configuration, with external brick staircases.

1.6.4. These residential, church and Royal Mail buildings are all of merit, for their historic interest, historic and current ecclesiastical use, or architectural interest.

2. Lawrence Road

1.6.5. The south side of this road is well preserved. It is first shown on the 1898 OS Map and is of historic and architectural interest. It comprises several large detached residential buildings, well proportioned, and evenly situated within their plots and all two storeys in height. The houses have retained architectural detailing such as decorated eaves, stucco window surrounds, and overhanging porches. Each house has a generous front garden plot, often planted with hedge borders and shrubs, with plots defined by brick boundary walls. The consistency in style across this group, as well as the rhythm they create along the streetscape, makes a positive contribution to the Residential Character Area, and it is considered to be of high enough merit to include within the boundary.



4. The Royal Mail delivery office on Holmesdale Road



5. Post-war housing on Holmesdale Close



6. Lawrence Road

3. No. 3 Cargreen Road:

1.6.6. Cargreen Road was an early street developed within the area and is shown on the 1879 OS map. The majority of buildings on the street have been fairly altered, but No. 3 has retained much of its historic character and features and is a positive contributor. It is three storeys in height (with a basement level), with a painted render façade. It has banding at first floor level, and its central second floor windows are topped with decorative

cornices. Timber porches are located at each front door, which is accessed by steps. Due to its architectural merit, age, and prominence along the streetscape, it has been included within the boundary of the Conservation Area.

4. The goods shed and Norwood Junction station platforms

1.6.7. These are important buildings and features of the Station, which are of group value and it is recommended that they are all included within the boundary so that they can be managed effectively as a group. The goods shed is located just south of the station forecourt and was built just a few years after the station opened in 1859. It is a large building, built in London stock brick, and has retained architectural detailing which make it recognisable as a railway building. It is now used as railway offices.

5. Portland Road

1.6.8. The Portland Road addition will take in more of the commercial high street and end at the locally listed building, the Mission Hall. It incorporates a stretch of buildings, which are currently recognised as being a local area of interest. The buildings are predominantly of red brick, with some London stock brick, and continue a strong sense of enclosure

and rhythm along the high street parade. Buildings range between two to three storeys in height, and most included shopfronts at ground floor level, some of which have retained historic detailing of interest. Due to the group value of these buildings and shopfronts, and the positive contribution they make to the character of the Conservation Area, they have been included within the boundary.

6. Albert Road

1.6.9. This extension would take in residential terraces which have retained their historic character and are of aesthetic interest. To the south of the road, this includes a small, terraced row of houses, which are two storeys in height, and are of value as a group. They have retained their front boundary treatments, which also makes a positive contribution to the streetscape. On the north is a group of large, twentieth-century semi-detached houses, which are of architectural merit. They have retained features such as their tile-hung projecting bays, and half-timbered gable ends, which are prominent features along the street. Due to the contribution they make, as well as their age and architectural detailing, they have been recommended for inclusion within the area.



7. No. 3 Cargreen Road



8. The goods shed at Norwood Junction Station



9. Norwood Junction Station



10. Shops on Portland Road



11. Semi-detached houses on Albert Road

7. Warminster Road

1.6.10. This extension has taken in the locally listed building at No. 53. The building is in the same style as those at Nos. 59 and 61, and so is of group value with these. It has retained its historic character and architectural detailing, including decorative brackets to windowsills and eaves, brick quoins, brick dog-tooth banding, and stucco window surrounds with keystones. Due to the quality of detail, age, and relationship with similar buildings within the Conservation Area it has been included.

8. Lancaster Road

1.6.11. This would take in the three-storey residential villas, which make a group and are of historic and aesthetic interest and are first shown on the 1898 OS map. These buildings are of the same date as No. 12, which is located within the Conservation Area. They are three and a half storeys in height, with painted render facades, rusticated ground floors, decorated door surrounds, and bracketed eaves. Due to the quality of detailing, age, and relationship with a similar building within the Conservation Area they were included.

2022 Reductions

9. Part of Chalfont Road

1.6.12. This area was recently redeveloped to provide housing. The site once contained a house set in its own grounds, but the former character and layout is no longer discernible, and the new development is of no architectural or historic interest. It has been taken out of the boundary and instead considered as part of the setting of the area.



12.No. 53 Warminster Road



13.Villas on Lancaster Road



14.Recent residential development on Chalfont Road

1.7 STATEMENT OF SPECIAL CHARACTER

1.7.1. The key significance of the South Norwood is derived from its architectural and historic interest as a Victorian suburb, initiated by the establishment of the railway station. The intact layout and built form of the historic shopping streets, which include the High Street, Portland Road and Station Road, as well as the residential side streets, create a significant contribution to the special interest of the Conservation Area in terms of architectural styles, materials and quality. The high streets in particular contribute to the heritage and social values of South Norwood.

1.7.2. The historic layout, still evident to this day, is of key significance. Development radiated out from the road junction at the core of the

settlement into the surrounding fields, during the development of South Norwood as a Victorian suburb. This original focus of development at the junction of High Street, Portland Road and South Norwood Hill is still visible and intact. The centre of South Norwood is predominantly composed of historic buildings constructed between the 1840s to 1910, and although many of these buildings have been altered and extended over time, many retain their original features.

1.7.3. The value placed by the local community on the architecture and history of the area also plays an important part in defining South Norwood's special interest. This is evident in the number of active community and civic organisations in the area who

take an interest in the history and the physical appearance of the area.

1.8 CHARACTER AREAS

1.8.1. The Conservation Area contains five distinct Character Areas. These are shown on Map 4.

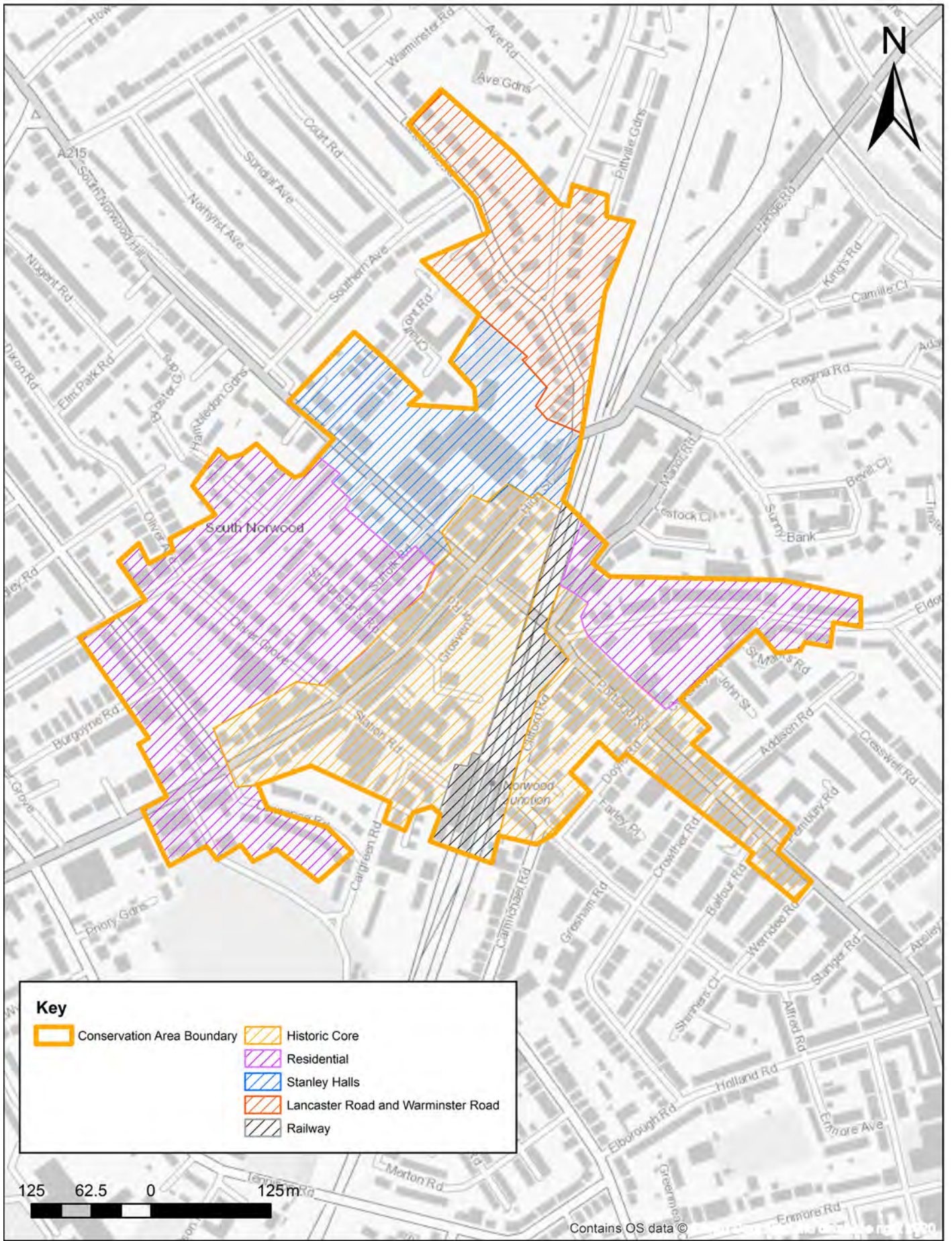
1.8.2. Sections 3 - 5 of this document describe the overall character of South Norwood. Section 6 analyses the distinctive components of each of the character areas in more detail.

The Character Areas are:

- Historic Core
- Stanley Halls
- Lancaster and Warminster Road
- The Railway
- Residential Roads



15. The historic high street, which developed as a railway suburb in the Victorian era



Map 4. Character Areas in the South Norwood Conservation Area



APPRAISAL

The following Appraisal defines the characteristics that make the South Norwood Conservation Area special, including its wider context, historical development, townscape, streetscape and architectural character. It also describes its current condition.

2.0 CONTEXT

2.1 LOCATION, TOPOGRAPHY AND GEOLOGY

2.1.1. South Norwood is located three miles north east of Croydon town centre. The Conservation Area covers an area of roughly 0.3 sq. km. It is bisected by the railway line and its station, Norwood Junction, is located within the core of the Conservation Area.

2.1.2. South Norwood lies on the southern slopes of the Norwood Ridge which forms the southern edge of the London Basin. This line of hills runs from north-east to south-west for about three miles and rises to approximately 110 metres above sea level at its highest point. The ridge splits into two spurs at the centre of Upper Norwood. One runs north-west (Central Hill) and one south-west (Church Road). The spur divides into two again at All Saints' Church with Beulah Hill running north-west and South Norwood and Grange Hill running south-west. South Norwood Hill is the most southerly spur of this ridge.

2.1.3. The highest point of the South Norwood Conservation Area is roughly 65 metres above sea level on Lancaster Road to the north, and around 45 metres above sea level at its lowest point on Portland Road in the south.

2.1.4. The geology is formed by grey silty deposits known as London Clay, capped in places with the gravel of the Claygate Beds. The London Clay extends at its foot to the southern edge of the South Norwood Country Park, where a stream marks the junction with the sands and gravels of the Blackheath Beds that rise to Shirley, Addington Hills and Croham Hurst. A second stream once ran from near the old Woodside Brickworks site, flowing through the dip in Birchanger and Portland Roads and emerging on the Country Park at its north-west corner, where it can still be seen. These combined streams join the Chaffinch Brook and the Beck to form the Pool River which eventually flows into the Ravensbourne.

2.2 SETTING

2.2.1. The National Planning Policy Framework (NPPF) describes the setting of a heritage asset as *“The surroundings in which a heritage asset is experienced. Its extent is not fixed and may change as the asset and its surroundings evolve. Elements of a setting may make a positive or negative contribution to the significance of an asset, may affect the ability to appreciate that significance or may be neutral.”*

2.2.2. Historic England's guidance, Good Practice Advice Note 3 *The Setting of Heritage Assets* (2017), also sets out that the setting of a heritage asset is the surroundings in which the asset is experienced and includes a (non-exhaustive) check-list of potential attributes of the setting that may help to elucidate its contribution to significance. This checklist has been used to inform this assessment.

2.2.3. The immediate setting of the South Norwood Conservation Area mostly comprises a continuation of residential and commercial streets. Areas which have retained their historic buildings and spaces make a positive contribution to the character of the Conservation Area, demonstrating the wider settlement of South Norwood and its growth in the late nineteenth and twentieth centuries. These streets retain most of their historic character and architectural detail, particularly along Farley Place, Crowther Road, Carmichael Road, Apsley Road, Stanger Road, and South Norwood Hill.

2.2.4. There are Local Heritage Areas to the south of the Conservation Area along Portland Road. These can be viewed on the Council's [website](#). The streets to the

north of the railway also contain scattered locally listed buildings, which highlight the quality of historic buildings within the setting of the area.

Positive

2.2.5. Some notable areas and features within the setting of the Conservation Area, which contribute positively to its significance, are highlighted below. Development in these areas have the potential to impact on the significance of the Conservation Area, through its impact on views or a loss of historic context. A number of these areas include locally listed buildings or have been designated Local Heritage Areas. Of particular note are:

Portland Road

2.2.6. The commercial character of Portland Road continues to the south for significant stretch. This makes a positive contribution to the Conservation Area, and much of this stretch is recognised

for its architectural and historic interest and is designated as a [Local Heritage Area](#) by Croydon Council.

Farley Place

2.2.7. Farley Place contains a pair of eighteenth-century cottages, which make a positive contribution to the area. The southernmost has retained its historic timber windows. The terraced cottages opposite, although altered, also contribute positively to the historic character here and the setting of the Conservation Area.

Sunny Bank

2.2.8. The layout of this area of residential development of Sunny Bank (originally Frog Island) is of significance. It reflects the former route of the Croydon Canal, still evident in the nature of its planform, its curving streets giving evidence of the canal which once bounded it to the east and



16. View south along Portland Road, towards the edge of the Conservation Area

south. The area also contains a locally listed building, the yellow brick villa at No. 17 Eldon Park.

Negative

2.2.9. There are some elements of the Conservation Area's setting which have a negative impact on its significance as they detract from its distinctive character and appearance. Negative features within the setting are:

Tall Buildings

There are a number of tall buildings within the setting of the Conservation Area. These make a particularly notable impact within the immediate setting of the area, for example, those on Penge Road are located close to the Conservation Area boundary and are visible from Lancaster Road and the High Street. A number of other tall buildings are visible within the wider setting of the Conservation Area and are particularly visible to the south east where the land slopes and then plateaus, creating long vistas from areas of high ground within the Conservation Area. Tall buildings pose a particular threat to the Conservation Area, due to its complex topography, which affords wide reaching views out of the area and along streets towards its setting. Tall buildings in close

proximity to the Conservation Area have a negative impact on its setting due to not being in keeping with the character and appearance as well as the visual impact.

The Petrol Station

2.2.10. The petrol station on South Norwood Hill (Figure 17) currently makes a negative contribution to the setting of the Conservation Area. It is a large, prominent corner plot, which increases vehicular traffic and creates cluttered signage which



17. Petrol Station on South Norwood Hill

is visible from the Conservation Area.

Positive Green Spaces

2.2.11. South Norwood itself is densely built, however, the wider area is surrounded by green open spaces which make a positive contribution to the way the Conservation Area is appreciated within its setting. Key areas of green space within the setting include South Norwood Country Park, South

Norwood Lake and Grounds and South Norwood Recreation Ground.

2.2.12. The nearest of these, the Recreation Ground (Figure 18), is located immediately to the south west of the Conservation Area. It was first acquired by the council in 1889 to be laid out as a public amenity and to this day forms an important urban green space. It is recorded by the London Gardens Trust, and although the layout is greatly simplified from its original, as there are no longer flower displays or a bandstand, some of the original trees remain. It is accessible from the Conservation Area, and visible from within it in places. It also serves the local community as a activity space, with play equipment and events taking place here.

2.2.13. The South Norwood Country Park is located approximately 0.5 km to the south east of the Conservation Area boundary (Figure 19). It is an important open space and park within the setting of the Conservation Area. The park was created in 1987 and is owned by the London Borough of Croydon. It is recorded on the London Garden's Trust inventory; the entry for the site includes details of its historic development, design, and earlier use of the land here prior to the park's

establishment. There is a Scheduled Monument (List Entry No.: 1001966) in the centre of the park, the Elmers End medieval moated site. Due to its proximity to the Conservation Area, its function as a park which serves the local town and people, and its origin to preserve the previously undeveloped land here, the South Norwood Country Park is considered to

make a positive contribution to the setting of the Conservation Area.

Beckenham Cemetery and Crematorium

2.2.14. The Cemetery, opened in 1876 as Crystal Palace District Cemetery, adjoins the South Norwood Country Park to the north. It contains the graves of people connected with South Norwood, notably the

grave of diver William Walker, whose work saved Winchester Cathedral from ruin. Walker was a resident of 118 Portland Road, which also falls within the setting of the Conservation Area. His home is now marked with a plaque funded and erected by the People for Portland Road as part of their Heritage Trail.



18. South Norwood Recreation Ground



19. South Norwood Country Park

2.3 HISTORIC DEVELOPMENT

Prehistory (500,000BCE – 43)

2.3.1. South Norwood and its surrounding area would have been largely wooded following the end of the last ice age around 12,000 years ago. It is thought that some of this ancient woodland remains to the north of South Norwood at Sydenham Hill Wood and at Dulwich.

2.3.2. The London clay geology which exists within South Norwood would have made for poor agricultural conditions, and so there has been intermittent settlement within the area. Neolithic evidence of human occupation has been identified to the north and west of the Conservation Area where flint tools including axes have been found (Greater London Historic Environment Record No. MLO10797,19619). A number of prehistoric sites have been recorded on Wandle Gravels in Croydon and South Croydon; these areas are composed partially of sand and gravel.

Roman (43AD – 410)

2.3.3. Roman finds have been identified within the vicinity of South Norwood, but occupation evidence from this period has largely been found at Croydon to the southwest, outside the conservation area boundary (MLO24609).



20. A mosaic within the Conservation Area depicting the historic industry of the area (source: Place Services)

Early Medieval (410 – 1066) and Medieval (1066 – 1540)

2.3.4. A dense ancient woodland once covered large swathes of land south of the Thames, across the area over the high ridge of land between Deptford in the north and Selhurst to the south. It was called the North Wood during the Anglo-Saxon period, and it is likely this that later gave Norwood its name. The Great North Wood comprised chiefly oak and hornbeam trees (with some ash, hazel and holly), as well as open commons. Throughout the Middle Ages this area supported woodland industry, such as providing firewood, charcoal as fuel, timber for ship building, bark for dyeing leather and sticks for baskets, brooms and woven hedges. These resources supported a rapidly expanding

London, producing charcoal for fuel and timber for construction and shipbuilding.

2.3.5. Medieval settlements were scattered across the landscape, linked by a network of roads, meadows, woods and farmland. The medieval rural settlement pattern was largely dispersed, with church/hall complexes, individual farms, moated sites and small hamlets. The part of the Great North Wood within the parish of Croydon is recorded in the Domesday Book, 1086. At this time the land belonged to the Archbishop of Canterbury, although the local Lord of the Manor held hunting and tree-felling rights, and local people kept pigs in the wood. There is, however, no physical evidence recorded from this time as there are currently no Historic

Environment Records (HER) within the Conservation Area dating to the medieval period.

2.3.6. Within the wider landscape, a Medieval moated site containing two concentric moats is protected as a Scheduled Monument at Elmers End to the east of the Conservation Area (List Entry No.: 1001966). The site also contains the remains of an associated manor house visible in cropmark evidence; this is thought to date to the thirteenth century.

Post Medieval (1540 – 1901)

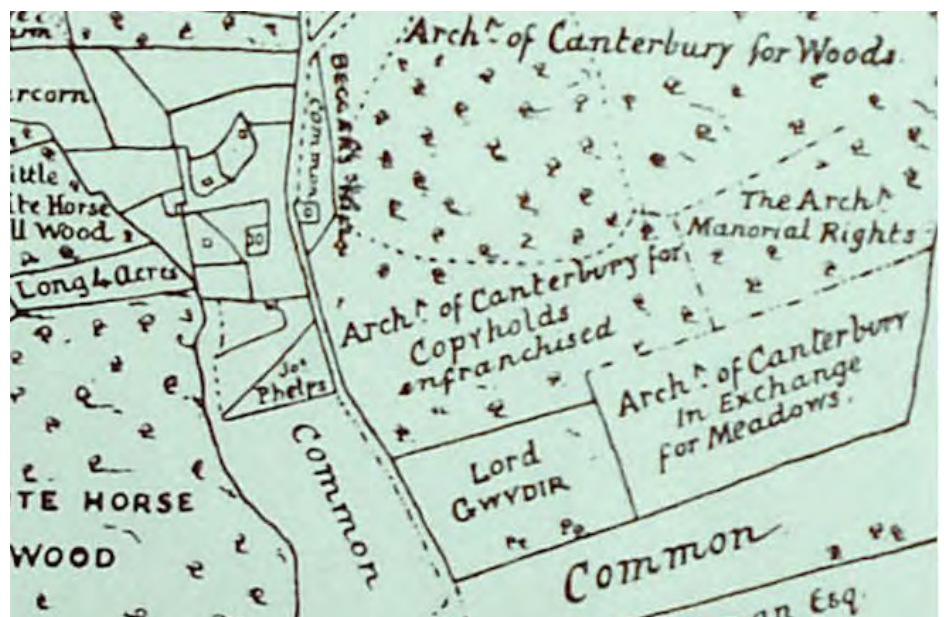
2.3.7. There are a number of post-medieval sites noted on the Greater London HER for South Norwood, reflecting the growth of the settlement during the nineteenth century; some of these buildings survive today and are recognised through their designation as statutory listed or locally listed buildings.

2.3.8. There is some evidence for occupation within the vicinity of South Norwood in the sixteenth and seventeenth centuries, but this evidence largely falls outside of the Conservation Area. To the northwest a manor house is recorded on the HER (MLO12274), and to the southeast is Woodside Cottage House, a timber-framed

building, which is currently Grade II listed (List Entry No.: 1190416, MLO82399).

2.3.9. By the mid-eighteenth century the exploitation of the Great North Wood had led to large swathes of deforestation and the creation of heathland. Roque's Map of 1768 shows that by this time a small hamlet

had developed at South Norwood at the road junction of the now Whitehorse Lane (B266) and South Norwood Hill. This road pattern survives today and is a notable feature of the Conservation Area; the area centred on the junction of Selhurst Road with South Norwood Hill and comprised agricultural land to northwest



21. Extract from the 1800 Inclosure map showing South Norwood Hill (source: norwoodstreethistories.org.uk)



22. Extract from the 1768 John Roque Map showing Great North Wood (source: John Hickman Local Historian)

and southwest of Selhurst Road (Selis Lane) and heathland to the east. The Goat House, by this point a farmstead, is also visible to the east. This building's name was likely derived from the much earlier name of the land here, which first appeared on William Mar's 1678 map. This map depicted an establishment in a clearing in the woods called 'Shelverdine or Goat House'.

2.3.10. Until the beginning of the nineteenth century, the area remained isolated with the roads to the north tapering off into the heathland. Portland Road was one of the oldest routes across Norwood Common and was retained by the 1800 Enclosure Commissioners. The small settlement contained only a pub, brick works, one country house, a few villas, two farms, and a scattering of farm workers cottages; it is likely that the pub is the original Jolly Sailor Public House, opened between 1807-1810. The existing pub of this name is on the same site.

2.3.11. Before the Act of Enclosure, the areas of common land were notoriously occupied by criminals and highwaymen who used the woodland and its routeways to target those who frequented the roads. The Jolly Sailor was a renowned haunt of

smugglers, according to an unnamed history book referenced in the Croydon Times Diamond Jubilee Souvenir Number from 1921.

Enclosure

2.3.12. From the early nineteenth century, areas across Croydon were enclosed by the Croydon Enclosure Act. Before 1801, the parish recorded approximately 1500 acres of common heath and waste land, 830 acres of which were located at Norwood. The land was divided into plots to be privately cultivated by its new owners; these were enclosed under the 1797 Act and were allocated in 1801. Lord Thurlow, an eminent late eighteenth century lawyer, divided his estate in Lambeth and Streatham on his death

in 1806 between a number of trustees who attempted to sell the mansion and part of the land, but could find no buyers. In 1809 they obtained an Act of Parliament allowing them to demolish the mansion and to develop roads and accelerate building in the area. This facilitated the nineteenth century settlement at South Norwood.

Croydon Canal

2.3.13. The Croydon Canal played a large role in shaping the development of South Norwood. Construction began in 1801 and was completed in 1806. The canal ran south from a junction at New Cross with the Grand Surrey Canal to what is now West Croydon Station, which is on the canal basin. The canal rounded



23. The Croydon Canal (source: Croydon Archives)

South Norwood to the east and its route partially falls within the South Norwood Conservation Area, and the Jolly Sailor was a stopping point of the canal. The shape of the canal can still be seen in the road layout of the former Frog Island (now known as Sunny Bank). These roads follow the curve of the old canal bed. The canal was not as successful as its contemporaries and was closed in 1836; much of the alignment was later used by the London & Croydon Railway Company.

2.3.14. An evaluation undertaken south of South Norwood located the route of the canal and found the site of

a wood and stone canal bridge (MLO58662,58665, 586). Part of the old canal is visible on the first edition Ordnance Survey map of 1868 . A recreation and sports ground created in 1881 to the north of the Conservation Area included the reservoir at Woodvale Road/ Auckland Road which formerly served the Croydon Canal (MLO99408, 99410). The site was used for fishing, boating and swimming and also had a cricket ground, pavilions and over fifty lawn tennis courts.

Railway

2.3.15. The arrival of the railway in the mid-nineteenth century had a great impact

on the development at South Norwood. Authorised by an Act of Parliament in 1835, the line ran from a new station at London Bridge to London Road in Croydon. During construction, Parliament decided that only one route should enter the capital from the south, so lines from Dover and Brighton shared the route from Croydon at Norwood Junction (MLO107767). The original Norwood Station, formerly called the Jolly Sailor, named after the public house, was located close to the junction of Portland Road and the High Street within the Conservation Area; it was demolished in the 1960s.



24. South Norwood Station c.1960 (source: Croydon Archives PH/x/1,832)

2.3.16. In 1844, the London & Croydon Railway Company trialled an 'Atmospheric Railway'. For this a pumping station was built at Norwood, near to the Norwood Junction Railway Bridge. Using atmospheric pressure behind a piston attached to the train through a groove in an airtight pipe, the train was propelled towards the pumping station; although innovative, it was ultimately unsuccessful, and the scheme was abandoned in 1847. A plaque, sponsored and erected by People for Portland Road on the south-eastern railway bridge, commemorates the Atmospheric Railway.

Railway expansion

2.3.17. South Norwood rapidly expanded following the arrival of the railway in the mid-nineteenth century. Many of the buildings within the Conservation Area are testament to the settlement's growth at this time, especially along the High Street, Chalfont Road and Oliver Grove (MLO101594, 102173).

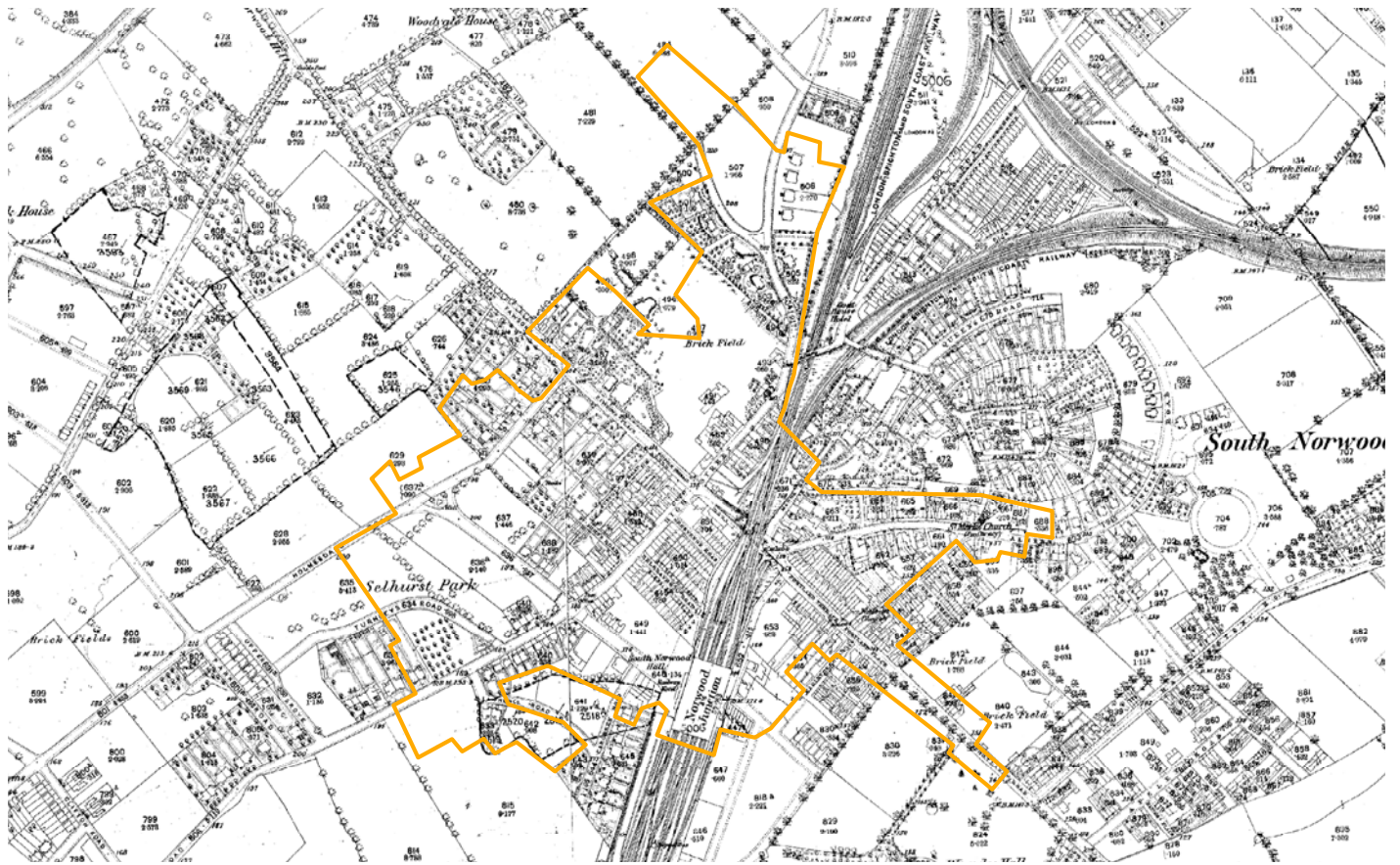
2.3.18. Albert Road, and its continuation along Eldon Park and Lincoln Road, was built in 1855 (formerly known as Frog Island), and although the Croydon Canal was no longer in use, it influenced the



25. Jolly-sailor Station, showing the pumping station 1845 (source: wikimedia Commons)

alignment of the road forming an unusual crescent. A number of religious buildings were built in the mid-nineteenth century to serve the growing community, including St Marks in 1852, the Church of the Holy Innocents in the 1893, the Mission Hall in 1889, and a mid-nineteenth century Chapel behind Nos. 39b-41 Portland Road (List Entry No.: 1323688, MLO82421; List Entry No.: 1079303, MLO82348; WS012, MLO102214). A pauper's school was founded in 1878 along Chalfont Road at Cumberlow Lodge by William Ford Robinson Stanley, a local inventor and philanthropist (MLO101600).

2.3.19. As it grew, the settlement developed as a town of two halves. Portland Road was South Norwood's main shopping centre until the railway station was removed from Portland Road. The new station at Norwood Junction changed the commercial centre of South Norwood to the High Street, evidenced by the growth from fifteen shops in 1861 to sixty by 1872. These buildings were largely purpose-built and bigger compared to the shops along Portland Road. The railway network encouraged the development of chain shops, which became more prevalent after the 1870s; one of these branches was known as 'Kennedy's Sausages'.



26. Ordnance Survey Map 1868



27. Ordnance Survey Map 1898

Kennedy's Sausages

2.3.20. No. 18a High Street is one of the earliest branches to survive of a small chain of shops operating in South London (List Entry No.: 1392596, MLO101136). Kennedy's began trading from 140 Rye Lane, Peckham in the 1870s, and the proprietor from the 1890s was a John Kennedy. Kennedy's deployed a consistent design to its shops across the chain and had nine stores across south east London, first recorded in South Norwood in 1926. The company was run by the same family for some 130 years. The railway network facilitated warehousing and the importation of frozen meat from the 1880s, which allowed the business to thrive. The shops were a well-known family butchers selling sausages and pies. The shop closed in 2007, largely due to changing shopping habits and trends in the twenty-first century. The building was Grade II listed in 2008 as a well-preserved example of a 1920s shop with its distinct Kennedy's art deco décor mostly surviving.

Parks and Recreation

2.3.21. The area of South Norwood was and is served by a number of green spaces. An area to the north of South Norwood, formerly part of the Great North Wood, Whitehorse

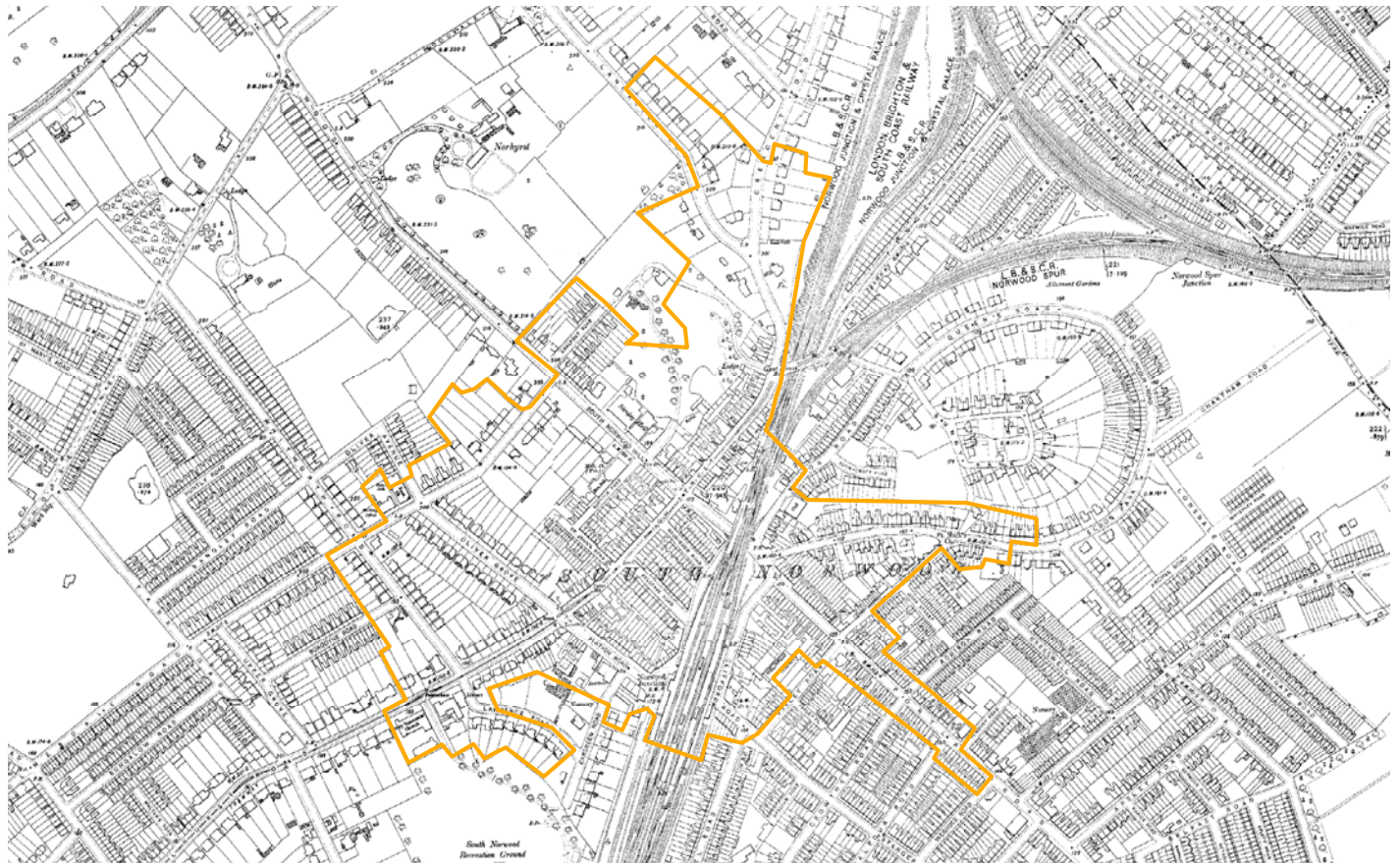


28. Kennedy Sausages Shop c.2005 (source: Croydon Archives PH-07 2990)

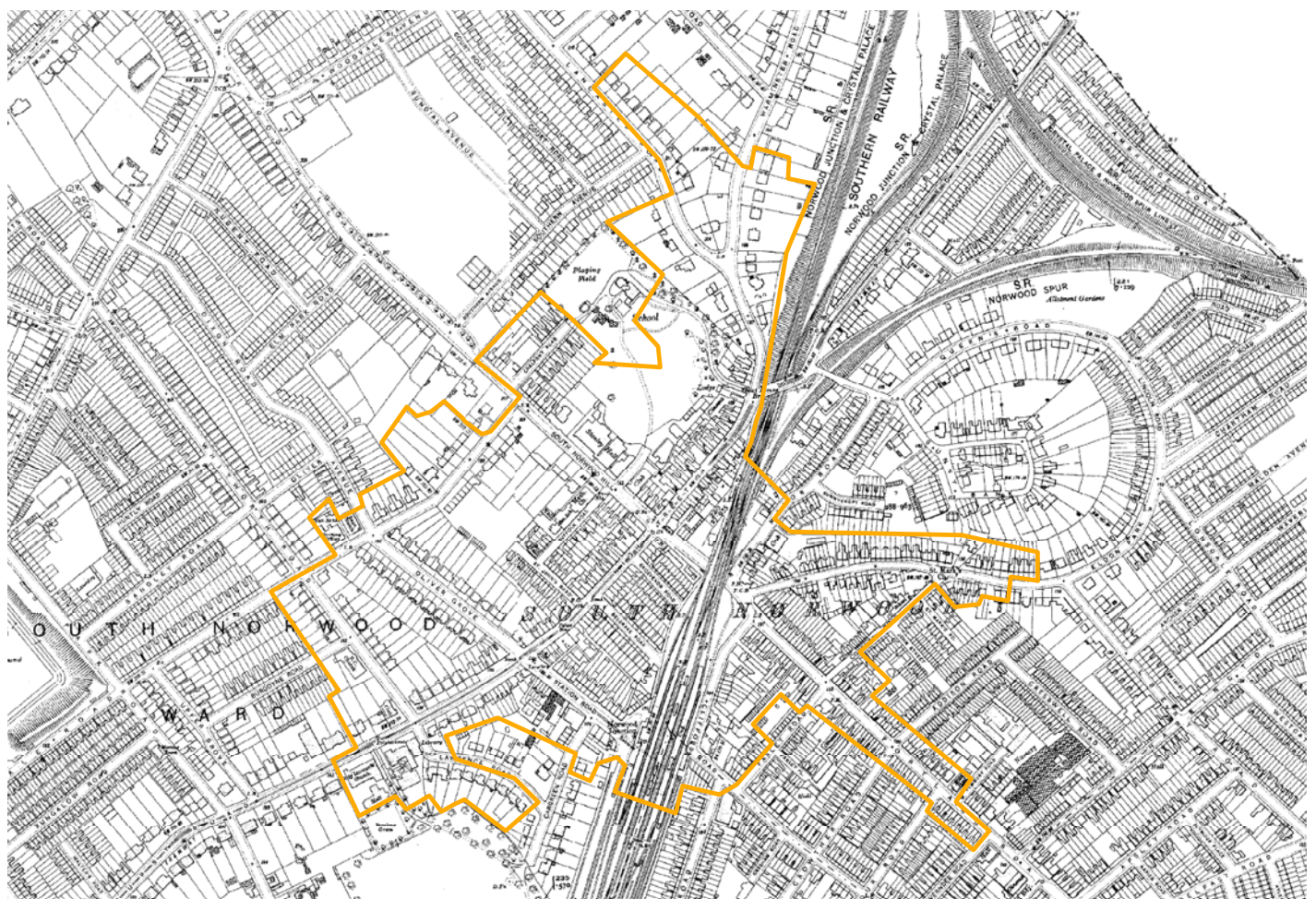
Woods, was bought in 1806 by John Davidson Smith who divided the site for residential development. The first edition Ordnance Survey map of 1868 shows a mansion with extensive gardens and landscaping (MLO104047). In 1900 the park was acquired by the Croydon Corporation and the park became a public area

with the additions of a bowling green, tennis courts and a bandstand. The mansion was damaged in World War II and two of the three lodges survive.

