

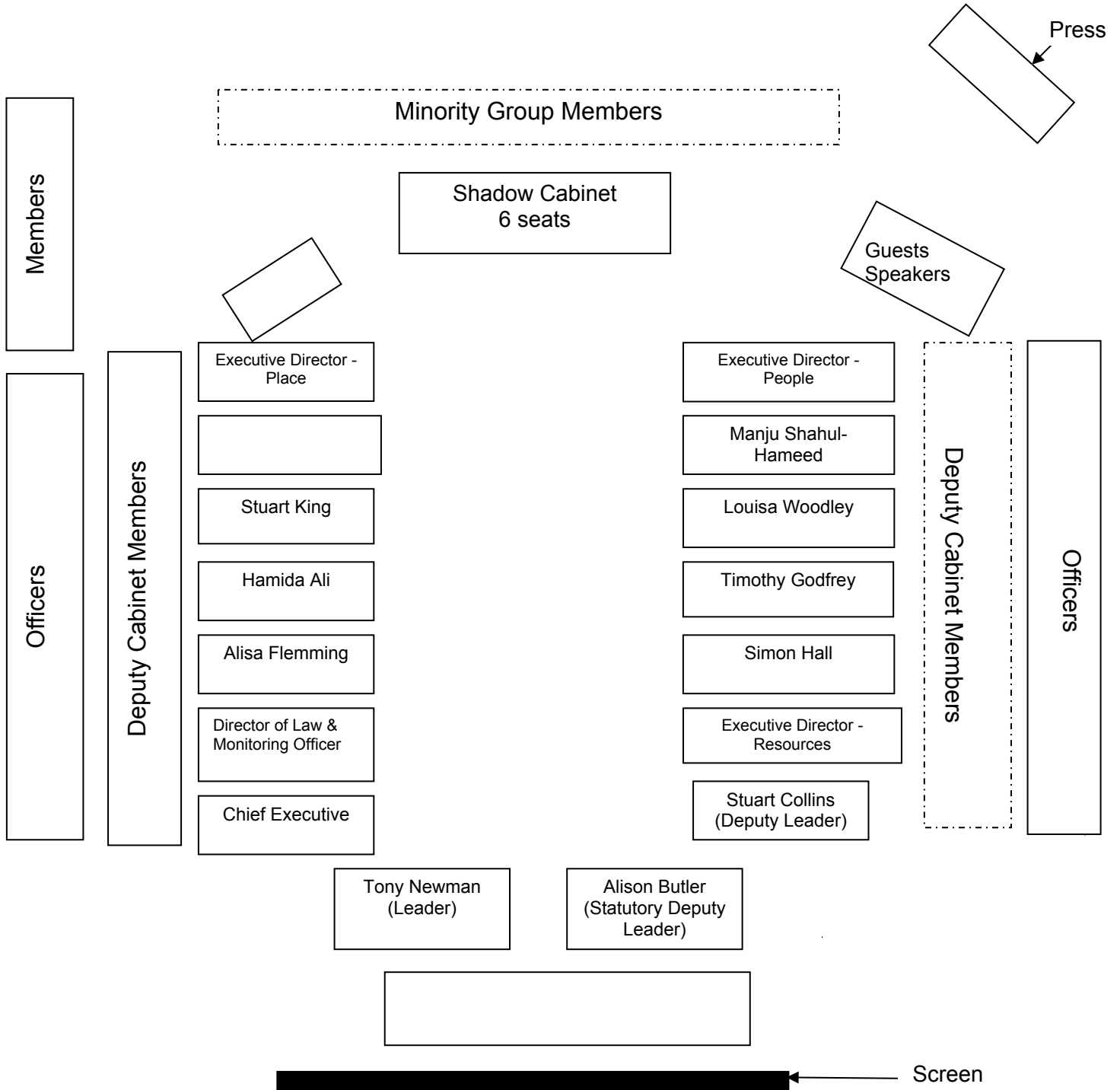


**CABINET
AGENDA**
for the meeting
on
19 March 2018 at
6.30 pm

CABINET SEATING PLAN

PUBLIC SEATING – PUBLIC GALLERY (70 max)

MEMBERS SEATING – UNDER THE PUBLIC GALLERY (20 MAX)



To: Croydon Cabinet Members:

Councillor Tony Newman, Leader of the Council
Councillor Alison Butler, Deputy Leader (Statutory) and Cabinet Member for Homes, Regeneration and Planning
Councillor Stuart Collins, Deputy Leader and Cabinet Member for Clean Green Croydon
Councillor Alisa Flemming, Cabinet Member for Children, Young People & Learning
Councillor Hamida Ali, Cabinet Member for Communities, Safety & Justice
Councillor Timothy Godfrey, Cabinet Member for Culture, Leisure & Sport
Councillor Simon Hall, Cabinet Member for Finance & Treasury
Councillor Stuart King, Cabinet Member for Transport & Environment
Councillor Manju Shahul-Hameed, Cabinet Member for Economy and Jobs
Councillor Louisa Woodley, Cabinet Member for Families, Health & Social Care

Invited participants: All other Members of the Council

A meeting of the **CABINET** which you are hereby summoned to attend, will be held on **Monday, 19 March 2018 at 6.30 pm** in **Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX**

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

Victoria Lower
020 8726 6000 x14773
victoria.lower@croydon.gov.uk
www.croydon.gov.uk/meetings
9 March 2018

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

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

The agenda papers are available on the Council website
www.croydon.gov.uk/meetings

AGENDA – PART A

1. Apologies for Absence

2. Minutes of the previous meeting (Pages 7 - 14)

To approve the minutes of the meeting held on 26 February 2018 as an accurate record.

3. Disclosure of Interests

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

4. Urgent Business (If any)

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

Cabinet Member: Councillor Manju Shahul-Hameed

5. Coast to Capital Presentation

Officer: Emma Lindsell

Key decision: no

Cabinet Member: Councillor Timothy Godfrey

6. Delivering Culture in Croydon (Pages 15 - 22)

Officers: Paula Murray, Colm Lacey and Stephen Tate

Key decision: no

Cabinet Member: Councillor Alisa Flemming

7. **Education Quality and Standards** (Pages 23 - 86)
Officer: David Butler
Key decision: no

Cabinet Member: Councillor Louisa Woodley

8. **Croydon Carers' Strategy 2018-2022** (Pages 87 - 146)
Officer: Stephen Bahooshy
Key decision: yes

Cabinet Member: Councillor Hamida Ali

9. **Safety Enforcement Policy** (Pages 147 - 242)
Officer: Andy Opie
Key decision: no

Cabinet Member: Councillor Hamida Ali

10. **Community Fund programme - One year on** (Pages 243 - 278)
Officers: Richard Simpson, Sarah Ireland
Key decision: no

Cabinet Member: Councillor Simon Hall

11. **Implementation of the General Data Protection Regulation (GDPR)**
(Pages 279 - 294)
Officer: Jacqueline Harris-Baker
Key decision: no

Cabinet Member: Councillor Hamida Ali

12. **Equality and Inclusion Annual Report 2017** (Pages 295 - 352)
Officer: Sarah Ireland
Key decision: no

Cabinet Member: Councillor Alison Bulter and Stuart King

13. **Croydon Healthy Homes** (Pages 353 - 360)
Officer: Mark Norrell
Key decision: no

Cabinet Member: All Cabinet Members

- 14. Stage 2 Response to Recommendations arising from: Streets, Environment and Homes Sub-Committee 7 November 2017 and the Children and Young People Scrutiny Sub-Committee 28 November 2017 (Pages 361 - 364)**

Officer: Jo Negrini

Key decision: no

Cabinet Member: Councillor Simon Hall

- 15. Investing in our Borough (Pages 365 - 370)**

Officer: Sarah Ireland

Key decision: no

- 16. 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 – NONE

Cabinet

Meeting of held on Monday, 26 February 2018 at 6.30 pm in Council Chamber, Town Hall, Katharine Street, Croydon CR0 1NX

MINUTES

Present: Councillor Tony Newman (Chair);
Councillor Alison Butler, Deputy Leader (Statutory) (Vice-Chair)
Councillors Alison Butler, Stuart Collins, Alisa Flemming, Hamida Ali, Timothy Godfrey, Simon Hall, Stuart King, Manju Shahul-Hameed and Louisa Woodley

Also Present: Councillors Jan Buttinger, Robert Canning, Sherwan Chowdhury, Jason Cummings, Patsy Cummings, Maria Gatland, Lynne Hale, Yvette Hopley, Humuyan Kabir, Bernadette Khan, Shafi Khan, Oliver Lewis, Maggie Mansell, Vidhi Mohan, Helen Pollard, Tim Pollard, Joy Prince, Pat Ryan and David Wood

Apologies: Councillors Jason Perry, Phil Thomas and Wayne Trakas-Lawlor

PART A

11/18 **Minutes of the previous meeting**

The Leader thanked Jim Simpson for 34 years' service with Croydon Council, many of which were spent supporting Cabinet. The Cabinet and Shadow Cabinet wished Mr Simpson all the best with his retirement.

The minutes of the Cabinet meeting held on 22 January 2018 were received. The Leader of the Council signed the minutes as an accurate record with the amendments that Councillor Patsy Cummings was in attendance.

12/18 **Disclosure of Interests**

There were none or the following disclosures of interest were made:

13/18 **Urgent Business (If any)**

There were no items of urgent business.

14/18 **Budget 2018/20 and Council Tax**

a **General Fund and HRA Budget 2018/20**

A presentation was provided by Councillor Simon Hall for this agenda item, which is available on the meeting webcast.

Councillor Alisa Flemming announced that £250,000 would be available for grants for projects that focussed on helping young people avoid knife crime and gangs. Councillor Hamida Ali announced that 20 additional enforcement officers would be recruited to enable the council to continue to tackle anti-social behaviour. It was further announced by Councillor Collins that residents would be able to have one item of white goods and bulky waste collected from their homes to further reduce flytipping.

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

RESOLVED

- 1.1 The Cabinet recommend to full Council:
 - i. A 2.99% increase in the Council Tax for Croydon Services (a level of increase Central Government has assumed in all Councils' spending power calculation).
 - ii. A 2.0% increase in the Adult Social Care precept (a charge Central Government has assumed all councils' will levy in its spending power calculations).
 - iii. Welcomes the GLA increase of 5.07%, where over 81% of which is being used for the Police and 16% being used for the Fire service. With reference to the principles for 2018/19 determined by the Secretary of State under Section 52ZC (1) of the Local Government Finance Act 1992 (as amended) confirm that in accordance with s.52ZB (1) the Council Tax and GLA precept referred to above are not excessive in terms of the most recently issued principles and as such to note that no referendum is required. This is detailed further in section 7.12 of this report.
 - iv. The calculation of budget requirement and council tax as set out in Appendix D and E. Including the GLA increase this will result in a total increase of 5.01% in the overall council tax bill for Croydon.
 - v. The two year revenue budget assumptions as detailed in this report and the associated appendices :-
 - The programme of revenue savings and growth by department for 2018/20 (Appendix A).
 - The Council's detailed budget book for 2018/19 (Appendix B).
 - vi. The Capital Programme as set out in section 13, table 18 and 19 of this report.
 - vii. That it note there are no proposed amendments to the Council's existing Council Tax Support Scheme for the financial year 2018/19.
 - viii. The adoption of the Pay Policy statement at Appendix H;
- 1.2 That Cabinet agree:-
 - i. A rent decrease for all Council tenants for 2018/19, in line with the Government's social rent policy which has legislated to reduce social rents by 1%.
 - ii. No increase to Garage and Parking space rents.

- iii. No increase to the service charges for caretaking, grounds maintenance and bulk refuse collection as detailed in section 14.
 - iv. The Discretionary Council tax relief scheme pursuant to S13A(1)(c) of the Local Government Finance Act 1992 which sets out the Council's approach for reducing the council tax liability for Care Leavers as detailed in paragraph 12 of the report.
- 1.3 That Cabinet note:-
- i. That in respect of the Council's public sector equalities duties where the setting of the capital, revenue and HRA budget result in new policies or policy change the relevant service department will carry out an equality impact assessment to secure delivery of that duty including such consultation as may be required.
 - ii. The progress being made towards balancing the Council's financial position for 2017/18 as at Quarter 3 and the current projected outturn forecast of £5.861m as set out in the report at item 3.b on this agenda.
 - iii. The response to the draft local government settlement which is attached at Appendix F.
 - iv. That pre-decision scrutiny of the proposed budget 2018/20 took place at the Scrutiny and Overview Committee on the 12th December 2017 with no recommendations being made by the Scrutiny and Overview Committee.
 - v. The statement on reserves and balances and robustness of estimates from the statutory Section 151 Officer.
- b **Quarter 3 financial performance report 2017/18**

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

RESOLVED

- i. Note the current revenue outturn forecast at the end of the third quarter of 2017/18 of £0.369m underspend, this is before exceptional items of £6.23m, resulting in a total overspend of £5.861m;
- ii. Note the **£4.7m** collection fund surplus released on the 1st April 2018 which can offset the overspend. This would leave a net drawdown on general fund balances of **£1.161m**.
- iii. Note the ongoing engagement with and lobbying of Government by the Council for additional funding for Croydon, both in general terms and specifically Unaccompanied Asylum Seeking Children given Croydon's gateway status, fire safety measures and mitigation of the impact of the Universal Credit implementation, notably Croydon's pilot status.
- iv. Note the HRA position of a **£0.274m** forecast underspend against budget;
- v. Note the capital outturn projection of **£61.9m** forecast underspend against budget;

- vi. Approve the changes to the capital programme to include new schemes of **£2.1m**, set out in Table 5, Section 7.2
- vii. Endorse the approval of the 2018/19 Discretionary Business Rates Relief Scheme, as discussed in paragraphs 8.5 to 8.10 and set out in full in Appendix 3 of the report.
- c **Treasury Management Policy Statement, Minimum Revenue Provision Policy Statement & Annual Investment Strategy 2018/2019**

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

RESOLVED

The Cabinet is asked to recommend to Full Council that it approve:

- 1.1 The Treasury Management Policy Statement 2018/2019 as set out in this report including the recommendations that:
 - 1.1.1 The Council takes up the balance of its 2017/2018 borrowing requirement and future years' borrowing requirements, as set out in paragraph 3.6 of the report.
 - 1.1.2 That for the reasons detailed in paragraph 3.11, opportunities for debt rescheduling are reviewed throughout the year by the Executive Director of Resources and Section 151 Officer and that, he be given delegated authority, in consultation with the Cabinet Member for Finance and Treasury and in conjunction with the Council's independent treasury advisers, to undertake such rescheduling only if revenue savings or additional cost avoidance can be achieved at minimal risk in line with organisational considerations and with regard to the Housing Revenue Account (HRA) as set out in the Council's Finance Strategy 2016-2020.
 - 1.1.3 That delegated authority be given to the Executive Director of Resources and Section 151 Officer, in consultation with the Cabinet Member for Finance and Treasury, to make any necessary decisions to protect the Council's financial position in light of market changes or investment risk exposure.
 - 1.1.4 The Council adopts the 2017 edition of the revised Treasury Management Code of Practice and Prudential Code issued by CIPFA in December 2017.
- 1.2 The Annual Investment Strategy as set out in paragraph 3.14 of this report.
- 1.3 That the Authorised Borrowing Limits (required by Section 3 of the Local Government Act 2003) as set out in paragraph 3.7 and as detailed in **Appendix C** of the report be as follows:

2018/2019	2019/2020	2020/2021
£1,307.067m	£1,385.623m	£1,511.323m

The Prudential Indicators as set out in **Appendix C** of this report.

- 1.4 The Annual Minimum Revenue Provision Policy Statement (required by SI 2008/414) as set out in **Appendix D** of the report.
- 1.5 The Council's authorised counterparty lending list as at 31st December 2017 as set out in **Appendix E** of this report and the rating criteria set for inclusion onto this list.

15/18

Update on the development of Legacy, Croydon Youth Zone

A presentation was provided by Kadian Foster and Angel Chizea of Young People's Development Group and Chinelo 'Queenie' Chizea for for this agenda item, which is available on the meeting webcast. Jamie Masraff of Onside also spoke during this agenda item and informed Cabinet that £6.55 million had been raised, which was the full capital sum to fund the Youth Zone development, and that the official opening would likely to take place in late spring/early summer 2019.

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

RESOLVED to note the progress made with the delivery of Legacy, Croydon Youth Zone.

16/18

Children's Services Improvement update report

A presentation was provided by Councillor Alisa Flemming for this agenda item, which is available on the meeting webcast.

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

RESOLVED

- 1.1 Note the Children's Services Commissioner for Croydon's advice to the Minister of State for Children and Families that the Council should retain responsibility for managing children's services and be given time to drive the improvements forward.
- 1.2 Note the Minister's response agreeing the Commissioner's advice and requiring Croydon Council to work with Camden Council to develop a proposal for intensive peer support over a minimum 12 month period to drive front line improvements.
- 1.3 Note the outcomes from the first Ofsted monitoring visit carried out in December 2017.

17/18

Implementation of the Homelessness Reduction Act 2017

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

RESOLVED

- 1.1 Note the impact arising from the introduction of the Homelessness Reduction Act.
- 1.2 Note the proposed actions by the Council to assist customers and comply with the new statutory duties as detailed within the body of the report.

18/18

Brick by Brick Business Plan 2018/19

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

RESOLVED That Cabinet, on behalf of the Council as sole shareholder of Brick by Brick Croydon Limited ("**BXB**"), approve the proposed 2018/2019 Business Plan of BXB as set out in Appendix A of the report.

19/18

Housing Commission on Community-Led Housing

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

RESOLVED

- 1.1 Note the outcomes of the Housing Commission on Community-Led Housing, led by Croydon Council
- 1.2 Note progress in developing the proposal for a community land trust in Croydon
- 1.3 Note the announcement of a bidding process for the second year of the Government's Community Housing Fund.

20/18

Stage 1: Recommendations arising from Scrutiny

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

RESOLVED to receive the recommendations arising from Health and Social Care Scrutiny Sub-Committee (16 January 2018) and the Streets, Environment and Homes Scrutiny Sub-Committee (23 January 2018) to provide a substantive response within two months (ie. at the next available Cabinet meeting on **11 June 2018**).

21/18

Stage 2 Response to Recommendations arising from Children and Young People Scrutiny Sub-Committee (19 September 2017) and the Streets, Environment and Homes Scrutiny Sub-Committee (12 September 2017)

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

RESOLVED to approve the response and action plans attached to the report at Appendix A and that these be reported to the Scrutiny and Overview Committee or relevant Sub-Committees.

22/18

Investing in our Borough

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

RESOLVED to note

- 1.1 The list of delegated award decisions made by the Director of Commissioning and Improvement, between 14/12/2017 – 17/01/2018.
- 1.2 The list of decisions taken since the last meeting of Cabinet by the nominated Cabinet member in consultation with the Cabinet Member for Finance and Treasury, under the Leaders specific delegated authority for those contract awards.

23/18

Exclusion of the Press and Public

This item was not required.

The meeting ended at 8.48 pm

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For General Release

REPORT TO:	CABINET 19 March 2018
SUBJECT:	Culture in Croydon
LEAD OFFICER:	Shifa Mustafa, Executive Director - Place Stephen Tate, Director of District Centres & Regeneration Colm Lacey, Director Brick by Brick Paula Murray, Creative Director
CABINET MEMBER:	Cllr Timothy Godfrey, Cabinet Member for Culture, Leisure and Sport
WARDS:	All
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:	
<p>The services, programmes and plans outlined in this report deliver on all three of the corporate priorities.</p> <p>Growth: culture makes a significant contribution to the successful growth agenda through improving the case for inward investment and the Fairfield Halls specifically will be an engine for growth in Croydon's economy.</p> <p>Independence: both museum and library services make an impact in improving lives and life chances for our residents, in particular for young people through targeted delivery as does much of our supported cultural programme.</p> <p>Liveability: Croydon's cultural offer is an increasingly important part of improving the borough as a place to live, work, study in and visit.</p>	
FINANCIAL IMPACT	
There are no additional financial considerations arising from this report.	
KEY DECISION REFERENCE NO. This is not a key decision	
<p>The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below:</p> <p>1. DRAFT RECOMMENDATIONS</p> <p>The Cabinet is recommended to:</p> <p>1.1 Endorse the direction of travel for the major elements of Croydon's cultural programme as outlined in the report</p> <p>1.2 Delegate authority to the Executive Director of Place to establish a Collections Trust for the purposes of Museum Accreditation as detailed in paragraph 3.2 below</p>	

2. EXECUTIVE SUMMARY

- 2.1 Croydon was unsuccessful in its bid to be the London Borough of Culture for 2019. The programme developed and its priorities, however, remain relevant for the next two to three years which is a key time for Croydon in terms of major cultural development. The Museum Service will be preparing to make an application for reaccreditation of the service, the Library Service is undergoing a major review following being taken in house after the announcement of liquidation by Carillion PLC. The Fairfield Halls refurbishment is well underway and the design team working closely with the operator to ensure that all opportunities to make it fit for purpose are maximised.

3. DETAIL

3.1 London Borough of Culture

- 3.1.1 Last month the announcements were made on the awards for the title of the London Borough of Culture. Sadly, Croydon was not successful in its bid to be the first London Borough of Culture for 2019 and congratulations are due to Waltham Forest for that first title and to Brent for the award of the title in 2020. Croydon was also unsuccessful in gaining one of 6 cultural project impact awards that were made as part of the same competition.

- 3.1.2 Whilst this is disappointing, the work that we undertook in Croydon last year to develop our bid and the partnerships to deliver it was a valuable exercise and will act as a foundation for future growth. 2019 and the lead up to that year, is of course an extremely important period in Croydon's current phase of cultural development in a number of ways, our cultural calendar is becoming established, our sector is strengthening bringing in more external funding and increasing audiences and Fairfield will be re-opening.

- 3.1.3 We will use the momentum of having been part of the competition to continue to develop and deliver a cultural programme in Croydon. There are a number of key events that formed part of our bid that we will work to keep albeit as part of a differently shaped programme. These are a mixture of events that are now becoming fixtures in our cultural calendar such as Pride, the Croydon International Mela and Dance Umbrella plus some new additions such as the Metropolis Music Festival and Jerk and Jollof, an Afro-Caribbean celebration of food and culture and a new poetry and spoken work event for Croydon. We will still be supporting some major projects for the re-opening events for the Fairfield Halls and continuing to animate our public spaces and places with cultural activity and support our night time economy.

- 3.1.4 The five headline priorities that were used in the bid remain important objectives, in particular the importance of a developing offer for young people. The work that has been done to engage the business sector locally will also continue, both through the partnership with Croydon BID and more directly with major businesses in Croydon and with an interest in Croydon

3.2 Museums and Archives

- 3.2.1 The next 18 months is also a key time for our Museums and Archives Service. In November of this year, Croydon Museum Service will be able to request

permission to make an application for formal accreditation from the Museums Association; the mandatory 5 year period which follows the loss of accreditation will have lapsed at this point. Formal accreditation is something the service needs in order to move forward; most funding and training opportunities for the sector are only available for accredited museum services for example. Our application will be built on a number of elements:

3.2.2 Our site:

Much of the focus for the application will be on the suitability of our premises; access and having requisite facilities and practices in place. We will also include our future plans for enhanced access to collections which features as part of the Clocktower Development plans covered later in this report.

3.2.3 Our collections:

We will need to demonstrate adherence to good policy and best practice in terms of our collections management. As part of this, we propose to establish a Museum Collections Trust for Croydon to sit alongside the Museum Operating Service to oversee acquisition and disposal. We are being advised in this by regional museum colleagues, our own internal audit colleagues and are also looking to examples in other local authority areas where this light touch form of governance is already in place. As part of the recommendations of this report, Cabinet is requested to grant delegated authority to the Executive Director Place to set up a Museums' Collections Trust as part of this measure. This would be done in the same timeframe as the reaccreditation application to be completed by February 2019, the earliest point at which the application could be made following the request to apply in November 2018.

3.2.4 Our programme: we will need to show a good wide ranging programme with plans in place to consolidate and develop a range of partnerships to deliver both creative and relevant programming

3.3 Fairfield Halls

3.3.1 Extensive works continue to Fairfield Halls and already the venue looks and feels incredibly different, spacious and streamlined in line with the original design as part of a comprehensive scheme that is sympathetic to the architectural and heritage qualities of the building.

3.3.2 The interior of Fairfield Halls is currently stripped back to the bones with the demolition of the Arnhem Gallery now almost complete. The Concert Hall seating has been removed for refurbishment and birdcage scaffolding has been erected within the Hall. Asbestos removal continues within the Ashcroft Theatre in preparation for further works.

3.3.3 Current work packages being procured include brick and blockwork, screed, render, continued internal and external repairs together with the work to reinstate mechanical and electrical systems. Over the next few months the extensive works will continue before the more surface works can be completed.

3.3.4 Working with the future operator, BHLive, has been extremely useful at this particular stage of the refurbishment. Brick by Brick, contractors Vinci, BH Live and the Council have been working collaboratively with the multi-disciplinary team undertaking the works to build on the plans by the design team. The

operator has been involved at a sufficiently early stage to be able to influence works and steer some useful changes to the scheme as planned with conversations taking place around the operation, look and feel of the refurbished venue, focusing in particular on hospitality, bars, public spaces and kitchens, technical facilities and back of house – the artist experience.

- 3.3.5 One small example of this partnership working is the re-siting of the bar in the foyer area and one on a larger scale is the shift in location of the planned new gallery facility. The foyer area will be much more open with a greatly reduced box office presence to maintain the space and reflect how customers actually interact with a venue. Priority is given to creating space for people to mingle and use the venue at all hours of the day. The relocated bar will allow for better circulation and create a further area of customer seating.
- 3.3.6 A relocation of the Gallery space will enable it to be a better facility with more emphasis and space at ground floor as well as the underground exhibition area. By moving the Gallery entrance out of the new planned glass box, or Cloister, this area, can be designed and used as one whole coherent space which greatly increases the Cloister's potential as an active and attractive restaurant/café for use alongside the venue.
- 3.3.7 The Ashcroft Theatre will also see further significant changes as well as the planned additional seating to take the seating capacity to over 800, the canopy will be removed so that the Theatre will have a more contemporary, stripped back, studio feel.
- 3.3.8 All of the changes are motivated by a clear focus on improving the operational viability of the venue. With their solid experience of running large scale venues and consistent emphasis on the importance of the customer experience, BHLive are working closely with our design and construction teams to get the very best from this scheme.
- 3.3.9 Extensive works will be undertaken to the exterior and the siting of the Halls. Alongside the transformed public realm, new homes will be being delivered by Brick by Brick making this a significant regeneration programme within the Cultural Quarter. The exterior of the halls will see refurbished and replaced windows and cladding, together with extensive cleaning and replacement of the main entrance doors to provide a new standalone entrance to the Ashcroft Theatre from College. A refined entrance canopy at the front of the Halls refurbished to reflect the original design.
- 3.3.10 The opening up of the Cloister onto the Public Realm will activate College Green as will the relocation of the Gallery to create further activity and visible street presence onto the enhanced public realm, the design of which and implementation works are running alongside the Fairfield Halls improvements.

3.3.11 In terms of the timescale for the works overall, the Concert Hall will be available by the end of this year with a subsequent phased opening of the other venue spaces to follow with full handover by the end of March 2019. There will be an increasing range of opportunities for people to see the spaces over this time, building gradually to full scale operation.

3.4 Libraries

3.4.1 On 17th January following the announcement of liquidation by Carillion PLC Croydon terminated the service contract and brought the library service back in house. As we move forward we want Croydon to be at the cutting edge of library provision delivering a range of services that benefit all our communities, new and established, in fit for purpose buildings, providing a wide range of high quality fast, reliable digital access and linked to wider community provision.

3.4.2 Croydon operates thirteen libraries - a large central library and twelve branch libraries and a home library service for those residents who have difficulties leaving their homes. Croydon has also co-funded the Upper Norwood Library Trust over the last three years to deliver a community hub providing a range of services targeted at improving the life skills and life quality of local people and this includes a library offer.

3.4.3 There will be in the region of 2.4 million physical visits this year to the service – with almost half to central library - and approximately 87,000 people will be active users of the service including the virtual library offer. Libraries offer residents an opportunity to come together supporting community cohesion and celebrating culture through a range of activities including storytelling, author talks, writing workshops, crafts and creative events and hosting performances by local groups including the London Mozart Players and Brit School students.

3.4.4 The aim over the coming year, will be to ensure that our libraries form an even more integral part of the borough's cultural offer, actively contributing to and complimenting the wider cultural programme on offer. The council has commissioned Red Quadrant to work with us as we develop our libraries strategy which will focus on the seven library outcomes identified by the Libraries Taskforce. These are:

- cultural and creative enrichment
- increased reading and literacy
- improved digital access and literacy
- helping everyone achieve their full potential
- healthier and happier lives
- greater prosperity
- stronger, more resilient communities

3.4.5 As well as looking at local need, current usage of libraries and examples of good practice from elsewhere, the council is taking the opportunity ask residents through online engagement and targeted focus groups what they want the library service to provide. The outputs of this work will be delivered in the summer of 2018.

4. CONSULTATION

- 4.1 Consultation and engagement are key in the ongoing development of Croydon's cultural initiatives and services. Croydon 2019 builds this into the programme structure for the year in particular in the way funding will be devolved to district and neighbourhood areas. Consultation with service users, current and prospective, will be built into both the forward planning for library services and the plans for reaccreditation for the Museum Services.
- 4.2 More specifically, since the libraries have come back in house, the council has taken the opportunity to carry out engagement asking residents, customers and staff for their priorities for the library service aligned to the libraries taskforce themes, which include cultural and creative enrichment, increased reading and literacy and improved digital access and literacy. We will be seeking ideas online, in our libraries and through targeted focus groups (with non-users as well as current users) and will use the results of this engagement (as well as previous engagement carried out in 2016) to inform future plans for the libraries.

5. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no additional financial considerations arising from this report.
- 5.2 The decision to bring the Croydon library service back in house, following the collapse of Carillion, will result in the requirement for some additional capital investment in order to ensure that the service is fit for purpose. This has been included within the capital programme for 2018-21, which was presented to cabinet in February 2018.

Approved by: Lisa Taylor, Director of Finance, Investment and Risk and Deputy s151 Officer

6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 6.1 The Solicitor to the Council comments that specific legal advice will need to be sought in relation to the process for the establishment of and governance arrangements in relation to setting up the trust.
- 6.2 There are no additional legal implications arising from the recommendations within the report

Approved by: Sandra Herbert, Head of Litigation and Corporate Law, for and on behalf of Jacqueline Harris-Baker, Director of Law and Monitoring Officer

7. HUMAN RESOURCES IMPACT

- 7.1 There are no direct implications for staff at LBC in this report. However a strong and vibrant cultural offer enhances the reputation of Croydon and supports the employer brand of Croydon for both attraction and retention.

Approved by: Sue Moorman, Director of Human Resources

8. EQUALITIES IMPACT

- 8.1 All of the cultural programming developed by the authority has a positive equalities impact. The access improvements built into the refurbishment designs of the Fairfield Halls have been covered in previous reports. The significant work involved in both the service accreditation plan for the Museum and the service review for Libraries will involve Equalities Impact Assessments.

9. ENVIRONMENTAL IMPACT

- 9.1 As reported in previous Cabinet reports, the refurbishment of the Fairfield Halls delivers a greatly improved building in terms of sustainability.

10. CRIME AND DISORDER REDUCTION IMPACT

- 10.1 Specific work in Croydon's cultural programme is designed to support a safe and diverse night time economy; increasing footfall, creating lighting projects, broadening the offer for example. Other parts of the programme are designed to improve some of the public realm. There is work in our libraries and museums which focuses on young people and the provision of activity and places to go for free. The work on College Green as part of the Fairfield development in particular, will transform what has historically been an unsuccessful public safe into one that is well designed and well used.

11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 11.1 The direction of travel for the ongoing development of Croydon's cultural programme is along the same priorities as were agreed for the Borough of Culture Bid by Cabinet in November last year.
- 11.2 The reason to recommend the establishment of a Collections Trust would be to strengthen the application for reaccreditation for the Museum Service

12. OPTIONS CONSIDERED AND REJECTED

- 12.1 The option not to apply for reaccreditation of the Museum Service was considered and rejected.

CONTACT OFFICER: Paula Murray, Creative Director, Tel: 02086047117

APPENDICES TO THIS REPORT: None

BACKGROUND DOCUMENTS: None

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For General Release

REPORT TO:	CABINET 19 March 2018
SUBJECT:	Education Quality and Standards
LEAD OFFICER:	Barbara Peacock, Executive Director People David Butler, Director, Education and Youth Engagement
CABINET MEMBER:	Councillor Alisa Flemming, Cabinet Member for Children, Young People and Learning
WARDS:	All
CORPORATE PRIORITY/POLICY CONTEXT	
Ambition Priority 2: Independence	
<ul style="list-style-type: none"> • Education and Learning: <ul style="list-style-type: none"> • Continue to improve the proportion of primary schools which are judged good or better by OFSTED and support and challenge schools to improve the standards being achieved. 	
Independence Strategy Priority 3	
<ul style="list-style-type: none"> • Provide people with the best opportunity to maximise their life chances and have a good quality of life through the provision of high quality universal services, including an excellent learning offer. 	
AMBITIOUS FOR CROYDON & WHY ARE WE DOING THIS:	
Education and Learning: working in partnership with all Croydon schools to deliver the very best for all our young people. Working with schools to ensure that resources are targeted at those social groups that currently under-perform in school exam attainment.	
FINANCIAL IMPACT	
There are no financial considerations with this report.	
FORWARD PLAN KEY DECISION REFERENCE NO.: This is not a key executive decision.	

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

1. RECOMMENDATIONS

It is recommended that Cabinet:

- 1.1 Notes this report, commend the continued improvement in the percentage of schools judged good or better by OFSTED, and the actions being taken to secure further improvement
- 1.2 Agrees the framework for the revised School Improvement Plan as set out in Appendix 7.

2. EXECUTIVE SUMMARY

- 2.1 This report summarises the performance of children and young people in Croydon schools for the academic year 2016 / 2017. The report covers attainment and progress in assessments, tests and examinations for 2017 in the Early Years Foundation Stage, Key Stages 1, 2, and 4 and Post-16. The report is provided at this point of the year so that we can compare with the national average, London average and with similar areas (Statistical Neighbours). Our Statistical Neighbours are: Birmingham, Ealing, Enfield, Greenwich, Merton, Waltham Forest, Brent, Haringey, Lambeth and Lewisham. An explanation of Statistical Neighbours and how they are calculated can be found at Appendix 5. The report also provides up-to-date information on school attendance and exclusions.
- 2.2 This report has been the subject of pre-Cabinet Scrutiny. The recommendations from Scrutiny have been included in this report.

Borough Context

- 2.3 In the last education year Croydon achieved some significant steps forward: continued improvements in the early years foundation stage, above national attainment at the end of both key stage one and key stage two, improved Ofsted ratings of our secondary schools, and early years, phonics, KS1, KS2 and progress 8 figures above the national average. This was achieved despite Croydon having a significant growing youth population, with large pockets of deprivation bringing challenges such as recruiting leaders and teachers that are able provide a high standard of education within challenging contexts.

The Youth congress that took place in July 2017 was a significant event with which to end the academic year. The event enabled us to gauge the views of our pupils / young people in how to support them with ensuring that they become successful adults in our vibrant and developing borough.

Summary of outcomes:

- 2.4 The data included in this report is based on what is currently available, some of this data is validated i.e. EYFS, KS1 and KS2, however we do not currently have validated data for both KS4 and KS5 and for our CLA pupils.

The data is provided by our data and performance team and in some sections of the report there is variability in terms of the benchmarking data that is available.

- 2.5 The report sets out standards achieved in the 2016-2017 education year, which can be summarised as follows:

- Croydon's performance in the Early Years Foundation Stage at age 5 has improved significantly from 2017 (70%) to 73% and is now above

our statistical neighbours, (72%) the national average of 70% and in line with London (73%)

- In the Phonics Screening check the outcomes for Croydon pupils are above the national average, in line with our statistical neighbours and 1% below the London average.
- At Key Stage 1 tests at age 7, the percentage of pupils achieving both the expected standard and the higher standard is above the national average in reading, writing and mathematics. We are also above or in line with our statistical neighbours in all subjects except for reaching the expected standard in mathematics / reaching the higher standard in writing where our statistical neighbours are 1% higher.
- At Key Stage 2 tests at age 11, the percentage of pupils achieving the expected standard in combined reading, writing and mathematics was above the national average and our statistical neighbour average for the second year in a row.
- Unvalidated progress 8 figures show that Croydon's pupils are making better progress than pupils nationally from key stage 2 to key stage 4. We remain below both London and our statistical neighbours figures for this performance indicator.
- At Key Stage 4, English and mathematics combined GCSE grade 9 -4 were above the national (England) average. They were below the London average and our statistical neighbour average based on unvalidated data. (25th January)
- At Key stage 4 Croydon's attainment 8 average is above the national average and slightly below our statistical neighbour average.
- At Key Stage 5 Croydon's Level 3 (all programmes) learners achieve better than statistical neighbours, regional and national averages.
- Technical and applied general (KS5) Level 3 achievement continues to be very strong.
- A level achievement is below average, with a Grade C- achieved on average compared to C nationally.
- We have our highest proportion ever of Croydon secondary schools judged by Ofsted at good or better. 90% of these schools are good or better and 47% are outstanding. 86% of our secondary school pupils now attend a good or better school and almost 50% attend an outstanding school. The percentage of primary schools that are good or better is 86.8%
- Absence rates at primary schools in Croydon has remained static against a national increase.
- Absence rates at secondary schools are lower than the national average but have increased slightly on the previous year.
- Croydon's rate of exclusion from schools has increased from the last reporting year, but Croydon data is still favourable when compared with both London and our statistical neighbours.

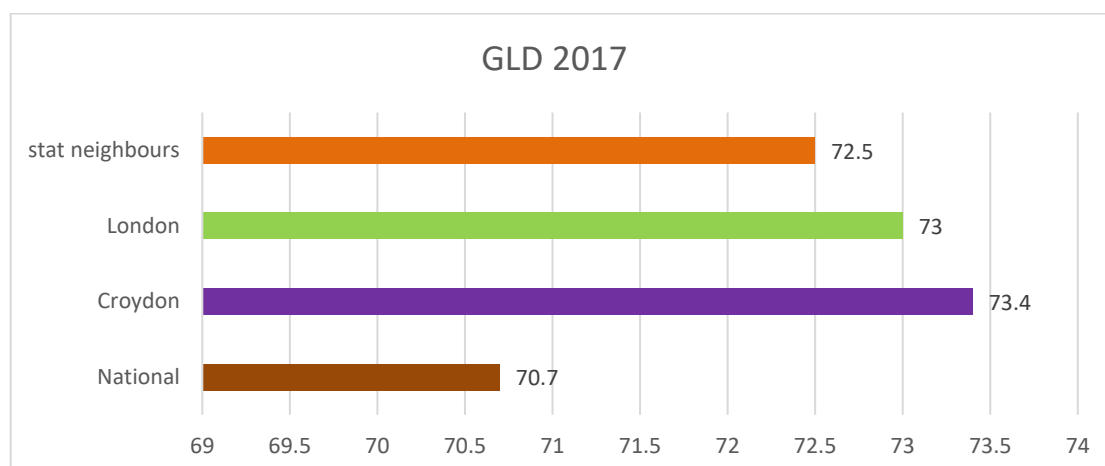
2.6 We continue to work hard as a local authority to make educational opportunities even better for all our children, pupils and learners. We are ambitious for all Croydon children to achieve the best that they can and that no child is left behind. We ensure that this message is shared with all of our schools through the close partnership we have with them. This report also sets out the highlights of our revised School Improvement Plan, (see appendix 6).

3. PRIMARY AND SECONDARY SCHOOL RESULTS

3.1 Early Years Foundation Stage

3.1.1. The Early Years Foundation Stage Profile (EYFSP) is a teacher assessment of children's development at the end of the EYFS (the end of the academic year in which the child turns five). The EYFS Profile requires practitioners to make a best-fit assessment of whether children are emerging, expected or exceeding against 17 Early Learning Goals (ELGs).

3.1.2 For the third year in succession, Croydon had the highest number of children at EYFSP of all 32 London boroughs. In June 2017 the total number of 4 and 5 year olds assessed in Croydon was 5052. A child has a Good Level of Development (GLD) if they achieve (or exceed) the Early Learning Goals in Communication & language (3 ELGs); Physical Development (2 ELGs); Personal, Social & Emotional Development (3 ELGs); Literacy (2 ELGs); and Mathematics (2 ELGs).



3.1.3 In 2017, the number of Croydon children achieving a GLD increased by 3%. This is higher than the national average, London average and our statistical neighbours.

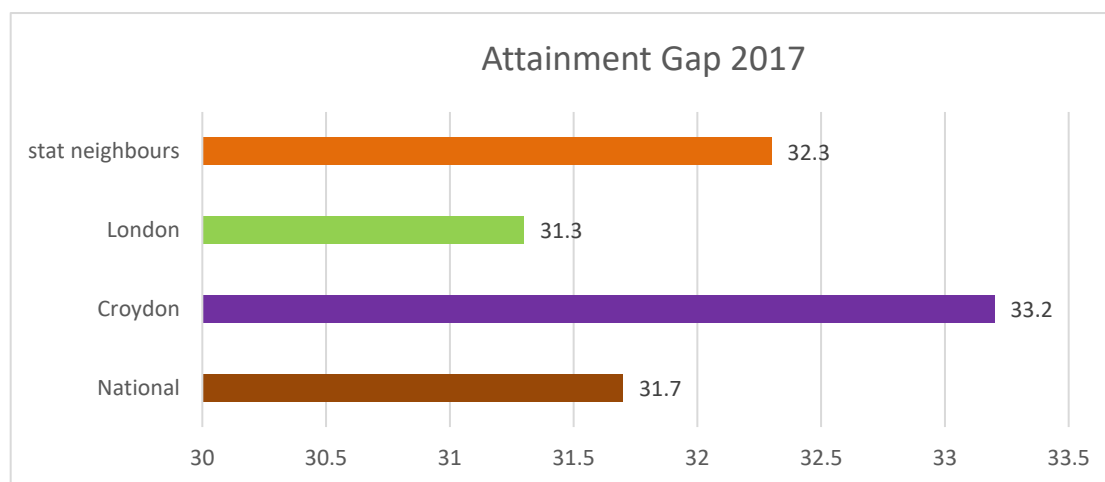
75% of our looked after pupils achieved a good level of development.

The following table and graph shows how Croydon children compare to National, London and Statistical Neighbours in achieving at least "Expected" in each of the 17 Early Learning Goals (ELGs)

Table 1

All pupils 2017 <i>2016 in brackets</i>	% GLD	Communi- cation & Languag e	Physical Develop- ment	Personal Social & Emotion al Dev	Literacy	Mathem atics	Under- standing the World	Expres- sive Arts & Design
<i>England</i>	70.7 (69)	72.8 (82)	87.5 (88)	85.2 (85)	82.1 (72)	77.9 (77)	83.6 (83)	86.7 (86.4)
<i>London</i>	73 (71)	82.6 (82)	88.2 (88)	85.7 (85)	75.3 (74)	79.7 (79)	83.8 (84)	87.8 (87.7)
<i>Inner London</i>	72.8 (72)	81.8 (83)	88.1 (88)	85.3 (86)	75.2 (74)	79.7 (79)	83.3 (84)	87.4 (87.3)
<i>Outer London</i>	73.2 (71)	83 (81)	88.3 (88)	85.9 (85)	75.3 (74)	79.6 (79)	84 (84)	88.1 (87.9)
<i>Croydon</i>	73.4 (70)	75.8 (80)	87.1 (87)	85 (85)	81.7 (73)	79.6 (77)	82.3 (82)	86.4 (85.4)
<i>Statistical Neighbour average</i>	72.5 (71)	74.5 (81)	88 (88)	85.1 (85)	81.8 (73)	78.7 (78)	83 (82)	87.3 (86.6)
<i>Diff Stat Neigh/Croydon</i>	0.9 (1)	1.3 (1)	-0.9 (1)	-0.1 (0)	-0.1 (0)	0.9 (1)	-0.7 (0)	-0.9 (1.19)
<i>Diff England/Croydon</i>	2.7 (-1)	3 (2)	-0.4 (1)	-0.2 (0)	-0.4 (-1)	1.7 (0)	-1.3 (1)	-0.3 (1)

73.4% of Croydon children achieved a GLD which was higher than our statistical neighbours and both the national and London average. However, apart from in Literacy, Croydon children were below London in the other aspects.



3.1.4 Another key indicator of attainment at age 4/5 is the difference between the lowest achievers and the average. This difference is known as the Attainment Gap. We have closed the attainment gap from 33.9% in 2016 to 33.2% in 2017 against a national gap of 31.7% (See Table 2 below). There is less of a gap this year between children performing in the lowest 20% and the median for all children.

3.1.5 The LA has undertaken targeted work to support the development of communication and language. As a prime area of learning, the aspects of Understanding, Listening & Attention and Speaking underpin the “academic” aspects in the Early Years Foundation Stage curriculum.

3.1.6 Further work is being undertaken to support vulnerable groups in targeted areas of the borough, including boys and those eligible for the Pupil Premium funding.

Table 2

Year	Average (All Children)	Median	Average (Lowest 20% attaining children)	Percent attainment gap between all children and bottom 20%
2013	31.3	31.3	20.1	39.1
2014	32.3	32.3	21.1	37.9
2015	33.5	33.5	22.2	34.7
2016	34	34	22.5	33.9
2017	34	34.2	22.7	33.2

Gender gap	England	London	Outer London	Inner London	Croydon	Stat neighbour average
2015	15.6	14.5	14.4	14.7	14.8	14.7
2016	14.7	13.4	13.5	13.1	13	12.9
2017	13.7	12.7	13	12.1	15.1	12.5

2017	White	Mixed	Asian	Black	Chinese	All pupils
England	72	73	69	70	74	71
London	74	76	75	71	80	73
Outer London	74	76	76	71	79	73
Inner London	76	76	73	72	82	73
Croydon	74	74	75	74	78	73
Stat neighbour average	74	77	74	71	77	73

2017	no identified SEN	SEN Support	SEN with a statement or EHC plan	All pupils
England	76	27	4	71
London	79	31	5	73
Outer London	79	31	4	73
Inner London	80	31	5	73
Croydon	79	29	5	73
Stat neighbour average	79	31	8	73

2017	Pupils known to be eligible for free school meals	All other pupils	All pupils
England	56	73	71
London	64	75	73
Outer London	63	75	73
Inner London	65	75	73
Croydon	63	75	73
Stat neighbour average	64	74	73

2017	Pupils whose first language is English	Pupils whose first language is other than English	All pupils
England	73	65	71
London	77	71	73
Outer London	77	70	73
Inner London	77	71	73
Croydon	76	70	73
Stat neighbour average	77	70	73

Inspection Outcomes for Early Years Providers:

3.1.7 The Best Start Early Years team closely monitor inspection judgements for all day nurseries, pre-schools and child-minders so that there is a clear understanding about the quality of these settings.

Quality of childcare in Croydon

Ofsted inspect all registered Early Years provision and the table below shows the quality judgements recorded as at August 2017 and published in the 2017 Childcare Sufficiency Assessment for Croydon.

	Outstanding		Good		Requires Improvement		Inadequate		Awaiting	
Day nurseries	10	11%	68	77%	7	8%	3	4%	11	n/a
Pre-school	9	22%	31	76%	1	2%	0	0%	8	n/a
Schools with nursery classes	22	37%	27	46%	9	15%	1	2%	2	n/a
Childminders	44	13%	267	79%	4	1%	23	7%	89	n/a
Out of School	13	19%	46	69%	6	9%	2	3%	14	n/a
Holiday Playschemes	1	4%	21	92%	1	4%	0	0%	8	n/a

3.1.8 The recorded position for schools with nursery classes is affected by schools converting to academy status. As at 31st December 2017 there are five maintained schools with nursery classes with an Ofsted grading of Requires Improvement and none are graded as Inadequate.

3.1.9 The table below shows the Croydon's Ofsted outcomes compared to the national Ofsted outcomes

Figures correct as of August 2017 (figures rounded)	Outstanding	Good	Requires Improvement	Inadequate	Awaiting Judgement
National	16%	77%	6%	1%	N/A
Croydon	14%	63%	4%	4%	15%

3.2 What are we doing to address areas for development in the EYFS?

- The Best Start Learning Collaboration provides pedagogical leadership and encourages peer-to-peer support and self-reflective practice for staff in the full range of Early Years settings. The Collaboration ensures that all children have access to high quality early education through the analysis of EYFS Profile data and Ofsted reports.
- The Early Language Development Programme (ELDP) project, which supports the development of children's language and communication skills, is being rolled out in the West of the Borough.
- We are working with our settings to support the identification of children eligible for Early Years Pupil Premium (EYPP) funding and to ensure that those children have outcomes as good as those of children not eligible for EYPP funding.
- Teachers who are new to teaching in Reception are provided with training opportunities to ensure familiarity with the requirements of the Early Years Foundation Stage and Profile assessment arrangements and enable practitioners to make accurate judgements on children's attainment.
- A minimum of 25% of schools are moderated for the Early Years Foundation Stage assessments, in line with STA guidance and the statutory framework.
- EYFS Profile data is shared with the Early Years sector to develop the understanding of the needs of Croydon children and to promote the best possible teaching and learning in all settings of early years provision.
- We are facilitating action research projects in a number of schools to support children's development in writing.
- Best Start Early Learning Collaboration Early Years advisers continue to offer challenge and support for all Early Years settings through a range of programmes. These include structured programmes for settings in Ofsted categories of Requires Improvement or Inadequate;

a pre-Ofsted programme; training for leaders and managers; and workforce development programmes for Early Years practitioners.

3.2.1 Phonics Screening check

Percentage of year 1 pupils meeting the required standard of phonic decoding

All pupils

	2012	2013	2014	2015	2016	2017
ENGLAND (state-funded schools)	58	69	74	77	81	81
London	60	72	77	80	83	84
Inner London	60	73	78	81	84	85
Outer London	61	72	77	79	83	84
Croydon	63	71	75	76	79	83
Statistical neighbour average	61	71	76	79	82	83

Difference S/N ave Croydon	2	0	-1	-3	-3	0
Difference England / Croydon	5	2	1	-1	-2	2

Gender gap of year 1 pupils meeting the required standard of decoding

Gender Gap

	2012	2013	2014	2015	2016	2017
ENGLAND (state-funded schools)	-8	-8	-8	-8	-7	-7
London	-7	-7	-7	-6	-6	-7
Inner London	-6	-7	-8	-6	-6	-7
Outer London	-7	-7	-8	-6	-6	-6
Croydon	-6	-6	-9	-7	-6	-6
Statistical neighbour average	-7	-7	-7	-7	-7	-6

2017

Percentage of pupils meeting the expected standard of phonic decoding

	All pupils	White	Mixed	Asian	Black	Chinese
ENGLAND (state-funded schools)	81	81	83	85	83	89
London	84	83	85	88	83	91
Inner London	85	85	85	87	83	89
Outer London	84	83	85	88	83	93
Croydon	83	80	82	88	83	X
Statistical neighbour average	83	82	84	86	82	87
Difference S/N ave Croydon	0	-2	-2	2	1	X

2017	Percentage of pupils meeting the expected standard of phonic decoding			Percentage of boys meeting the expected standard of phonic decoding			Percentage of girls meeting the expected standard of phonic decoding		
	FSM eligible	All other pupils	All pupils	FSM eligible	All other pupils	All pupils	FSM eligible	All other pupils	All pupils
ENGLAND (state-funded schools)	68	84	81	63	80	78	74	87	85
London	75	86	84	71	83	81	80	89	88
Inner London	77	87	85	72	84	81	82	89	88
Outer London	74	86	84	70	83	81	78	89	87
Croydon	73	85	83	68	82	80	78	88	86
Statistical neighbour average	74	85	83	69	82	80	78	87	86
Difference S/N ave Croydon	-1	1	0	-1	0	0	0	1	0
Difference England / Croydon	5	1	2	5	2	2	4	1	1

2017	All				Boys				Girls			
	SEN with a statement or EHC plan	SEN support	Pupils with no identified SEN	All girls	SEN with a statement or EHC plan	SEN support	Pupils with no identified SEN	All girls	SEN with a statement or EHC plan	SEN support	Pupils with no identified SEN	All girls
ENGLAND (state-funded schools)	18	47	87	81	19	47	85	78	15	47	89	85
London	22	57	89	84	23	57	88	81	18	58	91	88
Inner London	23	58	90	85	25	57	89	81	19	59	91	88
Outer London	21	57	89	84	23	57	88	81	18	57	90	87
Croydon	18	55	88	83	17	56	86	80	20	54	89	86
Statistical neighbour average	17.5	56	88	83	18	55	87	80	13	55	90	86
Difference S/N ave Croydon	0.5	-1	0	0	-1	1	-1	0	7	-1	-1	0
Difference England / Croydon	0	8	1	2	-2	9	1	2	5	7	0	1

3.2.2 Croydon have received a letter from Nick Gibb MP, Minister of State for Schools, congratulating us for being one of the ten most improved local authorities for the phonics screening check.

3.2.3 For Children Looked After, the year 1 phonics screening check shows that 44% of our pupils achieved the expected standard.

3.2.4 The results for the phonics test in Year 1 2016/17 academic year show continued improvement with a further 3% rise from the previous year. Alongside this continued improvement in phonics this year we are now above the national average and in-line with our statistical neighbours.

3.2.5 SEN support pupils performed well in the phonics screening check against their peers nationally and pupils on an EHC plan performed in line with their peers nationally.

3.2.6 We need to work with schools to ensure that our white and mixed pupils are doing as well in the phonics screening check as their peers nationally and as well as other ethnic groups in Croydon.

3.3 Key Stage 1

2017 KS1 combined subjects	RWM	RWMS
ENGLAND (state-funded schools)	63.7	63.3
Croydon	65	64.8

- 3.3.1 Schools' performance at the end of KS1 2016/17 will be judged against the following indicators: the percentage of pupils achieving the combined expected standard in reading, writing and mathematics. This is the same indicator as 2015/16.
- 3.3.2 Croydon's Key Stage 1 outcomes, across reading, writing and maths in 2017 were extremely positive against national figures. With 77% of our pupils achieving the expected standard in reading (a 1% improvement on last academic year) we are 1% above the national average, with 69% in writing we are 1% above the national average and with 76% in mathematics we are 1% above the national average.
- 3.3.3 In reading, writing and mathematics Croydon continues to have a higher percentage of pupils working at a greater depth compared with national averages. In reading the percentage of pupils achieving the higher standards is above our statistical neighbours and in mathematics it is in line. Croydon is very slightly below our statistical neighbours in writing at this level.
- 3.3.4 Girls outperformed boys in all subjects at all levels. This reflects the national picture. Boys' attainment remained static in reading but improved in mathematics and writing; girls' attainment remained static in reading and mathematics but improved in writing.
- 3.3.5 The free school meals achievement gap for pupils achieving the expected standard continues to be better / or similar in Croydon (15% reading, 20% writing, 15% mathematics) to national (17% reading, 19% writing, 18% mathematics), showing that Croydon schools alongside schools nationally need to continue put actions in to close this gap.
- 3.3.6 Outcomes for pupils with SEN support at the end of key stage 1 in reading, writing and mathematics is above the national average when compared with similar pupils nationally. Croydon's pupils with an EHC plan perform less well than their peers nationally in all three subjects.
- 3.3.7 Outcomes for pupils whose first language is other than English are above both the national average and statistical neighbour average and there is only a very slight difference with the London average. (1% in reading and mathematics and 2% in writing)
- 3.3.8 Outcomes in reading at the end of KS1 were positive against national averages for our White and Asian pupils, however there is a slight gap in the outcomes of our Mixed and Black pupils.

Outcomes in writing at the end of KS1 were positive against national averages for Asian and Chinese pupils, however there is a slight gap in

the outcomes for White, Mixed and Black pupils.

Outcomes in mathematics at the end of KS1 were positive against national averages for White and Asian pupils, in line with National for Black pupils and a slight gap for our Mixed pupils.

3.3.9 Outcomes for our looked after children in 2016/17 were positive with 66.7% of these pupils meeting the expected standard in combined reading, writing and mathematics.