2.3.22. Beaulieu Heights to the north of South Norwood, also formed part of the Great North Wood and later comprised the grounds of two large houses: Hazelwood and Beaulieu



29. Ordnance Survey Map 1912



30. Ordnance Survey Map 1933

Lodge (MLO104015). Beaulieu Mansion and gardens are still in private use and the house served as a hotel for many years. Hazelwood was built in c.1860 by a Dr Butter. The gardens included a walled garden, and the park was opened to the public following the Second World War after both were purchased by Croydon Council in 1938.

2.3.23. South Norwood Recreation Ground is located at Tennison Road and Cargreen Road (MLO99503). This late nineteenth-century recreation area was constructed by Croydon Corporation as public amenity on fields acquired in 1889. The recreation ground formerly had a bandstand and was planted with a boundary of trees; a bowling green, pavilion and football pitches were added later.

Samuel Coleridge-Taylor

2.3.24. South Norwood was home to a range of notable residents, one of whom was the Victorian composer Samuel Coleridge-Taylor, who wrote 'The Song of Hiawatha'. Coleridge-Taylor was an accomplished musician and composer, and the first black person to be commemorated by a blue plaque in 1975. Coleridge-Taylor lived at No. 30, Dagnall Park, to the west of Norwood Junction (SE016: MLO101760). His blue plaque

now marks the house. He studied at the Royal College of Music and became renowned by his early twenties, so much so that he was invited to the White House by President Theodore Roosevelt.

Sir Arthur Conan Doyle

2.3.25. Author of the famous Sherlock Holmes stories, Sir Arthur Conan Doyle, lived in South Norwood between 1891 and 1894 at No. 12 Tennison Road located just outside of the Conservation Area (SE014: MLO102383). It was at South Norwood that Conan Doyle decided to give up on his medical career and pursue writing fully. The influence of Norwood can be noted in his writing, particularly 'The Norwood Builder'.



32. Plaque commemorating Sir Arthur Conan Doyle outside his home on 12 Tennison Road

William Ford Stanley

2.3.26. William Ford Stanley was a local inventor who first moved to South Norwood in 1867. Stanley's works in South Norwood were complemented by his local philanthropy made possible with the profits from his firm, which manufactured precision scientific instruments from 1853 until 1999.



31. Samuel Coleridge-Taylor c.1893

Throughout his life, Stanley gave the town two adjoining halls with art gallery and society rooms.

2.3.27. Perhaps his most notable contribution to the area was the design and construction of Stanley Technical Trade School and Stanley Halls, located on South Norwood Hill. The complex comprises a Technical Trade School, public halls and art gallery built throughout the early 1900s. In 1903, Stanley Halls was opened, and a second hall added in 1904. The Technical Trade School opened in 1907 and was the first in the country. The Clock Tower within the centre of the Conservation Area is a testament to the gratitude Stanley received from the local community, who erected the Clock Tower in honour of his golden wedding anniversary in 1907. That year, Stanley was also made a Freeman of the Borough. He died at his home in Cumberlow Lodge, South Norwood, in 1909, and was buried at Elmers End cemetery.

Modern (1901 – 2022)

2.3.28. Development of South Norwood continued during the wars and by 1940 much of the land around the Conservation Area, to the south and north, was developed with housing.



33.Clock Tower (source: Croydon Archives PH/96/4161)

First and Second World Wars

2.3.29. There are HER records relating to remnants of both First and Second World War defensive structures or weapons emplacements around South Norwood. An air raid shelter is identified at Grangewood Park and a World War II (WWII) anti-aircraft rocket battery site at Orchard School Sports Centre to the north (MLO72380, 68317, 99411). The area suffered during the bombing of WWII. A V2 rocket bomb exploded in Sunny Bank – Regina Road on 20th October 1944 causing loss of life and very extensive damage to a wide area (WVS notebook of Mrs. Gwen Martin).

South Norwood Islamic Community Centre

2.3.30. As the local community grew, The Muslim Association of Croydon was formed in 1974 to support Muslims settled in Croydon to safeguard their interests, language, customs and traditions. In the 1990s, a group of local Muslims in South Norwood started searching for a space which could cater for their needs, particularly as Croydon only had one mosque at this time. A new site was procured on Clifford Road in 2000, and the South Norwood Islamic Community Centre was established soon after as a place of prayer supporting the local community.



34. Stanley Halls South Norwood Hill (source: Croydon Archives 142.4)



35. Plan of Stanley Halls, by W.F.R. Stanley (source: Croydon Archives AR548/5)

Twentieth-century buildings

2.3.31. Throughout the twentieth century pockets of development occurred across the area. The area to the north of Holmesdale Road and Suffolk Road/St Dunstan's Road (formerly St. John's Road) in particular was filled in with residential housing. Some notable buildings within the Conservation Area also date from the twentieth century, including the Roman Catholic church of St Chad, designed by George Drysdale and completed in 1933 and the Brutalist Library. The library was purpose-built in 1968, with the chief librarian at the time, Mr T. E. Callender working alongside the architect Hugh Lea, influenced by L. Mies van der Rohe's unique style, to design the space effectively for its use as a library. Lea was the Croydon Borough Architect between the years of 1966-1973, and was the Director of Development from 1972 until 1988.

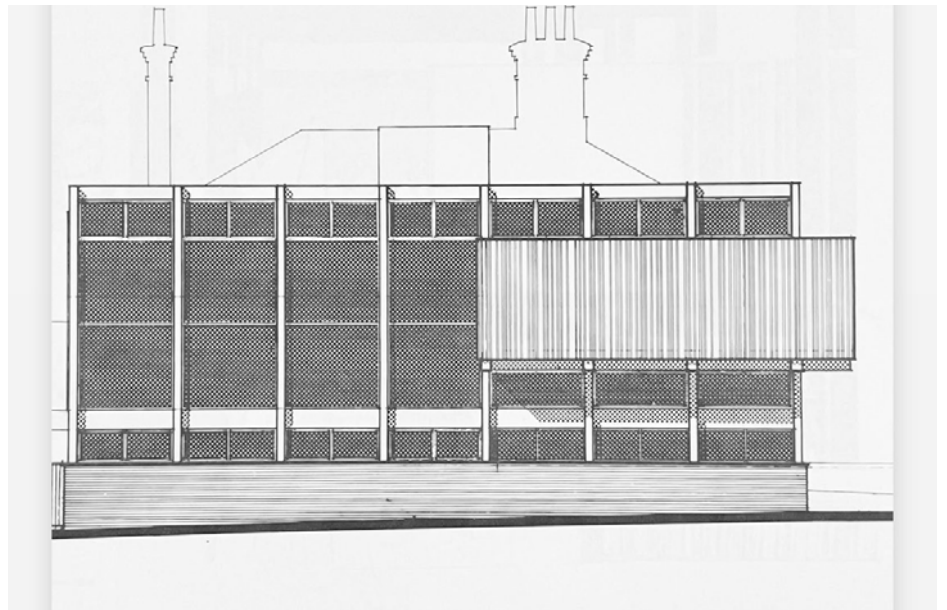
Twenty-first century changes

2.3.32. In recent years, development has continued within the Conservation Area, resulting in areas of modern building. Notably was the redevelopment of Cumberland House, originally built in around 1878 by William Stanley, who designed the building as his residence. It was later used

as a Children's Home and was locally listed, but it was demolished in 2006.

2.3.33. The Harris Academy built in 2007 incorporated the Stanley Technical Trade School building, designed by John McAslan + Partners.

2.3.34. In 2019, South Norwood was granted £1.16m through the government's Good Growth Fund. The project, led by Croydon Council and We Love SE25, was amended to bring empty properties back into use, and invest in community hubs including the Samuel Coleridge Taylor Centre, Socco Cheta



36. Plan showing the South Norwood Library (source: Brutalist Library @ BrutalistLib)



37. Harris Academy (source: RIBA)

community centre, Stanley Halls and the Croydon Youth Theatre Organisation.

2.3.35. In 2020 Croydon Council secured a further £1.1m funding from Historic England to deliver and manage the South Norwood High Streets Heritage Action Zone (HAZ). The programme was developed to support the area by funding shop front and façade improvements, heritage-focussed placemaking projects and entrance improvements to the landmark Stanley Halls. The comprehensive outreach and activity programme was also produced to engage a diverse, multi-cultural community and develop the custodians of local heritage for the future. As part of the HAZ project, the South Norwood Conservation Area Appraisal and Management Plan was reviewed and updated in 2021-2022.

Selected References and Sources

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'Norwood: Introduction', in *Survey of London: Volume 26, Lambeth: Southern Area*, ed. F H W Sheppard (London, 1956), pp. 167-173.

2.4 ARCHAEOLOGICAL SIGNIFICANCE

2.4.1. Within the South Norwood Conservation Area, excavations have revealed the potential for post medieval preserved archaeological remains. Some preserved made-ground layers (a layer of ground which shows evidence of archaeological activity) from this period have been found within the Conservation Area along the High Street (MLO77525).

2.4.2. Findspots of Prehistoric and Roman material are recorded within the vicinity; however, these are regarded as being indicative of occupation in the wider landscape rather than of specific occupation in the Conservation Area.

2.4.3. The medieval site at Elmers End is indicative of the dispersed nature of occupation within this area during the medieval period (List Entry Number: 1001966). Many of the historic roads and routeways, however, are preserved within the current settlement pattern and therefore there is some potential for medieval and post-medieval occupation within the Conservation Area. Whilst settlement evidence is more likely to be sited along the street frontage, backyard sites and open areas have the potential to contain preserved

archaeological remains that are undisturbed. Any former waterways which ran through South Norwood or wells also have the potential for good preservation of waterlogged remains and paleoenvironmental deposits.

2.4.4. The route of the former canal is important as it forms part of the historic transport industry within the area. Part of the route is preserved within the railway corridor. The visible elements of the

canal have been largely lost; however, there is the potential for below ground deposits associated with the canal itself and potentially the infrastructure associated with it. Historic industrial sites have considerable place-making potential along with preserved waterlogged remains below ground.

2.4.5. The Greater London Archaeology Advisory Service reviewed Croydon's archaeological resource

in 2016 and the borough was divided into four levels of archaeological priority. Following the review, South Norwood Conservation Area does not encompass any known areas of high archaeological potential and, therefore, falls within Tier IV. Further information about priority areas and the borough review are available on Historic England's [website](#)



38. Decorations along Portland Road, South Norwood (source: James Bentley Archives)



39. Portland Road, South Norwood (source: James Bentley Archives)

3.0 TOWNSCAPE CHARACTER

This section provides an overview of the townscape character of the South Norwood Conservation Area. Townscape is defined as the arrangement and appearance of buildings, spaces and other physical features in the built and natural environment. Further detail on individual elements within each Character Area is provided in Section 6.

3.1 LAYOUT AND PLAN FORM

3.1.1. The layout of the South Norwood Conservation Area contributes to its special interest. It indicates how the development evolved from the central junction and radiated out from the two main arterial roads into the surrounding fields. This original focus of development is the confluence of the High Street, Portland Road and South Norwood Hill, which is still legible in the layout of the area to this day. Development has also responded to the former route of the Croydon Canal and the railway, which bisects the Conservation Area.

3.1.2. South Norwood Conservation Area is generally characterised by a tight urban grain with narrow plot widths. There are few building setbacks on the main streets within the historic core and along shopping parades, which contrasts with the residential

side streets, where there are small front gardens. The Lancaster and Warminster Road area varies in its layout, being characterised by detached taller buildings, wider plot widths and generous setbacks with landscaped frontages.

3.1.3. Street widths are relatively consistent throughout the Conservation Area, although the residential streets have the impression of being wider as buildings are set back from the pavement edge. The gentle curve of the High Street, combined with the density of buildings which line the pavement edge, creates a more enclosed feeling on the commercial streets.



40. Tight grain demonstrated looking down the residential side street of St Dunstan's Road to the High Street



41. View along the slightly curving High Street

3.2 DENSITY AND LAND USES

3.2.1. The density of buildings within the Conservation Area varies depending on the predominant land use and street layout. The historic core is of a higher density and is enclosed in character, due to the continuous stretches of commercial buildings, which flank the High Street and Portland Road. The topography also contributes to the sense of density by affording views of continuous frontages. On higher ground, within the Stanley Halls area and the Lancaster Road and Warminster Road area, there is still a high density of buildings, however they are set further apart and behind moderately-sized front gardens. This creates a feeling of lower density.

3.2.2. Land uses within the Conservation Area are predominantly commercial and residential. Commercial buildings centre around the two high streets that form the core of the Conservation Area; Selhurst Road and High Street to the east of the railway line, and Portland Road to the west. The historic core of the area contains a high proportion of commercial buildings, often with residential flats above. There are also a number of public houses.

3.2.3. Residential side streets adjoin the arterial High Street and Selhurst Road, with Whitworth Road, Lawrence Road, Oliver Grove, St Dunstan's Road, Suffolk Road and Holmesdale Road all comprising mainly nineteenth-century residential terracing and later twentieth-century semi-detached houses.

3.2.4. Within the residential roads and Historic Core Character Areas, there are also a number places of worship, which contribute to the area in terms of their historic and current use, and also serve to break up the density of buildings and often include elements of soft landscaping. These include: The Holy Innocents Church, St Chad's Church, the Rapture Ministries Church of the Open Bible, the Local Polish Catholic Mission, the South Norwood Methodist Church, South Norwood Baptist Church, St Mark's, the South Norwood Islamic Community Centre, the New Destiny Christian Church and the Redeemed Christian Church of God.

3.2.5. There is a sixth form college, primary school, library and the Royal Mail Delivery Office within the Residential Character Area, which contributes to its suburban townscape.



42. St Mark's Church, Albert Road

3.3 FORM, BUILDING HEIGHT AND MASSING

3.3.1. The building heights of historic buildings are varied but are predominantly of three storeys on the main roads and two storey buildings on the residential side roads. Residential streets are fairly consistent in their massing, however there is much greater variety along commercial streets and particularly within the Historic Core Character Area. Along Station Road, for example, the station is a two-storey building which terminates the street, and the road extends to the north flanked by three to three-and-a-half storey Victorian terracing. Some twenty-first century residential development which is five storeys in height, and a twentieth-century supermarket

which is blocky in its massing detract from the character and appearance of the street.

High Street

3.3.2. Along the High Street, buildings are more consistent in their Victorian date and therefore also their form and height. They typically range between two-and-a-half and three-and-a-half storeys. This consistency in height is an important feature of the area, contributing to a coherent townscape. This height also allows for glimpses of rooflines and chimneys from the street level, which adds to the interest of the roofscape, particularly due to the slightly sloping topography of the High Street. Buildings are predominantly terraced and built to the pavement edge, which contributes to a sense of enclosure; however the

building line is punctuated by side streets, which create regular gaps in the building line. There are some exceptions along the High Street, notably to the east of the junction with South Norwood Hill, where the buildings become more varied in terms of their height and mass. For example, the small stretch of single-storey buildings known as Commercial Buildings add interest, however the four-storey Nicola House introduces modern massing and height.

Portland Road

3.3.3. Portland Road is varied in its form and mass; buildings can range between one and three-and-a-half storeys in height. This street has developed such that there are stretches of buildings which share a similar form, and create smaller groups, however they are then broken up by differing groups and modern infill. For example, Nos. 52 to 62 Portland Road is a range of Victorian terracing, two-and-a-half storeys in height, with gable frontages at each end. It is set adjacent to a modern, blocky four storey development, and opposite a stretch of historic two storey terraces.

Residential Roads

3.3.4. Within the residential side streets buildings are of a different form, mass, height and density to the more tightly developed historic core. Along St Dunstan's Road, Albert Road and Chalfont Road, for example, residential buildings tend to be of a smaller scale, at two storeys in height, and comprise of fairly densely built terraced or semi-detached houses. The buildings are set back behind small front garden plots. Whitworth Road, Oliver Grove, Lawrence Road and Holmesdale Road are of a similar character to smaller side streets, however the buildings are between two and three storeys, and are predominantly semi-detached and detached, creating a more spacious density with regular gaps between buildings. They are also frequently set back within their plots, behind small front garden plots. Lancaster Road and Warminster Road are unique in terms of their

scale, massing and density; the houses are detached and larger here, typically between two to three-and-a-half storeys tall. They are set within much larger plots, with consistent gaps between buildings. There is also greater variety of form, postwar and modern buildings introducing differing styles and massing.

Landmark Buildings

3.3.5. Landmark buildings across the Conservation Area are often unique in their form and massing and break up the density of development. Stanley Halls (now Stanley Arts) is notable in its massing, as a unique historic building with a stepped-up roofline and central gable front which is dominant and creates a recognisable landmark within the area. The Library is another example of an unusual building in terms of its form, as a Brutalist style structure,



43. Consistent form, scale, height and mass of residential buildings on St Dunstan's Road

built in the late 1960s. These buildings are described in detail in Section 6.

Modern Development

3.3.6. There are modern blocks of flats that can be found across the Conservation Area as infill development. Prominent examples are those on Belgrave Road, David House on the High Street, Pump House on Station Road, and along Clifford Road. These buildings are between three and five storeys tall. Although modern in terms of their form and massing, they are less visible in views from and towards the Conservation Area due to the building heights. There are also two tower blocks, located on Belgrave Road, which are both 11 storeys tall. The scale and mass of these buildings are unsympathetic and incongruous to the historic core of the Conservation Area and they have a negative impact on the area.

3.3.7. The educational buildings of the Harris Professional Skills Sixth Form and Harris Academy are both modern in their form and massing, however they are high-quality in their design. The former is of particular interest as the former Police Station building, built in 1986 and closed in 2012. Neither are significantly taller than

their surroundings, and they reflect modern architectural styles, the Harris Academy in particular with a minimalist façade and the Sixth Form with Postmodern inspired architecture.



44. Late 1960s tower block on Belgrave Road

3.4 KEY VIEWS AND LANDMARKS

3.4.1. South Norwood contains a variety of distinct buildings and key views that create a sense of place. Local landmarks have been identified due to their prominence in the townscape through scale, visibility or architectural interest.

3.4.2. The gateways into the area are varied. The Clock Tower occupies a central position at the junction of Station Road and the High Street and is key to orientation. When arriving by train the

Clock Tower draws people towards the High Street. The Stanley Halls are an important landmark on South Norwood Hill.

3.4.3. There is no strong sense of arrival by Selhurst Road. The Holy Innocents Church, Samuel Coleridge-Taylor Centre and the Library form a strong cluster of civic buildings but along with the Victory Club opposite, are set back from the road and lack a significant activity on their frontages. The views from the Goat House bridge are also important, although the sense of arrival is reduced by the changes in alignment of the road crossing the railway line, the quality of the public realm, and significant gaps in the building frontage.

3.4.4. The following buildings and structures in the South Norwood Conservation Area have been identified as landmarks:

- The Clock Tower, Station Road;
- Stanley Halls, South Norwood Hill;
- The Harris Academy, set back from the High Street and seen from South Norwood Hill;
- The Albion and The Jolly Sailor Public Houses on the High Street;

- Portmanor Public House, now reverting to its former name The Signal following its conversion to residential use, on the corner of Portland Road and Albert / Manor Road;
 - Holy Innocents Church on Selhurst Road;
 - South Norwood Library, on the corner of Selhurst Road and Lawrence Road;
 - The Station;
 - the former Metropolitan Police Station on Oliver Grove;
 - St Mark's Church; and
 - The railway bridge over Portland Road.
- 3.4.5. Key views are identified on Map 5. This is a selection of key views. The list is not exhaustive and there may be other views of significance. Any proposals for development within the Conservation Area, or its environs, should consider the views below and any others which may be relevant or highlighted as part of a bespoke assessment of that proposal.

View	Reason for inclusion
Norwood Junction Station towards the High Street	This view takes in the key gateway to the Conservation Area, terminating with the Grade II Listed Clock Tower (List Entry No.: 1079271).
Selhurst Road East towards the Clock Tower	This provides a view of the Grade II Listed Clock Tower against a background of No. 91 High Street (the Trude) and curving High Street beyond, lined with a high density of historic buildings.
Oliver Grove South East towards Clock Tower	This provides a view of the Grade II Listed Clock Tower, which terminates the view along Oliver Grove. In the Victorian period this view was punctuated by the grand gate pillars which now stand at the entrance of South Norwood Recreation Ground.
North East along the High Street	This view takes in the commercial and historic core of the area, with a high density of shopfronts and historic buildings.
South West along the High Street	This view takes in the commercial and historic core of the area, with a high density of shopfronts and historic buildings.
South East along South Norwood Hill	This long reaching view takes in the landmark building of Stanley Halls, with the street leading to the railway crossing beyond.
South East along Portland Road	This view takes in the commercial and historic core of the area, with a high density of shopfronts and historic buildings.



Map 5. Key Views



45. East towards clock tower



46. East along High Street



47. South west from the railway bridge



48. North along Station Road



49. North on Lancaster Road



50. South west from junction with South Norwood Hill



51. South east along South Norwood Hill



52. South along Portland Road

4.0 STREETScape CHARACTER

This section provides an overview of the streetscape character of the South Norwood Conservation Area. Streetscape is defined as the outward visual appearance and character of a street or locality. Further detail on individual elements within each Character Area is provided in Section 6.

4.1 GREENERY, TREES AND OPEN SPACE

4.1.1. Due to the urban character of the South Norwood Conservation Area, and the density of buildings within it, there are few open green spaces within the area. Green space is predominantly limited to front gardens and churchyards within the Residential Character Area and Lancaster Road and Warminster Road Character Area, which are visible from

roads and pavements. Gardens are sometimes planted with hedges, shrubs and flowers, and larger front lawns are located to the north of the area along Holmesdale Road and Close where there is also some tree planting. The larger plots on Lancaster Road and Warminster Road contain more mature trees, often deciduous, with some specimen tree planting as well, which contributes to a greener streetscape and sense of grandeur.

4.1.2. The Sensible Garden on the north end of the High Street is a unique and notable green space within the Conservation Area. It sits between the road and railway, which create a narrow triangular space. The garden was opened in 2014 by the South Norwood Tourist

Board and was created by the local community. It is mostly laid to lawn, with tree and shrub planting to the east along the railway, benches, and a path leading through beds, shrubs, herbs and hedges. The space makes a positive contribution to the streetscape and provides a green space within the historic core of the area. The benches within the garden are dedicated to some of the notable alumni of the former Stanley Technical School and the Harris Academy (Captain Sensible and Stormzy). The garden is bordered to the south by a dominating digital advertisement board, which detracts from the green and restful character of the space.



53. The Sensible Garden



Map 6. Green spaces which make a notable positive contribution to the Conservation Area

4.1.3. There are also a range of street trees which make an important and positive contribution to the streetscape of the Conservation Area. Notably the trees along Station Road and Oliver Grove help to create a sense of arrival and lead the eye towards the Clock Tower and Station beyond. South Norwood Hill has also retained a number of trees, which soften the streetscape and compliment the prominent red brick of the Stanley Halls building. Trees along Whitworth Road contribute to the more verdant, residential nature of the street.

4.2 PUBLIC REALM

4.2.1. The public realm spaces within the South Norwood Road Conservation Area are mostly comprised of the busy commercial and quieter residential streets. Within the Historic Core Character Area, Selhurst Road, the High Street and Portland Road are busy vehicular through-routes with fairly narrow pavements, which results in little space for public realm furniture. However, recent schemes have sought to ingrain some heritage interpretation into the public realm spaces along these busy streets. For example, inlaid into the paving on Station Road, outside the Jolly Sailor pub, there is a map of the historic area and an outline of the canal. Station



54. Example of public realm feature in the form of heritage interpretation, which is ingraind into the pavement surfacing



55. Public space located outside of the Library, with benches, an information board, and a mural inlaid onto the ground

Road also has a variety of public benches and street trees. Underneath railway bridge in Portland Road, there is a mosaic mural depicting the history and landmarks of the South Norwood area, which makes a positive contribution to the space and enhances understanding of the Conservation Area. There is

also a small forecourt outside the Brutalist Library, which has a mural and benches.

4.2.2. Along the main commercial streets, cast iron bollards line the pavement, as well as tall streetlights in black metal with traditional style lantern and bulbs, which make a positive contribution to the streetscape. Small pavers are also used in places, and

the kerb is lined by a red brick band, which adds interest to these spaces. Along the High Street, the Sensible Garden also offers a pleasant public realm space with benches and is well planted.

4.2.3. Typical street frontages within the Residential Character Areas are defined by the rhythms created by buildings and the spaces between them, set back from the road behind front gardens, which can be seen from the public roads and pavements. Some front gardens have been hard-surfaced and have had their boundary treatments removed, which has had a negative impact on the quality of the streetscene. The churchyards of the Holy Innocents Church and St Chad's Church provide key spaces within the areas and make a positive contribution to the streetscene through their low-level and permeable boundary treatments, open space, landscaping and planting, and have a semi-public character. The South Norwood Baptist Church, South Norwood Methodist Church, and St Mark's Church are built up to the pavement edge although the South Norwood Baptist Church contains some planting, which makes a positive contribution and softens the streetscape.

4.3 BOUNDARY TREATMENTS

4.3.1. A large portion of the Conservation Area is covered by the Historic Core Character Area, where buildings front directly onto the pavement. This leaves no room for boundary treatments.

4.3.2. Within the residential side streets properties have small front gardens which are often bounded by low brick walls with some piers and coping stone details. Less common are iron railings, iron gates, and hedges; however where these have been retained, they make a positive contribution, for example at No. 9 Whitworth Road. The front boundary wall at No. 3 Whitworth Road is an unusual example of 'crazy brickwork' incorporating pieces of stone and tile, an unusual feature within the area which makes a notable contribution. Some historic boundary treatments have been lost over time, and either left empty or replaced with modern alternatives, such as low close-boarded fencing. The modern developments of the Sixth Form College on Oliver Grove and St Mark's C of E Primary School on Albert Road are bounded by tall metal rail fencing. These boundary treatments break the continuous character of low boundary walls, historically in brick.



56. Red brick and hedgerow boundary on South Norwood Hill



57. Brick boundary on Portland Road, with iron gate and hedge



58. Hedge, brick and iron railing boundary walls on Whitworth Road

4.3.3. Within the Lancaster Road and Warminster Road Character Area, as noted in Section 3.1, plot sizes are considerably larger and, therefore, boundary treatments make a substantial contribution to the streetscape. There is very little consistency in boundary treatment within this area, as buildings are more

varied, and this has also resulted in very different boundaries. Where they do exist, historic boundary walls are constructed in red brick, and sometimes are topped with iron railings and hedges. However, many historic boundary treatments have been lost, and replaced with unsympathetic modern alternatives, such as close-board fencing. Walls are typically low, which allows for views into front gardens and towards buildings, although No. 76 Warminster Road is notably taller; its high yellow brick wall and planting makes a grand and imposing contribution to the streetscape.

4.3.4. Landmark buildings tend to retain historic boundary treatments, such as Stanley Halls, which is bounded by a low red brick wall topped with ornate iron railings in places. The Holy Innocents Church is bounded by a Bath stone wall, contemporary with the Victorian church, although it has been darkened by traffic pollution from Selhurst Road. Brick piers topped with decorative caps with iron railings and gates are located to the north of the Holy Innocents Church, which lead to the South Norwood Recreation Ground behind it. These make a positive contribution to the streetscape. To the south of the South Norwood Clock Tower, another

landmark building within the Conservation Area, are the ornate iron railings topped with gold finials which surround the Victorian public toilets. These make a positive contribution here and are prominent in views towards the Clock Tower.



59. View north towards brick piers on Selhurst Road, originally located on Olivers Grove, now adjacent to the Holy Innocents Church



60. Railings to the south of the South Norwood Clock Tower

5.0 ARCHITECTURAL CHARACTER

This section provides an overview of the architectural character of the Conservation Area, including key features and building materials. It also provides assessment of the significance of individual buildings and descriptions of the listed buildings in the Conservation Area.

5.1 GENERAL ARCHITECTURAL CHARACTER

5.1.1. The architecture of the Conservation Area varies in style, depending on its age and use. However, a common thread runs through the Conservation Area, as it was largely developed during the Victorian period, meaning that building materials, methods and detailing dates mostly from this time.

5.1.2. The centre of South Norwood predominantly comprises original buildings dating from the 1840s through to 1910, the majority date between 1870 - 1900. Although some of these buildings have been altered and extended over time, many retain their original features. This contributes to the area's distinctive local character.



61. The Albion Public House, High Street



62. No. 21 Lancaster Road (Locally Listed)



63. Victorian flint cottages on Coventry Road (Locally Listed)



64. Nos. 251 - 253 Selhurst Road, Gothic Revival style (Locally Listed)



66. Residential building on Chalfont Road, demonstrating well preserved historic architectural detailing and tiled entrance



65. Example of London stock brick, red brick and stucco detailing on Warminster Road



67. 26 - 16 South Norwood Hill, in red brick and painted render with prominent gables facing the street

5.2 HISTORIC AND ARCHITECTURAL SIGNIFICANCE OF BUILDINGS

5.2.1. An assessment of the designations and level of contribution individual buildings make to the special interest of the South Norwood Conservation Area is shown on Map 7. Every building, space and feature within a Conservation Area makes a contribution to its character and special interest, be it positive, neutral or negative.

Listed Buildings

5.2.2. There are 6 statutory listed buildings within the South Norwood Conservation Area, which are shown on Map 7 and detailed below. Full descriptions can be found on the Historic England website. These buildings, structures and features have been listed due to their special historic and architectural interest as defined by Historic England. Further information about the listing process can be found on the Historic England [website](#).

5.2.3. Listed buildings in the historic core character area:

Grade II Clock Tower (List Entry No.: 1079271): The Clock Tower is constructed in cast iron, set on a stone plinth. It is an ornate structure and a landmark

within the High Street. Refer to paragraph 2.3.27 for its history.



68. The Clock Tower

Grade II* Holy Innocents (List Entry No.: 1079303):

This church was built in 1894-5, by George Frederick Bodley. It is, unusually, constructed in Bath stone. It is built in the Neo-Gothic imitation of Perpendicular architecture. There is stained glass in the east window by Kempe.



69. Holy Innocents Church

Grade II War Memorial at the Church of Holy Innocents (List Entry No.: 1442659): This memorial is in memory of the sacrifices

made by the local community who were members of Company 969. St. Mark's Church Lads Brigade in the First World War, and to remember those who gave their lives during the war. It is a simple yet dignified stone Celtic cross war memorial, resting on a trapezoidal plinth on top of a stone base. It was made by Ebutt and Sons and unveiled on 19 November 1922 in a ceremony attended by Colonel Hugh Lawrence CMG.



70. War Memorial at Holy Innocents

Grade II Kennedy's Sausages (List Entry No.: 1392596): Located on the High Street, the building is a good example of a 1920s shop with many original features, such as sunburst transom lights, tiled walls with mirrored panels, counters and ceiling and floor coverings. Its "Sun Ray" Art Deco transom window lights and part of the interior have



71. Kennedy's Sausages (c. 2005)

also been preserved, including the counters. The fascia lettering was of a plain style and not the usual ornate style of the brand. Please refer to paragraph 2.3.20 for its history.

5.2.4. Listed buildings in the residential roads character area:

Grade II St Marks Church (List Entry No.: 1323688):

This church was designed by G.H Lewis of Linden and Lewis in 1852 in an Early English style, with extensions in 1862 by the same architect, and later extensions throughout the second half of the nineteenth century. It is constructed in Kentish ragstone with buff limestone dressings under a slate roof. The stained glass window south-east transept by Henry Holiday.



73. St Mark's Church

Grade II Stanley Halls (List Entry No.: 1252932):

This red brick building is a landmark within South Norwood, designed by William Stanley, inventor, manufacturer of precision instruments, and Utopian philanthropist. Refer to paragraph 2.3.27 for its history The building is in red brick with granite dressings and terracotta ornaments. It is in the free style, with debased Italianate detail, and decorative finials.

Locally Listed Buildings

5.2.6. There are many buildings in the Conservation Area that are on Croydon's Local List of Buildings of Architectural or Historic Interest, shown on Map 8 and listed below. These buildings have a significant level of local value and make a positive contribution to the conservation area's special character. Local listing is an important tool for local planning authorities to identify non-listed buildings and heritage assets which make a positive contribution to the locality. More information about locally listed buildings can be found on the Council's [website](#).



72. Stanley Halls

5.2.7. Historic Core Character Area:

- 233 Selhurst Road
- 235 Selhurst Road
- 249 Selhurst Road
- 251 Selhurst Road
- 8 High Street
- 9 High Street
- 10 High Street
- The Ship Public House High Street
- Mission Hall Portland Road

5.2.8. Residential Character Area:

- 4 Lawrence Road
- 2 Lawrence Road
- South Norwood Library Lawrence Road
- Samuel Coleridge-Taylor Centre, 194 Selhurst Road
- 221 Selhurst Road
- 223 Selhurst Road
- St Chad's Roman Catholic Church Whitworth Road
- 22 Oliver Grove
- 24 Oliver Grove
- 26 Oliver Grove
- 28 Oliver Grove
- 367 Holmesdale Road
- 369 Holmesdale Road
- 371 Holmesdale Road
- 373 Holmesdale Road

- South Norwood Methodist Church Suffolk Road
- 1 Coventry Road
- 3 Coventry Road,
- St Mark's Church Coventry Road (also a listed building)

5.2.9. Stanley Halls Character Area:

- 2 Chalfont Road
- 4 Chalfont Road
- 6 Chalfont Road
- 8 Chalfont Road
- 10 Chalfont Road
- 12 Chalfont Road

5.2.10. Lancaster Road and Warminster Road Character Area:

- 8 Lancaster Road
- 11 Lancaster Road
- 21 Lancaster Road
- 53 Warminster Road
- 59 Warminster Road
- 61 Warminster Road
- 76 Warminster Road



74.11 Lancaster Road



75. St Chad's Church



76. The Library



77. Plaque commemorating the underpass

Buildings that make a positive contribution (unlisted)

Many other buildings in the South Norwood Conservation Area make a positive contribution to its special character (refer to Map 7).

These buildings are considered to have heritage value and are a key part of the Conservation Area's special interest. Refer to Section 6 of this document for further information on buildings within each Character Area.

Buildings that make a neutral contribution

5.2.11. There are several buildings in the Conservation Area that do not positively contribute or actively detract from its special interest (refer to Map 7). These buildings may have merit in their own right. For example, one notable building which makes a neutral contribution but is of merit is No. 20 on St Dunstan's Road; this building was formerly Henderson's Film Laboratories, renovated c.2019; the footprint and form of an earlier twentieth-century building in this location is still legible, and so is of some historic interest.

Buildings that detract from the Area's Special Character

5.2.12. There are some buildings within the Conservation Area that detract from its special interest (please see Map 7).

5.2.13. Modern blocks of flats which do not reflect the existing grain or historic character of the area are considered to detract from its special interest include:

Grosvenor and Belgrave Towers: These 11 storey buildings are considered to make a negative contribution, as the scale and mass of these buildings are unsympathetic to the historic core of the Conservation Area and detract from the area's character and appearance, introducing modern materials, massing and height.

David House, High Street: Unsympathetic in scale, material and prominence on streetscape.

Becton Court, Holmesdale Road: Unsympathetic use of materials, mass and orientation.

Aldi, Station Road: The building introduces unsympathetic modern signage and materials.

The tyre and automobile shop, South Norwood Hill: This single storey building currently detracts from the character of the area due to the prominent, modern fencing which surrounds the shop and the large, brightly coloured signage, which is unsympathetic to the appearance of the area.



79. Grosvenor and Belgrave Towers



78. Tyre shop, South Norwood Hill

Heritage at Risk

5.2.14. At the time of writing, the following buildings in the Conservation Area are included on the Historic England Heritage at Risk Register:

Kennedy's Sausages

(Grade II): Built in the 1920s for Kennedy, a chain of South London butchers, no longer in business. Applications for residential use of the upper and rear ground floors were consented in 2015 and 2016 and works were completed in 2021.

Church of St Mark (Grade II):

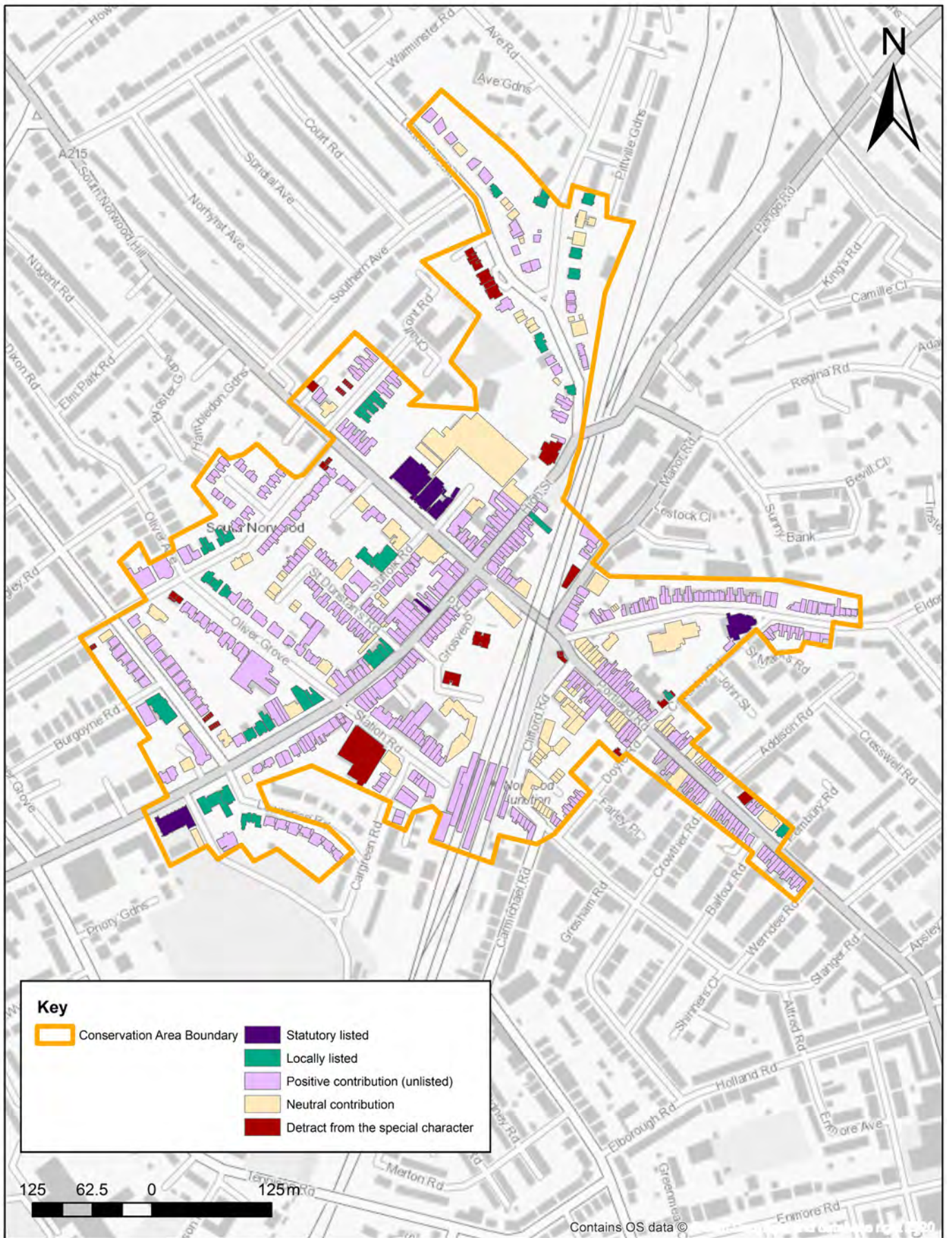
Designed by GH Lewis and Lewis, the nave was built in 1852 and the rest completed by 1890. Stonework repairs were completed in 2013, grant-aided by Historic England and the National Lottery Heritage Fund. The chancel and south slopes of the nave and aisle were re-roofed in 2016 with funding secured from the Listed Places of Worship Roof Repair Fund. The north slopes of the nave and aisle roofs remain in need of repair.

South Norwood

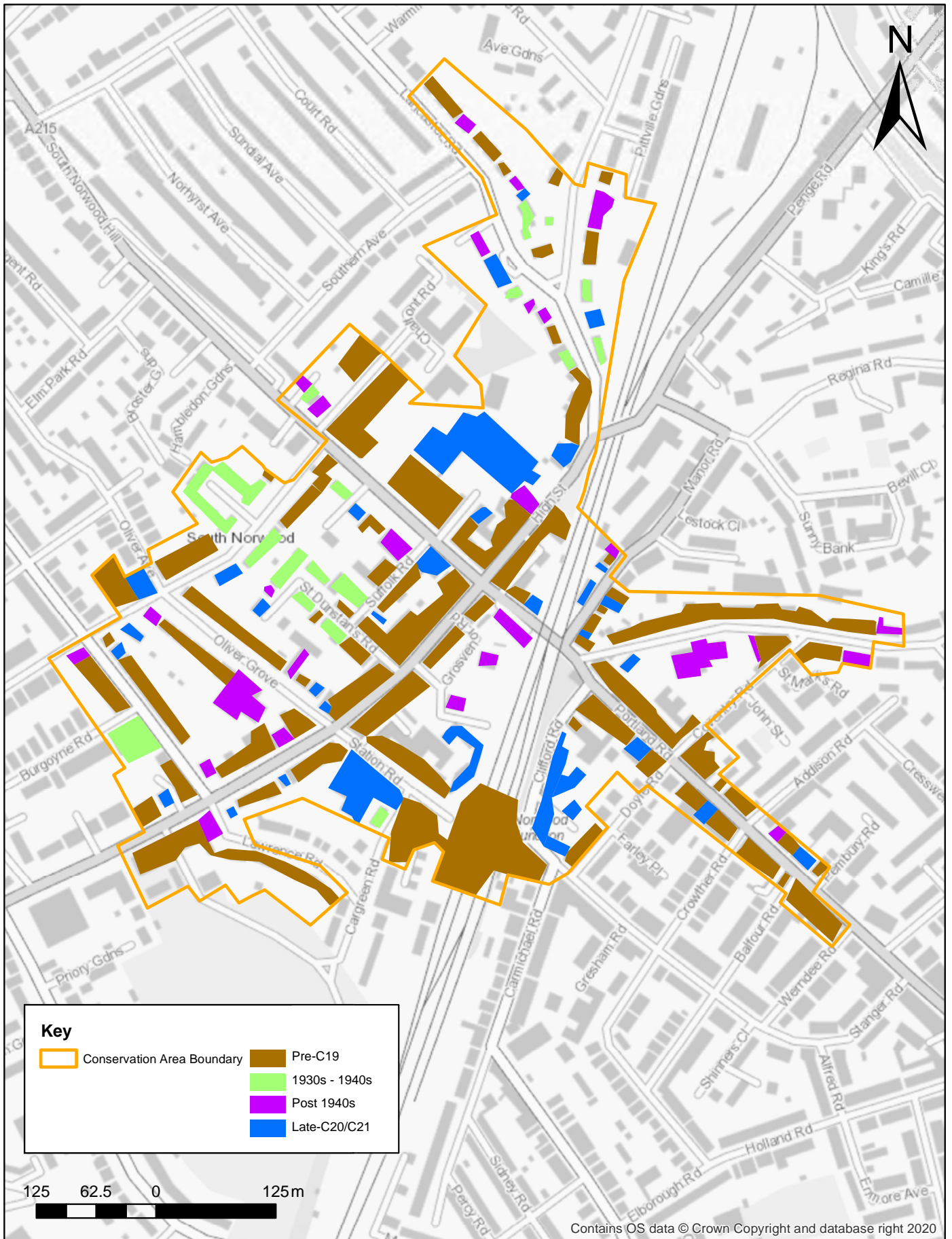
Conservation Area: The South Norwood Conservation Area itself is also currently on the Heritage at Risk Register due to its current poor condition.



80. Kennedy's Sausages, Grade II Listed, currently on the Heritage at Risk Register



Map 7. Building types identified by the contribution that they make to the Conservation Area



Map 8. Predominant age of buildings

5.3 ARCHITECTURAL FEATURES AND MATERIALS

5.3.1. The building materials in South Norwood are varied. The materials change depending on the Character Area and age of building. Older buildings tend to be simpler, with a predominance of London Stock brick and render. Materials became more varied in the Victorian period, with dark red brick becoming more prevalent and more complex architectural detailing.

5.3.2. Despite this variation, many buildings share design characteristics, and many key architectural features and common building materials are found throughout the Conservation Area. Architectural features and building materials that are highly characteristic of the South Norwood Conservation Area and that contribute to its special interest are listed below.

5.3.3 Key Architectural features

- Pitched and hipped roofs, often with parapets in the High Street and prominent gables within residential side streets and Portland Road
- Chimney stacks
- Timber sash windows
- Bay windows
- Arched (pointed or rounded) window openings
- Keystones (a central stone at the summit of an arch)
- Decorative banding
- Dentilled and bracketed eaves
- Barge-boards
- Architraves around doors and windows
- Historic shopfronts (cornices, pilasters, stallrisers, some historic painted signage and hanging signs)



81.Bracketed eaves



82.Keystones over arched windows and entrance



83.Historic shopfront detail



84.Decorated door and window surrounds, and arched opening and stone dressings. Ironwork railings and gate still in place.

5.3.4 Traditional building materials

- London stock brick
- Red brick
- Stucco (render and moulding)
- Timber (windows, doors and decorative features such as barge-boards)
- Ironwork (balconies, railings and gates)
- Slate and clay plain tiles (roofing)
- Stone (dressings)



90. Timber sash windows



91. Painted render with sash windows



85. Red brick (Church of St Chad)



88. London Stock brick, painted render, and finial detailing



86. London stock brick, stucco, and slate roofing



92. Red brick with stone and tile details, with sash window and stained glass (Stanley Halls)



89. London stock brick and carved stone detailing (Samuel Coleridge-Taylor Centre)



87. London stock brick and some timber shopfront detailing surviving

6.0 CHARACTER AREA DESCRIPTIONS

This section provides an overview of the character of distinct areas within the Conservation Area. It analyses distinctive qualities and identifies prominent buildings and features that are of note for their contribution towards the Conservation Area's special interest. This section supplements the information provided relating to the Conservation Area as a whole in Sections 3-5.

Character Areas are shown on Map 4.

6.1 HISTORIC CORE CHARACTER AREA

6.1.1. The key significance of South Norwood's historic core is derived from its large concentration of Victorian buildings and its commercial uses. The density of buildings within the core and along the High Street and Portland Road in particular, create an enclosed and urbanised character. The Character Area follows Selhurst Road through to the High Street, Station Road, and Portland Road.

6.1.2. Plots are narrow and buildings tend to be taller than in the residential streets. This also contributes to the sense of enclosure. The core contains more decorative architectural detailing and historic

shopfronts, which contribute to a vibrant character and varied streetscape.

6.1.3. There has been some modern infill within the historic core, with pockets of modern development, which are often neutral in the contribution they make to the character of the area. Although they maintain the characteristic continuous frontage on the High Street and Portland Road.

Selhurst Road

6.1.4. The western end of the area includes a stretch of larger detached properties (229 – 235 to the north, and 196 – 206 to the south). These buildings are predominantly residential, although two have been converted to a nursery and dentist surgery. On the north of the street the buildings display ornate architectural detailing, including decorative barge-boarding with finials (although some are missing), two-storey bay windows, timber sash windows, stucco window surrounds and porches.



93. Selhurst Road, view to the east



94. Station Road, view to the north

No. 233 and 235 are locally listed buildings and are particularly well preserved. The planted front garden plot at No. 235 makes a positive contribution to the streetscape. To the south, the buildings are taller, with quoins, sash windows (although there has been some modern replacement with UPVC), bay windows, stucco detailing and decorative banding.

6.1.5. Nos. 249 and 251 is locally listed and is prominent within the streetscape. It is three-storeys, in red brick with white brick and stone detailing. The arched Gothic Revival windows on the first and

second floors are striking, and the elongated keystones on the second floor are an unusual feature. The forecourt is paved, and shopfronts partially modern, which detract from the historic character of the building. Opposite is a stretch of commercial buildings from Nos. 208 – 218; they have largely retained their timber historic shopfronts, although display modern signage, and the larger detached properties have pleasant arched windows and open pedimented gable ends.



95.Nos. 249 - 251 Selhurst Road



96.View east along the High Street



97.View west along the High Street

Station Road

6.1.6. The Grade II Listed Clock Tower is located at the junction of Station Road and Selhurst Road. It is one of South Norwood's landmarks and displays a highly decorated cast iron clock supplied by Croydon clockmakers Gillet and Johnston. Refer to paragraph 2.3.27 for its history.

6.1.7. Station Road is varied in character, as detailed in Section 3.3; buildings vary in date, heights range from three storeys to five, and the road slopes down to the south, creating a varied roofscape. Some buildings are set back from the pavement edge, which breaks the continuous plot line. Street trees line the pavement and lead the eye along the road, where the station building to the south, and Clock Tower to the north terminate views.



98.View north along Station Road

High Street

6.1.8. The High Street is a mixture of small businesses and shops, often with residential flats above. It is characterised by its continuous frontages of yellow stock brick buildings, sweeping around the slight bend of the road. As noted in Section 3.1, this highlights the strong sense of rhythm along the south side of the street created by the regular windows, consistent building heights, and parapets. Architectural detailing is simple, including flat headed arches above windows (many of which have been replaced by modern UPVC windows) and brick or stone banding. The shopfronts often retain historic detailing, such as cornices and flanking pilasters, however the modern signage and bright colours are dominating at street level and not always sympathetic to the appearance of the historic buildings.

6.1.9. There is more variety on the north side of the street, with buildings ranging from two to three storeys, hipped and pitched roofs, with some dormer windows, prominent chimney stacks, and more ornate architectural detailing. The buildings on this side of the road are of group value, due to the number of historic buildings and their density. There are also a standalone buildings of note.

6.1.10. No.7, No. 9 and No. 10 are locally listed. No. 7 is the Shelverdine Goathouse Public House (formerly The William Stanley), an impressive three-and-a-half storey building with feature dormers, decorated brick eaves, detailed stucco window surrounds with decorative capped pilasters, and a historic frontage to the pub at ground floor level. Its neighbours, Nos. 9 and 10, are similar in their architectural



99.View west along the High Street, including The Ship public house

form and detailing, although the shopfront has been altered with a modern fascia.

6.1.11. Nos. 14 and 15 represent the only place on the High Street where the original shops have been replaced with a post-war structure.

6.1.12. No. 18a High Street is the Grade II Listed Kennedy's Sausages. It makes a key contribution due to its historic interest and its original shopfront detailing. Further detail can be found in paragraphs 2.3.20 and 5.2.3.

6.1.13. There is an old mews block visible behind Nos. 18 and 19 and other old mews can be seen behind the shops on both sides of the High Street. Until the emergence of the motor car in the early twentieth century, horses were important, particularly to the food shops.

6.1.14. The block comprising Nos. 22 and 23 has a cast iron parapet balustrade, an ornamentation peculiar to the period, which adds interest to the streetscape.

6.1.15. Nos. 24 and 25 on the corner of South Norwood Hill are likely to be the original buildings mentioned in the 1853 Directory. No. 24 was a butcher's shop, with a licensed slaughterhouse at the rear until 1940. Cattle were led via the passage, which is still



100. Albion Yard buildings

remaining in South Norwood Hill. The structure of the slaughterhouse still survives but has been converted. Although butchering ceased in 1977 the old, tiled front of the shop is possibly preserved behind the modern facade.

This is one of the very few relics of a Victorian shop front in the High Street.

6.1.16. At the junction of the High Street and Portland Road is the notable Jolly Sailor Public House. Refer to paragraph 6.1.26 for more detail and history. The building makes a positive contribution to the streetscape. Opposite the junction is The Albion, another public house, which makes a positive contribution due to its historic character and architectural detailing. Its neighbour, the large brick block of No. 27 with feature gable end, was a working dairy first mentioned in Ward's Croydon Directory 1893, and remained so until at least WWII. It is now used as a commercial building.



101. No. 7 is the Shelverdine Goathouse Public House (formerly The William Stanely)



102. Flint building on Portland Road with ground floor shopfronts



103. Nos. 52 - 64 Portland Road



104. Former public house on Portland Road, Portmanor, now known as The Signal

6.1.17. On the other side of the High Street, at the corner of Portland Road, is No. 63, a prominent corner inter-war brick building with a balcony and pillars, with an additional floor constructed in 2021.

From the Victorian times, this was a coal depot with sidings running up to the High Street. The line of shops along the High Street is 1-5 Commercial Buildings, one of the very few groups of shops in the High Street that do not include living accommodation. Nos. 59-62 were substantial mid-nineteenth century cottage residencies with shops added later. The opening to the rear of No. 59 ran down to the Norwood Wharf of the canal. The Ship Public House is a locally listed building located within this stretch (refer to paragraph 6.1.26 for more detail); the rear structure of the ship appears on canal maps. No. 57 is a builders yard created around the old entrance to the Norwood Wharf of the canal.

South Norwood Hill

6.1.18. A small portion of South Norwood Hill is included within the Historic Core Character Area. To the east are two pairs of well-maintained semi-detached Victorian houses, constructed in brick matching that of the pub and likely built at the same time. Opposite is a notable feature, a drinking fountain on the wall of No. 25. This was originally installed in 1887 for Queen Victoria's Golden Jubilee, made by Whiteheads of Kennington Oval and provided by the Metropolitan Cattle Trough and Drinking Fountain Association. The metal cup was removed in 1946, but the fountain was recently restored and included on the modern Tesco development here.

Portland Road

6.1.19. From the junction with the High Street, Portland Road travels south and the land slopes down to the railway bridge. To the north of the pavement under the bridge, the buildings range in date, material and form, and the historic Orton building has been altered with modern shopfronts. The brick wall to the west of the street, topped with iron railings and gold finials, makes a positive contribution. The bridge is supported by columns with decorative caps, and the south-western wall is covered

with mosaics depicting the historic development and industry of the area.

6.1.20. Further south, Portland Road contains stretches of historic buildings of varying quality, in a variety of styles, types of use and degrees of preservation. These are often interspersed with contemporary infill developments. Many original buildings on Portland Road survive, although often the shopfronts have been considerably altered, and some are in poor condition. Some have been lost to residential conversions (for example, No. 44). Some of the original painted advertising signs remain, which add to the historic character and interest of the street (evidence of this is visible on the side elevation of No. 39 Portland Road). Whilst the area has seen the loss of some historic buildings and shopfronts, its special character can be seen in the dispersed retention of groups of historic buildings and architectural features, many of which are unique. No. 37 (Figure 102), for example, is a rare flint building with red brick quoins which makes a positive contribution, although its shopfronts are modern in character. The variety of buildings also creates a strong sense of vibrancy, and a unique character.

6.1.21. The London City Mission Hall is a locally listed building, built in 1889, in London stock brick with red brick detailing, a prominent Dutch-style gable end and terracotta decorative tiles. It makes a notable positive contribution to the streetscape.

Clifford Road

6.1.22. The north side of Clifford Road is formed by the stock brick wall of the railway line, which makes a positive contribution. To the south are predominantly modern developments, which make a neutral contribution to the streetscape, as they are sympathetic to the former building structures in terms of their height and scale. Nos. 1 – 3 is a prominent two-and-a-half-storey villa, which has had significant alterations, but makes a notable contribution as a historic building.

6.1.23. Clifford Road curves around to the west, where there are stretches of Victorian terracing, in London stock brick and painted render. There are some remaining shopfronts at ground floor level here, although many have been converted to residential use further to the south. These contribute to the historic commercial character of the core, in contrast to the predominantly residential use of Clifford Road now.



105. View north east along Clifford Road



106. The Ship

Doyle Road

6.1.24. Residential terraces along Doyle Road have been much altered, although contain some historic detailing of note, such as the brick and stucco door casing, bracketed windowsills, and timber decorated eaves displayed on Nos. 30 – 36, and the floral decorative mouldings on No. 4.

Belgrave Road

6.1.25. This road is located behind the High Street and contains views towards the backs of buildings along it. These rear elevations form a consistent rhythm and make a positive contribution. Street trees and trees within rear gardens also soften the views and create a more residential character here. There are modern developments which

make a negative and neutral contribution within Belgrave Road; notably the negative contribution of the two 11 storey tower blocks. They are out of keeping in terms of their orientation, scale, form and materials, and due to their height, they are prominent in views within and towards the Conservation Area.



107. Trude (formerly the Alliance)

Public houses

6.1.26. The area is also notable for the number of public houses which have been retained. The public houses are notable for their historic architectural detailing and their use. The survival of this number of pubs in such a relatively small area is quite unique for the London Borough of Croydon. The South Norwood Area as a whole has seen the closure of public houses in the last few years, which makes those surviving all the more important. They are listed below:

The Jolly Sailor: Located at the junction of the High Street with Portland Road is South Norwood's first

purpose-built pub, the Jolly Sailor. First appearing in the Croydon Rate books in 1810, it was built to serve the canal. The pub was rebuilt in the 1870s slightly forward of the original line. The present establishment contains no traces of the original building.

The Cherry Tree: This public house was opened in 1865 and renamed The Cherry Trees in 1980 (now The Cherry Tree). It was formerly named South Norwood Railway Hotel, and overlooks the Station building.

Trude (formerly The Alliance and Morris Roots): The Alliance was built c.1864, likely to commemorate the marriage of the Prince of Wales and Princess Alexandria of Denmark the year prior.



108. View south along South Norwood Hill



109. Clock Tower of Harris Academy (formerly Stanley Technical Trade School)



110. Drinking fountain, originally installed in 1887 and recently restored on the side of the modern building

Shelverdine Goathouse (formerly William Stanley):

This building was likely built in the 1880s, on the site of a terrace of private houses known as South Place.

The Albion: Dating to 1867, the building was built on the corner site of Pascall's brickfields which closed in 1867. It is a well-preserved building retaining stables and outbuildings at the rear.

The Ship: This pub (Figure 106) was likely connected with the Croydon Canal, and historically stood next to one of the access paths to its Norwood Wharf. Before 1914 the pub once had a skittle alley, and a successful skittles team known as the Ship Hotel Timber Club. It has recently been converted to residential use.

The Queen's Arms: Located on Portland Road, this was the first public house located at 40 Portland Road was likely built in the mid-1840's. It was replaced by another in 1924, although closed in 2005. The pub was demolished in 2021 and the site redeveloped as a hostel.

The Signal: This pub opened c.1855 as Railway Signal, and was later refurbished and became the Portmanor in the late 1980's. The pub closed in 2012 and has since been converted into flats, renamed to 'Signal.'

6.2 STANLEY HALLS CHARACTER AREA

6.2.1. The Stanley Halls Character Area is dominated by the Grade II listed Stanley Halls. The area around Stanley Halls consists of a mixture of houses and flats, some of which are grandiose in style and stature. The buildings in this area are all very varied and of differing character to each other, partly due to their age and the larger plot sizes. The area is on a slight gradient, the land rising up to the north, which creates long views along the South Norwood Hill and adds interest to the streetscape.

South Norwood Hill

6.2.2. South Norwood Hill was originally part of an ancient track that led from the Norwood Ridge down to Woodside. It is

a wide, tree-lined street, with a grand character. The street is characterised by the variety of development.



112. The Sensible Garden



111. View along Chalfont Road

6.2.3. The most prominent building on South Norwood Hill is the Stanley Halls, designed and built by William Ford Stanley, the self-made Victorian manufacturer. The building is in red brick with stone dressings, with prominent gable ends and towers, which create a dynamic western elevation and contribute positively to the streetscape. The Halls are surrounded by a new, twenty-first century school complex built on an L-shaped site around the back of Stanley Halls. The Harris Academy South Norwood comprises the old Technical School building, the Upper Stanley Hall and Clock Tower, and a modern new-build school site stretching around behind Stanley Halls, by John McAslan + Partners. This modern building is of high-quality design, which complements the grand architecture of the area. Further detail on the history of the building can be found in paragraph 2.3.27, 2.3.33 and 5.2.5.

6.2.4. The west side of the street is more varied in its buildings, with a mixture of Victorian, twentieth century and modern development. This predominantly comprises two to three storey semi-detached buildings and blocks of flats which are set back from the street within large plots. Many of which are partially paved but

have retained some mature trees and hedge planting. The Manse Residential Care Home, located on the site of the former South Norwood Methodist Church, is a modern development of four storeys tall, however its boundary walls appear to be earlier.

Chalfont Road

6.2.5. The tree-lined Chalfont Road contains well-preserved terraced residential buildings, dating from the Victorian period, which have retained their historic architectural character. The buildings have interesting detail, such as



113. View south along Lancaster Road, with the locally listed No. 11 to the right



114. No. 76 Warminster Road, demonstrating the leafy character and grand architecture of the area

the glazed tiling in the storm porches and on the front of the buildings. They also have intricate stonework mullions and pilasters with capitals around each doorway. Nos. 2 – 10 (even) on the south side of the road are all locally listed, due to their high quality and retention of architectural features.

High Street

6.2.6. From the High Street are some views towards the Harris Academy, which is bounded by a high fence and hedge. This partially screens the building from view on the High Street. Opposite the entrance to the school is The Sensible Garden (refer to paragraph 4.1.2 for its history), a triangular green space which was created by the local community. This area makes a positive contribution to the streetscape and wider area, providing some of the only open green space within the Conservation Area. Opposite the garden is David House, a modern development of flats, which makes a negative contribution to the area due to its height, form and poor use of materials, and is unduly prominent in the streetscape.



115. Postbox in the centre of the Character Area



116. No. 2-2D Lancaster Road, a prominent corner plot building



117. Twentieth century development, within large plots which are characteristic of the area

6.3 LANCASTER AND WARMINSTER ROAD CHARACTER AREA

6.3.1. The Lancaster and Warminster Road Character Area contains larger plots and houses, many of which have retained historic mature trees and well planted front gardens, which combine to create a grand residential character on this high point within the Conservation Area.

6.3.2. There are a number of locally listed buildings in this area which indicates

the architectural interest of the area. There are also a number of post-war flatted developments, which contribute to the variety of architectural detailing and styles on these two roads.

6.3.3. At the junction of the two roads is a small traffic island, which contains a historic cast iron stink pipe, a structure which provided ventilation for pipe networks of sewerage tunnels. The pipe is green/grey in colour, and dates from the mid-late nineteenth century. Although it is now somewhat rusted and missing its ventilation cap, the pipe is an important historic feature of the streetscape.

Lancaster Road

6.3.4. The south of the Character Area begins where Lancaster Road joins the High Street. The area begins to curve up a gradual slope, flanking the line of the railway. Nos. 3 - 9 on the left of Lancaster Road are orientated to overlook the railway tracks and benefit from the wide views afforded by the topography. Buildings here comprise semi-detached pairs of villas, in London stock brick and painted, three storeys in height, with two-storey bay windows and prominent gable ends. Each building has a crest in its gable, with the name of each building painted within it

(although not all are still legible). They also have decorative barge-boarding and finials, which add interest to the roofscape. Not all have retained their historic boundary treatments, but the hedge and red brick wall of Nos. 7 and 9 make a positive contribution.

6.3.5. No. 11 is a locally listed building which is of architectural interest. It has a highly decorated main façade, with moulded corbels below the eaves, quoins, stone banding, and arched windows with a ground floor Venetian window and a decorative first floor window above the porch, with a central mullion and star-shaped light. The curved balcony on the first floor, and historic porch with an ornate iron gate also make a positive contribution to the building. Its low red brick boundary wall contributes to the streetscape.

6.3.6. Further north, the buildings on Lancaster Road are varied in their age and style, largely unified by their position within their generous plots. The majority date to the 1930s/40s, and display features of this period, such as hung tiles, bay windows, and prominent gable ends.

6.3.7. On the south west side of the street sits No. 21, another locally listed building which makes a positive

contribution to the streetscape. It is a grand building in London stock brick with stucco detailing. It is two storeys with a basement and has a partly rusticated ground floor on the right, and the left is also stucco with flank pilasters, columns and a projecting cornice above the windows. There are mature pollarded trees within the front garden, which make a notable contribution to the street and add a sense of gravitas to the building.

6.3.8. No. 33 is of some interest, in the mock Tudor style with a bracketed overhanging first floor. This building marks the edge of the boundary of the Conservation Area to the south side of the road.

6.3.9. To the north, and on the east side of Lancaster Road, is No. 8, a locally listed building of architectural interest. It is three storeys, in stock brick with red brick detailing. It has decorative arches over the windows, and brick dentilles on the prominent gable. A stretch of villas to the north have brightly painted render, with partly rusticated flanks and bracketed eaves, are of group value and create a strong sense of rhythm to the area, due to the consistency of gaps between the buildings, as well as their positioning and use of materials. They positively contribute to the grand, historic character of the area.

6.3.10. A key building is located at the junction of Lancaster Road and Warminster Road in a large corner plot with



118. View north along Warminster Road, showing the contribution that front garden planting makes to the character of the area

dense planting and hedges, which contribute to the verdant character of the area. The large, three-and-a-half storeys building within the plot is of London stock brick with simple but attractive detailing, such as the brick banding and wide chimney stacks.

Warminster Road

6.3.11. Warminster Road is perhaps the most verdant street within the Conservation Area. It contains a number of mature trees within large front garden plots, which create a pleasant backdrop to the streetscape. A high number of historic buildings have survived within this area, many of which are locally listed.

6.3.12. No. 61 is a large Victorian villa, two-and-a-half storeys in height with a basement level. The building is highly detailed, in London stock brick with red brick detailing, banding and quoins. It has tall sash windows set within a bay at ground floor level, and all windows are topped with an arch and keystone. The sills and eaves are bracketed, and the central bay is topped with a feature tower. Its neighbour to the north, No. 59, is also locally listed, and is similar in its date and architectural style. Two brick post-war blocks of flats are located at Nos. 57 and 55, which are set back from the road within large plots, in line

with their historic neighbours. They are modern in their form and mass. Mature trees and low brick boundary walls soften the streetscape. No. 53 is in the same style as 59 and 61 and together these form a group which is of value in terms of the contribution they make to the grand, historic character of the area.

6.3.13. No. 76 is set behind a high brick wall with pilasters and stone coping. The front garden is densely planted with mature trees and shrubberies, which contribute positively to the green streetscape. The building is a well-preserved villa, built in gault brick with moulded details and a prominent doorcase with pilasters on each side. It is largely screened from view but makes a positive contribution to the area as a high-quality historic building.

6.4 THE RAILWAY CHARACTER AREA

6.4.1. This small Character Area includes the railway line and its associated buildings. Its special interest is derived from the historic interest and use of the railway.

6.4.2. The railway was established in 1839 by the London and Croydon Railway. The associated buildings are well-preserved examples of Victorian railway architecture and expansion. There is a twentieth century extension to the main facade of the building, which detracts from its appearance. The railway line bisects the Conservation Area, cutting through the historic core, reflecting the historic growth of the area which radiates from it. It is visible in places, creating fortuitous, glimpsed views, with a bridge



119. Norwood Junction Station, constructed in 1859

crossing it to the east of the area and the bypass under it on Portland Road.

6.4.3. There is also a pedestrian underpass on Station Road, which is marked by a plaque, and is a unique feature of South Norwood. The Norwood Junction Subway was opened on the 31st July 1912 and was the world's first reinforced concrete underpass. It was designed by the Borough Engineer, George Carter, and constructed by Robert McAlpine & Sons. This makes a notable contribution to the special interest of the Character Area.

6.4.4. The railway is also notable for its unique history as it was granted parliamentary authority to test the experimental atmospheric railway system in 1844 (refer to paragraph 2.3.16 for further history). However, as part of the works the world's first railway flyover was constructed beyond the south end of the station to carry the atmospheric line over the conventional London & Brighton Railway steam line. At the same time the level crossing at Portland Road was replaced by a low bridge across the road.

The station buildings

6.4.5. The existing station building dates to c. 1859, following the construction of the

line to Crystal Palace. It is a well-preserved example of a Victorian station building which has changed very little since it was built. There is detailed ironwork on the station platform, and canopy details which are also of note.

6.4.6. To the west of the station is the London, Brighton and South Coast Railway goods shed. This was built in 1865 and remains in place, now used as railway offices.

6.4.7. The forecourt to the station buildings was improved in 1994, after the Council instituted a scheme with new paving, tree planting and parking controls.

6.5 RESIDENTIAL ROADS CHARACTER AREA

6.5.1. Many of the residential roads surrounding the main shopping streets are of a similar character. A large number have small front gardens and boundary walls, which contribute to a residential character. There is a common thread across the residential streets, as properties are predominantly built from London stock brick.

6.5.2. The residential roads have retained their historic character. Whitworth Road and Oliver Grove were among the main arteries of the Selhurst Park Estate, which has left a



120.No. 14 Lawrence Road

sense of status along these roads. Whitworth Road was created in the late 1870s by Earle Bird, who lived at Park House in Selhurst Road, now the British Legion Club. Oliver Grove originally had four gate piers to mark its status as the principal entrance to the Selhurst Park Estate, but the central pair were relocated to the entrance of the Recreation Ground.

Selhurst Road

6.5.3. A small portion of Selhurst Road is included within this Character Area. It is a large, wide and busy street, which draws its character from the large and varied buildings within generous plots. These plots are often well planted, and mature trees contribute to the streetscape.

6.5.4. On the north side of the road are Nos.221 and 223. This locally listed, three-storey, semi-detached building is in London stock brick with red brick detailing, arched windows, ground floor bay windows, and stucco doorcases with canopies. No. 223 has retained its low brick boundary wall and hedgerow, which makes a positive contribution to the streetscene.

6.5.5. Opposite is the Grade II* Listed Holy Innocents Church and boundary wall. This is a dominant building within the

area and marks the gateway to the Conservation Area. Its green churchyard and listed memorial also make a positive contribution. The piers to the adjacent Recreation Ground entrance came from Olive Grove, and here elevate the streetscape.

6.5.6. No. 194, the Samuel Coleridge-Taylor Centre, formerly South Norwood Branch Polytechnic, is also a locally listed building which is of historic and architectural interest. Constructed in stock brick with stucco detailing, it has a prominent gable end which faces onto the street. Its boundary walls appear contemporary. Its neighbour, the Brutalist style Library, is also locally listed (refer to paragraph 2.3.31 for more detail). This makes a notable contribution to the area as a unique and well-preserved example of this style. The form, massing and materials

reflect the Brutalist fashion, and provide a landmark building within the area. Its forecourt has a small public realm space, with benches and a mosaic, which adds interest to the street.

6.5.7. Opposite is the Victory Club, a large painted brick Victorian building with decorative window surrounds and barge-boarding. It has a double-height bay on its eastern elevation, which adds interest to the form of the building.

Lawrence Road

6.5.8. To the west on Lawrence Road behind the library is the Rapture Ministries Church of the Open Bible. This is a small building, tucked away from the street, and of interest due to its communal and ecclesiastical use.



121.Nos. 13 - 15 Whitworth Road

6.5.9. Nos. 2 and 4 are a pair of locally listed buildings. They were the first built on the road, and are of historic and architectural interest, of pleasant proportions and with interesting iron railings over the window sills. Its boundary walls are brick, and also topped with iron railings, which contribute to the character of the street. The remainder of the south side of Lawrence Road includes large detached Victorian houses, built by 1895, with simple but quality architectural detailing and which together are of group value.

Whitworth Road

6.5.10. The south of Whitworth Road begins at a visually cluttered area, with a range of fencing materials and garages dominating the streetscape.

These make a poor contribution to the character of the road. A modern development is located at No. 2 Whitworth Road, neutral in contribution, with earlier brick boundary walls.

6.5.11. However, to the north, Whitworth Road has retained its historic character and comprises rows of high-quality, Victorian housing and the twentieth-century Roman Catholic Church of St Chad's. The sense of status is reflected through the wider roads and substantial detached properties. The road is lined with mature street trees, which serve to soften the streetscape and lead the eye along the straight road. Traditional style lamp posts also line the streets, which complement the historic character.



122. Twentieth century development on Holmesdale Road



123. South Norwood Baptist Church, Holmesdale Road



124. View north along Whitworth Road, showing the residential buildings, Church of St Chad and street trees which make a positive contribution to the character of the area

6.5.12. The houses on Whitworth Road are detached, two storeys in height with attic windows. They are mostly built in London stock brick with ornate stucco detailing. Many are rendered to the north of the road, which detracts from the architectural detailing, although there are red brick examples at Nos. 4 and 12. There is a strong sense of rhythm along the street, due partly to the proportions, positioning of apertures, and prominent gable ends which are decorated with barge-boarding and topped with finials (although many finials have been lost over time). No. 19 is the only exception to this group, as it has recently been renovated and has lost many of its historic architectural details.

6.5.13. The majority of buildings have retained their low boundary walls, and these make a positive contribution to the rhythm of the streetscape.

Front garden planting also contributes positively to the residential, green character of the spaces here.

6.5.14. The locally listed St Chad's Church is a large interwar church, inspired by the Arts and Crafts movement with Italian Romanesque elements. The architect was George Drysdale (1881 - 1949). The church is built in narrow plum-coloured bricks laid in Flemish bond, with red brick bands and dressings, and creasing tiles used for some of the arches. The roofs are clad in Westmoreland slates. The entrance at the east has a copper-clad canopy, which is striking against the brickwork. It makes a positive contribution to the area, due to its high-quality design and materials and its prominence in the streetscape.

Oliver Grove

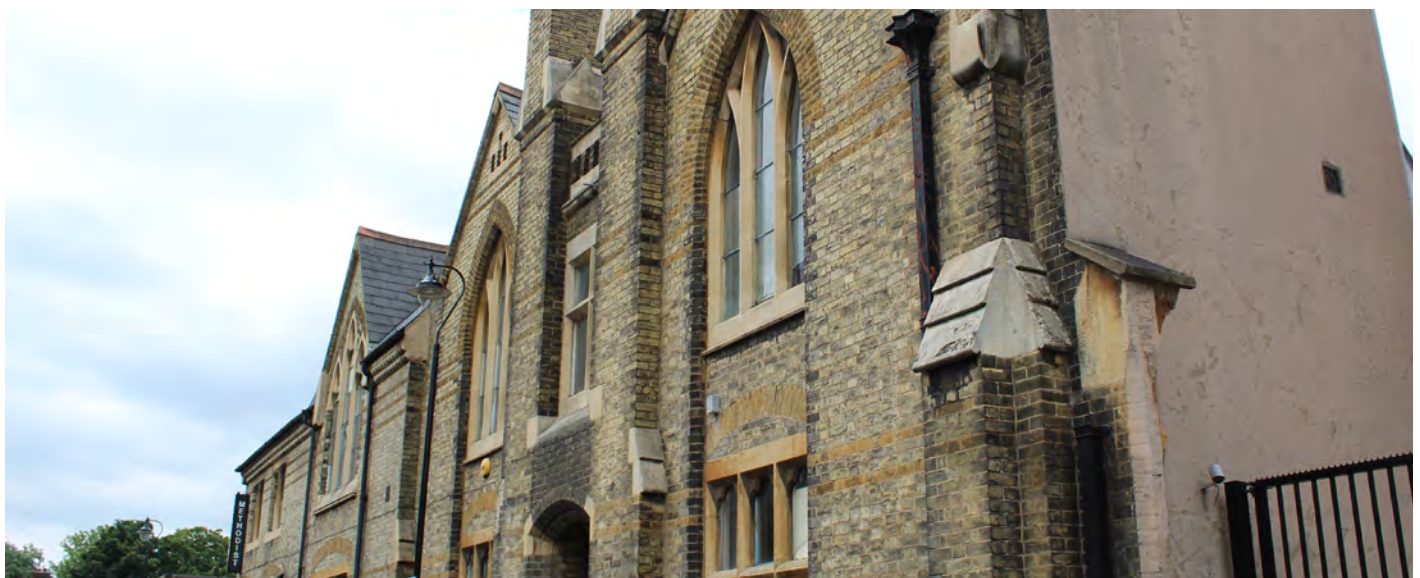
6.5.15. Oliver Grove was laid out in the early 1860s and is of historic interest. This road was also once a very important gateway to the town centre. It still retains a significant view towards the Clock Tower and Station, and much of the architecture is of high quality. The buildings on the north side of the road are



125. Sukyo Mahikari, Suffolk Road



126. Cast iron road sign



127. The South Norwood Methodist Church, Suffolk Road

of good architectural quality and unique in character. Nos. 22 – 28 in particular are notable for their unusual first floor balconies with railings. Although the road was once symmetrical, the development of the former Police Station building (constructed in 1986), now the Harris Professional Skills Sixth Form Centre, on the western side forms a break in the architectural period of development along this road.

Holmesdale Road

6.5.16. The buildings on Holmesdale Road are characteristically varied. There is a variety of uses, forms, massing, and materials along this stretch of road. Some of the earliest buildings are locally listed, demonstrating their historic and architectural interest. The road has retained a number of historic, mature, pollarded trees to the west of its junction with Oliver Grove, which make a notable contribution.

6.5.17. A notable historic building on the north west side of the road is the Royal Mail Sorting Office. This is a low, red brick building with large windows and railings, and an arched entrance porch with pilasters and windows above. It makes a positive contribution to the area, due to its utilitarian

but attractive appearance and its continued use as a sorting office.

6.5.18. To the east is the South Norwood Baptist Church. The original building was demolished in 1994, and this modern building was erected in its place. It is notable for its large octagonal form, with thin windows in the shape of a cross, which are an unusual feature. There is shrub planting around the building, which also contributes to the streetscape. Opposite are Becton Court and Sterling House; these buildings make a negative contribution to the character of the area as they introduce modern materials and do not respond to the orientation of their surroundings, sited at angles within their plots. Becton Court dates from the 1960's, and although relatively low rise its use of poor quality materials, lack of architectural expression and box like appearance detract from the character of the Conservation Area.

6.5.19. Nos. 365 – 369 (odd) are an important grouping. They comprise of three pairs of semi-detached houses, in London stock brick and with red brick details, decorated window architraves, porches, and barge-boarding. No. 365 has been refaced in roughcast render, which has detracted from the symmetry of the

pair. Window replacements have also impacted on the architectural interest of the buildings. Nos. 367 – 373, however, are of particular note and are locally listed due to their retention of detailing.

6.5.20. From 375 – 391a, including the cul-de-sac of Holmesdale Close, are a group of twentieth-century buildings which are unique in their style. They are all set back from the road behind front garden plots and are two storeys in height with projecting gable fronts with double height bay windows under hipped roofs. Each property has stair access to the side, and small hexagonal window detailing. The strong rhythm and unity created by this group is of interest as a pocket of considered, twentieth-century residential development. A number of properties have retained their front garden planting, which also adds to the residential character of the area. The remainder of buildings along the road are varied in date and style.



128. Terraced housing on Albert Road



129. Late Victorian development on Albert Road

Suffolk Road

6.5.21. Suffolk Road is a short side street adjacent to South Norwood Hill, containing a mixture of Victorian and modern development. It is

enclosed in character, due to the density of large buildings close to the pavement edge.

6.5.22. The most notable building is the locally listed South Norwood Methodist Church. It is a dominating building, built in London stock brick, with tall bar tracery windows, brick banding, brick arches, and two tall pilasters topped with decorative stone detailing punctuating the skyline. The remainder of the street are predominantly red brick buildings, the majority of which are historic buildings,

although there has been some modern infill (No. 13B) and refacing in roughcast render. Where they exist, hedge boundary treatments make a positive contribution to the quieter residential character of the road. The large car park of the church is neutral in character, and fairly visible from the road.



130. Varied architecture on St Dunstan's Road, with views to the rear of the High Street beyond

6.5.23. The end of the road is terminated by a low, brick building, which is home to the spiritual organisation Sukyo Mahikari. This makes a positive contribution to the area, and has retained some good detailing, such as the central circular window with keystones.

St Dunstan's Road

6.5.24. St Dunstan's Road is a small side road. The south end of St Dunstan's Road contains London stock brick and painted Victorian terraced housing, which displays a range of detailing such as stucco window surrounds, pilasters with moulded caps, and recessed entrances with arched porches. The majority of buildings to the west side of the road have retained their historic boundary treatments which make a positive contribution.

6.5.25. The north of the road contains post-war development. Common features include painted render and brick, bay windows, hung tile, ceramic tile detailing, and brick boundary walls. No. 20 is a modern renovation of an earlier twentieth century building, formerly Henderson's Film Laboratories, which was located here; however, many of the architectural details and fittings have been removed.



131. View west along Albert Road



132. Knapped flint and red brick used on Nos. 1-3 (locally listed) on Coventry Road

Albert Road

6.5.26. Albert Road was one of the earliest built in the area, first laid out in 1855. Although the Croydon Canal was no longer in use, its former route influenced the alignment of Albert Road, and its slight curve reflects the line of the former canal which once ran to the north. Albert Road draws its character from the nineteenth-century buildings which line its northern side, constructed of London stock brick and painted cottages, many of which retain their front gardens and boundary walls. The smaller scale of properties here create the sense that this is a quieter residential street, tucked away from Portland Road. The cottages overlook St Mark's Primary School, a low, sprawling brick building set within a large plot, which is neutral in its contribution to the area.