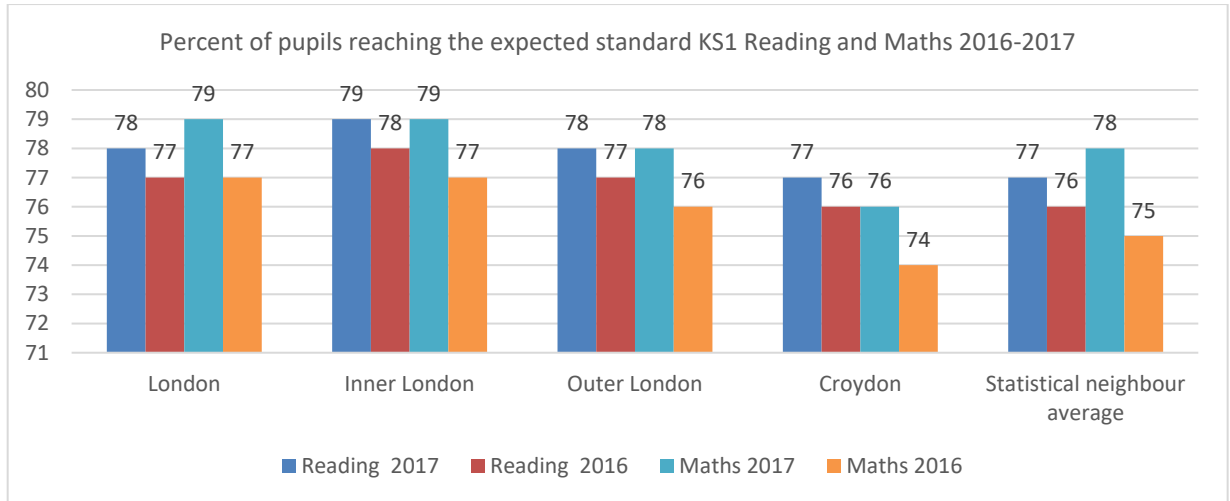
Cohort numbers eligible for assessment: KS1							
2010	2011	2012	2013	2014	2015	2016	2017
3,943	4,104	4,315	4,371	4,630	4,861	4,753	4,830

Key Stage 1 2017 percent of pupils reaching the expected standard

Source: KS1 Provisional (2017) Statistical First Release SFR49-2017 – DFE published data

Pupils were assessed against the new more challenging curriculum, which was introduced in 2014, for the first time this year. Results are no longer reported as levels and the interim frameworks for teacher assessment have been used by teachers to assess if a pupil has met the new, higher expected standard. Because of these assessment changes, figures for 2016 are not comparable to those for earlier years.

2017	Percent reaching the expected standard								Percent working at greater depth					
	Reading		Writing		Maths		Science		Reading		Writing		Maths	
	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016	2017	2016
ENGLAND (state-funded schools)	76	74	68	65	75	73	83	82	25	24	16	13	21	18
London	78	77	72	70	79	77	84	83	27	26	18	17	24	22
Inner London	79	78	73	73	79	77	84	83	27	26	19	17	24	23
Outer London	78	77	71	69	78	76	85	83	28	26	18	16	24	22
Croydon	77	76	69	69	76	74	85	83	26	27	16	15	23	21
Statistical neighbour average	77	76	71	69	78	75	83	82	26	25	17	16	23	21
Difference S/N ave Croydon	0	0	-2	0	-2	-1	2	1	0	2	-1	-1	0	0
Difference England / Croydon	1	2	1	4	1	1	2	1	1	3	0	2	2	3



Key Stage 1 2017 gender gap (negative figures are percentage points boys less than girls, positive boys better than girls)

2017 provisional gender gap	Reaching the expected standard			
	Reading	Writing	Maths	Science
ENGLAND (state-funded schools)	-8	-13	-3	-5
London	-8	-12	-3	-5
Inner London	-8	-12	-2	-6
Outer London	-8	-13	-3	-5
Croydon	-9	-14	-5	-7
Statistical neighbour average	-8.5	-12.4	-2.6	-5.5
Difference S/N ave Croydon	-0.5	-1.6	-2.4	-1.5
Difference England / Croydon	-1	-1	-2	-2

Working at greater depth		
Reading	Writing	Maths
-7	-9	3
-7	-9	3
-7	-9	3
-7	-9	3
-9	-9	3
-7.1	-8.8	3
-1.4	-0.2	0
-2	0	0

KS1 ethnicity comparisons

English Reading

2017	All pupils	White	Mixed	Asian	Black	Chinese
ENGLAND (state-funded schools)	76	76	78	77	77	84
London	78	78	80	81	78	88
Inner London	79	80	81	79	78	87
Outer London	78	77	80	82	78	89
Croydon	77	77	77	80	76	x
Statistical neighbour average	77	77	80	81	77	84

English Writing

2017	All pupils	White	Mixed	Asian	Black	Chinese
ENGLAND (state-funded schools)	68	68	70	72	71	82
London	72	70	73	76	72	85
Inner London	73	73	74	75	73	85
Outer London	71	69	72	77	72	85
Croydon	69	67	69	74	68	83
Statistical neighbour average	71	70	73	77	71	83

Mathematics

2017	All pupils	White	Mixed	Asian	Black	Chinese
ENGLAND (state-funded schools)	75	75	76	77	73	91
London	79	79	79	82	75	91
Inner London	79	81	80	80	75	89
Outer London	78	78	78	83	75	92
Croydon	76	77	75	81	73	X
Statistical neighbour average	78	78	78	81	75	91

KS1 language comparisons

English Reading

2017	Pupils whose first language is English			Pupils whose first language is other than English			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	77	73	81	72	68	76	76	72	80
London	80	76	84	77	73	81	78	75	83
Inner London	81	77	85	77	74	81	79	75	83
Outer London	80	76	84	76	72	81	78	74	82
Croydon	78	73	83	76	73	80	77	73	82
Statistical neighbour average	80	76	84	75	71	79	77	73	82

English Writing

2017	Pupils whose first language is English			Pupils whose first language is other than English			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	69	62	76	67	61	73	68	62	75
London	72	66	79	72	66	78	72	66	78
Inner London	74	68	80	73	68	79	73	68	80
Outer London	72	66	78	71	65	77	71	65	78
Croydon	69	62	76	69	62	77	69	62	76
Statistical neighbour average	73	66	79	70	64	76	71	65	77

Mathematics

2017	Pupils whose first language is English			Pupils whose first language is other than English			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	76	74	77	74	73	76	75	74	77
London	79	78	80	78	77	80	79	77	80
Inner London	79	78	81	79	77	80	79	78	80
Outer London	79	78	80	78	77	80	78	77	80
Croydon	75	73	78	78	76	80	76	74	79
Statistical neighbour average	78	77	80	77	75	78	78	76	79

KS1 FSM comparisons

English Reading

2017	Pupils known to be eligible and claiming free school meals			All other pupils			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	61	56	66	78	74	82	76	72	80
London	68	63	73	80	77	84	78	75	83
Inner London	70	66	75	81	78	85	79	75	83
Outer London	65	60	71	80	76	84	78	74	82
Croydon	65	60	72	80	77	84	77	73	82
Statistical neighbour average	67	61	73	79	76	83	77	73	82

English Writing

2017	Pupils known to be eligible and claiming free school meals			All other pupils			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	52	44	60	71	65	78	68	62	75
London	60	53	67	74	69	80	72	66	78
Inner London	64	58	71	76	70	82	73	68	80
Outer London	56	48	64	74	68	80	71	65	78
Croydon	53	45	64	73	67	79	69	62	76
Statistical neighbour average	59	51	68	73	68	79	71	65	77

Mathematics

2017	Pupils known to be eligible and claiming free school meals			All other pupils			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	60	59	62	78	77	79	75	74	77
London	67	65	69	81	80	82	79	77	80
Inner London	70	69	71	81	80	83	79	78	80
Outer London	64	62	67	80	80	81	78	77	80
Croydon	64	61	67	79	77	81	76	74	79
Statistical neighbour average	66	63	69	80	79	81	78	76	79

KS1 SEND comparisons

English Reading

	SEN with a statement or EHC plan			SEN support			Pupils with no identified SEN			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	14	14	12	34	34	32	84	82	85	76	72	80
London	16	16	15	43	44	42	86	84	87	78	75	83
Inner London	17	18	15	45	46	42	87	85	88	79	75	83
Outer London	15	15	14	43	43	41	85	83	87	78	74	82
Croydon	7	x	x	41	41	41	85	82	87	77	73	82
Statistical neighbour average	15	15	12	42	43	42	85	83	87	77	73	82

English Writing

	SEN with a statement or EHC plan			SEN support			Pupils with no identified SEN			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	9	9	10	23	22	25	77	72	81	68	62	75
London	11	11	12	33	32	34	80	76	83	72	66	78
Inner London	13	13	13	35	35	36	82	78	85	73	68	80
Outer London	10	10	11	32	31	33	79	75	83	71	65	78
Croydon	5	x	x	29	30	28	76	71	82	69	62	76
Statistical neighbour average	11	10	11	32	32	33	80	76	83	71	65	77

Mathematics

	SEN with a statement or EHC plan			SEN support			Pupils with no identified SEN			All pupils		
	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls	All	Boys	Girls
ENGLAND (state-funded schools)	14	15	10	35	39	28	83	84	82	75	74	77
London	17	18	12	45	48	39	85	86	85	79	77	80
Inner London	18	20	13	46	50	39	86	87	85	79	78	80
Outer London	16	17	11	44	47	39	85	86	84	78	77	80
Croydon	8	x	x	40	42	38	83	83	84	76	74	79
Statistical neighbour average	15	16	11	44	47	38	85	86	84	78	76	79

3.4 What are we doing to address areas for development at KS1?

- As a result of the continued improvement at KS1 and the impact of our work we will continue to commission the Link Adviser role to Octavo Partnership. Our expectation is to ensure that challenging targets are set for pupils in KS1 and that schools use pupil progress meetings to ensure that all pupils are achieving the expected standard, and all schools address specific issues in reading, writing and mathematics. Quality assurance visits to schools are robust and provide key information about the progress of current KS1 pupils. There is an expectation through the link adviser visits that schools will be challenged about how they are ensuring improved outcomes for any underachieving groups, in particular boys at this key stage.
- Teaching and learning reviews are carried out in our most vulnerable schools and, increasingly, as a traded service to other schools. These reviews include both lesson observations in KS1 classes and book scrutiny for evidence of progress. This ensures that any issues are picked up quickly and schools supported with making improvements. Where necessary our maintained schools are enrolled onto our School Progress Review Meeting (SPRM) programme. This ensures that appropriate challenge and support is given to the leadership and management of the school to ensure accelerated progress.
- The Octavo Partnership has bespoke training packages to target support to schools where there are concerns about pupil outcomes.

This training will provide tailored support in leadership, mathematics and literacy based on pupil outcomes and evidence of what the schools needs are.

- A range of training, through Octavo Partnership, targeting specific aspects of underachievement at KS1 is being offered, including specific courses that support teachers with moderating pupils' work, to ensure consistency. Training continues to be provided on assessment procedures and moderation opportunities for teachers in year 2 in reading, writing and mathematics are provided. 'Best Practice networks' are used for teachers in year 1, which will provide additional moderation opportunities.
- English and mathematics continuing professional development (CPD) is increasingly held in schools to enable the whole staff to hear messages first hand, and whole school approaches to be worked out. Examples include "Developing a whole school reading strategy", "Developing subject knowledge in mathematics" and "Exploring working at greater depth in mathematics." These are pertinent to current school development needs.
- We continue to work in conjunction with the Early Years team in moderating all Reception classes. The quality of baseline data is now more accurate as children enter year 1. This has enabled teachers in years 1 and 2 to plan to meet the needs of children in KS1 more accurately.
- We have continued to develop our model of KS1 moderation and ensure that we carry out a moderation visit to 10% of our schools.
- Subject leader network meetings continue to be co-ordinated across Croydon, enabling teachers to work alongside one another, share best practice and keep up to date on current areas of priority for improvement.
- Teachers who are new to teaching in Year 2 are provided with training opportunities to ensure there is accurate implementation of the expectations within the national curriculum and of the testing / moderation arrangements.
- The SEN adviser post will have a focus on supporting our EHCP pupils in mainstream schools to ensure that their outcomes improve to be in line with national.

3.5 Key Stage 2

3.5.1 The number of children in Croydon schools at KS2 has stabilised since 2015, with a similar number of children taking their KS2 tests in 2016/17 in comparison to 2015/16. As a borough we continue to have high mobility across all key stages; there are many challenges associated

with this high mobility. As in all other local authorities across the country we are still finding it challenging to recruit a larger number of high quality teaching and support staff to address the needs of our diverse and complex pupil population in terms of Special Educational Needs and English as an Additional Language.

- 3.5.2 The 2017 data included in this report has been validated by the DfE and unlike last years report it is possible to compare this year's results with our 2016 results as this is the second year of measuring pupil assessment in this way.
- 3.5.3 In 2017 the floor standard set by the government is expected to remain the same as 2016 – at at least 65% of pupils achieving the expected standard in reading, writing and mathematics attainment and the progress floor standard was a score below -7.0 in writing and -5.0 in reading and mathematics. A school is deemed to be below floor standard if their attainment was below 65% and their progress score was below the above figures in either reading, writing or mathematics. In 2015 Croydon had ten schools below the floor standard and in 2016 we had only one school that was below. In 2017 we anticipate that only one school will be below the floor standard, the same school that has been for the past three academic years.
- 3.5.4 Croydon results in combined reading, writing and mathematics achieving the expected standard in 2017 was 64% compared to 62% nationally. This means that for the second time in at least 5 years Croydon's outcomes at the end of KS2 are above the national average. We are 1% below our statistical neighbours and 3% below the London average. This represents a 10% improvement from the previous year.
- 3.5.5 In spelling, grammar and punctuation, which is reported separately from the combined figures, the percentage of pupils achieving the expected standard is above the national figures for all pupils. There is a 1% gap with our statistical neighbours and a 3% gap with London in this outcome.
- 3.5.6 Attainment at the higher standard in reading was slightly below the national average and our statistical neighbour average and 3% below London averages. Writing was above the national average but below both our statistical neighbours and London average and mathematics was also above the national average, in line with our statistical neighbours and below London average.
- 3.5.7 Girls outperformed boys in combined attainment both at the expected standard and the higher standard. The gap between boys and girls was similar to the national gap in combined attainment.
- 3.5.8 Pupils in receipt of free school meals performed better than their peers nationally but not as well as our statistical neighbours or London.
- 3.5.9 Outcomes in combined reading, writing and mathematics for pupils with special educational needs and disabilities is above national averages and statistical neighbours but below London by 2% for pupils with SEN support and slightly below national, London and statistical neighbours

average for pupils with an Education Health and Care Plan.

- 3.5.10 Outcomes in combined reading, writing and mathematics for pupils whose first language is other than English is above both the national and statistical neighbour average but below London averages.
- 3.5.11 In terms of ethnicity our White, Mixed, Asian and Chinese pupils combined outcomes were above the national average but below our statistical neighbours and London average. Outcomes for our Black pupils were below the national (3%), statistical neighbour (2%) and London average(5%).
- 3.5.12 25% of our Looked After Children reached the expected standard or above in combined reading, writing and mathematics. This is a 6% increase from 2016. The performance in the individual subjects was better than the combined outcomes; 41% in reading and mathematics and 46% in writing. However the small size of this cohort can lead to variability from year to year.
- 3.5.13 Six primary schools are in receipt of targeted support and challenge from the Local Authority, through the SPRM process. This reflects a robust approach to improving standards against the rigorous inspection and testing regime that is in place. This approach proved highly successful last year in the schools that received additional support, in terms of both their improved outcomes and also in their Ofsted grading.

3.5.14 The performance of academies at key stage 2:

At the time of Key Stage 2 testing in May 2017, 39 of Croydon's 75 primary schools (with year 6 pupils) were Academies (52%). The only school that is predicted to be below the government's floor standard is an academy. This school was also below floor standards in the previous three academic years.

Where there are concerns about the performance of Academies it is the responsibility of the Regional Schools Commissioner (RSC) to challenge and seek assurance. The RSC has the same powers of intervention as a Local Authority in maintained schools, such as issuing warning notices, and in addition may ultimately require an Academy to be partnered with a new sponsor.

We have regular meetings with the RSC to discuss any concerns that we have about any of Croydon's academies. We are able to demonstrate the impact of the meetings that we have with the RSC through the rebrokering that took place of two of our academies during the last academic year. (This includes the school that has been below floor standards for the at least the past two years)

The following tables include the performance of all Croydon children in both maintained schools and academies.

Cohort Numbers eligible for assessment: KS2							
2010	2011	2012	2013	2014	2015	2016	2017
2,385	3,873	3,777	3,776	3,920	4,102	4,226	4,172

Key Stage 2 2017 percentage of pupils reaching the expected standard in reading writing and mathematics combined

Since 2016, the new more challenging national curriculum, which was introduced in 2014, is assessed by new tests and interim frameworks for teacher assessment. Results are no longer reported as levels: each pupil receives their test results as a scaled score and teacher assessments based on the standards in the interim framework. We are therefore only able to make comparisons over the last two years data.

2016 Final 2017 final	Percentage of pupils reaching the expected standard			Percentage of pupils reaching a higher standard		
	All pupils 2017	All pupils 2016	Difference previous – current	All pupils 2017	All pupils 2016	Difference previous – current
ENGLAND (state-funded schools) ⁵	62	54	7	9	5	4
London	67	59	7	11	7	4
Outer London	67	60	5	11	8	3
Inner London	68	59	7	11	7	4
Croydon	64	55	8	10	6	3

Statistical neighbour average	65	56	7	10	7	3
Difference S/N ave Croydon	-0.5	-1	1	-0.2	-1	0
Difference England Croydon	2.0	1	1	1.0	1	-1

Key Stage 2 2017 gender gap

2017 final	Percentage of pupils reaching the expected standard				Percentage of pupils reaching a higher standard			
	All	Boys	Girls	gap	All	Boys	Girls	gap
ENGLAND (state-funded schools) ⁵	62	58	66	-8	9	7	10	-3
London	67	64	71	-7	11	9	13	-4
Outer London	67	63	71	-8	11	9	13	-4
Inner London	68	65	71	-6	11	10	13	-3
Croydon	64	60	69	-9	10	8	11	-3

Statistical neighbour average	65	61	68	-8	10	8	12	-4
Difference S/N ave Croydon	-0.5	-0.6	0.8	-1	-0.2	-0.3	-0.9	1
Difference England Croydon	2.0	2.0	3.0	-1	1.0	1.0	1.0	0

Key Stage 2 2017 test results

2017 final	Percentage reaching the expected standard			Percentage achieving a high score		
	Reading	Grammar, punctuation and spelling	Mathematics	Reading	Grammar, punctuation and spelling	Mathematics
ENGLAND (state-funded schools)	72	78	75	25	31	23
London	75	83	81	27	40	30
Outer London	75	83	81	28	41	31
Inner London	76	83	81	27	40	29
Croydon	73	80	78	24	35	27

Statistical neighbour average	73	81	79	25	38	27
Difference S/N ave Croydon	0.3	-1.1	-0.5	-1.3	-2.9	-0.4
Difference England Croydon	1.0	2.0	3.0	-1.0	4.0	4.0

Key Stage 2 2017 teacher assessment

	Percentage reaching the expected standard				Percentage working at greater depth in writing
	Reading	Writing	Mathematics	Science	
ENGLAND (state-funded schools)	80	77	78	82	18
London	82	81	82	85	21
Inner London	82	80	82	85	20
Outer London	82	81	82	85	22
Croydon	80	78	79	84	18
Statistical neighbour average	80	79	80	83	19

KS2 Test Contextual results

Ks2 Final 2017

Percentage of pupils reaching the expected standard

	All pupils	White	Mixed	Asian	Black	Chinese
ENGLAND (state-funded schools) ^{1,5}	62	61	63	64	61	78
London	67	68	68	71	63	83
Outer London	67	67	68	71	63	85
Inner London	68	70	68	70	63	79
Croydon	64	65	65	73	58	85
Statistical neighbour average	65	66	65	70	60	78

KS2 Final 2017

Pupils whose first language is known to be English

All other pupils

All pupils

ENGLAND (state-funded schools)	62	61	62
London	68	67	67
Outer London	68	66	67
Inner London	68	68	68
Croydon	64	66	64
Statistical neighbour average	66	63	65

KS2 Final 2017	FSM Eligible	All other pupils	All pupils
ENGLAND (state-funded schools)	43	65	62
London	54	70	67
Outer London	50	70	67
Inner London	58	71	68
Croydon	51	68	64
Statistical neighbour average	52	67	65

KS2 Final 2017	Pupils with no identified SEN	SEN support	SEN with a statement or EHC plan	All pupils
ENGLAND (state-funded schools)	71	21	8	62
London	76	29	9	67
Outer London	76	27	8	67
Inner London	78	32	11	68
Croydon	72	27	7	64
Statistical neighbour average	74	26	8	65

KS1 –KS2 progress 2017

	Reading	Writing	Mathematics
ENGLAND (state-funded schools)	0.0	0.0	0.0
London	0.8	1.0	1.6
Outer London	0.6	0.7	1.4
Inner London	1.2	1.5	1.8
Croydon	0.2	0.2	0.8
Statistical neighbour average	0.6	0.8	1.3

No school will be confirmed as being below the floor until January 2018. Further statistical information on primary progress scores, including the number and percentage of schools below the floor in 2018, will be available on GOV.UK /ASP when revised data is published from December 2017 onwards.

3.5.15 Key stage 2 pupil migration of high achievers between primary and secondary schools

Nearly half (44.6%) of Croydon children who attain at the highest level at the end of Key Stage 2 did not enter Croydon maintained secondary schools and academies. The table below shows the figures for pupils who have achieved a scaled score at or above the higher threshold in mathematics (the largest group of achievers) and their destination

authorities. The three highest are Sutton (where there is selective education available) unknown and Bromley. This mobility inevitably impacts on the percentage of higher attainers at the end of Key Stages 4 and 5.

Destination LA	All pupils	High achievers	percent of high achievers
Barnet	3	3	0.3%
Bromley	163	44	3.9%
Croydon	2850	624	55.4%
Essex	1	1	0.1%
Greenwich	1		0.0%
Hammersmith and Fulham	4		0.0%
Kent	4	4	0.4%
Lambeth	102	26	2.3%
Lewisham	2	1	0.1%
Medway	1		0.0%
Merton	54	15	1.3%
Southwark	33	12	1.1%
Surrey	107	23	2.0%
Sutton	366	266	23.6%
Wandsworth	7	3	0.3%
Westminster	3	1	0.1%
Unknown	422	104	9.2%
Grand Total	4123	1127	100.0%

Source: * **Confirmed places** September admissions

3.6 What are we doing to address areas for development at KS2?

- We have revised the LA School Improvement Plan (Appendix 6) which sets aspirational targets and details specific actions to support improved English and mathematics outcomes, by securing differentiated, quality assured training and development. Our targets very specifically include closing the outcomes gaps for our looked after children. This plan will be reflected in our work with schools and our commissioning of school improvement work to Octavo, and our brokerage of teaching schools and other providers.
- All schools with low pupil outcomes at KS2 in mathematics have been identified for our 'Strategic School Improvement Fund' project (SSIF), which includes training, coaching support and challenge for schools, including developing some partnerships with good to outstanding schools. We are monitoring the project through regular meetings with Octavo who are delivering the project on behalf of the LA. This project is a result of a successful bid to the DfE for funding.
- Progress against the improvement agenda for our schools that are requiring improvement is monitored through termly meetings (SPRM) with the senior leadership team and Chair of Governors. Teaching and learning reviews are

also strongly recommended in these schools as part of our traded support. Support and challenge is targeted to address specific issues in reading, writing and mathematics in individual schools. As an LA we also commission and work alongside Octavo to carry out Leadership and Management reviews in those schools where there are concerns.

- We make use of “best practice” wherever it exists in the Borough through brokering school-to-school support, the use of our Teaching School Alliances and our local Excellent Practitioners scheme.
- We are working with our Head Teacher Advisory Group, which comprises head teachers of maintained, church schools and Academies, to agree and take action on whole Borough key priorities for improvement and co-ordinated, collaborative work to address those priorities. We monitor the impact against these key priorities through quality assurance of the school improvement work commissioned to Octavo.
- A programme to support schools with moderation of teachers’ judgements has been put in place. Work includes frequent moderation cluster meetings and courses to improve teachers’ subject knowledge. Specific programmes to support children’s achievement in writing, reading and mathematics are being put in place. Our processes have been held up as models of good practice by the Standards and Testing Agency and we continue to moderate other local authorities as a result.
- Link adviser visits are focused on challenging schools about in-year progress and tracking of pupils to ensure that they have improved outcomes by the end of the year. Schools are advised, where appropriate, to engage with bespoke support from a range of providers.
- A range of training targeting specific aspects of underachievement at KS2 is being offered, including strategies to support and challenge more able pupils.
- Borough networks and training for English and mathematics coordinators support the development of subject leaders in schools. Through the network meetings we are helping subject leaders to analyse their school results and improve provision for pupils not meeting expected standards.
- We continue to work closely with our local teaching schools to support, where appropriate, any schools causing concern. For example two of our teaching school alliances are working with us to deliver the SSIF project.
- The school improvement service is working closely with schools to challenge any underachievement and support improvement, including through partnerships with Academy chains and other good or outstanding schools where necessary. These partnerships are designed to bring about rapid improvement and develop capacity for sustained improvement in standards, quality of teaching and effectiveness of leadership and management.
- The Learning and Inclusion Board, whose membership includes the Lead Cabinet Member and the Executive Director of the People department,

provides challenge to the school improvement team about the effectiveness of actions that are being taken to improve outcomes in those schools judged by Ofsted to be less than good.

3.6.1 Actions being taken to improve Ofsted judgements:

- We are commissioning training for school leaders and governors in relation to the Ofsted framework – Ofsted trained staff will deliver this training. We will be inviting schools that are due for an inspection to be part of this training.
- The Local Authority has commissioned Octavo to give a number of schools some additional funded support from the advisors and consultants. All aspects of this will support the school to be prepared for any upcoming inspection. This support is across a range of areas and will be tailored to each school's priorities. The support will include improving teaching and learning in schools by working alongside subject and middle leaders to audit needs and implement changes as well as using the subject knowledge of the consultants in whole school training in particular aspects of subjects. It will also include support for the school SENCO to review school needs in this area, which may include issues and current systems concerning pupils at risk of exclusion, the graduated response for pupils with SEMH (social, emotional and mental health) needs, or review of the effectiveness of provision currently in place for SEND pupils.
- Additional Link Adviser time for leadership will be offered where appropriate; this may involve analysis of in-school outcomes and of Teaching and Learning, and how this links in to the school's development plan and aspirations. It may involve work with particular layers of leadership, as school needs dictate.
- Ofsted continues to be an agenda item on all Headteacher Breakfast meeting agendas. We always share any information / training that we have received as qualified Ofsted inspectors to support schools with inspection activities and ensure they have up to date knowledge about the framework.
- For those schools that are subject to the SPRM process we will include additional 'inspection readiness' support and challenge.

3.7 Key Stage 4

- 3.7.1 The number of children in Croydon schools at KS4 has stabilised since 2016, there has been a slight decrease in the number of children taking their GCSE tests in 2016/17 in comparison to 2015/16.

This year the key indicators being used to measure the performance of schools at the end of key stage 4 are Progress 8, Attainment 8 (see appendix 8 for an explanation) and percentage of students who achieved a level 9 – 4 pass in both English and mathematics. The only data available for comparison over time is Attainment 8 (2015 and 2016) and progress 8 (2016) as this is the first year that students have been assessed at the new level system in English and mathematics.

A positive Progress 8 score suggests that students achieved higher grades than expected, given their results at the end of primary school.

Progress 8 is used by Ofsted and the DfE to judge schools and Local Authorities as it takes into consideration the starting points of the students (their results from the end of primary school) and their subsequent achievement in 8 qualifications (GCSE or equivalent) including English and mathematics (which are double weighted).

3.7.2 The Progress 8 score for Croydon is positive (0.06) and above the national score for state funded schools (-0.03). The progress made in English GCSE (0.17) is below London (at 0.34) and our statistical neighbours (0.25) but is significantly above the national (-0.03). The progress score for mathematics is the same as the national score at -0.02 for Croydon students. There remains a difference in that achieved by London overall (0.23) and the statistical neighbour average in mathematics. (please see actions being taken in section 8.3)

3.7.3 Twelve of Croydon's twenty six mainstream and SEN schools achieved a positive Progress 8 score. Twelve of the borough's schools also achieved a progress score above London's average of 0.22. Six of these schools achieved a progress 8 of over 0.4 (Harris Purley, 0.67; NMBC 0.57; Coloma Convent School, 0.60; Harris South Norwood, 0.64, The Quest Academy 0.49 and Harris Crystal Palace, 0.55). Fourteen of Croydon's schools received a negative progress score, which means that the students achieved lower results than expected, given their results at the end of primary school. (Please see table in appendix 2 showing all schools results.)

The floor or minimum standard for Progress 8 has not been set as yet, once we have been informed by the DfE what it will be we will be able to report on any schools falling below this.

3.7.4 The percentage of Croydon pupils achieving a Level 9 – 4 pass in combined English and mathematics is 60.4%. This figure is not comparable with other academic years as it is the first time that pupils have been assessed using the new measures for GCSE English and mathematics. Whilst our pupil outcomes in this measure are not as good as London or our statistical neighbours they are above the England average.

3.7.5 A high Attainment 8 score indicates that students did well at a school in terms of the grades gained in 8 subjects including English and mathematics (which are double weighted). There has been a decline in our overall attainment 8 figures since 2015 (49.9 to 44.7), although it remains above England's average, it is below our statistical neighbours and London.

3.7.6 Sixteen of the borough's schools achieved an Attainment 8 score that was above the England average of 44.2. The highest Attainment 8 score was achieved by Harris City Academy Crystal Palace (61.6), with other notable achievement being made by a number of schools. (Please see table in appendix 2 showing all schools results.)

3.7.7 Girls outperformed boys in both attainment 8 and in the percentage of pupils achieving at level 9 – 4 in combined English and mathematics

GCSEs. We have a larger gap in the attainment of our boys compared to both our statistical neighbours and London.

3.7.8 The cohort of Children Looked After comprised of a total of 74 eligible pupils who have been in care for the last 12 months. 7% of these pupils (4 out of 61 students) achieved 5+ A*-C including at least a level 4 in English and mathematics. Progress 8 achievement for our CLA pupils, is -1.62, which is lower than our statistical neighbours who achieved a positive progress 8 figure of 0.31 and national at -1.46. For Attainment 8, Children Looked After shows a figure of 15.5 compared to the national figure of 20.9.

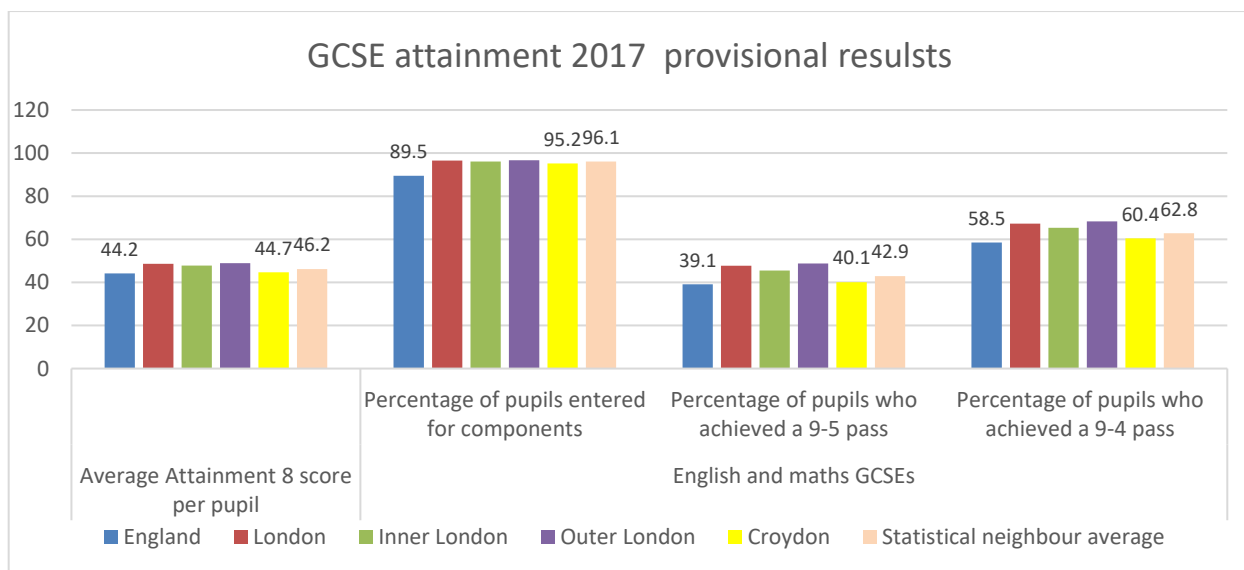
3.7.9 It is not yet possible to report on the achievement of specific pupil groups such as those in receipt of free school meals, SEN and ethnicity at Key Stage 4 as the data was not yet available at the time of writing.

The following tables include the performance of all Croydon children in both maintained schools and academies.

Cohort numbers eligible for assessment: KS4								
2010	2011	2012	2013	2014	2014	2015	2016	2017
3,701	3,722	3,637	3,770	3,716	3,716	3,664	3,844	3,593

Source: 2016/17 key stage 4 attainment data (Provisional)

2017 provisional	Average Attainment 8 score per pupil	English and maths GCSEs			English Baccalaureate			Progress 8			
		Percentage of pupils entered for components	Percentage of pupils who achieved a 9-5 pass	Percentage of pupils who achieved a 9-4 pass	Percentage of pupils entered for all components	% achieved all components (including a 9-5 pass in English and maths)	% achieved all components (including a 9-4 pass in English and maths)	Number of pupils included in the measure	Average Progress 8 score ⁴	Lower confidence interval	Upper confidence interval
England	44.2	89.5	39.1	58.5	34.9	19.5	21.7
London	48.6	96.5	47.7	67.3	49.8	28.5	31.7	68,900	0.22	0.21	0.23
Inner London	47.8	96.1	45.5	65.3	50.8	27.5	31.2	22,859	0.21	0.19	0.23
Outer London	48.9	96.7	48.8	68.3	49.3	29.0	31.9	46,041	0.23	0.22	0.24
Croydon	44.7	95.2	40.1	60.4	42.5	20.2	23.2	3,201	0.06	0.02	0.11
Statistical neighbour average	46.2	96.1	42.9	62.8	45.3	23.7	26.7		0.1	0.1	0.2



Average attainment 8 score per pupil			
	2014/15	2015/16	2016/17
England ²	47.4	48.5	44.2
London	51.1	51.9	48.6
Inner London	50.2	51.3	47.8
Outer London	51.5	52.3	48.9
Croydon	49.9	48.5	44.7
Statistical neighbour average	49.2	50.0	46.2

Attainment 8 and Progress 8 are part of the new secondary accountability system being implemented for all schools from 2016. Attainment 8 is calculated for all schools, in 2014 /15 however the 2015 data does not reflect behavioural change in line with the new performance measures for the majority of schools.

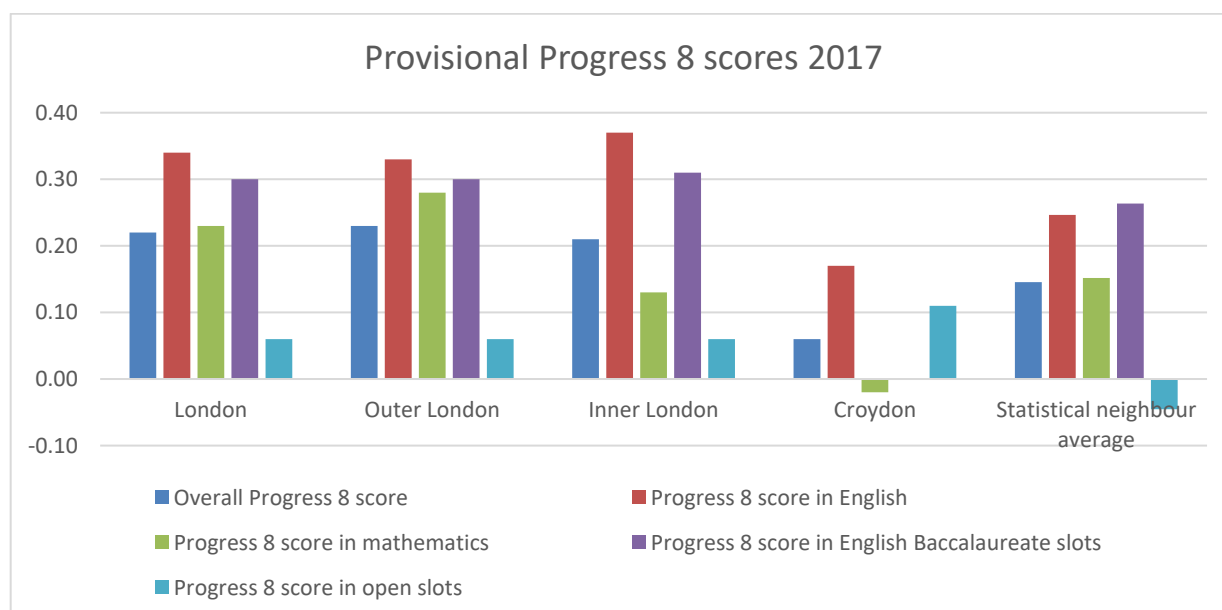
Provisional 2017	Overall Progress 8 score			Progress 8 score in English			Progress 8 score in mathematics		
	Score	Lower confidence interval	Upper confidence interval	Score	Lower confidence interval	Upper confidence interval	Score	Lower confidence interval	Upper confidence interval
Total (State-funded sector)	-0.03	.	.	-0.03	.	.	-0.02	.	.
London	0.22	0.21	0.23	0.34	0.33	0.35	0.23	0.22	0.24
Outer London	0.23	0.22	0.24	0.33	0.31	0.34	0.28	0.27	0.29
Inner London	0.21	0.19	0.23	0.37	0.35	0.39	0.13	0.11	0.15
Croydon	0.06	0.02	0.11	0.17	0.12	0.22	-0.02	-0.07	0.03
Statistical neighbours	0.15	0.10	0.20	0.25	0.18	0.31	0.15	0.09	0.21

Boys					Girls				Gap			
2017 provisional	Average Attainment 8 score per pupil	English and maths GCSEs			Average Attainment 8 score per pupil	English and maths GCSEs			Average Attainment 8 score per pupil	English and maths GCSEs		
		% entered for components	% a 9-5 pass	% achieved a 9-4 pass		% entered for components	% a 9-5 pass	% achieved a 9-4 pass		% entered for components	% a 9-5 pass	% achieved a 9-4 pass
Total (state-funded sector)	43.5	95.8	39.3	59.9	48.8	97.7	45.5	67.3	-5.3	-1.9	-6.2	-7.4
England	41.4	88.0	36.0	54.6	47.2	91.1	42.5	62.6	-5.8	-3.1	-6.5	-8.0
London	45.9	95.5	45.1	64.5	51.2	97.5	50.3	70.3	-5.3	-2.0	-5.2	-5.8
Outer London	46.3	95.7	46.3	65.4	51.6	97.7	51.4	71.3	-5.3	-2.0	-5.1	-5.9
Inner London	45.2	95.1	42.7	62.5	50.4	97.1	48.2	68.1	-5.2	-2.0	-5.5	-5.6
Croydon	41.0	92.5	36.8	55.3	48.2	97.7	43.0	65.2	-7.2	-5.2	-6.2	-9.9
Stat neighbour average	43.6	94.8	40.5	60.0	49.0	97.3	45.4	65.6	-5.4	-2.5	-4.9	-5.6

Key stage 4 pupils making expected progress KS2-KS4

A Progress 8 score of 1.0 means pupils in the group make on average a grade more progress than the national average; a score of -0.5 means they make on average half a grade less progress than average. Progress 8 scores should be interpreted alongside the associated confidence intervals. If the lower bound of the confidence interval is greater than zero, it can be interpreted as meaning that the group achieves greater than average progress compared to pupils in mainstream schools nationally and that this is statistically significant. If the upper bound is negative, this means that the group achieves lower than average progress compared to pupils in mainstream schools nationally and that this is statistically significant.

Provisional 2017	Overall Progress 8 score	Progress 8 score¹ in English	Progress 8 score¹ in mathematics	Progress 8 score¹ in English Baccalaureate slots	Progress 8 score¹ in open slots
<i>Total (State-funded sector)²</i>	-0.03	-0.03	-0.02	-0.03	-0.04
<i>London</i>	0.22	0.34	0.23	0.30	0.06
<i>Outer London</i>	0.23	0.33	0.28	0.30	0.06
<i>Inner London</i>	0.21	0.37	0.13	0.31	0.06
<i>Croydon</i>	0.06	0.17	-0.02	0.00	0.11
<i>Statistical neighbour average</i>	0.15	0.25	0.15	0.26	-0.05



3.8 What are we doing to address areas for development at KS4?

- The Local Authority has commissioned Octavo to provide Link Advisers to all publicly funded schools. They are challenging schools to achieve the very demanding targets set and monitoring their progress.
- We are continuing to ask schools to set targets for the percentage of pupils in receipt of the Pupil Premium Grant making at least expected progress, reflecting the importance of closing the gap between these learners and their peers. The impact of any interventions put in place by schools that are funded by the Pupil Premium Grant is carefully scrutinised and, where such interventions have not had the desired impact, head teachers are required to identify how their evaluations are informing future plans for spending this funding.
- This year a number of our secondary schools have termly School Progress Review Meetings with the Local Authority to review their progress against identified priorities. Each school identified for this support is subject to a LA led review of teaching and learning which informs the School Progress Review meeting.
- A group of secondary schools have been selected to receive support through the 'Strategic school improvement fund' project. The aim of the project is to improve outcomes in mathematics. The LA will be closely monitoring the impact of this project.
- There is a key focus on supporting schools requiring improvement to become good, through targeted professional development. This includes bespoke training for governors so that they are able to clearly demonstrate that they offer both challenge and support to schools by focusing on key areas for development whilst holding head teachers to account.
- The Learning and Inclusion Board provides challenge to the school improvement team about the effectiveness of actions that are being taken to improve outcomes in those schools judged by Ofsted and the LA to be less than good.
- We will need to ensure that schools continue to focus on underachieving groups, in particular the attainment of boys.

3.9 Post-16 (KS5)

- 3.9.1 A new 16-18 school and college accountability system was implemented in 2016, which includes new headline accountability measures and changes to the methodology for calculating 16-18 results.

Average attainment is reported separately for students studying different types of qualifications, i.e. for students studying A levels, applied general and technical level qualifications (replacing 'vocational'). The average point score (APS) per entry measures continue to be reported but in a different format pre-2016, so is not comparable to historic data. A new measure has been included showing the average point score and grade for a student's best 3 A levels.

At the time of writing validated performance data for 2017 has not been published, so information in this report cannot be considered accurate and therefore both data and narrative is subject to change.

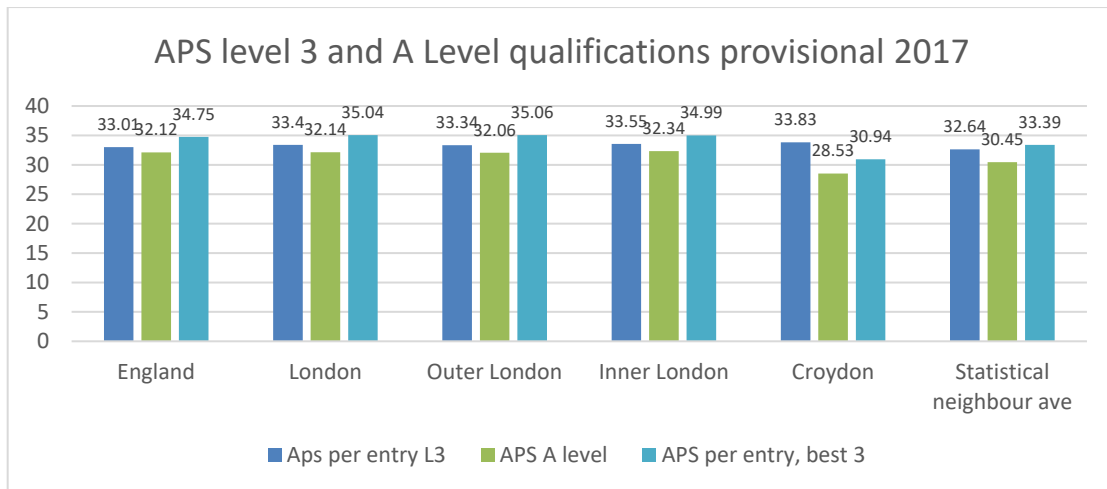
Approximately 50% of Croydon residents aged 16-19 study in Croydon schools and colleges. Data quoted below pertains to those educated in Croydon schools and colleges, unless otherwise stated.

Approximately 50% of level 3 students in Croydon undertake academic programmes (e.g. A levels) and 50% take general applied or technical programmes (previously referred to as vocational qualifications). This is not typical and is mainly due to the fact that Croydon has three colleges plus the BRIT School which have a strong focus on applied general and technical programmes, as well as a small number of school sixth forms having small but successful applied general/technical offers.

Typically, students in Croydon school sixth forms and colleges have slightly lower KS4/GCSE results on entry to level 3 courses than the national average, although this does vary greatly between our institutions.

Schools and colleges Level 3 attainment at the end of 16-18 study 2017

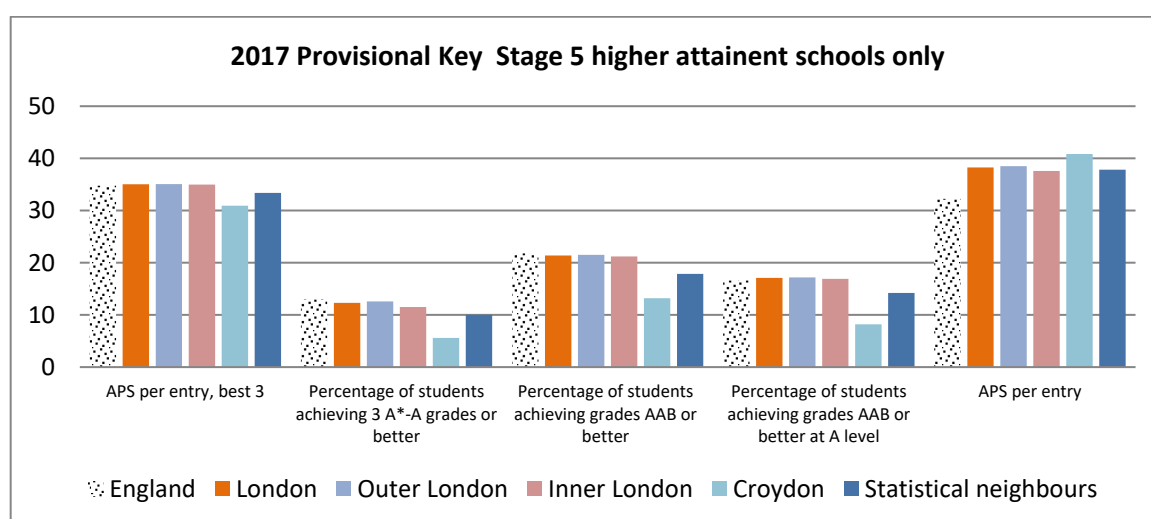
	Level 3 students		A level Students						Academic		Tec	General
	APS per entry	% at least substantial level 3 qualifications	APS per entry	% at least 2 A levels	APS per entry, best 3	% 3 A*-A grades or better at A level	% AAB or better at A level	% grades AAB or better at A level, (of which at least two are in facilitating subjects)	APS per entry	% least 2 substantial level 3 academic qualifications	APS per entry	APS per entry
2017 Level 3 provisional												
England	33.01	82.6	32.12	76.2	34.75	13.0	21.8	16.6	32.43	76.3	32.24	35.64
London	33.40	82.9	32.14	74.5	35.04	12.3	21.4	17.1	32.26	74.4	38.26	39.43
Outer London	33.34	83.5	32.06	75.2	35.06	12.6	21.5	17.2	32.16	75.0	38.51	39.86
Inner London	33.55	81.5	32.34	73.0	34.99	11.5	21.2	16.9	32.51	72.9	37.58	38.57
Croydon	33.83	81.7	28.53	59.6	30.94	5.6	13.2	8.2	28.57	58.9	40.85	43.49
Statistical neighbour ave	32.64	80.05	30.45	68.55	33.39	10.05	17.86	14.23	30.49	68.29	37.83	39.36



- 3.9.2 The Average Point Score (APS) per entry at Level 3 shows that on average Croydon's post-16 level 3 learners perform better than regional, national and statistical neighbour averages. This is due to very strong performance by high volumes of students taking technical and applied general qualifications but masks below average performance at A level.
- 3.9.3 A real strength in Croydon, is Level 3 performance on technical and applied general programmes. On average Croydon students undertaking these programmes achieved a Distinction+ compared to achievement of a Distinction- elsewhere, with significantly higher APS than all benchmarked comparitors. In 2016 (most recent data available) progress was significantly above average at Shirley High School , Woodcote High School, BRIT and Harris Federation.
- 3.9.4 APS per entry for A levels only is below all comparator averages. On average our A level pass rate is just below the national average which is mainly due to a very small number of school sixth forms/sixth form colleges having particularly high A level fail rates. A level students in Croydon are also achieving lower grades – typically a grade C- compared to a C regionally and nationally. Our proportion of A level students achieving high grades (A*-B) is also lower than comparitors. Validated A level Progress performance data for 2016 shows that approximately half of Croydon schools/colleges did not make expected progress.
- 3.9.5 Unvalidated Progress data shows that across all aspects of Level 3 is positive and an increase on last academic year - +0.08 at A-Level, +0.33 at applied General, +0.39 in mathematics GCSE, +0.40 at Technical Level and +0.59 in English GCSE.
- 3.9.6 The current (Oct 2017) Not in Education, Employment or Training (NEET) rate for the cohort is 1.2% which is in line with the London average and significantly better than national.
- 3.9.7 The Virtual School has worked with 300 young people in total in this age group, including sourcing suitable provision and supporting applications for over 100 young people. 286 of these young people were UASC and 49 with Special Educational Needs and Disabilities. The NEET figure for this cohort is 24% and for the first time, there is a drop in our NEET figure. At the end of the academic year 2016/17, 392 aged 16-19 young people were engaged in education, or training.

Schools only Level 3 attainment at the end of 16-18 study 2017

2017 Level 3 provisional	Level 3 students		A level Students						Academic		Tec	General
	APS per entry	% at least substantial level 3 qualifications	APS per entry	% at least 2 A levels	APS per entry, best 3	% 3 A*-A grades or better at A level	% AAB or better at A level	% grades AAB or better at A level, (of which at least two are in facilitating subjects)	APS per entry	% least 2 substantial level 3 academic qualifications	APS per entry	APS per entry
England	33.01	82.6	32.12	76.2	34.75	13.0	21.8	16.6	32.43	76.3	32.24	35.64
London	33.40	82.9	32.14	74.5	35.04	12.3	21.4	17.1	32.26	74.4	38.26	39.43
Outer London	33.34	83.5	32.06	75.2	35.06	12.6	21.5	17.2	32.16	75.0	38.51	39.86
Inner London	33.55	81.5	32.34	73.0	34.99	11.5	21.2	16.9	32.51	72.9	37.58	38.57
Croydon	33.83	81.7	28.53	59.6	30.94	5.6	13.2	8.2	28.57	58.9	40.85	43.49
Statistical neighbour ave	32.64	80.05	30.45	68.55	33.39	10.05	17.86	14.23	30.49	68.29	37.83	39.36



3.9.8 When schools only performance data is extrapolated, a similar pattern is seen to that of overall (schools and colleges) performance, with stronger applied general/technical achievement and weaker A level.

3.9.9 In summary, the unvalidated 2017 data is indicating that:

- Technical and applied general (previously vocational) level 3 achievement continues to be strong, with a large number of students in Croydon studying these programmes.
- The average grade achieved at A level in 2017 was below the national average at C-.
- The achievement of high grades (A*-B) at A level, continues to be an area for development and progress (based on 2016 validated data) is an area of improvement for a number of schools/colleges.

3.10 What are we doing to address areas for development at post-16?

- Commissioned challenge and support for all school sixth forms (aligned to

KS3/4 support), with a specific focus on quality and viability of their 6th form provision, progress being made by all learners and raising expectations and achievement of the most able learners. Additional commissioned and LA support is targeted at those schools who are deemed to require greater levels of need, based upon detailed analysis of data and performance. This includes support with robust action planning and monitoring.

- Termly post-16 development days for school and college sixth form managers continues to support quality improvement through data analysis, policy updates, professional development opportunities and peer-to-peer support to share good practice.
- A-level improvement programme focusing on specific subjects where progress has been identified as below average at a number of post-16 centres, aimed at subject leads.
- Croydon Council brokered a data management, analysis and monitoring tool (ALPS) for local post-16 centres, which included a training session at the Autumn-17 Development Day and individual centre visits. This tool is used to identify areas for improvement and strength, enabling sharing of good practice across centres.
- Agreement that centres with particularly poor A level performance and low demand, cease offering an A level curriculum and focus on areas of strength.
- Support to improve the local careers advice and guidance offer, via facilitation of a termly careers leads network, regular newsletter, audits of individual schools' careers provision and availability of careers events for both staff and students.
- Provision of detailed analysis (upon request) to individual schools/colleges on school leavers destinations to inform individual curriculum and careers advice offers.
- Brokerage by the LA of NEET prevention, careers advice and employability related support supplied by 3rd party organisations.

3.11 Outcomes for Children Looked After

3.11.1 Attainment of Children Looked After by the Local Authority can vary widely from year to year due to cohort sizes and other factors that contribute significantly such as Special Educational Needs and the length of time children have been in care and the length of time in the country. The number of statutory school age CLA in Croydon as at March 2017 was a total of 434 children. In the analysis of our data we bear in mind the number of children looked after by Croydon who are UASC (unaccompanied asylum seeking children) as our numbers are significantly greater than our statistical neighbours. The UASC population of statutory school age in Croydon as at March 2017 was 195,

This difference in pupil numbers can make comparisons with other Local

Authorities more complicated, nevertheless we do look at this data and ensure that we are aware of any gaps and what we can do to develop our practices .

3.11.2 Although outcomes for Croydon CLA remain low, particularly at the end of key stage 2 and key stage 4, it is important to reflect that those who contribute to the national statistics are only a small percentage, in many cases, of the total cohort within those year groups. Additionally, it is important to note that 70% of our KS4 cohort were UASC students, who are a welcome addition to our cohort but need to be supported differently as in many cases they have no prior education experience and limited or no English when they enter the care system. These learners do however go on to make considerable progress, achieving at a level appropriate to their starting points and are successfully supported into suitable courses post 16. The successes enjoyed by our post 16 learners are testament to this and a result of the heavy investment made into this area of work.

3.11.3 The Virtual School work closely with our SEND colleagues to ensure the swift placement of CLA with statements or an EHCP, who require a new school to be identified due to placement changes. In many cases we act as the intermediary with other SEN teams or Virtual Schools for CLA with SEN moving into Croydon under the care of other local authorities or for Croydon CLA being placed out of borough.

In 2016/17, the national figure for all children whom had a special educational need was 14.4%. In 2016/17, Croydon had a CLA cohort identified with SEND needs of 27.1% which is higher than the figure for all children.

In 2015/16, 6.64% of our CLA cohort had Education Health Care Plan (EHC plan) compared with 3% nationally. In 2016/17 the percentage of Croydon CLA with an EHC plan rose significantly so that we have 12.2% on an EHCP.

3.11.4 In 2016/17 the **Key stage 1** cohort consisted of 15 looked after children. Combined attainment of reading, writing and maths for these pupils at end of KS1 was 63% reaching the expected standard and above. This was above the national attainment for all children which was 61%. (CLA Data to be validated by the DfE)

3.11.5 The **Key Stage 2** cohort consisted of 16 looked after children. 2016/17 data shows that 25% of these pupils reached the expected standard or above in the headline measure reading, writing and mathematics combined. This is lower than the percentage reaching the expected standard or above in individual subjects which ranges from 41% in reading and mathematics to 46% in writing. There is a gap in the attainment of our looked after children compared to non looked after children at the end of KS2 as there is nationally. National figures for CLA comparison are not yet available. Much of the work of the Virtual School is focused on narrowing this gap as far as possible.

3.11.6 Our focus has and will continue to be to improve results in both KS1 and

KS2 by working with Designated Teachers to set appropriate but aspirational Personal Education Plan targets (SMART) and identify the support that can be provided in school for students that are underachieving by utilising the Pupil Premium Plus.

3.11.7 At **KS4** the Virtual School supported the whole Year 11 cohort which equates to 141 learners, 99 of whom were UASC and 32 who had SEND needs in 2016/17

13 of our looked after pupils achieved 5 A*-C including English and mathematics level 9 – 4 as recorded by the DfE and Croydon Virtual School.

Croydon looked after pupils achieved a Progress 8 figure of -1.62, which is lower than both our statistical neighbours at 0.31 and national at -1.46.

Attainment 8, our looked after children achieved a figure of 15.5 compared to the national figure of 20.9.

KS4 data includes any UASC students who have been in the country and education for two years or more.

3.12 Challenge to underperforming schools

3.12.1 Where schools are underperforming, a range of actions are taken to challenge them to improve. In the first instance challenge is provided by the school's Link Adviser. Where further intervention is judged to be necessary, for example where the school is not improving rapidly enough or when it is vulnerable in terms of an adverse OFSTED inspection, the school is subject to detailed termly school progress review meetings (SPRMs). In the most serious situations the LA uses its statutory powers of intervention to do one or all of the following:

- Apply to the Secretary of State for the governing body to be replaced with an Interim Executive Board (IEB)
- Withdrawal of delegated budget
- Appointment of additional governors
- Issue a Warning Notice

We also issue non-statutory letters of concern which result in formal meetings with the head teacher and chair of governors. Where appropriate we support and challenge the governing body to follow necessary performance management / capability processes.

In addition, schools are encouraged to collaborate with good and outstanding schools, through either informal or formal arrangements.

Where we are concerned about the performance of academies we have formal conversations with the regional schools commissioner.

4. Attendance

The DfE validated data used is for the 2016/17 autumn and spring terms unless indicated otherwise. Full academic year data for 2016/17 will be published in March/April 2018.

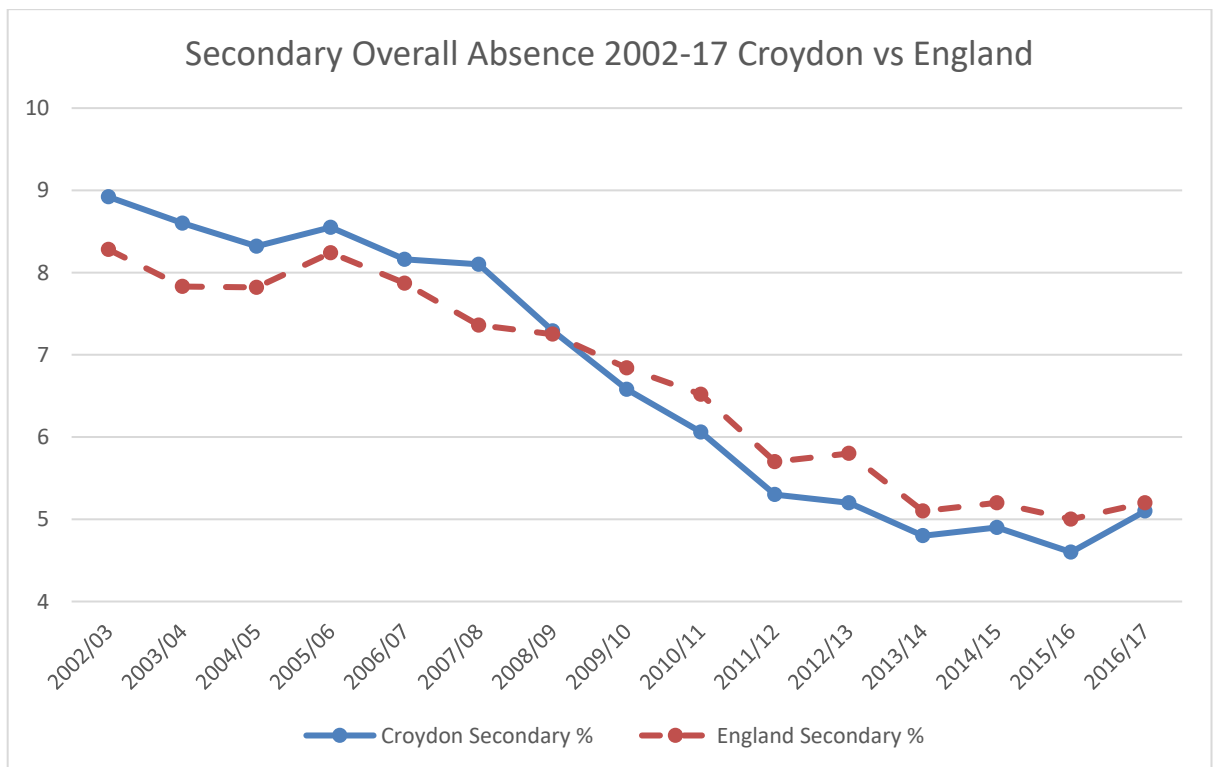
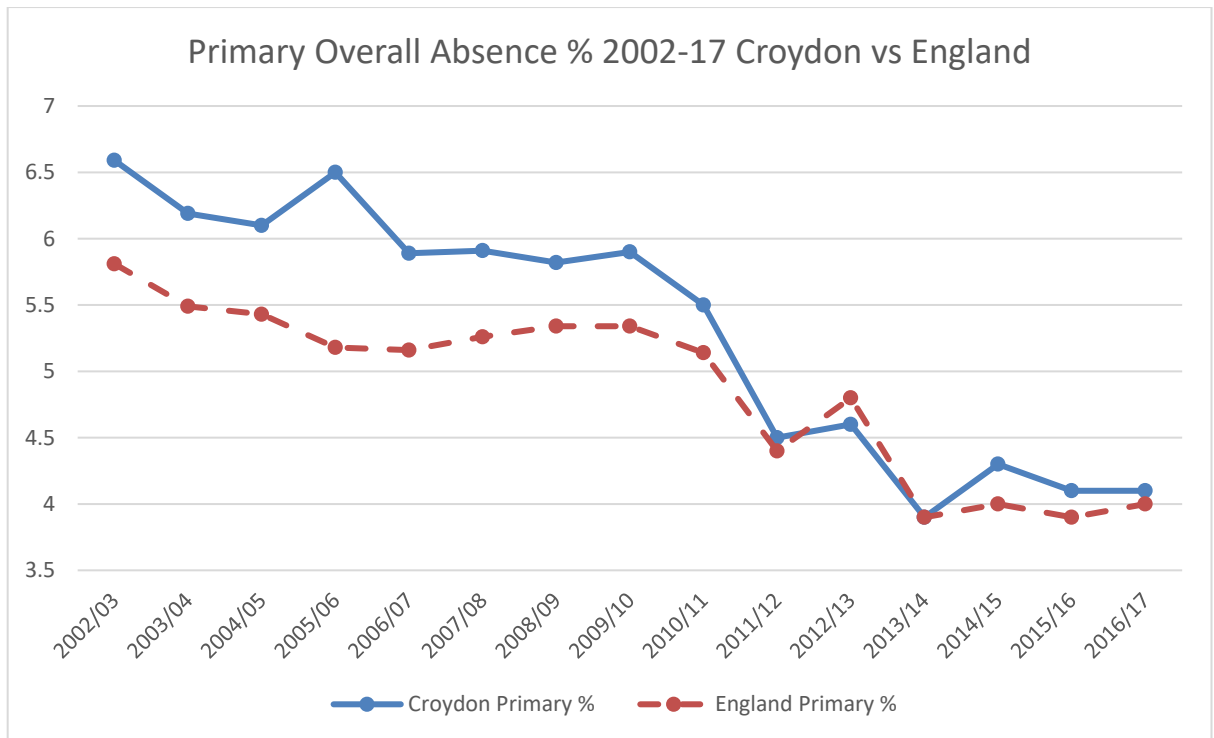
4.1 Absence from school

- 4.1.1 Nationally primary overall absence has increased by 0.01% from 3.9% to 4.0%. However in Croydon the percentage has remained static at 4.1%.
- 4.1.2 Croydon secondary overall absence at 5.1% in 2016/17 represents a 0.5% increase compared to 4.6% in 2015/16. This however remain 0.1% better than the national average of 5.2%.
- 4.1.3 The DfE attributes the increase in overall absence nationally to increased levels of unauthorised family holiday and other unauthorised absence, which has risen from 0.9% to 1.1%. Illness remains the most common reason for absence and accounts for 2.7% of possible sessions, which is the same as 2015/16. Nationally illness accounts for 60.1% of all absences.

Croydon vs England Overall Absence Trend 2002-2017

Year	Croydon Primary %	England Primary %	Year	Croydon Secondary %	England Secondary %
2002/03	6.59	5.81	2002/03	8.92	8.28
2003/04	6.19	5.49	2003/04	8.6	7.83
2004/05	6.1	5.43	2004/05	8.32	7.82
2005/06	6.5	5.18	2005/06	8.55	8.24
2006/07	5.89	5.16	2006/07	8.16	7.87
2007/08	5.91	5.26	2007/08	8.1	7.36
2008/09	5.82	5.34	2008/09	7.29	7.25
2009/10	5.9	5.34	2009/10	6.58	6.84
2010/11	5.5	5.14	2010/11	6.06	6.52
2011/12	4.5	4.4	2011/12	5.3	5.7
2012/13	4.6	4.8	2012/13	5.2	5.8
2013/14	3.9	3.9	2013/14	4.8	5.1
2014/15	4.3	4	2014/15	4.9	5.2
2015/16	4.1	3.9	2015/16	4.6	5
2016/17	4.1	4	2016/17	5.1	5.2

(NB – lower values are better in this table)



4.2 Persistent absence

In the reporting period persistent absence was defined as a pupil missing 10% or more of possible sessions. Persistent absence is a serious issue for pupils as much of the missed learning is never made up and places pupils at a disadvantage compared to peers and impacts upon future attainment.

There is evidence of a causal link between poor attendance and low levels of attainment.

- Of pupils who miss more than 50% of school only 3% manage to achieve five A*-C (4+) GCSEs including English and mathematics.
- Of pupils who miss between 10% and 20% of school only 35% manage to achieve five A*-C (4+) GCSEs including English and mathematics.
- Of pupils who miss less than 5% of school 73% achieve five A*-C (4+) GCSEs including English and mathematics.

Croydon primary persistent absence in 2016/17 was 10% and this has increased 0.4% compared to the same period in 2015/16. This now stands at 1.3% higher than the national average of 8.7%. i.e. 10% of Croydon Primary aged pupils had attendance less than 90%.

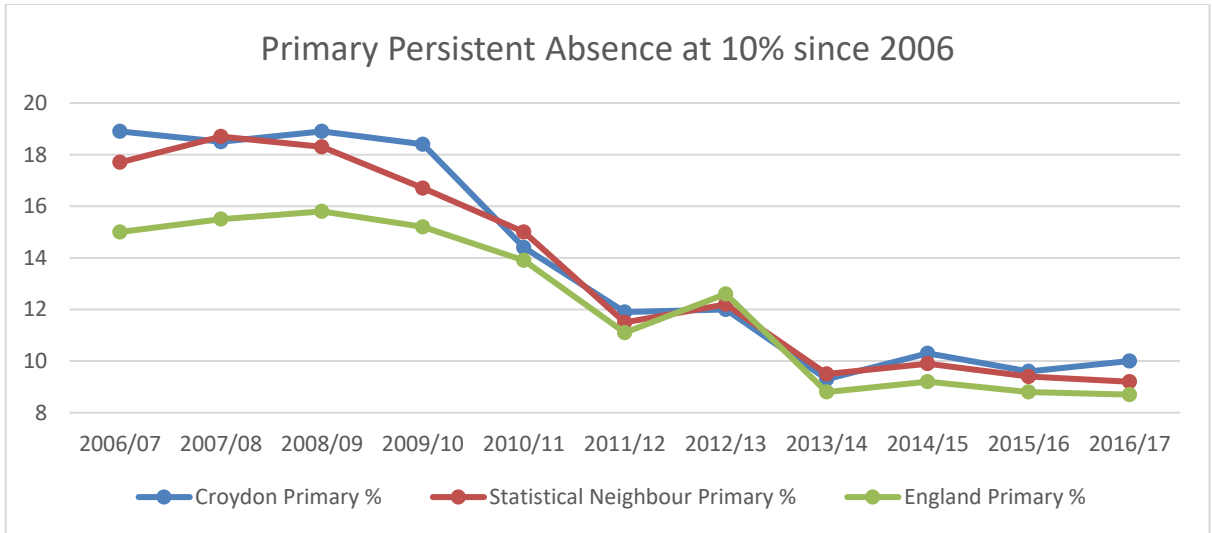
Croydon secondary persistent absence levels in 2016/17 have also increased from 11% in 2015/16 to 12.5% in 2016/17. This however remains 0.3% better than the national average of 12.8%.

Croydon vs Statistical Neighbour vs England PA Trend 2006-2017

Persistent absence is when a pupil is absent for 10% or more of possible sessions. These absences cover both authorised and unauthorised absences. The tables below have been recalculated for the historic data and are based on the 10% threshold. The lower the figure the better in these tables and graphs.

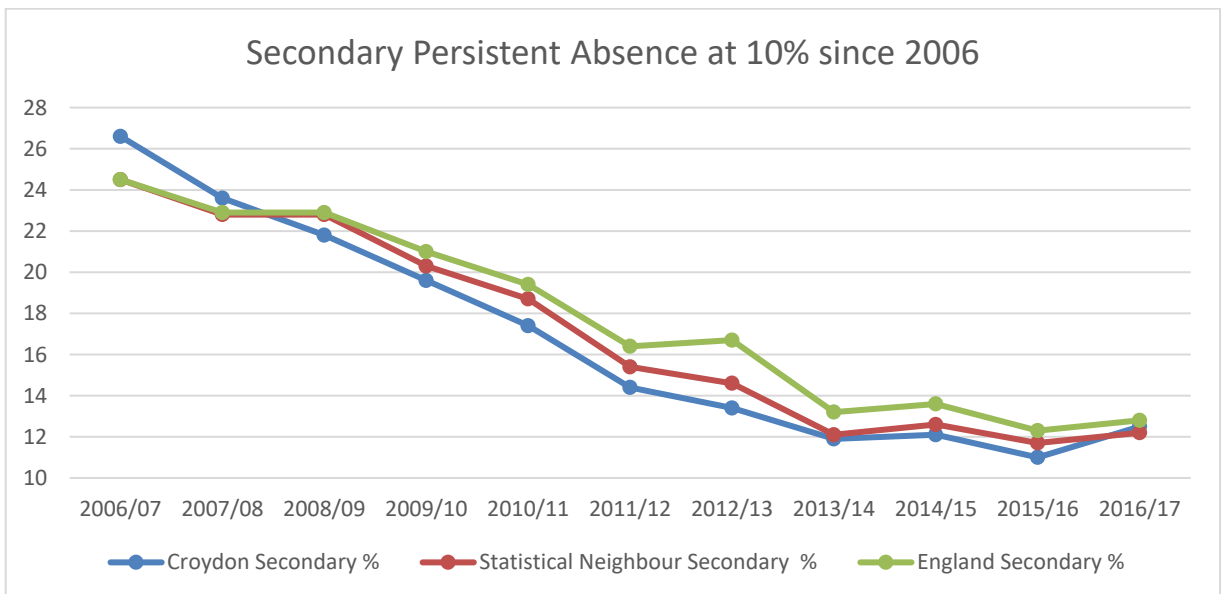
Primary Persistent Absence 2006-17

Year	Croydon Primary %	Statistical Neighbour Primary %	England Primary %
2006/07	18.9	17.7	15
2007/08	18.5	18.7	15.5
2008/09	18.9	18.3	15.8
2009/10	18.4	16.7	15.2
2010/11	14.4	15	13.9
2011/12	11.9	11.5	11.1
2012/13	12	12.2	12.6
2013/14	9.3	9.5	8.8
2014/15	10.3	9.9	9.2
2015/16	9.6	9.4	8.8
2016/17	10	9.2	8.7



Secondary Persistent Absence 2006-17

Year	Croydon Secondary %	Statistical Neighbour Secondary %	England Secondary %
2006/07	26.6	24.5	24.5
2007/08	23.6	22.8	22.9
2008/09	21.8	22.8	22.9
2009/10	19.6	20.3	21
2010/11	17.4	18.7	19.4
2011/12	14.4	15.4	16.4
2012/13	13.4	14.6	16.7
2013/14	11.9	12.1	13.2
2014/15	12.1	12.6	13.6
2015/16	11.0	11.7	12.3
2016/17	12.5	12.2	12.8



4.3 Croydon's overall and persistent absence in comparison to statistical neighbours

4.3.1 Croydon primary overall absence is 0.1% higher than the average for our statistical neighbours and the percentage for persistent absence is 0.8% higher than the average of our statistical neighbours.

4.3.2 Croydon's secondary overall absence is 0.1% higher than the average for our statistical neighbours and the percentage of persistent absence is 0.3% higher than the average for our statistical neighbours.

4.4 What are we doing to improve overall and persistent absence?

4.4.1 There is a strong correlation between good school attendance and achieving positive outcomes for young people. It is recognised that attending school regularly is also a protective factor for children and young people.

4.4.2 The Department for Education, in September 2015, reduced the persistent absence threshold from 15% absences to 10% absences. 15% was in turn a reduction from 20%, which was the threshold when the measure was first introduced. This has led to a steady improvement in attendance as what is considered good attendance has gone higher and there has been sharper focus on intervention to ensure ever greater numbers of young people are on the right side of the threshold.

4.4.3 Croydon Council's Learning Access team has been restructured to provide us with school facing attendance improvement practitioners. This will provide resourcing to support our work with schools and parents alongside our attendance enforcement work. The team will ensure that parents are signposted to other support that they might need in order to improve their children's attendance.

4.4.4 The attendance improvement practitioners will provide support and challenge around attendance by holding schools to account for their actions around individual pupils whose attendance is a cause for concern, promote the use of the Early Help pathway to provide support for parents to address attendance concerns and conducted reviews of whole school attendance practice in targeted schools.

4.4.5 The local authority will also support schools by taking enforcement action, where this is appropriate, against parents who fail to ensure their children attend school regularly. In the 2016/17 academic year 798 penalty notices were issued for poor attendance at school and 119 prosecutions were undertaken by the service.

4.4.6 The service will continue to work with parents/carers, young people and schools to promote good attendance with a range of interventions through the offer of support through the early help pathways through to criminal prosecution.

5. Exclusions

Exclusions from Croydon schools, academies and free schools during 2016/17

5.1 There were 41 permanent exclusions from Croydon maintained schools, academies and free schools during the 2016/17 academic year giving a borough exclusion rate of 0.08%. This is an increase on the 2015/16 academic year in which there were 22 permanent exclusions giving a borough exclusion rate of 0.04%.

One secondary school had four permanent exclusions and an additional 4 permanent exclusions which were withdrawn because an alternative to exclusion was found through the fair access process. Another secondary school had six permanent exclusions.

There has also been a large increase in primary permanent exclusions in Croydon. There were 9 permanent exclusions of primary pupils during 2016/17 compared to 2 permanent exclusions of primary pupils during 2015/16.

Croydon's permanent exclusion rate of 0.08% matches the last published data for statistical neighbours and the England average (0.08%) but is slightly higher than the London rate (0.07%).

The (national) overall rate of permanent exclusions has increased for the third year running. It was 0.06% in 2013/14, 0.07% in 2014/15 and is 0.08% in 2015/16.

The table below shows the trend in the number of permanent exclusions from maintained Croydon schools, academies and free schools over recent years as well as the permanent exclusion rates compared with National, London and Statistical Neighbours

	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17*
Number of permanent exclusions	81	75	77	65	65	13	24	22	41
Croydon % of permanent exclusions	0.16	0.15	0.15	0.12	0.10	0.04	0.04	0.04	0.08
National	0.09	0.08	0.07	0.07	0.07	0.06	0.07	0.08	*
London	0.11	0.10	0.08	0.08	0.08	0.07	0.07	0.07	*
SN Average**	0.07	0.07	0.06	0.08	0.08	0.09	0.07	0.08	*

*Please note the figures for 2016/17 are not yet published.

**SN average is the figure based on averages of averages.

5.2 Fixed term exclusions from Croydon schools, academies and free schools during 2016/17

- 5.2.1 Croydon's fixed term exclusion rate is lower than the National, London and statistical neighbour rate.
- 5.2.2 The National rate has increased from 3.88 in 2014/15 to 4.29 in 2015/16 whilst the Croydon rate has decreased from 3.01 in 2015/16 to 2.74 in 2016/17.
- 5.2.3 There were 1484 fixed term exclusions from maintained Croydon schools, academies and free schools during 2016/17. This is a reduction on the 2015/16 when there were 1646 fixed term exclusions from maintained Croydon schools, academies and free schools. There were 937 pupils who received one or more fixed term exclusions during the 2016/17 academic year. There are 54000 pupils of statutory school age on roll in Croydon schools. Of these 1.7% have received a fixed term exclusion.
- 5.2.4 Six secondary schools significantly reduced the number of fixed term exclusions they issued during 2016/17 compared with 2015/16 and there was also a sharp drop in the number of fixed term exclusions reported by Saffron Valley Collegiate PRU. Four secondary schools shared 551 fixed term exclusions accounting for 37% of the borough's fixed term exclusions.

5.3 Fair Access Panel

- 5.3.1 The Local Authority continues to develop the work of the primary and secondary Fair Access panels to support schools in reducing the need for exclusion.
- 5.3.2 A total of 55 pupils were referred to Primary Fair Access during 2016/17. Five of these were hard to place referrals the remainder were referrals from primary schools for pupils considered at risk of permanent exclusion.
- 5.3.3 All Croydon secondary schools are active participants in the Fair Access Panel which considered 375 pupil referrals during the 2016/17 academic year. 140 cases were presented as an alternative to permanent exclusion, 122 cases were presented at panel as being hard to place in school through normal admissions procedures and 113 cases were presented as a request for a managed move between schools.
- 5.3.4 Both panels are chaired by school leaders from their respective sectors. Representatives from Police, Children's Social Care, Early Help and Youth Offending Service also contribute to the panel to ensure a holistic multi-agency approach is taken to support an appropriate placement at another setting. (See appendix 6)

6. OFSTED INSPECTION OUTCOMES

- 6.1 There were no key revisions made to the Ofsted Framework from September 2017 and the Section 5 / Section 8 inspections remained as they had in the previous year. There will however be changes to how good schools will be inspected from January 2017.
- 6.2 At the beginning of September 2012 67% of all Croydon's schools were judged by OFSTED to be good or better. The current percentage is 87.5%
- 6.3 Currently, 90% of our secondary schools are judged to be Good or Outstanding by Ofsted, which is a substantial improvement and higher than the national average. Furthermore, almost 50% of secondary aged pupils attend an Outstanding School, significantly higher than the national average of 27%.
- 6.4 There has been a slight decline in the % of primary schools judged good or better, although recent inspections indicate a reversal of this decline. Currently 86.8% of our schools are good or better compared to 90.4% of schools nationally. We have a plan of support in place for not only continuing to support schools with improving outcomes but also for improving the percentage of schools that are good or better. Support includes additional inspection readiness training as part of our school progress review meetings.

7. CONSULTATION

- 7.1 There are no needs for consultation arising from this report.

8. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 8.1 There are no financial considerations or risk with this report.

Approved by Richard Simpson, Executive Director, Resources

9. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 9.1 The Solicitor to the Council comments that there are no direct legal implications arising from the recommendations within this report

Approved by: Sandra Herbert, Head of Litigation and Corporate Law, for and on behalf of Jacqueline Harris-Baker, Director of Law and Monitoring Officer.

10. HUMAN RESOURCES IMPACT

- 10.1 There are no Human Resources considerations arising from this report.

Approved by Debbie Calliste, HR People Department Lead on behalf of Sue Moorman, Director of Human Resources

11. EQUALITIES IMPACT

- 11.1 As the quality of Croydon's schools continues to improve there is a positive impact for all pupil groups, including the most disadvantaged. Schools continue to be challenged to set demanding targets for the achievement of pupils in receipt of the pupil premium grant and are expected to demonstrate the impact this funding has to close the gap between these pupils and their peers. The work, commissioned through Octavo, of the inclusion team supports achievement amongst the most vulnerable groups of pupils, including white working class boys and girls, those with English as an Additional Language, traveller children and asylum seekers / those newly arrived to the country. The evidence shows that whilst there is still a gap between white working class children, children of Caribbean heritage and white / Caribbean dual heritage children and their peers the gap is narrowing. The team will be focusing on closing the gap for Black Caribbean and Pupil Premium pupils in the borough at KS2 further in the coming year. Children Looked After by the Local Authority make good progress from often low starting points. Whilst attainment for this cohort of pupils appears low this includes the very large number of young people recently arrived from overseas. Funding for the Virtual School for Children Looked After will continue to provide support, guidance and challenge for this group of learners and their schools in order to continue the upward trajectory in the progress they make.

12. ENVIRONMENTAL IMPACT

- 12.1 There are no direct implications contained in this report.

13. CRIME AND DISORDER REDUCTION IMPACT

- 13.1 There are no direct implications contained in this report.

14. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 14.1 This report is for information and there are no recommendations other than to note its contents. The report has been included on the agenda for the next relevant scrutiny committee.

15. OPTIONS CONSIDERED AND REJECTED

15.1 Not relevant.

CONTACT OFFICER:

David Butler, Director of Education and Youth Engagement.

Shelley Davies – Head of Standards, Safeguarding and Learning Access.

Background papers: none

Appendices attached:

Appendix 1: KS2 Test results for RWM at expected standard AY 2015/2016

Appendix 2: Secondary School GCSE results 2016

Appendix 3: Exclusions from Croydon maintained schools and academies for the 2015/16 academic year

Appendix 4: Exclusions from maintained schools and academies for 2015/16 for children with SEN, Children Looked After and by ethnic group

Appendix 5: Explanation and identification of Statistical Neighbours

Appendix 6: Explanation of and information on Fair Access Panel

Appendix 7: Croydon School Improvement Plan

Appendix 8: Definition of Attainment and Progress 8

Appendix 1 KS2 Floor standard for AY 2015/16 (unvalidated data)

In 2016, a school will be above the floor if:

- at least 65% of pupils meet the expected standard in English reading, English writing and mathematics;
- or** • the school achieves sufficient progress scores in all three subjects. **At least -5 in English reading, -5 in mathematics and -7 in English writing.**

The attainment element is a combined measure. This means an individual pupil needs to meet the 'expected standard' in English reading, English writing and mathematics, in order to be counted towards the attainment element.

Est No	School	Reading progress score	Writing progress score	Maths progress score	% RWM	% FSM	% EHCP or state mented
3062003	Beulah Juniors	-2.6	0.0	0.7	33.7	30.0%	0.0%
3062004	KESTON PRIMARY SCHOOL	2.1	1.2	2.6	70.2	5.3%	0.0%
3062007	Cypress Primary School	0.3	0.3	-1.9	38.6	26.7%	2.2%
3062008	David Livingstone Academy	-3.1	2.8	0.2	40	30.0%	3.3%
3062012	Elmwood Junior School	0.3	0.7	0.9	63.2	23.3%	0.8%
3062013	Ark Oval Primary	-3.0	1.5	-1.2	46.6	20.3%	1.7%
3062016	Applegarth Academy	4.8	4.7	7.0	73.5	42.9%	2.1%
3062019	Gonville Academy	-0.5	0.4	-0.1	39.3	10.1%	1.1%
3062020	Howard Primary School	0.8	3.4	2.0	53.3	26.7%	0.0%
3062025	Monks Orchard Primary School	-1.0	-2.4	-2.0	51.7	20.3%	1.7%
3062031	Harris Primary Academy Kenley	4.7	3.5	4.4	71.4	12.2%	2.0%
3062033	Purley Oaks Primary School	0.2	2.3	0.9	50	33.9%	1.8%
3062034	Harris Primary Academy Benson	3.0	4.8	4.0	76.3	11.9%	0.0%
3062035	Castle Hill Primary	-6.6	-3.0	-4.0	17	49.1%	9.1%
3062036	Wolsey Junior Academy	-4.2	-0.7	-1.5	39.5	41.9%	1.2%
3062099	South Norwood Primary	-2.7	1.2	-1.5	43.4	29.9%	2.3%
3062043	St Peter's Primary School	0.6	0.4	-1.6	56.7	16.7%	3.3%
3062046	West Thornton Primary Academy	0.8	0.8	-1.4	54.5	15.9%	4.7%
3062047	WHITEHORSE MANOR JUNIOR	-0.8	-0.4	-1.4	60.5	26.8%	2.4%
3062050	WINTERBOURNE JUNIOR GIRLS'	-2.5	5.2	-0.4	48.9	19.3%	0.0%
3062055	Woodside Primary School and Children's Centre	-1.2	-0.9	-0.4	54.5	20.5%	0.0%
3062057	Chipstead Valley Primary Academy	0.5	1.2	-0.8	58.3	8.3%	5.0%
3062058	Kenley	1.0	2.8	-0.2	33.3	12.5%	0.0%
3062062	Beaumont Primary	3.1	3.8	5.6	81.5	14.8%	0.0%
3062065	Gresham Primary School	0.0	0.4	1.6	67.2	3.4%	3.4%
3062067	Smitham Primary School	1.3	-1.0	0.2	51.9	15.0%	2.5%
3062068	The Hayes Primary	1.7	1.1	0.3	63.8	5.2%	1.7%
3062073	Oasis Academy Ryelands	-0.1	1.0	-0.3	43.1	39.0%	1.7%
3062076	Park Hill Junior	2.0	1.0	2.8	72.3	10.8%	4.9%
3062081	Winterbourne Jnr boys	1.4	3.0	5.9	69	36.2%	0.0%
3062082	Broadmead Primary Academy	0.9	1.2	2.4	36.5	29.2%	2.3%

3062083	Orchard Way Primary School	1.8	1.8	2.2	75.9	17.2%	0.0%
3062084	Forestdale Primary School	1.0	2.2	0.6	62.1	6.9%	0.0%
3062085	Rowdown primary	1.6	3.9	4.1	43.2	25.0%	2.3%
3062086	Courtwood Primary	0.9	-0.7	-0.5	58.6	0.0%	13.8%
3062088	New Valley Primary School (Wattenden)	3.2	4.3	4.0	68.4	26.3%	0.0%
3062090	HEAVERS FARM PRIMARY	0.4	2.0	2.0	68.3	38.3%	3.3%
3062091	St Mark's Church of England Primary Academy	0.9	0.8	-0.2	32	20.0%	0.0%
3062093	Downsview Primary School	0.3	4.1	4.6	61.7	13.3%	0.0%
3062097	St Mary's RC Junior School	1.7	1.6	3.8	71.4	8.9%	0.0%
3062098	Greenvale Primary School	0.4	-0.5	1.3	71	6.5%	0.0%
3062102	Rockmount Primary School	3.3	-0.1	1.5	66.7	18.3%	1.7%
3062103	Fairchildes Primary School	1.2	2.8	4.1	63.9	25.8%	3.2%
3062105	Norbury Manor Primary	-0.5	0.6	-0.9	39.3	16.1%	1.8%
3062107	Ridgeway Primary School and Nursery	-0.6	-2.6	-1.9	63.2	5.7%	1.1%
3062109	Forest Academy	-3.9	3.8	-2.8	35.7	32.1%	3.6%
3062110	Kingsley Primary School	-1.7	-0.6	0.0	35.9	42.0%	3.4%
3062111	Oasis Academy Byron	7.5	3.8	7.1	83.3	33.3%	11.8%
3063000	All Saints C of E Primary School	-1.8	-4.4	-0.2	42.4	37.3%	1.7%
3063003	St John's C of E School	1.9	4.4	0.1	62.1	0.0%	0.0%
3063006	Parish Church Junior School	-0.2	-2.4	-2.3	49.1	24.1%	0.9%
3063008	St Cyprian's Greek Orthodox VA	5.1	1.4	3.7	83.9	14.3%	0.0%
3063300	Coulsdon C. of E. School	1.0	-0.4	1.5	82.8	3.3%	3.3%
3063301	Christ Church C of E Primary School	2.9	-1.3	1.3	63.3	10.0%	3.3%
3063400	Good Shepherd RC Primary	6.7	4.4	3.2	70.4	33.3%	3.7%
3063401	St. Joseph's Junior	1.9	2.5	3.5	76.8	16.1%	3.6%
3063403	St Thomas Becket Catholic Primary	-0.3	-0.9	-0.3	66.7	5.0%	3.3%
3063404	Margaret Roper Catholic Primary	2.7	-1.9	1.1	64.5	6.5%	3.2%
3063408	REGINA COELI PRIMARY SCHOOL	7.8	7.6	8.7	67.8	15.0%	1.7%
3063409	St Aidan's RC Primary	0.4	-0.4	2.1	60.7	17.9%	3.6%
3063411	St Chad's Primary	4.1	1.4	1.6	69.1	33.9%	1.8%
3062100	Davidson Primary School	0.3	no data	-0.2	31.6	30.5%	0.0%
3063415	Kensington Avenue Primary	0.1	3.2	0.4	51.8	38.4%	2.4%
3063416	Gilbert Scott Primary School	-4.7	-0.4	-2.8	33.3	48.1%	14.8%
3063417	Aerodrome Primary Academy	0.2	1.8	-1.3	33.3	40.0%	3.4%
3063418	Woodcote Primary School	-0.3	1.6	-0.8	60	10.0%	4.4%
3063419	Ecclesbourne Primary School	-3.7	-1.4	-3.5	19.6	25.0%	0.0%
3065200	SELSDON PRIMARY SCHOOL	-0.9	2.1	0.6	50.6	18.8%	2.5%
3065201	ST JAMES THE GREAT R.C. PRIMARY AND NURSERY	2.7	0.8	1.6	74.6	8.5%	0.0%
3065202	ATWOOD PRIMARY SCHOOL	0.0	-1.1	-0.5	65.1	7.0%	2.3%
3066909	Oasis Academy Shirley Park	2.1	4.8	0.4	64.4	30.5%	1.7%
3067001	St Giles School	-6.5	-6.4	-7.7	0	12.5%	100.0 %
3067004	Beckmead School	-5.2	-8.2	-4.9	0	34.8%	72.7%
3067005	St Nicholas School	-5.9	-6.7	-6.6	0	27.8%	100.0 %
3067006	Red Gates School	-7.5	-7.4	-8.2	0	56.3%	100.0 %
Total	Borough	0.2	0.9	0.6	54.1	22.0%	3.5%

N.B this is provisional data Davidson primary submitted to late to be included in these results.

Appendix 2: Secondary School GCSE results 2017 by school Provisional results

Estab. Name	Cohort	Attainment 8	Progress 8				Not Met Floor	A*-C/9-5				EBacc ²		Entry					
			Cov.	Avg. Score	Conf. Int.	Avg Score + CI		EBacc Eng. LL	EBacc Mat.	E&M	5+ Inc E&M ¹	Entry	Att.	Any Qual.	EBacc Slots	Other Slots	Triple Sci.	≥2 Lang.	
LA (state-funded schools)	3,593	44.7	89.1%	+0.06	± 0.04	0.11	-	61.0%	44.8%	40.1%	57.7%	42.5%	20.2%	97.0%	2.7	2.8	21.1%	5.5%	
Archbishop Tenison's CofE High School	110	46.3	93.6%	-0.08	± 0.24	0.16		70.9%	45.5%	41.8%	60.0%	60.9%	31.8%	100.0%	2.8	2.9	29.1%	10.0%	
Beckmead School	25	3.3	92.0%	-3.28	± 0.51	-2.78	N/A	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	64.0%	0.0	0.0	0.0%	0.0%	
Bensham Manor School	28	1.8	82.1%	-1.65	± 0.51	-1.14	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	64.3%	0.0	0.6	0.0%	0.0%	
BRIT School for Performing Arts and Technology	180	48.1	87.2%	-0.21	± 0.19	-0.01		82.2%	45.6%	44.4%	66.1%	19.4%	8.3%	99.4%	2.6	2.9	12.2%	2.8%	
Coloma Convent Girls' School	154	60.0	98.1%	+0.60	± 0.20	0.80		91.6%	63.0%	61.0%	84.4%	96.8%	55.8%	100.0%	3.0	3.0	73.4%	20.1%	
Harris Academy Purley	161	51.2	99.4%	+0.67	± 0.19	0.86		72.0%	42.2%	39.8%	67.1%	40.4%	24.8%	100.0%	2.7	3.0	16.1%	4.3%	
Harris Academy South Norwood	183	48.3	96.7%	+0.24	± 0.18	0.43		76.0%	46.4%	43.2%	63.9%	65.0%	32.2%	98.9%	2.9	2.9	30.1%	6.0%	
Harris Academy Upper Norwood	63	44.9	93.7%	+0.64	± 0.32	0.95		69.8%	27.0%	27.0%	47.6%	63.5%	22.2%	100.0%	3.0	3.0	38.1%	9.5%	
Harris City Academy Crystal Palace	164	61.6	97.0%	+0.55	± 0.19	0.74		88.4%	78.7%	75.0%	89.6%	78.7%	57.9%	100.0%	3.0	3.0	47.6%	15.2%	
Meridian High School	117	32.6	82.9%	-0.69	± 0.25	-0.44	□	35.0%	23.9%	17.1%	29.1%	24.8%	4.3%	99.1%	2.7	2.8	12.8%	1.7%	
Norbury Manor Business and Enterprise College for	187	52.2	93.0%	+0.57	± 0.18	0.75		81.3%	61.0%	57.8%	71.1%	42.2%	25.1%	99.5%	2.8	2.9	16.6%	6.4%	
Oasis Academy Coulsdon	114	48.3	90.4%	+0.33	± 0.24	0.57		63.2%	53.5%	44.7%	63.2%	57.0%	26.3%	99.1%	2.7	2.9	0.0%	0.9%	
Oasis Academy Shirley Park	175	42.5	97.1%	+0.34	± 0.19	0.53		49.1%	32.6%	25.1%	49.7%	58.9%	16.6%	100.0%	2.7	2.9	0.0%	5.1%	
Orchard Park High (Croydon)	200	39.7	81.0%	-0.35	± 0.19	-0.16		41.5%	35.0%	25.5%	46.5%	17.0%	6.5%	98.5%	2.7	2.7	0.0%	2.5%	
Priory School	7	0.0	85.7%	-1.36	± 0.99	-0.36	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	0.0	0.0%	0.0%	
Riddlesdown Collegiate	322	52.1	92.5%	+0.35	± 0.14	0.49		76.4%	59.6%	57.1%	74.2%	46.9%	27.0%	99.4%	2.9	2.9	34.2%	7.5%	
Shirley High School	161	40.3	95.7%	-0.36	± 0.20	-0.16		42.9%	26.7%	23.6%	41.0%	39.8%	9.9%	100.0%	2.9	2.9	16.1%	5.6%	
Performing Arts College																			
St Andrew's CofE School	141	37.2	90.1%	-0.61	± 0.22	-0.40	□	51.1%	36.2%	30.5%	41.1%	9.2%	5.0%	99.3%	2.7	2.9	19.9%	3.5%	
St Giles School	6	0.0	83.3%	-1.57	± 1.09	-0.48	N/A	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0	0.0	0.0%	0.0%	
St Joseph's College	163	48.6	93.3%	+0.15	± 0.20	0.35		66.3%	55.2%	47.2%	69.9%	42.3%	17.2%	100.0%	2.9	3.0	17.8%	4.3%	
St Mary's Catholic High School	136	36.0	73.5%	-0.28	± 0.24	-0.04		38.2%	34.6%	29.4%	39.7%	16.2%	3.7%	97.1%	2.4	2.7	19.1%	5.1%	
The Archbishop Lanfranc Academy	143	40.8	89.5%	-0.02	± 0.21	0.19		49.7%	38.5%	32.2%	46.2%	40.6%	14.0%	97.9%	2.7	2.9	16.8%	7.0%	
The Quest Academy	86	48.4	77.9%	+0.49	± 0.30	0.79		65.1%	55.8%	48.8%	62.8%	11.6%	9.3%	100.0%	2.9	3.0	27.9%	4.7%	
Thomas More Catholic School	145	43.7	91.7%	-0.07	± 0.21	0.14		53.1%	53.1%	44.1%	62.8%	47.6%	11.0%	100.0%	2.8	3.0	21.4%	0.7%	
Virgo Fidelis Convent Senior School	115	41.6	79.1%	-0.20	± 0.25	0.05		51.3%	33.9%	28.7%	45.2%	24.3%	9.6%	99.1%	2.5	2.9	10.4%	2.6%	
Woodcote High School	208	49.0	94.2%	+0.24	± 0.17	0.41		65.4%	50.5%	45.2%	68.3%	62.0%	28.8%	99.5%	2.9	2.9	25.0%	1.4%	

NB: Data for 2017 is not yet validated and may change.

Academies

The Council has not shied away from enacting structural solutions where local authority schools have been significantly underperforming. The results for the academies (in **bold**) in the chart can be compared and contrasted with the non-bold results for its predecessor school. The move to academy status remains one of the strategies the local authority is ready and willing to use, where appropriate, to effect rapid improvement in its schools. The Council continues to support and challenge all schools, regardless of status (for example through the link adviser mechanism).

Schools which have only recently become academies may not yet show improved outcomes. Where the local authority is concerned that improvement is not sufficiently rapid, the local authority holds to account the Regional Schools Commissioner (responsible for standards in academies) through regular discussion.

Appendix 3: Exclusions from maintained schools and academies for 2016/17

School name	CATEGORY		Grand Total
	FIXD	PERM	
Aerodrome Primary Academy	17		17
All Saints CofE Primary School	10	1	11
Applegarth Academy	12	1	13
Archbishop Tenison's CofE High School	46		46
Ark Oval Primary Academy		1	1
Beckmead School	24		24
Bensham Manor School	6		6
Beulah Junior School	4		4
Broadmead Primary Academy	36		36
Castle Hill Academy (DUMMY BASE A&T USE)	34		34
Chestnut Park Primary School	3	1	4
Christ Church CofE Primary School (Purley)	2		2
Coloma Convent Girls' School		1	1
Cypress Primary School (A&T DUMMY BASE)	29		29
David Livingstone Primary Academy	1		1
Downsview Primary and Nursery School	10		10
Ecclesbourne Primary - Pegasus Academy Trust	6		6
Edenham High School	160	6	166
Elmwood Junior School	1		1
Forest Academy	15	2	17
Gonville Academy	7		7
Greenvale Primary School	1		1
Harris Academy Purley		1	1
Harris City Academy Crystal Palace	9	2	11
Harris Invictus Academy Croydon		3	3
Harris Primary Academy Benson	3		3
Harris Primary Academy Haling Park	2		2
Harris Primary Academy Kenley	2		2
Heathfield Academy	1		1
Heavers Farm Primary School	9	1	10
Howard Primary School	4		4
Kenley Primary School	7		7
Kensington Avenue Primary School	8		8
Kingsley Primary Academy	16		16
Kingsley Primary School	4		4
Meridian High School	25	2	27
Monks Orchard Primary School and Nursery	18	1	19
New Valley Primary School	2		2
Norbury Manor Bus. & Enterprise College For Girls	39		39
Norbury Manor Primary School	5		5
Oasis Academy Arena	106	3	109
Oasis Academy Ryelands	13		13
Oasis Academy Shirley Park	142	1	143
Orchard Way Primary School	4		4
Park Hill Junior School	2		2
Phil Edwards Centre (PRU)	16		16
Purley Oaks Primary School	10		10
Regina Coeli RC Primary School	1		1

Riddlesdown Collegiate	48	1	49
Ridgeway Primary School	4		4
Rockmount Primary School	14		14
Rowdown Primary Academy	19		19
Saffron Valley Collegiate	8	1	9
Selsdon Primary and Nursery School	31		31
Shirley High School Performing Arts College	49		49
Smitham Primary School	5		5
St Andrew's CofE Voluntary Aided High School	143		143
St Cyprian's Greek Orthodox Primary Academy	2		2
St John's CofE Primary School	1		1
St Joseph's College	34		34
St Mark's CofE Primary Academy	6		6
St Mary's Catholic High School	57	6	63
St Peter's Primary School	1		1
The Archbishop Lanfranc Academy - Coloma Trust	6	3	9
The Crescent Primary School	6		6
The Minster Junior School	2		2
The Minster Nursery & Infant School	4		4
The Robert Fitzroy Academy	5		5
The Woodside Academy	5		5
Thomas More School	76	2	78
Virgo Fidelis Convent Senior School	52		52
West Thornton Academy	13		13
Whitehorse Manor Infant - Pegasus Academy Trust	5		5
Whitehorse Manor Junior - Pegasus Academy Trust	9		9
Winterbourne Junior Girls' School	1	1	2
Wolsey Junior Academy	2		2
Woodcote High School	2		2
Woodcote Primary School	2		2
Grand Total	1484	41	1525

Number of pupils who received one or more fixed term exclusions during the 2016/17 academic year from Croydon maintained schools, free schools and academies

SCHOOL	Number of pupils issued one or more fixed term exclusions	Number of pupils on roll	Percentage of pupil roll
Aerodrome Primary Academy	4	516	0.78
All Saints CofE Primary School	5	382	1.31
Applegarth Academy	7	424	1.65
Archbishop Tenison's CofE High School	35	795	4.40
Beckmead School	14	169	8.28
Bensham Manor School	5	184	2.72
Beulah Junior School	3	214	1.40

Broadmead Primary Academy	19	532	3.57
Castle Hill Academy (DUMMY BASE A&T USE)	20	461	4.34
Chestnut Park Primary School	2	142	1.41
Christ Church CofE Primary School (Purley)	1	360	0.28
Cypress Primary School (A&T DUMMY BASE)	12	724	1.66
David Livingstone Primary Academy	1	231	0.43
Downsview Primary and Nursery School	4	611	0.65
Ecclesbourne Primary - Pegasus Academy Trust	1	438	0.23
Edenham High School	125	1081	11.56
Elmwood Junior School	1	473	0.21
Forest Academy	9	384	2.34
Gonville Academy	5	549	0.91
Greenvale Primary School	1	214	0.47
Harris City Academy Crystal Palace	8	1231	0.65
Harris Primary Academy Benson	2	374	0.53
Harris Primary Academy Haling Park	1	175	0.57
Harris Primary Academy Kenley	2	390	0.51
Heathfield Academy	1	66	1.52
Heavers Farm Primary School	8	719	1.11
Howard Primary School	1	346	0.29
Kenley Primary School	4	222	1.80
Kensington Avenue Primary School	2	585	0.34
Kingsley Primary Academy	13	960	1.35
Kingsley Primary School	3	960	0.31
Meridian High School	20	526	3.80
Monks Orchard Primary School and Nursery	8	591	1.35
New Valley Primary School	1	164	0.61
Norbury Manor Bus. & Enterprise College For Girls	31	1165	2.66
Norbury Manor Primary School	4	468	0.85
Oasis Academy Arena	49	274	17.88
Oasis Academy Ryelands	6	417	1.44
Oasis Academy Shirley Park	81	1682	4.82
Orchard Way Primary School	1	211	0.47
Park Hill Junior School	1	362	0.28
Purley Oaks Primary School	4	640	0.63
Regina Coeli RC Primary School	1	413	0.24
Riddlesdown Collegiate	39	1935	2.02
Ridgeway Primary School	3	677	0.44
Rockmount Primary School	6	496	1.21
Rowdown Primary Academy	8	369	2.17
Saffron Valley Collegiate	8	191	4.19
Selsdon Primary and Nursery School	11	582	1.89
Shirley High School Performing Arts College	39	1001	3.90
Smitham Primary School	2	456	0.44
St Andrews CofE High School	1	590	0.17
St Andrew's CofE Voluntary Aided High School	85	590	14.41

St Cyprian's Greek Orthodox Primary Academy	2	453	0.44
St John's CofE Primary School	1	270	0.37
St Joseph's College	30	1079	2.78
St Mark's CofE Primary Academy	4	165	2.42
St Mary's Catholic High School	39	556	7.01
St Peter's Primary School	1	407	0.25
The Archbishop Lanfranc Academy - Coloma Trust	6	490	1.22
The Crescent Primary School	4	592	0.68
The Minster Junior School	2	427	0.47
The Minster Nursery & Infant School	3	396	0.76
The Robert Fitzroy Academy	4	498	0.80
The Woodside Academy	2	886	0.23
Thomas More School	63	833	7.56
Virgo Fidelis Convent Senior School	39	625	6.24
West Thornton Academy	8	730	1.10
Whitehorse Manor Infant - Pegasus Academy Trust	2	395	0.51
Whitehorse Manor Junior - Pegasus Academy Trust	5	398	1.26
Winterbourne Junior Girls' School	1	317	0.32
Wolsey Junior Academy	2	367	0.54
Woodcote High School	2	1230	0.16
Woodcote Primary School	1	705	0.14

Appendix 4: Exclusions from maintained schools and academies for 2016/17 for children with SEN, Children Looked After and by ethnic group.

Exclusions by SEN Source: local data

	2011/12		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017	
	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm
Non-SEN	581	30	659	39	996	3	1379	20	816	10	663	16
School Action	309	1	208	4	92	6	60	2	56	0	29	2
School Action Plus	687	28	391	16	273	3	122	1	47	4	12	1
Statemented	318	5	245	6	91	1	74	1	50	0	4	0
EHCP									159	3	155	3
Support									581	5	467	11
Total Numbers	1895	64	1503	65	1452	13	1635	24	1709	22	1330	33

Exclusions by looked after children (LAC) Source: local data

	2011/12		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017	
	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm
Not Looked After	1850	64	1461	64	1423	13	1613	24	1597	20	1276	33
Looked After Children	45		42	1	29	0	22		112	2	54	0
Total Numbers	1895	64	1503	65	1452	13	1635	24	1709	22	1330	33

Exclusions by Ethnicity Source: local data

	2011/12		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017	
	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm
ABAN - Bangladeshi	10	1	5		7	0	7	1	7	1	3	
AIND - Indian	12		12		6	0	11		11	0	2	
AOTH - Any other Asian background	44		23		23	0	17	1	17	1	19	
APKN - Pakistani	11		25		14	0	15		15	0	8	
BAFR - African	270	7	240	11	215	3	247	4	247	4	212	3
BCRB - Black Caribbean	435	11	310	11	350	2	450	4	450	4	345	3
BOTH - Any other Black background	70	1	61		66	2	106	3	106	3	92	1
CHNE – Chinese	1			2	0	0	0		0	0	0	
MOTH - Any other Mixed background	70	4	82	2	73	0	76	1	76	1	80	2
MWAS - White/Asian	14	1	13		15	0	14		14	0	10	1
MWBA - White/Black African	40	1	22	2	25	0	37		37	0	23	1
MWBC - White/Black Caribbean	170	5	127	5	114	1	152	1	152	1	119	3
NOBT - Info not obtained	6	1	5	1	29	1	32		32	0	36	3
OOTH - Any other Ethnic Group	18		36		9	0	7	1	7	1	19	1
REFU – Refused	16	1	17		18	0	36	2	36	2	14	1
WBRI – British	638	27	459	26	419	4	433	4	433	4	304	12
WIRI – Irish	6	1	6		14	0	6		6	0	4	
WIRT - Traveller - Irish Heritage	6		8	2	1	0	57		57	0	1	

WOTH - Any other White background	54	3	49	2	49	0	6		6	0	37	2
WROM - Roma/Roma Gypsy	4		3	1	5	0	0		0	0	2	
Total Exclusions	1895	64	1503	65	1452	13	1635	24	1709	22	1330	33

Exclusions by BME (Black African, Black Caribbean and Black Other) Source: local data

	2011/12		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017	
	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm
BME Groups	775	19	611	22	631	7	744	12	803	11	649	7
Other	1120	45	892	43	821	6	891	12	906	11	681	26
Total exclusions	1895	64	1503	65	1452	13	1635	24	1709	22	1330	33

Reasons for exclusions Source: local data

	2011/12		2012/2013		2013/2014		2014/2015		2015/2016		2016/2017	
	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm	Fixed	Perm
Bullying	36	2	34		33	0	35	0	28	1	13	0
Damage	62	3	58		54	0	63	1	44	0	36	3
Drug and alcohol related	65	5	54	3	53	0	68	1	58	1	33	3
Other	155	4	115	2	112	0	135	2	201	0	238	2
Persistent disruptive behaviour	455	15	295	26	333	3	400	3	457	6	242	12
Physical assault against adult	218	5	160	9	126	2	151	1	170	1	198	2
Physical assault against pupil	390	15	354	6	316	3	328	3	394	6	305	3
Possession of Offensive Weapon	22	8	15	8	25	3	29	5	22	3	15	4
Racist abuse	36		11		14	0	15	0	17	0	7	0
Sexual misconduct	25	1	31	3	33	0	20	2	14	0	15	3
Theft	55		61	1	34	0	42	0	34	1	19	0
Verb abuse/threat behaviour adult	264	5	233	3	237	1	259	4	176	3	151	1
Verb abuse/threat behaviour pupil	112	1	82	4	82	1	90	2	94	0	58	0
Total Exclusions	1895	64	1503	65	1452	13	1635	24	1709	22	1330	33

Excluded pupils as percentage of school population Source: local data

	2017 EXCLUSIONS BY ETHNIC GROUP			Pupils on roll Jan 2017 census	Excluded pupils as percentage of school population 2017		
	Fixed	Perm	Total		Fixed	Perm	Total
ABAN - Bangladeshi	3		3	606	0.50	0.00	0.50
AIND - Indian	2		2	2844	0.07		0.07
AOTH - Any other Asian background	19		19	3013	0.63	0.00	0.63
APKN - Pakistani	8		8	2585	0.31		0.31
BAFR - African	212	3	215	8586	2.47	0.03	2.50
BCRB - Black Caribbean	345	3	348	5970	5.78	0.05	5.83
BOTH - Any other Black background	92	1	93	1596	5.76	0.06	5.83
CHNE – Chinese	0		0	312			
MOTH - Any other Mixed background	80	2	82	3630	2.20	0.06	2.26
MWAS - White/Asian	10	1	11	1118	0.89		0.98
MWBA - White/Black African	23	1	24	1101	2.09		2.18
MWBC - White/Black Caribbean	119	3	122	2667	4.46	0.11	4.57
NOBT - Info not obtained	36	3	39	377	9.55		10.34
OOTH - Any other Ethnic Group	19	1	20	1146	1.66	0.09	1.75
REFU – Refused	14	1	15	557	2.51	0.18	2.69
WBRI – British	304	12	316	15459	1.97	0.08	2.04
WIRI – Irish	4		4	209	1.91		1.91
WIRT - Traveller - Irish Heritage	1		1	36	2.78		
WOTH - Any other White background	37	2	39	4844	0.76		0.81
WROM - Roma/Roma Gypsy	2		2	74	2.70		2.70
Total Exclusions	1330	33	1363	56730	2.34	0.06	2.40

Appendix 5: Explanation and identification of Statistical Neighbours

The National Foundation for Educational Research (NFER) was commissioned in 2007 by the Department to identify and group similar LAs in terms of the socio-economic characteristics, each LA was assign 10 such neighbours. The original set of statistical neighbours was calculated from the following factors:

- 2001 Census
- Annual population surveys between 2001 and 2005
- Labour force survey four quarterly averages – June 2004 to May 2005
- Annual survey of hours and earnings 2005
- The ODPM (Office of the Deputy Prime Minister) indices of multiple deprivation
- The DfE local authority data matrix
- DVLA information on vehicle numbers and ages
- CIPFA (Chartered Institute of Public Finance and Accountancy) information on availability of services

Statistical neighbours were reviewed in 2014 using information from the 2011 census. This resulted in changes to Croydon’s neighbours which shows we are increasingly compared with inner London Boroughs and therefore suggests a change in our demographic to becoming increasingly similar to inner London Boroughs.

Long term statistical neighbours	New statistical neighbours	Previous statistical neighbours
Birmingham	Brent (Outer London)	Hillingdon (Outer London)
Ealing (Outer London)	Haringey (Inner London)	Luton
Enfield (Outer London)	Lambeth (Inner London)	Reading
Greenwich (Outer London)	Lewisham (Inner London)	Redbridge (Outer London)
Merton (Outer London)		
Waltham Forest (Outer London)		

Appendix 6:Explanation of Fair Access Process and breakdown of school referrals.

The School Admissions code requires each Local Authority to agree a fair access protocol with the majority of schools in its area to ensure that the most vulnerable children are found a place in a school without delay. The code instructs Local Authorities that the list of children considered under the protocol should be agreed locally but must include the following that can have difficulty obtaining a school place

1. *“a) children from the criminal justice system or Pupil Referral Units who need to be reintegrated into mainstream education;*
2. *b) children who have been out of education for two months or more;*
3. *c) children of Gypsies, Roma, Travellers, refugees and asylum seekers;*
4. *d) children who are homeless;*
5. *e) children with unsupportive family backgrounds for whom a place has not been sought;*
6. *f) children who are carers; and*
g) children with special educational needs, disabilities or medical conditions (but without a statement or Education, Health and Care Plan)”

Operation of the Fair Access Panel

The secondary Fair Access Panel involves the participation of all of the secondary schools in the borough. The panel has been operating since 2013 and is subject to a locally agreed published protocol. The panel comprises of representatives from secondary schools and partnership agencies and the attendance rate at panel is usually in the region of 45 members. Each school nominates at least one member of the school leadership team to be its representative at the panel. Schools from other boroughs are also invited to attend the panel where a case involves a pupil resident in the borough of Croydon who attends an out of borough school. The remaining panel members are officers from the Local Authority or other relevant agencies. These officers provide schools with additional support, information, advice and guidance regarding the pupils under review, so that schools are able to obtain a holistic view of the needs of the pupil.

Services represented at the panel include Children’s Social Care, Early Help Services, Special Educational Needs Service, Educational Psychology, Children & Adolescent Mental Health Services, Youth Offending Service, Police and School Admissions Service. Head Teachers of independent alternative education provision schools and Pupil Referral Units are also represented.

The panel is operated by the Local Authority Learning Access Service. The Local Authority is represented by the Head of Learning Access and the Fair Access Manager, who is responsible for administering the Panel.