6.5.27. Further north along Albert Road the buildings are taller and grander in character, set slightly back from the pavement and ranging from two to two-and-a-half storeys in height.

6.5.28. The Grade II listed St Mark's Church is located on the corner plot and junction between Albert Road and Coventry Road. Its Kentish ragstone façade, slate roof and chancel with polygonal

apse and trefoil lancets make a strong contribution to the streetscape. The building is a positive landmark feature of the area.

Coventry Road

6.5.29. Coventry Road is characterised by the large spaces between buildings, comprising of the school yard, which is planted with hedges and trees, creating a strong sense of greenery and space along the road. The buildings scattered along the north side of the road are historic in character. A small, red brick Victorian schoolroom building is located on the pavement edge, and makes a positive contribution, displaying some diaperwork (a decorative masonry pattern formed by brick headers having a dark glazed finish exposed on one end, often laid in a diamond shape) and stone detailing which is of interest.

6.5.30. Further south-west, Nos. 1 and 3 are locally listed buildings of notable interest. These are some of the oldest cottages in the area and are faced in flint with red brick detail. These make a unique positive contribution to the area, due to their age and use of materials. A modern extension to the neighbouring building makes a negative

contribution to the area, due to its form, modern material and signage.

7.0 CONDITION AND THREATS

7.1 CURRENT CONDITION

7.1.1. The condition of the Conservation Area is varied, with some buildings in good condition and others appearing in poor condition and under threat of further deterioration. The Conservation Area has consequently been included on Historic England's At Risk Register (HAR). Buildings within the area are also included on Historic England's At Risk Register (see Section 5.2.14). There has been a fairly widespread loss of features such as historic windows, doors, and boundary treatments. Small-scale architectural details such as finials have also been lost over time.

7.1.2. While the overall townscape character of the South Norwood Conservation Area (see Section 3) has been maintained, there are some exceptions, notably the large blocks of flats and modern infill, which have been highlighted as making a negative contribution in Section 6.

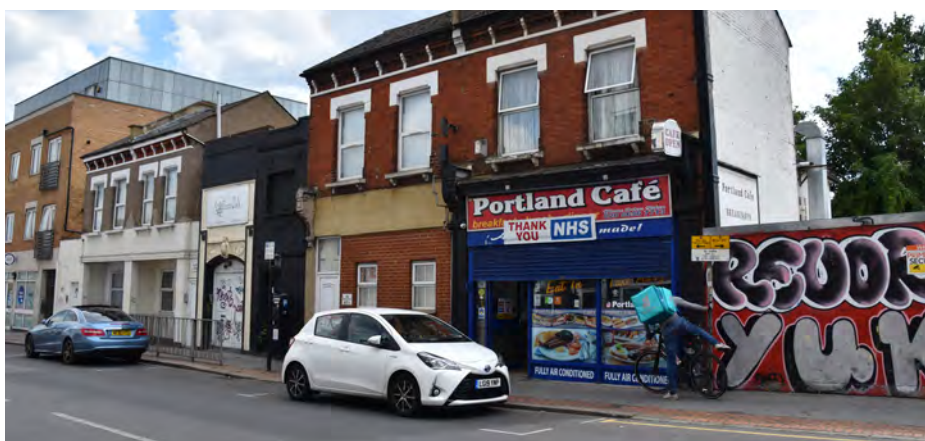
7.1.3. The public realm space is fairly limited, but generally well maintained (see Section 5.2) and in a good condition. However, within the residential side streets, front gardens to some properties have been hard-surfaced and / or boundary treatments removed,



133. Example of the threat caused by lack of routine building maintenance



134. Loss of historic boundary treatments and use of modern materials for boundary walls



135. Loss of historic shopfronts and modern signage

which has had a negative impact on the quality of the public realm and green space (see Section 5.3).

7.1.4 THREATS TO BUILDINGS

- Loss of historic buildings (such as locally listed Cumberlow Lodge, and Queen's Arms public house)
- Loss of historic shopfronts and/or historic shopfront features
- Loss of architectural features and detailing (including windows, doors, chimneys, finials etc.)
- Poor maintenance, leading to deterioration of buildings over time
- Poor quality extensions and structures including dormer windows and rooflights
- Poor-quality repairs that do not match the appearance, or materials of the original
- Installation of modern paraphernalia where visible in the streetscene, including satellite dishes and building services

7.1.5 THREATS TO STREETSCAPE

- Uncoordinated and excessive signage and clutter to the commercial shopfronts
- Inappropriate advertising hoarding
- Loss of historic boundary treatments and the provision of hard surfacing to front gardens
- Poor quality or inappropriate boundary treatments
- New inappropriate development within the Conservation Area which dilutes its historic integrity
- New development of poor-quality design, materials or inappropriate siting, scale or massing
- Vacant plots, which are often overgrown with vegetation or enclosed by modern boundary treatments
- Insufficient refuse storage for number of occupants in buildings, leading to overspill into the street
- Tall buildings within the Conservation Area and its setting
- Railway acting as a barrier to movement, and separating the Conservation Area into two halves



MANAGEMENT PLAN

This Management Plan provides area-specific guidance on development, maintenance and enhancement in South Norwood Conservation Area. It should be read in conjunction with Croydon's Conservation Area General Guidance Supplementary Planning Document (SPD), which provides general guidance for all Conservation Areas. It also identifies opportunities to enhance the character of the Conservation Area and sets out recommendations for future management.

8.0 ADDITIONAL CONSIDERATIONS

8.1.1. It is the responsibility of property owners to be aware of the designations that apply to their building and the area where it is situated. It is also the responsibility of the property owner to ensure the correct permissions are in place prior to undertaking works in the Conservation Area.

8.1.2. Further information about when planning permission is needed is available in the Conservation Area General Guidance SPD. The following additional considerations are also relevant to the South Norwood Conservation Area.

8.1 STATUTORILY LISTED BUILDINGS

8.1.1. The Conservation Area contains six statutory listed buildings. Listed building consent is required for any works to a listed building that could affect its character, including both external and internal work. For more information on statutory listing please refer to Section 4.5 of the Conservation Area General Guidance SPD or refer to Historic England's Guidance (Listed Building Consent: Historic England Advice Note 16).

8.2 LOCALLY LISTED BUILDINGS

8.2.1. There are also a number of locally listed buildings in the area that are on the Council's Local List of Buildings of Historic and Architectural Significance. NPPF Paragraph 203 sets out that where proposals directly or indirectly affect non-designated heritage assets, a balanced judgement will be required having regard to the scale of any harm or loss and the significance of the heritage asset. It is therefore important to clearly understand the significance of the asset and its setting.

8.2.2. Please refer to Section 5.2 to check if a building in the Conservation Area is locally listed. Careful consideration must be given towards protecting locally listed buildings and any important features present. For further information please see Croydon's Local List SPD.

8.3 BUILDING REGULATIONS

8.3.1. Building work must comply with building regulations, where applicable. For further information and guidance about building regulations for works in conservation areas, please refer to Section 8 of the Conservation Area General Guidance SPD.

8.4 PLANNING ENFORCEMENT

8.4.1. Unauthorised building work may be subject to enforcement action, and owners are should obtain all of the necessary permissions before starting any work. Anyone carrying out unauthorised demolition of a building or other structure in the Conservation Area, or unauthorised works to a listed building, could be liable for a criminal offence.

8.5 TREES IN CONSERVATION AREAS

8.5.1. Trees make an important contribution to the character of the area. The Council will resist the loss of good quality trees that make a positive contribution to the character of the area.

8.5.2. Six weeks notice must be given to the Council for any proposed works to trees in the conservation area (if the trunk is over 7.5cm in diameter). In addition, there are numerous Tree Preservation Orders (TPO) in place across the conservation area. Those wishing to undertake works to a TPO tree must seek written consent from the Local Planning Authority by way of a tree works application.

8.5.3. Further information on trees and TPOs is available from the [Council's website](#).

8.6 PERMITTED DEVELOPMENT IN CONSERVATION AREAS

8.6.1. Ordinarily, building owners have the right to make some specific changes to their properties without applying for planning permission. This is known as Permitted Development. Certain classes of permitted development do not apply when the building is in a conservation area, so planning permission is needed. Works that will require planning permission include:

- Demolition of buildings, gates fences and walls (over a certain size)
- Extensions to the roof of a house or adding an additional storey

- Installation of a flue, vents, satellite dishes or solar panels at the front of the building or in certain locations where they are visible from the street
- New gates, fences or walls (over a certain height)

8.6.2. Details of what is and is not covered by permitted development are set out in the General Permitted Development Order. It is very important to consult this legislation before starting any works to establish whether planning permission is needed. Further guidance on permitted development is available from Planning Portal.



136. Important street trees along Station Road

9.0 DEVELOPMENT GUIDELINES

9.6.1. General guidance for development in Conservation Areas is provided in the [Conservation Area General Guidance SPD](#).

9.6.2. The development guidelines provided below supplement these general guidelines, providing area specific principles for proposed development in the South Norwood Conservation Area. These have been developed in order to help preserve and enhance the particular character and appearance identified in the Appraisal.

9.6.3. The Suburban Design Guide Supplementary Planning Document (SDG) provides guidance for development in the borough. Some of the guidance in the SDG is relevant to proposals in the residential character areas of the Conservation Area. Where the guidance set out in the SDG conflicts with that in the conservation specific documents however, it is the Conservation Area General Guidance and Conservation Area Appraisal and Management Plan Design Guidelines which take precedence due to its designation and status.

9.1 HERITAGE STATEMENTS

9.1.1. When applying for planning permission in the Conservation Area, a heritage statement is usually required, in line with paragraph 194 of the NPPF. This should describe the significance of the conservation area and any other heritage assets that will be affected (such as listed buildings), and it should include an assessment of the impact the development will have. The level of detail should be proportionate to the assets' importance and no more than is sufficient to understand the potential impact of the proposal.

9.1.2. In some cases additional detail will be required in order to understand the impacts of the proposal, such as archaeological assessments, detailed impact assessments or townscape and views analysis.

9.2 DEMOLITION

9.2.1. Demolition, or substantial removal of part of a building or other structure within a Conservation Area will usually require planning permission, and anyone carrying out unauthorised demolition could be liable for a criminal offence. It is essential to ensure the correct permissions are in place before any demolition works taking place.

9.2.2. Demolition of statutory listed buildings, locally listed buildings and buildings that make a positive contribution to the Conservation Area (as outlined in Section 5.2) constitutes harm to the significance of the Conservation Area and will not be considered acceptable.

9.2.3. Demolition and redevelopment of sites that currently detract from, or make a neutral contribution to the special character of the area may be acceptable, but only where the new development would be of a high quality and would positively contribute to character, in line with Chapter 16 of the NPPF.

9.2.4. There is more detailed guidance on demolition in section 5.1 of the Conservation Area General Guidance SPD.

9.3 NEW DEVELOPMENT

9.3.1. There are some sites in the Conservation Area which, if sensitively redeveloped, could enhance the character and appearance of the Conservation Area. Opportunities for new development would primarily result from the redevelopment of sites which do not currently contribute to the area's special interest. These sites have been identified in Section 5.2 of the Character Appraisal.

9.3.2. There may be some opportunities for infill development between existing buildings or on backland sites behind existing buildings, but this will only be acceptable where it does not disrupt the established character, layout and pattern of development or appear cramped. Any new buildings or extensions to the rear of the existing streets should be subordinate in scale – usually at least one storey lower than the frontage buildings. Development of garden land or gaps between buildings in residential streets will not usually be acceptable as this would detract from the spacious and open character of these areas.

9.3.3. Proposals for new developments will only be considered acceptable where they are of a high quality, respond to the historic context, and would make a positive contribution to the character of the area.

9.3.4. Proposals for new development should include a heritage statement and detailed contextual analysis. Applicants must demonstrate that the proposal:

- Respects the established pattern of development, including layout, routes,

plot size, building footprints and spacing, density and height

- Respects important views and complements predominant roof forms and rooflines;
- Successfully responds to and complements the existing architectural character
- Makes use of high quality materials and detailing that complement existing buildings
- Retains and enhances trees, gardens and landscaping.

9.4 SHOPFRONTS AND ADVERTISEMENTS

9.4.1. The historic high street is at the heart of South Norwood and the shopping frontages are essential to its special character. The following guidance is intended to preserve and enhance the character and liveliness of

the high street, as well as the historic buildings and features that are there.

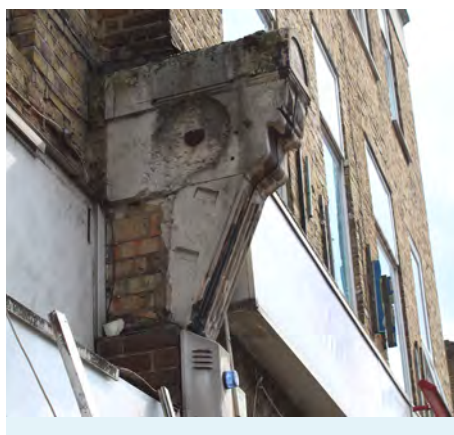
9.4.2. Planning permission is usually required for changes to shopfronts, and proposals should follow the guidance contained here. Further guidance on traditional shopfronts can be found in Conservation Area General Guidance Section 5.15, and in the Shopfronts and Signs Supplementary Planning Guidance No.1

9.4.3. There are a number of late nineteenth and early twentieth century historic shopfronts throughout the Conservation Area which have retained historic architectural detailing. These make an important contribution to the special interest of the area. Features of interest might include the original shop window and joinery, the traditional shop surround with fascia, pilasters and cornice, or



137. Example of modern shopfronts and advertisements, which detract from the historic character of the area

other features such as tiles or signage. These features should be retained and repaired, and should not be removed, covered or altered. Repair and reinstatement of damaged or missing features is encouraged.



139. Example of historic shopfront features which should be preserved and maintained

9.4.4. However, in many cases, historic shopfront features have been lost and there is scope for improvement to shop frontages to enhance the character and appearance of the historic streets. New shop fronts and signage do not need to be reproductions of historic styles. Creative and contemporary designs are encouraged, but these should always reflect the design, proportions and features of traditional shopfronts as set out in the guidance below, so that they complement the overall character of the street.

Traditional shopfront elements

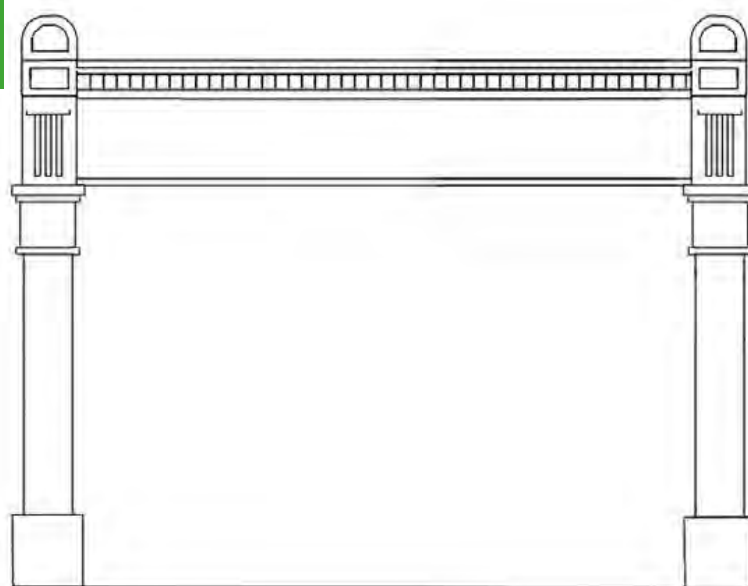
9.4.5. Shopfronts in the conservation area should aim to incorporate the following features:

9.4.6. **Surround:** The architectural surround that frames the shop window is an important element of the design. It helps to define the shop frontage and create a consistent rhythm in the street. Traditionally this comprised pilasters, console brackets, and a fascia with cornice.

9.4.7. **Fascia:** This should be in proportion with the building and neighbouring fascias. It should not extend below the head of the pilaster. The fascia should be a flat or angled panel. Box fascias that project

forward are not appropriate. Shopfronts that combine more than one unit can disrupt proportions. In these cases, pilasters and surrounds should be retained or incorporated to provide a visual break. Fascia signs should not be extended over multiple units. Instead, each unit should have a separate fascia sign, linked by a common design.

9.4.8. **Stallrisers:** Stallrisers are an important functional feature, providing a protective base to the windows and glazed doors. They should be in proportion to the rest of the shopfront and are usually constructed in timber. Stallrisers should be incorporated into new



138. A traditional shopfront surround

shopfronts. The removal of stallrisers for full glazed units will not usually be permitted.

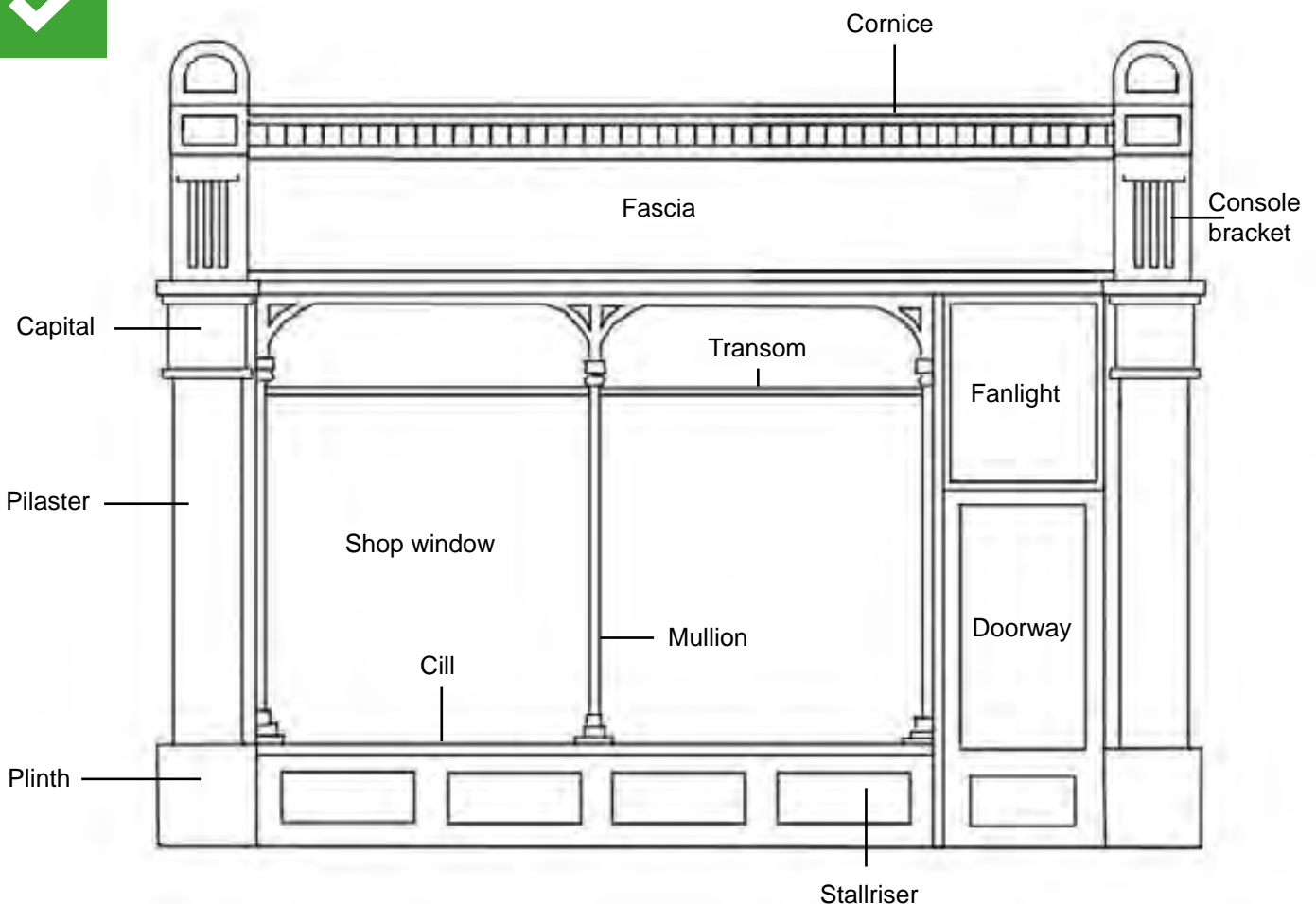
9.4.9. Shop window: This should extend from the top of the stallriser to the base of the fascia and should usually be subdivided with a transom rail and/or vertical mullions. Floor to ceiling glazing is not appropriate. The shop window should provide views into the shop or views of a display area. Decorative elements such as etched glass, lettering or decorative vinyls can be

included, but the window should not be entirely obscured as this makes the shop less appealing and detracts from the liveliness of the street scene.

9.4.10. Doorway: This can be set back in a recess or flush with the building line. Existing recessed doorways should be retained where possible. The shop door should be glazed to provide views into the shop.

Materials

9.4.11. Painted timber is the traditional material for shopfronts and should usually be used for shopfronts in the Conservation Area. High quality steel or aluminium frames with a powder coated finish might also be acceptable, provided that these are designed to complement the building and street scene. Other materials such as plastic, synthetic cladding panels, anodised or plastic-coated metals or UPVC are not appropriate.



140. The features of a traditional shopfront

Signage and advertising

9.4.12. Signage for shops and business should be simple and uncluttered. Signs should not dominate the shopfront or obscure windows or architectural features.

9.4.13. Materials, colours and finishes should complement the historic character of the building and street. Signs should usually be timber or powder coated metal panels, or be formed from individually mounted metal lettering. Perspex, acrylic and other non-traditional materials are not usually appropriate. Standard corporate signage, logos and colour schemes may need to be adapted to suit the context.

9.4.14. Lettering should be in proportion with the size of the sign. The sign content should usually include only the name of the business, the type of business, the shop number, and a discrete logo or artwork.

9.4.15. Fascia signs should be a simple flat panel contained within the fascia area.

They should not obscure architectural features, project forward, or extend above the first floor level. Plastic box fascias are not acceptable. Additional signs on the building facade above fascia level or on upper storeys will not usually be permitted.

9.4.16. One hanging or projecting sign on each shopfront will be permitted. This should usually be at the same height as the fascia sign. Any existing brackets for hanging signs should be reused if possible.

9.4.17. Where the shopfront has an unusual design or the business is located in a building without a traditional shopfront, alternative forms of signage will be considered. These should complement the building façade and should not cover architectural features or create a cluttered appearance.

The following alternative types of signage should be considered:

- Individual lettering applied to walls or window glass
- Signs hung internally behind windows
- Small projecting, hanging or freestanding signs
- Small plaques or panels at eye level

9.4.18. Refer to the Conservation Area General Guidance Section 5.15 (C) for further guidance on the Council's policy towards advertisements.

Lighting

9.4.19. External lighting should be a neutral colour and static.

9.4.20. Internally illuminated signage or 'halo' illumination will not usually be acceptable. Signage can be illuminated externally with a strip light or swan-neck lamp.



141. Sensitive designed fascia signs

9.4.21. Illuminated digital display screens and LED displays will not usually be acceptable.

9.4.22. Further guidance on lighting can be found in Para 7.3 of the Shopfronts and Signs Supplementary Planning Guidance. Historic England provide detailed advice on external lighting for historic buildings, which can be found on its website. This includes guidance on design concepts, patterns of lighting arrangements, discreet location of lighting, the size and nature

of the building to be lit and the need to illuminate it, as well as potential adverse effects of external lighting to consider.

Shutters and security

9.4.23. All security measures should be integrated within the shopfront design and should not have a negative impact on the street scene or cover architectural features.

9.4.24. External solid roller shutters and externally mounted shutter boxes are not permitted. External shutter

boxes can be an intrusive feature on historic shopping streets due to their bulk and prominent position. When closed, solid roller shutters detract from the appearance of historic buildings and the vibrancy of the street.



142. Open grills or traditional shutters are more appropriate than solid roller shutters.



143. Example of the effect of shutters on the streetscape

9.4.25. Toughened or laminated glass, internal screens or grills, or traditional removable external shutters are the preferred solutions. Rod and link (or other open type) external grills may be permitted

9.4.28 Making a planning application for shopfront alterations

Planning Applications involving shopfront alterations and signage should include:

- Scale elevations and sections of the existing and proposed shop fronts and signage at 1:20, with proposed materials, colours and finishes clearly indicated
- Details of any external lighting including product specifications, large scale drawings and illumination levels

where there is no satisfactory alternative. These should have a paint finish to complement the shopfront and the box and runners should be disguised within the shop front (not mounted externally).

9.4.26. Detailed further guidance on shop front security is provided in the Security Addendum to the Shop Front Design Guide SPD.

Access

9.4.27. Access to upstairs flats should be retained. Residential flats above commercial units are an important part of the character of the Conservation Area and helps to preserve the mixed use in the area.

9.5 ALTERATIONS AND EXTENSIONS

9.5.1. Extensions should be subordinate to the original building in size and appearance, and should not obscure the form and proportions of the original building. They should be carefully designed to preserve the symmetry of a pair of buildings or the uniformity of a group or terrace. The varied orientation of buildings in the South Norwood Conservation Area and the spaciousness of plots means that rear and sides of buildings are often visible from the street, and new extensions in these areas should be designed with care.

9.5.2. Design, detailing, fenestration and materials should be carefully considered to complement the existing building and the character of the area. Use of contemporary or contrasting detailing and materials can help to achieve differentiation between old and new. This can be an acceptable approach provided that the design responds to and complements the character of the existing building and immediate context.

Rear Extensions

9.5.3. Rear extensions should usually be at least one storey lower than the original building and should generally extend no

more than 3m beyond the rear wall in terraced properties, or 4m in detached properties.

9.5.4. Rear extensions should not be wider than the width of the house. Wrap-around extensions to the side and rear of the original building tend to obscure the original form and layout and are not usually acceptable.

Roof Extensions and alterations

9.5.5. Roofs of historic buildings are important features that help to define the building's character and make an important contribution to townscape. Alterations or

extensions to roofs are often prominent and need to be carefully designed.

9.5.6. Roof extensions that are visible from the street will not usually be acceptable, except where the addition is part of a sensitively designed side or rear extension and complements the style and materials of the existing roof. Hip-to-gable extensions, large box dormers, or mansard style extensions will not usually be acceptable.

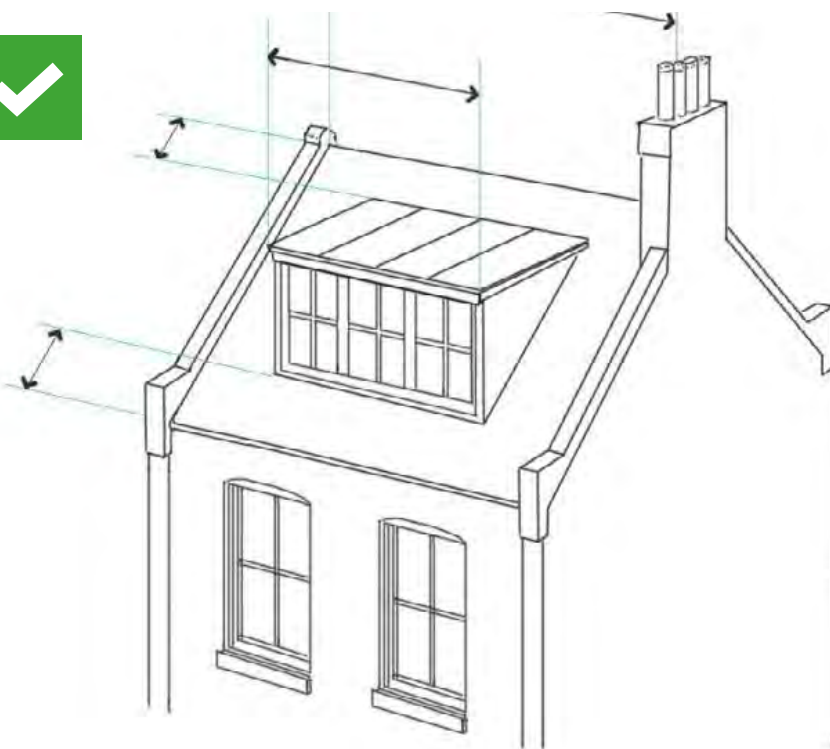
9.5.7. Dormers may be acceptable on the rear roof slope of terraced buildings. They should be subordinate to the size of the roof. The

width of the dormer should not usually be more than 2/3 the length of the existing ridge. Dormers should usually be set in 0.5m from both sides of the roof and the eaves, and 0.3m from the ridge. The addition of dormer windows to the front roof slope will not usually be acceptable, unless these are a feature of the existing building or an established characteristic in the street.

9.5.8. Rooflights should usually be located at the rear of the roof and should be 'conservation style' (flush with the roof slope in a dark finish).

9.5.9. Where repair or replacement of the original roof covering is required, this should be on a like for like basis. For historic buildings this will usually be either slate or clay tile. Where possible, the original slates or tiles should be retained and reused. Artificial roof coverings such as Eternit or concrete tile should not be used. Where the original roofing material has been lost, reinstatement of the original or most appropriate roof covering for the building is strongly encouraged. Ridge tiles, finials and other details should always be retained and reused, or replicated.

9.5.10. Due to the contribution made by chimneys to the roofscape, their removal is unlikely to be permitted,



144. Dormer extensions may be acceptable on the rear roof slope of terraced buildings that are not visible from the street. They should be set in from the edges of the roof so that they appear subordinate.

particularly those visible in the streetscene, and those on listed or locally listed buildings.

9.5.11. Refer to the Conservation Area General Guidance Section 5.3 for further guidance on roof extensions and alterations

9.6 WINDOW ALTERATIONS AND REPLACEMENT

9.6.1. Windows are an important feature and contribute to the character of a building. Loss of historic windows and inappropriate replacement or alteration causes harm to the character of the area. Wherever possible, traditional and historic windows should be retained.

9.6.2. The thermal performance of windows can be significantly improved through repair,

refurbishment and draught-proofing, and installation of discreet secondary glazing, shutters or curtains. These methods should be considered in the first instance.

9.6.3. Where the existing windows are beyond reasonable repair, it will usually be acceptable to replace them on a like for like basis. Traditional timber windows in unlisted buildings can usually be replaced with high quality slimline double glazed windows in timber frames, provided that these closely replicate the design, dimensions and features of the originals. Replacement with UPVC will not be considered acceptable.

9.6.4. Where windows and doors have been altered, reinstatement of traditional windows is encouraged. In

cases where a previously altered window is to be replaced, the new window should replicate the original design and materials or a style appropriate for the age and type of building.

9.6.5. Alterations to the original configuration of windows, the size and proportions of window and door openings, or details such as lintels, brick arches and sills will not usually be acceptable (except where reinstating historic features that have been lost).

9.6.6. Refer to the Conservation Area General Guidance Section 5.6 for further guidance on windows in conservation areas.



145. Example of loss of traditional windows on buildings on the left hand side and right hand side

9.6.7 Making a planning application for window replacement

Applications for planning permission involving window alterations or replacement should also include the following:

- A clear justification for the loss of the original windows (such as a report from a joiner indicating that the original frames are beyond reasonable repair)
- Scale drawings of the proposed windows showing the window frame and masonry reveal (elevations at 1:20 and sections/details at 1:5)
- Scale drawings of the existing windows to be replaced or good close up photographs of the existing windows clearly labelled with dimensions
- Details of materials and finishes for the proposed windows, and product details and specifications where available

9.7.4. Refer to the Conservation Area General Guidance Section 5.7 for further details and guidance on the Council's policy towards doors and porches

9.8 MASONRY, BRICKWORK AND RENDER

9.8.1. Buildings in South Norwood feature a variety of facing materials: predominantly brick and stucco, with some examples of flint, and decorative stonework, tiles and timber. Many of the buildings are well detailed and decorated, and the variety of finishes, detail, texture and colour contributes to the character of the area and to our understanding of each building's status and function.

9.8.2. Brickwork, stone, tiles, and other original facing materials should not be painted, rendered, or covered with cladding. This can harm the appearance of the building and can cause damage to the building fabric. Such works will not normally be permitted.

9.8.3. The removal of existing non-original paint and render is encouraged where this would not cause damage to the underlying fabric.

9.8.4. Where necessary, older brickwork should be repointed with an appropriate lime-based mortar carefully

9.7 DOORS AND PORCHES

9.7.1. Where possible, historic doors should be retained as these are important features. Traditional doors in the area are generally solid timber. It is usually possible to repair and refurbish these if they are in poor repair. Where replacement is necessary, this should be in a like for like basis. Timber doors should be replaced with a high quality solid timber door which closely replicates the original design. Side lights and top lights are an important part of the door design and should not be covered or altered. UPVC doors will not usually be considered acceptable.

9.7.2. Where houses incorporate porches as part of their historic design, these add interest to the character and appearance of the residential character areas of the Conservation Area. Historic porches should not be removed or enclosed. Improvement or removal of unsympathetic modern porches will be encouraged.

9.7.3. New open porches may be considered acceptable, provided they are well detailed and appropriate to the character of the host building, and do not detract from the consistency or symmetry of a terrace or semi-detached pair.

matching the existing mix in texture and colour. Cement based hard mortar should not be used on older buildings as it is less permeable than a lime mortar mix and can lead to deterioration of brickwork. Re-pointing with hard cement-based mortars is one of the principal causes of decay in historic masonry and can cause irreversible damage.

9.8.5. Refer to the Conservation Area General Guidance Section 5.8 for further details and guidance on the Council's policy towards walls.

9.9 BOUNDARY TREATMENTS AND GARDENS

9.9.1. Historic boundary treatments and front gardens make an important contribution to the character of the street, particularly within the residential areas of South Norwood. Where the original boundary is present, it should usually be retained. Removal or replacement with a different boundary treatment will not usually be acceptable. A number of historic boundaries are in poor condition and would benefit from sensitive repair to match their original appearance and materials.

9.9.2. Where the original boundary has been lost or replaced, reinstatement of an

appropriate boundary treatment is encouraged. Design, height and materials should usually be in keeping with the rest of the street. In residential areas of South Norwood, the typical boundary treatment is a low brick wall.

9.9.3. Substantial loss of front gardens and/or boundary treatments in order to create parking spaces will not usually be considered acceptable. Hardstanding for parking should not cover more than 50% of the original front garden area, and should be appropriately landscaped with planting at the front of the site and in front of buildings to soften its appearance. The original boundary treatment should usually be retained. It may be acceptable in some circumstances to enlarge or alter gates and openings, provided that the changes are carefully designed and detailed to complement the context.

9.9.4. Applications for planning permission involving changes to boundary treatments should include scale elevations of the existing and proposed boundaries with materials and finishes clearly shown.

9.9.5. Outbuildings should be located to the rear of the host building and/or where they are not clearly visible from the street. They must be an appropriate size so that they

are subservient to the main building and do not dominate the garden, and so that views across gardens are preserved. Outbuildings at the front of the site (other than cycle and bin storage) are unlikely to be acceptable.

9.9.6. Items stored in front gardens (such as bin and cycle stores) should be minimised to avoid a cluttered appearance. Cycle and bin storage serving more than one residential unit should usually be enclosed: either inside the building envelope, or in a sympathetically designed storage unit in a discrete location away from the main frontage and entrances.

9.10 CHANGES OF USE AND CONVERSIONS

9.10.1. There are a wide variety of historic building uses in South Norwood, and each building type has a distinctive form and character suited to its use. This contributes to the character of the area and to our understanding of South Norwood's historic development.

9.10.2. Where it is possible for the building to remain in its original use, this will be encouraged. This is particularly important within the Historic Core Character Area, because the closure of public houses, shops and cafes would have

a detrimental impact on the character of the high street. Conversion of ground floor shops and high street frontages to residential use is not likely to be considered acceptable as this detracts from the active high street character, which is essential to the area's character. However, where the original use is no longer appropriate, sensitive adaptive reuse will be encouraged.

9.10.3. Conversions to flats should be avoided due to the loss of original intended use as a single dwelling. There can also be a visual impact from the alterations, including window and door replacement, re-roofing, installation of roof lights/dormers, extensions, unsympathetic additions and clutter to the front, such as bin stores and increase of hardlandscaping for car parking.

9.11 SETTING

9.11.1. Some buildings in South Norwood fall outside the Conservation Area as they do not directly contribute to its historic or architectural interest, however, form an important part of the area and contribute to its setting (refer to Section 2.2 for further detail).

9.11.2. Redevelopment or alteration to these buildings must carefully consider any impacts on the conservation area's character, the uniformity

of groups of buildings, and must be sensitively designed to have no resultant harm.

9.11.3. The key views analysed in Section 3.4 of this document are in no way exhaustive. The impact of any addition, alteration or removal of buildings, structures, trees or highways on key views should be considered to aid decision making. This includes development outside the Conservation Area. Where appropriate, views must be considered within Design and Access or Heritage Statements. This should be in accordance with Historic England's Good Practice Advice in Planning Note 3: The Setting of Heritage Assets (2017). Applications which fail to have assessed any impact upon views and setting will not be validated.

9.12 SUSTAINABILITY IN THE HISTORIC ENVIRONMENT

9.12.1. In 2019 Croydon Council declared a climate emergency. It is important to understand and address the challenges that the historic environment faces in a period of climate-uncertainty. Historic England are currently undertaking research into the role that cultural heritage and historic buildings can play in climate change mitigation and adaptation, and have produced

a suite of guidance documents which support decision making including:

Historic England Advice Note 14: *Energy Efficiency and Traditional Homes* (2020)

Historic England, *Energy Efficiency and Historic Buildings: How to Improve Energy Efficiency* (2018)

Historic England, *Traditional Windows: their care, repair and upgrading* (2017).

9.12.2. These guidance documents should be used and promoted within the Conservation Area, using a holistic, 'whole building' approach when tackling these issues.

10.0 ENHANCEMENTS AND RECOMMENDATIONS

10.12.1. This section recommends additional measures that could be considered to ensure good management of the area in the future, and identifies interventions and changes that could enhance the special character of South Norwood.

10.1 MAINTENANCE

10.1.1. Property owners are strongly encouraged to undertake regular maintenance and sympathetic minor works to improve the condition and appearance of their properties, which will have a wider positive impact on the Conservation Area as a whole. The Council welcomes and supports enhancement schemes which contribute to the special character and appearance of the Conservation Area.

10.1.2. Regular and ongoing maintenance is important for buildings of all ages to ensure their longevity. Ongoing maintenance can limit, or even prevent, the need for repairs later. It will avoid the loss of original fabric and is cost-effective. Maintenance can also prevent problems including damp and decay, helping the building to be as energy efficient as possible.

10.1.3. Many of the buildings and spaces across the Conservation Area have been

impacted by a gradual decline in their condition due to lack of ongoing maintenance. There are examples of maintenance issues across the area, which commonly occur in historic buildings and conservation areas. These include the deterioration of paintwork, timber rot, and loss of historic features. Upper residential sections of the retail buildings in particular were often found to be in poor condition in South Norwood, and represent an opportunity for enhancement.

Recommendations for maintenance and repair include:

- Regular clearing of debris in gutters and rainwater pipes;
- Pruning of vegetation and trees, particularly those close to buildings.
- Re-fixing loose roof tiles or slates; and
- Regular repainting of timber with appropriate paint.
- Repair and repointing brickwork and other facing materials

10.1.4. All repairs should be undertaken considerately and should match the appearance and materials used in the original. Historic brick and flint work should always be repaired

using an appropriate mortar to suit the original construction materials (usually a lime-based mortar in older buildings).

10.1.5. Please refer to guidance in section 9 of this document, as well as section 6 of the Conservation Area General Guidance SPD for further guidance. Detailed advice on building maintenance is available from Historic England and the Society for the Protection of Ancient Buildings via their websites.

10.2 SHOPFRONT IMPROVEMENTS

10.2.1. Shops, cafes and other high street businesses make an important contribution to the vibrant character of South Norwood's historic high street. Many of these businesses are in historic buildings, and there are some surviving historic shopfront features. However, there is an opportunity to deliver significant enhancement to shop fronts by repairing and reinstating historic features, removing clutter and poor quality modern additions, and introducing sensitively designed new shopfronts and signage, as detailed in Section 9.4. This has the potential to enhance individual businesses and the appearance of the area considerably.

10.3 PLAQUES, SIGNAGE, AND HERITAGE INTERPRETATION

10.3.1. There is potential to introduce plaques on listed or locally listed buildings and other significant sites in conservation areas to celebrate and inform passers-by of their designation and historic significance. There is support for this idea within the local community including from the People for Portland Road group, who have funded and researched a series of plaques in the area, and the Norwood Society. This has been successful in a number of locations within the area already, including the underpass at Norwood Junction railway station. The Council would support proposals for the erection of additional plaques, subject to appropriate design and sensitive placement. There is the potential for this to be led by local amenity groups (as with the existing plaques).