The Fair Access Panel considers referrals for agreed managed moves between schools or placement for pupils at a PRU or independent alternative provision provider as an alternative to permanent exclusion. The panel also considers placement for those children who have been unable to be placed at a school through the normal in year

admissions procedures. Such pupils are considered by the Admissions Code to be hard to place. The panel chair is the chief executive of a Multi Academy Trust and the vice chair is a secondary school head teacher. The panel meets every 3 weeks during school term time. An average panel will consider presentations regarding between 40 and 50 cases dependent on the amount of referrals received. Nominated school representatives make a presentation for the panel's consideration during which details of the case are outlined.

Cases presented at Secondary Fair Access Panel by School in 2016/17

375 pupil referrals were considered by the Fair Access Panel during the 2016/17 academic year. 122 cases were presented at panel as pupils requiring school places who were unable to be placed through the normal admissions procedures

When cases were presented at panel by schools in 2016/17 they were considered under the following categories:

- A. Avoidance. Cases were presented in this category when a pupil was at risk of permanent exclusion
- B. Prevention. Cases were presented in this category it was judged by the school that a pupil would benefit from a fresh start in another setting
- C. Breakdown. Cases were presented in this category when placement previously agreed at the Fair Access Panel had not been successful.

In 2016/17 140 cases were presented by schools under the avoidance category and 113 cases were prevented under the category of prevention.

The following table gives the number of cases presented by Croydon secondary schools in each category during the 2016/17 academic year.

School	Number of FAP referral 2015/16
Edenham	27
St Mary's	24
Oasis Coulsdon	23
Out of borough schools	21
Meridian	20
Harris South & Upper Norwood	19
St Andrew's	18
Lanfranc	15
Oasis Shirley Park	13
Riddlesdown	13
Quest	13
St Joseph's	11
Oasis Arena	10
Shirley High	10
Woodcote	9
Harris Purley	7

Thomas More	5
Coloma	4
Harris Invictus	4
FE Colleges (Y11 ESOL)	3
Harris Crystal Palace	2
NMBEC	1
Virgo Fidelis	0

Appendix 7: Croydon School Improvement Plan

Croydon Council and its partner agencies working with children, young people and families in Croydon share high aspirations and ambition for their future. To secure our ambition, we need to deliver the very best services. The progress made by Croydon schools in terms of inspection outcomes has been heartening: nevertheless we continue to press for all schools to be good or outstanding and for children to achieve outcomes in line with their peers in London at all key stages.

There are two key strands to our vision:

1. Every school a school of choice: every pupil in Croydon educated in a school providing at least a good standard of education
2. Excellent outcomes for children and young people: every child becoming the best they can be, with high comparative outcomes and vulnerable groups in line with their peers

Our School Improvement Plan sets the framework for this work, presenting a clear direction of travel and explicit priorities for action. The key priorities have been developed as a result of a detailed analysis of our local authority data, they form the basis for some aspirational targets. The key priorities are as follows:

- Promote high standards in all schools, particularly where areas of weakness have been identified i.e. Outcomes for CLA, close the difference between our highest attaining and lowest attaining schools
- Ensure that vulnerable schools and schools causing concern improve rapidly by building on the success of the SPRM process and robustly challenging any slow progress, making full use of statutory powers when required. Where appropriate hold challenging conversations with the RSc and Diocese
- To enable schools to improve English and mathematics outcomes at a faster rate, in all key stages, by securing differentiated, quality assured training and development Monitor closely the impact of any projects. (SSIF)
- Support and challenge post-16 collaboration to strengthen post-16 curriculum, viability and standards

The following page sets out our vision, key priorities, targets and improvement partners to ensure we achieve the best outcomes for all our children and young people. The Council's governance mechanism for school improvement, its Learning and Improvement Board, will monitor the delivery and impact of the action plan that sets out how we will deliver these priorities.

Croydon council vision for school quality and standards

1. Every school a school of choice: every pupil in Croydon educated in a school providing at least a good standard of education

2. Excellent outcomes for children and young people: every child becoming the best they can be, with high comparative outcomes and vulnerable groups in line with their peers

School Improvement Plan: Key Priorities

Promote high standards in all schools, particularly where areas of weakness have been identified i.e. Outcomes for CLA, close the difference between our highest attaining and lowest attaining schools

Ensure that vulnerable schools and schools causing concern improve rapidly by building on the success of the SPRM process and robustly challenging any slow progress, making full use of statutory powers when required. Where appropriate hold challenging conversations with the RSc and Diocese

To enable schools to improve English and mathematics outcomes at a faster rate, in all key stages, by securing differentiated, quality assured training and development. Monitor closely the impact of any projects.

Increasing post-16 participation in education, employment and training. Close the gaps in attainment by age 19

School Improvement plan: Targets

Sustain EYFS outcomes so that we are in line with London averages and remain on an upward trajectory beyond 2017

Improve / sustain KS1 attainment in reading, writing and mathematics so that we remain above national but close the gaps with London.

Sustain the reduction in the number of schools falling below floor standards

Reduce the number of schools judged as requiring improvement by Ofsted

Maintain the percentage of pupils achieving the expected level of combined attainment at the end of KS2 to be above national. Close the gaps in outcomes with other London boroughs

Close the progress gap, at key stages 4 and 5, between Croydon's schools and our statistical neighbours and towards London averages for all key stages

Increase the number of pupils achieving a combined English and mathematics grade Level 9 -5 so that Croydon pupils do as well as their peers across London

School Improvement plan: Enablers

Local Authority

Octavo Partnership

Teaching Schools

Other quality assured

Appendix 8

Definition of Progress 8 / Attainment 8:

Progress 8 and Attainment 8 are two measures that schools will be judged against from 2016. They are designed to encourage schools to offer a broad and balanced curriculum at KS4.

Progress 8 aims to capture the progress a pupil makes from the end of primary school to the end of secondary school. It is a type of value added measure, which means that pupils' results are compared to the actual achievements of other pupils with the same prior attainment. It is based on a student's progress measured across 8 subjects:

- English
- Mathematics
- Three other English Baccalaureate (EBacc) subjects (sciences, computer science, geography, history and languages)
- Three further subjects, which can be from the range of EBacc subjects, or can be any other GCSE or approved academic or vocational qualification

Attainment 8 will measure the average achievement of a pupil across 8 qualifications including mathematics (double weighted) and English (double weighted), 3 further qualifications that count in the English Baccalaureate (EBacc) measure and 3 further qualifications that can be GCSE qualifications (including EBacc subjects) or any other non-GCSE qualifications on the DfE approved list.

For General Release

REPORT TO:	INFORMAL CABINET 5 March 2018
SUBJECT:	Croydon Carers' Strategy 2018 - 2022
LEAD OFFICERS:	<p style="text-align: center;">Barbara Peacock - Executive Director, People Guy Van Dichele - Interim Executive Director of Adult Social & All Age Disability(DASS) Pratima Solanki – Director of Adult Social Care and All Age Disability</p>
CABINET MEMBER:	<p>Councillor Louisa Woodley Cabinet Member for Families, Health & Social Care</p>
WARDS:	All
<p>CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:</p> <p>This strategy addresses all three priorities in the Corporate Plan which link closely to the Opportunity & Fairness Commission Report themes with which the Carers' Strategy is aligned . This is evidenced as follows:</p> <ul style="list-style-type: none"> • Growth – creating growth in our economy – The Carers Strategy recommends working with employers to support carers to stay in employment and to support carers to find employment. This supports the local economy by supporting carers into work and also by enabling employers to understand the benefits of keeping long standing employees in the workplace. • Independence – helping residents to be as independent as possible. The Carers Strategy supports carers to live independently and, by supporting carers to continue to care for the person they're supporting, this means that the cared for person is more likely to stay in the community (and not move into residential care where they would be less independent). • Liveability – creating a welcoming, pleasant place where local people want to live. The Carers' Strategy discusses the importance of having a central hub for carers to come and attend for information, advice and guidance, and also health and wellbeing activities, in addition to other locations in the borough. 	
<p>FINANCIAL IMPACT</p> <p>No direct financial impact.</p>	
<p>KEY DECISION REFERENCE NO.: 0818CAB</p> <p>This is a Key Decision as defined in the Council's Constitution. The decision may be implemented from 1300 hours on the expiry of 5 working days after it is made, unless the decision is referred to the Scrutiny & Overview Committee by the requisite number of Councillors.</p>	

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

1. RECOMMENDATIONS

The Cabinet is recommended to approve the draft Joint (Croydon Council & NHS Croydon CCG) Carers Strategy 2018 – 2022, attached at Appendix A which has been co-produced by carers and key stakeholders in Croydon.

2. EXECUTIVE SUMMARY

- 2.1. The Draft Carers Strategy 2018-2022, attached for Members' consideration, has been approved by: carers in Croydon, the Carers Partnership Group, the People Department Leadership Team, the NHS Croydon CCG's Governing Body and the Joint Commissioning Executive. The Joint Carers Strategy will also be taken to the Health and Wellbeing Board in April 2018 for noting and discussion. Once approved by Cabinet this strategy will be available as a 6 to 8 page A5 document for carers to read and an easy read version will also be published.
- 2.2. Carers are a valuable part of our health and social care system. Croydon Council and NHS Croydon Clinical Commissioning Group (CCG) are committed to supporting carers. Carers are experts by experience, and their support ensures that the person they care for is receiving support from the person they would like to receive support from and in the place they would like to receive support.
- 2.3. The Care Act 2014 and Children and Families Act 2014 gave local authorities in England a legal responsibility to assess the needs of carers, support their eligible needs and promote their wellbeing. In addition to this, the Care Act and the Children and Families Act require councils to provide personalised support and to prevent, reduce and delay future needs for support. Carers are people who provide unpaid support to a family member, friend or neighbour. Many carers do not see themselves as carers as they may feel that it is a normal part of life. This support might include: personal care such as assistance with bathing and dressing, help with medication, cooking, grocery shopping and domestic tasks, accompanying to appointments, translating language, transport, help managing finances, emotional support, and telephone support.
- 2.4. In Croydon, carers save the local economy an estimated £654 million per year¹. Croydon is one of the largest boroughs in London, with an estimated population of 382,304. Of these, around 33,683 residents in Croydon are carers. This makes up 10% of the population. Around 31% of carers in Croydon have been caring for more than 20 years (these are likely to be parent carers supporting their son/daughter into adulthood) and 23% have been caring for between 5 and 10 years. Approximately 42% of carers in Croydon are male and 58% are female and the majority of carers are aged between 45 and 64 years old.

¹ Buckner, L. & Yeandle, S. (2015) Valuing Carers 2015. London, Carers UK.

- 2.5. 74% of carers in Croydon live with the person that they provide support for and many of them have their own health condition. 48% of carers are supporting someone with a physical disability, 29% are supporting someone with a learning disability, 29% are supporting someone with a dementia, 30% are supporting someone with age related illnesses and 26% of carers are supporting someone with a mental health problem.
- 2.6. Caring can have a negative impact on a carer's health and wellbeing. In Croydon, 72% of carers report feeling tired, 60% report feelings of stress, 60% report disturbed sleep and 35% report physical strain e.g. back pain as a result of their caring role. In addition to this, 24% of carers report that they have developed their own health condition and 24% report that their existing health condition has been made worse as a result of caring. Providing support to carers is the best way to help prevent a care breakdown, which can otherwise result in an emergency admission for the cared for person and/or the carer.

3. Key Priorities and Delivery Action Plan

3.1. From the workshops, a set of key priority actions were developed underpinned by a delivery action plan.

3.2. Priority one

Continue providing the current level of support for carers, this includes:

- Carer assessments, parent carer assessments and young carer assessments.
- Activity groups, peer support, physical activity sessions, therapy sessions, health and wellbeing sessions, education/psychoeducation groups which are (where appropriate) targeted towards different groups of carers.
- The Carers Support Centre on George Street.
- Benefits advice, legal advice and other one-to-one information and advice.
- Online information and advice and improve its accessibility and promotion
- Encouraging employers to become carer friendly, support carers into employment and supporting those in employment to stay in work
- Support for young carers and young adult carers
- Counselling for carers.
- Support eligible carers with a carer's personal budget.
- Keep engaging with carers
- Increasing awareness of young carers in schools and colleges to ensure they are being supported.
- Ensure funded services are promoted as council funded so carers are aware that they meet a certain standard.
- Review the provision of respite services in the borough and respond to the changing need of carers.

- Increase the promotion of current services to ensure more carers benefit from them.
- Increase identification of carers.
- Improve the Council's online directory of services.
- Promote the positive aspects of caring and in addition to this, initiatives such as opportunities for mentoring
- Improve integration of services in health and social care
- Work with the CCG to improve the accessibility of the psychological therapies services for carers in Croydon

3.3. **Priority two**

- Showcase examples of successful carers who manage to run a business whilst caring.
- Increase use of information technology for consultations and developed an online community.
- Ensure adult social care provide information packs for carers to include carers information. This should be both online and in paper format.
- Provide more training for carers to reflect the changing needs of carers in Croydon.
- Review support for former carers including bereavement support.
- Ensure staff in the council and NHS are carer aware.
- Support the development of a carer card/passport for young carers and young adult carers.
- Provide discounts for carers in Croydon.
- Work with the NHS to better identify carers, e.g. from general practice.
- Hold more engagement events with young adult carers to allow them to directly feedback.
- Increase awareness of carers in health and social care to ensure carers are identified earlier and involved in discussions. This includes awareness of young carers.
- Support ways to reduce the stigma associated with male carers.

3.4. **Priority three**

- Encourage businesses to get involved and sponsor events for carers in Croydon.
- Work with local pharmacies and dentists to identify carers earlier.
- Work with NHS Croydon CCG to improve information & advice provided at hospital discharge and ensure that carers are consulted in the process.
- Better promote Croydon Council's volunteering policy to enable more staff to volunteer during work time.

- Extend free swimming scheme for under 16s in the holidays to young carers all year round.
- Review schools' & colleges' understanding and support for young carers in Croydon.

4. Next Steps

- 4.1. This strategy has been co-produced with carers and professionals in Croydon. The delivery of the action plan will be overseen by Croydon Council and NHS Croydon CCG through the Joint Commissioning Executive. The Carers Partnership Group will also scrutinise the delivery of these actions and where necessary support the delivery of the strategy.

5. CONSULTATION

- 5.1. The draft outcomes in this strategy originate from the Opportunity & Fairness Commission Report. The themes from the Opportunity & Fairness Commission Report underpinned commissioning of carers services in Croydon two years ago. At the time, these themed outcomes were coproduced with the Carers Partnership Group. These were then adapted for this strategy. The outcomes, action plan and outcome measurements of this strategy were co-produced with both young and adult carers, professionals and other key stakeholders. In total, 239 carers and professionals were engaged through 22 workshops. This was made up of 111 carers and professionals attending 13 workshops to coproduce the themes, ideas on service provision and commissioning. They helped to identify gaps in the current system that have informed the development of this strategy. This was accompanied by an online survey open for six weeks. Following this period, 9 further workshops were held with a total of 95 carers and professionals to feedback and listen to the community to ensure we had successfully captured the views and experiences of carers in Croydon. This too was accompanied by an online survey which was open for 6 weeks.

6. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 6.1 The annual budget for Carers support services is £531k out of the Council's Community Fund. There are several services commissioned for Carers and the contracts for these are up to September 2019 with a 2 years scope for extension. The performance of the contracts is monitored by the Carer's lead commissioner in the council.
- 6.2 The council also funds 'time for me' payments for individual carers through the adult social care budget whereby a once a year one off carers payment can be made for those carers whose needs have been assessed and put through our resource allocation system (Carer's RAS). The Adult Social Care budgets are robustly monitored to ensure spend within budget.
- 6.3 The priority actions in the Carer's Strategy will be delivered using the current and existing budget set for Carers services within Croydon.

Approved by: Josephine Lyseight, Head of Finance (People) on behalf of Lisa Taylor Director of Finance, Investment & Risk

7. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 7.1. The Solicitor to the Council comments that the Care Act 2014 relates to adult carers- those who are over 18 who are caring for another adult. Young carers and adults caring for disabled children are assessed under the Children and Families Act 2014.
- 7.2. Since April 2015, local authorities have had a duty to take reasonable steps to identify children in their area who are young carers, and to determine if they need support. Local authorities must carry out an assessment whenever it appears that a young carer has a need for support .
- 7.3. In addition, the Council has statutory duties under the Care Act in respect of among other matters, preventing needs for care and support including specifically for carers, promoting an integration of care and support with health services, providing advice and information and assessing the support needs of Carers. In particular, Section 20 imposes a duty on the Council to meet a carer's need for support which meet the eligibility criteria.
- 7.4. Approved by: Sandra Herbert, Head of Litigation and Corporate Law for and on behalf of Jacqueline Harris-Baker Director of Law and Monitoring Officer

8. HUMAN RESOURCES IMPACT

- 8.1 There are no direct impact on the LBC workforce of the implementation of the Carer's Strategy, though the council recognises that some of its workforce will have caring responsibilities and has in place supportive policies to offer flexibility when needed.

(Approved by Sue Moorman, Director of Human Resources)

9. EQUALITIES IMPACT

- 9.1. The development of this strategy has involved a wide cross-section of carers from different protected groups to ensure it is fully representative and will support all carers in the borough.
- 9.2. A full Equality Impact Assessment has been completed and is attached as an appendix to this report- Appendix B

10. ENVIRONMENTAL IMPACT

- 10.1. None.

11. CRIME AND DISORDER REDUCTION IMPACT

11.1. None.

12. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

12.1. This strategy has been coproduced by carers and professionals in Croydon. Therefore the proposed outcomes have been designed and approved by the people who will be affected by the outcome of this strategy.

12.2. The Care Act 2014 & Children & Families Act 2014 placed a duty on local authorities to prevent, reduce and delay future need for care and support, this strategy helps to set out how the Council proposes to do this. In addition to this, the two Acts place a duty on the local authority on supporting carers, assessing their needs and meeting their eligible needs. This strategy sets out how we will do this.

13. OPTIONS CONSIDERED AND REJECTED

13.1. Not applicable.

CONTACT OFFICER: Stephen Bahooshy, Senior Commissioning Manager, 62359]

APPENDICES TO THIS REPORT: Appendix A Carers' Strategy

BACKGROUND PAPERS: Equality Analysis Form

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Draft Croydon Carers' Strategy 2018 - 2022



Acknowledgements

Croydon Council and NHS Croydon Clinical Commissioning Group would like to give a huge thank you to the 239 carers, professionals and stakeholders that helped to co-produce the outcomes, commissioning intentions and work plan in this strategy.

In addition to this, we would also like to thank Croydon Off the Record, Croydon Mencap, Mind in Croydon, The Whitgift Foundation Carers' Information Service, the Alzheimer's Society, Parents in Partnership and Horizon Care & Welfare Association for co-facilitating the workshops and to the Carers Partnership Group in Croydon for their continued input into this strategy and to achieving positive outcomes for carers.

DRAFT

Prepared by: Stephen Bahooshy,
Commissioning Manager, Adult Social Care

Date: January 2018

Contents

Acknowledgements	2
Carers' Forewords	5
Councillors' Forewords	7
GP Clinical Chair Foreword	9
Executive Summary	10
Introduction	14
What is a Carer?	15
About Croydon	16
Carers in Croydon	17
Impact of Caring	19
Legislation, Literature and Policies	23
The Care Act 2014	23
The Children & Families Act 2014	23
NHS England's Commitment to Carers	23
The Opportunity & Fairness Commission Report 2016	23
Carer Survey Report 2016 - 2017	24
Carer Engagement 2017	24
Carer Engagement 2015	25
Croydon Council as an Employer	27
Healthwatch 2016 & 2017	27
Making it Real for Carers	27
State of Caring	28
Croydon's Commitment to Carers	28
Current Services for Carers in Croydon, Funded by Croydon Council	29
Co-producing the Strategy with Carers and Professionals	31
Co-production Timeline	32
Co-produced outcomes, actions and outcome measures	33
Action Plan	39
Next Steps	40
References	41
Appendix	43



Helen Thompson
Manager, Carers Support Centre

I am confident that this strategy has been informed by the voice of Croydon's carers and that it recognises the diversity of carers' individual experiences and the support they need. When carers are asked to share their personal experiences and offer feedback on services, it is vital that those who commission and deliver services respect this voice and ensure that it remains at the heart of service delivery.

The strategy demonstrates this commitment, and I look forward to continuing to work alongside our colleagues and most importantly, carers, to ensure that this strategy is put into practice over the next five years.

Carers' Forewords

Roxanna Kishore-Bigord

Parent carer from the Parents in Partnership Forum

Although most parents can understand the caring responsibility that comes with having children, only a few truly understand what it is like to have your life changed drastically overnight. With a sudden illness striking my son in the summer of 2014, I was propelled into a life of round the clock caring, watching and worrying as his condition deteriorated.

The status quo faced daily is the strain of living with the unknown. How to juggle? How to cope? What to do? Is this going to get better? What does the future hold?

The Carers Strategy is a step in the right direction with regards to providing support and there is still more that can be done to ensure the pathway to navigate support and services is more user friendly to those who need it so desperately.

By taking part in consultations regarding the Carers Strategy I hope that I was able to share the concerns, hopes and visions of myself and of all carers. In time I hope this will make a real shift in how the cared for person and the carer are supported in Croydon.

I am an active member of the community, attending a number of different meetings supporting the local authority and third sector organisations. I frequently hear how Croydon looks at other boroughs to see what they are doing and how we can learn from them. I believe this strategy will be the start for the London Borough of Croydon to be the borough that people look to for guidance and advice on how to engage with carers and how to coproduce and deliver a strategy effectively.

Patricia Knight

Carer and member of the Carers' Partnership Group

As a carer member of the Carers Partnership Group I feel honoured to be asked to write an introduction to the strategy. I would first like to thank and congratulate all the carers who gave their time and volunteered their expertise to participate and make key recommendations.

When, a few years ago, my husband developed symptoms of dementia, I already had some knowledge of this devastating illness. But I would have faced difficulties had we not had a GP who made an immediate referral to an agency which, together with the Alzheimer's Society provided invaluable support in the following months.

I hesitate to single out specific areas among so many equally important recommendations, but would like to highlight financial support, respite, young carers and employment rights where I hope work will continue with employers to establish policies for carers at work.

I would like to conclude by endorsing the recommendations and action plan. For the strategy to succeed, carers, who best know the challenges of their role, must be central to its implementation.

Nicky Selwyn

Family carer representative, Learning Disability Partnership Board

Carers are a diverse bunch of people, as are the people we care for. Many of the challenges we face are similar, but our life stages, personal circumstances and our caring responsibilities may be very different. I am pleased that this strategy recognises that fact and acknowledges that 'one size doesn't fit all.' I appreciate the work that has gone into producing this strategy, above all the real focus on working co-productively with carers. This has meant that the strategy has genuinely been informed by the views and experiences of those on whom it will most impact. I look forward to seeing carers and professionals continue to work together to implement the action plan, as well as to evaluate the outcomes of the plan and of the commissioning principles.

Carers' Forewords

Freda Pearce

Parent carer representing Croydon Mencap and the Learning Disability Partnership Board

An excellent and in-depth report on Croydon Carers Strategy. A mammoth exercise where one hopes the recommendations can be achieved. We are already heading in the right direction, for instance we now have Walk in Our Shoes and carers' help and advice centres.

In addition to this, in Croydon we have a project to support young people with a learning disability to engage with others, learn new skills, support them into work and to engage with local organisations and business to promote learning disability awareness.

This report refers to carers and therefore we must remember to:

- Listen to carers
- Provide training for all NHS staff and carers.
- Undertake carer assessments

I hope that this strategy will result in improved health and wellbeing for both carers and the person they support.

Huda Ibrahim

Carer representative from Horizon Care & Welfare Association's Carer Support Service for black & minority ethnic carers.

I have participated in the discussion meetings conducted at Horizon Care & Welfare Association office along with a group of carers and suggested ways in which the services available for carers can be improved and how this improvement will be implemented. This has been my first experience in which I have participated in a focus group where we had a voice and a say and contributed to issues we believed needed to be addressed.

It has been a positive experience where our thoughts and ideas were taken into consideration. I have also gained an insight of the various services available for carers such as myself where we can get support.

Alfonso Greenbrook

Young carer, Off the Record

Having reviewed the draft for the Carers Strategy, and having had input at the young carers consultation group, I've determined that – from what I've read – the report would cater for all carers needs over the next four years. Personally, the introduction of working with general practices (GPs) to identify carers earlier is valuable, as this collaborative working will allow carers to access services easier and to be directed where to go to get them.

Providing more flexible opening times for the carers support centre is important as it allows carers to access services at a time which could be better and easier for them. Looking into opening on Saturday mornings will allow those at work or school during the week to access services easily. Different areas of the borough currently don't have services in the local area for carers, young and old, to use. By introducing services around the borough, carers (who may not live near Croydon town centre) will be able to access services easier without the trouble of travelling into central Croydon.

In addition, consultation groups will allow service users to be involved in the planning, design, monitoring and evaluation of services. This will allow users to shape the services they use.

Jonathan Mooney

Young adult carer, Off the Record

I was glad to see that there would be more support regarding employment, as leaving school to look for work with an already tight schedule can put a lot of stress on a young carer. I also agree with the fact that more will be done to help schools, colleges and the workplace understand what being a carer means and what they can do to help or understand the situation. I am happy to hear that more will be done in the advice clinics to help with things such as CVs and applications whether that be for work or legal documents. Personally I found that the help with my CV was invaluable as it finally set me up for helping get my first job and boosted my confidence regarding what I had done in my life so far in terms of skills.

Generally Young Carers has been a great use to me, it gives me a source of escape and support I'm grateful to have. It's a great service and has helped me in so many ways it's unbelievable, I would recommend to anyone who is a carer in a heartbeat.

Councillors' Forewords



Carers in Croydon provide a fundamental role within our local community. Many provide support to a parent, grandparent, sibling, son or daughter, friend or neighbour. They often go unrecognised for their invaluable support, for which Croydon Council

is grateful. Carers often do not realise they are carers and they can come from any background. Frequently, carers balance busy schedules of work and/or school or education, home life and caring for a person who needs their support. They may do this daily or weekly and it may extend to many hours of support for the cared for person.

Caring can be at times stressful but it can also be very rewarding to the carer and the cared for person. Carers often provide better care than can be provided by a care worker, as they know the cared for person best. They are experts in their field and often they are the person whom the cared for person would prefer to be supported by.

It is important that we support our carers to continue supporting the cared for person. Supporting carers can reduce their stress and anxiety, and can enable them to increase their social networks, as caring can sometimes feel quite isolating to a carer. Initiatives such as peer support groups, activity groups, exercise groups, one-to-one support, and information, advice and guidance can be hugely supportive to carers, which is why in Croydon we are committed to funding these initiatives. We have an excellent Carers Support Centre on George Street, which is regularly used by carers and acts as a hub for various services to be based, such as legal advice, benefits advice, health and wellbeing advice, carer assessments, mental health support, and many more.

By working together we believe that we can deliver the outcomes identified within this strategy which has been coproduced by so many carers in Croydon. I would like to thank all of those who have given their valuable time to help shape

this strategy. This strategy sets out our plans for funding services over the next five years and also the work we need to do in partnership with other organisations to ensure that our carers are best supported in school, college, university, employment, home and leisure.

Councillor Louisa Woodley
Cabinet Member for Families, Health & Social Care



Young people are the future of Croydon. Often young carers and young adult carers juggle their caring role with school, college, education or work. This can mean that they miss out on social activities that their peers do not.

In Croydon we are committed to supporting young carers and young adult carers. Through a charitable organisation, we provide support services to these groups of carers to support them during their schooling and higher or further education. We support them to find employment and provide information and advice for other issues such as housing or welfare and help them navigate the sometimes complex health and social care system. In addition to this, we provide counselling to support young carers in Croydon. We recognise that young carers and young adult carers are Croydon's future.

By continuing to support young carers, young adult carers and their parents and families, we hope to be able to provide these young people with the best start in life in Croydon in order for them to achieve their ambitions and form the next generation of healthy adults in Croydon.

Councillor Alisa Flemming
Cabinet Member for Children,
Young People & Learning



GP Clinical Chair Foreword

Carers across Croydon provide significant support to our health and social care system. Many are providing support to an elderly person or a young son/daughter. Anyone can be a carer, sometimes it can happen overnight, other times it can occur over a prolonged period of time. Carers support our medical teams to better understand the cared for person's needs and take on a large role in supporting someone to regain health or to continue their daily routine.

The NHS Commitment to Carers and the Five Year Forward View sets out how we would like to be working with carers in Croydon and this strategy helps to pull this information together with more localised knowledge of what is needed in Croydon over the next five years. We are lucky to have had so much input from the local community and from our partners in the NHS, third sector and local authority.

NHS Croydon Clinical Commissioning Group works with Croydon Council to provide support for our young carers. We have built partnerships across education, and between schools and the Young Carers Project are working to raise awareness and support identifying children and young people who have a caring role. Schools play a major part in supporting this work and ensuring we are meeting the needs of children and young people. The Young Carers Project has been supported by London and Quadrant housing for 2 years to implement the Young Carers in Schools Award.

The jointly commissioned Young Carers Project has recruited 6 schools last year and a further 5 schools this current year. As part of this process school staff are offered training and consultation from the Young Carers Project team and can work towards an award based on their progress in relation to understanding, informing, identifying, listening and supporting young carers.

We hope this good work can continue in Croydon and that we can continue to work together with our NHS clinical providers, social care and community organisations to provide support to carers and to learn from our experiences to ensure our services are always improving. Our aim is to ensure carers feel recognised and listened to by the NHS and that the information and advice we provide supports carers to continue the work that they do in the community.



Dr Agnelo Fernandes
Clinical Chair



In Croydon, carers save the local economy an estimated £654 million per year.



Executive Summary

Carers are a valuable part of our health and social care environment. Croydon Council and NHS Croydon Clinical Commissioning Group (CCG) are committed to supporting carers. Carers are experts by experience, and their support ensures that the person they care for is receiving support from the person they would like to receive support from and in the place they would like to receive support.

The Care Act 2014 and Children and Families Act 2014 gave local authorities in England a legal responsibility to assess the needs of carers, support their eligible needs and promote their wellbeing. In addition to this, the Care Act and Children and Families Act require councils to provide personalised support and to prevent, reduce and delay future needs for support.

Carers are people who provide unpaid support to a family member, friend or neighbour. Many carers do not see themselves as carers as they may feel that it is a normal part of life. This support might include: personal care such as assistance with bathing and dressing, help with medication, cooking, grocery shopping and domestic tasks, accompanying to appointments, translating language, transport, help managing finances, emotional support, and telephone support.

In Croydon, carers save the local economy an estimated £654 million per year. Croydon is one of the largest boroughs in London, with an estimated population of 382,304. Of these, around 33,683 residents in Croydon are carers. This makes up 10% of the population. Around 31% of carers in Croydon have been caring for more than 20 years (these are likely to be parent carers supporting their son/daughter into adulthood) and 23% have been caring for between 5 and 10 years. Approximately 42% of carers in Croydon are male and 58% are female and the majority of carers are aged between 45 and 64 years old.

74% of carers in Croydon live with the person that they provide support for and many of them have their own health condition. 48% of carers are supporting someone with a physical disability, 29% are supporting someone with a learning disability, 29% are supporting someone with a dementia, 30% are supporting someone with age related illnesses and 26% of carers are supporting someone with a mental health problem.

Caring can have a negative impact on a carer's health and wellbeing. In Croydon, 72% of carers report feeling tired, 60% report feelings of stress, 60% report disturbed sleep and 35% report physical strain e.g. back pain as a result of their caring role. In addition to this, 24% of carers report that they have developed their own health condition and 24% report that their existing health condition has been made worse as a result of caring. Providing support to carers is the best way to help prevent a care breakdown, which can otherwise result in an emergency admission for the cared for person and/or the carer.

Support services in Croydon



Coproducing this strategy

The outcomes, action plan and outcome measurements of this strategy were co-produced with both young and adult carers, professionals and other key stakeholders. In total, 239 carers and professionals were engaged through 22 workshops. This was made up of 111 carers and professionals attending 13 workshops to coproduce the themes, ideas on service provision and commissioning. They helped to identify gaps in the current system that have informed the development of this strategy. This was accompanied by an online survey open for six weeks. Following this period, 9 further workshops were held with a total of 95 carers and professionals to feedback and listen to the community to ensure we had successfully captured the views and experiences of carers in Croydon. This too was accompanied by an online survey which was open for 6 weeks.

Action Plan

From these workshops, the following action plan was created.

NB When delivering this action plan it is important to note that while many support services for carers can be delivered by a general service, attention should be paid to certain services and certain groups which may need more specialist and individual support services, for example; young adult carers, parent carers, black and minority ethnic carers, older carers, carers of someone with a learning disability, carers of someone with a dementia, carers of someone with substance misuse and carers of someone with a mental illness.



Executive Summary

Priority one

Continue providing the current level of support for carers, this includes;

- Carer assessments, parent carer assessments and young carer assessments.
- Activity groups, peer support, physical activity sessions, therapy sessions, health and wellbeing sessions, education/psychoeducation groups which are (where appropriate) targeted towards different groups of carers.
- The Carers Support Centre on George Street.
- Benefits advice, legal advice and other one-to-one information and advice.
- Online information & advice and improve its accessibility and promotion
- Encouraging employers to become carer friendly, support carers into employment and supporting those in employment to stay in work.
- Support for young carers and young adult carers
- Counselling for carers.
- Support eligible carers with a carer's personal budget.
- Keep engaging with carers.

In addition to this, we should focus on:

- Increasing awareness of carers in schools and colleges to ensure they are being supported.
- Ensure funded services are promoted as council funded so carers are aware that they meet a certain standard.
- Review the provision of respite services in the borough and respond to the changing need of carers.
- Increase the promotion of current services to ensure more carers benefit from them.
- Increase identification of carers.
- Improve the Council's online directory of services.
- Promote the positive aspects of caring and in addition to this, initiatives such as opportunities for mentoring.
- Improve integration of services in health and social care.
- Work with the CCG to improve the accessibility of the psychological therapies services for carers in Croydon.

Priority two

- Showcase examples of successful carers who manage to run a business whilst caring.
- Increase use of information technology for consultations and develop an online community.
- Ensure adult social care provide information packs for carers to include carers information. This should be both online and in paper format.
- Provide more training for carers to reflect the changing needs of carers in Croydon.
- Review support for former carers including bereavement support.
- Ensure staff in the council and NHS are carer aware.
- Support the development of a carer card/ passport for young carers and young adult carers.
- Provide discounts for carers in Croydon.
- Work with the NHS to better identify carers, e.g. from general practice.
- Hold more engagement events with young adult carers to allow them to directly feedback.
- Increase awareness of carers in health and social care to ensure carers are identified earlier and involved in discussions. This includes awareness of young carers.
- Support ways to reduce the stigma associated with male carers.



Priority three

Our third priority should be to:

- Encourage businesses to get involved and sponsor events for carers in Croydon.
- Produce a policy for Croydon Council staff to enable them to promote services in their emails.
- Work with local pharmacies and dentists to identify carers earlier.
- Work with NHS Croydon CCG to improve information & advice provided at hospital discharge and ensure that carers are consulted in the process.
- Better promote Croydon Council's volunteering policy to enable more staff to volunteer during work time.
- Extend free swimming scheme for under 16s in the holidays to young carers all year round.
- Review schools' & colleges' understanding and support for young carers in Croydon.

Next Steps

This strategy has been co-produced with carers and professionals in Croydon. Moving this action plan foreword will be the task of Croydon Council and NHS Croydon CCG, however there are a number of actions and opportunities for others to get involved in ensuring that these actions are delivered.

To help ensure these actions are delivered, it will be the task of the Carers Partnership Group to scrutinise the actions and where necessary support the delivery of the strategy.

These outcomes will be evaluated annually by Croydon Council to ensure the delivery of this strategy. This will be supported and scrutinised by the Carers Partnership Group.

Introduction

Croydon Council and NHS Croydon Clinical Commissioning Group (CCG) are committed to supporting carers. We recognise the invaluable input carers have on our health and social care system. Carers are experts by experience, and their support ensures that the person they care for is receiving support from the person they would like to receive support from and in the place they would like to receive support.



Carers can help prevent people from needing to move into residential care and they can provide a more personalised approach to care because they know the cared for person better than health and social care professionals. Supporting carers to continue to undertake this valuable role, is therefore paramount to our health and social care environment. This strategy shows Croydon's commitment to carers over the next five years.

The Care Act 2014 and Children and Families Act 2014 gave local authorities in England a legal responsibility to assess the needs of carers, support their eligible needs and promote their wellbeing. In addition to this, the Care Act and Children and Families Act require councils to provide personalised support, something that has been recently highlighted in a report by Healthwatch Croydon which looked into carers who support someone over the age of 65 years (Healthwatch Croydon, 2016). Furthermore, the NHS has pledged its support to carers, with the publication of the NHS England's Commitment to Carers 2014,

and the NHS Five Year Forward View 2014 (NHS England, 2014a; NHS England, 2014b). Both of these documents recognise the role of a carer as an expert by experience and the need to engage with and support them. Locally, the Croydon Opportunity & Fairness Commission Report highlighted the need to support carers in Croydon to prevent them from becoming socially isolated (Opportunity & Fairness Commission, 2016) and various local research has helped us identify ways to support carers.

The 2011 census shows that there are currently six million unpaid carers in England and Wales. Unpaid carers save the UK economy £132 billion per annum. In Croydon, carers save the local economy an estimated £654 million per year (Bucker & Yeandle, 2015). Providing support to carers is the best way to help prevent a care breakdown, which can otherwise result in an emergency admission for the cared for person and/or the carer (RCGP, 2013). Moreover, research indicates that for every £1 spent on carers, creates £4 of long-term cost savings to health and social care (RCGP, 2015).

What is a Carer?

Carers are people who provide unpaid support to a family member, friend or neighbour. Many carers do not see themselves as carers as they may feel that is a normal part of life. This support might include: personal care such as assistance with bathing and dressing, help with medication, cooking, grocery shopping and domestic tasks, accompanying to appointments, transport, help managing finances, emotional support, and telephone support.

For the purpose of this strategy, we are defining carers in the same way as described in the Care Act and the Children and Families Act. The Care Act defines a carer as “an adult who provides or intends to provide care for an adult needing care... [who] is not under or by virtue of a contract, or as [part of] voluntary work.” (Care Act 2014, p.10)

The Children and Families Act defines a young carer as “a person under 18 who provides or intends to provide care for another person” (Children and Families Act, p. 72) and the Act defines a parent carer as “a person aged 18 or over who provides or intends to provide care for a disabled child for whom the person has parental responsibility” (Children and Families Act, p. 74).

For the purpose of this strategy, when discussing carers, unless specified we are referring to these groups of carers:

1. **Adult carer:** an adult carer is someone aged 18 years and over who is caring for another adult with support needs, this could be a partner, parent, relative friend or neighbour.
2. **Parent carer:** a parent or guardian who provides care to an ill or disabled child or young person under the age of 18 to a greater extent than would be expected in a parenting role.
3. **Young adult carer:** is someone aged between 18 and 25 who is caring for another child, a young person or an adult with support needs.
4. **Young carer:** a child or young person under 18 years who provides regular, ongoing care and emotional support to a parent, sibling, relative, friend or neighbour with a support need. The care provided is over and above “helping out”, or the usual caring for an adult or sibling within the family.
5. **Former carers:** those no longer actively undertaking a caring role; this is usually as a result of a change in condition of the person they care for. This includes the death of the person, the person recovering and no longer needing care, or the carer wanting/having to stop providing care.

Carers from these groups may be supporting someone with a physical disability, frailty, mental health condition, learning disability, drug and/or alcohol issues or another long term and/or fluctuating condition. Carers can be from any ethnicity, faith or social background and of any sexual orientation. Carers can care for more than one person, may be studying, working or unemployed, and may have their own disabilities or illnesses. This strategy covers carers who are:

- living in Croydon and supporting someone living in Croydon
- living outside of Croydon and supporting someone living in Croydon
- former carers e.g. any of the above groups of carers for up to a year after they cease their caring role.

This strategy does not cover and should not be confused with the following groups; personal assistants, care workers, shared lives carers, or any other paid or volunteer care worker.



Carers are people who provide unpaid support to a family member, friend or neighbour.

About Croydon

Current population estimates from the Office for National Statistics suggests there are 382,304 residents in Croydon (ONS, 2016 cited in Croydon Council, 2017) this is an increase of 18,904 from 2010 where the census showed that there were 363,400 residents in Croydon (ONS, 2011).



This makes Croydon the second largest borough by population in London. In comparison to Greater London, Croydon has a higher percentage of people under 19 years and a higher percentage of people in every age group over 45 years. This means that where London on average has a higher percentage of people aged 20 to 44 year olds, Croydon does not share this same proportion of working age adults (ONS, 2016 cited in Croydon Council, 2017) who are less likely to access health and social care services. Croydon is a diverse borough, with 55% of residents stating that they are White, 16% Asian and 20% are Black/Caribbean/African/Black British (ONS, 2011). In total, 56% of residents are Christian, 6% Hindu, 8% Muslim and 20% have no religion.

Male life expectancy in Croydon is 80.4 years, while for females it is 83.4 years. If born today, men and women in Croydon can expect 63 and 64 years of healthy life expectancy respectively. Forty eight percent of residents in Croydon report having very good health, 35% state they have good health, 12% say they have fair health and 5% state they either have poor or very poor health (ONS, 2011). 64.7% of residents in Croydon are overweight. This is similar to the England average of 64.8% and higher than the London average of 58.8% (Sport England 2017, cited in Croydon Council 2017). Furthermore, 15% of males aged 18+ and 11.4% of females aged 18+ in Croydon are smokers. This is lower than both the national and London average smoking prevalence (ONS, 2016, cited in Croydon Council 2017).

Carers in Croydon

The 2011 census tells us there are 33,683 carers in Croydon, which makes up 10% of the total population of Croydon; this is higher than many other London boroughs including Merton, Lambeth, Southwark and Lewisham. Using the latest population estimates of Croydon, this means that there are around 35,000 carers in Croydon at present. Around 31% of carers in Croydon have been caring for more than 20 years (these are likely to be parent carers supporting their son/daughter into adulthood) and 23% have been caring for between 5 and 10 years (NHS Digital, 2017).

In Croydon, approximately 19,000 carers are in employment, of which over 2,000 are in employment and provide more than 50 hours of unpaid care per week. Approximately 42% of carers in Croydon are male and 58% are female. The majority of carers are aged between 45 and 64 years old (ONS, 2011), however new research from Age UK estimates that nationally, there are over 2 million carers aged 65 years and over, an increase of 300,000 from 2009 (Age UK, 2016). In Croydon, this is around 6,000 carers (ONS, 2011) and it is likely that many of these carers do not identify themselves as a carer.

Croydon has around 2,500 young people aged between 16 and 24 years that have a caring role and out of our total number of carers, approximately 7,000 provide over 50 hours of unpaid support each week (ONS, 2011). Interestingly, 74% of carers in Croydon live with the person that they provide support for and many of them have their own health condition. 48% of carers are supporting someone with a physical disability, 29% are supporting someone with a learning disability, 29% are supporting someone with a dementia, 30% are supporting someone with age related illnesses and 26% of carers are supporting someone with a mental health problem. (Note these percentages do not add up to 100 because many conditions overlap and some carers may be supporting someone with more than one health condition.) (NHS Digital, 2017)

In 2015 Croydon Council's Carer Engagement identified that 40% of respondents were able to identify themselves as a carer within six months of providing care (Bahooshy, 2015), which is significantly better than the two year national average that has previously been identified (Carers Trust Cambridgeshire, 2015).

In 2017, carers in Croydon identified three types of support that had the greatest impact on a caring role in the past 12 months. These were: a break from caring (45%), having a friend or relative who is able to help (38%), and having health professionals that listen and understand their caring role (33%) (Bahooshy & Welch, 2017). This is a slight change from the 2015 survey which showed that the top three types of support were; benefits (44%), a break from caring (48%), and having the right information available (35%) (Bahooshy, 2015).

Carers frequently report that our current services are good, for example when asked what we are doing well in Croydon, comments from carers were themed and included; good carer services "The Carers Support Centre is fantastic", they state that we have good signposting "Lots of signposting – been given lots of leaflets, details of support groups etc", respite/respite provisions "Support groups and respite support", training or education for carers "Coffee mornings, training and support groups" and counselling "The counselling service is excellent. Plus it holds evening sessions" (Bahooshy & Welch, 2017).



Interestingly, 74% of carers in Croydon live with the person that they provide support for and many of them have their own health condition.



The Carers Support Centre is fantastic.



GOOD SIGNPOSTING

“ Lots of signposting – been given lots of leaflets, details of support groups etc ”



RESPITE/RESPITE PROVISIONS

“ Support groups and respite support ”



TRAINING OR EDUCATION FOR CARERS

“ Coffee mornings, training and support groups ”



COUNSELLING

“ The counselling service is excellent. Plus it holds evening sessions ”

Impact of Caring

The State of Caring survey reported that:

73%



of respondents to a recent State of Caring survey in 2017 felt that their contribution is not understood or valued by the government (Carers UK, 2017).

82%

of carers report that caring negatively impacts on their health (Carers UK, 2015).



69%



find it difficult to get a good night's sleep as a result of their caring role.

45%



found it difficult to maintain a balanced diet.

54%



of carers had reduced the amount of exercise that they take because of their caring role. (Carers UK, 2017)

Locally, a recent survey shows that over the last 12 months:

72%



of carers in Croydon reported feeling tired as a result of caring.

60%

felt stressed.

35%



had to see their own GP as a result of their caring role.

35%



of carers in Croydon have felt physical strain e.g. back strain, as a result of their caring role.

60%

disturbed sleep.



52%

of carers reported that their caring role had caused them some or a lot of financial difficulties in the past 12 months (NHS Digital, 2017).

44%



have feelings of depression as a result of caring.

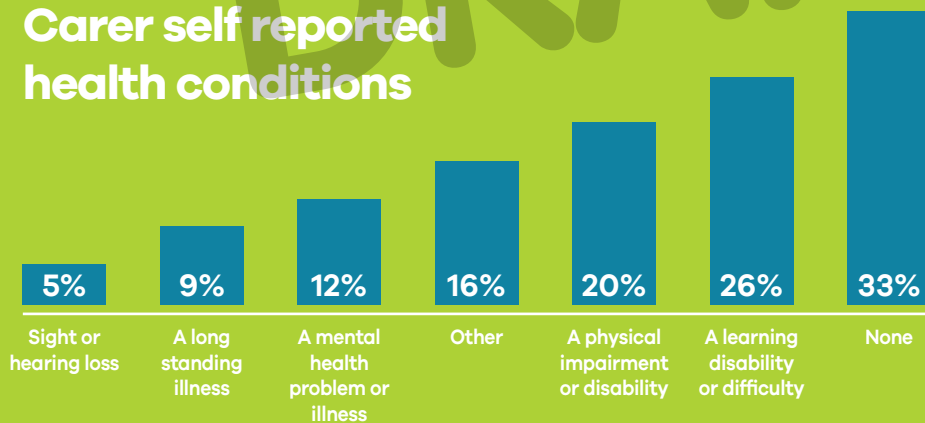
24%

felt that their caring role had made an existing condition of theirs worse.

Impact of Caring

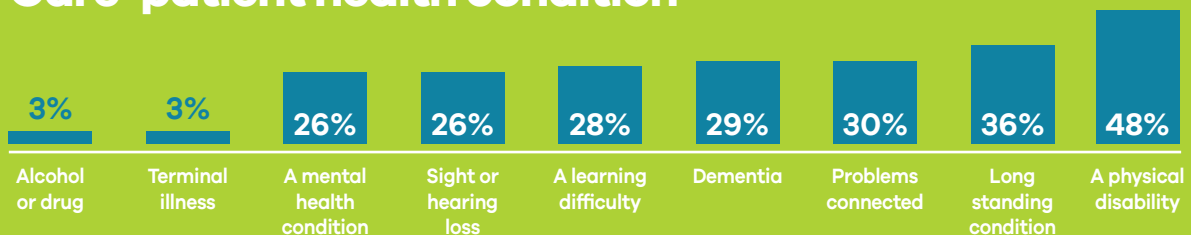


Carer self reported health conditions



Having a health condition is negatively related to carer quality of life scores⁴
 On average carers with health condition will score 2 points (on a 12 point scale) lower in quality of life than carers without a health condition¹

Care-patient health condition



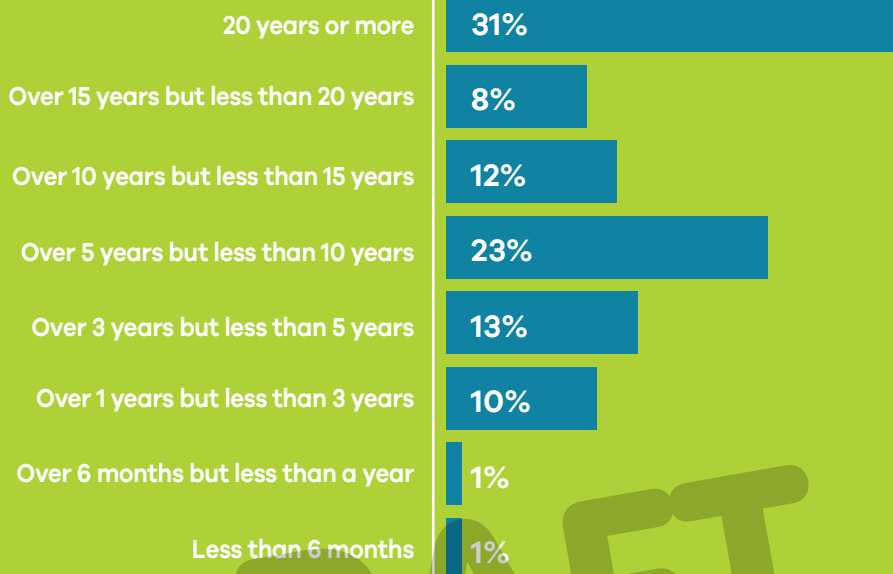
Note: Percentages do not add up to 100 because carers questioned could select more than one response. Furthermore, this sample is only representative of carers who have received a service from Adult Social Care within the last 12 months.
 Data source: NHS Digital 201

Health Impact of Caring






Note: Percentages do not add up to 100 because carers questioned could select more than one response.

Duration of caring roles in Croydon



How do carers spend their time?



-  I'm able to spend my time as I want, doing things I value or enjoy.
-  I do some things I value or enjoy with my time but not enough.
-  I don't do anything I value or enjoy with my time.

Legislation, Literature & Policies

The Care Act 2014 and Children & Families Act 2014 are the most notable pieces of legislation that provide the foundations for local authorities and providers to support carers. These two pieces of statute have laid the foundations for a number of key policy documents to be written on carers and have provided us with a growing source of information about what carers want and how we can support them. Here are a few of these sources of information that has helped to shape this Carers' Strategy including the outcomes, action plan and outcome measures, and the support available for carers in Croydon.

The Care Act 2014

The Care Act 2014 came into effect on 1st April 2015. Replacing the existing laws surrounding support for carers, the Care Act made it easier for local authorities to understand their role in supporting carers whilst giving them a legal duty to do so. The Care Act provided local authorities with a new definition of what a carer is, moving away from terms such as 'providing regular and substantial care' to focusing on a carer's wellbeing. The Care Act gave local authorities a duty to undertake carer assessments and to meet the eligible needs of carers through personalised support. A local authority is responsible for supporting carers over 18 who are providing support to an adult who is an ordinary resident within that local authority. In addition to this, the Care Act provided a duty on the local authority to promote carer wellbeing and to prevent, reduce and delay future needs for support.

The Children & Families Act 2014

The Children & Families Act came into effect on 1st April 2015. This piece of legislation complemented the Care Act in the sense that it provides local authorities with a new definition of young carers and parent carers of someone under 18 years. Like the Care Act, the Children & Families Act gave local authorities a duty to give young carers the right to a carer's assessment and to have their eligible needs met. In addition to this, the local authority has a duty to provide parent carers with a needs assessment, should they request one or where it appears they have a need.

NHS England's Commitment to Carers

In 2014, NHS England published two notable documents that showed its intentions to support carers, these were the Five Year Forward View and NHS England's Commitment to Carers. Both of these documents highlighted the hugely important role that carers play to assist the NHS and acknowledged that they are not always recognised for their efforts. From this, the NHS promised to support carer wellbeing and by meeting outcomes such as recognising their role, respecting and involving carers in discussions about the cared for person, share information with carers, provide flexible care wherever possible and signpost to the relevant services.

The Opportunity & Fairness Commission Report 2016

This report was commissioned by the local authority in order for it to better understand the needs of its residents. The researchers spoke to over 3,000 residents in Croydon and employers. The report made a number of key recommendations for Croydon Council to consider, these were laid out into key themes, and these were;

- Vibrant, responsible and connected communities. Here the report recommended that the council sets an example by encouraging staff to volunteer on social priorities, support the idea of an online community, support asset based community development and to support devolution and providing communities with the power to make the necessary decisions that will affect them.

Legislation, Literature & Policies

- A town centre that lifts the whole borough. The report recommended that Croydon becomes a London Living Wage zone, that it supports young people into work and to support flexible working arrangements.
- Leaving no child behind. Here the report recommended more openness to sharing best practice, more engagement with schools and sharing best practice on wellbeing within schools and to move towards an outcomes based commissioning approach for services for young people, parents and pupils.
- A connected borough where no one is isolated. Here the report recommended that the council and NHS Croydon Clinical Commissioning Group (CCG) work together to reduce social isolation, work with communities to help them become dementia friendly, support outreach services in GP practices, to implement the council tax precept to provide additional funds to adult social care, and to prevent carers from becoming socially isolated.
- Supporting residents towards better times. The report recommended more work experience for college students, GP services extended into the community wherever possible, debt consolidation and benefits advice and to offer businesses reductions in council tax if they sign up to paying the London Living Wage.

Carers Survey 2016 - 2017

Every 2 years, Adult Social Care undertakes a survey for carers across Croydon who have been in receipt of a service within the previous year. This is a postal survey. This year, 396 carers responded (response rate 24.8%). From this, we found that 42% of these carers are in paid employment and 24.8% were not in employment due to their caring role. The majority of carers (54%) spend more than 35 hours per week caring and 31% carers reported that they had been caring for 20 years or more.

18% of carers reported that they have little social contact and feel socially isolated, however 100% of 18 to 24 year old carers felt they have as much social contact as they would like. 39% of carers felt that they did not find information and support easily. The survey reported that carers quality of life and satisfaction with services has declined in Croydon. Unfortunately this trend is in line with the national picture for England and for London (Gamble, 2017).

Carer Engagement 2017

In 2016, Croydon Council undertook some research to better understand the needs of carers and to help develop this strategy, the objectives of this research were: to identify the needs of carers in Croydon; to understand what we are doing well in Croydon for carers; to identify areas for improvement to carer services, and what we should focus on over the next year; and to support the development of the Carers Strategy 2017-2021. Two methods of data collection were utilised: an online and paper survey and seven focus groups. These were co-designed with the support of the nine carer organisations in Croydon. To increase uptake, the nine carer organisations shared the online survey link out to their client databases. Of the focus groups, six were conducted in existing groups to ensure that carers who may not usually attend engagement events were heard.

322 people participated. Of these, 262 people responded to our online/paper survey and 60 carers attended the seven focus group sessions. When asked to state the three types of support that had the greatest impact on a caring role in the past 12 months, the top three were: a break from caring (45%), having a friend or relative who is able to help (38%), and having health professionals that listen and understand their caring role (33%). This is a slight change from the 2015 survey which showed the top three types of support were; benefits (44%), and break from caring (48%), and having the right information available (35%).



Carers came up with a number of recommendations:

- 1 To provide more flexible opening times for carer support services
- 2 To provide services for carers in different areas of the borough
- 3 To provide equitable financial support for carers
- 4 To have more access to a break from caring e.g. activity days or affordable respite provision
- 5 To provide carers with more support in employment e.g. promote flexible working, provide a carer support group for working carers
- 6 Better promotion of the current services for carers in the borough
- 7 To provide support for carers after their caring role has ended
- 8 Feedback to NHS Croydon Clinical Commissioning Group (CCG) the issues relating to Increasing Access to Psychological Therapies (IAPT) services in Croydon
- 9 Work with general practices (GPs) to identify carers earlier
- 10 To promote the commissioned services clearly stating that they are funded by Croydon Council
- 11 To work with the hospitals in Croydon to enable better communication during patient discharge
- 12 To provide one-to-one support and group activities for young adult carers and promote awareness of young adult carers to the local colleges and sixth form colleges.
- 13 For health, social care and all council staff to have a better understanding of a caring role
- 14 To provide carer assessments and financial support to parent carers of someone under 18 years

It was identified that there was some overlap between the Carer Engagement 2017 and 2015, in terms of carers making similar recommendations. The recommendations were made by carers and were therefore their perception at the time of the research. If a project had been undertaken as a result of a recommendation in the Carer Engagement 2015, but carers in the focus groups or those responding to the survey mentioned this again in 2017, this would still have been reported as a recommendation, however carers would have been informed that progress was made in this area. Duplicating the recommendation therefore highlights the need for this action.

Carer Engagement Report 2015

In 2015, Croydon Council undertook some research to better understand the local carer population. The objectives of this research were: to understand the length of time it takes carers in Croydon to recognise their caring role, and the type of support they first access; to identify the needs of carers in Croydon; to understand what we are doing well in Croydon for carers; and to identify areas for improvement to carer services in Croydon, and from this, what we should focus on over the next year.

In total, 170 people participated in this engagement exercise. Of these, 127 people responded to our online survey, and 43 carers attended the four focus group sessions. Results from the online survey indicated that 40% of carers in Croydon, were able to identify their caring role within six months. This was followed by 39% of carers who stated that it took between one and three years to identify themselves as a carer. 63% of carers stated that the first support service they accessed was information and advice.

Legislation, Literature & Policies

Carers from this engagement recognised that there were a number of services in Croydon that were performing well: the Carers' Information Service on George Street, the peer support groups, activity groups, social services, short breaks and respite, online information, lunch clubs, befriending, day centres in Croydon, the council's information and advice on direct payments, and NHS information and courses.

Carers from this engagement coproduced the following recommendations for Croydon:

- 1 For health and social care staff to have a better understanding of a caring role
- 2 To provide services for carers in different areas of the borough
- 3 To look into more flexible opening times for the Carers Support Centre e.g. alternative Saturday mornings
- 4 To have more access to a break from caring e.g. activity days or affordable respite provision
- 5 To provide carers with more support in employment
- 6 To promote the current services provided by the council and by other organisations
- 7 To increase the amount of contact services have with carers where necessary
- 8 Follow ups from GPs for carers of people with mental illnesses
- 9 More training for healthcare professionals on mental health issues
- 10 More accessible low level mental health services (e.g. IAPT)
- 11 Being able to discuss the cared for person's information with carers e.g. set up confidentiality agreements between patients and carers in GP practices

- 12 Not to reduce funding to carers support services
- 13 More translation of information materials into other languages
- 14 Better continuity of social services' staff
- 15 More direct payments for carers
- 16 More activities for carers and the people they support
- 17 Better council branding on commissioned services

Carers' Information Service: Not just a patient report

In 2017 the Carers' Information Service undertook some research to better understand the views of carers on GP services in Croydon. They surveyed 205 adult carers registered with a GP in Croydon and found that in general, carers view the support they receive by the healthcare system as positive, usually naming a particular GP or practice member as being understanding of their situation.

They found that 61% of carers say that their GP knows about their caring role although unfortunately only 18% of carers had been informed of the carer support available in Croydon, while 49% said that their GP would be a useful person to inform them. Only a third of carers stated that they had not been informed of their eligibility for an annual flu vaccine.

From this, carers stated that they would like more support in general practice and to see a more proactive approach to identifying carers (Deakin, 2017).

Croydon Council as an Employer

Croydon Council has a number of policies designed to support carers in our workplace. Croydon Council is passionate about supporting carers to continue working whilst caring. Staying in work can be valuable for some carers. Carers state that this can help take their mind off their caring role, can help prevent social isolation, supports the household finances and is better for the local economy. If you work in Croydon Council you can expect your rights as a carer to be supported. Croydon is an agile working employer and this is encouraged subject to service needs. You also are able to request flexible working from the start of employment, where appropriate, this could include flexible working hours or even working from home on some occasions. In addition to this, Croydon Council employs a large number of part-time staff and those in job sharing position. Our staff with a caring role value our policies that enable them to continue working whilst caring. We have a Staff Carers Support Network Group which meets every 6 to 8 weeks and also connects carers virtually. The network provides carers with the opportunity to share concerns, experiences and knowledge, support one another and also benefit from a number of guest speakers.

Healthwatch Croydon 2016 & 2017

In 2017, Healthwatch Croydon undertook some research to gain the views of black and minority ethnic (BME) carers in Croydon. They spoke to 52 BME carers and found that BME carers identified the need for GPs to identify and refer BME carers to the Carers Support Centre on George Street. In addition to this, they highlighted the issues around communication and language, where a number of people from the BME community either have English as their second language or do not speak English at all. Therefore there is a reliance on the carer to communicate for the cared for person.

Moreover, in 2016, Healthwatch Croydon undertook some research on carers of people over 65 in Croydon. Engaging with 46 carers, they identified that carers wanted support with the following;

- Hospital discharge: Carers stated that there were issues with hospital discharge, such as poor communication, not sharing information, patients confused at the point of discharge and carers/family members not involved in decision making. Carers were also confused by the advice around the cared for person's medication.
- Support at home: Carers said that they find it difficult to access support as and when they need it. Carers had concerns with care workers not always informing families if they are going to be late, or not coming at all.
- Care planning: Carers stated their frustration at the different care plans used by health, mental health and social care professionals, which often do not link together well. They feel that this prevents integration of these services.
- Allowances and assessments: Carers felt that they did not know their entitlements under the Care Act.

Making it Real for Carers

In 2013, ADASS (Association of Directors of Adult Social Services), Carers Trust and Think Local Act Personal worked together to coproduce a guidance document with carers. A national co-production advisory group was used, with workshops across the country. The resources consist of a series of 'I' statements which describe what carers need. These needs are split into six themes:

- Information and advice: having the information I need, when I need it.
- Active and supportive communities: keeping friend and family.
- Flexible and integrated support: my support, my own way.
- Workforce: my support staff.
- Risk enablement: feeling in control and safe.
- Personal budget and self-funding: my money.

Legislation, Literature & Policies

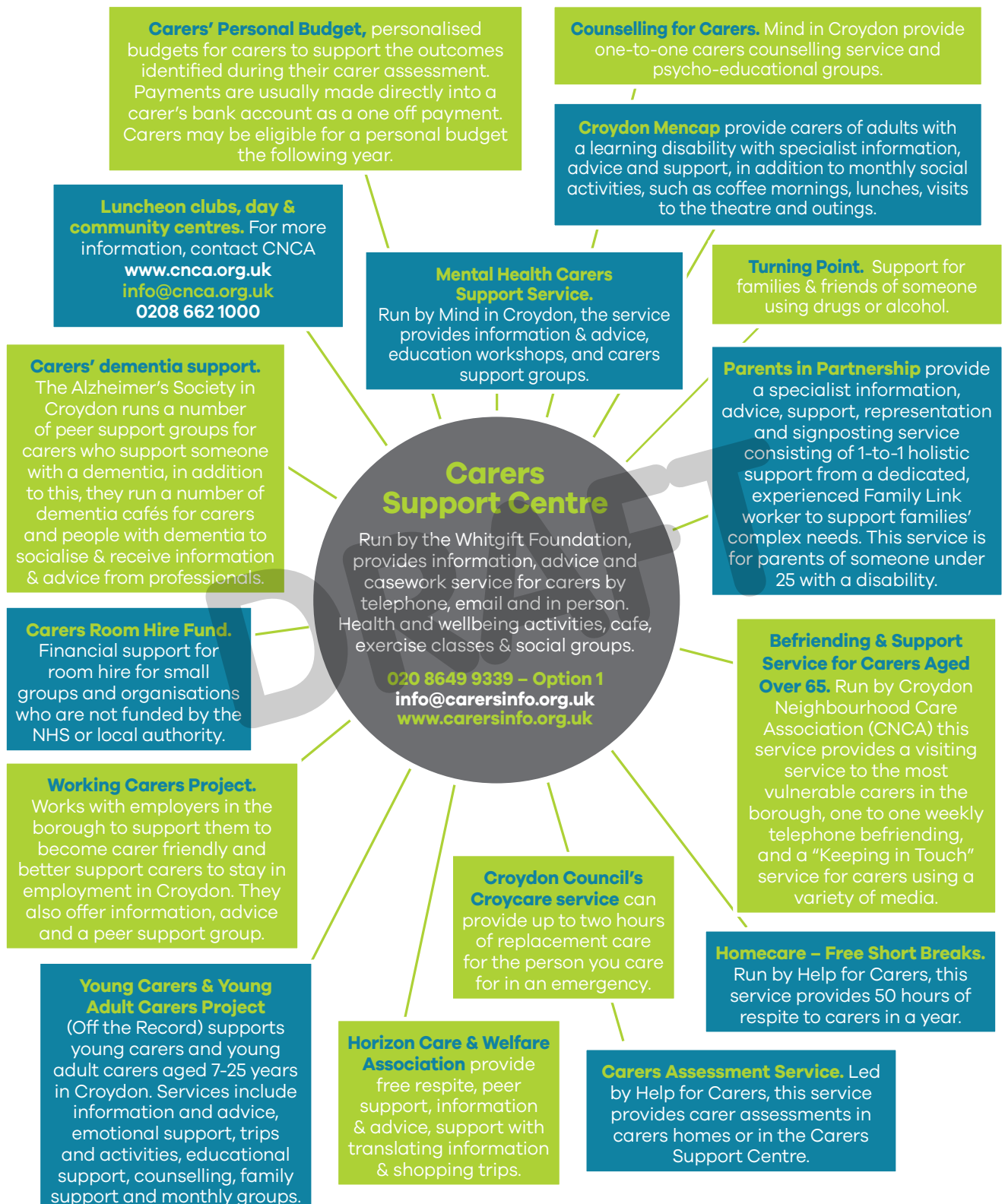
State of Caring

Every year, Carers UK undertakes a State of Caring report to collect evidence on a range of issues affecting carers' lives in the UK. In 2017, 7,000 people shared their views and experiences on what life is like for carers in 2017. The survey identified that 61% of carers reported that their physical health had deteriorated as a result of caring, while 70% of carers had said they have suffered mental ill health. 45% of carers stated that they found it difficult

to maintain a balanced diet and 54% of carers have reduced the amount of physical activity they undertake as a result of caring. 68% of carers stated that their GP was aware that they were a carer, but did not feel that they had done anything as a result. The report found that 40% of carers stated that they had not had a day off in a year and 29% of carers were worried that the practical support they currently receive may be reduced in the future.



Current Services for Carers in Croydon, Funded by Croydon Council



Croydon Council Commissioning Principles

Croydon Council's Commissioning Strategy sets out our principles for commissioning all services for our residents. These are to ensure that;

- We will take an outcomes based approach to commissioning;
- We will understand the needs and priorities of our citizens, now and in the future, and clearly specify our requirements;
- We will ensure that value for money and achieving sustainable efficiencies are the foundation of our commissioning solutions;
- We will involve customers and service users in the planning, design, monitoring and evaluation of services;
- We will ensure commissioning takes place at the most appropriate level (services will be personalised wherever possible);
- We will be honest about the financial and legislative frameworks in which services are to be provided;
- We will support market developments to ensure there is a mixed economy of commissioned services enabling partners and individuals to deliver services where they can enhance outcomes and efficiency;
- We will build the capacity of our local third sector and small businesses to ensure they have equal opportunity to participate in commissioning;
- We will promote investment in the local community through all stages of the commissioning process; and
- We will work jointly with other relevant local and regional commissioners to best secure positive outcomes and value for money for our residents (Croydon Council, 2012).

NHS Commissioning for Carers Principles

The NHS has 10 principles for commissioning for carers, these are important to help NHS Croydon CCG to commission services and implement practices to support carers in Croydon. These are;

- Principle 1, Think Carer, Think Family; Make Every Contact Count
- Principle 2, Support what works for carers, share and learn from others
- Principle 3, Right care, right time, right place for carers
- Principle 4, Measure what matters to carers
- Principle 5, Support for carers depends on partnership working
- Principle 6, Leadership for carers at all levels
- Principle 7, Train staff to identify and support carers
- Principle 8, Prioritise carers' health and wellbeing
- Principle 9, Invest in carers to sustain and save
- Principle 10, Support carers to access local resources (NHS England, 2014a)

Co-producing the Strategy with Carers and Professionals

This strategy was co-produced with both young and adult carers, professionals and other key stakeholders.

Number of workshops to develop strategy	13	Number of attendees	111
Number of workshops to feedback	9	Number of attendees	95
Number of online responses	31	Total participants	239

In total, 329 carers and professionals were engaged through 22 workshops. This was made of 111 carers and professionals attending 13 workshops to coproduce the themes, ideas on service provision and commissioning. They helped to identify gaps in the current system that have informed the development of this strategy.

In addition to this, results from the Carer Engagement 2015, Carer Engagement 2017 and the Adult Social Care Outcomes Framework 2017 survey results have helped to shape this strategy. Moreover, a recent report entitled 'Walk in Our Shoes', highlighted some of the concerns carers have with services that support someone with a learning disability in Croydon (Ballantyne & Kennedy, 2017) and a Healthwatch Croydon report in 2016 entitled 'Carers of the over 65s' provided additional insights into the views of carers locally, these views have also been taken into account when developing this strategy.

The workshops were held in a variety of locations including at the Croydon Council's Staff Carers Support Network, the Carers Support Centre on George Street, Croydon Mencap carer support group, Mind in Croydon's carer support group, Horizon Care & Welfare Association's carer support group, Croydon Council adult social care staff, the Carers Partnership Group in Croydon, and Off the Record's young carer support group and their young adult carer support group.

In addition to this, carers were able to feedback via a comments board at the Carers Support Centre.

To support the co-production of this strategy the workshops used the table in appendix one as a tool to identify what we are doing well in the

borough and should therefore keep doing and then what we should do additionally to meet the identified outcomes. Using the themes identified in the Opportunity & Fairness Commission Report in 2016, the workshop tool linked the Opportunity & Fairness Commission report to the Carers Strategy by enabling us to build on the outcomes that had previously been developed in partnership with the Carers Partnership Group in 2016 in preparation for the recommissioning of carer services which took place via the Community Fund. The Community Fund services commenced in October 2016 and are due to run until 30th September 2019. During the workshops carers and professionals were able to comment on and suggest new outcomes for this strategy for Croydon. Furthermore, carers and professionals could comment on prospective outcome measurement.

Once the draft report was complete a further 9 focus groups were held, this is represented in the timeline below. The purpose of these focus groups was for the strategy to be reported back to the community in order to provide them with an opportunity to comment on any areas including the previously unwritten action plan, and to provide any further details that they may have missed during the first set of focus groups. 95 carers and professionals attended these workshops which were held with various groups such as; the Carers Partnership Group, Adult Social Care & NHS staff, working carers, parent carers, black & minority ethnic carers, and carers of people with dementia. In addition to this, 31 carers fed back online.

Furthermore, both Carers UK and Carers Trust were given the opportunity to provide feedback on this report.

Co-produced outcomes, actions and outcome measures

From the workshops the following outcomes, actions and outcome measures were developed to support carers in Croydon. These were themed into the key themes identified from the Opportunity and Fairness Commission Report.

- 1 **Vibrant, responsible and connected communities**
- 2 **A connected borough where no one is isolated**
- 3 **Supporting residents towards better times**
- 4 **Leaving no child behind**
- 5 **A town centre that lifts the whole borough**

Please see table below for more information on how we will meet these outcomes in Croydon.



Theme	Vibrant, responsible & connected communities
Outcomes for carers	<ul style="list-style-type: none"> • Improved carer wellbeing through physical activity, peer support and education • A place that carers are proud of and want to look after as their community
MEETING THESE OUTCOMES	
What we should keep doing	<p>Continue to fund carer peer support groups for a variety of groups of carers. This is important as different groups of carers have different needs.</p> <p>Continue to consult with carers on a regular basis and offer opportunities for young carers such as apprenticeships, in addition to opportunities for carers to volunteer.</p> <p>Promoting the current services available for carers.</p> <p>Continue to fund activity groups such as sports and education, and social events for carers. In addition to this, we should continue the Young Carer in Schools Award.</p>
What we should do additionally	<p>Look for ways to work with the Increasing Access to Psychological Therapies (IAPT) service to increase accessibility of the service.</p> <p>Look for ways to increase the number of events held throughout the year (not just during Carers Week).</p> <p>Encourage local business to get involved and sponsor events for carers in Croydon.</p> <p>Showcase successful carers in Croydon for example, if they are self-employed and successfully managed to run a business whilst undertaking a caring role.</p> <p>Ensure all schools and colleges in Croydon are best able to support young carers and young adult carers so that they can reach a better attainment level during exams.</p>
How success will be measured	<p>Record number of carers referred to IAPT and record number of carers receiving an IAPT assessment.</p> <p>Record activity levels of wellbeing activities, physical activity sessions, peer support groups, education groups, apprenticeships, volunteers and therapy sessions.</p> <p>Record the percentage of carers whose wellbeing has improved using self-report measurement tools.</p> <p>Having a policy approved to promote services in emails.</p> <p>Percentage of staff conferences where the volunteering policy is promoted.</p> <p>Number of businesses who sponsored events.</p> <p>Create and implement a policy document to support teachers in schools and colleges.</p>

Theme	A connected borough where no one is isolated
Outcomes for carers	<ul style="list-style-type: none"> • A thriving and lively cultural offer which engages carers • A supportive network for carers that enables them to sustain relationships whilst continuing their caring role • Up-to-date information and advice for carers to support their needs • Carers report that they have as much social contact as they would like
	MEETING THESE OUTCOMES
What we should keep doing	<p>Continue to provide respite services, peer support groups, activity days/day trips, homework clubs, home visits and transportation services to various groups of carers.</p> <p>Continue to fund the information and advice services provided in the borough, e.g. the Carers Support Centre and Advice Services Croydon.</p> <p>Continue to fund the carer assessment service in Croydon which is able to provide personalised support for carers to help meet their identified outcomes.</p>
What we should do additionally	<p>Increase use of computers/information technology to ensure carers are able to stay connected with family members and friends. This could also be used to speak to professionals, e.g. via Skype, and also an online community network for carers.</p> <p>Improve promotion of current services available in Croydon.</p> <p>Ensure that services commissioned by Croydon Council are explicitly promoted as Council funded to ensure carers understand which services are publically funded and ensure carers understand which organisations we are in partnership with and that meet the required standard to deliver a reputable service.</p> <p>Improve the respite provision in the borough by increasing the range of choices and flexibility of respite available to carers, this includes hosting events for carers, where the carer can bring the cared for person while they participate in an activity, knowing that their cared for person is in a room nearby.</p> <p>Information in accessible formats such as paper formats, and not solely relying on electronic copies. E.g. information provided by adult social care services and information for young adult carers.</p> <p>Improve its online directory of all services in the borough.</p> <p>Develop a carer passport for young carers and young adult carers to help them to identify themselves as carers and to provide a range of discounts.</p>
How success will be measured	<p>Capture event feedback and record activity e.g. Carers' Week.</p> <p>Record activity levels of wellbeing activities, physical activity sessions, peer support groups, education groups, apprenticeships, volunteers, 1-to-1 sessions, and therapy sessions.</p> <p>Record the percentage of carers whose wellbeing has improved using self-report measurement tools.</p> <p>Number of consultations offered via Skype and the number of Skype consultations held.</p> <p>Provide a 6 monthly update for the local offer website to ensure information about carers is up-to-date.</p> <p>Use the NHS Digital Carers' Survey</p>

Theme	Supporting residents towards better times
Outcomes for carers	<ul style="list-style-type: none"> • Carers are more financially resilient and live affordable lives. • Carers from all communities live longer, healthier lives through positive lifestyle choices. • Carers feel included or consulted in the discussions about the person they care for. • Carers are satisfied with social care services including commissioned support services.
	MEETING THESE OUTCOMES
What we should keep doing	<p>Continue to support carers in the workplace and supporting carers into work, for example the Working Carers Project and the Employment Support Service.</p> <p>Continue to support the development of death cafés in Croydon.</p> <p>Provide recognition to the palliative team at Croydon University Hospital whose work has been described as valuable and supportive.</p> <p>Continue to run benefits advice clinics from the Carers Support Centre on George Street and other benefits advice services to support income maximisation of carers.</p> <p>Continue to support eligible carers with a carer's personal budget.</p> <p>Commend our colleagues who are already involving carers in consultations and support others to develop these skills.</p> <p>Croydon Council should continue to engage with and listen to carers' views.</p> <p>Provide discounts for carers and look for ways to improve this scheme.</p> <p>The council should continue working with the CCG on health promotion initiatives such as the CCG's 'Together for Health' and the 'Just Be' website.</p>
What we should do additionally	<p>Increase the variety of training sessions available at the Carers Support Centre to ensure it best reflects the changing needs of carers in Croydon for example, stress management and managing challenging behaviour.</p> <p>Improve the integration of services in health and social care.</p> <p>Improve the discount scheme available for carers, potentially linking in with the rest of London to improve the discounts available for carers.</p> <p>Ensure Croydon Council funded services are properly branded as being funded by the council and better promoted to ensure more carers benefit from the support. Identifying the council as the funder is key to showing the good standard of the service, so carers know they can trust the organisation, but also to show carers and residents of Croydon, what we are spending their money on.</p> <p>Increase identification of male carers in Croydon.</p> <p>Work with commissioners to improve reliability of community care workers.</p> <p>Croydon Council should work with the NHS Croydon Clinical Commissioning Group and NHS Trusts to ensure a better hospital discharge. For example, better information at point of discharge and better notice periods prior to discharge.</p> <p>Increase awareness of issues surrounding confidentiality and carers which can prevent carers from gaining access to the cared for person's records, collecting results, or even providing additional information about the client. To support this, South London & Maudsley have produced a guide to confidentiality and carers which could be promoted by Croydon.</p> <p>Provide additional support for former carers to support these carers to re-establish their lives after their caring role has ceased.</p> <p>It was noted that Croydon Council should work with the NHS Clinical Commissioning Group and local general practices to enable them to better identify and support carers. For example, they could include a question on their new patient registration form to help identify carers in Croydon.</p> <p>Ensure all groups of carers and support projects are able to 'meet the commissioner'.</p> <p>More should be done to promote the positive aspects of caring and in addition to this, initiatives such as opportunities for mentoring.</p>
How success will be measured	<p>Number of carers receiving benefits advice and the amount of benefits identified (£) for carers.</p> <p>Number of carers receiving a discount card and the number of discounts available for carers.</p> <p>Use the NHS Digital Carers' Survey.</p> <p>Increase identification methods for referring carers from health and social care professionals.</p>

Theme	Leaving no child behind
Outcomes for carers	<ul style="list-style-type: none"> • Young carers are supported into adulthood and able to lead independent lives. • Increased identification of and support for young carers and young adult carers in schools and colleges. • Parent carers are supported to best enable them to care for their ill or disabled child.
	MEETING THESE OUTCOMES
What we should keep doing	<p>Continue to provide support for young carers, young adult carers and parent carers in Croydon. Support includes information, advice, guidance, peer support, activities, carer assessments, activity days, events and socials for carers and families, 1-to-1 support and holistic support.</p> <p>Continue to provide counselling for young people in schools and colleges and the funded support that many young carers are able to receive from their schools.</p> <p>Continue to provide free swimming for under 16s during the summer holidays.</p> <p>Support schools to be able to identify and support young carers and young adult carers throughout their education. For example, homework clubs are particularly useful for this group.</p> <p>Continue to support young adult carers in college and at university.</p> <p>Continue to provide support to carers to help them return to work or to find employment.</p> <p>Undertake a review of support available for young carers and young adult carers in schools across Croydon to ensure they are all supporting carers and where necessary, provide additional support to those identified as needing support.</p> <p>Increase provision of parent carer assessments. Currently there is a reliance on combined assessments. Ways should be explored to increase the availability of individual assessments and independent assessments completed by a third sector organisation.</p>
What we should do additionally	<p>Increase awareness raising of young carers and young adult carers in schools and colleges.</p> <p>Look into ways to tackle the stigma of young people and males coming forward for support.</p> <p>Improve understanding of the needs of young carers and young adult carers in general practice (GP) and adult social care to increase identification of these groups from GPs and adult social care.</p> <p>Improve understand of the needs of all groups of carers for all customer facing council departments.</p> <p>Work with local pharmacies and dentists to raise awareness of carers and identify and refer them to the Carers Support Centre.</p> <p>Look into extending the free swimming scheme for under 16s in the summer holidays to young carers all year round to enable them to stay active and if this could be extended for 17 and 18 year olds. In addition to this, other activities could be explored for inclusion within this scheme.</p>
How success will be measured	<p>Increased number of young carers and young adult carers being referred for support, specifically looking at the gender divide.</p> <p>Record the percentage of young carers and young adult carers whose wellbeing has improved using self-report measurement tools.</p> <p>Record the percentage of parent carers whose wellbeing has improved using self-report measurement tools.</p>

Theme	A town centre that lifts the whole borough
Outcomes for carers	<ul style="list-style-type: none"> • Encourage employers in Croydon to become carer friendly, to better support carers in work to stay in work and to support those who would like to get into work • Provide a central hub for all carers to be supported
	MEETING THESE OUTCOMES
What we should keep doing	<p>Continue to fund the Working Carers Project which encourages employers to become carer friendly, supports carers to stay in work and provides them with a forum in which to share experiences with other carers in similar situations to them.</p> <p>Continue to fund the Carers Support Centre on George Street which provides face-to-face support to carers, online or via the telephone, enables carers to meet other carers and enjoy a variety of the health and wellbeing activities, workshops and education sessions provided at the centre.</p> <p>In addition to this, continue to fund the hub and spoke model of support for carers which includes a number of third sector organisations.</p> <p>Continue to provide support for different groups of carers in Croydon.</p>
What we should do additionally	<p>Croydon should increase the support available to support people with disabilities to volunteer or take paid work.</p> <p>Work with community groups and the police to support carers to feel safer in the borough.</p> <p>Explore options for the Carers Support Centre to open at different times outside of Monday to Friday 10:00 till 16:00. For example, some Saturday mornings would be useful and some evenings. Additional opening hours could therefore be piloted.</p> <p>Increase promotion of the Working Carers Project. Croydon is one of a few boroughs that has this type of project, we therefore need additional effort to promote this to ensure it achieves its outcomes.</p> <p>Croydon Council should be a flagship organisation in terms of implementing its carer friendly workplace policies. There are supportive policies such as agile working, these need to be implemented equally across all departments where possible. Therefore managers should be better informed of these policies. In addition to this, we could explore Employee Assistance Programme to increase the offer for 6 face-to-face counselling sessions for carers, especially those undertaking a long term or intensive caring role.</p>
How success will be measured	<p>Record the number of organisations that engage with the Working Carers' Project and the number that sign up to being carer friendly.</p> <p>Record activity levels for employment advice sessions and record the number of carers supported into work.</p> <p>Record activity levels of attendance at the Carers Support Centre on George Street and hold a centralised carers' register.</p> <p>Varied opening times at the Carers Support Centre that responds to carer need.</p>

Action Plan

NB When delivering this action plan it is important to note that while many support services for carers can be delivered by a general service, attention should be paid to certain services and certain groups which may need more specialist and individual support services, for example; young adult carers, parent carers, black and minority ethnic carers, older carers, carers of someone with a learning disability, carers of someone with a dementia, carers of someone with substance misuse and carers of someone with a mental illness.

Priority one

Continue providing the current level of support for carers, this includes;

- Carer assessments, parent carer assessments and young carer assessments.
- Activity groups, peer support, physical activity sessions, therapy sessions, health and wellbeing sessions, education/psychoeducation groups which are (where appropriate) targeted towards different groups of carers.
- The Carers Support Centre on George Street.
- Benefits advice, legal advice and other one-to-one information and advice.
- Online information and advice and improve its accessibility and promotion
- Encouraging employers to become carer friendly, support carers into employment and supporting those in employment to stay in work.
- Support for young carers and young adult carers
- Counselling for carers.
- Support eligible carers with a carer's personal budget.
- Keep engaging with carers.

In addition to this, we should focus on:

- Increasing awareness of carers in schools and colleges to ensure they are being supported.
- Ensure funded services are promoted as council funded so carers are aware that they meet a certain standard.
- Review the provision of respite services in the borough and respond to the changing need of carers.
- Increase the promotion of current services to ensure more carers benefit from them.
- Increase identification of carers.
- Improve the Council's online directory of services.
- Promote the positive aspects of caring and in addition to this, initiatives such as opportunities for mentoring.
- Improve integration of services in health and social care.
- Work with the CCG to improve the accessibility of the psychological therapies services for carers in Croydon.

Priority two

Our second priority should be to:

- Showcase examples of successful carers who manage to run a business whilst caring.
- Increase use of information technology for consultations and developed an online community.
- Ensure adult social care provide information packs for carers to include carers information. This should be both online and in paper format.
- Provide more training for carers to reflect the changing needs of carers in Croydon.
- Review support for former carers including bereavement support.
- Ensure staff in the council and NHS are carer aware.

- Support the development of a carer card/passport for young carers and young adult carers.
- Provide discounts for carers in Croydon.
- Work with the NHS to better identify carers, e.g. from general practice.
- Hold more engagement events with young adult carers to allow them to directly feedback.
- Increase awareness of carers in health and social care to ensure carers are identified earlier and involved in discussions. This includes awareness of young carers.
- Support ways to reduce the stigma associated with male carers.

Action Plan

Priority three

Our third priority should be to:

- Encourage businesses to get involved and sponsor events for carers in Croydon.
- Produce a policy for Croydon Council staff to enable them to promote services in their emails.
- Work with local pharmacies and dentists to identify carers earlier.
- Work with NHS Croydon CCG to improve information & advice provided at hospital discharge and ensure that carers are consulted in the process.
- Better promote Croydon Council's volunteering policy to enable more staff to volunteer during work time.
- Extend free swimming scheme for under 16s in the holidays to young carers all year round.
- Review schools' & colleges' understanding and support for young carers in Croydon.

Next Steps

This strategy has been co-produced with carers and professionals in Croydon. Moving this action plan forward will be the task of Croydon Council and NHS Croydon CCG, however there are a number of actions and opportunities for others to get involved in ensuring that these actions are delivered.

To help ensure these actions are delivered, it will be the task of the Carers Partnership Group to scrutinise the actions and where necessary support the delivery of the strategy.

These outcomes will be evaluated annually by Croydon Council to ensure the delivery of this strategy. This will be supported and scrutinised by the Carers Partnership Group.



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Appendix One

Summary of carer and stakeholder focus groups

Below is a combined summary of all 22 focus groups, this includes the discussions from the 13 focus groups to develop this strategy and the additional 9 focus groups to feedback and listen. The online responses have also been incorporated into this summary. In total 239 stakeholders participated. During these discussions carers and key stakeholders had the opportunity to comment and advise on all areas of this table, this includes; what the outcomes are for carers, how we meet outcomes, what we are already doing, what we need to do additionally, and how success will be measured.

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Theme	Vibrant, responsible and connected communities
Outcomes for carers	<ul style="list-style-type: none"> • Improved carer wellbeing through physical activity, peer support and education • A place that carers are proud of and want to look after as their community
	MEETING THESE OUTCOMES
What we should keep doing	<p>Carers and professionals recognised that there are a variety of services in Croydon that support their wellbeing. These include the carers café and the Carers Support Centre, and the numerous peer support groups across the services, e.g. Mind in Croydon, Parents in Partnership, Croydon Mencap, Horizon, Alzheimer’s Society. In addition to this, carers stated that they found the wellbeing activities at the Carers Support Centre useful, e.g. Pilates, singing groups, education workshops, psychoeducation groups, IT support, massage therapy and the information and advice services in Croydon e.g. Advice Services Croydon and the Carers Support Centre. It was noted that Croydon has a good range of support services for different groups of carers and from different backgrounds, this is something that is important to carers and that they would like to see continue.</p> <p>Carers acknowledged the work that Croydon are doing in terms of consulting carers and keeping them involved in developments and plans for carer services and stated that this should continue. Furthermore, opportunities such as apprenticeships and volunteering were identified as keys ways that carers can be proud of their community. In addition to the work services do to promote themselves to ensure more carers receive support and at promoting carer assessments.</p> <p>In addition to this, young carers and young adult carers recognised that there were a number of sports clubs, exercise classes, peer support, parents coffee mornings and education work to support their needs in the borough. These carers also stated that they thought the Young Carer in Schools Award was something that was beneficial to support their recognition.</p>
What we should do additionally	<p>Carers and professionals felt that the Increasing Access to Psychological Therapies (IAPT) was not accessible to many carers due to various service issues, such as not responding to calls and long waiting lists. It was later identified (during consultation with SLaM) that due to patient confidentiality, SLaM do not leave messages (so therefore a carer would not know if they have called and their number is withheld, which may discourage carers from answering the phone. Carers therefore want to see this service improved and better able to support their needs.</p> <p>In addition to this, carers wanted to have more of the events we hold during Carers Week at other times of the year and in other parts of the borough, ensuring different areas have access to these events.</p> <p>Carers and professionals working in Croydon Council suggested that council staff could promote and support the carers’ services. Suggestions for this included having a designated space in the email signature to promote services, this could be changed every three to six months. In addition to this, it was suggested that the council volunteer policy was better promoted and encouraged to enable staff to use this time to volunteer within the voluntary sector carer services.</p> <p>Encourage local businesses to get involved and sponsor events for carers in Croydon. Moreover, carers thought it would be useful to showcase successful carers in Croydon for example, if they are self-employed and successfully managed to run a business whilst undertaking a caring role.</p> <p>Ensure all schools and colleges in Croydon are best able to support young carers and young adult carers so that they can reach a better attainment level during exams.</p>
How success will be measured	<p>Record number of carers referred to IAPT and record number carers receiving an IAPT assessments.</p> <p>Record activity levels of wellbeing activities, physical activity sessions, peer support groups, education groups, apprenticeships, volunteers and therapy sessions.</p> <p>Record the percentage of carers whose wellbeing has improved using self-report measurement tools.</p> <p>Having a policy approved to promote services in emails.</p> <p>Percentage of staff conferences where the volunteering policy is promoted.</p> <p>Number of business who sponsored events.</p> <p>Create and implement a policy document to support teachers in schools and colleges.</p>

Theme	A connected borough where no one is isolated
Outcomes for carers	<ul style="list-style-type: none"> • A thriving and lively cultural offer which engages carers • A supportive network for carers that enables them to sustain relationships whilst continuing their caring role • Up-to-date information and advice for carers to support their needs • Carers report that they have as much social contact as they would like
	MEETING THESE OUTCOMES
What we should keep doing	<p>Carers and professionals identified a number of services that support carers to remain connected and prevent isolation. These include respite services, peer support groups, activity days/day trips, home visits and transportation services. These services enable carers to meet other people in similar situations enabling them to socialise and share stories. These activities were noted as being offered via the Carers Support Centre on George Street, Mind in Croydon, Croydon Mencap, Parents in Partnership, the Alzheimer’s Society, Horizon and Help for Carers.</p> <p>In addition to this, carers recognised the value of the information and advice services provided in the borough, e.g. the Carers Support Centre and Advice Services Croydon. Carers valued the 1-to-1 support available via different services, including the 1-to-1 home support provided through Mind in Croydon. The information and advice services were valued in terms of their face-to-face support, support online and via the telephone. Moreover, telecare was recognised as a good form of support for carers, and the counselling support services for carers provided by Mind in Croydon.</p> <p>Carers and professionals valued the carer assessment service in Croydon which is able to provide personalised support for carers to help meet their identified outcomes. The service is led by Help for Carers and assessments can be undertaken in carers homes or in the Carers Support Centre. In addition to this, where necessary, social workers from Croydon Council can facilitate these assessments with carers. This was mirrored by young carers who felt that personalised assessments were key to providing support to them and their family.</p> <p>Young carers felt that the services available to them are accessible to find online and that the regular support groups are beneficial to them. Young adult carers thought the social events available for them were good, specifically the central locations where they meet and the option for gender specific activities too. In addition to this, they find social media useful and homework clubs.</p>
What we should do additionally	<p>Increase use of computers/information technology to ensure carers are able to stay connected with family members and friends. This could also be used to speak to professionals, e.g. via Skype, and also an online community network for carers.</p> <p>Improve promotion of current services available in Croydon, it is widely recognised that there are a significant number of projects available in Croydon to support carers, however sometimes publicity for these services is insufficient.</p> <p>In addition to this, ensure that services commissioned by Croydon Council are explicitly promoted as such to ensure carers understand which services are publically funded and ensure carers understand which organisations we are in partnership with and that meet the required standard to deliver a reputable service.</p> <p>Carers felt that we needed to improve the respite provision in the borough by increasing the range of choices and flexibility of respite available to carers. This includes hosting events for carers where the cared can bring the cared for person while they participate in an activity, knowing that their cared for person is in a room nearby.</p> <p>Carers felt that it is important to receive information in accessible formats such as paper formats, and not solely relying on electronic copies. E.g. information provided by adult social care services. In addition to this carers felt that parent carers should be able to access carer assessments in the same way adult carers supporting an adult can.</p> <p>Young carers and young adult carers felt that they needed a carer passport in order to identify themselves to professionals. In addition to this, they felt it would be useful to have discounted travel across the Transport for London network. Interestingly, this group also wanted to receive information in paper form, in addition to it being available online.</p> <p>Carers felt that the Council needs to improve its online directory of all services in the borough, this would help carers to be able to find the right service for them, when they need it.</p>
How success will be measured	<p>Capture event feedback and record activity e.g. Carers’ Week.</p> <p>Record activity levels of wellbeing activities, physical activity sessions, peer support groups, education groups, apprenticeships, volunteers, 1-to-1 sessions, and therapy sessions.</p> <p>Record the percentage of carers whose wellbeing has improved using self-report measurement tools.</p> <p>Number of consultations offered via Skype and the number of Skype consultations held.</p> <p>Provide a 6 monthly update for the local offer website to ensure information about carers is up-to-date.</p> <p>Use the NHS Digital Carers’ Survey</p>

Theme	Supporting residents towards better times
Outcomes for carers	<ul style="list-style-type: none"> • Carers are more financially resilient and live affordable lives. • Carers from all communities live longer, healthier lives through positive lifestyle choices. • Carers feel included or consulted in the discussions about the person they care for. • Carers are satisfied with social care services including commissioned support services.
	MEETING THESE OUTCOMES
What we should keep doing	<p>Carers and professionals were able to identify a number of initiatives in the borough to support carers towards better times. Examples of these were the Working Carers Project, which supports carers to stay in work, the employment support offered at the Carers Support Centre, the community based advocacy support available to carers through the various commissioned and non-commissioned services which can help carers with form filling and translating documents etc.</p> <p>Carers noted the value of the death cafés in Croydon and the support that they provide. Furthermore, it was noted that the palliative team at Croydon University Hospital were particularly useful and supportive.</p> <p>In addition to this, carers value the benefits' advice provided in the Carers Support Centre and across the borough which ensure carers are maximising their income wherever possible. Young adult carers also noted that the Mind in Croydon benefits team was a useful service for them.</p> <p>Carers noted a mixed response for feeling consulted in the discussions about the person they care for with examples such as; social workers, general practitioners and mental health services provided by South London & Maudsley.</p> <p>Carers noted the importance for the council to listen to their views and how this has been the case in recent years. Carers stated that this was important for them to be able to have a voice in shaping the support services available for them and to be able to have a contact with someone in the council.</p> <p>Young carers valued the carer card and the discount card which enables carers to go free for certain activities.</p> <p>The council should continue working with the CCG on health promotion initiatives such as the CCG's 'Together for Health' and the 'Just Be' website.</p>
What we should do additionally	<p>Increase the variety of training sessions available at the Carers Support Centre to ensure it best reflects the changing needs of carers in Croydon for example, stress management and managing challenging behaviour.</p> <p>Carers should be able to get discounts in a variety of locations across Croydon and London, this includes, large retail chains, supermarkets, DIY shops, leisure activities and Fairfield Halls.</p> <p>In addition to this, it was widely acknowledged that there are a number of good support services available in Croydon. However these need to be properly branded as funded by the council and better promoted to ensure more carers benefit from the support. Identifying the council as the funder is key to showing the good standard of the service, so carers know they can trust the organisation, but also to show carers and residents of Croydon, what we are spending their money on.</p> <p>Carers noted that the reliability of the care staff needed to improve, carers identified issues such as care workers not arriving on time or having to cancel at the last minute. Elsewhere, it was noted that the identification of male carers needs to increase, it was therefore suggested that effort was made to raise awareness of male carers in the borough.</p> <p>Croydon Council should work with the NHS Croydon Clinical Commissioning Group and NHS Trusts to ensure a better hospital discharge as this was identified as an area for development. Concerns were raised over lack of information and advice provided at point of discharge and short notice times provided by the hospital. In addition to this, concerns were raised over the issue of confidentiality and how this can prevent carers from gaining access to the cared for person's records, collecting results, or even providing additional information about the client, this is especially prevalent in mental health service. To support this, South London & Maudsley have produced a guide to confidentiality and carers which could be promoted by Croydon.</p> <p>An area identified for additional support was for former carers, whilst these are still supported by services including Alzheimer's Society, the Carers Support Centre and St Christopher's, it was noted that a small project focussing on supporting these carers to re-establish their lives after their caring role has ceased, would be helpful.</p>

<p>What we should do additionally</p>	<p>It was noted that Croydon Council should work with the NHS Clinical Commissioning Group and local general practices to enable them to better identify and support carers. For example, they could include a question on their new patient registration form to help identify carers in Croydon.</p> <p>Young adult carers felt that they wanted to have some ‘meet the commissioner’ and consultation events in order for them to provide feedback and speak directly to those in charge. This could include a variety of commissioners and senior social workers. In addition to this, they wanted to have healthy living/cookery courses.</p> <p>Interestingly, carers said that we focus too much on the negatives of caring, and that more should be done to promote the positive aspects of caring. From this carers suggested initiatives such as opportunities for mentoring.</p>
<p>How success will be measured</p>	<p>Number of carers receiving benefits advice and the amount of benefits identified (£) for carers.</p> <p>Number of carers receiving a discount card and the number of discounts available for carers.</p> <p>Use the NHS Digital Carers’ Survey.</p> <p>Increase identification methods for referring carers from health and social care professionals.</p>

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Theme	Leaving no child behind
Outcomes for carers	<ul style="list-style-type: none"> • Young carers are supported into adulthood and able to lead independent lives. • Increased identification of and support for young carers and young adult carers in schools and colleges. • Parent carers are supported to best enable them to care for their ill or disabled child.
	MEETING THESE OUTCOMES
What we should keep doing	<p>Carers and professionals noted there are a number of useful projects in Croydon to support young carers, young adult carers and parent carers. For example, Off the Record who provide peer support to both young carers and young adult carers, in addition to providing information and advice, assessments for young carers and activity days, events and socials for carers and families.</p> <p>Moreover it was noted that in Croydon we have good provision of counselling for young people in schools and colleges and many young carers are able to receive funded support from their schools. Carers also found the free swimming for under 16s a useful initiative during the summer holidays.</p> <p>Elsewhere, carers and professionals noted that Parents in Partnership (among many other services) are good at supporting parent carers in Croydon by providing peer support, information and advice, and 1-to-1 holistic support.</p> <p>Some carers felt that they had been supported well in their school and identified early. They also noted homework clubs were a useful resource. In addition to this, the support provided for young adult carers in college and at university was helpful and should continue.</p> <p>Croydon provides support to help people return to work or to find employment. It was noted that this service needs to be better publicised so that parent carers can make use of this service, for example after a period of caring for a young person.</p>
What we should do additionally	<p>Increase awareness raising of young carers and young adult carers in schools and colleges e.g. with talks from Off the Record. Moreover it was suggested that Croydon Council works with the schools to undertake a competition for Croydon schools, to enable us to identify more young carers and provide them with the necessary support.</p> <p>Look into ways to tackle the stigma of young people and males coming forward for support.</p> <p>Carers identified that general practitioners need a greater understanding of young carers and young adult carers. It was noted that they needed a better understanding of how to identify young carers and young adult carers and what support is available for them. Furthermore, carers discussed the importance of all adult social care staff having knowledge and an understanding of young carers and young adult carers; knowing that it is not just the responsibility of children's services and that many young carers are supporting a parent and therefore would not be known to children's services. Moreover, carers stated that all Croydon Council staff should have some knowledge and understanding, especially those in public face roles and housing departments.</p> <p>Elsewhere, carers suggested that the council should work with the local pharmacies and dentists in Croydon to help identify and refer carers to the Carers Support Centre.</p> <p>Carers suggested that we extend the free swimming scheme for under 16s in the summer holidays to young carers all year round to enable them to stay active and if this could be extended for 17 and 18 year olds. In addition to this, it was suggested that other activities could be explored for inclusion within this scheme.</p> <p>Young adult carers felt that there may be differences in experiences of young carers/young adult carers in the schools in Croydon. To support this, they suggest a review of the support in different schools to ensure we are providing a consistent approach. They suggested that more awareness could be raised via school assemblies etc.</p> <p>Parent carers and professionals noted that Croydon needs to do more work to provide parent carer assessments to better support them in their caring role. Whilst assessments are being done in a combined manner, carers have difficulty accessing parent carer self-assessments or an assessment by an independent organisation. This would be helpful in issues where disputes arise or where parents want to be assessed alone.</p>
How success will be measured	<p>Increased number of young carers and young adult carers being referred for support, specifically looking at the gender divide.</p> <p>Record the percentage of young carers and young adult carers whose wellbeing has improved using self-report measurement tools.</p> <p>Record the percentage of parent carers whose wellbeing has improved using self-report measurement tools.</p>

Theme	A town centre that lifts the whole borough
Outcomes for carers	<ul style="list-style-type: none"> • Encourage employers in Croydon to become carer friendly, to better support carers in work to stay in work and to support those who would like to get into work • Provide a central hub for all carers to be supported • Meeting these outcomes discussion
	MEETING THESE OUTCOMES
What we should keep doing	<p>Carers and professionals identified a number of services that support this theme, such as the Working Carers Project which encourages employers to become carer friendly, supports carers to stay in work and provides them with a forum in which to share experiences with other carers in similar situations to them.</p> <p>In addition to this, it was noted that the Carers Support Centre was a great facility in the town centre that is able to support carers face-to-face, online or via the telephone, whilst enabling carers to meet other carers and enjoy a variety of the health and wellbeing activities, workshops and education sessions provided at the centre. Furthermore, carers noted that Croydon Mencap's office, Mind in Croydon and Horizon Care & Welfare Association have useful bases in various areas in the town centre.</p> <p>Generally it was considered that services for carers are inclusive for all groups, ethnicities and religions. Carers stated that this was imperative and that work should continue to ensure that this is the case.</p>
What we should do additionally	<p>Croydon should increase the support available to support people with disabilities to volunteer or take paid work.</p> <p>Work with community groups and the police to support carers to feel safer in the borough.</p> <p>Carers noted that it would be more accessible for them if the Carers Support Centre was open at different times outside of Monday to Friday 10:00 till 16:00. For example, some Saturday mornings would be useful and some evenings. Additional opening hours could therefore be piloted.</p> <p>Croydon Council staff want to see Croydon Council as a flagship organisation in terms of implementing its carer friendly workplace policies. Working carers at the council recognised that it has supportive policies such as agile working, however the implementation of these policies was dependent on the individual line manager. Therefore managers should be better informed to ensure that these policies are fully implemented. It was noted that Croydon Council's Employee Assistance Programme is supportive to all staff including carers, especially the offer for 6 face-to-face counselling sessions, consideration was suggested here to increase this number for carers, especially those undertaking a long term or intensive caring role.</p> <p>Increase promotion of the Working Carers Project. It was noted that Croydon is one of a few boroughs that has this type of project, we therefore need additional effort to promote this to ensure it achieves its outcomes.</p>
How success will be measured	<p>Record the number of organisations that engage with the Working Carers' Project and the number that sign up to being carer friendly.</p> <p>Record activity levels for employment advice sessions and record the number of carers supported into work.</p> <p>Record activity levels of attendance at the Carers Support Centre on George Street and hold a centralised carers' register.</p> <p>Varied opening times at the Carers Support Centre that responds to carer need</p>

SUPPORTED BY AND CO-PRODUCED WITH:



For General Release

REPORT TO:	CABINET 19 March 2018
SUBJECT:	Safety Enforcement Policy
LEAD OFFICER:	Shifa Mustafa, Executive Director, Place Andy Opie, Director of Safety
CABINET MEMBER:	Councillors Hamida Ali, Alison Butler, Stuart Collins
WARDS:	All

CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:

Croydon Council recognises the importance of exercising its various enforcement powers to ensure that people and businesses comply with the law so that residents, businesses and visitors are protected. The Safety Division is collectively responsible for enforcing a vast array of legislation relating to housing, safe practices, rogue trading, anti-social behaviour and the environment. We ensure that officers are competent and properly authorised to carry out their duties in a fair, consistent and equitable manner.

These considerations accord with Croydon Council’s Corporate Plan 2015-18 independence priorities, namely:

- To create a place where people and businesses want to be.
- To provide a decent, safe and affordable home for every local resident who needs one.
- To help families be healthy and resilient and able to maximize their life chances and independence.
- To protect children and vulnerable adults from harm and exploitation.
- To create a place that communities are proud of and want to look after as their neighbourhood.
- To be innovative and enterprising in using available resources to change lives for the better
- To drive fairness for all communities, people and places
- A place where people feel safe and are safe.

Using our enforcement powers effectively is a key part of the Council’s campaign to clean up Croydon ‘**Don’t Mess With Croydon – Take Pride**’ and is an important addition to the council’s current strategic approach to improving standards for private sector tenants, tackling rogue landlords, improving ASB and environmental nuisance.

FINANCIAL IMPACT:

The current volume of Fixed Penalty Notices is below that forecast in the existing budget. As a result of the proposed charge, income could potentially increase, based on the number of fixed penalty notices currently served, by £14,000 - £20,000 per annum. It is anticipated that this will reduce the current shortfall, therefore no budget adjustments are anticipated.

KEY DECISION REFERENCE NO.: This is not a key decision

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

1. RECOMMENDATIONS

- 1.1 The Cabinet is recommended to note the extent of the enforcement work carried out within the Safety Division and formally adopt the new Safety Enforcement Policy;
- 1.2 Agree the new proposed charge for Fixed Penalty Notices (FPN) for litter offences, which is to increase from £80 to £150 with a reduction to £100 if the FPN is paid within two weeks of receipt;
- 1.3 Agree to increase the charge for Fixed Penalty Notices (FPN) for fly posting from £75 to £100, breach of a Community Protection Notice from £80 to £100 and Trade Waste receptacle offences (S47) from £100 to £110;
- 1.4 Delegate to the Executive Director of Place the ability to update the Safety Enforcement Policy in conjunction with the relevant Cabinet Member where such changes are necessitated by changes to legislation or government guidance.

2. EXECUTIVE SUMMARY

- 2.1 The purpose of the report is to outline the extent of the enforcement carried out by officers within the Safety Division, agree an increase in certain fixed penalty notice charges, and to obtain formal adoption of the new enforcement policy which covers, for the first time, all enforcement within the Division.

3. DETAIL

- 3.1 Enforcement is carried out by the following services:

Public protection:

- Houses in multiple occupation
- Selective licensing and housing
- Trading standards
- Anti-social behaviour
- Pollution
- Food and safety

Neighbourhood operations:

- Neighbourhood safety
- Environmental enforcement

3.2 The public protection service consists of approximately 65 staff who between them have responsibility for enforcing over 200 pieces of legislation. Notable achievements during the last 3 years include:

- The implementation of a borough-wide selective licensing scheme which makes it a requirement for all privately rented properties to be licensed with the council. Since the scheme was implemented we have licensed over 31,000 properties (95% of our estimated total), served over 600 improvement notices on properties in disrepair and 15 prohibition orders on properties unsuitable for habitation;
- 16 prosecutions for trading offences, with the maximum sentence handed down of 4 years and 3 months imprisonment;
- The outstanding work of the Trading Standards team on knife sales was mentioned in the Mayor of London's knife crime strategy in June 2017;
- 42 voluntary closures of food premises, 11 food and/or health and safety prosecutions, 45 health and safety improvement or prohibition notices;
- Maintenance of 24 hours service for emergencies, including out-of-hours noise complaints;
- The Pollution team won a national award for their work in air quality and freight – Logistics Champion of the Year for Public Services – from the Freight Transport Association in December 2017;
- Over 13,000 complaints about noise investigated;
- Development, consultation and implementation of a new Air Quality Action Plan;
- The ASB team have successfully applied for 30 premises closures, 34 injunctions (including 12 youth injunctions), 18 outright possession orders and 3 criminal behaviour orders (CBO) – these were the first CBOs to be led by a local authority;
- Almost 500 houses in multiple occupation inspected and licensed.

3.3 The neighbourhood operations service consists of approximately 50 staff who carry out a wide range of duties related to 'Green and Clean', including taking enforcement action and prosecutions. Notable achievements during the last 3 years include:

- Issuing around 850 fixed penalty notices per year for fly tipping/littering;
- Successfully prosecuted over 180 people for environmental offences, including one for a large accumulation of waste where the defendant was given a fine and costs totalling £10,000 and a prolific fly tipper who was given a custodial sentence of 12 months;
- Seized 34 vehicles for environmental offences and are a national leader in using this power providing advice to DEFRA and other local authorities;
- Issuing almost 1,000 Community Protection Notice (CPN) warning letters, and 52 actual CPNs;
- 345 street champions have been recruited and 191 community clean-ups carried out.

- 3.4 Since the creation of the Safety Division in 2015, services have worked increasingly well together to share information and work jointly to improve efficiency and obtain more effective results. Examples of this are the implementation of an information sharing portal, the development of excellent working relationships between the various teams/services and increased recognition of work carried out by other teams and the advantages of joint working. The division has also carried out specific exercises between several teams, eg area action relating to selective licensing and targeting specific areas where a number of issues, involving several teams, were prevalent. The increased awareness of the work of other teams led to recognition that officers had many similar methods of working but there were also differences in processes used to carry out similar tasks. Housing enforcement, regulatory services and neighbourhood operations all had their own enforcement policies. The combination of these 3 separate enforcement policies into one new document will lead to further improvements and ensure consistency.
- 3.5 The current rate of a fixed penalty notice (FPN) for litter offences is £80. From 1 April 2018, the Environmental Offences (Fixed Penalties) (England) Regulations 2018 will increase the maximum fixed penalty for littering from £80 to £150, with an increase in the default level of penalty from £75 to £100. Despite the council issuing more FPNs than ever before for these offences over the last 3 years the borough still experiences high levels of littering and low level fly tipping, for which these fines are used. They are therefore not acting as a deterrent to offenders. It is therefore recommended that the council adopt the highest level of fine permitted and to increase the charge to £150. This will send out a clear message that Croydon will not tolerate people who are ruining the borough with the illegal deposit of waste. In addition, it is proposed to introduce an early payment option for such littering offences so that where the FPN is paid within two weeks of receipt the amount payable will be reduced to £100. If it is not paid within the early repayment period, the full sum will be due.
- 3.6 In addition to the increase in FPN charge for littering offences this report proposes that we increase charges for three other offences as follows:
- Fly posting would increase from £75 to £100;
 - Breach of a Community Protection Notice from £80 to £100;
 - Trade Waste receptacle offences (S47) from £100 to £110.
- These changes mean that Croydon has adopted the statutory maximum FPN amount for each offence that it currently enforces with the exception of a breach of a Public Space Protection Order (PSPO). It is not possible to change this charge at the current time given that we consulted on the FPN amount for the current PSPO in the town centre. It would require further consultation on amendments to the PSPO before a change in the FPN amount could be agreed. It is therefore recommended to leave this one as it is until such a time that it becomes necessary to review the PSPO.
- 3.7 The new enforcement policy and FPN levies will enable the council to work more effectively in the future to improve the borough, making it a safer and more attractive place to live, work and visit. This is such a priority that the council have agreed to increase the number of enforcement officers in our neighbourhoods by 50%. Funds to recruit 20 additional enforcement officers have been agreed and will boost the current 40-strong enforcement service to help increase public confidence and community engagement, reduce fear of crime, prevent and deal with anti-social behaviour and to protect the quality of

the local environment. These enforcement officers will be additional 'eyes and ears' around the borough and will be equipped to deal with a range of concerns, from fly tipping to trade waste, litter, dog fouling and other anti-social behaviour.

4. CONSULTATION

- 4.1 Specific consultation has not been carried out regarding the information in this paper.

5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 At present there are no future savings/efficiencies currently anticipated.

Approved by: Lisa Taylor, Director of Finance, Investment and Risk and Deputy s151 officer.

6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 6.1 The Solicitor to the Council comments that it is appropriate to review and update the Council's Safety Division Enforcement Policy to accord with legislative changes and reflect new approaches to Council enforcement in this area. Any enforcement policy and subsequent use of enforcement powers by the Council will need to be undertaken in a responsible, consistent, appropriate and proportionate manner.

Approved by: Sandra Herbert, head of Litigation and Corporate Law, on behalf of Jacqueline Harris-Baker, Director of Law and Monitoring Officer

7. HUMAN RESOURCES IMPACT

- 7.1 There are no immediate human resources issues identified, however if any arose these will be dealt with under Human Resources policies and procedures.

Approved by: Jennifer Sankar, Head of HR Places on behalf of Sue Moorman, Director of Human Resources.

8. EQUALITIES IMPACT

- 8.1 An Equality Analysis was undertaken to assess the potential of an adverse positive or negative impact the new Safety Enforcement Policy and related powers would have on protected groups. The analysis recommended that no further detailed analysis is required.
- 8.2 The enforcement policy sets out a range powers available to the Council and how these will be legally applied. The policy largely reflects national legislation and the various powers will have been assessed for their impact on equality as part of the consultation and development process before the legislation was enacted. Although the policy is likely to have a positive impact on certain

protected groups, it will apply to the whole population and its use will be determined by the behaviour occurring rather than the protected group.