10.3.2. Plaques should not detract from the architectural significance of buildings, nor introduce undue clutter. Listed building consent would be required for installation of plaques on a Listed Building. A co-ordinated approach to installation of plaques (and any other signage) is encouraged to ensure consistency and coherence.



146. Blue plaque on Stanley Halls

10.3.3. Opportunities to introduce heritage signage and interpretation to highlight and better reveal the character and significance of the area should also be considered. This might include public art, wayfinding signage, and informative signage. This could form part of wider Council-led public realm and placemaking improvements. Community-led projects to introduce signage would also be supported, provided that the design that would enhance the area's character, does not introduce undue clutter, promotes consistency in approach and that the cost of maintenance and management is fully considered.



147. Example of signage within the Conservation Area

10.4 PUBLIC REALM IMPROVEMENTS AND PLACEMAKING

10.4.1. Routine maintenance of the public realm occurs as part of the ongoing cycle of maintenance within the Borough. Such regular maintenance and repair of buildings and green spaces makes an important contribution to the appearance of the Conservation Area.

10.4.2. There are opportunities to enhance the character and appearance of the Conservation Area through improvements to public spaces and the wider public realm. This can be achieved through continuing to improve and rationalise existing street furniture and signage and reduce clutter, improvements to surfaces and landscaping, and introduction of public art and creative interventions to enhance character and pedestrian experience.

10.4.3. All proposals to enhance the Conservation Area's public realm should consider the Croydon Public Realm Design Guide.

10.5 TRAFFIC AND ACCESS

10.5.1. The Conservation Area has two A roads running through the centre. This results in high traffic levels throughout the Historic Core character area which detracts from character and pedestrian experience as well as creating issues of speeding and parking. The Conservation Area is easily accessed by public transport, foot and vehicle. Improvements to the management of traffic could enhance the area character of the area considerably, including measures such as traffic calming and upgrades to the cycle network and footpaths.

10.6 ENHANCEMENTS FOR CHARACTER AREAS

THE HISTORIC CORE CHARACTER AREA

10.6.1. This character area is a key focus for enhancements and could be improved through the repair, restoration, or reinstatement of damaged or lost architectural features. Such works should, however, be based on clear evidence of the original. If original details are unknown, works should be sympathetic and appropriate

to the building. The removal of modern paraphernalia from building facades would also enhance the area and should be sought where possible

10.6.2. In addition to the reinstatement of architectural features and the removal of modern paraphernalia, the following works are considered enhancements:

- Removal of uPVC or aluminium windows. Replacements should be well-designed timber alternatives that are in keeping with the Conservation Area's and building's character;
- Removal of non-historic render or paint where this can be achieved without damage to the underlying surface;
- Careful management of planting to retain significant views and glimpsed views of buildings;
- Repairs and improvements to boundary treatments and public realm, particularly along Selhurst Road, Station Road, Portland Road where buildings are set back, and the access route from Station Road to Portland Road where the boundary treatments are unsympathetic;

- Improving access connectivity to Portland Road from Station Road and the High Street, such as upgrading and implementing signage through the area;
- Sensitively bringing vacant buildings back into use, particularly commercial units and public houses;
- Finding sustainable and appropriate uses for vacant units and buildings; and
- Identifying a number of key locations within the Historic Core Character Area suitable for murals and public art, designed by and initiated by the local community.

Enhancements to shopfronts:

- Reinstatement of timber fascias;
- Removal of modern unsympathetic signage; and
- Repairing and restoring historic detailing, such as cornices and flanking pilasters.

Improvements to specific key buildings:

- The Jolly Sailor – currently vacant and requires sensitive restoration works;

- Clock Tower – manage traffic around the Clock Tower to ensure it remains prominent in views;
- Kennedy’s Sausages (Grade II Listed), 18a High Street – on the Heritage at Risk Register; and
- Former Public Toilets, Portland Road – establish a new viable use with an active street front.

THE STANLEY HALLS CHARACTER AREA

10.6.3. This character area is varied in character with all the buildings being set back from the road. Many of the enhancements within this area can be achieved through planting and managing the public realm.

10.6.4. The following works are considered enhancements:

- Repair and improvement to boundary treatments;
- Appropriate retention and reinforcement of mature vegetation in public and private spaces which contributes to the character of the area;
- Reinstatement of painted metal rainwater goods;
- Removal of uPVC or aluminium windows. Replacements should be well-designed timber alternatives that are in keeping with the character

of the Conservation Area and building’s character; and

- Removal of non-historic render or paint where this can be achieved without damage to the underlying surface, to reveal originally exposed brick.

THE LANCASTER AND WARMINSTER ROAD CHARACTER AREA

10.6.5. The Lancaster and Warminster Road Character Area is a residential character area with larger houses, such as villas, and plots.

10.6.6. The following works are considered enhancements:

- Removal of uPVC or aluminium windows. Replacements should be well-designed timber alternatives that are in keeping with the Conservation Area’s and building’s character;
- Reinstatement of painted metal rainwater goods;
- Removal of non-historic render or paint where this can be achieved without damage to the underlying surface;
- Repair and improvement to boundary treatments;
- Maintenance of the cast iron stink pipe and restoration of the ventilation cap; and

- Appropriate retention and reinforcement of mature vegetation in public and private spaces which contributes to the character of the area.

THE RAILWAY CHARACTER AREA

10.6.7. The Railway Character Area comprises the railway and associated infrastructure. Enhancements within this area are predominately focused around the public realm and improvements to connectivity between the Historic Core.

10.6.8. The following works are considered enhancements:

- Removal of uPVC windows on station building with traditional timber framed sash windows and goods shed with timber or Crittal windows;
- Improvement to public realm, through street furniture and planting; and
- Improving connectivity between the Station Road and Clifford Road.

Improvements to specific key buildings:

- Norwood Junction Railway Station – reinstatement of traditional entrance and architectural features

THE RESIDENTIAL ROADS CHARACTER AREA

10.6.9. Enhancements within this area can be achieved through the repair, restoration, or reinstatement of damaged or lost architectural features. The removal of modern paraphernalia on building facades would also enhance the area and should be sought where possible.

10.6.10. As well as the reinstatement of lost architectural features and the removal of modern paraphernalia, the following works are considered enhancements:

- Removal of uPVC or aluminium windows. Replacements should be well-designed timber alternatives that are in keeping with the character of the Conservation Area and building;
- Reinstatement of painted metal rainwater goods;
- Removal of non-historic render or paint where this can be achieved without damage to the underlying surface;
- Rationalising, repairing and improving boundary treatments;
- Increased soft landscaping in front gardens;

- Removal of satellite dishes on front elevations;
- Improvements to car parks with planting to soften their boundary, such as Suffolk Road Car Park;
- Improvements to public realm through increased planting and rationalising street furniture, particularly where buildings are set back such as along Albert Road, Selhurst Road and Oliver Grove; and
- Appropriate new development within vacant plots that will enhance the character and appearance of the area.

Improvements to specific key buildings:

- Church of St Mark (Grade II Listed), Albert Road – on the Heritage at Risk Register due to repair works.

10.7 OTHER MEASURES TO CONSIDER

Reviewing the Boundary of the Conservation Area

10.7.1. A review of the conservation area boundary has been carried out as part of this CAAMP, in accordance with legislation, the NPPF (2021) and Historic England Advice Note 1: Conservation Area Appraisal, Designation and Management (2018), as detailed in Section 1.5. The boundary should continue to

be assessed as part of future reviews of the Management Plan to ensure it is robust and adequately protects the significance of the area. The Conservation Area Appraisal and Management Plan should be reviewed approximately every five years to monitor change and inform management proposals.

Vacant properties

10.7.2. There are a number of vacant units within the Historic Core Character Area, which provide opportunity for enhancement through reuse, general repair and maintenance. High tenant turnover can be detrimental to a high street, with empty shops detracting from the Conservation Area, encouraging anti-social behaviour and sometimes resulting in material damage and decay to buildings. The local authority could seek to engage with building owners and interested parties to implement an empty shop scheme, using empty frontages as exhibition spaces or painting seasonal murals on empty sections of glazing. The Council should consider utilising existing powers to intervene where any unit has been vacant for over three months so that it does not detract from the area's character and appearance. The High Street Heritage

Action Zone scheme, which will operate from 2021 to 2024, will provide an opportunity to regenerate these vacant spaces. Key vacant sites are included within the HSHAZ priority list, and will be improved throughout the project.

10.7.3. Data was collated by We Love SE25 in 2018 to identify vacant units on the High Street, Station Road, Selhurst Road and Portland Road; there were 93 identified at this time. Historic England's Guidance on Vacant Historic Buildings (2018) should be implemented to ensure that these buildings are not at further risk of deterioration. Where possible, a custodian or guardian should be appointed. This is an important role with responsibility for monitoring the building while it is empty and photographing and reporting damage. If the building is unoccupied, a contact number should be displayed, so that a member of the public can report any damage witnessed. Key vacant sites are currently included within the HAZ priority list, and so will be improved throughout the duration of the HAZ.



148. Example of a vacant building within the Conservation Area

Monitoring

10.7.4. Condition and maintenance issues across the Conservation Area could be monitored by means of a regular baseline photographic survey, building on the condition assessment undertaken in 2020 as part of the High Street Heritage Action Zone. Going forward, this could be an opportunity for local groups and individuals to take a lead role, and there is scope for the Council to work in partnership with the community to undertake ongoing assessments and monitoring.

Public resources

10.7.5. The preservation and enhancement of residential dwellings and shopfronts can be improved through the publishing of guidance and resources to inform property owners and members of the community. The following types of resources could be considered:

- An introductory summary of the Conservation Area Appraisal in the form of a leaflet or webpage is a simple way to communicate the significance of the area.
- A concise maintenance guide would assist property owners in caring for their property in an appropriate manner. Poor maintenance leads to the deterioration of the fabric of the built environment and results in a loss of architectural details. Improved awareness of simple maintenance and repair would be conducive with the preservation of South Norwood's built heritage.
- Further detailed guidance for shop owners on upkeep and maintenance of historic frontages. Raise awareness of the importance of historic shopfronts and traditional signage and the contribution they make to the special interest of the Conservation Area. This could include a more detailed design guide to ensure a consistent design-led approach, including recommendations for redesigns of frontages, appropriate colours and materials.

Review Local List

10.7.6. A review of local list entries in the area could identify buildings and structures that are of particular

local interest, or that make a particularly important contribution to the character of the area. Local listing is an important tool for local planning authorities to identify non-designated buildings and other heritage assets which make a positive contribution to the locality. Updating the local list to include these would ensure that their special interest is recognised, including through the planning process. Criteria for local listing can be found on the Council's website.

10.7.7. The following sites could be considered for inclusion:

- Norwood Junction Station
- 1 - 7 Farley Place
- Former Police Station
Oliver Grove

10.7.8. These buildings have a significant level of local value and make a positive contribution to the conservation area's special interest.

11.0 APPENDICES

11.1 APPENDIX 1: BIBLIOGRAPHY

Books and publications

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'Norwood: Introduction', in *Survey of London: Volume 26, Lambeth: Southern Area*, ed. F H W Sheppard (London, 1956), pp. 167-173.

The Norwood Review, No. 187 Winter (2009), <https://www.norwoodsociety.co.uk/pdf/review187.pdf>

Archives

Croydon Museum and Archive Service

Greater London Archaeology Advisory Service

John Gent Postcards Collection Croydon Natural History & Scientific Society

RIBA Archives

Maps

Ordnance Survey Maps (various)

Layers of London (<https://www.layersoflondon.org/map>)

Webpages

Bomb Sight, <http://bombsight.org/explore/greater-london/croydon/south-norwood/>

South Norwood Recreation Ground (8066), <https://www.parksandgardens.org/places/south-norwood-recreation-ground>

London Garden's Trust, *Inventory Site Record South Norwood Country Park*, <https://londongardenstrust.org/conservation/inventory/site-record/?ID=CRO081>

John Hickman, *An Introduction to the History of South Norwood Country Park*, <https://friendsofsncp.org.uk/history/>

Alan Edwards, Tribute to Kennedy's Sausages (and Pies), <http://www.routebus537.veryold.net/kennedytribute.html>

London Parks and Gardens Trust <https://londongardenstrust.org/>

Parks and Gardens Trust Site Database, <http://www.londongardensonline.org.uk>.

11.2 APPENDIX 2: OTHER USEFUL INFORMATION

A) Websites

Croydon Council Planning and Conservation web pages: www.croydon.gov.uk/conservation
www.croydon.gov.uk/planningandregeneration

Historic England web pages: www.historicengland.org.uk www.historicengland.org.uk/advice/
www.historicengland.org.uk/advice/your-home/saving-energy/

National Planning Policy Framework and associated guidance: www.gov.uk/government/publications/national-planning-policy-framework--2

The Planning Portal: www.planningportal.gov.uk

Greater London Historic Environment Record: www.heritagegateway.org.uk (managed by Historic England)

Greater London Authority (for the London Plan): www.london.gov.uk/thelondonplan

Department for Communities and Local Government: www.communities.gov.uk

Building Conservation Directory: www.buildingconservation.com

Sustainable Traditional Buildings Alliance: www.sdfoundation.org.uk/stba

B) Croydon Council Planning Policy and Guidance

Croydon Local Plan: Strategic Policies DPD

Croydon Local Plan: Detailed Policies and Proposals DPD

Borough Character Appraisal

Croydon Conservation Area General Guidance SPD

Planning Application Validation Checklist

Local List of Buildings of Architectural or Historic Interest SPD

Residential Extensions and Alterations SPD

Shopfronts and Signage SPG

Landscape Design SPG

Public Realm Design Guide

Review of Sites of Nature Conservation Importance

C) National Guidance Documents

Archaeology and Planning in Greater London (Historic England, 2011)

Good Planning Advice Note 3: The Setting of Heritage Assets (Historic England, 2017)

Understanding Place: Conservation Area Designation, Appraisal and Management (Historic England, 2011)

Understanding Place: Historic Area Assessments (Historic England, 2011)

Energy Efficiency and Historic Buildings, which is a series of Historic England guidance documents available to view and download at www.helm.org.uk/climatechange

By Design: Urban Design in the Planning System (CABE, 2000)

The Urban Design Compendium (English Partnerships, 2007)

Responsible Retrofit of Traditional Buildings (Sustainable Traditional Buildings Alliance, 2012)

A Stitch in Time (IHBC and the Society for the Protection of Ancient Buildings, 2002)

11.3 APPENDIX 3: CONTACTS

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Development Management (including Enforcement & Tree Officers): Email: development.management@croydon.gov.uk

Building Control Team, Croydon Council: Email: building.control@croydon.gov.uk

Waste Management Team, Community Services, Croydon Council: Tel: 0208 7266200

Croydon Local Studies Library and Archives Centre: www.croydon.gov.uk/libraries Tel:0208 7266900; Email: local.studies@croydon.gov.uk

Historic England London Region

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The Victorian Society

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The Georgian Group

Tel/Email: 0871 7502936; info@georgiangroup.org.uk www.georgiangroup.org

The Twentieth Century Society

Tel/Email: 020 7250 3857; coordinator@c20society.org.uk; <https://c20society.org.uk/>

The Society for the Protection of Ancient Buildings (SPAB)

Tel/Email: 0207 3771644; info@spab.org.uk; www.spab.org.uk

The Building Conservation Directory

Tel/Web: 01747 871717; www.buildingconservation.com

The Energy Saving Trust

Tel/Web: 0800 512012; www.energysavingtrust.org.uk

Register of Building Conservation Accredited Architects

Tel/Web: 01625 523784; www.aabc-register.co.uk

Royal Institute of British Architects (RIBA)

Tel/Web: 0207 3073700; www.architecture.com

Croydon Natural History and Scientific Society

Contact: Mr. T. Skrzypczyk (Secretary) Email: information@cnhss.co.uk

Norwood Society

<https://www.norwoodsociety.co.uk/>

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020 8726 6000

South Norwood Conservation Area Appraisal and Management Plan SPD

This document should be read in conjunction with the Croydon [Conservation Area General Guidance Supplementary Planning Document](#), adopted on 22 April 2013.

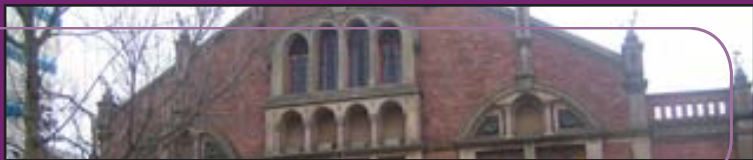
Please note that this document was adopted on 25 June 2007 and some references to planning policy and guidance are therefore out of date.

It is intended that this document will be updated as part of the Council's programme of production of Conservation Area Appraisal and Management Plans for all conservation areas within the borough. For further information please see the following webpage:

<https://www.croydon.gov.uk/planningandregeneration/framework/conservation/conservation-areas/conservation-guidance>

If you have any further queries about this document please email:
spatial.planning@croydon.gov.uk

South Norwood Conservation Area Appraisal and Management Plan





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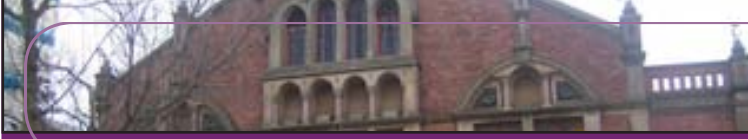
1 Introduction

What is a Conservation Area?

- 1.1** A Conservation Area is: 'an area of special architectural or historic interest, the character and appearance of which it is desirable to preserve or enhance.' Planning (Listed Buildings and Conservation Areas Act) 1990. Their special qualities are given legal status under the planning system which offers greater protection to ensure that any future change preserves or enhances the character and appearance of such areas.
- 1.2** Croydon Council is required under the Planning (Listed Buildings and Conservation Areas) Act 1990 s.69 to designate areas of special architectural or historic interest, the character of which it is desirable to preserve, as Conservation Areas. The Act further states that the Council is to review its Conservation Areas from time to time to ensure that the original designation was correct and, where necessary, to designate additional areas.
- 1.3** Section 71 of the Act requires the local planning authority to "formulate and publish proposals for the preservation and enhancement of any parts of their area which are Conservation Areas."

Purpose of a Conservation Area Appraisal

- 1.4** An appraisal aims to define the qualities that make an area special through understanding the history and development of the place and analysing its current character and appearance. It is not just an audit of the physical and built elements but it also seeks to record the intangible elements that contribute to making an area distinctive i.e. sights, sounds and smells as well as historic associations with people and events. Not every aspect of the Conservation Area can be mentioned in the Appraisal but this does not mean it lacks interest or importance.
- 1.5** Planning Policy Guidance Note 15 (PPG15) stresses that 'it is quality and interest of areas, rather than individual buildings which should be the prime consideration in identifying Conservation Areas.'
- 1.6** The Appraisal seeks to provide a benchmark of understanding against which the effects of proposed change can be assessed and the future of the area managed accordingly. It will also identify problems that detract from the character of the area and potential threats to this character.
- 1.7** The purpose of this draft Conservation Area Appraisal is:



South Norwood Conservation Area Appraisal and Management Plan

- To provide a detailed appraisal of the architectural and historic character of South Norwood's historic core.
- To propose management guidelines on how this character should be preserved and enhanced.

Conservation Area Status

1.8 The designation of South Norwood as a Conservation Area places certain statutory obligations on both the Council and the residents. The main such obligations are as follows:

- In the exercise of its powers, particularly those of planning control, the Council is required to pay special attention to the preservation and enhancement of the character and appearance of the area.
- No building (except those minor buildings exempted by Regulations) may be demolished without consent.
- Any application for planning permission, which would affect the character of the Conservation Area, has to be advertised by the Council, in the local newspaper and on the site.
- Anyone proposing to cut down or carry out work on a tree in a Conservation Area should give the Local Authority six weeks' prior notice. The purpose of this requirement is to give the Local Authority an opportunity to consider whether a Tree Preservation Order should be made in respect of the tree. (please see sections 9.20 and 9.23 for further detail.)

1.9 In applying its statutory powers, the Council will operate policies which are designed to ensure that the special significance and character of South Norwood is retained. The intention of these policies is not to inhibit development in South Norwood but to ensure that they respect the character of the area.

- Permission will not normally be granted for the introduction of any uses into the area which are likely to conflict with the existing residential character.
- The Council will normally expect to receive detailed planning applications for all proposed development throughout the area. Where outline applications are received the Council will be prepared to use its power under Article 3(2) of the Town and Country Planning (General Development Procedure) Orders 1995 to require the submission of detailed plans and drawings of the proposed development (including elevations which show the new development in its setting and the relationship of the proposed development with existing trees on and adjacent to the site). Applicants and their Agents are advised to discuss their proposals with the Council's Officers at an early stage.
- Any additional building should respect the setting of the Conservation Area.

Background

- 1.10** The designation of South Norwood Conservation Area emerged following a two week exhibition by the Croydon Society at Fairfield Halls in 1990. The exhibition highlighted the importance of an essentially intact Victorian High Street that was becoming dilapidated and under-used.
- 1.11** The area was designated as a Conservation Area in November 1992. Figure 1.1 below shows the existing Conservation Area boundary along with the current Listed Buildings and Locally Listed Buildings. There are currently 3 Listed Buildings and 15 Locally Listed Buildings within the Conservation Area. Following designation, an Environmental Improvement Strategy for South Norwood District Centre was produced in 1994/95 that led to the implementation of a number of physical improvements, a reduction in the number of vacant shop units and a shopfront improvement grant scheme. However, no formal Conservation Area policy or proposals statement was prepared and it has remained, until now, the only designated Conservation Area in the Borough without a supporting appraisal or statement. This Appraisal and Management Plan will rectify this position.



South Norwood Conservation Area Appraisal and Management Plan

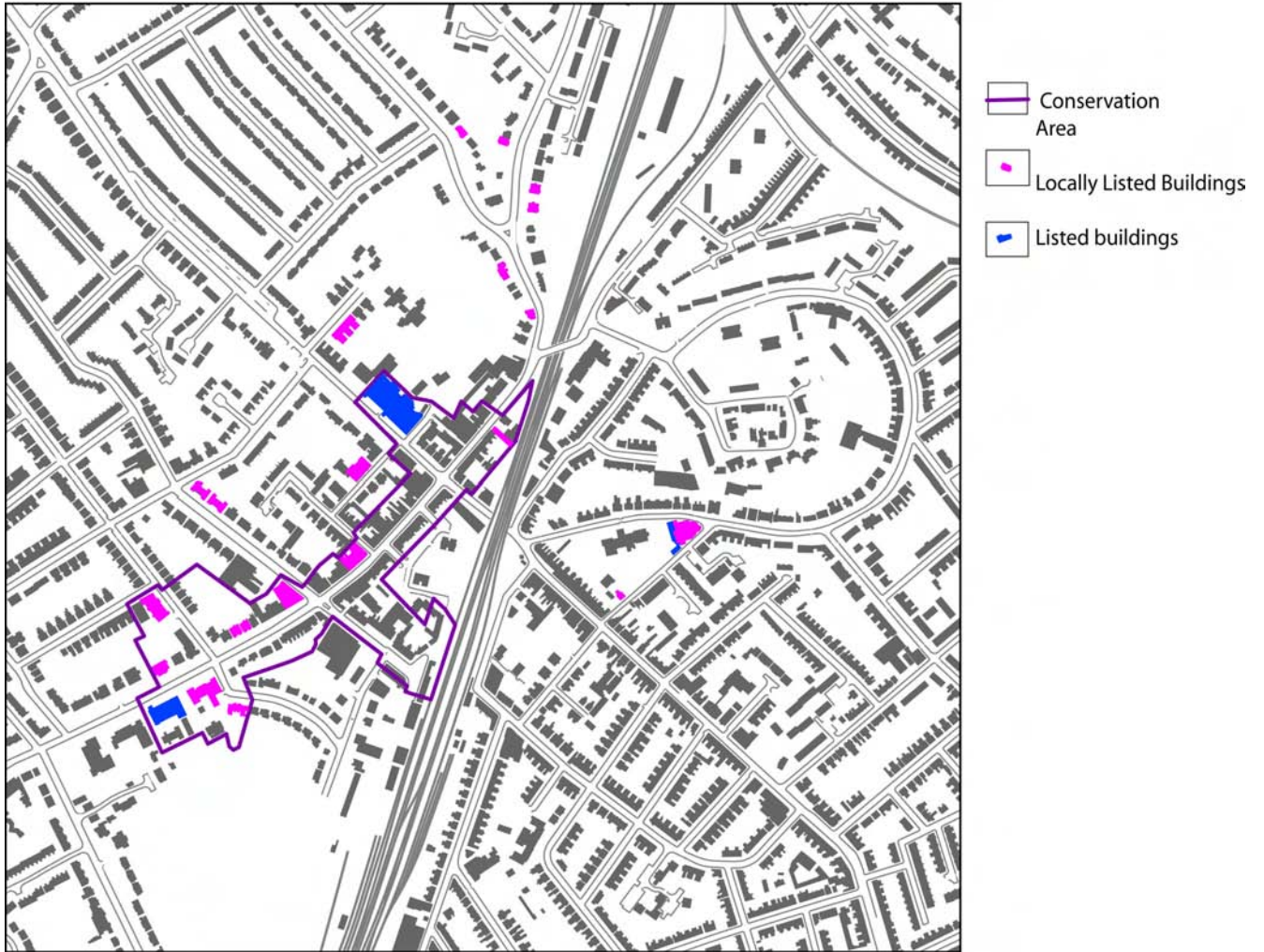


Figure 1.1 Existing Conservation Area and Listed Buildings

1.12 This appraisal was adopted as a Supplementary Planning Document on June 25th 2007

2 The Planning Policy Context

National Policies and Guidance

2.1 National policies and guidance on conservation can be found in:

- Planning (Listed Buildings and Conservation Areas) Act, (1990)
- Planning Policy Guidance 15: Planning and the Historic Environment, (1994)
- Planning Policy Guidance 16: Archaeology and Planning, (1990)
- Planning Policy Statement 1: Delivering Sustainable development, (2004)

2.2 In addition, English Heritage / CABE has recently published guidance on conservation area appraisals and their management plans:

- Guidance on Conservation Area Appraisals (2006)
- Guidance on the Management of Conservation Areas (2006)
- By Design - Urban Design in the planning system: towards better practice (May 2000)

2.3 Individual buildings of special architectural or historic interest have enjoyed a means of statutory protection since the 1950s. Listed Buildings are assessed against national criteria, with lists being drawn up by English Heritage. Conservation Areas, by contrast, are designated by Local Authorities on more local criteria and are therefore very varied in character. The concept of protecting areas of special merit (rather than individual buildings) was first brought under legislative control with the passing of the Civic Amenities Act in 1967. General guidance on Conservation Areas is available in Planning Policy Guidance Note 15 (PPG15), which sets out the government's policies on the historic built environment in general.

Regional Policies (London)

2.4 In addition, Policy 4B.7 of The London Plan produced by the Greater London Authority (GLA) emphasises the need for boroughs to work with local communities to recognise and manage local distinctiveness, ensuring proposed developments preserve or enhance local social, physical, cultural, historical, environmental and economic characteristics.

Local Policies

2.5 The Council's intention is to preserve and enhance the character of the Area. In accordance with Policy UC1 of the Croydon Plan (adopted July 2006) it will seek to secure this aim by:



South Norwood Conservation Area Appraisal and Management Plan

- Preserving or enhancing areas of recognised and valued character or special interest
- Preventing the loss in the identity of Conservation Areas.
- Preserving or enhancing listed buildings and their setting, and historic parks and gardens
- Using legislative powers to secure improvements to areas and repairs to buildings, and by imposing Article 4 Directions when needed.
- Seeking to retain buildings on the Local List which contribute to the character of an area.

2.6 Policies in the Croydon Plan which are of particular relevance are:

- SP4 Strategic Policy on Urban Conservation and Archaeology
- SP8 Strategic Policy on Nature Conservation
- UC1 Designation of Conservation Areas
- UC2 Control of Demolition in Conservation Areas
- UC3 Development Proposals in Conservation Areas
- UC4 Changes of Use in Conservation Areas
- UD2 Layout and siting of new development
- UD14 Landscape design
- NC4 Woodland trees and hedgerows

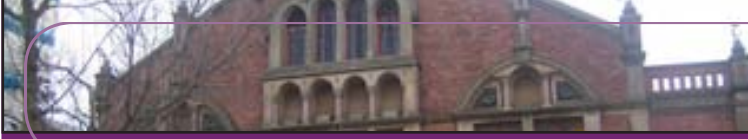
3 Definition of Special Interest

Definition of South Norwood's character

- 3.1** South Norwood places much of its 'special interest' on the intact state of the old shopping streets; High Street, Portland Road and Station Road and the supporting side streets which together create an interesting mix of styles, materials and quality. The special interest of the High street, Station Road and Portland Road is characterised by mainly three storey buildings with shops on the ground floor and a straight building line with no set back. The interest of the residential side streets are characterised by predominately two storey buildings with a small front garden. The Lancaster and Warminster Road area provides a different mix being characterised by taller buildings, wider plot widths and generous and varied set backs. The prevalent building materials in the area change depending on the character area and age of building. The older buildings tend to be simpler, with a predominance of London Stock brick and render. Materials become more varied in the Victorian period, with dark red brick and more complex detailing.
- 3.2** South Norwood is also characterised by its historic layout . Map 4.3 in the next chapter show a clear intersection of development from where South Norwood evolved and Map 4.4 shows how development radiated out from the intersection of these roads into the surrounding fields. This original focus of development at the intersection of High Street, Portland Road and South Norwood Hill is not only still visible but very much in tact. The area illustrates the development of a Victorian railway suburb and still retains much of this character and quality. The centre of South Norwood is predominantly composed of original buildings, dating from the 1840s to 1910 and although these buildings have been altered and extended over time many retain their original features.
- 3.3** The value placed by the local community on the architecture and history of the area also plays an important part in defining South Norwood's special interest. South Norwood is valued by local residents as a focus for their community. This is evident in the number of community and civic organisations in the area who take an interest in the history and the physical appearance of the area.

The South Norwood Conservation Area has a varied character that reflects the evolution of the area. The growth of the area has been influenced by the following:

- The origin of the centre at an intersection of two roads
- Development centred around the Croydon canal (opened in 1809)



South Norwood Conservation Area Appraisal and Management Plan

- The arrival of the railway in 1839 and associated growth in housing
- The work of the Stanley family
- Development in the inter-war and postwar periods
- Subsequent infilling

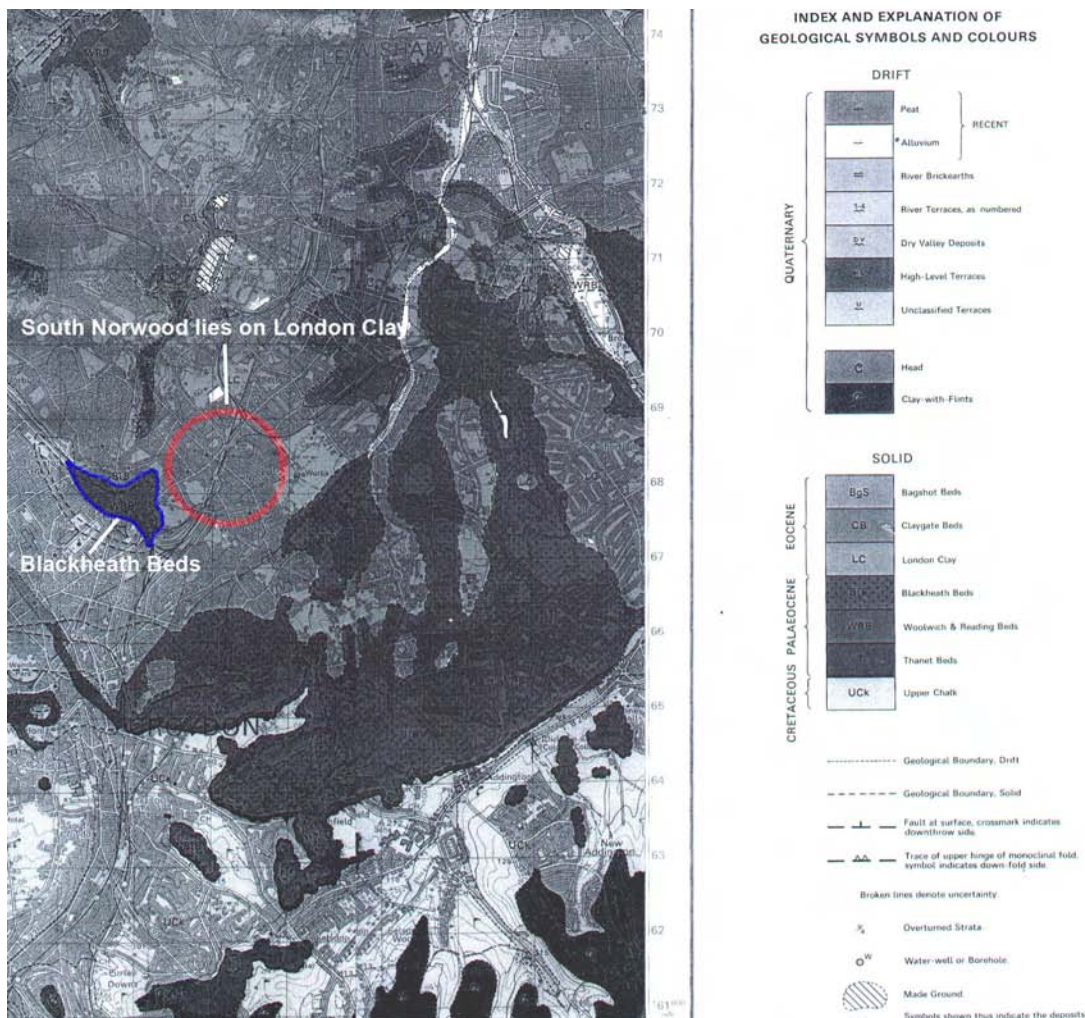
3.4 The principal character areas are defined as follows:

- The intersection between the High Street and Portland Road
- The Warminster and Lancaster Road Area
- The Stanley Halls Area
- Residential side streets

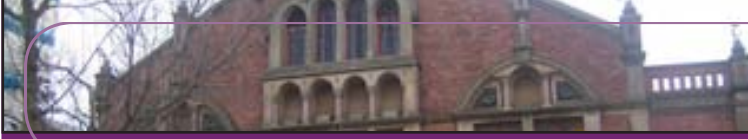
4 Assessing Special Interest

Location, topography and Context

4.1 South Norwood lies on the southern slopes of the Norwood Ridge which forms the southern edge of the London Basin. This line of hills runs from north-east to south-west for about three miles and rises to approximately 110 metres above sea level at its highest point. The ridge splits into two spurs at the centre of Upper Norwood. One runs north-west (Central Hill) and one south-west (Church Road). The spur divides into two again at All Saints' Church, Beulah Hill running north-west and South Norwood and Grange Hill running south-west. South Norwood Hill is the most southerly spur of this ridge.



Map 4.1 Geological map of the Croydon area

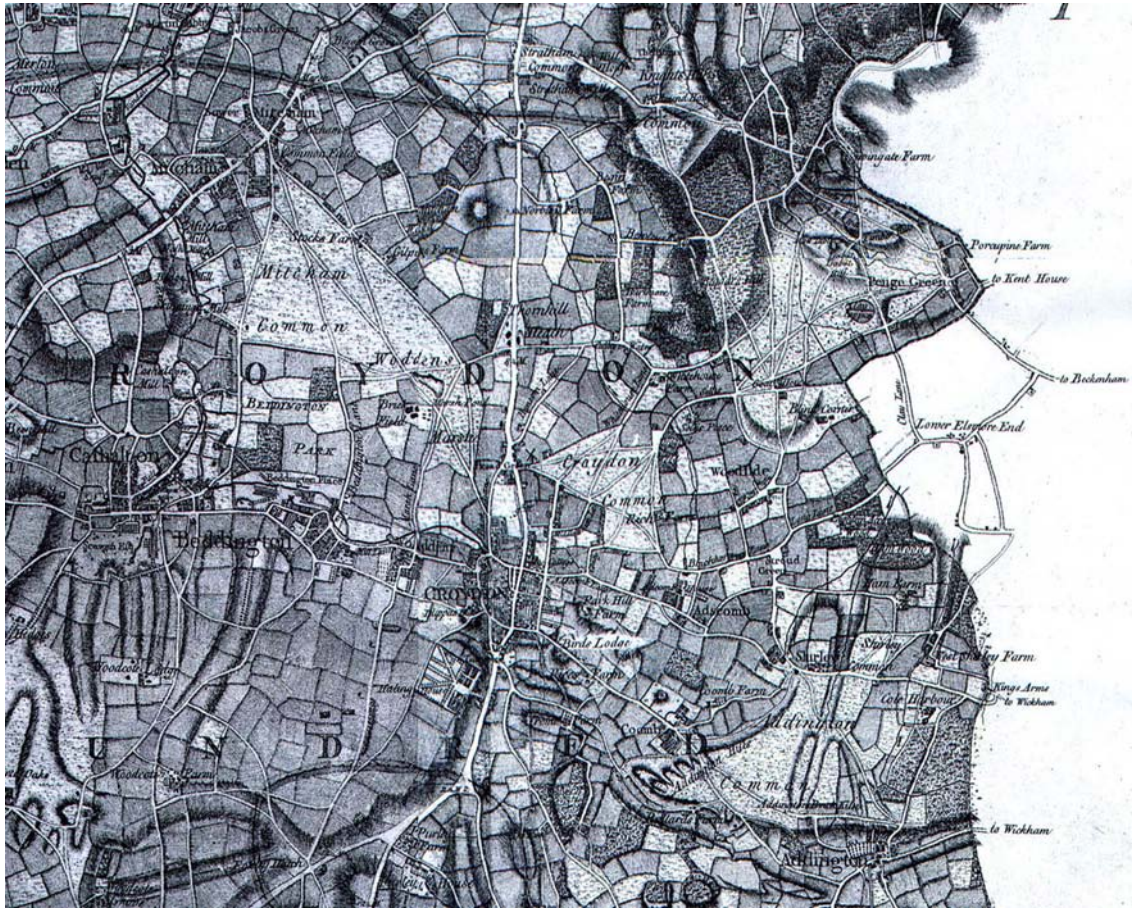


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- 4.2** The ridge is formed by gray silty deposits known as London Clay, capped in places with the gravel of the Claygate Beds. The London Clay extends at its foot to the southern edge of the South Norwood Country Park where a stream marks the junction with the sands and gravels of the Blackheath Beds that rise to Shirley, Addington Hills and Croham Hurst. A second stream is marked on some old maps as rising near the old Woodside Brickworks site, flowing through the dip in Birchanger and Portland Roads and emerging on the Country Park at its north-west corner, where it can still be seen. These combined streams join the Chaffinch Brook and the Beck to form the Pool River which eventually flows into the Ravensbourne.

Historic development of South Norwood

- 4.3** The area that we know as South Norwood was part of the Great North Wood. This chain of oak woods stretched towards Woodside, much of it within the old parish of Croydon. By the end of the 18th Century most of the trees had disappeared for charcoal burning and timber. The rough scrub land was sparsely populated and was used for common land for grazing.



Map 4.2 John Roque's Map of Surrey 1768

- 4.4 Enclosure of common land under the Croydon Enclosure Acts in the early 19th Century opened up the way for change. The map below shows the enclosure of South Norwood area in 1800. The area is undeveloped but the intersection of the High Street and Portland Road is clearly visible.
- 4.5 The Croydon Canal was opened in 1809. This began the development of the area, including the opening of the Jolly Sailor Public House. The Canal closed in 1836, after failing to be the huge success that was predicted. It was sold to the London and Croydon Rail company, who opened Croydon's first steam railway in 1839. The station was named the Jolly Sailor until 1859 when it was relocated and changed its name to Norwood Junction. The railway followed the Canal bed through rural countryside. The canal curved to avoid high farmland and left a distinct area known for many years as Frog Island. Development increased rapidly over the next 20 years. This can be seen by comparing the Tithe map of 1844 to the Ordnance Survey map of 1868, which shows considerable development to the areas immediately to the north and south of the railway line.