- 8.3 The new policy includes measures which officers take into consideration when taking enforcement action to ensure that all action is fair and proportionate.

9. ENVIRONMENTAL IMPACT

- 9.1 The various services within the Safety division, and the enforcement work carried out, have a significant impact on the environment through improving the energy efficiency of residential dwellings and ensuring that our neighbourhoods are maintained clean and green. These changes to the Policy and FPN amounts alone are not expected to make a significant change to the results already being achieved, but are intended to boost the current arrangements, and support and enhance the current stance against environmental incidents.

10. CRIME AND DISORDER REDUCTION IMPACT

- 10.1 These changes to the Policy and FPN amounts alone are not expected to have a significant impact but are intended to continue to raise awareness of a combined and joined up approach to enforcement activities across the Borough and to ensure that any information will be better shared between departments within Safety and referrals to related departments can be clearly defined.

Many other crimes are linked to or committed by offenders who commit environmental crimes, especially the upper tier, large scale offences (which can sometimes be evidenced to be “organised”) and so these changes are anticipated to support the Councils obligation under Section 17 of the Crime and Disorder Act in reducing overall crime in the borough.

11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

- 11.1 The enforcement policy requires updating to take account of changes in legislation and to ensure that enforcement is being carried out consistently across the division.
- 11.2 Despite the council issuing more FPNs than ever before for these offences over the last 3 years the borough still experiences high levels of littering and low level fly tipping, for which these fines are used. There are therefore not acting as a deterrent to offenders. It is therefore recommended that the council adopt the highest level of fine permitted and to increase the charge.

12. OPTIONS CONSIDERED AND REJECTED

- 12.1 Do not update the enforcement policy and carry on using three separate ones.
- 12.2 Do not increase the level of FPN.
- 12.3 Increase the level of FPN but not to the statutory maximum.
- 12.4 Increase the level of FPN but do not include a discount for early payment.

CONTACT OFFICER: Shayne Coulter, Head of Public Protection,
65631

APPENDICES TO THIS REPORT: Appendix A – Safety division enforcement
policy
Appendix B – Financial Penalties Rent
Repayment Orders

BACKGROUND PAPERS: None

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Place Department

Safety Division

ENFORCEMENT POLICY

April 2018

Contents

Section	Page no.
General	3
Private Sector Housing	8
Properties with Category 1 Hazards	15
Houses in Multiple Occupation	22
Public Health Enforcement Options	24
Food, Feed and Safety	29
Pollution	35
Trading Standards	44
Anti-Social Behaviour	50
Neighbourhood safety/environmental enforcement	59

GENERAL

Introduction

The effectiveness of legislation in protecting society depends on the compliance of those regulated. We recognise that most businesses and individuals want to comply with the law. We will, therefore, take care to help businesses and others meet their legal obligations without unnecessary expense, while taking firm action against those who flout the law or act irresponsibly, including prosecuting where appropriate.

Enforcement will be carried out in a fair, equitable and a consistent manner. While staff are expected to exercise judgement in individual cases, we have arrangements in place to promote consistency including in-process monitoring procedures and arrangements for liaison with other authorities and enforcement bodies.

We will consult with stakeholders when developing and amending this Enforcement Policy by sending a copy to representative groups and holding meetings, where appropriate, to obtain comments, and by publishing it on our website.

We will provide well publicised, effective and timely complaints procedures easily accessible to businesses, the public, employees and consumer groups. In cases where disputes cannot be resolved, any right of complaint or appeal will be explained, with details of the process and the likely time-scales involved.

Openness & Helpfulness

Information and advice will be provided in plain language on the rules that we apply and we will publish this as widely as possible. We will be open about how we set about our work, including any charges that we set. We will discuss general issues, specific compliance failures or other problems with anyone experiencing difficulties.

We believe that prevention is better than cure and that we should work with customers to advise and assist with compliance. We will provide a courteous, prompt and efficient service and our staff will identify themselves by name. We will provide a contact point and telephone number and will encourage customers to seek advice and information. We will ensure that services are effectively co-ordinated to minimise unnecessary overlaps and time delays.

We will make provision for the different needs of our customers in the following ways:

- we will participate in a 24 hours service to deal with urgent matters which occur outside office hours;
- we will provide an interpreter or translator if required;
- we will provide information in alternative formats to standard letters if required, eg large print, on audio tape or languages other than English;

- we will operate a 'flexible working system' for our officers so that they may be available to carry out visits etc outside of normal office hours (9-5, weekdays);
- We will utilise the Croydon Council website to help promote our services and provide information for stakeholders to increase awareness of their rights.

Proportionality

The costs of compliance will be minimised by ensuring that any required action is proportionate to the risks. We will take account of the circumstances of the case and the attitude of the operator when considering action. We will take particular care to work with customers so that they can meet their legal obligations without unnecessary expense.

Authorisation of Officers

Only officers who are competent by training, qualification and/or experience will be authorised to undertake enforcement action. Authorised officers will also have sufficient training and understanding of standard procedures to ensure a consistent approach to service delivery.

Officers who undertake enforcement action, including criminal investigations, will be conversant with the provisions of the Police and Criminal Evidence Act 1984 (PACE), the Criminal Procedure and Investigations Act 1996 (CPIA), the Data Protection Act 1998, the Human Rights Act 1998, the Equality Act 2010, the Regulation of Investigatory Powers Act 2000, the Freedom of Information Act 2000 and Anti-Social Behaviour Orders. Officers will also be aware of, and work to, the Council's Equal Opportunities Policy.

As well as council officers, contractors may also be authorised to take enforcement action.

Enforcement Options

Enforcement will be balanced by applying discretion wherever possible, taking a common sense approach and evaluating the risk inherent in each situation. The various options for action are to:-

- take no action;
- take informal action;
- take statutory action, e.g. service of statutory notices;
- carry out works in default (including emergency remedial works);
- seize equipment, vehicles or goods;
- prohibit a work activity;
- close down a business/part of a business or process;

- suspend or revoke an approval of a food business;
- issue licences with conditions;
- revoke licences or vary licence conditions;
- issue a penalty charge notice or penalty notice for disorder;
- issue a financial penalty charge for other offences;
- referral to partner groups such as mediation, community safety, tenancy managers etc.;
- anti-social behaviour and post-conviction anti-social behaviour orders;
- issue a caution;
- prosecute;
- seek an injunction;
- restraint, confiscation and forfeiture of assets under the Proceeds of Crime Act 2002

Details of how these various options (and others which are specific to certain services only) will be applied are given in the next sections.

Advice from an officer will be put clearly and simply and will be confirmed in writing, on request, explaining why any remedial work is necessary and over what time-scale, and making sure that legal requirements are clearly distinguished from best practice advice.

Before formal enforcement action is taken, officers will provide an opportunity to discuss the circumstances of the case and, if possible, resolve points of difference, unless immediate action is required (for example, in the interests of health and safety or environmental protection or to prevent evidence being destroyed).

Where immediate action is considered necessary, an explanation of why such action was required will be given at the time and confirmed in writing in most cases within 5 working days and, in all cases, within 10 working days.

Where there are rights of appeal against formal action, advice on the appeal mechanism will be clearly set out in writing at the time the action is taken (whenever possible this advice will be issued with the enforcement notice).

Prosecution

Consideration will be given to the Code for Crown Prosecutors and any other relevant documentation in cases where prosecution is an option, with all cases being referred to Legal Services for their opinion on whether prosecution should proceed. The final decision for instigating prosecutions rests with the Director of Law and those with delegated authority to make the decision to prosecute. The decision to take other

proceedings, for example financial penalties, will be taken by a competent officer within the service involved.

Relevant, admissible, substantial and reliable evidence of an offence will be available before prosecution proceeds. We will only instigate prosecution in cases where there is a realistic prospect of conviction, and a positive decision will always need to be taken that it is in the public interest to prosecute. The following general circumstances are considered likely to warrant prosecution:-

- the alleged offence involves a flagrant breach of the law such that the safety, health or well being of the public and/or an employee is/has been put at risk;
- there is a flagrant breach of a licence;
- the alleged offence involves obstruction, failure to disclose information or making a false statement;
- the alleged offence involves a failure to comply in full, or in part, with the requirements of a statutory notice or order;
- there is a history of previous warnings or the commission of similar offences, or clear evidence that the person concerned was fully aware that they were committing an offence;
- there has been blatant obstruction of or an assault on an enforcement officer;
- the offence is prevalent in the local area, causing harm to the community, environment, or amenity of the local area.

Cautions

In some circumstances, cautions may be appropriate rather than prosecution and such cases will be discussed by the case officer with the head of service, in accordance with the standard procedure on issuing cautions.

Appeals

Individuals and businesses have a right to question or appeal against enforcement action. There are statutory appeal mechanisms, details of which will be given when action is taken. In addition, a corporate complaints procedure is in place for dissatisfied customers, details can be found on the Council's website at <http://www.croydon.gov.uk/democracy/feedback/complaints-procedure/>

Every effort will be made to have appeals heard as soon as possible, but this is often outside our control. Costs will generally be sought if an appeal is found in favour of the Council or subsequently withdrawn by the appellant.

Powers of Entry

Access to properties is normally achieved by informal means by appointment with the occupier. If there is a need to enter a premises and prior notice would be counterproductive a visit will be made to the property without giving prior notice.

In appropriate circumstances, a Notice of Entry will be served or an application made to the Magistrates' Court for a warrant to enter, e.g. if access is refused, or the premises are vacant, or giving prior notice would be counterproductive.

The relevant parts of the Police & Criminal Evidence Act 1984 are followed as they apply to enforcement activities. In particular, where an inspection of a property constitutes a 'search', a notice (known as a 'Notice of Powers and Rights') is issued to the owner/manager if they are present at the time. This informs them of their rights and the powers under which the officer is acting.

Equalities Commitment and Human Rights

In line with our Equalities Commitment which is designed to advance equality of opportunity between people; foster good relations between different communities and eliminate discrimination, harassment and victimisation, all officers are expected to:

- Know the local community and understand its needs
- Engage with all our communities
- Deliver efficient, responsive services and excellent customer care
- Provide strong leadership, partnership and organisational commitment
- Be exemplary employees reflecting a modern and diverse workforce.

The European Convention on Human Rights is incorporated into domestic law by virtue of the Human Rights Act 1998. The Council recognises that the Act requires public authorities to operate in a way that is compatible with those rights, subject to occasions when interference is justified.

It is noted that the rights likely to be most affected by this strategy are those under Article 1 (right to peaceful enjoyment of property and possessions), Article 6 (the right to a fair trial) and Article 8 (respect of privacy and family life). We will at all times seek to strike a fair balance between the needs to protect the rights of residents, businesses and the public interest.

Investigations will be carried out in line with the Police and Criminal Evidence Act 1984 codes of practice and agreed procedures.

Monitoring of the Policy

We will set up a monitoring system whereby we will examine a sample of the enforcement action taken by our officers to monitor against this policy. This will be done by in-process monitoring and discussion at the regular one-to-one meetings between officers and managers. If changes are found to be needed an objective will be built into the Service Plan.

PRIVATE SECTOR HOUSING

Authority to Investigate or Enforce

The majority of enforcement powers involve the service of informal and statutory notices under the Housing Act 2004. There are also powers under the Housing Act 1985 (as amended) and under non-Housing Act legislation, e.g. the Environmental Protection Act 1990, the Building Act 1984 and the Public Health Acts 1936 and 1961.

The only actions that cannot be authorised at officer level are the making of a Closing Order or Demolition Order, both of which can be authorised by the Director of Safety, and a Compulsory Purchase Order, which needs to be referred to Cabinet for a decision.

Powers of Entry

Landlords should note that their tenant(s) have a right to invite us into the property for the purpose of inspection or investigation without the need to inform the landlord or require their permission. In many cases the tenant does not want the landlord to be present during our visits. For these reasons we do not, as a matter of course, give prior notification to landlords when we have arranged inspections of their properties and we can proceed to take informal action under the Housing Act 2004, and statutory action under other legislation, without giving such notice.

The exception to the above is when or if it becomes apparent that we need to take formal (statutory) action under the Housing Act 2004. In these cases at least 24 hours' notice of our intended visit to inspect the property will be given to the landlord – this may be by telephone call, email, letter or formal notice of entry depending upon the contact details that we have. For houses in multiple occupation, all occupants will be informed in addition to the landlord, in the same manner. In some cases this will happen after we have already been in contact with the landlord regarding informal action.

In these circumstances officers will also be specifically authorised to enter individual properties and the authorisation will be signed by an appropriate manager.

We do not need to give 24 hours' notice if we are inspecting a property to ascertain whether any offences have been committed relating to licensing, or to the management regulations of houses in multiple occupation.

Accredited Landlords

We will encourage private landlords to attend training sessions in order that they may become accredited under the London Landlord Accreditation Scheme or equivalent. Accredited landlords will be recognised as responsible landlords who employ good management techniques and we will work with these landlords informally rather than take statutory enforcement action wherever possible.

Housing Enforcement Options

Informal Action

In the majority of cases our initial action will be to write to the landlord to inform them that we have received a complaint about disrepair and asking that they deal with the matter. The action that we will proceed to take should they not respond to this request will be fully explained. The tenant will be asked to contact us again if the landlord does not respond and we will then take formal action as appropriate.

Further formal action may not be considered where the matter is of a very minor nature. In such situations the tenant will either be given advice or a one-off letter may be sent to the landlord and the case will then be closed. In cases where an owner-occupied property is having a deleterious effect upon adjoining properties, or the amenity of the neighbourhood as a whole, an informal approach will be made to the owner in the first instance.

What is Expected of Tenants

Tenants of Registered Social Landlords (Housing Associations) have standard complaints procedures to follow if their landlord does not carry out repairs in a satisfactory manner, and also a final right of appeal to the Housing Ombudsman Service. For this reason we cannot assist these tenants unless the property contains a Category 1 Hazard which the association has failed to address, or is a house in multiple occupation which does not comply with current fire safety standards. In other cases we may make contact with the housing association and make enquiries on the tenant's behalf but we will only inspect with a view to possibly taking enforcement action as a last resort if the association fails to respond.

Before considering taking any action in respect of a tenanted property the tenant(s) will normally be required to contact their landlord about the problems first. Legislation covering landlord and tenant issues require that tenants notify their landlords of any problems with the property. This is because landlords can only carry out their obligations under the legislation once they have been made aware of the problem. Copies of correspondence between the landlord and tenant should be provided for officers.

In certain situations tenants will not be required to write to their landlord first, e.g.:-

- where the matter appears to present an imminent risk to the health and safety of the occupants;
- where there is a history of harassment/threatened eviction/poor management practice;
- where the tenant appears to be vulnerable or where there are vulnerable members of the household;

- where the tenant's first language is not English and this is likely to cause them difficulty;
- where the tenant could not for some other reason be expected to contact their landlord/managing agent;
- where the property is a house in multiple occupation

Tenants are responsible for keeping officers informed of any contact they have had with their landlord (or the landlord's agent or builder, etc.), which may affect the action the Council is taking or considering taking.

Situations Where a Service to Tenants is not Provided

Where any of the following situations arise consideration will be given to either not providing a service, or ceasing to provide a service:-

- where the only defect in the property results in a low scoring hazard of band I or J;
- where the tenant(s) are, of their own free will, shortly to move out of the property;
- where the tenant(s) unreasonably refuse access to the landlord, managing agent or contractors to arrange or carry out works;
- where the tenant(s) have, in the opinion of the Council, clearly caused the damage to the property that they are complaining about, and there are no other items of disrepair;
- the housing enforcement team cannot assist with re-housing. If a tenant does not want their present accommodation to be brought up to standard in the hope of being re-housed, we will signpost to the correct services;
- where the tenant(s) have requested a service and then failed to keep an appointment and do not respond to a follow up letter or telephone call;
- where the tenants have been aggressive, threatening, or verbally or physically abusive towards officers.

Leaseholders and Owner Occupiers

We will not normally become involved in disputes between leaseholders and freeholders or between neighbouring owner occupiers. Such disputes, and their outcome, rely on legal clauses within leases or deeds and we are not equipped to interpret these sufficiently to take legal enforcement action. We may give general advice and/or signpost the complainant to other organisations which may offer advice, including advice on the taking of civil action.

The exception to the above is where a statutory nuisance, drainage or pest control issue is emanating from a clearly identified property and is affecting or has the potential to affect neighbouring properties and people.

Housing Association and Other Registered Provider Tenants

We will not normally take on cases of disrepair reported by these tenants. This is because social landlords generally have programmes of planned maintenance and repair in place and, unlike private landlords, have complaints policies which their tenants can follow if they are dissatisfied. Tenants also have a final right to complain to the Housing Ombudsman, again private tenants do not have this facility.

The exception would be if there are clear category 1 hazards in the property which the social landlord has failed or refused to address.

Statutory Action

The Housing Act 2004, the Housing Act 1985 (as amended) and the Environmental Protection Act 1990 are the principal Acts covering statutory action taken. Authorised officers will be allowed to draft and sign their own statutory notices once they have undergone a period of training and monitoring and manager(s) are satisfied of their competency, however all statutory notices are checked by a senior officer prior to service.

Informal Notice(s) of Intention to Take Enforcement Action

In the majority of cases, before taking enforcement action under one of the above Acts a written notice will be served informing the owner that enforcement action is being considered and giving the reasons why. These will be 'informal' notices and will allow the landlord the opportunity to respond prior to statutory enforcement action being taken.

Situations Where an Informal Notice is Not Required

Where it appears necessary to take immediate enforcement action the 'informal' notice will not be issued. This will be the procedure where there is an imminent risk to health or a significant statutory nuisance, where the landlord is absent or has a poor management record, or where the landlord or managing agent has a history of failing to respond to informal action.

Representations Made in Response to Informal Notices

Persons receiving an 'informal' notice will be given a reasonable period of time (as specified on the notice) in which to make representations (Housing Act) or carry out the works (other legislation). Having considered any representations, a decision will then be made as to whether to proceed with statutory enforcement action, taking the following factors into account:-

- landlord's previous history;
- proposed timetable for works;

- whether the landlord has made clear their intention to carry out the works and whether this is within the time-limit specified in the 'informal' notice.

Where the content of the representations received is satisfactory, the person on whom the notice was served will be informed in writing. This letter will also confirm the terms under which the representations have been accepted, for example, the agreed time-period for completion of works and any amendments to the schedule of works. Statutory enforcement action will be taken in the following situations:-

- where no representations are made;
- where the representations made are unacceptable;
- where unsatisfactory progress has been made following acceptance of representations.

Service of Statutory Notices

Owner-occupied Property

Enforcement action will only be considered where the condition of an owner-occupied property is such that it is a danger to the occupier, it is having a deleterious effect on adjoining properties, or it is having a deleterious effect on the amenity of the neighbourhood as a whole and the problem cannot be solved by informal means.

Privately Rented Property

Properties are inspected using the housing health and safety rating system which links defects in properties with hazards to the health or safety of the occupants or visitors. Where properties have been assessed as having a high hazard rating, or there has been a failure to comply with legislation covering houses in multiple occupation, an assessment of risk will be undertaken to determine the appropriate course of action and to inform the decision on whether immediate enforcement action is necessary.

In securing the repair and improvement of properties all relevant Government guidance will be followed. The main statutory notices/orders used are as follows:-

- Housing Act 2004, Sections 11 and 12, Improvement Notices relating to properties with category 1 or category 2 hazards.
- Housing Act 2004, Sections 20 and 21, Prohibition Orders relating properties with category 1 or category 2 hazards.
- Housing Act 2004, Sections 28 and 29, Hazard Awareness Notices relating to properties with category 1 or category 2 hazards.
- Housing Act 2004, Section 40, Notice of Emergency Remedial Action.

- Housing Act 2004, Section 43, Emergency Prohibition Order.
- Housing Act 2004, Section 102, Interim Management Order.
- Housing Act 2004, Section 103, Special Interim Management Order.
- Housing Act 2004, Section 113, Final Management Order.
- Housing Act 2004, Section 133, Interim Empty Dwelling Management Order.
- Housing Act 2004, Section 136, Final Empty Dwelling Management Order.
- Housing Act 2004, Section 139, Overcrowding Notice in respect of a HMO.
- Housing Act 1985 (as amended), Section 17, Compulsory Purchase Order.
- Housing Act 1985 (as amended), Section 265, Demolition Order.
- The Management of HMOs (England) Regulations 2006, notice requiring works to remedy deficient management issues within HMOs.
- Environmental Protection Act 1990 section 80, Abatement Notice in respect of statutory nuisance.
- Building Act 1984, Section 59, Notice requiring execution of works of drainage, etc., in existing buildings.
- Public Health Act 1936, Section 45, Notice requiring works to defective water closets capable of repair.
- Public Health Act 1961, Section 17 (1), Notice to remedy insufficiently maintained drains, etc.
- Public Health Act 1961, Section 17 (3), Notice to remedy stopped-up drains, etc.

Statutory Notice Time Periods

The time-limits given on statutory Housing Act 2004 notices for starting and completing works will generally be related to the estimated cost of the required works, as follows:-

Cost of works	Start	Complete	Total
< £6,000	42 days	28 days	70 days
£6,000-£20,000	75 days	42 days	117 days
> £20,000	75 days	56 days	131 days

If the required works are only of a limited extent then the time limits will be reduced accordingly, with a minimum time limit of 29 days in total being allowed. Extensions of time for starting or completing work will only be granted where there are legitimate reasons for doing so. Examples include an agreed work programme for an owner with

several properties requiring works, or works are in progress but not completed. The extension of time will be granted by the officer dealing with the case in consultation with the owner and occupier of the property.

Statutory notices under other legislation will usually contain shorter time periods, from 7 to 21 days, but in urgent drainage, public health or statutory nuisance cases the time limit may be 24 or 48 hours.

Charge for Enforcement Action

In the majority of cases several steps are taken before we consider it necessary to serve a statutory notice, in particular notices served under the Housing Act 2004. We ensure that tenants have notified their landlord of disrepair before taking on a case (and the landlord has failed to carry out repairs), and under normal circumstances we will start with informal action. It is only if a landlord fails to respond to this that we consider statutory action.

Because of this, if it is necessary to progress to statutory action a charge is made for the cost of administrative and other expenses involved in taking the following statutory enforcement action:-

- Service of an Improvement Notice under Sections 11 and 12 of the Housing Act 2004.
- Service of a Prohibition Notice under Sections 20 and 21 of the Housing Act 2004.
- Service of a Hazard Awareness Notice under Sections 28 and 29 of the Housing Act 2004.
- Service of a notice to take emergency remedial action under Section 40 of the Housing Act 2004.
- Service of an Emergency Prohibition Notice under Section 43 of the Housing Act 2004.
- Carrying out a review of a suspended Improvement Notice or Prohibition Order under Section 17 or 26 of the Housing Act 2004.
- Making of a Demolition Order under Section 265 of the Housing Act 1985 (as amended)
- Service of a notice under Section 80 of the Environmental Protection Act 1990
- Service of a notice under Section 59 of the Building Act 1984
- Service of a notice under Section 45 of the Public Health Act 1936
- Service of a notice under Section 17 of the Public Health Act 1961

Apart from the Hazard Awareness Notice and the review of a suspended Improvement Notice or Prohibition Order, the charge is £450 for each Housing Act notice/order served, with an additional £100 per hazard present in the property, with a maximum fee of £1,000 per property. For Hazard Awareness Notices the charge is £150 and for reviews of suspended Improvement Notices and Prohibition Orders the charge is £250. The charge is £150 for notices/orders served under other legislation. Where more than one person is served with a notice/order the charge may be recovered from the main recipient (usually the person who is primarily responsible for the management of the property) or split equally between the recipients.

Charges for Housing Act notices are made in accordance with Section 49 of the Housing Act 2004. Charges for other notices are made in accordance with Section 36 of the Local Government Act 1974. In each case an invoice will be issued and if the charge is not paid within 28 days recovery action is taken by the Council's Debt Recovery Team, including interest where appropriate.

These charges are reviewed annually and customers are advised to check the council's website www.croydon.gov.uk or seek advice from an officer on the charges currently in operation.

Where there is an appeal against a Notice or Order, the charge is suspended, until the appeal is resolved. However, there is no separate right of appeal against the charge. In cases of extreme hardship the Head of Public Protection has discretion to reduce or waive charges for enforcement action.

The charge may also be waived if a notice has been served without the prior service of a 'informal' notice where this has been done to ensure that the works are carried out quickly in a specific case, eg if fire precaution works are recommended by the London Fire Brigade. However, if the statutory notice has been served without an informal notice having been served because of either the landlord's history of failing to respond, or the landlord is absent, the cost of enforcement action will be charged.

Vacated Properties With Outstanding Notices

In cases where properties are subject to a statutory notice and the property is subsequently vacated, the following action will be taken:-

- **Housing Act 2004, Improvement Notice** - the notice may be suspended, varied or revoked or may remain in place, dependant on individual circumstances.
- **Housing Act 2004, Prohibition Notice** - the notice may be suspended, varied or revoked or may remain in place, dependant on individual circumstances. If a Prohibition Notice is in place it is an offence for the owner of the property to re-let it prior to remedial works being carried out satisfactorily.
- **Housing Act 2004, Hazard Awareness Notice** – the notice will remain in place.

- **Environmental Protection Act 1990, section 80 notice** - if the works required by the notice do not affect another property it will be withdrawn. However, if it does affect another property the notice will be enforced.

Statutory Nuisances Which are Prejudicial to Health

Where a statutory nuisance is found to be prejudicial to health, less than 21 days (the standard appeal period) may be given for completion of the works to abate the nuisance. Examples of situations which are regarded as being prejudicial to health, and for which a notice under section 80 of the Environmental Protection Act 1990 will be served, include:-

- extensive water penetration;
- defective boilers leaving the property without any means of providing either hot water and/or heating (dependent on the time of year and whether or not there are vulnerable occupants).
- dampness or condensation resulting in mould growth where there are occupants with respiratory problems.

Most Appropriate Enforcement Action for Dealing With Properties With Category 1 Hazards

Where such a property is identified, the most appropriate enforcement action will be taken as required by the Housing Act 1985 (as amended) and the Housing Act 2004, taking account of statutory enforcement guidance issued by the Department for Communities and Local Government. The most appropriate enforcement action where the property is privately rented will be one of the following options:

- Improvement Notice (HA 2004, S11);
- Prohibition Order (HA 2004, S20);
- Hazard Awareness Notice (HA 2004, S28);
- Emergency Remedial Action (HA 2004, S40);
- Emergency Prohibition Order (HA 2004, S43);
- Demolition (HA 1985, S265);
- Declaration of Clearance Area (HA 1985, S289(2)).

If a property containing a category 1 hazard is owner occupied we will not normally take formal enforcement action against the owner, but instead offer advice and alternative solutions, including advice on home improvement loan assistance,

depending upon the nature of the risk. This may in some cases include taking action but suspending that action – see section below on Suspended Action.

Renovation

In the vast majority of cases properties are in such a condition that they can be repaired or improved rather than demolished or closed.

Clearance Areas

Clearance is unlikely to be the most viable option in most cases.

Demolition and Prohibition Orders

Where a Demolition or Prohibition Order is the most appropriate course of action, the Council undertakes to temporarily re-house eligible occupants who are displaced. This will be into temporary accommodation to give the occupants time to find alternative, permanent accommodation. It is highly unlikely that permanent accommodation will be offered by the Council.

Suspended Action

In certain circumstances an Improvement Notice or Prohibition Order may be suspended, and this option may be appropriate in the following situations:-

- where an older or disabled home owner or tenant cannot cope with the upheaval of extensive works to alleviate the Category 1 Hazard;
- where an older or disabled home owner does not want to leave their home;
- where it is considered that the nature of the hazard is not seriously detrimental to the well-being of the occupants;
- where the health of the occupants might be seriously affected by the works necessary to alleviate the hazard;
- where enforcement action may be safely postponed to allow a more strategic approach to area renewal to be considered, including where landlords have a programme to make their stock decent;

Notice that action has been suspended may specify an event that triggers the end of the suspension, eg non-compliance with an undertaking given to the Council, or a change in occupancy of the property. Such a notice may require a landlord to notify us of a change in occupancy so that the notice may be reviewed.

Suspended Notices and Orders must be reviewed not later than 12 months after the date the notice was served or the order made.

The fact that action has been suspended does not prevent the Council from taking any other course of action at any time.

Housing and Planning Act 2016

The Housing and Planning Act 2016 introduced new measures specifically to deal with 'rogue landlords'. Financial penalty charges (FPC) are an alternative to prosecution for various offences under the Housing Act 2004. The scope of Rent Repayment Orders (RRO) has been extended as the range of offences under the Housing Act 2004 where the Council can apply for a RRO has been increased.

The Housing and Planning Act also introduced the provision of a database of rogue landlords and 'banning orders' – banning orders may be put in place when a landlord commits a serious offence against their tenant(s).

Please see **Appendix A** for full details of the financial penalty charges and how these will be calculated, and rent repayment orders. Decisions are made by senior officers and, should representations be received, the case(s) are reviewed by the Head of Public Protection.

Carbon Monoxide and Smoke Alarm (England) Regulations 2015

These regulations require that for all rented properties the landlord must ensure that:

- A smoke alarm is installed on each storey of the premises where there is living accommodation, and;
- A carbon monoxide alarm is installed in any room used as living accommodation where there is a solid fuel burning appliance.

AND for tenancies starting from 1 October 2015:

- That checks are made by the landlord, or someone acting on his behalf, that the alarm(s) are in proper working order on the day the tenancy starts.

If we feel that a landlord has breached one or more of these duties we must take enforcement action in the form of a Remedial Notice, which will list the works to be carried out by the landlord. If the landlord fails to respond to this notice the Housing and Planning Act 2016 introduced the power for us to issue a penalty charge notice up to a maximum amount of £5,000.

In accordance with the regulations we have published a Statement of Principles to assist in determining the level of penalty charge, and this can be found at the following link:

<https://www.croydon.gov.uk/sites/default/files/articles/downloads/Smoke%20CO%20Alarm%20Regs%202015%20Statement%20of%20Principles%20LBCroydon.pdf>

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations

With effect from the 1st April 2018 there is a requirement for any domestic properties rented out in the private rented sector, which are required to have an Energy Performance Certificate, to have a Minimum Energy Efficiency Standard (MEES) via an Energy Performance Certificate rating of at least E.

The regulations relate to new lets and renewals of tenancies with effect from 1st April 2018 and come into force for all existing tenancies on 1st April 2020.

It will be unlawful to rent a property which breaches the MEES unless there is an applicable exemption (see below). A civil penalty of up to £5,000 could be imposed for breaches. The level of penalties are set in the regulations.

From the April 2016 all domestic tenants have the right to request energy efficiency improvements to their properties.

Are there any exemptions from the regulations?

Yes, landlords are exempt if:

- They have carried out all cost-effective energy efficiency improvements.
- Measures identified by Green Deal or an alternative government scheme are not cost effective.
- If third-party consents are not available (from tenants, planning authority etc).
- The property does not require an EPC (listed building or let continuously since 2005)
- The exemption has been registered on the Governments Exemptions Register.

Guidance to landlords of privately rented domestic (and non-domestic) properties on complying with the 2018 'minimum level of energy efficiency' standard (EPC band E) can be found at the following link:

<https://www.gov.uk/government/publications/the-non-domestic-private-rented-property-minimum-standard-landlord-guidance>

Selective Licensing

The Council introduced a borough-wide selective licensing scheme on 1 October 2015, using powers introduced by the Housing Act 2004. Under the scheme the majority of privately rented properties are required to be licenced. The main exceptions are:

- Mandatory houses in multiple occupation (licenced under a separate scheme, see next section)
- Properties occupied by a defined relative of the landlord
- Social housing

Licences will usually be issued for a period of 5 years. Conditions are applied to all licences and licences may be refused for certain reasons or may be granted for shorter time periods if we have concerns about the landlord or pending compliance with the standards.

The standard licence fee is £750 per property regardless of when the application is made, i.e. applications made part way through the life of the scheme will not be subject to a reduced fee. Reduced fees apply to Almshouses (£25 per property) and to any property which is being let for the first time (£350 per property) – this includes conversions, new-builds or existing properties not previously rented. To be eligible for the discounted fee and application to licence must be made either before the property is rented or within 28 days of it being first rented.

Failing to licence a property to which the scheme applies will be viewed as a serious matter and legal action in the form of prosecution or financial penalty will be considered. This offence carries an unlimited fine on conviction in the magistrates' court and the maximum level for a financial penalty is £30,000. Newly discovered unlicensed properties will not normally be treated as cases where there is intentional failure to licence unless there is evidence to the contrary eg the owner fails to respond to requests to apply for a licence or there is evidence that the owner was aware of the licence requirements.

Failing to comply with any of the licence conditions is also an offence and consideration will be given to taking legal action in the form of prosecution, or issuing a financial penalty. The offence carries an unlimited fine on conviction in the magistrates' court and the maximum level for a financial penalty is £30,000.

Decent Homes

After taking any enforcement action under the Housing Act 2004 which specifies works to be carried out to remedy or alleviate hazards, the property should meet the Decent Homes Standard as set out below. The property must:

- be free from category 1 hazards;
- be in a reasonable state of repair;
- have reasonably modern facilities and services;
- provide a reasonable degree of thermal comfort.

Compulsory Purchase Orders

An essential element of the Council's Empty Property Strategy is the making of Compulsory Purchase Orders (CPO). This option is only taken up in exceptional circumstances, for example:-

- where the property has been derelict for some time and is having a detrimental affect on the local environment or neighbouring properties;
- where the property appears to be abandoned and the owner cannot be traced;
- where all other avenues for bringing the property back to a useful life have been exhausted;
- where the property is suitable for immediate residential use, but is not likely to be occupied for residential purposes unless bought by the Council.

The making of a CPO has to be agreed by Cabinet. It must then be approved by the Secretary of State in the Department of Communities and Local Government before it can be made. In order to safeguard against the liability for 'loss payments', we will only consider the making of a CPO after the service of a Notice under the following legislation:

- Housing Act 1985 Section 264 or 265 (Demolition Order)
- Housing Act 2004 Section 11 or 12 (Improvement Notice)
- Housing Act 2004 Section 20 or 21 (Prohibition Order)
- Housing Act 2004 Section 43 (Emergency Prohibition Order)

Re-connection of Services

Statutory powers will be used to ensure the re-connection (or to prevent the disconnection) of the gas, electricity or water supply, to lettings within tenanted properties. These powers will only be used where the tenant is not responsible for payment of the bill. In these cases the details will be passed to the Tenancy Relations section as non-payment of a utility bill, which is likely to lead to tenants being without services through no fault of their own, is a form of harassment.

If Section 19 of the Greater London Council (General Powers) Act 1972 is used to arrange the re-connection of the gas or electricity supply, the owner will be charged an additional 25% to cover the Council's costs, in addition to the costs of re-connection and payment of the bill plus interest.

If Section 33 of the Local Government (Miscellaneous Provisions) Act 1976 is used the owner will be charged the cost of re-connection and/or payment of the bill plus interest.

Tenancy Relations Service

The council's tenancy relations service provides advice on landlord/tenant issues to both landlords and tenants. Wherever possible issues will be dealt with informally, however if a tenant is illegally evicted we will consider taking legal action under Section

1 of the Protection from Eviction Act 1977. Under this act it is a criminal offence to harass a residential occupier in an attempt to force him or her to vacate the premises. This includes removing the tenant's possessions, changing the locks, or persistently withdrawing or withholding services which are required for the occupation of the residence. The Council can prosecute in any such cases, which may be heard in the Magistrates' or the Crown Court, and offenders are liable on conviction to a fine and/or up to two years imprisonment.

Houses in Multiple Occupation

The Council has adopted categories of houses in multiple occupation (HMO) established by the Chartered Institute of Environmental Health.

If a HMO contains category 1 or 2 hazards, or fails to meet the Council's HMO Standards, then enforcement action will be considered.

If a HMO does not meet adequate standards for the provision of basic amenities and the only way of meeting these requirements is by reducing the number of occupants then the occupation will be limited using powers under HMO Licensing.

Where it is not possible to provide an adequate means of escape or adequate other fire precautions an undertaking can be accepted from the landlord, or a Prohibition Order made, to secure that part of the house is not used for human habitation.

If a HMO is overcrowded as determined by the Council's standards then the policy is normally to serve a "New Resident" Overcrowding Notice (under section 139 of the Housing Act 2004) if the HMO is not required to be licensed. The number of permitted occupants in HMOs which are required to be licensed is specified within the licence conditions. In exceptional circumstances, for example where the occupation of the property is such that it cannot be allowed to continue for any longer, an "Immediate" Overcrowding Notice can be served and the displaced tenant(s) may be re-housed by the Council.

Where there is a neglect of management of a HMO, that is it fails to meet the requirements of the Management of HMOs (England) Regulations 2006 then enforcement action will be considered.

If there is an imminent risk to the health, safety and welfare of the tenants in a HMO then either a Management Order (under sections 102, 103 or 113, Housing Act 2004) and/or a Compulsory Purchase Order (under section 17, Housing Act 1985) will be considered.

HMO Licensing Scheme

Relevant HMOs are required to be licensed with the Council under the mandatory HMO licensing scheme introduced by the Housing Act 2004. The main exclusions from the scheme are:

- Properties converted into self-contained flats in compliance with the Building Regulations 1991
- Conversions where more than 2/3 of the flats are owner occupied (including leaseholders)
- Properties occupied by less than five persons and/or are less than three storeys in height

Other exclusions are indicated in the booklet 'A Guide to Croydon's Licensing Scheme for HMOs'. HMOs which do not require a licence must still meet the relevant standards relating to room sizes, amenity provision and fire safety.

Licences will usually be issued for a period of 5 years. Conditions can be applied and licences refused for certain reasons or may be granted for shorter time periods pending compliance with the standards. The licence fee is £250 for each room available for sleeping accommodation. The fees levied will not exceed £5,000 for a single property in any event.

All fees will be reviewed on an annual basis and customers are advised to check the council's website www.croydon.gov.uk or ask advice from an officer as to the current fees.

Failing to licence a HMO to which the scheme applies will be viewed as a serious matter and legal action in the form of prosecution or financial penalty will be considered. This offence carries an unlimited fine on conviction in the magistrates' court and the maximum level for a financial penalty is £30,000. Newly discovered unlicensed properties will not normally be treated as cases where there is intentional failure to licence unless there is evidence to the contrary eg the owner fails to respond to requests to apply for a licence or there is evidence that the owner was aware of the licence requirements.

Failing to comply with any of the licence conditions is also an offence and consideration will be given to taking legal action in the form of prosecution, or issuing a financial penalty. The offence carries an unlimited fine on conviction in the magistrates' court and the maximum level for a financial penalty is £30,000.

Variation of Licence Details

Before a person can increase the number of households or individuals in a licensed HMO they must first apply to the Council to vary the licence.

Public Health Enforcement Options

No Action

Where no action is possible customers will be given advice on ways that they can deal with the matter themselves by taking their own legal action or other means.

Informal Action

Informal action includes offering advice, verbal warning or a letter or informal notice.

General Principles for Statutory Action

The following general principles will apply to statutory action:-

- realistic time limits will be stated on notices depending on the nature of the problem and the extent of the works;
- in cases where there is an imminent risk to public health, notices may require immediate compliance;
- the granting of extension to time limits will be at the discretion of the investigating officer who will negotiate this with the owner or occupier of the premises.

Specific Legislation

Pest Control

In cases where owners or occupiers of buildings or land encourage infestations of rats or mice, due to poor repair or lack of hygiene, enforcement action will be taken under the Prevention of Damage by Pests Act 1949.

Public Health Nuisances

If a statutory nuisance exists, or is likely to exist or recur, an abatement notice will be served on the occupier or owner of the premises, or the persons responsible for the nuisance.

The situation will be monitored following service of the abatement notice and appropriate action taken if the recipient fails to comply within the time limit specified.

Filthy, Unwholesome or Verminous Premises

A Notice under Section 83 of the Public Health Act 1936 will be served on the occupier of a filthy, unwholesome or verminous premises. If the occupier fails to comply with the notice in the time specified, cleansing and/or disinfection of the premises will be arranged in default with the costs incurred recovered from the occupier.

As an alternative to taking enforcement action, occupiers living in squalor may receive services under the 'Muckbusters' scheme. This scheme enables filthy premises to be cleaned using approved contractors. If the occupier is in financial hardship the cost is paid out of a specific budget. These cases are referred to Adult Services for assessment of eligibility for a follow up care and support package to maintain sanitary conditions within the property.

In all cases where the occupier is suffering from mental illness or is incapacitated, the enforcement officer will liaise with the Adult Services to see if any assistance can be provided.

Charges for enforcement action

A charge of £150 per notice is made for the cost of administrative and other expenses involved in taking the following statutory enforcement action:-

- Prevention of damage by pests act 1949, section 4
- Public health act 1936 section 45
- Public health act 1961, section 17

These charges are reviewed annually and customers are advised to check the council's website www.croydon.gov.uk or seek advice from an officer on the charges currently in operation.

Vacant Properties

Vacant properties are referred to the Council's Empty Properties Officer who will liaise with the owner in an attempt to bring the property back into use. Where appropriate a Notice under S29 of the Local Government (Miscellaneous Provisions) Act 1982 may be served to secure a vacant property against unauthorised entry and to prevent danger to public health.

If liaison with the owner is unsuccessful, we will consider making an Interim Empty Dwelling Management Order and then a Final Empty Dwelling Management Order under Section 133 and 136 of the Housing Act 2004, or a Compulsory Purchase Order under Section 17 of the Housing Act 1985 (as amended).

Blocked or Defective Drainage

With blocked or defective drainage, the first priority is to get the drain or sewer operating effectively. The course of action pursued will depend on whether the drain or sewer is:-

- a private drain i.e. takes drainage from one building or buildings within the same curtilage; or
- a public sewer i.e. takes drainage from several buildings.

Blocked Private Drains

A Public Health Act 1961 Section 17 notice will be served on the owner of the property, requiring them to clear the drain. Failure to comply will result in the work being carried out in default and costs recovered. In the case of owner/occupied property an informal approach will normally be made in the first instance unless there is an imminent public health risk to others.

Defective Private Drains

A Building Act 1984 Section 59 notice will be served requiring the owner to repair the defects to the drain. Failure to comply with the notice will result in the works being carried out in default. The costs in arranging default action will be recovered.

Defects or Blockages to Public Sewers

On the 1 October 2011 the government transferred most private sewers to the ownership of water and sewerage companies. In Croydon the statutory responsibility for maintaining and unblocking public sewers rests with Thames Water Utilities. All cases concerning incidents of blockages will be reported direct to Thames Water to take appropriate remedial action.

Redundant Drains

The re-use of old drains is only permitted in exceptional circumstances after consultation with the Public Protection Manager and subject to a closed circuit television survey being undertaken to establish the condition of the pipework.

Where demolition is notified, a Building Act 1984 Section 81 notice will be served requiring the owner to seal off the redundant drain at its junction with the main highway sewer. Non-compliance with the notice will result in the works being carried out in default and recovery of the costs.

General (All Enforcement)

Statutory Notice Time Periods

Time limits given for completing works will be related to the amount of work required and the estimated time required to complete that work. Extensions of time for starting or completing work will only be granted where there are legitimate reasons for doing so, e.g. an agreed work programme for an owner with several properties requiring works or works are in progress but not completed. The extension of time will be granted by the case officer in consultation with the owner of the property.

The time limits given on statutory notices not requiring works will be related to the statutory time period allowed.

Works Carried Out in Default

Works in default of the owner will be considered where a statutory notice or order has been served and the time limit for completion of works (or any agreed extension of time) has expired and where little or no work has been carried out. A senior officer authorises all cases put forward for works in default. An owner will be charged an additional 30% of the cost of the works to cover the administrative costs in arranging the works. Charges will be made for abortive costs in preparing to carry out works in default where a 7 day notice has been served or an order has been placed and the owner then carries out the work required. If charges are not paid in full within the allowed time period, interest on the amount outstanding will be charged at the appropriate rate and charges will be registered against the property. In all cases the relevant Code of Practice will be followed.

Debts owed for works carried out in default will be registered as a charge on the property until such time as the debt is recovered.

Prosecution and Cautions

Where an officer believes that an offence has been committed and a prosecution or caution is appropriate, the relevant manager is consulted.

In addition to those general circumstances that are considered likely to warrant prosecution (listed in part one of this Policy), prosecution will be considered whenever there is an intentional failure to licence a property under either the HMO Licensing Scheme or the Selective Licensing Scheme (including failing to pay the licence fee) or where there is failure to comply with the licence conditions or the HMO Management Regulations, and the health and safety of the tenants is threatened, harassment is involved or there is wilful non-compliance with a Housing Act Notice.

Housing Renewal Policy

The enforcement policy should be read in conjunction with the Housing Renewal Policy as there is much overlap between the two. This may be found on the council's website www.croydon.gov.uk or by request from an officer.

Working with Other Agencies

We regularly consult and work with other agencies, for example:

- the London Fire Brigade before serving a statutory notice requiring the provision of fire precautions in a HMO and in cases of serious imminent fire risk in HMOs;
- the Environment Agency concerning fly tipping;
- statutory undertakers, eg Thames Water;
- Network Rail;

- Metropolitan Police;
- UK Border Agency
- other services within the Council, eg Housing Options, Tenancy Relations, Housing Allocations, Temporary Accommodation, Adults' and Children's Services, Finance, Planning and Building Control.

FOOD and SAFETY

FOOD SAFETY and FEED, HEALTH AND SAFETY

Authority to Investigate or Enforce

The majority of enforcement powers involve the service of informal or statutory notices under the Food Safety Act 1990 and the Food Safety and Hygiene (England) Regulations 2013. With powers to investigate also cited under this legislation and the Health and Safety at Work Act 1974 and the Safety of Sports Ground Act 1975.

There are also powers under other Legislation e.g., The Environmental Protection Act 1990, Public Health Acts 1936 and 1961 and Prevention of Damage by Pests Act 1949, Management of Health and Safety at Work Regulations 1999 and other health and safety regulations, feed legislation and labelling regulations.

Food and Feed Inspections

The frequency of food hygiene and food standards inspections will be determined by the use of a risk factor, with premises graded according to their perceived risk as determined by the Food Standards Agency Code of Practice.

In accordance with the Code of Practice the majority of inspections will be unannounced. In exceptional circumstances appointments may be made for example, inspections after initial registration, home caterers, or visits to large manufacturers.

Officers will offer advice where appropriate or when it is requested to help ensure compliance with legislation and encourage food businesses to adopt good food hygiene and standards practices.

Health and Safety inspections and interventions

Authorised officers will ensure that duty holders manage the health and safety of their workforce and those affected by their work. Officers will have regard to the Regulator's Compliance Code, HSE's Enforcement Policy Statement, the LA National Enforcement Code and the need to target relevant and effective interventions that focus on influencing behaviours and improving the management of risk.

The frequency of health and safety interventions and inspections will be determined by the use of a risk factor, with premises graded according to their perceived risk as determined by the Guidance published by the Health and Safety Executive (HSE).

We will choose the most appropriate way of influencing risk creators and by targeting our interventions, including inspection, investigation and enforcement activity, on those businesses and sectors that represent a higher level of risk to the health and safety of workers and the public.

We will use a risk-based intervention plan, to ensure we provide a consistent, proportionate and targeted approach to regulation enforcement based on risk,

reserving unannounced proactive inspection only for the activities and sectors published by HSE or where intelligence suggests risks are not being effectively managed; and using national and local intelligence to inform priorities.

Interventions

Where an inspection does not take place on a regular basis, Officers will offer advice where appropriate (such as hazard spotting during a food inspection) or when it is requested, to help ensure compliance with legislation and encourage businesses to adopt good food hygiene, standards and health and safety practices.

Interventions also take place when considering the Public Safety objective under the Licensing Act 2003 and visits to licensed premises. Appropriate and proportionate advice will be provided during such visits.

Out of Hours Food, Feed and Safety Inspections

Sometimes it is necessary to carry out inspections of businesses that operate outside of normal business hours e.g. during the evening and at weekends. These inspections are carried out in exactly the same way as those conducted during conventional business hours.

The Council operates a 24 hour service and complaints about food premises can be made by telephoning the out of hours switchboard on 020 8726 6000.

Food and Feed Sampling

Sampling for analysis or examination is carried out in accordance with the Food Standards Agency Code of Practice and Practice Guidance, the Food Safety and Hygiene (England) Regulations 2013 and the Departmental Food Sampling Policy.

Enforcement Options

Consideration will always be given to the Code of Practice, Practice Guidance, circulars and guidance from the BRDO – the HSE and the Enforcement Management Model – having regard to any Primary Authority agreements in place with the business and the Code for Crown Prosecutors when considering the different enforcement options available to officers.

No Action

An inspection that reveals no contraventions of the relevant legislation and excellent food and health and safety practices and management controls will result in no action.

Informal Action

Informal action includes offering verbal or written advice, written warnings, requests for action and the issuing of leaflets, guidance notes and booklets. Written advice and warnings can be in the form of a hand-written 'Report of an Inspection' form, a letter or a letter and a schedule of works.

A letter is appropriate when no regulations have been contravened and only recommendations of good hygiene practice have been identified.

A warning letter and schedule of works or contraventions identified on a 'Report of Inspection' form is appropriate in the following circumstances:

- non-compliance will not involve a significant risk to public health; or
- the issue is not serious enough to warrant formal action, e.g. the service of a statutory notice or prosecution; or
- from past history it can reasonably be assumed that informal action will achieve compliance; or
- confidence in management is high.

A warning letter and works schedule will be addressed to the food business operator, and will:

- contain all information necessary to understand any work required, why it is necessary and when it needs to be completed by;
- indicate the regulations contravened, measures necessary to comply and that other means of achieving the same effect may be chosen; and
- clearly indicate any recommendations of good hygiene practice to show that they are not a legal requirement.

In addition, the Food business operator can request the leaflets "Food Law Inspections and Your Business" and "When an Inspector Calls".

Inspection reports will be issued following all programmed inspections even when conditions are satisfactory, with all legal requirements and recommendations clearly differentiated.

Statutory Notices

Improvement Notices and Hygiene Improvement Notices

Hygiene Improvement Notices served under the Food Safety Act 1990, the Food Safety and Hygiene (England) Regulations 2013 and Improvement Notices under the

Health and Safety at Work etc Act 1974 will only be served by authorised officers when one or more of the following criteria apply:

- there are significant contraventions of legislation;
- there is a lack of confidence in the proprietor responding to an informal approach;
- there is a history of non-compliance with informal action;
- standards are generally poor with little management awareness;
- non-compliance could be potentially serious to public health or safety; and
- although there is an intention to prosecute, effective action is needed to remedy conditions that are serious or deteriorating.

Improvement Notices and Hygiene Improvement Notices will be related to risk to health and not issued for minor technical contraventions.

Authorised officers will only sign Improvement Notices and Hygiene Improvement Notices on behalf of non-authorised staff if they have personally witnessed the contravention and are satisfied that it meets the above criteria. Realistic Notice time limits will be set and preferably agreed with the proprietor, with case officers discussing the specified works and fully considering different solutions. Extension of time limits will not normally be necessary but may be granted in consultation with the proprietor of the business on receipt of a written request for an extension.

Emergency Prohibition Notices and Hygiene Emergency Prohibition Notices

The use of Emergency Prohibition Notices and Hygiene Emergency Prohibition Notices will be considered when an imminent risk of injury to health can be demonstrated (including where appropriate evidence from relevant experts, such as a food examiner or analyst) and when one or more of the following circumstances apply:-

- where the consequences of not taking immediate action to protect public health or safety would be unacceptable;
- where the criteria specified in the relevant statutory Code of Practice, concerning the conditions when prohibition may be appropriate, are fulfilled;
- where there is no confidence in the integrity of an offer made by a proprietor to voluntarily close premises or cease the use of any equipment, process or treatment associated with the imminent risk; and
- where a proprietor is unwilling to confirm in writing their offer of a voluntary closure/prohibition of the use of the premises.

Emergency Prohibition Notices and Hygiene Emergency Prohibition Notices will only be signed by authorised officers if they have personally witnessed the matters to which the Notice relates.

Where there is a risk of injury to health, the Court may impose a Hygiene Prohibition Order to restrict the use of the premises, persons or equipment.

Voluntary Closure

Where any premises, process, treatment or equipment involves an imminent risk of injury to health and consideration is being given to emergency prohibition action, the proprietor of the business may offer to close voluntarily.

In such cases, authorised officers will consider whether there is any risk of the premises being reopened without their knowledge and/or agreement, and explain to the proprietor that by making the offer to close, they may be relinquishing their rights to compensation. Written confirmation of the proprietor's offer and an undertaking not to reopen without specific permission will be obtained on a 'Voluntary Closure Agreement Form'. Frequent checks will subsequently be made on the premises to confirm that they have not reopened.

Voluntary closure by the proprietor does not prejudice the right of the Council to commence legal proceedings for contraventions identified during the course of the inspection.

Remedial Action Notices

Remedial Action Notices will only be served by officers specifically authorised to inspect premises under EC Regulation 853/2004. They may be served when the criteria in the Food Safety and Hygiene (England) Regulations 2013 are not complied with. The authorised officer will lift the Remedial Action Notice as soon as the business is found to comply with the relevant hygiene legislation.

Seizure/Detention Powers

Detention powers will be used if there is good reason to suspect that food does not satisfy food safety requirements and seizure powers used where there is clear evidence of such a failure. Careful judgement and consideration of the need to seek expert advice will always be exercised before using these powers, and guidance specified in the Food Standards Agency Code of Practice will be adhered to.

Condemnation and destruction of food

Authorised officers have the ability to condemn and destroy food which has not been made or does not meet food safety requirements. Where it has not been agreed for voluntary disposal, Officers will put before the courts the evidence for the destruction of such food. On agreement of such destruction the food business operator will be liable for the cost of destruction.

Prosecutions and Cautions

The, Food and Safety Team Manager are authorised to take decisions concerning prosecutions and cautions.

In addition to those general circumstances that are considered likely to warrant prosecution, listed in part one of this Policy, prosecution will be considered where :-

- an alleged offence involves a failure to correct a serious potential risk to food safety, and a reasonable opportunity to comply with the requirements of an authorised officer has been given;
- where foodstuffs are offered for sale or are sold more than seven days past their use by date; or
- where there is evidence of the redating of use by dates.

In appropriate cases, officers will ensure that they carry out a second or subsequent inspection of the premises prior to a court hearing. If the proprietor is convicted, and it is believed there is still a risk of injury to health, the attention of the court will be drawn to the powers available to them to prohibit persons from running a food business.

Working with Other Agencies

Occasionally, the Council works with other government agencies like the Food Standards Agency (FSA), Health and Safety Executive (HSE), Dept. of Farming & Rural Affairs (DEFRA), National Health Service (NHS), Dept. of Health (DoH) and local agencies such as the Croydon police and fire services.

Any food safety enforcement action resulting from a multi-agency approach will be in accordance with the procedures outlined in this enforcement policy.

POLLUTION

Enforcement Options

Consideration will always be given to Codes of Practice, British Standards and any other guides to good practice.

Informal Action

Informal action is appropriate where the problem is of an insufficient scale to justify taking statutory action and there is no significant risk to health. Informal action includes offering advice and issuing a verbal warning or a warning letter. Informal action is not considered as a step to be taken before statutory action is initiated, if circumstances justify statutory action will be commenced.

Statutory Action

The following general principles apply to taking statutory action:-

- where practicable authorised officers will draft and sign their own statutory notices;
- reasonable time limits for compliance with the terms of each notice will be set according to the circumstances of each case;
- where there is an immediate risk to health, or in noise cases where a nuisance is being caused to neighbours, notices may specify immediate compliance;
- the granting of extension to time limits imposed by a legal notice will be at the discretion of the investigation officer who will negotiate this with the owner or occupier of the premises.

Specific Legislation

Pollution from industrial processes

Certain industrial processes require a permit for emitting pollution under the Environmental Permitting (England and Wales) Regulations 2010. The legislation requires a risk-based approach to inspection, increasing the inspections of higher risk premises and may also carry out inspections without prior notice where there is evidence or suspicion of a breach of conditions, or if complaints are received.

Permits include conditions which may specify limits on the amount of air, water and noise pollution allowed to be emitted from the installation. These will vary according to the type of installation. Conditions will also require regular submission to the Council of information relating to monitoring of emissions from installations, as well as the notification of pollution incidents.

Premises will be inspected by prior appointment with the operator by an authorised officer to ensure the permit conditions are being complied with and that the installation is being operated without risk to public health or the environment. Inspections are carried out using a risk-assessment based approach, therefore the frequency of inspections will vary depending on the installation. Installations deemed to be low risk will be inspected every two years, others will be inspected more frequently.

Informal action

- any remedial action required following an inspection or visit of a process or installation will be notified to the operator in writing within 14 days of the inspection or visit;
- the Council will expect installation operators to initiate immediate action to investigate complaints about pollution from the installation and, by agreement with the Council, to take appropriate measures within a reasonable timescale to remedy the problem if a complaint is substantiated;
- permit conditions will be regularly reviewed and may be varied at any time by the Council to reflect changes in operator or plant, to incorporate changes in legislation or guidance, or where conditions are no longer valid or relevant to the installation;
- where the Council decides to vary the conditions of the permit, a Variation Notice specifying the variations of the conditions and the date or dates on which the variations are to take effect will be served on the operator. A reasonable period for new conditions to take effect will be given.
- A community penalty warning letter may be issued for various offences. If this is complied with no formal action will be taken.