South Norwood Conservation Area Appraisal and Management Plan



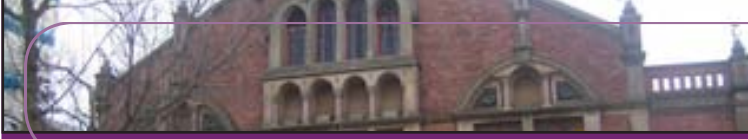
Map 4.3 Tithe Map of South Norwood 1844

4.6 The rapid expansion of the rail network made South Norwood an important junction with connections to the main London Stations and to further counties. The area which was still very green and countrified was fast becoming a sought after residential district as people moved away from the smoky metropolis and the first commuters began to appear. The Ordnance Survey Map of 1890 map shows how development radiated out from the intersection of the main roads and the station into the surrounding fields. In 1889 South Norwood Recreation Ground was acquired by the Council to meet the open space needs of the growing population.



Map 4.4 South Norwood in 1890

4.7 Development of a prosperous and self contained suburb in close proximity to Croydon and with easy access to London continued into the twentieth century. The areas around Portland Road were surrounded with residential streets of terraced houses. Large areas of farmland and estates remained undeveloped, particularly around South Norwood Hill. The First World War called a temporary halt to the development of the area, which continued apace in the 1920s and 1930s.



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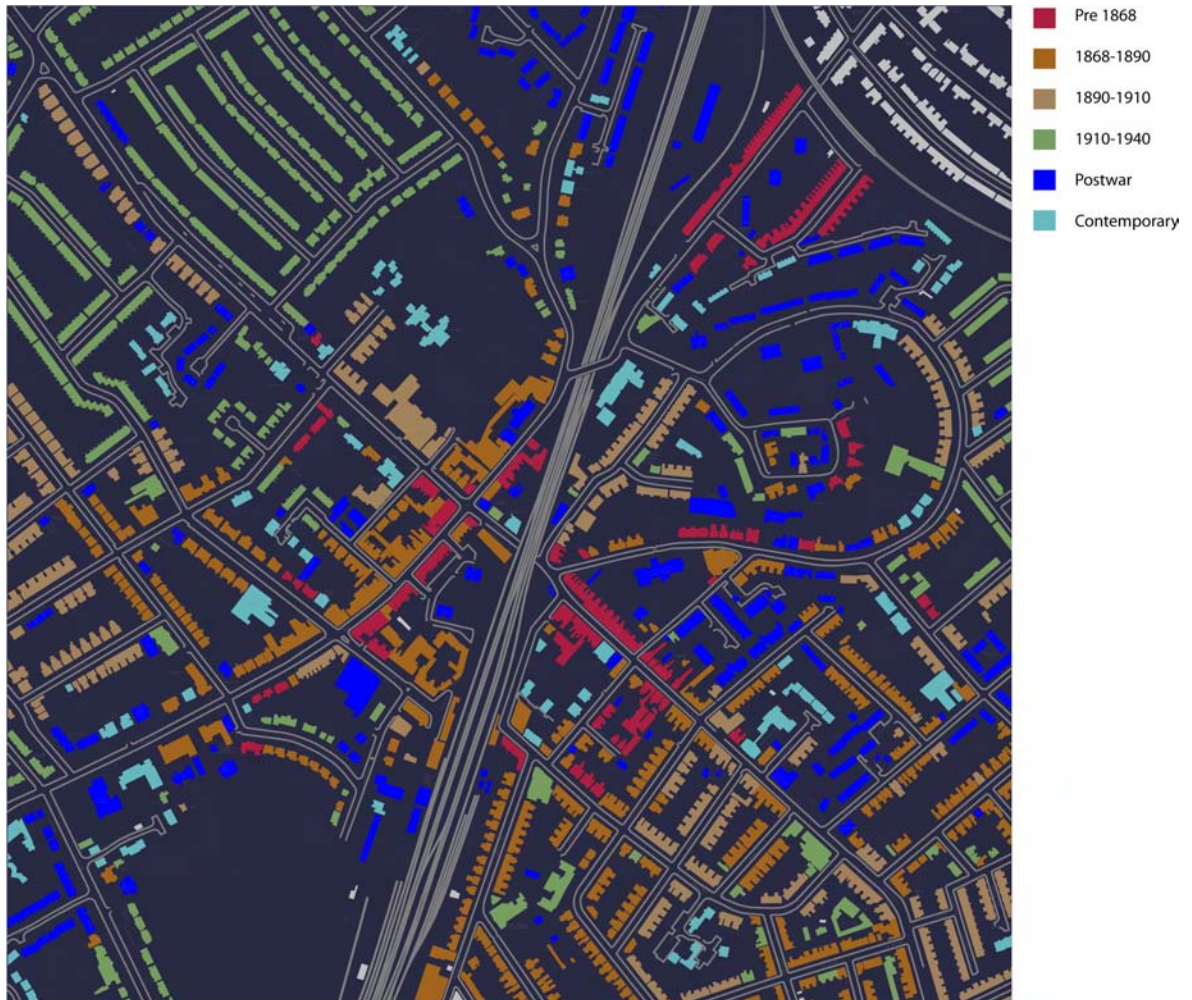
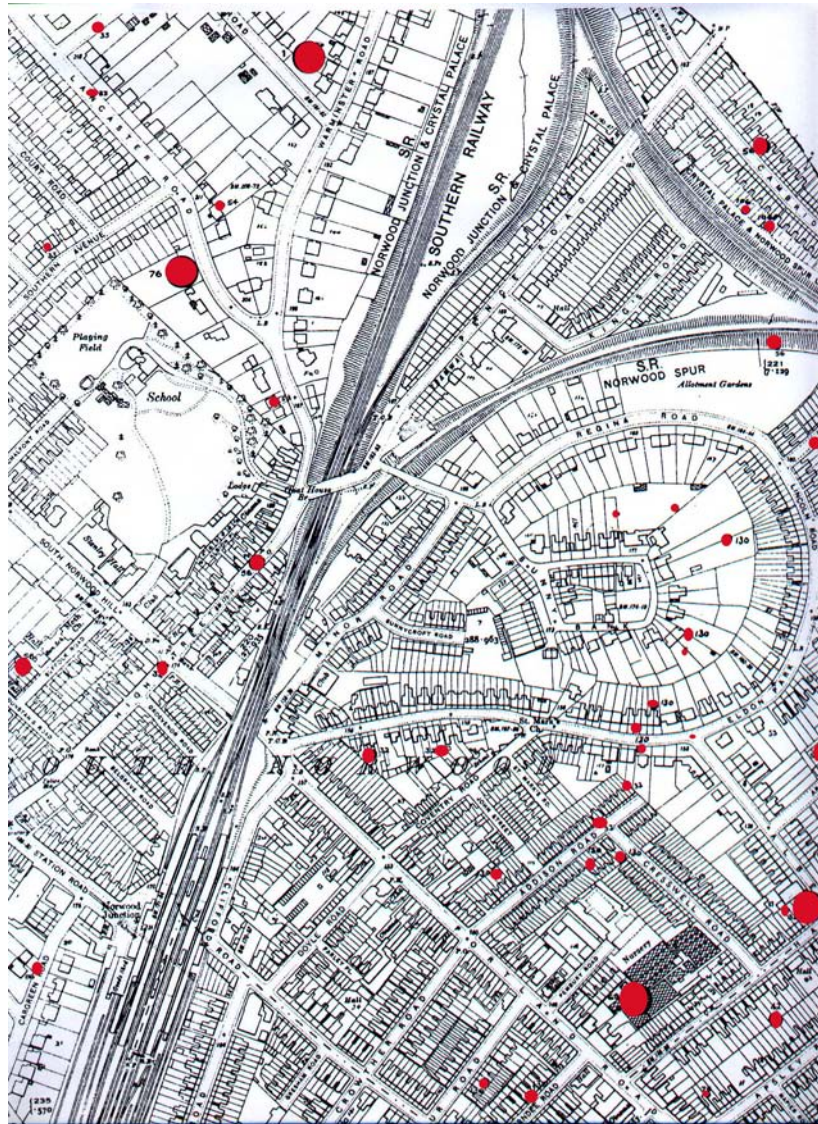


Figure 4.1 Building Ages

4.8 Parts of South Norwood were damaged in the Second World War. (see Map 4.4). The post-war development up to the 1970s was mixed in character and was focused on the renewal of these sites and the provision of social housing. Much of this development was a significant departure in character from the rest of South Norwood, such as the Sommerfield Supermarket and the flats on Belgrave Road. More recent developments have reflected changes in the nature of its population and the local economy. Local employment has declined and commuting has increased further. Many of the large and medium-sized Victorian houses that remain have been converted into flats. Other buildings have been demolished to make way for new developments of flats. Changes in employment patterns and shopping habits have led to a decline in demand for shops in the area and an increase in the pressure for conversion to housing.

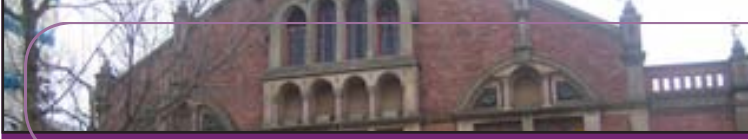


Map 4.5 Map to show bomb damage caused in the 2nd World War

Spatial Analysis

- 4.9** Landmarks are buildings, features or structures which enable people to orientate themselves and recognise where they are located.

"I always thought of 'The Stanley Halls' as a Landmark of South Norwood. Its red brick walls and the grand sculptures on either side of one entrance make one wonder about the history of the building. As a fairly new resident, I first went in there to cast my vote in the general election. I thought to myself "what a grand architectural building it is" Shiroma Ratne quoted in Remember Stanley (Croydon Council 2003)



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The following figure shows the main views and landmarks of South Norwood:

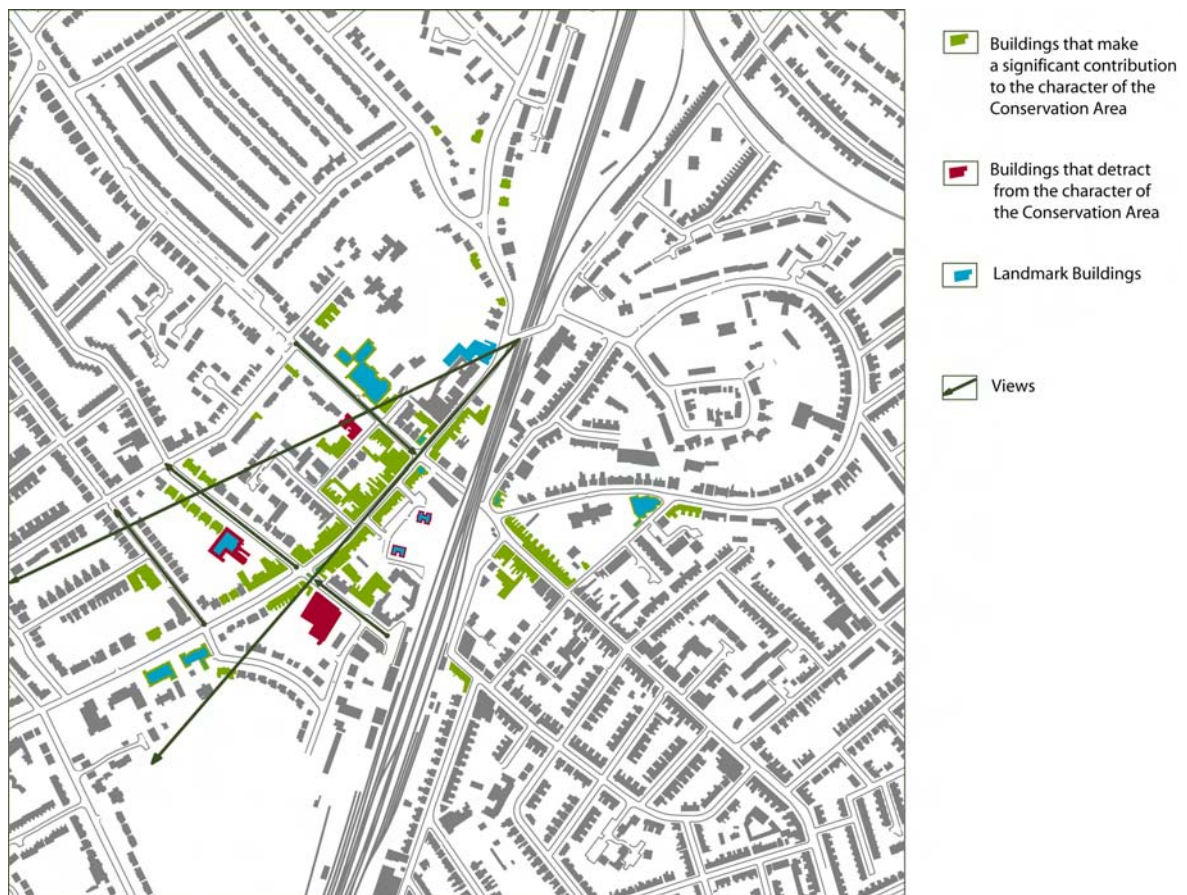


Figure 4.2 Views and buildings that enhance or detract from the appearance of the area

4.10 South Norwood contains a cluster of distinct buildings and key views that create a sense of place. The gateways into the area are varied.

- The Clocktower occupies a central position and is a key means of orientation. When arriving by train the Clocktower draws people towards the High Street.
- 'The Stanley Halls' are an important landmark on South Norwood Hill.
- There is no strong sense of arrival by Selhurst Road. The Holy Innocents Church, Samuel Taylor Centre and the Library form a strong cluster of civic buildings but are set back from the road and lack a significant activity on their frontages.
- Standing from the top of Oliver Grove and looking towards the Clocktower and the Station provides a significant view. In Victorian days this view was punctuated by

the grand gate pillars which now stand at the entrance of South Norwood Recreation Ground.

- The views from the Goat House bridge are significant, although the sense of arrival is reduced by the changes in alignment of the road crossing the railway line, the poor quality of the environment and significant gaps in the building frontage.

4.11 The following buildings and structures in the South Norwood Conservation Area have been identified as landmarks

- The Clock Tower, Station Road
 - Stanley Halls, South Norwood Hill
 - The Harris Academy, set back from the High Street and can be seen from South Norwood Hill
 - The Alliance, the Albion and the Jolly Sailor Public Houses
 - Portmanor Public House, on the corner of Portland Road and Albert / Manor Road
 - Holy innocents Church on Selhurst Road
 - South Norwood Library, corner of Selhurst Road and Lawrence Road
 - Metropolitan Police Station on Oliver Grove
 - The flats on Belgrave Road
 - Flint buildings on Coventry Road
 - St Mark's Church
-
- Railway bridge over Portland Road



Picture 4.1 Gateway to South Norwood from the station



Picture 4.2 Clock Tower



Picture 4.3 View from the top of Oliver Grove

4.12 The South Norwood Conservation Area is generally characterised by a tight urban grain, with narrow plot widths. The building heights are varied but with three storey buildings predominating on the main roads and two storey buildings on the residential side roads. There are few building setbacks on the main streets, contrasting with small front gardens



South Norwood Conservation Area Appraisal and Management Plan

on the residential side streets. The Lancaster and Warminster Road area is significantly different, being characterised by detached taller buildings, wider plot widths and generous set backs with landscaped frontages.

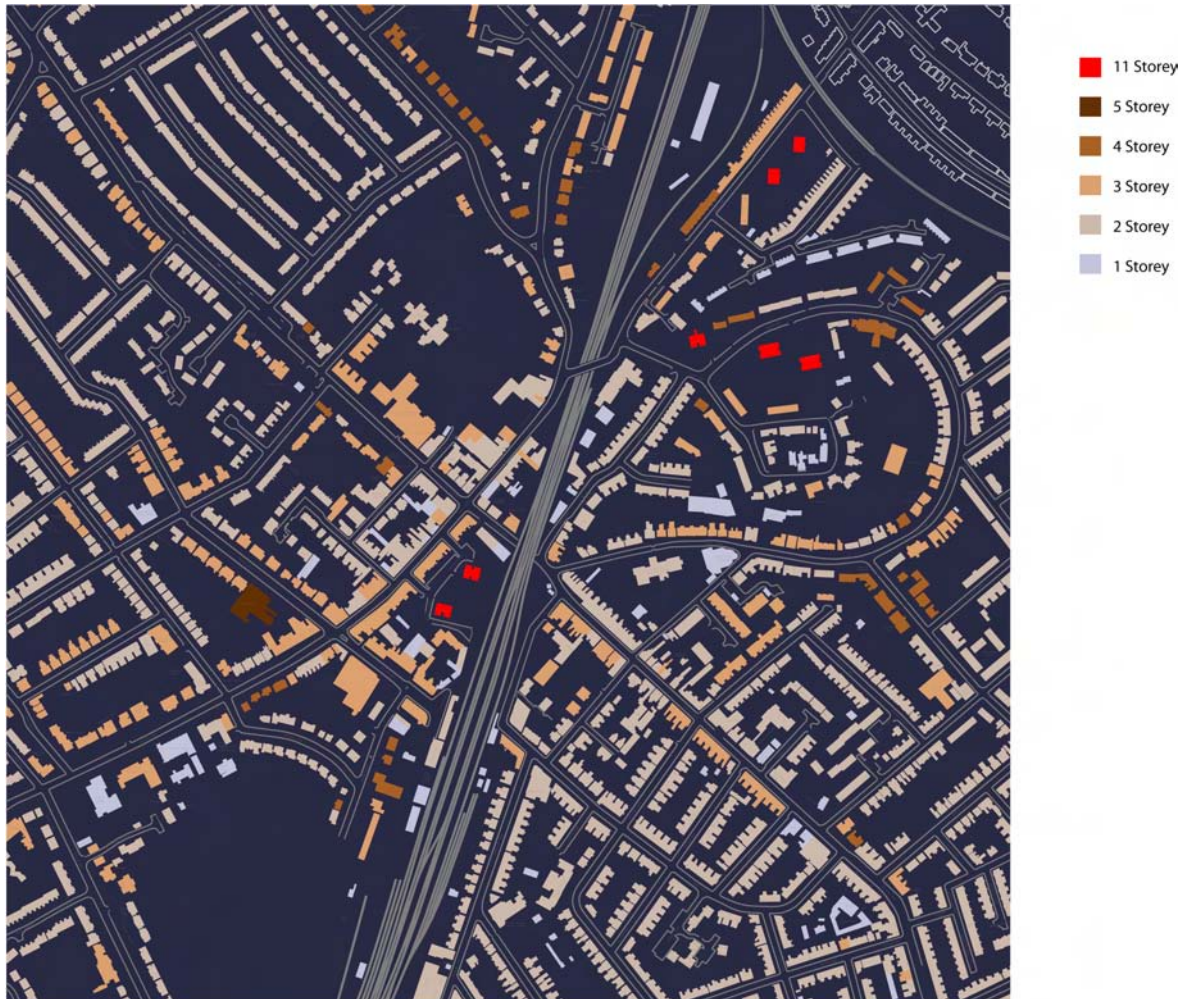


Figure 4.3 Building Heights

4.13 The building materials in South Norwood are varied. The materials change depending on the character area and age of building and are described below. The older buildings tend to be simpler, with a predominance of London Stock brick and render. Materials became more varied in the Victorian period, with dark red brick making an appearance and more complex detailing.

Character Areas

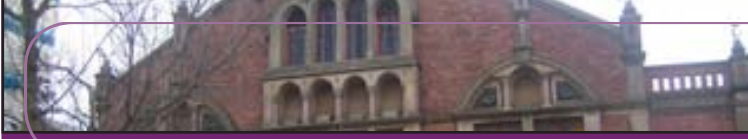
4.14 Different character areas have emerged over time in South Norwood. They are described below:



Figure 4.4 Character Areas

The Historic Core

4.15 The south side of the High Street remains almost unchanged in substance, still functioning as a shopping centre and still containing the uniform terraces of purpose built shops. This side is mainly characterised by three storey Victorian buildings with a consistent roof-line. The north side is more varied with buildings ranging in style and height from single storey to three and a half, this is where originally houses were situated. They have since been converted and extended to create shops. Windows are predominantly timber sash and London Stock brick predominates although some red brick and pale render has been integrated. The buildings along High Street all have active ground floors which are bustling



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with activity throughout the day because of the shops and in the evening because of the bars, pubs, take-aways and restaurants. The Ship Public House and No 10 High Street are Locally Listed.

- 4.16** The origins of the lower High Street area can be traced in the 1851 Street Directory which had an entry “shops erecting” along what was then termed Selhurst Road. Two years later these shops were occupied by a bread and a biscuit maker, butcher, painter, plumber and Grocer/cheesemonger. Within 20 years the High Street, first named as such in the mid-1860s was full of shops and extended beyond the Portland Road crossroads up to the Goat House Bridge. The only break in the line of shops was a police station at numbers 83 and 84 which remained for over a century until it moved to Oliver Grove. The premises remained empty until 1993, when the National Westminster Bank refurbished and occupied the premises. The ends of the High Street are occupied by pubs. These are substantial buildings with roof lines slightly topping those of the shops.



Picture 4.4 High Street



Picture 4.5 Georgian style - the main character of the High Street

- 4.17** At the junction of the High Street with Portland Road is South Norwood's oldest establishment, the Jolly Sailor. First appearing in the Croydon Rate books in 1810 it was built to serve the canal. The pub was rebuilt in the 1870s slightly forward of the original line. The present establishment contains no traces of the original building. Seven pubs remain in the High Street area. The survival of this number of pubs in such a relatively small area is quite unique for the London Borough of Croydon. The South Norwood Area as a whole has seen the closure of a number of public Houses in the last few years. To date, the High Street itself has escaped these closures. The other side of the road is much more varied. Nos 24 and 25 (on the corner of South Norwood Hill) are almost certainly the original buildings mentioned in the 1853 Directory. No 24 was a butchers shop, with, until 1940, a licensed slaughterhouse at the rear. Cattle were led via the passage still remaining in South Norwood Hill. The structure of the slaughterhouse still survives but has been converted. Butchering ceased in 1977 but the old tiled front of the shop where the meat carcasses were hung can be seen peeping out underneath the front of the present

grocers shop. This is one of the very few relics of a Victorian shop front in the High Street. The block comprising 22 and 23 has a cast iron parapet balustrade, an ornamentation peculiar to the period. There is an old mews block visible behind numbers 18 and 19 and other old mews can be seen behind the shops on both sides of the High Street. Until the emergence of the motor car, horses were important, particularly to the food shops for whom delivery was a main part of the trade. Nos 14 and 15 represent the only place on the High Street where the original shops have been replaced with a post-war structure.



Picture 4.6 Number 24 High Street



Picture 4.7 The Alliance - Standing sentential at the end of the High Street

4.18 The High Street is a mixture of small businesses and shops. The Albion Public House on the corner is a well built (1867) and well preserved building retaining stables and outbuildings at the rear. Next up South Norwood Hill are two pairs of well maintained semi-detached Victorian houses in brick matching that of the pub and probably built at the same time. The large brick block of number 27 was a working dairy from 1894 - now it is used as workshops. On the other side of the High Street at the corner of Portland Road is number 63, an inter-war brick building with a balcony and pillars. From Victorian times this was a coal depot with sidings running up to the High Street. The line of shops along the High Street is 1-5 Commercial Buildings, one of the very few group of shops in the High Street that do not include living accommodation. Nos 59-62 were substantial mid-19th century cottage residencies with the shops added later. The opening to the rear of 59 ran down to the canal. The Ship Public House dates from around 1853 but the rear structure of the ship appears on canal maps. No 57 is a builders yard created around the old entrance to the Norwood Wharf of the canal



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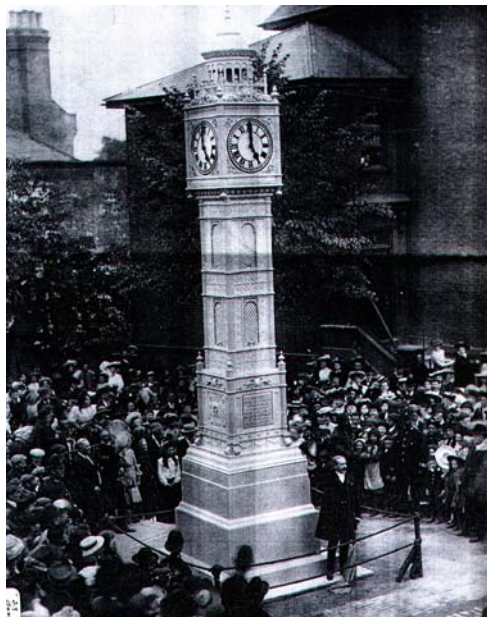


Picture 4.8 High Street in 1950s



Picture 4.9 Top end of the Hight Street

4.19 The Clock Tower is South Norwood's best known landmark, a highly decorated cast iron clock supplied by Croydon clockmakers Gillet and Johnston. It was erected to commemorate the golden wedding anniversary of Mr and Mrs Stanley of Cumberlow, South Norwood, February 22nd 1907. The Clock Tower is now a Grade II listed structure.



Picture 4.10 The opening of South Norwood's Clock Tower

4.20 Norwood Junction Station was opened in 1859 to meet the needs of a busy junction and a growing population, Station Road was cut through green fields and the Station became the mainspring of South Norwood. Station Road is almost entirely commercial and the terrace of small houses is now occupied by small businesses and shop, drawing life from the railway. In 1994 the Council instituted an improvement scheme with new paving, tree

planting and parking controls. The Station Road buildings lead visually to the old station. This is an excellent example of a Victorian station building which has changed little since it was built. The Station has had a long and lively history. Once it had 9 platforms, 3 branches in each direction, refreshment rooms and a WH Smith's bookstall. Horse-drawn cabs waited in the forecourt to take arriving passengers to houses in South and Upper Norwood.



Picture 4.11 South Norwood Station 1913

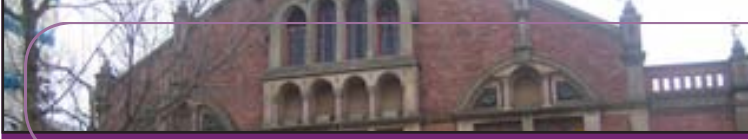


Picture 4.12 Norwood Junction subway and station, 2007

4.21 Many original buildings on Portland Road survive, although the shopfronts have been considerably altered. Some of the original advertising signs still remain. Whilst the area has declined in environmental quality, its special character can be seen in the following photographs of Portland Road. This can be understood in relationship to the eclecticism and variety of the activity along this road, which creates its vibrancy.



Picture 4.13 Portland Road in the early 1900s



South Norwood Conservation Area Appraisal and Management Plan



Picture 4.14 First floor is set back substantially from ground floor



Picture 4.15 Distinctive flint - faced building

4.22 Portland Road was one of the old tracks across Norwood Common. It was retained by the 1800 Enclosure Commissioners and given the name Woodside Road. Portland Road was South Norwood's main shopping centre until the 1860s when the growth of the High Street threw its converted cottages into the shade. It was the removal of the Station from Portland Road and the building of Norwood Junction Station in 1859 that changed the commercial centre of South Norwood. The buildings generally are two or three storey's and are built up to the back of the highway, with living accommodation above the shops set back by three to four metres which makes a distinctive frontage. There are few spaces between buildings which gives a continuous frontage and tight urban grain. The buildings generally have active frontages and distinctive ground floor uses which have changed over time. Active frontages are those that have active usages such as shops and businesses and access points and windows that front the streets. The distinctive ground floor uses give the area a diverse and interesting appearance.

Listed buildings on Portland Road:

- St Luke's Church - Grade 2 Listed
- Flint cottages 1 and 3 Coventry Road - Local List
- Oceans Apart - Public House - Local List
- South Norwood Centre, Sandown Road - Local List
- 195 Woodside Road - Local List

The Stanley Halls Area

"The buildings were outstanding for their design and craftsmanship containing many fine samples of marble and carved woodwork artifacts." Ron Holton

4.23 Dominated by the listed Stanley Halls, South Norwood Hill was originally part of an ancient track that led from the Norwood Ridge down to Woodside. William Ford Stanley, a self-made, energetic and high-minded Victorian manufacturer, came to live in South



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Norwood in 1867 in a house he built in Albert Road. Increasingly he involved himself in the life of the district. The area around Stanley Halls consists of a mixture of houses and flats, some of which are grandiose in style and stature - especially Stanley Halls. The buildings in this area are all very varied and of differing character to each other. The area includes Chalfont Road where the buildings, from the Victorian period, have an attractive architectural character. The buildings have interesting detail such as the glazed tiling in the porch-ways and on the front of the buildings. They also have intricate stonework on the front of mullions around the windows and capitals around each doorway. This character area also contains two of South Norwood's oldest cottages on South Norwood Hill. The land at the end of the road was originally Pascall's large brickfield dating from the early part of the last century, and subsequently a dairy farm. When it closed it was purchased by Stanley for the building of Cumberlow, which was recently demolished.

- 4.24** In 1900 when Stanley was 71 his firm went public. Stanley relinquished control but received £100,000 and decided to devote his energies and fortune to his consuming interest - the Community of South Norwood. He designed, financed and supervised the building of a Public Hall on part of his estate. Stanley Hall with its adjoining Art Gallery opened in Feb 1903. Unfortunately many of Stanley's elaborate embellishments have disappeared over the years. The Stanley Works, in Belgrave Road, was a solid factory of 1875 that manufactured Stanley's mathematical and drawing instruments until the firm moved out in the 1920s. The well-built factory remained in use, being occupied by a joinery firm until, following a fire, it was converted into residential use in 2000. Stanley died in 1909 in Cumberlow, the grand house he had built and occupied thirty years earlier, having almost completed his lasting benefaction - the Stanley School and the Stanley Halls.



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Picture 4.16 Stanley Halls - Present day



Picture 4.17 Stanley Halls 1910



Picture 4.18 Locally Listed Building on Chalfont Road



Picture 4.19 Attractive glazed tiles on Chalfont Road add to it's unique character



Picture 4.20 Two oldest cottages in South Norwood

The Lancaster Road and Warminster Road Area

4.25 There are a number of Locally Listed Buildings in this area which shows that the area is worth preserving. There are also a number of post-war flatted developments, which create a variety of architecture and style of these two roads.

Listed Buildings:

- 11, 21, 8 Lancaster Road - Locally Listed
- 29, 53, 61, 76 Warminster Road - Locally Listed



Picture 4.21 Locally Listed building with character on Lancaster Road



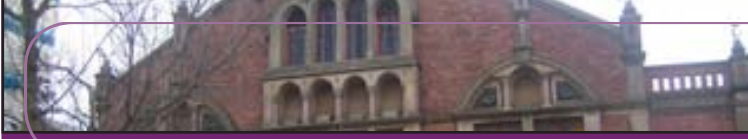
Picture 4.22 locally Listed Building on Lancaster Road



Picture 4.23 Locally Listed building on Warminster Road

Residential Side Roads

4.26 Many of the residential roads surrounding the main shopping roads are of a similar character. Many have small front gardens and a boundary. They are predominantly built from London Stock brick.



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Picture 4.24 House on Holmesdale Road built from London Stock



Picture 4.25 Residential Road built using London Stock. Very Well Preserved

4.27 Whitworth Road and Oliver Grove were among the main arteries of the Selhurst Park estate, which was started with high hopes. Whitworth Road was created in the late 1870s by Earle Bird, who lived at Park House in Selhurst Road, now the British Legion Club. Oliver Grove was laid out in the early 1860s. The South Norwood Baptist Church in Holmesdale Road was demolished in 1994, and a contemporary building was erected in its place. Oliver Grove originally had four gate piers to mark its status as the principal entrance to the Selhurst Park Estate, but the central pair were relocated to the Recreation Ground in 1902. The buildings on the north side of the road are of very good architectural quality and a unique character. This road was also once a very important gateway to the District Town Centre. The Photograph below shows the view from the top of Oliver Grove to the Clock Tower. Although it is not as much of an important road as it once was, it still retains a significant view and much of the architecture is a high quality. The development of the Police Station forms a break in the architectural quality of this road.

Listed Buildings:

- 22, 26 Oliver Grove - Locally Listed



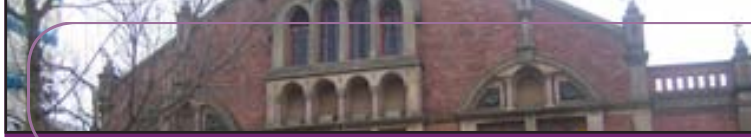
Picture 4.26 Pillars at top of Oliver Grove in 1910



Picture 4.27 Listed Listed Building on Oliver Grove

Problems, pressures and capacity for change

Problem	Proposed Solution
Many of the frontages of buildings on the High Street and Portland Road are blackened because of air pollution.	More trees and planting along the main roads.
Many of South Norwood's original buildings are being demolished and replaced by modern alternatives.	Extension of the Conservation Area to cover those areas which contain buildings worthy of protection. This will give more protection to those buildings which are at risk.
The gateway to South Norwood is quite weak and it would benefit from a more obvious sense of arrival.	South Norwood would benefit from an architecturally exceptional building or some interesting and innovative landscaping near the arrival point of South Norwood to strengthen the gateway.
There are some buildings in South Norwood which contribute negatively to the surroundings (see figure 4.2)	Opportunities should be taken to replace any buildings which detract from the character of the Conservation Area with better quality buildings.
The frontages of Portland Road have fallen into disrepair.	Include this section of Portland Road in the Conservation Area and follow the Management Plan. This should mean that the shopfronts are maintained.
Some of the shopfronts on Portland Road are being lost as they are being converted to flats.	Include part of Portland Road in the Conservation Area. This will provide some protection of the existing buildings as the aim of the Conservation Area is to protect and enhance. Any proposals for change of use must comply with UC4 "Changes of Use in



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Problem	Proposed Solution
	Conservation Areas " of Croydon's Replacement Unitary Development Plan (UDP)
The introduction of UPVC windows on some of the buildings in South Norwood destroy the proportion and original character of the building and are visually unattractive.	Provide a clause in the Management Plan insists on the use of timber framed windows in the Conservation Area unless special circumstances can be shown.
Satellite dishes placed on the frontage of dwellings detract from the character of the streetscape.	Provide a clause in the Management Plan statement which insists on the sensitive use of satellite dishes - limiting them to one per house and to be placed at the rear when possible.
Crime Levels.	Security by design measures should be taken on all new developments (see SPD 3 " Secured by design ") and maximum surveillance of areas should be encouraged. A mixture of uses should be encouraged to ensure areas are being used during more hours of the day.
Parking on forecourts damages the setting of the buildings and appearance of the street as a whole.	Include a clause in the Management Plan which reiterates policy UD 13 " Parking Design and Layout " in the adopted UDP. This states that parking on forecourts should be avoided or at least screened and enclosed adequately.

5 Community Involvement

- 5.1** The Draft Conservation Area Appraisal was subject to six weeks of public consultation. Before the draft was prepared, various community groups were informed of the plans to appraise the Conservation Area. A presentation was given at the South Norwood and Selhurst Neighbourhood Partnership meeting and a steering group was set up by the Council to discuss future plans with members of the local community (including representatives from the North Croydon Area Advisory Panel, South Norwood and Selhurst Neighbourhood partnership group and the District Centre Manager. A further meeting / steering group was held with residents and representatives of residents associations. This steering group advised the Council on their thoughts and ideas for the Conservation Area Appraisal.
- 5.2** A press article was published in the April issue of 'Your Croydon' to inform the public of the impending SPD and Scoping Report and this was distributed to every property in the Borough.

Groups Consulted

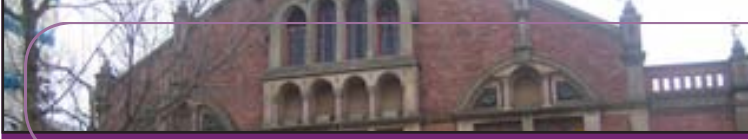
- Croydon Society
- Selhurst Neighbourhood Partnership group
- North Croydon Conservation Area Advisory Panel
- Norwood Society

Other Methods of Consulting

- 'Your Croydon' publication
- Statement of Community Involvement (SCI) database
- Local Press

The Consultation Process

- 5.3** Following publication of the draft Conservation Area Appraisal, six weeks was allowed for public consultation. Copies of the draft were available on the Council's website and at local libraries. Following the completion of the consultation period, all comments have been considered and the appraisal was amended where appropriate to take account of public responses. The Conservation Area Appraisal was formally adopted by Croydon Council on the 25th of June 2007.



6 Suggested Boundary Changes

The existing Conservation Area boundary

The existing South Norwood Conservation Area boundary was tightly drawn to protect the core of South Norwood which was felt to be of consistent quality. There are a number of roads leading out from the Conservation Area which while containing some buildings of quality, were not, at the time, considered to be of the consistent high quality required for Conservation Area status. Two years after the designation of the existing boundary in 1992, PPG15 was issued which explained that the assessment of Conservation Areas should be based on the quality and interest of the areas and not just that of individual buildings. It also states that Local Authorities have a duty to review their areas to consider whether further designation or extension of Conservation Areas is called for. After a review of the area the Council decided to extend the boundary owing to the increasing recognition in recent years that our experience of a historic area depends on the historic layout of properties and thoroughfares, mix of uses, characteristic materials, appropriate scaling and that Conservation Area designation should be seen as the means of recognising the importance of all these factors and of ensuring that conservation policy addresses the quality of townscape in its broadest sense as well as the protection of individual buildings. Chapters 3 and 4 explain why the areas chosen to be included in the Conservation Area are of 'special interest

- 6.1** This document reassesses the boundary to determine whether it should be extended to include other areas. The historical area studied and areas which have not been previously identified as part of the historic core were assessed.
- 6.2** Following the character assessment of special interest an extended boundary has been proposed. This boundary is shown in the figure below:

Suggested Boundary Alterations



Figure 6.1 Proposed Conservation Area Boundary Extension

Other areas considered

Kings Road

6.3 This area of South Norwood contains two rows of terraces which are intact from the 1860's. After closer inspection, however, it was noticeable that a lot of the houses had lost their original character. Many had inappropriate re-facing and surface treatments to the frontage of the houses. It was also thought that the road was a little too separate from the existing Conservation Area boundary to be included but could be considered for designation as a local area of special character. Below is an example of one of the houses that still retains its original character.



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Picture 6.1 Original character of Kings Road

Local Area of Special Character - Ingatestone Road

6.4 A Local Area of Special Character (LASC) is located to the east of Portland Road along Ingatestone and Brocklesby Roads. The area contains small terraced houses that were developed in 1902. The terraced houses are good examples of well - maintained and preserved houses of that period. The balconies and dominant bay windows combine to give the roads a characteristic quality, rhythm and uniformity that is worthy of preservation. It was thought, however, that this was too separate from the existing Conservation Area to include in the South Norwood Conservation Area.

7 Summary of Issues

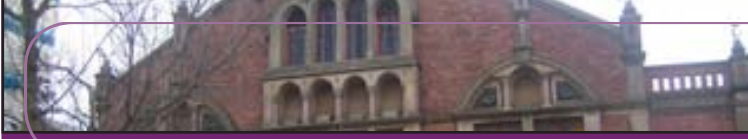
7.1 This document has identified the key issues arising in the South Norwood Conservation Area. These are issues need to be addressed in order to preserve and enhance the Conservation Area and maximise its potential.

7.2 Some of the key issues have arisen from changes in everyday life. Examples of such changes are:

- Decline in local employment
- Changing shopping patterns affecting the use of South Norwood as a district centre
- Changes in family size
- Increased commuting
- Car ownership
- Changes in technology (mobile phone masts, satellite dishes)
- Use of modern materials
- Increased volume of waste and need for recycling facilities

With these changes in mind, the key issues regarding the Conservation Area are:

- Preserving the unique character of the Conservation Area
- Preserving and enhancing street frontages
- Respecting plot widths and building heights
- Preserving and enhancing boundary treatments
- The potential to serve Article 4 directions
- Boundary changes



8 Management Proposals

Overview

8.1 The Management Plan is being prepared in consultation with the community, to set out the Borough's commitment to high quality management of Conservation Areas. Preserving and enhancing the Borough's architectural and historic built heritage over the next decades is of vital importance in understanding the past and allowing it to inform our present and future.

Who is this conservation plan for?

8.2 This is an inclusive document which will engage with many different people and organisations. It will depend on the support of the community to achieve its objectives. The plan is aimed primarily at the residents, businesses, developers and others living and working in the area. The Conservation Area belongs to its residents, as well as the whole community, and their priorities will be reflected in these documents after the consultation process.

8.3 The document has also been prepared to provide a single point of reference for the management of the area. It represents our shared commitment to conserve the special architectural and historic character to help manage sensitive new development and refurbishment, and in doing so to successfully preserve and enhance the quality and character of the area.

Guidance on Applications

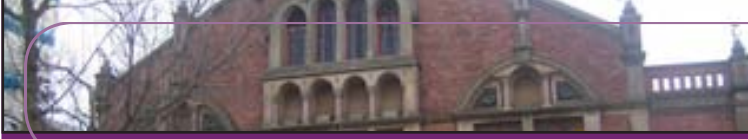
8.4 Most forms of development require the grant of planning permission. There are however a number of exceptions (permitted development) that do not require the authorisation under the Town and Country Planning Act (1990) and these are set out within the General Permitted Development Rights (GPDO). Within Conservation Areas Permitted Development rights are limited. In addition, six weeks notice must be given to the Local Authority prior to carrying out any works to trees (please see sections 9.20 and 9.23 for further details on tree works.)

8.5 When planning applications in a Conservation Area are decided, the planning authority will pay special attention to whether the character of the area is preserved or enhanced. The character of South Norwood Conservation Area is described in detail in the Appraisal in the first part of this document.

- 8.6** In South Norwood Conservation Area (as in other Conservation Areas) planning controls are more extensive than usual. Consent is required to demolish any building, and a higher standard of detail and information is required for any application. When applying for Listed Building consent, please note that all the parts of the building, including its interior walls, ceilings and all other internal features, are protected. Some buildings are nationally listed (the statutory list), and some are locally listed by the Borough to indicate buildings that the Borough wishes to protect.
- 8.7** The exact information required will vary with every application, but in general applications must include:
- A clear design statement explaining the reasons behind the various architectural, masterplanning or other design decisions.
 - Contextual plans, sections and elevations of existing buildings
 - Drawings including construction details, produced at a larger scale (1:50 or 1:20) clearly indicating the nature of the work proposed.
 - Drawings showing the relationship between the proposed development and the existing trees on and adjacent to the site.
 - Additional detail regarding materials and construction.
 - Photos of existing building (including details where appropriate)
- 8.8** When alterations are proposed to listed buildings, complying with the building regulations can be particularly complex, and early consideration of building control issues can help identify potential problems early in the process.
- 8.9** You can now submit your applications on-line at:
<http://www.croydon.gov.uk/planningandregeneration/onlineplanningservices/>

Development in the Conservation Area

- 8.10** The Council will seek to protect and enhance the Listed Buildings and their settings within the Conservation Area. They will encourage proposals from private landowners and property owners to do the same. Improvements could include enhancements of boundaries, paths, roads, lighting and signage for example.
- 8.11** The Council recognises that designation as a Conservation Area should not stifle positive change. However, emphasis is placed on retaining those buildings which contribute to the character of the area. New development should not necessarily aim to copy details of adjacent buildings. Instead, the Council will expect that new development within the area displays a sensitivity to its visual and historical context in terms of massing, materials and detail, with carefully designed structures and carefully considered interpretations of traditional styles, using quality sustainable materials. Great skill and imagination are necessary to design buildings that do not resort to pastiche but are nevertheless



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sympathetic to the character of the area. The Council will not rule out a Contemporary approach to development as long as it is sensitively designed responding to the character of the Conservation Area.

- 8.12** The Council will encourage the use of sustainable materials and drainage and support the use of green and brown roofs. Bin and recycling stores should be sited sensitively to avoid negative impact on the streetscene. Renewable energy and innovative design is encouraged provided it does not have a negative impact on the Conservation Area. Furthermore, adequate consideration must be given to the requirements of existing trees on and adjacent to the development site, with specific reference to BS5837, trees in Relation to Construction, 2005.

Consideration of Resources Needed to Conserve the Historic Environment

- 8.13** The most effective way to secure the historic environment is to ensure that buildings can continue to contribute to the life of the local community, preferably funding their own maintenance and refurbishment. Commercial value can be generated directly from the building, through its use as a dwelling or office, or through its role in increasing the attractiveness of the area to tourists and visitors etc. However, it should be noted that economic reasons alone will not in themselves justify the demolition or alteration of a listed building or building in a Conservation Area.
- 8.14** In order to meet today's needs without damaging the historic or architectural value of a building, a degree of flexibility, innovation and creativity will be required.

Highways and transportation issues

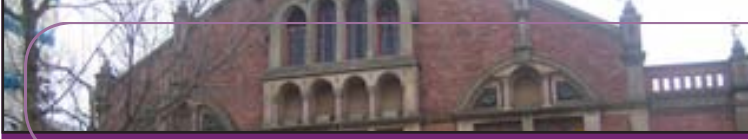
- 8.15** The quality of the streetscape, the surface materials, street furniture and other features can all be integral parts of the character of Conservation Areas. Any work carried out should respect this historic character. Anyone involved with development which impacts on public spaces should refer to English Heritage's 'Streets for All' document or the Department for Transport's 'Manual for Streets'. The ongoing cost of maintenance should also be considered carefully.
- 8.16** South Norwood has a railway station, a bus 'terminus' either side of the railway bridge. This railway bridge is a barrier to movement.

Protecting and Enhancing Listed Buildings and their setting

- 8.17** The Council will seek to protect and enhance the Listed Buildings and their settings within the Conservation Area. The best way to ensure the protection of listed buildings is to make sure that they are in use and not left to deteriorate. The Council will ensure that any refurbishment, renovation or alteration necessary to keep the buildings in use is appropriate and is undertaken with the utmost sensitivity.
- 8.18** Any new buildings or any works affecting the settings of the Listed Buildings should enhance and not detrimentally affect the settings of the Listed Buildings.

Opportunities and Potential for Enhancement

- 8.19** Sites with potential for improvement are identified on the map below. If these sites are enhanced, it could improve the character and appearance of the Conservation Area. It is important to state that the following proposals can only occur with the support and financial backing of the landowner and any private developer. The Council offers Guidance only.



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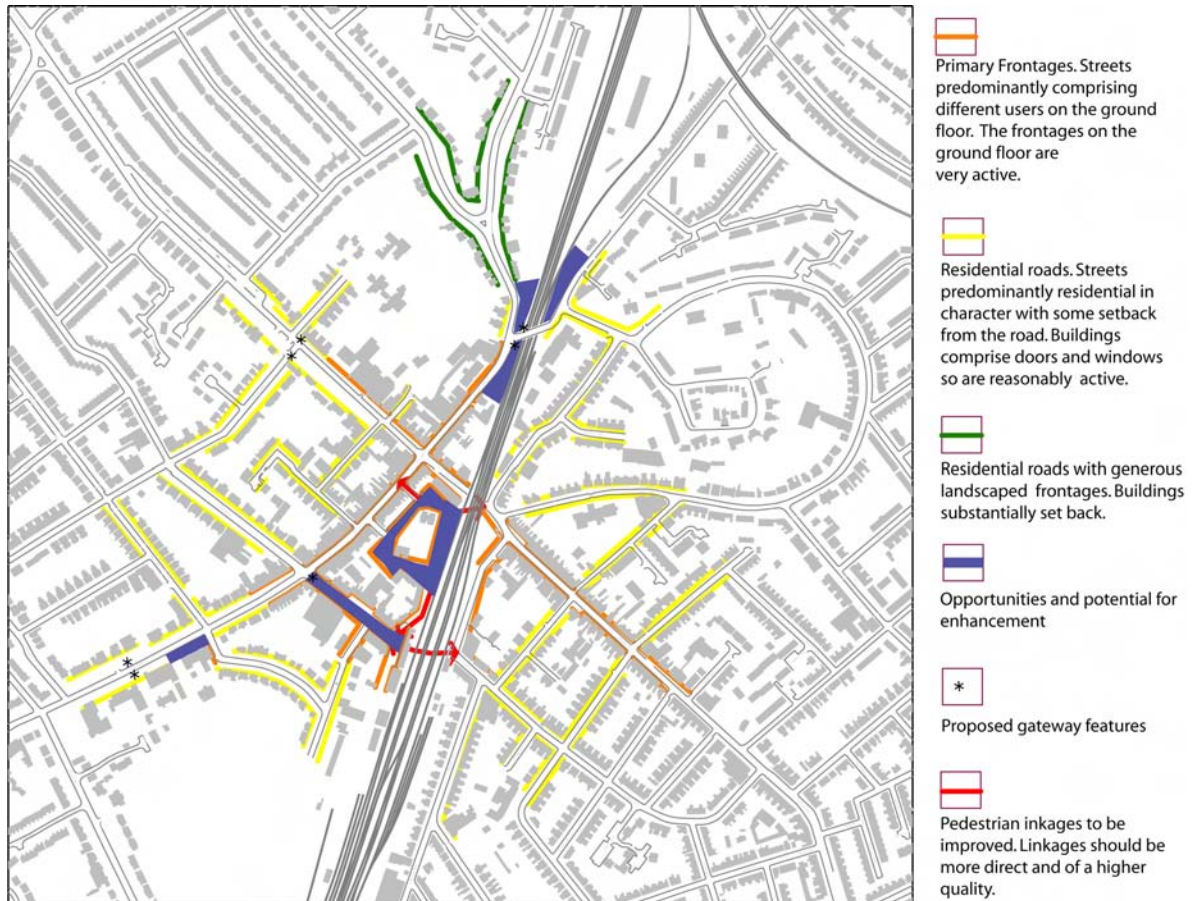


Figure 8.1 Opportunities for improvements and enhancement

Site 1: South Norwood Library Forecourt

- The area of space in front of South Norwood Library has potential to be landscaped further so that people use the space to its full potential.
- The space is often used for parking as there are no forms of barriers discouraging people to park or deliver in this space. Measures should be taken to prevent this.
- Potential designs of the area to incorporate a further bench and a tree and blocks to prevent cars parking should be explored
- The fence which stands between the library entrance walkway and the grounds of the Youth Centre next door is poor quality.
- There is a strip of soil between the fence and the walkway which encourages unsightly weeds. They either need periodically removing or the gap should be filled.
- The library sign does not integrate well with the existing library building.

Site 2: Area around Grosvenor Road Belgrave Road including the two towers

- There is scope for some sort of development in this area.
- The area could be attractively landscaped, paved and planted with the possibility of a central feature.
- There is scope for some shops, cafes and other facilities
- There is an opportunity for modern entertainment and leisure facilities on this site.
- There is opportunity for housing on this site
- There would need to be a balance with access and activity routes and movement in and out of the site. Permeability and connectivity should be considered.

Site 3: Station Road

- With the arrival of the forthcoming Underground rail connection, there will be a new / upgraded station to serve what will be a major transport interchange. The implications of a new station and the increase of passenger numbers will provide opportunities for planned regeneration of the area.
- There is an opportunity to create a space sufficiently large enough for activities which could form a public square.

Site 4: Portland Road:

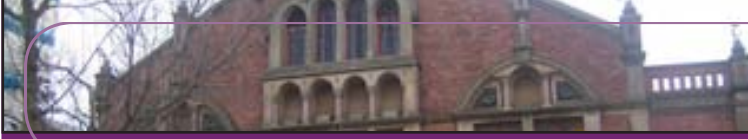
- There is an opportunity for the renovation of the shop fronts and first floor accommodation which has fallen into disrepair.

Site 5: High Street

- The Council will encourage the strengthening of the gateways in order to create stronger entrance statements.
- There is scope for cleaning and restoring of some of the High Street (especially the North side). It is evident that some of the buildings could benefit from improvements to maintain the character.

Site 6: Grass Verge adjacent to Goathouse Bridge

- There is an opportunity here to utilise this unused site. This could be something which announces the arrival to South Norwood and strengthens the gateway.



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Maintenance, repair and management of buildings and landscape

Buildings and Structures

8.20 The character and appearance of many residential properties within the area can be altered by the removal of original features and carrying out of inappropriate alterations. The cumulative effect of these changes results in significant loss of original character. Whilst the Council will endeavour to use its powers to protect the character of the area, improvements will only occur with the cooperation of building owners.

- Buildings and structures within the Conservation Area should be kept in a good state of repair so as to protect and enhance the character of the Conservation Area.
- Remaining historic buildings and features should be retained, protected and kept in a good state of repair. Any repair and maintenance of these structures should be carried out with appropriate sensitivity and with guidance from the Local Authority's Conservation Officer and / or English Heritage.
- Opportunities should be taken to replace any buildings which detract from the Character of the Conservation Area with better quality buildings.
- Any works affecting the fabric, fixtures, fittings or curtilage of Listed Buildings within the Conservation Area will require Listed Building consent. The Local Authority should be contacted before any work is carried out to ensure that any works that are proposed are sensitive to the Listed Building in question
- Special attention should be given to the maintenance of roofs, chimneys, windows, doors, external walls, gutters and drainpipes and boundary treatments.

Roofs

- Should re-roofing need to take place, original materials supplemented as necessary with reclaimed materials should be the first option. Profiled concrete tiles are generally an inappropriate substitute for plain clay tiles as they have none of the visual characteristics of the original roofing materials and will be resisted by the Council.
- A careful study of any roof should be undertaken before works commence. It is important to note details of ridges and hips (sloping ridges). It is important that original features such as these are retained or reinstated as part of any repair scheme.

Windows

- Original window surrounds, bay windows, dormers and window frames are important features of historic building fabric. Many original window frames have been removed to the detriment of the character of the area. The Council will resist the removal or alteration of any further original window frames.

- Original timber windows should be regularly repainted and inspected for dry rot, replacing rotting sections with new pieces of timber.
- If replacement and the need for double glazing is unavoidable, the new window should aim to replicate the design of the original frame and be made of the original material

Doors

- The removal of original front doors is detrimental to the character of the area. Original front door handles and letter boxes should be retained, and repaired where necessary rather than replaced. Where replacement is essential, the main aim should be to replicate the original type of door.

External Walls

- Before repointing original brickwork, the exterior of the building should be studied carefully in order to identify any areas of original pointing, so that a similar mortar detail can be used.
- Original facing bricks should not be covered with render, pebble dash or paint, all of which destroy colour and surface texture and create future maintenance problems. Inappropriate surface treatments can spoil the setting of adjacent buildings.
- Whilst in theory it is possible to remove render, the removal process will damage the underlying brickwork.

Chimney Stacks and Pots

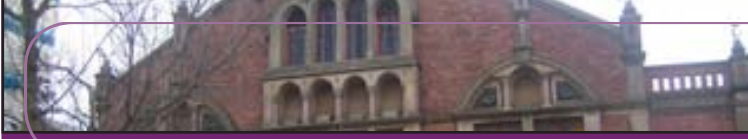
- The removal of chimney stacks is detrimental to the historic integrity of the area as a whole. The Council will resist the loss of any of the original chimney stacks as they are an important feature of historic urban landscapes, and often include decorative features.

Satellite Dishes

- Satellite dishes should be sensitively located and no more than one dish per dwelling in Conservation Areas.

Boundary Features

- The Council will resist the loss of original boundary features including garden walls, trees, gateposts and gates which are an important feature of the street-scene. Where appropriate, complimentary boundary treatment will be acceptable. Homeowners are encouraged to renew their frontage in keeping with the original character of the area.



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Parking Forecourts

- The Council will resist the use of front gardens for parking in Conservation Areas.



Picture 8.1 Cars parked on the forecourt in Conservation Areas are against Council Policy

Advertisement Control

In Conservation Areas, it is especially important that advertisements respect the character and appearance of the area. The Council will require the design and nature of advertising material in a Conservation Area to contribute positively to the character and appearance of the area. Where an existing advertisement of long standing detracts from the character or appearance of the Conservation Area, the Council may consider serving a discontinuance notice to secure its removal. For further information on Advertisement Standards see Circular 03/07: Town and Country Planning (Control of Advertisements) (England) Regulations 2007

Shopfronts

- Several shops have been converted into other uses in Portland Road. The removal of shopfronts, detrimental to the appearance of the Conservation Area will not be permitted.



Picture 8.2 Shopfronts on Station Road

Landscape

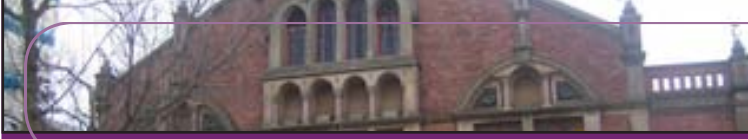
- Trees, hedgerows, boundary surfaces, verges, gardens and areas of soft and hard landscaping should be managed and maintained so as to protect and enhance the special character of the Conservation Area. However, six weeks notice must be given to the local authority prior to carrying out any works to trees in a Conservation Area. (Please see section headed 'Trees' below and 9.23 for further detail.)

Trees

- Trees in Conservation Areas which are already protected by a Tree Preservation Order are subject to the normal TPO controls. But the Town and Country Planning Act 1990 also makes special provision for trees in conservation areas which are not the subject of a TPO. Under Section 211 anyone proposing to cut down or carry out work on a tree in a conservation area is required to give the Council six weeks' prior notice. The purpose of this requirement is to give the Council an opportunity to consider whether a TPO should be made in respect of the tree. The Council's Tree Officers contact details can be found in the Useful Information section.

Article 4 Directions

- 8.21** Consideration will in future be given to making an Article 4 (2) Direction to remove permitted development rights from specific forms of development (e.g. window replacement or painting of frontages) if they are considered to be detrimental to retaining the character of the Conservation Area.



Ongoing management and monitoring change

- 8.22** Conservation Areas in the Borough of Croydon are reviewed every year. A survey of the Conservation Area will take place every 3 years to keep a record of changes within the area. A dated photographic survey of street frontages, significant buildings and views will also take place along with this. Also, public meetings will take place every year to maintain communications between all stakeholders and identify new opportunities and threats to the Conservation Area as they arise. In addition, the Borough's Annual Monitoring Report, prepared with the new LDF, will assess progress on the implementation of the whole Local Development Scheme, including policies relevant to conservation.
- 8.23** The Council intends to set up a dialogue with bodies such as National Rail and with gas, water and distribution bodies to ensure that the Council is aware of any works they plan to carry out as often they have specific rights, or exemptions from the normal requirement of the planning process permission. We shall alert them to the importance of the preservation and enhancement of the Conservation Area.

Enforcement Strategy

- 8.24** Appropriate enforcement, with the support of the community, is essential to protect the area's character. The Council will take prompt action against those who carry out unauthorised works to listed buildings, or substantial or complete demolition of buildings within a Conservation Area. Unauthorised work to a Listed Building is a criminal offence and could result in a fine and / or imprisonment. Likewise, unauthorised substantial or complete demolition of a building within a Conservation Area is also illegal. It is therefore essential to obtain Conservation Area or Listed Building Consent before works begin.
- 8.25** If listed buildings are not maintained in good repair, then the Council can step in to ensure that relevant repairs are carried out. In some circumstances, the Council itself may undertake essential repairs and recover the cost from the owner. The Council has powers of compulsory purchase, if necessary to protect Listed Buildings.
- 8.26** Anyone who cuts down, uproots, lops, wilfully destroys or wilfully damages a tree in a conservation area without giving the Council six weeks prior notice is guilty of an offence. The same penalties as those for contravening a Tree preservation Order apply. For example, anyone who cuts down a tree in a conservation area without first giving notice is liable, if convicted in the Magistrates Court, to a fine of up to £20,000. Anyone who carries out work in a way that is not likely to destroy the tree is liable to a fine in the Magistrates Court of up to £2,500.

8.27 If you are concerned about any work being carried out without the Council's knowledge, your complaints can be reported to the Council via email at: contact.thecouncil@croydon.gov.uk or by phone: 020 8726 6800. These complaints will be passed on to the enforcement team.

Equalities

8.28 Valuing diversity is one of the Council's core values. This core value has informed the preparation of this document and will continue to inform any changes in the future.

Publicity

8.29 The extension of the Conservation Area will be promoted locally to raise awareness of the current conservation issues and to invite contributors from the community. Once the Area has been designated or extended an advert will be placed in at least one local newspaper. This will confirm sufficient details to enable the area to be identified and to the effects of the designation or extension. No notice has to be given to those who live or work in the area.

A commitment to conservation

8.30 The availability of finance is only one part of the commitment to conservation. Human resources are at least as significant. The employment of trained, experienced and suitable staff in sufficient numbers is another part of the necessary commitment; a clear career structure for such officers is desirable.

8.31 The Council should make an effort to develop a close working relationship between conservation staff and other local authority departments, highway authorities and others.



South Norwood Conservation Area Appraisal and Management Plan

9 Useful Information, Appendicies and Contact Details

General Enquiries

For general enquiries as to the need for Planning Permission etc please contact:

Planning Control 020 8686 4433 ext 62299

Urban Design Team
Planning and Transportation Department
18th Floor North East Corner
Taberner House
Park Lane
Croydon
CR9 1JT
Tel: 020 8686 4433 ext 61980
E-mail: urbandesign@croydon.gov.uk

Council Tree Officers

Council Tree Officers: Tel: 020 8726 6000 exts 62048, 64966 or 62045.

Planning Services and Guidance

www.odpm.gov.uk
www.planningportal.gov.uk

Green issues

www.cen.org.uk - For local energy efficiency and renewable energy advice
www.bre.co.uk/Ecohomes - About the national Ecohomes scheme
www.livingroofs.co.uk
www.saveenergy.co.uk
www.breeam.co.uk
www.bioregional.co.uk

Conservation

www.english-heritage.org.uk – English Heritage
www.ihbc.org.uk – Institute of Historic Buildings & Conservation



South Norwood Conservation Area Appraisal and Management Plan

This report / information can be made available in large print or other format / language accessible to you.

Please Contact the Urban Design team on 0208 686 4433 ext 61980

Equality Analysis Form

1. Introduction

1.1 Purpose of Equality Analysis

The council has an important role in creating a fair society through the services we provide, the people we employ and the money we spend. Equality is integral to everything the council does. We are committed to making Croydon a stronger, fairer borough where no community or individual is held back.

Undertaking an Equality Analysis helps to determine whether a proposed change will have a positive, negative, or no impact on groups that share a protected characteristic. Conclusions drawn from Equality Analyses helps us to better understand the needs of all our communities, enable us to target services and budgets more effectively and also helps us to comply with the Equality Act 2010.

An equality analysis must be completed as early as possible during the planning stages of any proposed change to ensure information gained from the process is incorporated in any decisions made.

In practice, the term '**proposed change**' broadly covers the following:-

- Policies, strategies and plans;
- Projects and programmes;
- Commissioning (including re-commissioning and de-commissioning);
- Service review;
- Budget allocation/analysis;
- Staff restructures (including outsourcing);
- Business transformation programmes;
- Organisational change programmes;
- Processes (for example thresholds, eligibility, entitlements, and access criteria).

2. Proposed change

Directorate	Planning & Sustainable Regeneration - Spatial Planning, Place
Title of proposed change	New Supplementary Planning Document South Norwood Conservation Area Appraisal and Management Plan
Name of Officer carrying out Equality Analysis	Robert Buckley

2.1 Purpose of proposed change (see 1.1 above for examples of proposed changes)

Briefly summarise the proposed change and why it is being considered/anticipated outcomes. What is meant to achieve and how is it seeking to achieve this? Please also state if it is an amendment to an existing arrangement or a new proposal.

The South Norwood Conservation Area Appraisal and Management Plan (CAAMP) will replace the existing CAAMP and is intended to provide guidance to both people making planning applications and also to Council planning officers when it comes to making decisions. South Norwood CAAMP is not a policy document but provides guidance, information, clarification and amplifies how the Council's Local Plan policies should be applied to planning applications.

This EQIA does **NOT** apply to the Council's adopted Local Plan. The Local Plan EQIA is a separate approved document.

This EQIA has been undertaken to assess the impact of the adoption of a new South Norwood CAAMP on equality issues and takes account of the publication of the new Equality Strategy 2020-2024.

3. Impact of the proposed change

Important Note: It is necessary to determine how each of the protected groups could be impacted by the proposed change. Who benefits and how (and who, therefore doesn't and why?) Summarise any positive impacts or benefits, any negative impacts and any neutral impacts and the evidence you have taken into account to reach this conclusion. Be aware that there may be positive, negative and neutral impacts within each characteristic.

Where an impact is unknown, state so. If there is insufficient information or evidence to reach a decision you will need to gather appropriate quantitative and qualitative information from a range of sources e.g. Croydon Observatory a useful source of information such as Borough Strategies and Plans, Borough and Ward Profiles, Joint Strategic Health Needs Assessments <http://www.croydonobservatory.org/> Other sources include performance monitoring reports, complaints, survey data, audit reports, inspection reports, national research and feedback gained through engagement with service users, voluntary and community organisations and contractors.

3.1 Deciding whether the potential impact is positive or negative

Table 1 – Positive/Negative impact

For each protected characteristic group show whether the impact of the proposed change on service users and/or staff is positive or negative by briefly outlining the nature of the impact in the appropriate column. . If it is decided that analysis is not relevant to some groups, this should be recorded and explained. In all circumstances you should list the source of the evidence used to make this judgement where possible.

Protected characteristic group(s)	Positive impact	Negative impact	Source of evidence
Age	No Specific Positive Impacts identified	Those making planning applications will typically be older as they will usually be property/business owners.	<p>https://www.gov.uk/government/statistics/english-housing-survey-2017-to-2018-headline-report</p> <p>Average of UK first time buyer is 33</p> <p><u>Age Profile Data</u> (source ONS/Croydon Observatory)</p> <p>South Norwood: 0- 15 ,23.4%;16-64, 66%;65+ 10.6% Woodside: 0-15, 22.6%; 16-64, 67.5%;65+9.9% England: 0-15, 19.2%; 16-64,62.3%; 65+ 18.5%</p> <p>Conclusion, both wards have a younger age profile than the England average.</p>
Disability	No Specific Positive Impacts identified	No significant negative impact has been identified.	<p>ONS census data 2011 provides data on peoples ability to perform day to day activities and the degree to which they feel limited due to health</p> <p>South Norwood- 85% not limited in their activity Woodside- 85.5% not limited in their activity England 82.4%</p> <p>Conclusion. An above average amount of residents feel some limitation due to health issues. The Croydon average for same is 85.4%</p>
Sex	No Specific Positive Impacts identified	No significant negative impact has been identified.	<p>Woodside 8,909 (52.8%) Female population estimate (2020) 7,975 (47.2%) Male population estimate (2020)</p> <p>South Norwood 8,777</p>

			<p>(52.5%) Female population estimate (2020) 7,955 (47.5%) Male population estimate (2020)</p> <p>Census 2011 states Females are 51% of population and therefore both wards are slightly above the England average</p>																
Gender Identity Reassignment	No specific positive impacts have been identified.	No significant negative impact has been identified.	No local data available																
Marriage or Civil Partnership	No specific positive impacts have been identified.	No significant negative impact has been identified.	South Norwood- Married 31.9% England 64% Woodside																
Religion or belief	No specific positive impacts have been identified.	No significant negative impact has been identified.	<p><u>Has Religion</u> Woodside 73% South Norwood 70.3% England 68.1%</p> <p>ONS Census 2011</p>																
Race	Enhancement awareness of local heritage	<p>1. People described as 'Asian' or 'Black' are less likely to engage with heritage than people with 'White' ethnicity</p> <p>2. Young people of Black Caribbean origin have relatively low levels of heritage engagement; 39% compared to 59% for white young people</p>	<p>1. (DCMS, Taking Part Survey Adult Report, 2018/2019) 2. (Arts Council, 2017)</p> <p>Population Minority Groups 2011: Croydon Observatory</p> <p>Woodside</p> <table> <tr> <td>Asian/Asian British %</td> <td>9.4</td> </tr> <tr> <td>Black/African/Caribbean/Black British %</td> <td>34.2</td> </tr> <tr> <td>Mixed/multiple ethnic groups %</td> <td>9.7</td> </tr> <tr> <td>Other ethnic group %</td> <td>1.7</td> </tr> </table> <p>South Norwood</p> <table> <tr> <td>Asian/Asian British %</td> <td>10.1</td> </tr> <tr> <td>Black/African/Caribbean/Black British %</td> <td>38.5</td> </tr> <tr> <td>Mixed/multiple ethnic groups %</td> <td>9.3</td> </tr> <tr> <td>Other ethnic group %</td> <td>1.8</td> </tr> </table>	Asian/Asian British %	9.4	Black/African/Caribbean/Black British %	34.2	Mixed/multiple ethnic groups %	9.7	Other ethnic group %	1.7	Asian/Asian British %	10.1	Black/African/Caribbean/Black British %	38.5	Mixed/multiple ethnic groups %	9.3	Other ethnic group %	1.8
Asian/Asian British %	9.4																		
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Black/African/Caribbean/Black British %	38.5																		
Mixed/multiple ethnic groups %	9.3																		
Other ethnic group %	1.8																		

Sexual Orientation	No specific positive impacts have been identified.	No significant negative impact has been identified.	No data on sexuality in 2011 Census or Croydon Observatory
Pregnancy or Maternity	No specific positive impacts have been identified.	No significant negative impact has been identified.	No local data

Important note: You must act to eliminate any potential negative impact which, if it occurred would breach the Equality Act 2010. In some situations, this could mean abandoning your proposed change as you may not be able to take action to mitigate all negative impacts.

When you act to reduce any negative impact or maximise any positive impact, you must ensure that this does not create a negative impact on service users and/or staff belonging to groups that share protected characteristics. **Please use table 4 to record actions that will be taken to remove or minimise any potential negative impact**

3.2 Additional information needed to determine impact of proposed change

Table 2 – Additional information needed to determine impact of proposed change

If you need to undertake further research and data gathering to help determine the likely impact of the proposed change, outline the information needed in this table. Please use the table below to describe any consultation with stakeholders and summarise how it has influenced the proposed change. Please attach evidence or provide link to appropriate data or reports:		
Additional information needed and or Consultation Findings	Information source	Date for completion
None identified		

For guidance and support with consultation and engagement visit <https://intranet.croydon.gov.uk/working-croydon/communications/consultation-and-engagement/starting-engagement-or-consultation>

3.3 Impact scores

Example

If we are going to reduce parking provision in a particular location, officers will need to assess the equality impact as follows;

1. Determine the Likelihood of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the likelihood of impact score is 2 (likely to impact)
2. Determine the Severity of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the Severity of impact score is also 2 (likely to impact)
3. Calculate the equality impact score using table 4 below and the formula **Likelihood x Severity** and record it in table 5, for the purpose of this example - **Likelihood (2) x Severity (2) = 4**

Table 4 – Equality Impact Score

--	--	--	--	--	--

Severity of	3	3	6	9
	2	2	4	6
	1	1	2	3
		1	2	3
	Likelihood of Impact			

Key

Risk Index	Risk Magnitude
6 – 9	High
3 – 5	Medium
1 – 3	Low

Equality Analysis

Table 3 – Impact scores

Column 1 PROTECTED GROUP	Column 2 LIKELIHOOD OF IMPACT SCORE	Column 3 SEVERITY OF IMPACT SCORE	Column 4 EQUALITY IMPACT SCORE
	Use the key below to score the likelihood of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Use the key below to score the severity of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Calculate the equality impact score for each protected group by multiplying scores in column 2 by scores in column 3. Enter the results below against each protected group. Equality impact score = likelihood of impact score x severity of impact score.
Age	2	2	4
Disability	1	1	1
Sex	1	1	1
Gender reassignment	1	1	1
Marriage / Civil Partnership	1	1	1
Race	2	2	4
Religion or belief	1	1	1
Sexual Orientation	1	1	1
Pregnancy or Maternity	1	1	1

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4. Statutory duties

Equality Analysis

4.1 Public Sector Duties

Tick the relevant box(es) to indicate whether the proposed change will adversely impact the Council's ability to meet any of the Public Sector Duties in the Equality Act 2010 set out below.

Advancing equality of opportunity between people who belong to protected groups

Eliminating unlawful discrimination, harassment and victimisation

Fostering good relations between people who belong to protected characteristic groups

Important note: If the proposed change adversely impacts the Council's ability to meet any of the Public Sector Duties set out above, mitigating actions must be outlined in the Action Plan in section 5 below.

The proposed policies will assist in advancing equality of opportunity and good relations between people who belong to protected groups and in other areas will have no specific impact on people who belong to protected groups.

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5. Action Plan to mitigate negative impacts of proposed change

Important note: Describe what alternatives have been considered and/or what actions will be taken to remove or minimise any potential negative impact identified in Table 1. Attach evidence or provide link to appropriate data, reports, etc:

The proposed policies are generally assessed to have positive or neutral impacts on people from protected groups and any potential negative impacts have been assessed to have a low equality impact score. No specific actions have been identified as necessary.

Table 4 – Action Plan to mitigate negative impacts

Complete this table to show any negative impacts identified for service users and/or staff from protected groups, and planned actions mitigate them.				
Protected characteristic	Negative impact	Mitigating action(s)	Action owner	Date for completion
Disability	N/A	N/A	N/A	Collect data through future engagement TBC

Equality Analysis

Race	Low engagement with heritage among ethnic minority groups	The enhanced engagement during the consultation process publicised events, such as the public event ,through local groups who have established links with local minority groups.This included We Love SE25 and Soccocheta. A number of members of local minority ethnic groups attended	N/A	Collect data through future engagement TBC
Sex (gender)	N/A	N/A	N/A	Collect data through future engagement TBC
Gender reassignment	N/A	N/A	N/A	Collect data through future engagement TBC
Sexual orientation	N/A	N/A	N/A	Collect data through future engagement TBC
Age	Age of property owners and those engaging with heritage generally as residents groups and amenity groups have an older demographic	Age of property owners is beyond scope of CAAMP. Engaging younger people however was part of the Enhanced Engagement activities and the Community Plan for the South Norwood Regeneration Programme, of which the CAAMP is a project. This involved publicising events through partnership organisations such as We Love SE25 and Soccocheta. Over 100 people attended the consultation event and a wide range of ages observed.	N/A	Collect data through future engagement TBC

Equality Analysis

Religion or belief	N/A	N/A	N/A	Collect data through future engagement TBC
Pregnancy or maternity	N/A	N/A	NA	Collect data through future engagement TBC
Marriage/civil partnership	N/A	N/A	N?A	Collect data through future engagement TBC

6. Decision on the proposed change

Based on the information outlined in this Equality Analysis enter **X** in column 3 (**Conclusion**) alongside the relevant statement to show your conclusion.

Decision	Definition	Conclusion - Mark 'X' below
No major change	Our analysis demonstrates that the policy is robust. The evidence shows no potential for discrimination and we have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review. If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision.	
Adjust the proposed change	We will take steps to lessen the impact of the proposed change should it adversely impact the Council's ability to meet any of the Public Sector Duties set out under section 4 above, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. If you reach this conclusion, you must outline the actions you will take in Action Plan in section 5 of the Equality Analysis form Data on protected categories will be collected at future opportunities for engagement in relation to the South Norwood Conservation Area.	X
Continue the proposed change	We will adopt or continue with the change, despite potential for adverse impact or opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the change. However, we are not planning to implement them as we are satisfied that our project will not lead to unlawful discrimination and there are justifiable reasons to continue as planned. If you reach this conclusion, you should clearly set out the justifications for doing this and it must be in line with the duty to have due regard and how you reached this decision.	

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Equality Analysis

Stop or amend the proposed change	Our change would have adverse effects on one or more protected groups that are not justified and cannot be mitigated. Our proposed change must be stopped or amended.	
Will this decision be considered at a scheduled meeting? e.g. Contracts and Commissioning Board (CCB) / Cabinet	Meeting title: Cabinet Date: 6 July 2022	

7. Sign-Off

Officers that must approve this decision	
Equalities Lead	Name: Denise McCausland Position: Equalities Programme Manager 21 June 2022
Director	Name: Heather Cheesbrough Date: 31 May 2022 Position: Director of Planning & Sustainable Regeneration

REPORT TO:	MAYOR’S ADVISORY BOARD 22 JUNE CABINET 06 JULY
SUBJECT:	Care & Support Provision for Older People: Procurement Strategy
LEAD OFFICER:	Annette McPartland, Corporate Director, Adult Social Care & Health Bianca Byrne, Interim Director Commissioning, Policy & Improvement
CABINET MEMBER:	Cllr Yvette Hopley, Cabinet Member for Health & Adult Social Care
WARDS:	All
Contract & Commissioning Board Number	CCB1747/22-23

SUMMARY OF REPORT:

This report sets out the proposed procurement strategy for the recommissioning of care and support provision at three Croydon residential and nursing homes - Heavers Court, Langley Oaks, and Addington Heights – and at one extra care facility – Fellows Court.

Three of the sites are owned by the London Borough of Croydon pursuant to a PFI contract which concludes in 2038, at which point will be returned to full ownership of the Council. There is the option to own the remaining site if a final payment is made at the end of the contract term. The PFI contract is separate to the care and support contract.

The current nursing and residential care and support contract ends in March 2023 with initial demand and capacity analysis indicating additional nursing, support for challenging behaviour, and intermediate care bed-based capacity is required due to supply issues in the external market.

The approved contract term for the extra care provision ended in May 2021; there is a gap in the audit trail regarding extension following this date. The incumbent provider has continued to deliver and has engaged with the commissioning team recently to discuss future plans.

In addition to the care and support recommissioning, a review is currently underway of the contractual arrangements in relation to the PFI provision to ensure the London Borough of Croydon is maximising it’s investment and that it is delivering the best outcomes for the people of Croydon.

FINANCIAL IMPACT:

Delivery of the care and support provision across these four sites represent a significant investment from the London Borough of Croydon into local services for local people.

In order to deliver value for money from the care and support provision, benchmarking has been undertaken to ascertain comparisons with current market rates. There is an allocated saving against this provision in the Medium Term Financial Strategy (MTFS).

However, the current rate of inflation, cost of living challenges, and Fair Cost of Care exercise (as mandated by the Department of Health & Social Care), are all anticipated to have an impact on the recommissioning exercise and cost of provision in the future contract term.

KEY DECISION REFERENCE NO.: 3822EM

RECOMMENDATIONS:

The Contracts & Commissioning Board recommends to the Executive Mayor in Cabinet to approve the procurement strategy for the recommissioning of residential and nursing care provision in Addington Heights, Heavers Court and Langley Oaks and extra care provision at Fellows Court, for a period of 5 years with an option to extend for up to 10 years in two 5 year periods for a maximum estimated value of £113,455,000.

The Executive Mayor, in Cabinet, is recommended to:

- i. Approve the commissioning intentions and procurement strategy detailed in this report for the recommissioning of residential and nursing care provision in Addington Heights, Heavers Court and Langley Oaks and extra care provision at Fellows Court, for a period of 5 years with an option to extend for up to 10 years in two 5 year periods for a maximum estimated value of £113,455,000.

1. DETAIL OF YOUR REPORT

- 1.1 The Council entered into a PFI contract with Caring for Croydon (the Special Purpose Vehicle) to build new social care assets and provide ongoing facilities management (FM) for a period of 30 years. This was signed in December 2006.
- 1.2 The PFI contract covers the design, build and operation of four facilities:
 - **Heavers Court:** registered nursing home for over 65s, dementia, learning disabilities, mental health conditions and physical disabilities
 - **Addington Heights:** registered nursing home for over 65s, dementia, learning disabilities, mental health conditions and physical disabilities
 - **Langley Oaks:** registered residential home for over 65s, dementia, learning disabilities, mental health conditions and physical disabilities
 - **Fellows Court:** an extra care facility for over and under 65s, dementia,

learning disabilities, mental health conditions and physical disabilities, sensory impairment, and substance misuse.

- 1.3 While all the above facilities are designed, built and maintained (including hard and soft FM) through the PFI contract, the care and support for residents is commissioned separately and currently provided by Care UK at Heavers Court, Addington Heights and Langley Oaks, and by London Care at Fellows Court. This report sets out the commissioning intentions and procurement strategy in relation to the care and support element across these four sites.
- 1.4 A review of the PFI contract is underway to clarify what the contract covers in terms of the services and their performance standards, the risk allocation of the parties and the flexibility of the PFI contract to accommodate changes to deliver better outcomes for residents. This will be subject to a separate report.
- 1.5 The approved contract term for extra care provision at Fellows Court ended in May 2021. There is a gap in the audit trail regarding extensions following that date, and as such the contract is not compliant with our Tender & Contract regulations. The incumbent provider has continued to deliver and is engaging positively with the commissioning team regarding this proposal. The provider has agreed to work in partnership on managing a procurement process and complying with any required tasks / actions.
- 1.6 The care and support contract at the residential and nursing units expires in March 2023.
- 1.7 The current commissioned provision at each of the services is as follows:
 - **Heavers Court:** 10 x nursing dementia, 46 x residential dementia, 4 x residential respite
 - **Addington Heights:** 20 x residential, 10 x residential dementia and 20 x nursing (no allocated respite)
 - **Langley Oaks:** 36 x residential dementia, 4 x residential respite
 - **Fellows Court:** 32 x 1 bedroom and 8 x 2 bedroom social rented flats.
- 1.8 Occupancy is currently running at 97% in the residential and nursing care services with managers of Heavers Court and Addington Heights, both of which are registered for nursing care, reported that vacancy periods were generally short as there is high demand for placements. At Fellows Court the occupancy currently stands at 95%. All services are currently rated 'Good' by the Care Quality Commission (CQC).
- 1.9 It should be noted that the structure of the PFI contract means that after 30 years the three nursing and residential homes will return to Council ownership (which is not the case when purchasing placements from other providers). For the Council to acquire full ownership of the extra care property - Fellows Court; there is a final payment required at the end of the contract term.