Enforcement Notices

An Enforcement Notice is used where permit conditions are not being adhered to. The Notice sets out the measures that must be taken to comply with the condition and may also specify steps that must be taken to remedy the effects of any pollution caused by the contravention. A reasonable compliance time will be given. An Enforcement Notice will normally be served in the following cases:

- where any of the conditions of a permit have been or are likely to be contravened;
- where measures required or requested to comply with a permit condition by informal means have not been implemented;
- where the Council believes that an informal approach would not be productive.

Suspension Notices

A Suspension Notice is used where processes may require the (immediate) suspension of the operation of the process or installation. A Suspension Notice will normally be served:

- where the operation of the installation, whether or not there are contraventions of conditions, poses an imminent risk of serious pollution.

A Suspension Notice will specify the steps that must be taken to remove the risk of serious pollution and the period within which they must be taken. In some cases a Suspension Notice may allow the installation to continue to operate whilst these measures are implemented.

Revocation Notices

A Revocation Notice, which has the effect of ceasing the permit to operate the installation will normally be served:

- where the holder of the permit has ceased to be the operator of the installation;
- where a process operator fails to pay a charge due in respect of the subsistence of a permit.

Prosecution and Cautions

In addition to the general situations outlined in Part One of this enforcement policy, prosecution will normally be considered in the following cases:

- pollution incidents or breaches of permit conditions which have significant consequences for the environment or public health or the potential for such consequences;
- carrying out operations without a relevant permit;
- excessive or persistent breaches of regulatory requirements in relation to the same permit or site;
- failure to comply or to comply adequately with formal remedial requirements.

In certain circumstances cautioning may be considered as an alternative to prosecution.

Other formal enforcement powers

The Council has a range of powers, which can be used in enforcement situations. The Council will always use a voluntary approach rather than use these powers, except where the co-operation of process operators is not received, where prior notice

and permission from the person would be inappropriate (e.g. investigations where an offence is suspected) or in emergency situations. These powers are:

- power to enter premises, make investigations, take samples, measurements and photographs and dismantle or disable any plant, machinery or article on the premises which has or is likely to cause pollution or harm to health;
- powers to seize and render harmless any substances or equipment that is in imminent danger of causing serious pollution or serious harm to human health;
- powers to seize polluting or harmful substances or equipment for inspection, to prevent it from being tampered with, or to be used as evidence in prosecution proceedings;
- powers to require anyone believed to be able to assist with any investigation or examination which is part of the Council's pollution control responsibilities over industrial processes to answer questions and sign a declaration of the truthfulness of the answers provided and to provide information or records;
- powers to serve a notice requiring information to be provided to the Council about an authorised process or about a process which may need to be authorised;

Where the Council is of the opinion that proceedings for an offence would not provide an effective remedy against a person who has failed to comply with the requirements of an Enforcement, Prohibition or Suspension notice, the Council may take proceedings in the High Court for the purpose of securing compliance with the notice.

Contaminated Land

The Environment Act 1995 and the Contaminated Land (England) Regulations 2006 require all local authorities to identify any contaminated land in their areas.

Contaminated land is defined by the legislation as land which poses or has the potential to pose a "significant risk" of causing "significant harm" to human health or the environment, including watercourses.

Once any contaminated land has been identified by the Council, it is the responsibility of the "appropriate person", the person who caused the contamination or knowingly permitted it to occur to clean up the contamination. If the polluter is not known or cannot be traced, the current owner or occupier of the land will be the appropriate person and potentially may be legally responsible for its remediation. The Council is required to take responsibility for any sites where no-one else can be found to be legally responsible for the land.

Informal action

Wherever possible the Council will seek a voluntary approach by the person responsible for any necessary remediation works to clean up contaminated land;

Remediation Notice

A Remediation Notice to secure the effective remediation of contaminated land will be served:

- where the appropriate remediation is not being carried out, despite an informal approach having been agreed with the person responsible;
- where agreement cannot be reached with the person responsible on the remediation actions required;

Except where there is imminent danger of serious harm or serious pollution of controlled waters by contaminated land, Remediation Notices will not be served without giving at least 3 months notice to the appropriate person that the land is contaminated.

Where more than one appropriate person is associated with a contaminated site, the Council will determine the responsibility for remediation work and apportion liability to reflect the amount of contamination that each appropriate person may have caused. Liability will be considered on a site-specific basis and in accordance with the conditions set out in Government guidance to local authorities. All information concerning exclusion from and apportionment of liability will be given to the appropriate person.

Prosecution and Cautions

In addition to the general situations outlined in Part One of this enforcement policy, prosecution or a caution will normally be considered in the following cases:

- failure to comply with a Remediation Notice

Other formal enforcement powers

The following additional powers are available to the Council to deal with contaminated land where a voluntary approach is not effective:

- power to enter premises, make investigations, take samples, measurements and photographs in exercising its contaminated land responsibilities;
- powers to seize and render harmless any substance on a contaminated site that is in imminent danger of causing serious pollution or serious harm to human health;
- powers to seize polluting or harmful substances or equipment for inspection, to prevent it from being tampered with, or to be used as evidence in prosecution proceedings;
- powers to carry out remediation of contaminated land to prevent imminent danger of serious harm to health or serious pollution of controlled waters and (subject to

Government guidance) to recover its costs from the polluter or owner or occupier of the land

- powers to carry out the remediation of a contaminated site where a Remediation Notice is not being complied with and to recover its costs from the polluter or owner or occupier of the land
- powers to require anyone believed to be able to assist with any investigation or examination which is part of the Council's responsibilities over contaminated land to answer questions and sign a declaration of the truthfulness of the answers provided and to provide information or records;

Where the Council is of the opinion that proceedings for an offence would not provide an effective remedy against a person who has failed to comply with the requirements of a Remediation Notice, the Council may take proceedings in the High Court for the purpose of securing compliance with the notice.

Water Industry Act 1991

The Council has a duty to monitor the quality of private water supplies. If the water supplied fails to meet the requirements of the appropriate Regulations, a notice will be served requiring the supplier to take steps to improve the supply to an acceptable standard or to arrange an alternative suitable supply. The Council may arrange to provide a suitable supply in default with costs being recoverable from the supplier. The Council also has a duty to monitor the quality of water supplied by the private water companies and to notify the Drinking Water Inspectorate if poor quality is observed.

Noise and Air Pollution

Control of Domestic Noise

Noise generated from non-commercial DIY, music, televisions and other domestic appliances can be controlled under Section 80 of the Environmental Protection Act 1990 and will be dependent upon the circumstances of the individual case.

Control of Construction Site Noise

Noise from construction activities can be controlled by serving a notice on the contractor's head office, with copies to the site office and subcontractors where possible, under the Control of Pollution Act, 1974. The notice can be served at any stage during the construction activity. Variations to the notice will be considered if the contractor notifies the department in sufficient time and there are reasonable grounds for the variation. If there is evidence of a failure to reasonably comply with the notice legal proceedings will be taken.

Section 61 of the Control of Pollution Act allows contractors to apply to the Local Authority for prior approval for construction site works. Agreement can be reached with the contractor on the methodology, equipment to be used, site access, etc.

All contractors will be expected to comply with the code of practice 'Control of Pollution and Noise on Construction Sites' issued by Croydon Council to all those who apply for Planning Permission for developments and all Building Regulation applications.

Dealing with Noise Nuisance in the Street

Where nuisance arises from noise in the street, a notice will be served on the persons responsible for the nuisance under the provisions of the Noise and Statutory Nuisance Act 1993.

In the case of vehicle alarms a notice will be served on the keeper of the vehicle and attached to the vehicle. Where the name and address of the keeper are not known, enquiries will then be made to identify the responsible parties. Should there be a failure to comply with the notice, works in default will be carried out to abate the nuisance and costs recovered.

Bonfires

Complaints regarding a smoke nuisance from domestic premises are risk assessed. Officers will make a reasonable attempt to respond to all bonfire complaints by way of a visit especially where the complainant is suffering with asthma, bronchitis, heart condition or other life threatening illness or if smoke is affecting the neighbourhood at large.

If the bonfire is a one off incident which does not pose any nuisance, imminent risk to health or has already taken place, the offender will be sent a warning letter together with an advisory leaflet on bonfires, which invites the householder to consider alternative ways to get rid of rubbish. However, if the warning letter and advice are not heeded and there is repeat occurrence of bonfire nuisance, statutory action will be taken.

Air Pollution

A notice will be served under the relevant section of the Environmental Protection Act 1990 in those cases where smoke, fumes or smells which are a statutory nuisance are witnessed.

Demolition companies can be served with an abatement notice under the Environmental Protection Act in the likelihood of a smoke nuisance to discourage them from creating a smoke nuisance from burning of waste materials.

In cases where dark or black smoke is witnessed from a chimney, then appropriate action will be taken under the provisions of the Clean Air Act 1993.

Dealing with Idling Vehicles in the Street

Under the Road Traffic (Vehicle Emissions) (Fixed Penalty) (England) Regulations 2002 the Council has powers to request drivers to turn off their engines or receive a Fixed Penalty Notice

Abatement Notice

When a nuisance arises or is likely to arise from air pollution e.g. smoke, dust, odours etc., or noise from premises, an abatement notice will be served on the persons responsible for the nuisance under the provisions of Part 3 of the Environmental Protection Act, 1990. If the persons cannot be found then the notice will be served on the "owner or "occupier" of the premises and enquiries then made to identify the responsible parties. If a notice has been served on the occupier and the name of the person responsible is established, they will be advised in writing that they are the person responsible stated in the notice. Failure to comply with the notice could result in works being carried out in default and/or prosecution.

Seizure of Equipment

The decision to seize noise making equipment will require at least one of the following criteria to be fulfilled:-

- flagrant contravention of an abatement notice at night
- two or more contraventions of a statutory notice;
- the nuisance is extreme and affecting the neighbourhood at large;
- the nuisance is from an organised and unauthorised event e.g. organised 'pay party' where there are gatherings of large numbers of people and the nuisance is affecting the general neighbourhood;
- the nuisance is caused by persons who have been prosecuted previously or awaiting a court hearing for noise nuisance and are continuing to offend;
- all usual methods to abate the nuisance have failed.

Officers will be expected to take the most effective action to deal with an ongoing noise nuisance. This will normally mean seizing a sound system rather than prosecuting. However, in some cases both courses of action may be appropriate.

Seizure will take place on the granting of a warrant to enter the premises by a magistrate and police support being available to the case officer. In all cases where prosecution follows a seizure of equipment, an application will be made to the Magistrates' Court for forfeiture of the equipment under Section 10 of the Noise Act 1996.

General

Statutory Notice Time Periods

Time limits given for completing works will be related to the amount of work required and the estimated time required to complete that work. Extensions of time for starting or completing work will only be granted where there are legitimate reasons for doing so, e.g. an agreed work programme for an owner with several properties requiring

works or works are in progress but not completed. The extension of time will be granted by the case officer in consultation with the owner of the property.

The time limits given on statutory notices not requiring works will be related to the statutory time period allowed.

Works Carried Out in Default

Works carried out in default of an owner will be considered where a statutory notice or order has been served and the time limit for completion of works (or any agreed extension of time), has expired and where little or no work has been carried out. An owner will be charged an additional 25% of the cost of the works to cover the administrative costs in arranging the works.

Prosecutions and Cautions

The Pollution Team Manager and Senior Pollution Enforcement Officer are authorised to take decisions concerning prosecutions and cautions in consultation with the case officer.

Working with Other Agencies

Liaison with other agencies such as the police and/or the Housing Department will be carried out whenever necessary, particularly on such matters as entering premises to seize equipment and dealing with anti-social behaviour orders.

TRADING STANDARDS

Specific Authority to Investigate or Enforce

Statutory criminal enquiries are those which relate to legislation which the local authority has a duty to enforce. An officer who is provided with credentials is fully authorised to conduct enquiries under any such legislation that is mentioned in those credentials, with them assuming any powers and responsibilities which the relevant legislation contains.

Authority to Enforce Non-Statutory Criminal Enquiries Requiring Credentials

Non-statutory criminal enquiries are those where there is no duty placed upon the local authority to have an enforcement role but nevertheless the authority has elected to adopt the enforcement provisions. An officer who is provided with credentials is fully authorised to conduct enquiries under any such legislation that is mentioned in those credentials, with them assuming any powers and responsibilities which the relevant legislation contains.

Authority to Enforce Non-Statutory Criminal Enquiries Not Requiring Credentials

Non-statutory criminal enquiries not requiring credentials relate to legislation for which either the local authority is not charged to enforce or has not specifically elected to adopt. This will include legislation which gives no powers to those making enquiries under it and for which there is no specified statutory enforcement body. Officers will consider investigating breaches of such legislation if they are linked to legislation which the officer is empowered to enforce or relates to duties which the Trading Standards Service has a general remit to be involved.

Civil Breaches

Civil breaches of legislation may be investigated where it relates to matters which the Trading Standards Service has a general remit to be involved.

Inspection of Trade Premises

Inspections will normally be determined by the use of a risk factor, with premises graded according to their perceived risk. The risk factor may be adjusted according to the business' adoption or rejection of quality procedures or by an improving or worsening trading history.

Inspections may be carried when a complaint is received, as part of surveys or for other purposes.

All reasonable assistance and advice will be provided to traders to ensure compliance with relevant legislation. Written notice will be given to the trader concerned where a

non-compliance is discovered. A clear distinction will be made between advice and legal requirements.

Age Restricted Products

Croydon Trading Standards will have regard to the BIS Code of Practice on Age Restricted Products. We will conduct test purchase operations of age restricted products with under age volunteers. These operations will be conducted with reference to the Compliance Code, using information gathering, risk assessment and advice and guidance and this process will inform any subsequent consideration of enforcement action.

Enforcement Options

If enforcement action is contemplated reference will be made to the Condordat, Compliance Code and the Code for Crown Prosecutors . Comments made by other trading standards services where a 'LGR Home Authority' or BRDO Primary Authority relationship exists with the business concerned will also be taken into account. In addition, reference will be made to the BRDO non statutory Code of Practice on Age Restricted Products.

Informal Action

Informal action includes offering advice, verbal warnings, the issue of Notices of Alleged Infringements, Post Inspection Reports and sending letters and is appropriate where:-

- non-compliance will not involve a significant risk to the fair trading environment; or
- the issue is not serious enough to warrant formal action; or
- from past history it can reasonably be assumed that informal action will achieve compliance.

A Notice of Alleged Infringement will contain sufficient detail to identify the legislation concerned and the nature of any alleged offence. All reports and notices will clearly differentiate between any legal requirements and other advisory best practice recommendations.

A follow up letter will be sent to the proprietor if a letter has been requested, or is deemed appropriate, which will:-

- state the Act or Regulations contravened;
- state the place and date of any inspection;
- state the name of the person in charge of the premises at the time (if known);
- describe in sufficient detail the nature of any alleged infringement; and

- clearly differentiate between any legal requirement and best practice advice.

Statutory Notices

Metrology - Average Quantity

Should goods fail to pass a reference test a notice giving the reason for rejection and details of the test, will be issued. The rejected goods will be dealt with as appropriate.

Where blending or topping up of batches is feasible this option will be given to the manufacturer.

Metrology - Weighing and Measuring Equipment

Equipment found to be outside the allowed tolerance will be rejected as unfit for further trade use, or a repair notice will be issued to have the equipment repaired within a period not exceeding 28 days.

Consumer Protection Act/European Community Act - Unsafe Goods

Suspension Notices

Where there are reasonable grounds for suspecting that a safety provision has been contravened in relation to consumer goods a suspension notice will be served prohibiting the person on whom the notice is served from supplying the goods.

Where practical, the investigating officer will consult the Trading Standards Manager prior to serving a suspension notice. Suspension notices will be considered where seizure of goods is considered impractical, e.g. size or quantity.

Seizure of Unsafe Goods

Where there are reasonable grounds, goods or documents may be seized and detained as follows:-

- manufactured or imported goods prior to their first supply in the UK to check whether the goods comply with safety provisions;
- goods where it is suspected that there has been a contravention of a safety provision;
- goods and records where it is believed they may be required as evidence in proceedings for an offence relating to a contravention of a safety provision;
- goods suspected of being liable for forfeiture.

Forfeiture of Unsafe Goods

An order may be sought for the forfeiture of goods where there has been a contravention in relation to those goods of a safety provision, as follows:-

- where proceedings have been brought in a Magistrates' Court for an offence relating to all or some of those goods; or
- by way of a complaint to a Magistrates' Court; or
- where an appeal against suspension of goods or detention of goods has been brought to a Magistrates' court by a person having interest in those goods.

Compliance Notice

A notice may be served on the manufacturer or his authorised representative to rectify minor contraventions of Safety Regulations which are unlikely to jeopardise the safety or health of a person. This provision is restricted to specific regulations, and a notice will only be issued after approval by the Trading Standards Manager.

Consumer Rights Act 2015

Part 3, Chapter 3 of this act 2015 made it a requirement for all letting agents in England and Wales to publicise details of their relevant fees to tenants and landlords; state whether or not they are a member of a client money protection scheme; and give details of which redress scheme they belong to. This information should be displayed both on an agents website and at each of the premises at which the agent deals.

This Act introduced the facility to issue Penalty Notices and Penalty Charge Notices for breaches of the legislation. An agent will be advised of any non-compliances in advance by way of written advice and warnings giving time limits in which to comply being issued. If the issue remains unresolved, a notice of intent will be served on the agent who has 28 days to submit representations. If the representations are unsuccessful, a final notice may be served. At this stage an agent can choose to appeal within a specified time frame – this is heard by a first tier tribunal. This may result in the notice being quashed, the monetary penalty being upheld or penalty amount being varied. Non-payment may result in County Court action to recover the debt.

The penalty of **each individual** breach is a maximum £5,000 monetary penalty (issued by way of a fixed penalty notice). Government guidance has suggested that £5,000 should be considered the norm and only reduced in exceptional circumstances.

Other Acts

Seizure

Where powers exist within legislation to seize goods, officers will give a written notice to the proprietor, or person in charge of the premises, detailing the legislation under which seizure takes place and listing the goods and items seized.

Forfeiture of goods

An application may be made to a Magistrates' Court for the forfeiture of any goods seized from a trader where an examination of the goods or a representative sample has shown them to bear unauthorised trade marks.

This action will be considered in those cases where goods have been seized and the owner has not agreed to their voluntary surrender and a course of action is being pursued that will not lead to a Court determining the fate of the seized items.

Prosecutions and Cautions

As a general guide, at least one of the following criteria will apply before an investigation is considered for prosecution or caution:-

- there has been an element of fraud or intent in committing an offence
- there has been gross negligence or
- there is an immediate serious risk to the public or
- where a previous warning has failed to resolve that, or a related, problem; or
- it is in the community interest to prosecute in the first instance,

Prosecutions will only be submitted to the Legal Service Division by a Nominated Instructing Officer. In addition to those general circumstances that are considered likely to warrant prosecution, listed in part one of this Policy, it may be appropriate to consider prosecution in the following particular circumstances:-

Metrology - Equipment

- where unjust equipment, more than three times the permitted tolerance, has been found being used for trade purposes; or
- when a repair notice has not been complied with; or
- where equipment has been found in use for trade but had not been passed as fit for such use i.e. stamped; or

- where equipment has been 'rejected' and is found to be in use for trade.

Consumer Protection/European Community Acts

- where a Manufacturer/Importer/Supplier has failed to comply with a suspension or compliance notice.

Civil enforcement action

The Enterprise Act 2002 Part 8 introduced a new regime which enables civil enforcement sanctions to be used to prevent or stop unfair trade practices which might affect consumers' interests.

The Consumer Protection from Unfair Trading Regulations 2008 provide an option for enforcement action to be undertaken using the powers set out by the Enterprise Act 2002 Part 8 or by the criminal sanctions set out above.

The Business Protection from Misleading Marketing Regulations 2008 provides an option for enforcement action to be undertaken using a similar regime for business to business transactions or by the criminal sanctions route set out above.

The same criteria set out in the prosecution and cautions section above would apply before a Civil Injunction was undertaken.

ANTI-SOCIAL BEHAVIOUR

Croydon has adopted the definition of Anti-social Behaviour (ASB) as detailed in section 2 of the Anti-Social Behaviour, Crime and Policing Act 2014. 'Anti-social behaviour' (ASB) means behaviour by a person which causes or is likely to cause harassment, alarm or distress to any person, conduct capable of causing nuisance or annoyance to any person in relation to that person's occupation of residential premises or conduct capable of causing housing related nuisance or annoyance to any person.

The following is not an exhaustive list but is illustrative of the types of issues which can give rise to anti-social behaviour concerns:

- 1) Noise nuisance
- 2) Verbal abuse / harassment / intimidation / threatening behaviour
- 3) Hate related incidents (harassment based on race, sexual orientation, gender, disability, religion or age)
- 4) Vandalism or damage to property
- 5) Pets and animal nuisance
- 6) Drugs / substance misuse / drug dealing
- 7) Alcohol related nuisance
- 8) Domestic abuse
- 9) Physical violence
- 10) Litter / rubbish / fly-tipping / graffiti
- 11) Vehicle nuisance
- 12) Misuse of communal areas
- 13) Prostitution / sexual acts / kerb crawling
- 14) Criminal behaviour (other than listed above)

Officers will decide what the appropriate actions should be based on the information/evidence they have when their initial investigation is complete.

Enforcement options

We may take both formal and informal action in response to a complaint of ASB and we will decide the appropriate level of response on a case by case basis. The following contains some of the main actions that we will consider in managing ASB complaints.

Informal action

Mediation

Croydon Community Mediation Service (CCMS) trains volunteers to work with individuals and groups of people experiencing conflict to help them find their own agreed solution to the difficulties being experienced. Council officers may also try to bring parties together for to try and resolve matters informally.

Restorative Justice

In a similar way, Restorative Justice uses trained officers within the council to work through areas of conflict with people to help them find their own agreed solution to the difficulties being experienced.

Informal Warning

This will usually take the form of a meeting where incidents of ASB are discussed. In deciding to use a verbal warning, the officer should still consider the evidence. For instance, the officer should have reason to believe that the anti-social behaviour has occurred, or is likely to occur, and that the individual's behaviour could be considered to be unreasonable. In issuing a verbal warning, the police, council or housing officer should make clear to the individual what behaviour is causing the issue and what effect this is having on the victim or community and the consequences of non-compliance are explained clearly.

Warning Letters

Informal Warning Letters may be issued to explain the problem behaviour, provide advice and request that it stops. If the behaviour continues a Formal Warning Letter may be issued specifying the behaviour of concern and to warn of the legal action(s) that will be taken unless the behaviour stops. As with a verbal warning, a written warning should contain specifics about what behaviour has occurred and why this is not acceptable, including the impact on any victims or local community. As provided for in the information sharing agreement and protocol between the relevant agencies, local agencies should alert each other that the warning has been given so that it can be effectively monitored. Each agency shall ensure that it keeps a record of any verbal or written warning given so that it may be used as evidence in court proceedings if required.

Acceptable Behaviour Contracts (ABCs)

ABCs are an effective and valuable part of our prevention, diversion and behaviour change agenda for use with young people as well as adults – including those with diagnosed mental illness. An ABC will be signed by the perpetrator in the presence of a council officer, the Police and / or other partner working with the person(s) being asked to sign. Where there are capacity issues with the person being asked to sign the Council will ensure that an appropriate adult is involved in the process. An ABC sets out conditions which the perpetrator is expected to abide by and is often a precursor to legal or enforcement action through the Courts. Legal action can be pursued when there are serious and persistent breaches of the ABC and a copy of the ABC will be used as evidence at Court. Perpetrators who decline to sign the ABC will be issued with a copy of the Conditions that the Council expect to be met. If these are breached the Council will consider legal remedy.

Where ASB is being caused by a child under the age of 10, parents may be asked to sign a Parenting Agreement to demonstrate their commitment to supervising their child's behaviour change and to avoid further action.

Formal action

Notice of Seeking Possession (NOSP)

If a council tenant is causing ASB, a NOSP may be served when there is sufficient evidence that the relevant clauses of the council's Tenancy Conditions have been breached. A NOSP is the first stage in the legal process to bring a **secure tenancy** to an end and when necessary, evict the perpetrator. A NOSP may be served by the Tenancy Officer but in many cases of repeated ASB is more likely to be served by an ASB Enforcement Officer.

If the ASB continues after a NOSP has been served the next stage in the enforcement process is to instruct our in-house legal team to request a court hearing. When we do this, we will advise the complainant and any other witnesses/victims involved.

Notice to Quit (NTQ)

An NTQ will be served when there is evidence that the relevant clause(s) of the council's Tenancy Conditions has been breached. An NTQ brings a **non-secure tenancy** to an end.

At the end of this period if the ASB is continuing we will instruct our legal team to request a possession hearing. When we do this, we will write to the complainant and any witnesses/victims setting out what we intend to do.

Unlike a secure tenant, a non-secure tenant cannot appeal against the council's right to be granted a possession order. However, we will write to the person(s) being complained about so that they can attend the court hearing and give their side of events.

Possession Action

When the perpetrator of the ASB is a Croydon council tenant we can apply to the County Court for a Possession Order to evict them from their home under the powers contained in the Housing Acts 1985 and 1996. If the Court grants such an order it will usually lead to eviction.

When we evict a household because of documented anti-social behaviour, we will seek to exclude every member in that household from joining Croydon's Housing Register as provided for in Section 14(7) of the Homelessness Act 2002. This may mean that any person who may have been involved in perpetrating ASB will not be eligible for rehousing by this Council.

Absolute Ground for Possession

This applies to Councils and Housing Associations and private rented sector landlords. This is grounds for possession of a property under Section 94 of the ASB

Crime and Policing Act 2014, Section 84A and s 85ZA of the Housing Act 1985 and section 7A of the Housing Act 1988.

The ground for possession allows the Council and other landlords to swiftly evict the most anti-social tenants and offer protection and faster relief to victims. Eviction using this power can be pursued if a tenant:

- Has been convicted of a serious offence
- Has breached an Injunction
- Has breached a Criminal Behaviour Order
- Has had their property subject to a Closure Order for more than 48 hours
- Has breached an Abatement Notice in relation to statutory nuisance under the Environmental Protection Act 1990

Legal Undertaking

A legal undertaking is a signed undertaking (or promise) by the alleged perpetrator to the court. If the alleged perpetrator breaches the undertaking it is treated as contempt of court and could result in them being sent to prison.

Forfeiture Proceedings

If you either own the lease to your flat or are a Croydon council leaseholder, your Leasehold Conditions are likely to contain clauses regulating your behaviour and the behaviour of anyone living in your leasehold property and their household members including children and visitors. If we need to take legal action, this will usually include Forfeiture Proceedings and we will inform your Mortgage Lender. Forfeiture is similar in outcome to eviction and if successful will result in the leaseholder losing both their home and their mortgage payments up to that point.

Injunctions

An Injunction is a civil remedy that is obtained through the County Court, High Court or Youth Court under section 222 of the Local Government Act 1972, the Anti-social Behaviour, Crime and Policing Act 2014, or other legislation. A civil injunction can include both prohibitions (which require a respondent to refrain from doing something) and positive requirements (where the respondent may be required to take certain steps or participate in specified activities). The Council will work with partner agencies who now have the power to apply for Injunctions, such as, the Police, Housing Associations, the NHS and Transport for London (TFL).

Criminal Behaviour Orders

When someone is convicted of a criminal offence related to ASB, the Police (via the Crown Prosecution Service / CPS) or the Council (if they are a party to the proceedings) can immediately ask the Magistrate or Judge to make Criminal Behaviour Order at the same hearing without the need to having to institute separate proceedings. A Criminal Behaviour Order can include both prohibitions (which require

a respondent to refrain from doing something) and positive requirements (where the respondent may be required to take certain steps or participate in specified activities).

Premises Closures

Under the Anti-Social Behaviour, Crime and Policing Act 2014, the Council can apply to the Magistrates court to close a premises on the grounds that there has been disorderly, offensive or criminal behaviour on the premises or where the use of the premises has resulted in serious nuisance to members of the public or where there has been disorder near the premises associated with the use of the premises. The Court can also be asked to close premises where this type of behaviour has not yet occurred but is likely to occur.

Use of CCTV and Directed Surveillance

In appropriate circumstances we will use surveillance, CCTV or other recording equipment such as a Digital Noise Recorder to record acts of ASB particularly those relating to unsocial or noisy neighbours. We make decisions about using these tools depending on the type of ASB being complained of and with due regard for the provisions of the Regulation of Investigatory Powers Act 2000 – Part II - Application for Authority for Directed Surveillance, sometimes referred to as RIPA.

RIPA legislates for the use by local authorities of covert methods of surveillance and information gathering to assist the detection and prevention of crime in relation to an authorities core functions. Evidence obtained by any covert surveillance or use of covert human intelligence sources could be subject to challenges under Articles 6 (right to a fair trial) and 8 (right to a private and family life) of the European Convention on Human Rights (ECHR) - the right to respect for private and family life. However, properly authorised covert surveillance under RIPA makes lawful what might otherwise be a breach of Articles 6 and 8 of the ECHR and protects the Council from any civil liability.

To ensure compliance all covert directed surveillance, and use of covert human intelligence source (CHIS), falling within the scope of the Act, carried out by officers of the Council or contractors acting on the Council's behalf, must be properly authorised by an Authorising Officer. It must be remembered that the Council is required to seek Judicial Approval before an authorisation can take effect. This is in addition to getting authorisation from one of the Council's Authorising Officers.

Further the use of directed surveillance under RIPA is limited to the investigation of crimes only; which attract a 6 month or more custodial sentence, (with the exception of offences relating to the underage sale of alcohol and tobacco).

Please refer to the Council Policy "Regulation of Investigatory Powers Act, Corporate Policy & Procedures" for further information.

Use of Council owned Public Safety CCTV

Any use of Council's CCTV for purposes of 'surveillance' undertaken to provide evidence in respect of ASB matters, will be carried out with regard to the Council's

Policies on their use, Regulation of Investigatory Powers Act, Corporate Policy & Procedures and the Statutory Codes of Practice issued by the Surveillance Camera Commissioner and that of the Information Commissioner.

There are a variety of other powers available to address ASB in areas where particular behaviour is prevalent and where action against named individuals is not the most effective response. This includes behaviour that may involve groups of people and requires additional police or local authority powers in order to deal with the behaviour quickly. Examples of the powers available include:

Community Protection Notice

The community protection notice (CPN) is intended to deal with particular, ongoing problems or nuisances which negatively affect the community's quality of life by targeting those responsible. This can include anti-social behaviour noise and environmental issues. The Council will take reasonable steps to halt the behaviour before the issuing of a formal notice including a written warning. Police, council or social landlords are able to issue CPNs as warnings to individual or business if they are satisfied on reasonable grounds that the conduct of the individual, business or organisation:

- is having a detrimental effect on the quality of life of those in the locality;
- is persistent or continuing in nature; and
- is unreasonable.

A CPN can only be issued once the appropriate statutory written warning has been issued to the person responsible pursuant to the Act and there has been a failure to rectify the behaviour complained of despite being given sufficient time to do so and it is considered that it is reasonable to impose the requirements set out in the CPN.

A CPN may be issued against any person aged 16 or over or a body, including a business. Where a body is issued with a CPN, it will be issued to the most appropriate person as prescribed in the Act. The issuing officer will have to be able to prove that the person issued with the CPN can be reasonably expected to control or affect the behaviour. The CPN can be handed directly to the person in question or it could be posted to them. In circumstances where the owner or occupier cannot be determined, the issuing officer can post the CPN on the premises and it is considered as having been served at that point. In that scenario, the issuing officer would need to demonstrate that reasonable enquiries had been undertaken to ascertain the identity of the owner or occupier, for instance, checking with the Land Registry.

Each CPN will include a period of notice for the individual or body to deal with the matter. It will be for the issuing officer to decide how long is allowed on a case by case basis. For instance, in an example where a garden is to be cleared of waste, several days or weeks may be required to enable the individual to make arrangements. However, where an individual is playing loud music and they have failed to stop following the issuing of a written warning the officer could require the behaviour to stop immediately.

Failure to comply with a CPN is an offence. Where an individual, business or organisation fails to comply with the terms of a CPN, a number of options are available for the Council as follows:

- FPN
- Remedial Action e.g. works in default
- Forfeiture or seizure of items e.g. music equipment
- Prosecution in Court

Authorised officers will make decisions on the best course of action following a breach given the circumstances of the situation. It is expected that FPNs will be used to discharge liability for an initial offence in all circumstances unless there is a serious breach and that it is in the public interest not to do so. However, failure to comply with any of the requirements of a court order constitutes contempt of court and could lead to a fine or custodial sentence.

Anyone issued with a CPN has the opportunity to appeal within 21 days of issue. Appeals are heard in a magistrates' court and the notice will provide detail of this process.

Public Spaces Protection Order

Public spaces protection orders (PSPOs) are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour. The Council is responsible for making a PSPO although the police also have enforcement powers.

The council can make a PSPO on any public space within its own area and can be made if they are satisfied on reasonable grounds that the activities carried out, or likely to be carried out, in a public space:

- have had, or are likely to have, a detrimental effect on the quality of life of those in the locality;
- is, or is likely to be, persistent or continuing in nature;
- is, or is likely to be, unreasonable; and
- justifies the restrictions imposed.

Before making a PSPO, the council must consult with the local police. This is an opportunity for the police and council to share information about the area and the problems being caused as well as discuss the practicalities of enforcement. In addition, the owner or occupier of the land should be consulted. In Croydon recommendations for PSPOs will be discussed and agreed by the Council following discussion and recommendations at the Joint Agency Group.

The council must also consult whatever community representatives they think appropriate. This could relate to a specific group, for instance the residents association, or an individual or group of individuals, for instance, regular users of a

park. Before the PSPO is made, the council also has to publish the draft order in accordance with regulations published by the Secretary of State.

There are also further consultation requirements where access is to be restricted to a public right of way under a PSPO. This includes notifying potentially affected persons of the possible restrictions. This could include people who regularly use the right of way in their day to day travel as well as those who live nearby. Interested persons should be informed about how they can view a copy of the proposed order, and be given details of how they can make representations and by when. The council should then consider these representations.

A single PSPO can also include multiple restrictions and requirements in one order. It can prohibit certain activities, such as the drinking of alcohol, as well as placing requirements on individuals carrying out certain activities, for instance making sure that people walking their dogs keep them on a lead.

The maximum duration of a PSPO is three years but they can last for shorter periods of time where appropriate. Short-term PSPOs could be used where it is not certain that restrictions will have the desired effect, for instance, when closing a public right of way, councils may wish to make an initial PSPO for 12 months and then review the decision at that point.

At any point before expiry, the council can extend a PSPO by up to three years if they consider that it is necessary to prevent the original behaviour from occurring or recurring. They should also consult with the local police and any other community representatives they think appropriate.

The new PSPO can cover a number of different restrictions and requirements so there should be little need to have overlapping orders in a particular public space. However, if a new issue arises in an area where a PSPO is in force, the council can vary the terms of the order at any time. This can change the size of the restricted area or the specific requirements or restrictions. As well as varying the PSPO, a council can also seek to discharge it at any time. For instance when the problem has ceased to exist or the land ceases to be classified as a public space.

It is an offence for a person, without reasonable excuse, to:

- do anything that the person is prohibited from doing by a PSPO or
- fail to comply with a requirement to which the person is subject under a PSPO.

The breach of a PSPO is a criminal offence. However, depending on the behaviour in question, the enforcing officer could decide that a fixed penalty notice (FPN) would be the most appropriate sanction. The FPN can be issued by a police officer, PCSO, council officer or other person designated by the council. In making the decision to issue a FPN, the officer should consider that if issued, payment of the FPN would discharge any liability to conviction for the offence. However, where the FPN is not paid within the required timescale, court proceedings can be initiated (prosecution for the offence of failing to comply with the PSPO).

A challenge to the PSPO may be made in the High Court by anyone who lives in, regularly works in, or visits the area which the PSPO covers within six weeks of it being issued. This means that only those who are directly affected by the restrictions have the power to challenge. A further right of appeal is available each time the PSPO is varied by the council.

ENVIRONMENTAL ENFORCEMENT AND NEIGHBOURHOOD SAFETY

Illegal Encampments

Each encampment is assessed and dealt with on a case-by-case basis. Officers can serve Bye-law notices against illegal encampments in Croydon Parks where a group has set up without permission (see website for list of current by laws and parks covered).

Environmental enforcement officers (EEOs) can apply for court orders on unauthorised encampments set up on Croydon's land under the Criminal Justice and Public Order Act 1994 (CJ&POA '94).

The Police can in certain circumstances use their more immediate powers under s61 of the same Act to move on unauthorised groups if certain requirements are met, however Croydon Council are generally recognised as the lead authority when dealing with unauthorised encampments in Croydon.

LB Croydon expect the land owner to take the required action to remove any unauthorised encampment on private land and will seek to make land owners aware of incursions where possible.

Fly tipping

The mis-management of waste and waste dumping (fly tipping) degrades the amenity of an area and often attracts further environmental crimes. In line with this policy we may provide information and advice to the community on how to properly manage their waste. We will use all relevant legislation to take enforcement action against those who fail to comply with their legal responsibilities for waste management and those who illegally deposit waste.

Waste dumped on private land presents particular problems for the state of the local environment. The Council is not responsible for clearing up waste on private land, but will endeavour to ensure that those dumping waste anywhere in Croydon are prosecuted and, where possible, any clear up costs recovered. Land owners who are found to have permitted waste to be illegally deposited on their land may also be liable for prosecution.

There are various other powers available to the Local Authority to deal with fly tipping. This may involve serving a notice on the land owner to clear the waste, and requiring them to take steps to secure the land against further illegal deposits.

Vehicle Seizures – waste offences

If fly-tipping is carried out using a vehicle both the driver and the owner of the vehicle can be prosecuted. Council Officers and Police are now empowered to seize any vehicle believed to have been used in fly-tipping or unlicensed waste carrying. Reports

of vehicles used for fly-tipping/carrying waste illegally are investigated by our officers, please see the link below -

<http://www.croydon.gov.uk/transportandstreets/streets/flytipping>

Environmental enforcement officers also carry out proactive patrols looking for vehicles that are suspected to be involved in transporting waste illegally. Any vehicle found carrying waste and is suspected of doing so illegally may be seized by the officer. It is then up to the owner/keeper/driver to take the necessary steps to come forward and prove ownership or control of the vehicle in order to claim the vehicle back. If your vehicle is seized, you will need to make a claim for it. A copy of the seizure notice will be provided to you and you will need to produce relevant documents. Failure to claim the vehicle or fail to produce the required paperwork in the specified time scale may result it in being disposed of by the Council via a number of different methods including sale or disposal. For further information on vehicle seizures please see the below link:

<https://www.gov.uk/guidance/local-authorities-seizing-vehicles-for-suspected-waste-crime>

Litter

It is illegal to drop litter in a public place. The Environmental Protection Act 1990 - Section 87 (as amended) states that an offence is committed if anything is dropped, thrown, left or deposited in any place open to the air that the public have access to with or without payment. This includes any deposit on land or water and the statutory definition of litter specifically includes cigarette butts and chewing gum. Waste/litter found to have come from commercial or household premises which has been left in a place open to the air without consent from the land owner/person controlling the land and not in accordance with proper waste collection arrangements is also an offence.

Croydon Council provides litter bins in high street areas (we are empowered to do so under section 5 of the Litter Act 1983) and other busy places across the borough. We will continue to work with schools, residents groups and other forums to reduce the level of littering by undertaking general litter education and raising awareness to highlight the consequences of littering. Where appropriate, authorised officers will use FPN powers to highlight that littering is not permitted in Croydon.

Community Protection Notices (CPNs)

The Community Protection Notice (CPN) provisions contained in the Anti-Social Behaviour Crime and Policing Act 2014 are intended to deal with particular ongoing problems or nuisances which negatively affect the community's quality of life by targeting those responsible. This can include anti-social behaviour, noise and environmental issues. Police, councils or social landlords are able to issue CPNs to individual or businesses if they are satisfied on reasonable grounds that the conduct of the individual, business or organisation:

- is having a detrimental effect on the quality of life of those in the locality;

- is persistent or continuing in nature; and
- is unreasonable.

Each CPN will include a period of time for the individual or body to deal with the matter. It will be for the issuing officer to decide how long is allowed on a case by case basis. Sometimes a request may require immediate action. For example, where a garden is to be cleared of waste, several days or weeks may be required for the individual to make arrangements. A CPN warning (sometimes referred to as CPNw or CPW) must be served first before a formal CPN (notice).

Failure to comply with a CPN notice is a criminal offence. Where an individual, business or organisation fails to comply with the terms of a CPN, a number of options are available for the Council as follows:

- Issue an FPN
- Remedial action e.g. works in default
- Forfeiture or seizure of items involved e.g. music equipment
- Prosecution in Court

A person/company has 21 days to formally appeal a CPN in a Magistrates court.

Household waste

Croydon, as a Waste Collection Authority, has a duty to provide a household waste collection service. The Council requires that non-recyclable household waste is placed in wheeled containers provided, and left for collection at the boundary of the house holder's property on their days of collection (unless subject to specific agreement for alternative arrangements) or in communal containers on housing estates.

Recyclable materials including food waste should be placed in the specific containers provided and in most cases these are collected on the same day as household waste.

Section 46 of the Environmental Protection Act 1990 (as amended) allows the Council to specify what waste is placed in receptacles including recycling materials. It also allows the Council to state the type of containers used, how many there are and when and where they are placed out for collection.

The Council has adopted a compulsory recycling scheme from January 2013 that requires all households to use the appropriate containers for recyclable materials to further reduce the amount of waste going to landfill. The process for managing this is to initially provide advice and information to households that are not recycling. If there is no improvement the council will consider enforcement action aimed at achieving compliance.

A charge may be made for collection of the waste thereafter or the service of collection may even be withdrawn (in some circumstances where deemed appropriate, proportionate and necessary). If the service is withdrawn the occupiers will then be responsible for disposing of their own household waste.

Business and bulky household waste

Businesses are under a duty to ensure that their waste is stored, presented and disposed of in accordance with the waste Duty of Care. This duty states that businesses must take all reasonable steps to keep waste secure prior to disposal. Businesses must be sure that their waste is transferred to a legitimate site and carried by a company/individual who is licensed by the Environment Agency to take it and transport, recycle or dispose of it safely.

This transfer of waste must be officially recorded on a Transfer Note. Businesses must ensure they keep a copy of the Transfer Note from their authorised waste collector and this record must be retained by the business for two years.

Householders also have a duty to ensure that only a registered waste carrier removes household, garden or construction waste from their property. Failure to make sufficient checks may render the householder liable for prosecution and/or be liable to pay towards clear up costs incurred of any fly tipped material that has come from them. A Fixed Penalty Notice for a breach of the Householders Duty of Care is expected to come into effect in 2018. If it does Croydon will seek to adopt this and use the new legislation when appropriate in line with other environmental FPNs already issued.

The Council provides a comprehensive waste collection service including recycling materials from residents and businesses, non-recyclable waste, commercial waste, bulky goods, green waste and white goods. These services enable residents and businesses to dispose of their waste safely and legally.

Further information is available at <http://www.croydon.gov.uk/environment/rrandw/>

If you transport waste as part of your business or otherwise for profit, you must register with the Environment Agency as a waste carrier. If you are a charity or voluntary organisation and you collect or transport waste on a professional basis you must also register with the Environment Agency as a waste carrier. Failure to produce a waste carrier's licence can result in an FPN or prosecution and / or seizure of any vehicle used.

Dog fouling and responsible ownership

Croydon Council recognises the importance of creating a usable and enjoyable environment for all residents. Dog related issues such as fouling and dogs of any kind that are intimidating to users of public places and are uncontrolled, adversely affect the environment and the enjoyment of it. Dog fouling has been cited by residents as a significant environmental issue within the Borough.

The previous legislation relating to dog control offences was the Dogs (Fouling of Land) Act 1996, which was repealed from 6 April 2005 when the Clean Neighbourhoods and Environment Act 2005 (CNEA 2005) became law. The provisions under CNEA 2005 do not alter the existing powers the Police have to deal with dangerous dogs under the Dangerous Dogs Act (1991).

A number of Dog Control Orders are in existence around the Borough, which make the following an offence:

- Failing to pick up your dog fouling - in any public space
- Allowing your dog to enter an area from which they are excluded no dog area – in specific areas, e.g. playground areas in Parks
- Failing to put your dog on a lead when asked to by an authorised officer – in any public space.
- Limiting the number of dogs on leads

In October 2014 the Dog Control Order legislation was replaced by the Public Spaces Protection Order (PSPO) power contained within the Anti-Social Behaviour Crime and Policing Act 2014 (ASBCPA). This means that the ability to create new DCO's has been repealed but that existing DCO's remain in force for a period of three years from the commencement of the ASBCPA unless replaced earlier by a PSPO. PSPOs are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's quality of life, by imposing conditions on the use of that area which apply to everyone. They are designed to ensure the law-abiding majority can use and enjoy public spaces, safe from anti-social behaviour. The Council is responsible for making a PSPO although the police also have enforcement powers.

These changes enable the Council to place the same Dog Control Order restrictions in parks and open spaces which encourage responsible dog ownership, as well as including restrictions on other potential anti-social behaviour. Failure to abide by the restrictions imposed by a PSPO will in most circumstances be punishable by the issuing of an FPN but it can include prosecution.

Graffiti

Graffiti is classed as criminal damage and defined as any informal or illegal marks, drawings or paintings that have been deliberately made by anyone on any physical element in the outdoor environment. Graffiti is illegal, anti-social, degrades the local environment and is costly to remove.

The Council clean graffiti and fly-posting from Croydon's streets, public buildings and council owned street furniture on a regular basis. The Council will remove racist or offensive graffiti within 24 hours of a report. They also clean graffiti from private property with the owner's consent. A reasonable charge may be made for this service to recover staff and material costs.

A range of actions are available to authorised officers to deal with graffiti, from FPNs through to Criminal Prosecution. When deciding which course of action to follow we will consider:

- The degree and extent of graffiti that has taken place;
- The overall impact on the local environment;
- The previous history and record of any/all individuals involved in the graffiti.

We will work closely with our community to ensure that Croydon is graffiti-free and work in partnership with those affected by graffiti vandalism to remove it. Following this approach, if graffiti is not removed we reserve the right to serve a notice on a property owner requiring them to have the graffiti removed and setting a time frame within which this should be done.

Fly Posting / advertising on street furniture

The illegal display of advertisements, commonly referred to as 'fly-posting' is detrimental to the visual amenity of an area. It usually comprises wholly commercial premises, for example night clubs, attaching advertisements such as posters to street furniture. Anyone wishing to advertise on the highway must obtain permission from Croydon Council beforehand; Some local event organisers may be permitted to advertise their event for a short period of time. For applicants wishing to apply for such permission they should view the following page for further details:

<https://www.croydon.gov.uk/transportandstreets/rhps/advertising-your-event-on-our-roads-or-pavements>

Enforcement options for illegal advertising on the public highway include removal of the advertisements and, in more prolific/persistent cases, the issue of Fixed Penalty Notices or prosecution. It is a criminal offence with a current maximum fine of £2,500 per advertisement.

Abandoned or Nuisance Vehicles

There are a number of categories of vehicles that are reported to the Council. The abandoned vehicles service may deal with directly with some of these, however sometimes the vehicle/customer will be referred onto another department or agency (such as the DVLA or Police) where appropriate.

Selling goods/Offering a service on the public highway

Selling goods or offering a service on the public highway without a valid street trading licence may constitute an offence. There are various forms of this offence, from selling cars on the road, shops with goods on display without a licence, itinerant people selling goods such as toys/DVDs in town centres.

Croydon Council do not usually licence the selling of vehicles on the roadside. When vehicles for sale are being displayed on the public highway for trade or business, this can cause a nuisance to local residents, however it is recognised that from time to time individuals may wish to sell their own vehicle privately, and each case is dealt with on its own merits. Private car sellers should seek to use magazine advertising or local shops rather than placing a vehicle for sale on the highway.

Itinerant people selling goods without a valid licence risk having the goods seized, and potential prosecution.

Repairing vehicles on the road

Repairing vehicles on a road is an offence if undertaken as part of a business or if it causes a complaint to be made to the Council. Offenders are primarily (but are not restricted to) those businesses and individuals attempting to use the road as a workshop where it will be an on-going issue rather than one-off emergency repair. This practice causes the same problems as selling vehicles on the highway. As well as looking unsightly they present danger to passers-by and the possibility of damage to the local environment, through for example oil or fuel spills.

Vehicles Causing obstruction

Croydon Council no longer has a car pound or in house removal vehicles as part of its fleet, therefore it has had to reduce its vehicle removal service. In the first instance where a vehicle is causing a severe obstruction the complainant is advised to call the Police to try and establish the owner and get the vehicle removed. All other requests to remove vehicles that are apparently causing an obstruction will have to be assessed on a case by case basis and where the Council can assist it may, resources permitting.

Unwanted vehicles

Residents of the borough can contact the nuisance vehicle section to surrender an unwanted vehicle to the council. Requests to have the vehicle collected have to be made in writing and the V5C document associated with the vehicle enclosed.

Abandoned Vehicles

Abandoned vehicles should be reported to the Nuisance Vehicle Section who are responsible for enforcement:

<http://www.croydon.gov.uk/transportandstreets/streets/avreport>

However, it should be noted that if a vehicle is taxed, locked and secure and claimed by an owner after the initial report, it will likely not be deemed to be abandoned thereafter. If there is another nuisance associated with the vehicle it should be reported as a Nuisance Vehicle and the nuisance should be clearly outlined so that it can be routed to the correct Neighbourhood Team for assessment.

Highway Matters /Licensable activities

It is illegal to wilfully obstruct the public highway, however it is a subjective issue and every case is considered on its merits taking into account factors such as the width of the highway. Examples of things that may be deemed obstructions are:

- Foliage from gardens that overhang the public highway to the extent that people cannot easily walk along the footway;

- Pallets of building materials deposited on the footway leaving little room for passers by

Anyone wishing to place a skip, building materials or a safety hoarding on the public highway must first obtain a licence. Croydon issues licences for these purposes which are governed by a specific set of conditions depending upon the licence required. These can be applied for from the Licensing Team at LICENSING@croydon.gov.uk

There are many other highway issues which are dealt with by the Environmental Enforcement Team, including building works that damage footways, vehicle crossover issues, water flowing over footways due to lack of drainage, etc. It is not intended to list all the potential offences or possible enforcement actions in this policy, however anyone wishing to enquire further about a specific Highway issue may contact the Environmental Enforcement Team on 020 8726 6200.

A-Boards (Advertising Boards)

A-Boards are currently informally permitted in Croydon, however, this is currently under review due to the increase in A-boards being put out irresponsibly across the borough and the associated obstruction caused by them. The main issue is with the inconsistent way in which A-boards are left out by shops which can in turn make it difficult for those who are disabled and visually impaired pedestrians from navigating the pavements safely.

In order for an A-board to be temporarily placed under current accepted tolerances and to enable free pedestrian flow, A-boards should go on the frontage of the shop (where available) and should not be left away from the shop premises or be left out overnight. Any A-boards found to be inappropriate for the area for whatever reason may be requested to be removed or re-sited by an officer. Any A-boards found to be left out contrary to an officer's request may be subject to removal without further notice, especially where it may be affecting pedestrian access/egress or adversely affecting driver/pedestrian sight lines in the interests of safety. Under the Highways Act 1980 officers may remove any A-boards immediately if they are causing or may cause an obstruction. Less serious situations may be dealt with by issuing a fixed penalty notice, or a community penalty notice for repeat offenders.

The Council has implemented the licensing of portable A-boards within a defined area of the town centre. This has helped regulate their use and prevent highway obstructions in the town centre.

Levels of enforcement action

Under normal circumstances, a process of escalation will be used until compliance is reached starting at the lowest appropriate level. Exceptions would include but not be limited to instances where there is a serious risk to public safety, animals or the environment or the offences have been committed deliberately or negligently involve deception, are repeat offences or where there is significant economic detriment. Examples of the main types of action that can be considered are shown below:

Informal

- No action
- Information, advice and guidance
- Verbal warnings
- Written warnings

Formal

- Fixed Penalty notices
- Formal Notice
- Caution
- Prosecution

In assessing what enforcement action is necessary and proportionate, consideration will be given to such relevant considerations as arise in each individual case. These considerations could include, among other things:

- The seriousness of non-compliance/ failure
- The individual's or business's past performance and its current practice
- The risks being managed
- Legal, official or professional guidance
- Local priorities of the Council

No Further Action

In certain circumstances, contraventions of the law may not warrant any further/formal action. This can be where the breach is of a very minor nature with inconsequential risk, the cost of compliance to the offender outweighs the detrimental impact of the contravention, or the cost of the required enforcement action to the Council outweighs the detrimental impact of the contravention on the community. A decision of *no further action* may also be taken where formal enforcement is inappropriate in the circumstances, which may include instances where a trader has ceased to trade, or the offender is elderly, frail or seriously ill and formal action would seriously damage their wellbeing. In such cases we will advise the offender of the reasons for taking no action.

Informal Action and Advice

For minor breaches of the law, verbal or written advice may be given. Any contraventions of the law will be clearly identified and advice given on how to put them right, including a deadline by which this must be done. The time allowed will be reasonable, and take into account the seriousness of the contravention and the implications of the non-compliance.

Warning

If there has been a minor incident where the law has been broken, it may be decided that the most appropriate course of action is to issue the offender with a verbal and/or written warning. Previous warnings will be taken into account when considering taking formal action.

Fixed Penalty Notices ('FPN')

Certain offences enable Local Authorities to offer an alternative to prosecution by way of Fixed Penalty Notices (FPNs). These will be issued when an authorised officer observes or has evidence that an offence has been committed, for example a person dropping litter. The various FPNs that the Council may serve are detailed below:

Offence	Croydon Current penalty	Stat Maximum full penalty	Early payment amount
Littering	£150	£150	£100
flyposting (s132 of Highways Act 1980 attaching pictures to street -	£75	£80	N/A
S34 Duty Of Care (Failure to produce Waste documents)	£300	£300	N/A
Failure to produce Authority (to carry waste - no waste licence - COPA 1989)	£300	£300	N/A
Fly-tipping	£400	£400	N/A
PSPO - ASBC&P Act	£80	£100	N/A
CPN Breach	£80	£100	N/A
S47 notice Environmental Protection Act	£100	£110	N/A
CNEA Repairing vehicles on the road (commercial)	£100	£100	N/A
Street Trading offences London Local Authority Act 1990/2004/2007	Croydon Current penalty	Stat Maximum full penalty	Set by London Councils

S34 (1) Contravention of Street trading conditions	£100	£100	£60
34(2) Making false statement to officer	£125	£125	£75
34(3) resisting an officer	£250	£250	£150
34(4) failing to produce	£100	£100	£60
38(1) Unlicensed street trading (cars for sale or any other goods)	£150	£150	£90
Wilful Obstruction of Highway s137 Highways Act 1980	£100	£100	£50
Erecting scaffolding / structure or failure to comply with licence/perform duty s169(5) Highways Act 1980	£100	£100	£50
Unauthorised distribution of free literature on designated land	£50	£80	
Nuisance parking	£100	£100	N/A
Abandoning a vehicle	£200	£200	N/A

The FPN gives the alleged offender an opportunity to avoid prosecution by payment of the penalty. An FPN is therefore only issued where there is adequate evidence to support a prosecution if a notice is not paid. There is no obligation for the Council to offer an appeals process to someone that might want to dispute a fixed penalty notice – a plea of not guilty will be assessed by the court. However, the Council does allow for informal representations to be made in writing via its online [fixed penalty notice representation form](#). This is then considered by an FPN adjudication officer and once a decision has been made applicants will be notified in writing of the outcome. If the representation is upheld no further action will be taken. If the representation is rejected the outstanding penalty amount would then need to be paid within a specified number of days which will be stated on the correspondence.

The effective use of FPNs improves the enforcement process, resulting in officers being able to focus more detailed attention on more complex and serious cases.

The FPN charge for littering is £150 with a discounted fee of £100 payable if payment is made within 14 days. Croydon Council will retain any funds accrued from the serving of FPNs. Payments collected will be used to help offset the costs of the enforcement function by helping fund, for example, environmental improvements and relevant educational, operational, and publicity initiatives.

The FPN must be paid within the specified period of it being served. If the FPN is not paid reminder letters may be sent requesting payment and setting out what action the Council intends to take. Following this if the FPN is still not paid the case will be considered for prosecution in the Magistrates' Court.

The Clean Neighbourhoods & Environment Act 2005 makes it an offence to fail to give a proper name and address to the authorised officer when requested to do so for the purposes of issuing a FPN under that legislation, which includes offences such as littering. Any information recorded by officers for the purpose of issuing fixed penalty notices is held securely. Information that was collected for one purpose may be used for another council purpose, but in sharing such information the service complies with its data protection obligations.