Commissioning Intentions

- 1.10 The existing quota of residential to nursing beds has been reviewed against current market conditions and health and social care system requirements, this has identified the following (which will inform development of the specification for the new contract):
- There are increasing capacity issues in the market relating to nursing care, exacerbated by the pandemic period during which we have seen increasing numbers of registered nurses exiting the workforce and increased demand for nursing home placements arising from an increase in acuity of need of those people being discharged from hospital.
 - Supply of residential and nursing placements for people with challenging behaviour due to dementia or other cognitive impairments remains limited, and as such can result in delays in suitable placements being identified.
 - The limited availability of bed-based intermediate care supply is impacting flow from hospital, and resulting in increased length of stay and an increased number of permanent admissions to residential and nursing care.
 - Extra care provision for working age adults with disabilities or mental health conditions remains challenged due the added complexity of need and/or challenging behaviour which extra care communities can struggle to accommodate.
- 1.11 In addition to the above, the review identified a number of areas of improvement and development in relation to the existing arrangements that will inform the specification for the new contracts:
- Eligibility and admission criteria for the services to ensure they are able to meet the needs of our more complex clients.
 - Improved processes in relation to NHS-funded nursing care (FNC) assessments and contributions for nursing bed placements.
 - Clear protocols for interaction with the FM provider and a duty to cooperate from both sides to ensure the provision of a holistic service.
 - Combined contract management for the care and support contracts and the PFI contract to support the above.
 - Risk share arrangements on a proportion of vacancies.

Proposed Procurement Route

- 1.12 This is a social care service provision which falls under the PCR2015 regulations 74 to 77 for Light Touch Regime for Health, Social, Education and other Service contracts. The proposed procurement route is a competitive Light Touch procedure akin to the open procedure.

Contract Terms and Conditions

- 1.13 The use of the Council Terms and Conditions will be reviewed to ensure that these align with any relevant conditions to the PFI contractual arrangements. There may be a requirement for partnership agreements between the care and support provider and Caring for Croydon as the FM provider. Legal advice will be sought.

Evaluation

Tender Evaluation

- 1.14 The Quality / Price ratio applied will be 60% Quality and 40% Price, which will ensure we have a focus on the quality of treatment and care and positive outcomes, but still deliver value for money.
- 1.15 The mandatory evaluation criteria questions on Social Value will be included in the tender response document. Social Value will be given a 10% of weighting in the method statement. We will be utilising the National Themes, Outcomes and Measures (TOMS) Framework to guide bidders on what themes we would like social value responses to be focused upon, e.g. supported employment opportunities for people with disabilities who are resident in Croydon.
- 1.16 Scoring of the tender will follow the usual rating of 0 – 5 (0 being Unacceptable, 5 being Excellent). If any method statement question scores a 0 we reserve the right to disqualify that bid which we will be including in our invitation to tender documentation so that bidders are aware. A minimum threshold level for quality will also be included.
- 1.17 The evaluation panel members will be representatives from:
- Adult Social Care & Health; with social work operational expertise
 - Commissioning and procurement colleagues; with expertise on contract management and placements
 - Health colleagues, with expertise on intermediate care
 - Resident & Carer representation, who are experts by experience. We will aim to have a resident/ carer who would be able to complete the whole evaluation however it may be more appropriate to have a separate mini panel made up of multiple residents and/or carers that could review certain questions due to their experience.

1.18 Procurement Timeline

Activity	Estimated completion date
Bidders Briefing	26 July 2022
Publish Tender	08 August 2022
Deadline for tender submission	06 September 2022
Evaluation Period	07 September – 30 September 2022
Approvals	October – December 2022
Intention to award notification	13 December 2022

Standstill period	13 December – 22 December 2022
Contract Award notice	23 December 2022
Mobilisation period	28 December 2022 – 31 March 2023
Service commencement date	01 April 2023

1.19 Risks

Risk	Risk Description	Risk Rating	Risk Mitigation/Management
Completing the procurement within the timescales.	Delays in procurement/contracting process meaning new arrangements are not in place as per the deadline.	High	Detailed procurement timetable has been developed and will be shared with the relevant stakeholders including Heads of Service. Should there be a delay, we may need to request a short extension to cover the mobilisation period.
Risk to service delivery.	There must be continuity in the delivery of this service.	High	Conversations with the incumbent provider are ongoing and possible need for short extensions have been explored if any delay in procurement occurs.
Increase in cost.	Bidders proposing more expensive rates than current care provision.	High	Fair Cost of Care exercise results will be incorporated into pricing decisions. Price cap to be included within tender documents.
Challenge/poor performance from incumbent provider.	Incumbent provider could start performing poorly with the view that the contract is ending.	Low	The incumbent provider has been encouraged to apply for the new tender during discussions about the end of the contract, incentivising good performance and minimising risk of poor performance.
Potential reluctance to bid.	Providers reluctant to bid due to current financial climate and associated reputational damage to Croydon.	Low	Ongoing engagement with the provider market; initial provider forum held 19 May 2022.
HR/TUPE.	TUPE implications for the incumbent provider.	Low	There are likely to be TUPE implications if a new provider is successful. TUPE has

			been accounted for within the procurement timetable.
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Performance Monitoring

- 1.20 Performance will be consistently monitored and reviewed via regular contract monitoring reports and meetings with the provider to ensure the service meets their targets and the desired outcomes. We will continually work alongside key partners such as the Care Quality Team, CQC and Healthwatch to benchmark the service against similar care provision and to ensure that the service user voice is represented.
- 1.21 We are developing an outcomes-based approach to our specification and corresponding Key Performance Indicators (KPIs), based on the Think Local Act Personal 'I Statements'.

Outcome	I Statements	Measures
Living the life I want, keeping safe and well	<ul style="list-style-type: none"> • I can live the life I want and do the things that are important to me as independently as possible • I am treated with dignity and respect • I feel safe and am supported to understand and manage any risks • I have people in my life who care about me – family, friends and people in my community 	<ul style="list-style-type: none"> • Resident engagement, surveys and forums • Feedback from family and friends • Community engagement – in-reach and outreach • Schedule of activities and events appropriate to resident communities
Having the information I need, when I need it	<ul style="list-style-type: none"> • I can get information and advice about health and how I can be as well as possible – physically, mentally and emotionally • I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services • I know how to access my health and care records and decide which personal information can be shared with other people, including my family and care staff 	<ul style="list-style-type: none"> • Personalised care and support plans • Advanced care plans • Delivery of agreed reablement outcomes • Response to complaints/compliments • Health and social care practitioner feedback • CQC inspections • Incident records and response • Safeguarding records and response
Keeping family, friends and communication	<ul style="list-style-type: none"> • I have people who support me, such as family, friends and people in my community • I feel welcome and safe in my local community and can join in community life and activities that are important to me • I can keep in touch and meet up with people who are important to 	<ul style="list-style-type: none"> • Staff retention, reward and recognition policies • Healthwatch surveys and reports

	me, including family, friends and people who share my interests, identity and culture	
My support, my own way	<ul style="list-style-type: none"> • I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals • I have care and support that is coordinated and everyone works well together and with me 	
Staying in control	<ul style="list-style-type: none"> • I am supported to plan ahead for important changes in life that I can anticipate • If my medication has to change, I know why and am involved in the decision 	
The people who support me	<ul style="list-style-type: none"> • I am supported by people who see me as a unique person with strengths, abilities and aspirations • I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want • I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my wellbeing and health • I have considerate support delivered by competent people 	

2. CONSULTATION

- 2.1 Drawing on the work undertaken by HealthWatch on the experience of residents, family and friends and staff in Croydon Care homes during the pandemic we have worked their recommendations into the key performance indicators which are based on the Think Local Act Personal 'I Statements'. We are aware that it can be very unsettling to residents and friends and family when there are changes to services, therefore we are working closely with the incumbent provider to appropriately manage this process and to seek the views of the home's residents throughout the re-procurement process. We plan on attending residents' forums to gather views on what is important to them, this feedback will be included within the new service specification.

2.2 Recent feedback from a provider forum held with Care Homes on 19th May indicated some of the workforce, recruitment and retention issues that the market experienced, especially during the pandemic. The London Borough of Croydon has partnered with Croydon Works to offer a free recruitment service directly to Croydon care providers in support of the recruitment of care staff (this opportunity can save up to £12,000 in recruitment fees). As part of this procurement, we will also be continuing to promote the 'Proud to Care' scheme which is a partnership formed of Councils, Clinical Commissioning Groups, NHS Trusts, GP practices and independent care providers. The focus of the scheme is getting people into jobs within the health and social care sector. The scheme promotes the range and different types of roles that are available alongside career progression routes and the benefits of working in social care such as rewards scheme available to staff for discounts on everyday activities.

3. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

3.1 The recommended option is to undertake a competitive open tender procurement process for the care and support provision across the four sites. This option will ensure that the service is operating within the Tender and Contract Regulations and there is contractual compliance across all provision.

3.2 The analysis from the service review has identified that the cost of the care and support element of the nursing and residential bed provision is higher than anticipated when compared to the external market. However, we are already seeing the impact of rising inflation on rates in the market and need to be mindful of the possible impact of the 'Fair Cost of Care' exercise. In addition, capacity and demand analysis indicates the current mix of residential and nursing beds does not meet current demand or future system requirements. The proposed procurement process will present the opportunity to test the market, developing a service that reflects the requirements for residential, nursing and intermediate care, whilst also demonstrating value for money.

4. OPTIONS CONSIDERED AND REJECTED

4.1

Option	Pros	Cons	Conclusion
1. Do nothing - Allow the current provision to conclude at the contract	None: under the Care Act, Local authorities have a responsibility to meet eligible need and ensure residents receive services that	Failure to discharge responsibility under The Care Act. The Council will still be liable to pay back the loan to the PFI, without the	This option was rejected due to not being a viable way forward.

<p>end and close the care sites.</p>	<p>prevent their care needs from becoming more serious or delay the impact of their needs.</p>	<p>generation of income from the usage of the sites.</p> <p>The site closures will result in residents needing to be moved to alternative care sites and lead to a disruption in care provision and potentially impacting on needs.</p> <p>Capacity in the market to take on the high number of residents concerned would need to be explored.</p>	
<p>2. Procure via the DPS Framework for Care Homes and Extra Care.</p>	<p>This would ensure that the Council has a compliant contract and has adhered to the Tender & Contract Regulations.</p> <p>The DPS providers will be pre-approved and the process to award the contract could be shorter.</p>	<p>The contract would be subject to both the DPS terms and conditions (T&Cs) as well as the PFI T&Cs. These T&Cs may not be complimentary.</p> <p>Only providers on the DPS will be able to bid, restricting the market and only presenting minimal competition between providers. As a result, the successful provider may not represent best value for money and may still result in higher cost placements than if we went out to the whole market.</p> <p>A clear matrix would have to be developed as to how we would successfully award</p>	<p>This option was rejected due to the it not being the most appropriate procurement process.</p>

		the contract to an individual provider in a fair and transparent way as the DPS is currently organised to help with the placements of individuals needing care rather than awarding providers for a whole service.	
3. Bring the Service in-house.	<p>This would ensure that the Council is compliant with the Tender & Contract Regulations.</p> <p>The Local Authority will meet it's responsibility to meet eligible needs and ensure residents receive services that prevent their care needs from becoming more serious or delay the impact of their needs.</p> <p>The Council will have a higher level of control over the service delivery.</p>	<p>The cost of mobilising and maintaining the in-house provision will be higher.</p> <p>This will require additional resourcing to mobilise the service, including the recruitment of care and support staff and management teams.</p> <p>Less opportunity to produce savings over the length of the service.</p> <p>Lack of opportunity to test the market.</p>	This option was rejected as it is high cost and could put pressure on resources.
4. Undertake a Competitive open tender Procurement Process.	<p>This would ensure that the Council has a compliant contract and has adhered to the Tender and Contract Regulations.</p> <p>Undertaking a competitive process allows for the</p>	<p>Current inflationary pressures, workforce issues and the upcoming Fair Cost of Care exercise may impact on the anticipated cost of provision in the future contract term.</p>	This is the preferred option.

	<p>opportunity to test the market since the last contract was procured 10+ years ago.</p> <p>Opportunity to potentially deliver savings and ensure that the contract demonstrates value for money.</p>		
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5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 Revenue and Capital consequences of report recommendations

	Current Year	Medium Term Financial Strategy – 3 year forecast		
	2021/22 £'000	2022/23 £'000	2023/24 £'000	2024/25
Revenue Budget Available				
Expenditure Income	6,984	7,255	7,530	7,530
Effect of decision from report				
Expenditure Income	6,979	7,255	7,530	7,530
Remaining Budget	5	0	0	0
Capital Budget available		N/A	N/A	N/A

5.2 The effect of the decision

Once the procurement exercise has taken place, we will ensure that service provision remains in budget and is effectively delivering against outcomes.

5.3 Future savings/efficiencies

We will continue to explore further savings and efficiencies, including options with partner agencies and looking at different use of the building facilities which have the potential to generate additional income.

(Approved by: Mirella Peter, Head of Finance Adult Social Care)

6. LEGAL CONSIDERATIONS

- 6.1 The Director of Legal Services comments that the report sets of proposals to undertake a competitive procurement exercise in line with the Public Contracts Regulations 2015 and the Council's Tenders and Contracts Regulations. Undertaking a competitive process should assist the Council in complying with its general Duty of Best Value to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness (Section 3 of the Local Government Act 1999 (as amended by s137 of the Local Government & Public Involvement in Health Act 2007)).

(Approved by: Kiri Bailey, Head of Commercial and Property Law on behalf of the Director of Legal Services)

7. HUMAN RESOURCES IMPACT

- 7.1 This report makes recommendations involving a service provision change which may invoke the effects of TUPE (Transfer of Undertakings (Protection of Employment) 2006 Legislation (amended 2014)). The application of TUPE would be determined by the incumbent and any new service provider, for which the Council is the client. On that basis, the role of the Council would usually extend no further than facilitating the process.
- 7.2 Where TUPE applies, the affected staffing group would transfer to the new service provider on their existing terms and conditions of employment.
- 7.3 TUPE arrangements have been built into the procurement timeline. The incumbent providers are also aware of the potential of TUPE and have both agreed to work alongside the Authority to mitigate any associated risks and to ensure that staff and residents remain informed and assured of the process.

(Approved by: Debbie Calliste, Head of HR for Adult Social Care & Health on behalf of the Director of Human Resources)

8. EQUALITIES IMPACT

- 8.1 An Equality Impact Assessment (EIA) has been carried out as part of this review (attached at appendix 1). The EIA has identified that those potentially impacted by the proposed changes fall into the following categories:
- **Age** – residents are over 65

- **Disability** – residents have a physical disability and/or dementia. Some residents have additional Nursing needs

The EIA identified the following possible negative impacts, along with corresponding mitigating actions

Protected characteristic	Negative impact	Mitigating action(s)	Action owner	Date for completion
Age; Disability	<p>1: A change of service provider may mean that residents may need to adjust to new procedures.</p> <p>2: The standard of care is not guaranteed.</p> <p>3: If the cost of the care bed increases, the increased cost could get passed on to the client if they are a self funder, which would be determined through a financial assessment. Those who are not self-funders would not be affected.</p>	<p>(Although there are no major changes. The following actions will be taken as precaution.)</p> <p>1: Regular engagement with residents and families to keep them updated about the relevant changes and stages of the tender process. An implementation period is written into the procurement timeline, allowing transition from old provider to new provider and to allow the Council to have oversight of the transition.</p> <p>2: At the point of tender, providers would be required to submit a range of documents relating to policies and practices and CQC inspection/rating giving an indication of their quality. References will be obtained from other Local Authorities. The tender will be weighted at 60% quality/40% price.</p> <p>3: A price cap will be included in the tender documents based on the range indicated in the cost of care exercise that is taking place nationally.</p>	Older People & Carers Commissioning team.	July 2023

(Approved by: *Gavin Handford* on behalf of the Director of Equalities)

9. ENVIRONMENTAL IMPACT

9.1 The tender will require an environmental and sustainability policy in place to ensure their commitment to the use of recyclable products and promotion of forms of travel that support a reduction in carbon emissions, where possible.

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no associated crime or disorder impacts within this service.

11. DATA PROTECTION IMPLICATIONS

11.1 WILL THE SUBJECT OF THE REPORT INVOLVE THE PROCESSING OF 'PERSONAL DATA'?

YES

The contract will involve the sharing of personal client information through the referral process initially. This will include identity and financial information as well as care plans. The provider will be expected to liaise with the social work team regarding reviews and changes to client needs on an ongoing basis.

11.2 HAS A DATA PROTECTION IMPACT ASSESSMENT (DPIA) BEEN COMPLETED?

YES

The DPIA has been completed and has been reviewed by the Information Management Team. Once the successful provider has been identified, the DPIA will be updated and progress through the review process. The successful provider will also be asked to confirm that they comply with current GDPR legislation as well as providing their data protection policies and procedures.

(Approved by: Ola Adeniran on behalf of the Director)

CONTACT OFFICER: Leanne Bobb – Interim Head of Strategic Commissioning and Improvement, Adult Social Care & Health.

APPENDICES TO THIS REPORT:

1. Equality Impact Assessment

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Equality Analysis Form

1. Introduction

1.1 Purpose of Equality Analysis

The council has an important role in creating a fair society through the services we provide, the people we employ and the money we spend. Equality is integral to everything the council does. We are committed to making Croydon a stronger, fairer borough where no community or individual is held back.

Undertaking an Equality Analysis helps to determine whether a proposed change will have a positive, negative, or no impact on groups that share a protected characteristic. Conclusions drawn from Equality Analyses helps us to better understand the needs of all our communities, enable us to target services and budgets more effectively and also helps us to comply with the Equality Act 2010.

An equality analysis must be completed as early as possible during the planning stages of any proposed change to ensure information gained from the process is incorporated in any decisions made.

In practice, the term '**proposed change**' broadly covers the following:-

- Policies, strategies and plans;
- Projects and programmes;
- Commissioning (including re-commissioning and de-commissioning);
- Service review;
- Budget allocation/analysis;
- Staff restructures (including outsourcing);
- Business transformation programmes;
- Organisational change programmes;
- Processes (for example thresholds, eligibility, entitlements, and access criteria).

2. Proposed change

Directorate	Adult Social Care and Health
Title of proposed change	Re-procurement of care and support provision for older people
Name of Officer carrying out Equality Analysis	Sasha Lindsay

2.1 Purpose of proposed change (see 1.1 above for examples of proposed changes)

Briefly summarise the proposed change and why it is being considered/anticipated outcomes. What is meant to achieve and how is it seeking to achieve this? Please also state if it is an amendment to an existing arrangement or a new proposal.

This service relates to the outsourcing of care services at the Homes for the Future residential care facilities schemes (the care services). The Residential & Nursing Care homes and the Extra Care site were developed as part of the Homes for the Future P.F.I scheme. Four new schemes were developed:

- Heavers Resource Centre (60 beds) opened in 2008;
- Addington Heights (50 beds) opened in June 2010;
- Langley Oaks (40 beds) in July 2010.
- Fellows Court (32 x 1 bedroom and 8 x 2 bedroom social rented flats)

The nursing and residential care for all 3 sites has been provided by one care provider, Care UK, since 2011 and this contract is due to expire on 31st March 2023. The care for Fellows Court has been provided by London Care and currently out of contract. In line with the contract expiry for the we are planning to re-procure this service.

3. Impact of the proposed change

Important Note: It is necessary to determine how each of the protected groups could be impacted by the proposed change. Who benefits and how (and who, therefore doesn't and why?) Summarise any positive impacts or benefits, any negative impacts and any neutral impacts and the evidence you have taken into account to reach this conclusion. Be aware that there may be positive, negative and neutral impacts within each characteristic.

Where an impact is unknown, state so. If there is insufficient information or evidence to reach a decision you will need to gather appropriate quantitative and qualitative information from a range of sources e.g. Croydon Observatory a useful source of information such as Borough Strategies and Plans, Borough and Ward Profiles, Joint Strategic Health Needs Assessments <http://www.croydonobservatory.org/> Other sources include performance monitoring reports, complaints, survey data, audit reports, inspection reports, national research and feedback gained through engagement with service users, voluntary and community organisations and contractors.

3.1 Deciding whether the potential impact is positive or negative

Table 1 – Positive/Negative impact

For each protected characteristic group show whether the impact of the proposed change on service users and/or staff is positive or negative by briefly outlining the nature of the impact in the appropriate column. . If it is decided that analysis is not relevant to some groups, this should be recorded and explained. In all circumstances you should list the source of the evidence used to make this judgement where possible.

Protected characteristic group(s)	Positive impact	Negative impact	Source of evidence
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Age	<p>If a new care provider is procured, TUPE will apply. Therefore, residents would benefit by having maintained relationships with staff. Which would result a continuation of quality care. Safeguarding vulnerable clients and ensuring that their physical and mental health is maintained.</p> <p>However, it would allow for a new service specification to ensure that residents needs are met.</p> <p>This could result in having more specialized or higher trained staff providing care.</p> <p>Also, the provider would be required to have Equality and Diversity policies in place.</p>	<p>A change of service provider may mean that residents may need to adjust to new procedures.</p> <p>The standard of care is not guaranteed.</p> <p>If the cost of the care bed increases, the increased cost could get passed on to the client if they are a self funder, which would be determined through a financial assessment. Those who are not self-funders would not be affected.</p>	<p>Local Partnership Review</p> <p>65 years+</p>
Disability	<p>If a new care provider is procured, TUPE will apply. Therefore, residents would benefit by having maintained relationships with staff. Which would result a continuation of quality care. Safeguarding vulnerable clients and ensuring that their physical and mental health is maintained.</p> <p>However, it would allow for a new service specification, whereby the needs of those with complex conditions or challenging behavior could be met.</p> <p>This could result in having more specialized or higher trained staff providing care.</p> <p>Also, the provider would be required to have Equality and Diversity policies in place.</p>	<p>A change of service provider may mean that residents may need to adjust to new procedures.</p> <p>The standard of care is not guaranteed.</p> <p>If the cost of the care bed increases, the increased cost could get passed on to the client if they are a self funder, which would be determined through a financial assessment. Those who are not self-funders would not be affected.</p>	<p>Local Partnership Review</p>
Gender	<p>The provider would be required to have Equality and Diversity policies in place.</p>	<p>N/A</p>	<p>N/A</p>
Gender Reassignment		<p>N/A</p>	<p>N/A</p>

	The provider would be required to have Equality and Diversity policies in place.		
Marriage or Civil Partnership	The provider would be required to have Equality and Diversity policies in place.	N/A	N/A
Religion or belief	The provider would be required to have Equality and Diversity policies in place.	N/A	N/A
Race	The provider would be required to have Equality and Diversity policies in place.	N/A	N/A
Sexual Orientation	The provider would be required to have Equality and Diversity policies in place.	N/A	N/A
Pregnancy or Maternity	The provider would be required to have Equality and Diversity policies in place.	N/A	N/A

Important note: You must act to eliminate any potential negative impact which, if it occurred would breach the Equality Act 2010. In some situations this could mean abandoning your proposed change as you may not be able to take action to mitigate all negative impacts.

When you act to reduce any negative impact or maximise any positive impact, you must ensure that this does not create a negative impact on service users and/or staff belonging to groups that share protected characteristics. **Please use table 4 to record actions that will be taken to remove or minimise any potential negative impact**

3.2 Additional information needed to determine impact of proposed change

Table 2 – Additional information needed to determine impact of proposed change

If you need to undertake further research and data gathering to help determine the likely impact of the proposed change, outline the information needed in this table. Please use the table below to describe any consultation with stakeholders and summarise how it has influenced the proposed change. Please attach evidence or provide link to appropriate data or reports:		
Additional information needed and or Consultation Findings	Information source	Date for completion
Engagement with residents and families through residents meetings at the 3 care sites.	Meeting to take place at one of the PFI Homes	tbc
Engagement with social workers, CCG, Commissioning relating to the service specification	Task and Finish Group	

For guidance and support with consultation and engagement visit <https://intranet.croydon.gov.uk/working-croydon/communications/consultation-and-engagement/starting-engagement-or-consultation>

3.3 Impact scores

Example

If we are going to reduce parking provision in a particular location, officers will need to assess the equality impact as follows;

1. Determine the Likelihood of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the likelihood of impact score is 2 (likely to impact)
2. Determine the Severity of impact. You can do this by using the key in table 5 as a guide, for the purpose of this example, the Severity of impact score is also 2 (likely to impact)
3. Calculate the equality impact score using table 4 below and the formula **Likelihood x Severity** and record it in table 5, for the purpose of this example - **Likelihood (2) x Severity (2) = 4**

Table 4 – Equality Impact Score

S e	3	3	6	9
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	2	2	4	6
	1	1	2	3
		1	2	3
Likelihood of Impact				

Key

Risk Index	Risk Magnitude
6 – 9	High
3 – 5	Medium
1 – 3	Low

Table 3 – Impact scores

Column 1 PROTECTED GROUP	Column 2 LIKELIHOOD OF IMPACT SCORE Use the key below to score the likelihood of the proposed change impacting each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Column 3 SEVERITY OF IMPACT SCORE Use the key below to score the severity of impact of the proposed change on each of the protected groups, by inserting either 1, 2, or 3 against each protected group. 1 = Unlikely to impact 2 = Likely to impact 3 = Certain to impact	Column 4 EQUALITY IMPACT SCORE Calculate the equality impact score for each protected group by multiplying scores in column 2 by scores in column 3. Enter the results below against each protected group. Equality impact score = likelihood of impact score x severity of impact score.
Age	3	1	3
Disability	3	1	3
Gender	1	1	1
Gender reassignment	1	1	1
Marriage / Civil Partnership	1	1	1
Race	1	1	1
Religion or belief	1	1	1
Sexual Orientation	1	1	1
Pregnancy or Maternity	n/a	n/a	n/a

4. Statutory duties

4.1 Public Sector Duties

Tick the relevant box(es) to indicate whether the proposed change will adversely impact the Council's ability to meet any of the Public Sector Duties in the Equality Act 2010 set out below.

Advancing equality of opportunity between people who belong to protected groups

Eliminating unlawful discrimination, harassment and victimisation

Fostering good relations between people who belong to protected characteristic groups

Important note: If the proposed change adversely impacts the Council's ability to meet any of the Public Sector Duties set out above, mitigating actions must be outlined in the Action Plan in section 5 below.

5. Action Plan to mitigate negative impacts of proposed change

Important note: Describe what alternatives have been considered and/or what actions will be taken to remove or minimise any potential negative impact identified in Table 1. Attach evidence or provide link to appropriate data, reports, etc:

Table 4 – Action Plan to mitigate negative impacts

Complete this table to show any negative impacts identified for service users and/or staff from protected groups, and planned actions mitigate them.				
Protected characteristic	Negative impact	Mitigating action(s)	Action owner	Date for completion
Disability	<p>1: A change of service provider may mean that residents may need to adjust to new procedures.</p> <p>2: The standard of care is not guaranteed.</p>	<p>(Although there are no major changes. The following actions will be taken as precaution.)</p> <p>1: Regular engagement with residents and families to keep them updated about the relevant changes and stages</p>	Older People Commissioning team	tbc

	<p>3: If the cost of the care bed increases, the increased cost could get passed on to the client if they are a self funder, which would be determined through a financial assessment. Those who are not self-funders would not be affected.</p>	<p>of the tender process. An implementation period is written into the procurement timeline, allowing transition from old provider to new provider and to allow the Council to have oversight of the transition.</p> <p>2: At the point of tender, providers would be required to submit a range of documents relating to policies and practices and CQC inspection/rating giving an indication of their quality. References will be obtained from other Local Authorities. The tender will weighted at 60% quality/40% price.</p> <p>3: A price cap will be included in the tender documents based on the range indicated in the cost of care exercise that is taking place nationally.</p>		
Race	N/A	N/A	N/A	N/A
Sex (gender)	N/A	N/A	N/A	N/A
Gender reassignment	N/A	N/A	N/A	N/A
Sexual orientation	N/A	N/A	N/A	N/A
Age	<p>1: A change of service provider may mean that residents may need to adjust to new procedures.</p>	<p>(Although there are no major changes. The following actions will be taken as precaution.)</p>	<p>Older People Commissioning Team</p>	<p>tbc</p>

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	<p>2: The standard of care is not guaranteed.</p> <p>3: If the cost of the care bed increases, the increased cost could get passed on to the client if they are a self funder, which would be determined through a financial assessment. Those who are not self-funders would not be affected.</p>	<p>1: Regular engagement with residents and families to keep them updated about the relevant changes and stages of the tender process. An implementation period is written into the procurement timeline, allowing transition from old provider to new provider and to allow the Council to have oversight of the transition.</p> <p>2: At the point of tender, providers would be required to submit a range of documents relating to policies and practices and CQC inspection/rating giving an indication of their quality. References will be obtained from other Local Authorities. The tender will weighted at 60% quality/40% price.</p> <p>3. A price cap will be included in the tender documents based on the range indicated in the cost of care exercise that is taking place nationally.</p>		
Religion or belief	N/A	N/A	N/A	N/A
Pregnancy or maternity	N/A	N/A	N/A	N/A
Marriage/civil partnership	N/A	N/A	N/A	N/A

6. Decision on the proposed change

Based on the information outlined in this Equality Analysis enter **X** in column 3 (**Conclusion**) alongside the relevant statement to show your conclusion.

Equality Analysis

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Decision	Definition	Conclusion - Mark 'X' below
No major change	Our analysis demonstrates that the policy is robust. The evidence shows no potential for discrimination and we have taken all opportunities to advance equality and foster good relations, subject to continuing monitoring and review. If you reach this conclusion, state your reasons and briefly outline the evidence used to support your decision.	X
Adjust the proposed change	We will take steps to lessen the impact of the proposed change should it adversely impact the Council's ability to meet any of the Public Sector Duties set out under section 4 above, remove barriers or better promote equality. We are going to take action to ensure these opportunities are realised. If you reach this conclusion, you must outline the actions you will take in Action Plan in section 5 of the Equality Analysis form	
Continue the proposed change	We will adopt or continue with the change, despite potential for adverse impact or opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through the change. However, we are not planning to implement them as we are satisfied that our project will not lead to unlawful discrimination and there are justifiable reasons to continue as planned. If you reach this conclusion, you should clearly set out the justifications for doing this and it must be in line with the duty to have due regard and how you reached this decision.	
Stop or amend the proposed change	Our change would have adverse effects on one or more protected groups that are not justified and cannot be mitigated. Our proposed change must be stopped or amended.	
Will this decision be considered at a scheduled meeting? e.g. Contracts and Commissioning Board (CCB) / Cabinet		Meeting title: Cabinet Date: July 2022

7. Sign-Off

Officers that must approve this decision	
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Equality Analysis

Equalities Lead	
	Name: Gavin Handford Date: 27 May 22
	Position: Director of Policy, Programmes and Performance

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REPORT TO:	MAYOR'S ADVISORY BOARD 22 JUNE CABINET 06 JULY
SUBJECT:	INVESTING IN OUR BOROUGH
LEAD OFFICER:	PETER MITCHELL, DIRECTOR OF COMMERCIAL INVESTMENT JANE WEST, S151 OFFICER & CORPORATE DIRECTOR OF RESOURCES
CABINET MEMBER:	COUNCILLOR CUMMINGS CABINET MEMBER FOR FINANCE
WARDS:	ALL
FINANCIAL SUMMARY: Financial implications are set out in each report.	
KEY DECISION REFERENCE NO.: There are key decisions mentioned in this report, but approval of the Recommendations would not constitute a key decision.	

The Executive Mayor in Cabinet is recommended to make the decisions set out in the recommendations below:

1 RECOMMENDATIONS

The Executive Mayor is requested to note:

- 1.1.1 Revenue and capital consequences of contract award decisions taken by the Executive Mayor as set out in section 5.2.1
- 1.1.2 Delegated decisions made by the Director of Commercial Investment for procurement strategies up to £5 million, contract awards between £177,898 and £500,000 and contract extension(s) previously approved as part of the original contract award and contract variations as set out in section 5.3.1

2 EXECUTIVE SUMMARY

- 2.1 This is a standing report which is presented to the Cabinet, for information, at every scheduled Cabinet meeting to update Members on any contract decisions that have been taken since the last Cabinet meeting.
- 2.2 To note that the decisions listed in 5.3.2 were initiated under the previous administration.

3 DETAIL

- 3.1 The detail in relation to individual decisions is set out within the attached reports.
- 3.2 All delegated decisions have received approval from the relevant finance officer to confirm that there is sufficient budget available.
- 3.3 The Council's Tender & Contracts Regulations are accessible under the Freedom of Information Act 2000 as part of the Council's Publication Scheme. Information requested under that Act about a specific procurement exercise or contract held internally or supplied by external organisations, will be accessible subject to legal advice as to its commercial confidentiality, or other applicable exemption, and whether or not it is in the public interest to do so.

4 PRE-DECISION SCRUTINY

- 4.1 This report does not require pre-decision as it is a report for noting only.

5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 Proposed Strategy and Award approvals

- 5.1.1 Procurement strategies and awards for the purchase of goods, services and works with a possible contract value over £5 million, with decisions to be taken by the Executive Mayor in July Cabinet.

Award/Strategy	Estimated Contract Value	Dept/Cabinet Member
Care & Support Provision for Older People	£113,455,000	Adult Social Care and Health/Cllr Hopley

5.2 Contract decisions taken by the Executive Mayor

- 5.2.1 Revenue and capital consequences of contract decisions taken by the Executive Mayor.

Contract Title	Category of decision (Strategy/Award/ Permitted Extension)	Contract Value	Dept/Cabinet Member
Supported Housing – Adults Social Care	Contract Extension	£155,000 (value of extension) £1,060,184 (Total aggregated value)	Adult Social Care and Health/Cllr Hopley
Somewhere safe to stay	Contract Extension	£76,124 (Value of extension) £1,021,872 (Total aggregated value)	Housing/Cllr Hale
Microsoft Licensing	Contract Award	£3,206,181 (Total value)	Resources/Cllr Cummings
ICT End User Services	Contract Extension	£3,490,000 (Value of extension) £10,600,000 (Total aggregated value)	Resources/Cllr Cummings
Croydon Wheelchair Service	Section 75 agreement	£7,400,000 (Total value)	Adult Social Care and Health/ Cllr Hopley
Street Outreach and Resettlement Service	Contract Extension	£518,568 (Value of extension) £1,296,420 (Total aggregated value)	Housing/Cllr Hale

5.3 Strategy and Contract Awards

5.3.1 Revenue and Capital consequences of delegated decisions made by the Director of Commercial Investment for procurement strategies up to £5 million, contract awards (Regs. 11, 28.4 a & b) between £177,898 and £500,000 and contract extension(s) previously approved as part of the original contract award recommendation (Reg. 28.4 d) and contract variations (Reg.30).

5.3.2 To note that the decisions listed below were initiated under the previous administration.

Contract Title	Category of decision (Strategy/Award /Permitted Extension)	Contract Value	Date decision was taken	Dept
Libraries RFID Self Service Kiosk Replacement	Award	£260,775	31.03.2022	Sustainable Communities, Regeneration and Economic Recovery
Mobile Telephony Services	Award	£172,396	31.03.2022	Resources
Permitted contract extension of FM Building and Maintenance Term Contract	Permitted Extension	£17,500,000	31.03.2022	Housing
Permitted contract extension FM Mechanical and Electrical Maintenance Term Contract	Permitted Extension	£12,135,000	31.03.2022	Housing
YPO Cremators x2 Supply & Maintenance Contract Lot 2	Permitted Extension	£32,950	21.04.2022	Sustainable Communities, Regeneration and Economic Recovery
Core Re-Procurement Network and Hosting Strategy	Strategy	£1,400,000	04.05.2022	Resources
Libraries Book Stock	Permitted Extension	£740,000	04.05.2022	Sustainable Communities, Regeneration and Economic Recovery
Extension of Apex asset management system contract	Contract Extension	£84,633 (Value of extension) £231,186	04.05.2022	Housing

Contract Title	Category of decision (Strategy/Award /Permitted Extension)	Contract Value	Date decision was taken	Dept
		(Total aggregated Value)		
Healthwatch Services	Contract Extension	£152,000 (Value of extension) £852,204 (Total aggregated Value)	22.03.2022	Adult Social Care and Health
Careium (previously known as Centra) – telecare support service	Contract Extension	£90,000 (Value of extension) £645,908 (Total aggregated Value)	13.06.2022	Adult Social Care and Health
Windows Installation and Associated Works Contract Extension	Permitted extension	£9,000,000	13.06.2022	Housing

5.3.3 Reasons for Permitted extensions

FM Building and Maintenance Term Contract

By extending the building term maintenance contract for the final year of its permitted extensions, the Council will be able to continue to deliver a planned and reactive maintenance service (Hard FM) to its property and land portfolio (corporate and education estate buildings, community centres, parks buildings and structures).

Cremators x2 Maintenance Contract

Providing cremation services provides an invaluable service to the Croydon community as it offers affordable end of life services locally to allow families to

say goodbye to their loved ones in the borough where they resided and maintain the local connection after death. This extension secures the maintenance contract of the equipment for a further two years.

Libraries Book Stock

Croydon Libraries provide a range of core services to residents as part of the statutory service provision. Extending this contract by the final two years permitted in the original award enables the Council to continue to purchase books through the Central Buying Consortium (CBC) Framework, maintaining the benefits gained through economies of scale.

FM Mechanical and Electrical Maintenance Term Contract

The extension of this contract for the final year of its permitted extensions will enable the Council to deliver priority mechanical and electrical reactive and planned maintenance and approved capital improvement works to its corporate and education assets.

Windows Installation and Associated Works

Taking up the permitted extension of three years will support the Council's landlord responsibilities and enable the Council to continue to meet its statutory obligations, and deliver priority planned maintenance and capital improvement works to its housing assets.

Approved by: Matthew Davis, Interim Director of Finance, on behalf of Jane West, S151 Officer & Corporate Director of Resources

6 LEGAL CONSIDERATIONS

- 6.1 The information contained within this report in relation to contracts is being reported to Cabinet in accordance with the Council's Tenders Contracts Regulations and, in relation to the acquisition or disposal of assets, is being reported to Cabinet in accordance with the Council's Financial Regulations.

Approved by: Kiri Bailey, Head of Commercial & Property Law, on behalf of the Interim Director of Legal Services

7 HUMAN RESOURCES IMPACT

- 7.1 There are no immediate HR issues that arise from the strategic recommendations in this report for LBC employees and staff. If any HR matters should arise as a result of any specific contracts these will be managed under the Council's policies and procedures.

Approved by: Gillian Bevan, Head of Human Resources – Resources and Assistant Chief Executives

8 EQUALITY IMPACT

- 8.1 An Equality Analysis process has been used to assess the actual or likely impact of the decisions related to contracts mentioned in this report and mitigating actions have been defined where appropriate.
- 8.2 The equality analysis for the contracts mentioned in this report will enable the Council to ensure that it meets the statutory obligation in the exercise of its functions to address the Public Sector Equality Duty (PSED). This requires public bodies to ensure due regard to the need to advance equality of opportunity; foster good relations between people who share a “protected characteristic” and those who do not and take action to eliminate the potential of discrimination in the provision of services.
- 8.3 Any issues identified through the equality analysis will be given full consideration and agreed mitigating actions will be delivered through the standard contract delivery and reporting mechanisms.

9 ENVIRONMENTAL IMPACT

- 9.1 Any issues emerging in reports to the relevant Cabinet Member will require these considerations to be included as part of the standard reporting requirements and will not proceed without full consideration of any issues identified.

10 CRIME AND DISORDER REDUCTION IMPACT

- 10.1 Any issues emerging in reports to the relevant Cabinet Member will require these considerations to be included as part of the standard reporting requirements and will not proceed without full consideration of any issues identified.

11 DATA PROTECTION IMPLICATIONS

- 11.1 Will the subject of the report involve the processing of ‘personal data’?

NO

Has a Data Protection Impact Assessment (DPIA) been completed?

NO

Data Protection Impact Assessments have been used to assess the actual or likely impact of the decisions related to contracts mentioned in this report and mitigating actions have been defined where appropriate.

Approved by: Peter Mitchell, Director of Commercial Investment and
Scott Funnell, Head of Strategic Procurement and Governance

CONTACT OFFICER:

Name:	Scott Funnell
Post title:	Head of Strategic Procurement and Governance
Telephone no:	07510 585090

BACKGROUND DOCUMENTS:

- *Supported Housing – Adults Social Care Contract Extension*
- *Somewhere safe to stay*
- *Microsoft Licensing*
- *ICT End User Services*
- *Croydon Wheelchair Service*
- *Street Outreach and Resettlement Service*