Statutory Notice

Some legislation allows notices to be served requiring offenders to take specific actions or cease certain activities, for example when issuing Community Protection Notices. Notices may require activities to cease immediately where the circumstances relating to health, safety, environmental damage or nuisance demand. If not set out in law, when issuing a notice requiring actions to be taken by a person/company the time allowed will be reasonable, and take into account the seriousness of the contravention and the implications of the non-compliance. All notices issued will include details of any applicable appeals procedures.

Non-compliance with a Statutory Notice will usually be considered for prosecution or, if applicable, a civil remedy. Certain types of notice allow works to be carried out in default. This means that if a notice is not complied with (a breach of the notice) any necessary works to satisfy the requirements of the notice may be carried out by the Council. Where the law allows, a charge may be levied against the person/business served with the notice for any cost in carrying out the work. The costs incurred may then be recovered as a debt.

Caution

A caution is an admission of guilt, but is not a form of sentence, nor is it a criminal conviction. For a simple caution to be issued a number of criteria must be satisfied:

- sufficient evidence must be available to prove the case
- the offender must admit the offence
- it must be in the public interest to use a caution

- the offender must be 18 years or over

If the offender commits a further offence, the caution may influence our decision to prosecute. If following a caution the person commits a further offence then the caution may be cited in court, and this may influence the severity of the sentence that the court imposes.

Prosecution

Where a decision to prosecute is made, this decision will be taken in accordance with the Code for Crown Prosecutors. This document outlines the public interest and evidential considerations when instituting proceedings. Legal advice will be sought where appropriate. The Council will have regard to all relevant circumstances in assessing whether prosecution is appropriate and in the public interest.

All enforcement decisions and actions will be made with due regard to the provisions of:

- The Human Rights Act 1998
- The Crime and Disorder Act 1998
- Police and Criminal Evidence Act 1984
- Criminal Procedure and Investigations Act 1996
- Regulation of Investigatory Powers Act 2000
- Freedom of Information Act 2000
- Equalities Act 2010
- Equal rights and anti-discrimination legislation

If it is in the public interest and appropriate, information concerning non-compliance will be shared with other enforcement agencies. Where this takes place, we will ensure that it is undertaken in compliance with the provisions of the Data Protection Act 1998 and Human Rights Act 1998.

In addition this policy reflects DEFRA guidance on the use of fixed penalty Notices which highlights the need to ensure that if FPNs are issued they need to be within a framework where offenders will be prosecuted, should they choose not to pay a notice that has been issued to them. This will help to minimise risk and build credibility in the system.

Who decides what enforcement action is taken

Decisions about the most appropriate enforcement action to be taken are based upon professional judgment, legal guidelines, statutory codes of practice and priorities set by the Council and/or Central Government. Where appropriate, decisions about enforcement will involve consultation between or approval from:

- Investigating Officer(s)
- Senior managers
- Council Solicitors

All enforcement related decisions will only be taken by officers authorised under the Council's Scheme of Delegation.

Implementing the Policy

Supporting the Council's objectives to transform its services, reduce costs and demand for services and make the borough safer and cleaner, this policy signals a change of focus and introduces a firmer approach to enforcement to deter and penalise offenders through greater use of fixed penalty notices, the issuing of notices and prosecutions.

This demonstrates the importance placed by the Council on street cleanliness, orderliness of the street environment and local environmental quality and its determination to make a stand against the small minority engaged in anti-social behaviour.

While the Council continues to increase the proportion of household waste that is recycled it is clear that a change is needed in the relationship between some householders and their waste so that it becomes the norm for all residents to use the full range of recycling services that are provided. This can be achieved by improving our communications with residents to ensure they have the right information regarding their services and what can and cannot be recycled, and by supporting this with the compulsory recycling policy.

Awareness raising and education

Awareness raising and education are fundamental to the operation of any enforcement work. It is important that the community are listened to and provided with clear information on their responsibilities to enable them to comply with the law. We aim to carry out this element of enforcement by providing consistent advice and guidance about relevant duties and responsibilities through face-to-face operations, leaflets, Croydon's website, local press, specific campaigning and work alongside our partners and stakeholders.

Over and above the targeted awareness raising and education work carried out by officers and partners, specific focused campaigns will be developed to highlight certain local environmental quality problems to a certain group or within a certain area. The policy will also support national and regional environmental quality campaigns.

Partnership working

The success of this policy will depend upon effective partnership working. Key partners will include:

- Teams within Council including parking enforcement, public safety, highways and environment and leisure services, housing and anti-social behaviour.
- Town Centre management
- Police
- Croydon BID

- Local businesses
- Children Families and Young People
- Schools and colleges
- Registered Social Landlords
- South London Waste Partnership
- Environment Agency
- Keep Britain Tidy (ENCAMS)
- Enforcement teams in neighbouring boroughs

Partners will help raise awareness through consistent information and advice, to assist in the education of the community regarding their responsibility to help keep Croydon clean and green.

Offences by juveniles

In law, an FPN can be issued to anyone over the age of 10. However, the Council have agreed that it will not issue FPNs to people under the age of 18.

Once an offence has been committed and the age of the offender has been ascertained officers are advised to use care and sensitivity when dealing with young people. In most circumstances the officer will give them a verbal warning and remind them of their responsibility to keep the Borough clean and green. However where the evidential and public interest tests are met the Council will consider prosecution.

Financial Penalties under s126, Chapter 6 and applications for Rent Repayment Orders, Chapter 4.

The new authority to issue a Financial Penalty and Rent Repayment Order came into force on April 6 2017 following the making of the 'The Rent Repayment Orders and Financial Penalties (Amounts Recovered) (England) Regulations 2017' (SI 2017 No. 367) and 'The Housing and Planning Act 2016 (Commencement No. 5, Transitional Provisions and Savings) Regulations 2017'.

Introduction - Financial Penalty (FP).

The new powers to issue a Financial Penalty came into force on April 6 2017 under Chapter 6 and schedule 9 of the Housing and Planning Act 2016 ("2016 Act") and The Rent Repayment Orders and Financial Penalties (Amounts Recovered) (England) Regulations 2017. A FP can be issued to a landlord (includes other responsible persons) who commits one of the following Housing Act 2004 ("2004 Act") offences.

- Section 30 – not comply with an improvement notice
- Section 72 (1) – not licence a house in multiple occupation
- Section 72 (2) – licensed HMO that is overcrowded
- Section 72 (3) – not comply with HMO licence conditions
- Section 95 (1) – not licence a private rented property (non-mandatory HMO)
- Section 95 (2) – not comply with a private rented property licence condition.
- Section 139 – overcrowding notice for HMO
- Section 234 – non-compliance a HMO Management Regulation

A new offence is created by section 21(1) of the 2016 Act; the breach of a Banning Order. The option to issue a FP is available. This power will not be available until later in 2017 with the current proposed commencement date; 1st October 2017.

The new section 249A of the Housing Act 2004 ("2004 Act") allows the Local Housing Authority (LHA) to issue a FP limiting the maximum penalty at £30,000.

Introduction - Rent Repayment Orders (RRO)

Rent Repayment Orders can already be applied for by a LHA or tenant under sections 73 and 96 of the 2004 Act for the following offences;

- Offence of failing to license an HMO under section 72 (1) of the 2004 Act;

- Offence of failing to license a licensable house under section 95(1), Part 3 of the 2004 Act.

A tenant can only make an application where the LHA had either secured a conviction or following a successful RRO award.

Chapter 6 of the 2016 Act widened the option to make an application to the First Tier Tribunal (FTT) for a RRO. This came into force on April 6 2017 under Chapter 4 of the 2016 Act. An application for a RRO can be made, within 12 month period, by a LHA or tenant against a landlord who commits one of the following Housing Act 2004 (“2004 Act”) offences (whether or not convicted) (*application for RRO - in addition to issuing a FP).

- Failure to comply with an Improvement Notice under section 30*,
- Failure to comply with a Prohibition Order under section 32(1),
- Offence of failing to license an HMO under section section 72 (1)*,
- Offence of failing to license a licensable house under section 95(1) Part 3*,
- Using violence to secure entry to a property under section 6 of the Criminal Law Act 1977; and
- Illegal eviction or harassment of the occupiers of a property under section 1 of the Protection from Eviction Act 1977

A new offence is created by section 21(1) of the 2016 Act; the breach of Banning Order. The option to apply for a RRO is available. This power will not be available until later in 2017 with the current proposed commencement date; 1st October 2017.

Financial Penalties as an alternative penalty to taking a prosecution.

The Government have introduced the FP as part of its campaign to clamp down heavily on criminal landlords; Ministers have made it very clear that they expected this power to be used robustly and they are not a lighter option to a prosecution. LHA have been given the authority to both determine whether to convict and the level of FP to impose; at up to £30,000. The level of penalty in the Magistrates Court is now unlimited for all offences where a FP could also be issued. All monies collected following the issue of a FP can be retained by the LHA to further its statutory functions in relation to private housing enforcement work.

The 2016 Act has also introduced the “Landlord Banning Order” (LBO) for the most serious and prolific offenders and the “Rogue Landlord Database” (RLD) of rogue landlords and property agents convicted of certain offences. Both elements are scheduled to come into force on 1 October 2017. Whilst a landlord issued with a FP* can be placed on the RLD (* requiring two FP within a 12 month period) a FP will not be a “Banning Order Offence” and so the issuing of a FP will preclude a LHA from seeking to apply to a FTT for a LBO.

The legislation does not permit LHA to both issue a FP and prosecute for the same offence. If a person has been convicted or is currently being prosecuted, the LHA cannot also impose a FP in respect of the same offence. Similarly, if a FP has been imposed, a person cannot then be convicted of an offence for the same conduct. A LHA must determine which route to follow

The Statutory Guidance says that a prosecution may be the most appropriate option where an offence is particularly serious or where the offender has committed similar offences in the past. The first of five stages of ‘Setting the Penalty’ offers a means of Banding the Offence based on the seriousness of the offence, culpability of the landlord and impact on tenant and community. The five stage allow a wide review of the appropriateness of the penalty chosen including the means and the table below acts as a guide. As part of reviewing whether to prosecute the LHA should consider the scope for working together with other LHA where a landlord has committed breaches in more than one local authority area. London Borough of Croydon works closely with both the sub region and the Private Sector Housing team within the Greater London Authority who support all Boroughs.

The decision whether to prosecute will be considered for each offence but Croydon will regard it as the preferred option for the higher banded offences and offences that the LHA determine fall at the threshold where it is proportionate to look to seek further redress ultimately through the RLD and BO penalties. This approach will meet the Government’s aim of clamping down heavily on a criminal landlord or letting agents.

Banding the Offence and Determining the Penalty (using scoring matrix)

Band 1				Band 2				Band 3				Band 4			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Caution															
Financial Penalty – Rent Repayment Order optional															
		Financial Penalty and Rent Repayment Order Register on Rogue Landlord Database (2 FP within 12M period)													
				Prosecution and Rent Repayment Order Banning Order Offence – register on Database											
								Consider -application to Ban Landlord							

Setting the Financial Penalty (FP) for a Landlord.

A Local Authority must determine the level of FP that can be awarded against a landlord. Croydon Council has developed this five stage process to provide a framework to assist with “*determining the level of fine*” which will ensure consistency, transparency and a fair assessment for all parties.

The process has taken into account the following documents;

1. The statutory guidance issued by the Secretary of State under;
 - Section 41 (4) of the 2016 Act relating to making applications for Rent Repayment Orders.
 - Article 12 of the new schedule 13A in the 2004 Act.
2. The Code for Crown Prosecutors which gives guidance to prosecutors on the general principles to be applied when making decisions about prosecutions.
3. Sentencing Council Guidance for Health and Food Safety Offences (2016)
4. Croydon Council Public Protection Enforcement Policy (incorporating the Private Sector Housing Enforcement Policy)
5. Making Homes Safe – May 2nd 2017. Cabinet authority to use procedure for *determining the level of financial penalty*.

Principles in the Statutory Guidance for Financial Penalties.

This explains that the FP should; reflect the severity of the offence, the culpability and track record of the offender, the harm caused to the tenant, the punishment of the offender, to deter the offender from repeating the offence, to deter others from committing similar offences and to remove any financial benefit the offender has from offending.

The five Stages in ‘Determining the Level of Financial Penalty’.

Stage 1: Banding the offence. The initial FP band is decided following the assessment of two factors. The scores are multiplied to give a penalty score which sits in one of four penalty bands;

- Culpability of the landlord; and
- The level of harm that the offence has had.

Stage 2: Amending the penalty band based on aggravating factors.

Stage 3: Amending the penalty band based on mitigating factors.

Stage 4: A Penalty Review. To review the penalty to ensure it is proportionate and reflects the landlord’s ability to pay.

Stage 5: Totality Principle. A consideration of whether the enforcement action is against one or multiple offences, whether recent related offences have been committed and ensuring the total penalties are just and proportionate to the offending behaviour.

Stage 1: Banding the level of Offence, (there are two factors to assess).

Banding the Offence	
<p>Factor 1. Culpability of Landlord (seriousness of offence and culpability)</p> <p>To consider as part of assessment</p> <ul style="list-style-type: none"> • the scale and scope of the offences, • was length of time did the offence continue for or repeat over? • what was the legislation being breached? • to what extent was the offence premeditated or planned, • whether the landlord knew, or ought to have known, that they were not complying with the law, • the steps taken to ensure compliance. • whether the landlord has previous relevant unspent housing offence related convictions (source National Landlord database), • the likelihood of the offence being continued, repeated or escalated. • the responsibilities the landlord had with ensuring compliance in comparison with other parties 	<p>Assessment: The landlord is to be assessed against four levels (low, moderate, high or significant) of culpability:</p> <p>Significant - Where the offender deliberately or intentionally breached, or flagrantly disregarded, the law.</p> <p>High – Landlord had actual foresight of, or wilful blindness to, risk of offending but risk nevertheless taken.</p> <p>Moderate - Offence committed through act or omission which a landlord exercising reasonable care would not commit</p> <p>Low - Offence committed with little fault, for example, because: Significant efforts were made to address the risk although they were inadequate on this occasion There was no warning/circumstance indicating a risk Failings were minor and occurred as an isolated incident</p>
<p>Factor 2 Level of Harm (for tenant, community)</p> <p>To consider as part of assessment</p> <ul style="list-style-type: none"> • circumstances or vulnerabilities or actual discrimination against the tenant or tenants. (age, illness, language, ability 	<p>Assessment: The landlord is to be assessed against four levels (low, moderate, high or significant) of harm or consequence:</p> <p>Significant. <input type="checkbox"/> Serious adverse effect(s) on individual(s) and/or having a widespread impact</p> <p><input type="checkbox"/> Significant risk of an adverse effect on individual(s) – including where persons are vulnerable</p>

<ul style="list-style-type: none"> to communicate, young children, disabilities or in relation to any protected characteristic (Equalities Act 2010) tenant's views about the impact that the offence has had on them. the extent to which other people in the community have been affected, for example, because of anti-social behaviour, excessive noise and damage to adjoining properties. was more than one other household affected, the level of actual or potential physiological or physical impact on tenant(s) and third parties? what regulation, legislation, statutory guidance or industry practice governed the circumstances of the offence? has the level of trust been breached and have landlord actions impacted on sector? 	<input type="checkbox"/> Significant disregard of Regulator or legitimate industry role with significant deceit.
	High <ul style="list-style-type: none"> <input type="checkbox"/> Adverse effect on individual(s) (not amounting to significant) <input type="checkbox"/> High risk of an adverse effect on individual(s) or high risk of serious adverse effect, some vulnerabilities. <input type="checkbox"/> Regulator and/or legitimate industry substantially undermined by offender's activities <input type="checkbox"/> Consumer/tenant misled
	Moderate <ul style="list-style-type: none"> <input type="checkbox"/> Moderate risk of an adverse effect on individual(s) (not amounting to low risk) <input type="checkbox"/> Public misled but little or no risk of actual adverse effect on individual(s)
	Low <ul style="list-style-type: none"> <input type="checkbox"/> Low risk of an adverse effect on individual(s) <input type="checkbox"/> Public misled but little or no risk of actual adverse effect on individual(s)

Scoring matrix to determine the level of fine.

Scoring Matrix for Financial Penalty					
LEVEL OF CULPALABILITY (SERIOUSNESS OF OFFENCE)	Significant	4	8	12	16
	High	3	6	9	12
	Moderate	2	4	6	8
	Low	1	2	3	4
		Low	Moderate	High	Significant
FACTORS	IMPACT, LEVEL OF HARM				

The score for each factor is multiplied to determine the score and then the financial penalty band (smaller penalty points)

Financial Penalty Banding.

Penalty band	Band 1				Band 2				Band 3				Band 4			
Penalty Score	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Financial Penalty	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000

<u>Penalty Banding Grid</u>	Band 1				Band 2				Band 3				Band 4			
Penalty Score	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
S30(1) – IN HA 2004 (£5,000) By completion time	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
S30(1) – IN HA 2004 (£5,000) Start on time	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
S32 (1)– PO HA 2004 (£5,000) Breach of Order																
S32 (1)– PO HA 2004 (£20 daily) Continuing offence																
Section 72 (1) – not licence HMO (£20,000)	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 72(2) –HMO overcrowding (£5,000)	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 72(3) –HMO licence conditions (£5,000)	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 95 (1) – not licence PRP (£20,000)	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 95 (2) – PRP licence condition. (£5,000) per condition	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 139 – HA 2004 O/C (£2,500)	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 234 – HMO Regulation (£5,000) per breach	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 21(1) Housing Planning Act 2016. Breach of Banning Order (imprisonment)	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000
Section 6(1) Criminal Law Act 1977; (£5,000 or Imprisonment)																
Section 1 92) (3) or (3A) Protection from Eviction Act 1977 (fine or imprisonment)																
Breach of a banning order made under section 21 of the 2016 Act;	£250	£500	£750	£1000	£2,000	£4,000	£6,000	£8,000	£10,000	£12,000	£15,000	£18,000	£20,000	£23,000	£26,000	£30,000

Offence	Subject to FP and RRO
Offence	Subject to FP only
Offence	Subject to RRO only

Stage 2: Amending the penalty band based on aggravating factors.

Objective: to consider aggravating factors of the offence that may influence the FP. A significant aggravating factor may allow the FP to be increased by a FP point.

Example aggravating factors:

- Previous convictions, having regard to a) the nature of the offence to which the conviction relates and its relevance to the current offence; and b) the time that has elapsed since the conviction (is conviction spent)?
- Motivated by financial gain, profited from activities.
- Deliberate planned concealment of activity resulting in offence and obstructive nature of landlord towards investigation
- Established evidence of longer term impact on the (wider) community as a consequence of activities.
- Role within the private rented sector and familiarity with responsibilities and current level of responsibility with managing and letting private rented properties.
- Refusal to accept offer of, or respond to LHA advice regarding responsibilities, warnings of breach or learned experience from past action or involvement of LHA or other Regulatory Body.
- Any further factor that can be deemed of sufficiently aggravating nature that is not covered above or within the culpability and harm banding factors.

Stage 3: Amending the penalty band based on mitigating factors.

Objective: to consider any mitigating factors and whether they are relevant to the offence. A significant mitigating factor may allow the FP to be decreased by a financial penalty point.

Example mitigating factors:

- No evidence of previous convictions or no relevant/recent convictions
- Steps voluntarily taken to remedy problem
- High level of co-operation with the investigation, beyond that which will always be expected

- Good record of maintaining property and compliance with legislation, statutory standards and industry standards
- Self-reporting, co-operation and acceptance of responsibility
- Mental disorder or learning disability, where linked to the commission of the offence
- Serious medical conditions requiring urgent, intensive or long-term treatment where linked to the commission of the offence.
- Age and/or lack of maturity where it affects the responsibility of the offender
- Any further factor that can be deemed of sufficiently mitigating nature that is not covered above or within the culpability and harm banding factors.

Stage 4: A review of the financial penalty to ensure that the case can be made and that the chosen approach is proportionate:

Step 1: to check that the provisional assessment, proposed FP meets the aims of the Crown Prosecutions sentencing principles:

- Punishment of offender
- Reduction of/stopping crime
- Deterrent offender or for other potential offenders
- Reform of offender
- Protection of public
- Reparation by offender to victim(s)
- Reparation by offender to community
- Remove any financial benefit the offender may have obtained as a result of committing the offence.

Step 2: to check that provisional FP assessment, proposed FP is proportionate and will have an appropriate impact.

Local authorities should use their existing powers to, as far as possible, make an assessment of a landlord's assets and any income (not just rental income) they receive when determining an appropriate penalty by making an adjustment to the financial penalty band. The general presumption should be that a FP should not be revised downwards simply because an offender has (or claims to have) a low income. Similarly, if a landlord with a large portfolio was assessed to warrant a low FP, the FP might require adjustment to have sufficient impact, and to conform to sentencing principles.

Part 6, Schedule 6 of the Crime and Courts Act 2013 permits the value of any assets owned by the landlords, eg rental property portfolio, to be taken into account when making an assessment and setting the level of penalty.

The FP is meant to have an economic impact on the landlord, removing reward for criminal activities and acting as a deterrent to bad practice.

In setting a financial penalty, the LHA may conclude that the offender is able to pay any financial penalty imposed unless the offender has supplied any financial information to the contrary. It is for the offender to disclose to the LHA such data relevant to his financial position as will enable it to assess what he can reasonably afford to pay. Where the LHA is not satisfied that it has been given sufficient reliable information, the LHA will be entitled to draw reasonable inferences as to the offender's means from evidence it has heard and from all the circumstances of the case which may include the inference that the offender can pay any financial penalty.

Process: The offender will be asked to submit relevant information as part of the process and the request for financial information will be incorporated into the notes on the "notice of intended action", the first step with issuing a FP notice.

Stage Five: Totality principle

Objective: Where the offender is issued with more than one financial penalty, the LHA should consider the following guidance from the definitive guideline on Offences Taken into Consideration and Totality. Where separate financial penalties are passed, the LHA must be careful to ensure that there is no double-counting. Section 249A of the 2004 Act (amended) states that 'only one financial penalty under this section may be imposed on a person in respect of the same conduct'. The 2016 Act does permit the LHA to issue a FP and also apply for a RRO. Where the FP is issued the FTT must award the maximum RRO.

"The total financial penalty is inevitably cumulative". The LHA should determine the financial penalty for each individual offence based on the seriousness of the offence and taking into account the circumstances of the case including the financial circumstances of the offender so far as they are known, or appear, to the LHA. The LHA should add up the financial penalties for each offence and consider if they are just and proportionate.

If the aggregate total is not just and proportionate the LHA should consider how to reach a just and proportionate financial penalties. There are a number of ways in which this can be achieved.

Examples:

- where an offender is to be penalised for two or more offences that arose out of the same incident or where there are multiple offences of a repetitive kind (management offences or breach of conditions), especially when committed against the same person, it will often be appropriate to impose for the most serious offence a financial penalty which reflects the totality of the offending where this can be achieved within the maximum penalty for that offence. No separate penalty should be imposed for the other offences;
- where an offender is to be penalised for two or more offences that arose out of different incidents, it will often be appropriate to impose a separate financial penalties for each of the offences. The LHA should add up the financial penalties for each offence and consider if they are just and proportionate. If the aggregate amount is not just and proportionate the LHA should consider whether all of the financial penalties can be proportionately reduced. Separate financial penalties should then be passed.
- where a LHA has determined that it will apply for a RRO within the 12 month deadline the FP should be reviewed to ensure the total penalty is proportionate as guided by Stage 4. The FP may be adjusted accordingly knowing that, *if successful*, the RRO award will be the maximum.

Setting the Rent Repayment Order (RRO) for a Landlord.

A tenant or a LHA may individually apply to a FTT for a RRO award in respect of their rent payments within 12 months of an offence. Under section 73 (7 iii) and section 96 (7iii) of the 2004 Act and section 42 (2b) of the 2016 Act; the LHA is required to stipulate, in the notice of intended proceedings, how much the order for repayment of rent is. The level or rent relates to a defined period of 12 months in the period leading up to the offence or during the 12 month period whilst the offence was being committed. The local investigation will determine the levels of rent paid. A LHA has no control over the level of rent a tenant may apply for.

The Government have advised that the RRO should ensure it considers the; punishment of the offender, the recipient of any recovered rent, deter the offender from repeating the offence, deter others from committing similar offences and remove any financial benefit the offender may have obtained as a result of committing the offence. LHA must have regard to the statutory guidance issued under section 41(4) of the 2016 Act when exercising their functions in respect of RRO.

Where a conviction has been achieved the LHA will apply to the FTT for the maximum rent repayment; within a 12 month period. Section 46 of the 2016 Act states this is the level that must be awarded to either a tenant (except for section 72(1) or 95(1) offences) or a LHA where the landlord has been convicted or a FP issued in relation to that offence. In these cases there is no discretion within “Determining the Penalty”.

If no conviction or FP is issued or no FP can also be issued, and a RRO is applied for, Croydon Borough Council will apply to the FTT for the maximum rent repayment. If a FP is to be issued, the penalty point/ banding first determined will be reviewed under Stage 5 to ensure the Totality Principle is met. This aims to ensure that the total penalties are just and proportionate to the offending behaviour.

The legislation places the ultimate decision for determining the financial award under a Rent Repayment Order with the FTT in line with section 74 and 97 of the 2004 Act and the tables in section 44 and 45 of the 2016 Act. The FTT must take into account; the conduct of the landlord, the financial circumstances of the landlord, and whether the landlord has at any time been convicted of an offence to which this Chapter (Part 2 Chapter 4) applies. It is also felt that not making the application for the maximum award would undermine the discretion of the FTT.

A person aggrieved by the decision of the FTT may appeal under the provisions of Part 2 Chapter 5 of the 2016 Act.

NOTE

Financial Penalty Process and Right for Person to make Representations..

Before imposing a financial penalty on a person under section 249A the local housing authority must, within 6 months of the date of the offence, give the person notice of the authority's proposal to do so (a "notice of intent"); incorporating why and the level of fine. A person in receipt of the notice of intent can make written representations within 28 days. Subsequently the LHA must decide whether to issue a financial penalty and the amount and to do so must issue a final notice.

Similarly, section 42 requires that the LHA must first serve a notice of intended proceedings on the landlord. He can then make written representations within 28 days of the date of service to the LHA about the proposed RRO

The landlord has the right to make representations and any representation must be duly considered. The LHA will provide a response within 21 days (no statutory time period) with a decision notice stating whether the penalty will be withdrawn, varied or upheld.

All communications for representations made against the intended FP or RRO are to be written and sent to:

Shayne Coulter
Public Protection Manager
Croydon Borough Council
Place department
Safety Division
6th floor zone A
Bernard Weatherill House
8 Mint Walk
Croydon
CR0 1EA

All representations must be written. If help is needed please make contact as early as possible.

Telephone: 020 8760 5631 (direct dial with answerphone)

Web: www.croydon.gov.uk

Or by email to: hsg-privatehousing@croydon.gov.uk

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For General Release

REPORT TO:	CABINET 19 MARCH 2018
SUBJECT:	COMMUNITY FUND PROGRAMME – ONE YEAR ON
LEAD OFFICER:	RICHARD SIMPSON EXECUTIVE DIRECTOR OF RESOURCES SARAH IRELAND DIRECTOR OF COMMISSIONING & IMPROVEMENT
CABINET MEMBER:	COUNCILLOR HAMIDA ALI CABINET MEMBER FOR COMMUNITIES, SAFETY & JUSTICE
WARDS:	ALL

CORPORATE PRIORITY/POLICY CONTEXT/ AMBITIOUS FOR CROYDON

The Council's Community Fund programme 2016-19 provides an update on the progress made during the first year of delivery.

The Community Fund has clear outcomes that are aligned with the recommendations made by the Opportunity and Fairness Commission as well as the Community Strategy and Corporate Plan. The Community Fund is a three year outcome focused programme that builds on the assets of the voluntary and community sector, promoting enterprise, volunteering, and social value. Overall, it supports the Council ambitions to reduce inequality and promote fairness for all communities.

FINANCIAL IMPACT

The Community Fund is a discretionary grants programme with a budget commitment of nearly £6 million over a three year period from October 2016-September 2019.

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

1. DRAFT RECOMMENDATIONS

- 1.1 The Cabinet is asked to note the progress on the annual milestone outlined in the attached annual impact report (appendix 1) due to be published in March.

2. EXECUTIVE SUMMARY

- 2.1 The purpose of this report is to provide a progress update on the Community Fund programme delivery of year one. The Community fund programme principles sets our overall strategic direction to focus on outcomes and the attached report provides a summary of the key achievements, outcomes and impact to date through a series of case studies and service user testimonials.

- 2.2 In September 2016 the Cabinet approved the Community Fund programme 2016-2019 provided grants awards totalling nearly 6m. This demonstrates a clear and strong commitment to the Voluntary, Community and Social enterprise, (VCSE) sector.
- 2.3 Croydon's Voluntary and Community Sector has a strong history of innovation and enterprise, providing imaginative, community based solutions. This report summarises the commissioning approach and showcases key achievements during the past year displaying the innovation, life-improving outcomes and impacts that we aim to deliver through this investment.

3. **DETAIL**

3.1 **Background**

- 3.1 During 2015 the Council commissioned the Opportunity and Fairness Commission to recommend ways to reduce inequality. This was noted as one of the widest conversations with the community of any London Borough. The findings from the Commission reported to Cabinet in January 2016 have influenced Community Fund outcome framework and key principles.

4. **REPORT FOCUS**

- 4.1 The report has been set in thematic headings under following:

- Vibrant, responsible and connected communities
- A connected borough where no one is isolated
- Supporting residents to better times
- Leaving no child behind
- Homes for All

Overall there has been good progress across the past year with some vital a wide- reaching work. The report attempts to illustrate the various outcomes and achievements to date.

- 4.2 **Vibrant, responsible and connected communities** features infrastructure services and capacity building organisations, Croydon Advice services and Purley Cross Information Centre. These organisations are providing the much needed support to nurture the positive environment which people are willing to do to make their locality a better place to live. To drive fairness for all communities, people and place. Promoting Community Champions – encouraging people to volunteer in their own communities; volunteering schemes to promote community safety.
- 4.3 **A connected borough where no one is isolated-** Being a Carer is one of the major risks of social isolation. This theme features a good range of Carers services, statutory assessments and respite which are delivered by Help for Carers, Carers Support Partnership and Horizon Care are delivering a range of outcomes to reduce social isolation and loneliness and providing a supportive network for carers that enables them to sustain relationships whilst continuing their caring role.

- 4.4 Supporting residents towards better times**
The life chances, life experiences, incomes and wealth of residents vary markedly across the borough. Child poverty is still a significant issue and is concentrated in certain parts of the borough. The recent growth of food banks is a reflection of the growing needs of the poorest and most marginalised people in our community. Creating employment opportunities, access to affordable childcare, better work experience and job opportunities for young people, support for long term sick and disabled people to return to work and access to good quality advice are key to reducing the inequality of wealth and income across the borough. In this theme there is a good range of programmes, Community Café, delivered by the Fieldway Family Centre, The Natural Health Services Consortium, Active Minds and Empowering Mothers that are supporting families to be healthy and resilient and able to maximise their life chances and independence.
- 4.5 Leaving no child behind**
This theme is focused on developing a constructed children and young people's offer, creating an environment so that young people can be confident and resilient. Children and young people are more likely to go on to be self-sufficient and lead fulfilling lives without the constant need for support from public services and the voluntary sector. The Voluntary and Community sector has a role to play in complementary in-school activities and out of school provision as well as activities for young people who have left school. Local Strategic Partnership focus is on young people and the range of activity under this theme supports the community safety partnerships (Safer Croydon Board) in its bid to tackle serious youth violence.
- 4.6 Finding homes for all** – in this theme we have Crisis, the Law Centre – Legal action for Communities and Community mediation supporting residents to prevent homelessness. They provide advice and support in housing, welfare, mental and physical health support needs. Preventing homelessness, providing advice and information to those people in housing need and at risk of homelessness, and engaging with and supporting people sleeping rough with a view to helping them “move off” the streets all form part of the overall strategic approach to tackling homelessness.
- 5. Contract management**
The contract management of the Community Fund represents a different approach for the Council with an enhanced focused on delivering outcomes and creating and tangible improvements for some of the borough's most vulnerable communities.
- 5.1** In order to support and enable this change the Council has developed a proportionate and flexible contract management framework, this has been an iterative process. It has been widely acknowledged that this will be the case during the development stage. The programme consists of 37 contracts with a diverse range of provision in contract value, size, scale, and scope therefore a one-size fits all approach will not work, rather a bespoke level of the right check and balances has been created which will reviewed annually. Following consultation with stakeholders a set of outcomes measures and quality assurance has been set with on-going discussions around the delivery of improved outcomes taking a proportionate and risk-based approach.

6. CONSULTATION

- 6.1 Feedback from key stakeholders on the delivery of the programme and the report will be collated through various provider and service user engagement and forums.

7 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

1 Revenue and Capital consequences of report recommendations

The total three year community budget is £6m, with the first year's funding of £2m having been distributed to a wide range of Community Groups across the borough, and funding for future years agreed.
Further details of the groups who have received these fund are contained in appendix 1 to this report.

Funding is distributed based on applications and outcomes and it expected that this funding will generate significant benefits for the residents of Croydon, with outcome and benefits measured and reported periodically.

2 Risks

There is the a risk that funding is miss used and this is mitigated against by strong and close working relationships between the Council and fund recipients.

3 Future savings/efficiencies

It is anticipated that investment in this fund and community groups will provide future benefits for Croydon, both financial and non-financial

(Approved by: Lisa Taylor, Director Finance, Investment and Risk)

8 COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 8.1 The Solicitor to the Council comments that there are no additional legal considerations arising from the recommendations within this report.

Approved by: Jacqueline Harris-Baker, Director of Law and Monitoring Officer

9. HUMAN RESOURCES IMPACT

- 9.1 There are no direct Human Resources implications for LBC staff arising from this report.

Approved by: Sue Moorman, Director of Human Resources

10. EQUALITIES IMPACT

10.1 The update report shows that the activities being delivered through the Community Fund are already showing a positive equalities impact on the residents of Croydon’.

11. ENVIRONMENTAL IMPACT

11.1 None

12. CRIME AND DISORDER REDUCTION IMPACT

12.1 None

CONTACT OFFICER: Sarah Ireland, Director of Commissioning and Improvement, x62070

APPENDICES TO THIS REPORT: Appendix 1 – Community Fund Progress Report 2017/18

BACKGROUND PAPERS: None

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CROYDON COUNCIL

“Better Outcomes for Local People”

COMMUNITY FUND PROGRESS REPORT 2017/2018

CONTENT

Foreword	Councillor Hamida Ali Cabinet Member for Communities, Safety and Justice	
Executive Summary	Introduction to the Community Fund Programme	
Theme 1	Vibrant, responsible & connected communities	
Theme 2	A connected Borough where no one is isolated	
Theme 3	Supporting residents towards better times	
Theme 4	Leaving no child behind	
Theme 5	Finding homes for all	
Appendix 1	Additional sources for information on the Community Fund Programme	

Foreword – Cllr Hamida Ali, Cabinet Member for Communities, Safety and Justice

[DN: insert picture]

Croydon is one of London's most wonderfully diverse boroughs and a place where inspirational residents and communities live and work. In 2016, the Opportunity and Fairness Commission (OFC) gathered views from across the borough to understand the issues and challenges faced by the people of Croydon in order to build and create a fairer and better place to live for all. In meeting the key inequality and poverty challenges residents face, the OFC advocated for strong neighbourhoods where citizen activism and participation in the local community, faith and sports groups are well embedded and healthier vibrant communities are reinforced. The Council was asked to show leadership in this area by promoting community involvement, supporting asset based development approaches and devolving power to local communities.

This is why, we created the Community Fund. By reshaping the grant support to the Voluntary Sector around OFC themes and including support for asset based community development, we were able to secure circa £6m of funding for 3 years. This report takes you through the progress that has been made and the outcomes that have been delivered through the Community Fund in year one.

In providing this update, on behalf of the Administration, I would like to extend my sincere gratitude towards the Voluntary and Community Sector. The Council would not be able to achieve its objective of a fairer and better place to live for all without the contribution that the VCSE sector makes. They play a key role in delivering services that rebalance and address inequality, improve cohesion and increase community leadership. The Community Fund Programme is one of the ways we are supporting local action and initiatives. We are working with communities to develop their potential and to support them to deliver services that we may not be at the best position to provide. We seek better ways of delivering the earliest help, prevention and intervention through community partnerships.

I know through my experience of working with the sector and visits to the partner organisations, that the Community Fund programme harnesses a culture of putting people at the heart of the solution to these challenges, as we all move from dependence on traditional services towards enabling greater independence, self-reliance and resilience and putting in place preventative measures.

There are several case study examples in this programme which demonstrate the power of community solutions in helping to prevent social isolation and the associated health risks and care needs of people.

Furthermore, these services are real examples of vibrant and responsible communities and it gives me confidence to see how well the sector is demonstrating the real difference that is being made for our residents and communities. The year ahead looks positive, with structures and improvements in place, or those that are being developed, to allow us to continue enhancing and securing the outcomes. Of course, we could not continue to make the difference that we do without our committed staff, volunteers, hardworking partners and our gratitude goes out to you all.

Executive Summary

The Voluntary, Community and Social Enterprise (VCSE) sector makes a significant and essential contribution to the social, economic and health and wellbeing of communities. The VCSE sector has a strong history of innovation and has continued to strive and play a crucial role in providing a wide range of services. They are the gateway to our diverse communities, widening the reach of residents who sometimes feel excluded from mainstream services.

Public services are under increasing pressure as a result of both increasing demand and reducing resources. The Third Sector remains key to helping the Council and its partners to respond to this challenge. To support the required changes the Council has reviewed its Third Sector investment and commissioning arrangements to ensure they are delivering the desired outcomes, driving maximum value for money, meeting community need and effectively supporting the Sector to improve and thrive.

In October 2016, the Council adopted a new approach to supporting and investing in the VCSE sector. Its focus was on unlocking and recognising the need to focus on outcomes for our residents and to harness the social value of the voluntary sector as equal partners. It is well understood the purpose of funding is to deliver outcomes to local residents and communities. The Programme also provides transparency and clarity in the delivery of desired outcomes along with cost of providing those outcomes, to facilitate more of a better understanding of the community. Moreover, the relationship is nurtured so that organisations are more accountable for the funding and diversifying their income which all supports a commercial and entrepreneurial approach and transforms our relationships with our communities.

In November 2016, the Council led the way by becoming a Living Wage Friendly Funder.



The London Living Wage Friendly Funders support charities to pay the real living wage through their grant-making. We are working to end low pay in the VCSE sector as well as the wider community. This action continues to show our commitment and leadership to increase income of residents and community sector.

The real living wage is key to the sector's pursuit for social justice. By ensuring that all posts are paid the real living wage, we are supporting a higher standard of living for individuals employed within the VCSE sector and their families. By

supporting those out of in-work poverty this commitment helps address the wage inequalities in the borough.

This report sets out the current funding arrangements and themes and outcomes delivered so far. It presents the emerging findings, key achievements and a selection of case studies to illustrate the difference the Community Fund is making to people's lives.

These include enabling communities to look after themselves to a greater degree, reducing demand on statutory services and providing mitigations against some of the cuts in public services. It is also proving to be an effective way of improving our relationships and our understanding of communities.

There is a recognised need for the right type of capacity building support to the VCSE, including:

- “Skilling up” VCS organisations in bidding for and taking on commissioned services;
- Embedding business planning to ensure that VCSE services are resilient and less reliant on funding from the council; and
- Encouraging VCSE organisations to innovate on how they generate income and supporting the sector to retain premises and resources in a difficult financial climate.

The Council will be seeking to review the Community Fund programme and ensure that the sector is appropriately supported to build greater financial resilience and is self-sustaining.

Background

During 2015, the Council commissioned the Opportunity and Fairness Commission (OFC) to recommend ways to reduce inequity and advance equality and diversity. The work of the Commission was one of the widest conversations with the community of any London Borough. The findings from the Commission, reported to Cabinet in January 2016, have influenced the outcomes the Council is seeking to achieve through the new Community Fund programme 2016-19.

Croydon OFC published its final report on 28th January 2016. The report highlighted the key inequality and fairness challenges for the borough and presented recommendations on how these could be addressed by the Council in partnership with the VCSE sector.

Croydon’s VCSE sector has a strong history of providing imaginative and community based solutions. The Council, like other public sector organisations, are keen to work in partnership with our local VCSE to ensure that we collectively deliver better outcomes for the residents of Croydon.

The Community Fund programme adopted the OFC key themes and built a dynamic approach to supporting and investing in the VCSE sector to deliver improved outcomes. The proposal was developed in collaboration with the sector through a range of meetings and discussions.

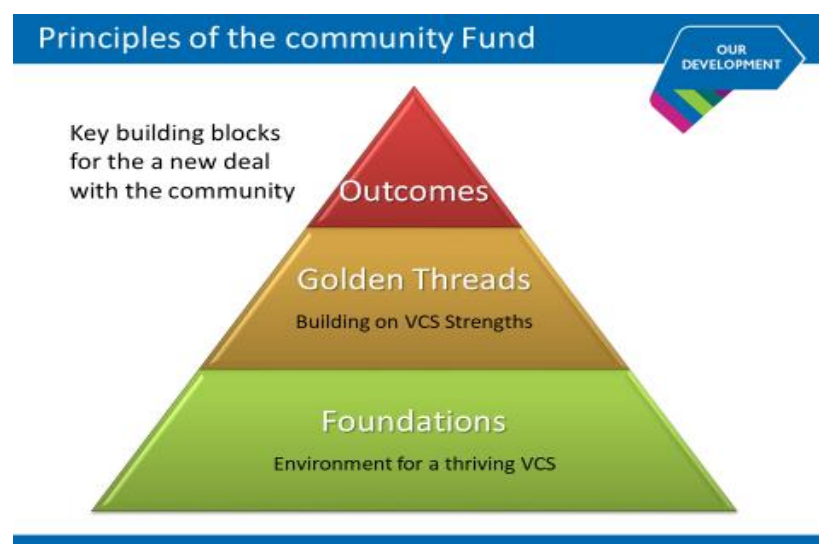
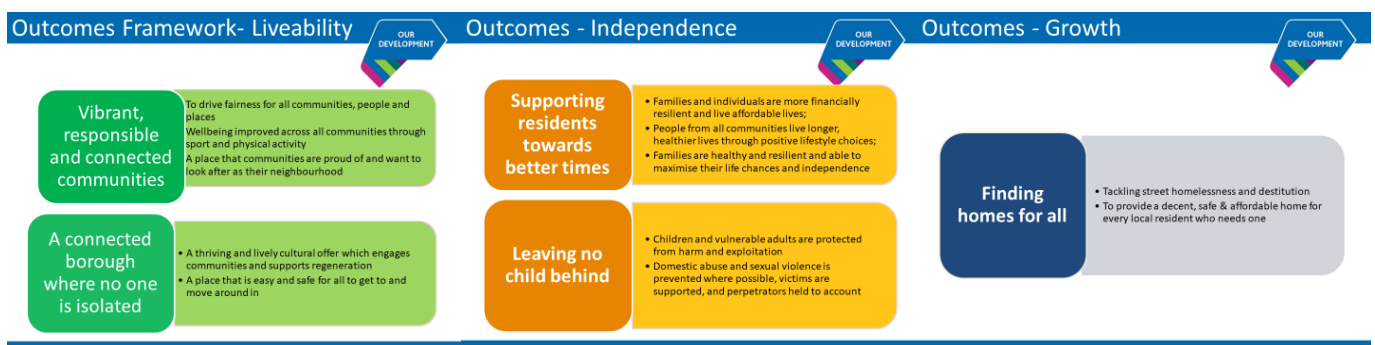
The programme was established on a number of important principles:

- A focus on key outcomes that needed to be influenced and changed across the borough. This meant that we moved away from funding organisations and instead funded programmes and activities which would achieve the intended outcomes;

- Alignment to the Council’s Corporate Plan, Ambitious for Croydon, and the borough’s Community Strategy;
- Shaped and influenced by the recommendations of the Opportunities and Fairness Commission;
- Support community empowerment by helping residents to live independent lives; and
- Support VCSE strengths in developing community responses to the identified key outcomes while building the capabilities of the sector to adapt to the difficult financial climate and become more sustainable.

The programme design principles are about nurturing a stronger business relationship, building an enterprising economy that continues to play a crucial role in delivering public services and demonstrating value for money. The Community Fund supports a vibrant and creative place where local people have a better quality of life and flourish.

In doing this, it was vital that the Community Fund prospectus policy and approach were aligned to the Opportunities and Fairness Commission’s recommendations



In October 2016, the three year funding arrangements for the Council’s new programme were implemented. Overall, nearly £6m has been invested in the programme delivery over three years. A detailed breakdown has been provided in appendix 1.

The programme has 35 delivery partners, see appendix for a The partners have been commissioned to deliver outcomes that focus on early prevention and intervention

The below sections of the report aim to provide an overview of the programme's scope as well as examples of the emerging outcomes and achievements.

THEME 1: VIBRANT, RESPONSIBLE & CONNECTED COMMUNITIES

£2.2 million was committed to the Vibrant, Responsible and Connected Communities theme over 3 years. With this funding we wanted the VCSE sector to work with us to create an environment which engenders responsibility and nurtures the positive things which people are willing to do to make their locality a better place to live.

The Ambitious for Croydon outcomes for this theme are:

1. To drive fairness for all communities, people and places;
2. To improve wellbeing across all communities through sport and physical activity; and
3. To create a place that communities are proud of and want to look after as their neighbourhood.

The key outcomes to date include:

- More than 200 instances of peer to peer capacity building support provided to the VCSE sector;
- 90% of faith VCSE's feeling that they are enabling greater community cohesion by working collaboratively through interfaith activities;
- Greater partnerships within the VCSE sector resulting in sharing best practice, resources and joint bids for funding; and
- Nearly 1000 people encouraged and supported to volunteer in their community.

The case studies below demonstrate the difference that this funding is making.

Case Study – Eunice's Story



Eunice came to the Volunteer Centre a little over 18 months ago, although working was unhappy in her job and wanted to change her career path. After spending time with our volunteer advisors she was given a choice of three organisations she could apply to volunteer at.

Eunice's Story in her own words.

I was determined to get back into the office, but because of the job I was already doing, getting back into the office was a No No as I didn't have the experience organisations required of you to work on Reception or in Admin, so I decided to sign myself up for Voluntary work at the volunteer centre in Centrale and take it from there.

I was still applying for Admin/Reception vacancies, (although a lot of them you needed 1yrs experience) I never gave up. I got signed up to work at the Resource Centre on reception with some administration, where I have been for 14 months.

As a Volunteer at the Resource Centre my weekly task were:

- Distribution of the mail.*
- Topping up Tea, Coffee and Sugar jars.*
- Filling the printer with paper.*
- Keeping the Reception area tidy and sorting the leaflets and Posters.*
- Answering the phone and dealing with any queries.*
- Face to Face queries.*
- Any other additional work or tasks, were entirely down to me.*

After months of persevering, I have landed myself a full-time job working in admin for a Courtesy Car company.

I am so pleased that I chose Volunteering as this has helped me with my chosen route of career. Helped me gain the experience I needed to for the career I so wanted to get back into. It may not be paid work but the outcome is much better and rewarding.



The Asian Resource Centre Croydon deliver a dynamic partnership with 15 community grass roots organisations.

Case study – Sonia’s Story



“These are the best results you have had in 10 years so whatever you are doing – keep doing it.”

- Sonia’s GP at her quarterly check-up for diabetes, high blood pressure and asthma.

Sonia’s story is a living example of the impact Health & Wellbeing services can have on preventing ill health, isolation and depression. Sonia lives in Thornton Heath and at 61 years old, she is one of the youngest in the group of people that attend the ARCC Dance Movement classes.

Three years ago, Sonia’s husband passed away and shortly after that her son had to undergo a triple bypass. The great bunch of people that she met at the ARCC were instrumental in getting her through a very difficult time. Through dance and yoga, she and others are able to develop a positive mental attitude which helps them to help each other through everyday ups and downs.

Without the intervention of ARCC, Sonia may have descended into ill health but instead she has thrived and is well and has a strong support structure around her to face future life difficulties if they arise. Photo above shows Sonia performing at the Community Fund Showcase Event at Croydon Park Hotel in February 2018.

There is a need for capacity building support to the VCSE, including:

- “Skilling up” VCS organisations in bidding for and taking on commissioned services;
- Embedding business planning to ensure that VCSE services are resilient and less reliant on funding from the council; and
- Encouraging VCSE organisations to innovate on how they generate income and supporting the sector to retain premises and resources in a difficult financial climate.

The Council will be seeking to review the Community Fund programme and ensure that the sector is appropriately supported to build greater financial resilience and is self-sustaining.

CASE STUDY – Supporting a resident in financial hardship (Croydon Advice Services)

A 55 year old resident, separated from his partner, with 2 dependent children and a mortgaged house fell on hard times. He had been on sick leave from his job for nine months and was awaiting the date of an operation on his left foot. His sick pay had finished and he was just receiving the basic amount of Universal Credit. He also received Personal Independent Payment for daily living and mobility issues. He had accrued council tax arrears of £1,400.4k and mortgage arrears of £1,800. He had an agreement with the mortgage company that it would be put on hold until he started work again. The council was taking court action in respect of the council tax arrears. He sought help from the Croydon Advice Service and was advised to claim the 'New Style' Employment and Support Allowance contribution based as it was outside of Universal Credit. This was because he was unable to work due his disability.

He was also not receiving any council tax support or claiming the single adult discount as he was the only adult living in the property. He would receive help with his mortgage interest after he had been on Universal Credit for nine assessment periods which based on current government assistance rates would be £174 per month.

After checking his Universal Credit award it was found that he was not receiving the child responsibility payment and he should apply for this. As a result of this advice and support, he received the single adult discount for his council tax of £476.34 and Council Tax Support of £27.48 per week. This resulted in having a credit in his council tax account. He also received the Child Responsibility payment of £508.75 in his Universal Credit.

Overall his income increased by £627.83 per month.

THEME 2: A CONNECTED BOROUGH WHERE NO ONE IS ISOLATED

£1.8 million was committed to the Connected Borough Where No One Is Isolated theme over 3 years.

Carers across Croydon provide significant support to our health and social care system. A range of factors have contributed to an increase in the incidence of social isolation and loneliness and being a carer significantly increases the risk of social isolation. In this theme there is a strong provision of carers support. Supporting carers can reduce their stress and anxiety, and can enable them to increase their social networks, as caring can sometimes feel quite isolating. Initiatives such as peer support groups, activity groups, exercise groups, one-to-one support, and information, advice and guidance can be hugely supportive to carers, which is why in Croydon we are committed to funding these initiatives.

The Ambitious for Croydon outcomes for this theme are:

1. A thriving and lively cultural offer which engages communities and supports regeneration;
2. A place that is easy and safe for all to get to and move around in;
3. A supportive network for carers that enables them to sustain relationships whilst continuing their caring role.

The key outcomes to date include:

- Bringing together the four key partners to deliver services to carers through the Carers Support partnership;
- The provision of social activities and interventions including pilates, book clubs, carers choir, dancing, massage and carers café'; and
- Almost 34,000 carers supported over the course of the year.

The case study below demonstrates the difference that this funding is making.

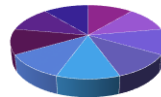
Case study – The Carers Support Partnership

The Carers Support Partnership have delivered a well-respected and exceptional hub for various services which bring together four key partners: The Whitgift Foundation's Carers' Information Service (**lead**), Mind in Croydon, Parents in Partnership and Croydon Mencap. They are well regarded and have a high impact in the borough.



Loneliness and isolation have a profound effect on health and wellbeing. The centre provides a range of social activities and interventions including Pilates, Book Club, Carers Choir, dancing, massage, and Carers Café. Almost 34,000 carers have been supported over the course of the year at the Carers Partnership.

98% Strongly agree



- I feel better informed
- I feel better able to cope
- My health and wellbeing have improved
- I have met other carers
- I feel more supported
- I feel less isolated
- I have had a break from caring
- I have gained useful skills

The figure shows the results from an "I" statements survey. This was carried out with service users and shows majority strongly agree that the Community Fund Carers Support programme is a positive service.

THEME 3: SUPPORTING RESIDENTS TOWARDS BETTER TIMES

£610k has been committed to the Supporting Residents Towards Better Times theme over 3 years. Delivery in this theme focuses on achieving positive outcomes in two broad areas:

- Supporting flexible and inclusive employment opportunities
- Supporting health and wellbeing in the communities

Flexible & Inclusive Employment

Residents told the Opportunity and Fairness Commission that they would like to see local employers doing more to recruit disabled people and those from BME backgrounds. The Commission also found that female workers wanted better support with childcare and caring responsibilities to access the jobs market. Through this funding we wanted to work with VCSE sector to address some of what we had heard.

The key outcomes to date include:

- The Empowering Mothers, a transformational partnership project between My OutSpace and All Inclusive Training that has been set up by mothers of Croydon for mothers/carers to support those the most at risk of exclusion and disadvantage with a complex range of barriers that local mothers face particularly women from ethnic minorities communities; and
- Reduced social isolation, increased digital inclusion, training for mothers/carers, access to employment or self-employment opportunities and the provision of support with childcare for women from BME background.

The case study below demonstrates the difference that this funding is making.



Case study – Nadia’s story

From raising 4 children, 2 with disabilities and being unemployed for 18 years to getting a job, helping and inspiring other mothers.

Nadia Ali had a challenging motherhood, raising her four children, 2 of whom are disabled. She experienced depression, denial, bipolar syndrome and financial challenges, however she never gave up. When she contacted My OutSpace she was looking for volunteering opportunities to help other mothers.

Nadia received mentoring support to run peer to peer support groups in local libraries and always thought she could do more to help other mothers. Nadia is now running Budgeting courses for mothers across the whole borough. She has put together a fantastic workbook to help other mothers to build their financial capabilities providing tools and techniques families can use to do family budgeting.

She continues to run peer to peer support groups currently on average 20 mothers in Selsdon, Ashburton and Thornton Heath libraries have benefited from these. Nadia has had fantastic feedback from her courses so far and aims to run at least one each month.

Nadia is now inspiring other mothers when they are feeling low, losing their self-esteem to gain support and feel proud of what they have achieved as a parent.



Quote: ‘My OutSpace’ has been great support in my career journey, it helped me to build my confidence, get access to further training and find employment. My advice to any mother out there who feel they are not able to be at their best – never give up! It is usually mothers who struggle the most. I kept the courageous of Never Giving up on personal goals and the future for my children which gave me extra strengths. I would highly recommend My OutSpace for their support and will encourage mothers to get in touch’. - Nadia Ali

Health & wellbeing

The Annual Report of the Director of Public Health for 2017 identified a number of significant inequalities in health outcomes in the borough. The causes of these inequalities are multi-factorial and deep rooted. The Community Fund contributes to

mitigating those inequalities by supporting services aimed at improving health and wellbeing of residents.

The key outcomes to date include:

- Improved access to outdoor leisure opportunities to promote physical activity and mental wellbeing in the most deprived areas of the borough particularly one that is responsive to the diverse community.

The case studies below demonstrate the difference that this funding is making.

Case Study – Mind in Croydon Active Minds

Mind in Croydon is working to promote good mental health. It seeks to empower people to lead a full life as part of their local community.

Through the Active Life Programme the service supports people with mental health problems to improve their social networks, wellbeing and recovery through various healthy lifestyle group activities and one to one support. The service is available to anyone with a mental health problem or who is isolated and would like to improve their wellbeing by developing a healthier lifestyle. Groups are led by volunteers to ensure the ongoing sustainability of each group. The service supports people with mental health problems to improve their social networks, wellbeing and recovery through various healthy lifestyle group activities and one to one support.

The service is available to anyone with a mental health problem or who is isolated and would like to improve their wellbeing by developing a healthier lifestyle.

Groups are led by volunteers to ensure the ongoing sustainability of each group.

The service mainly targets adults with mental health problems with a particular focus on supporting people who are isolated in the community and those with severe and enduring mental health problems. They are also delivering under the Carers support partnership.

Quote from service user *“The computer classes at the Mind centre have been extremely useful as I have been doing free online internet training courses which have taught me very useful things. These skills include: learning how to use computer equipment, learning how to set up an email and Facebook account, as well as how to search for jobs and upload a C.V. I have also learnt how to access online G.P. services, how to set up Internet Security and undertake online shopping or online banking.*

Additionally I have learnt how to access Public Services online.

All the information that I have been taught is very important to know in order for us to manage our day to day affairs on the computer.”

93% who have tried a new activity

90% who feel stronger (more resilient) as an individual

70% people increasing engagement in one year

Case Study – The Croydon Natural Health Service is a consortium consisting of the following five organisations:



www.naturalhealthservice.london



1. Good Food Matters is a Croydon based charity dedicated to supporting people in the community to build healthier lifestyles. They do this through teaching students about food growing, cooking and nutrition.

2. Good Gym is a charity where volunteers can take part in the following activities run groups to take part in manual labour for community organisations and also make social visits to isolated older people whom they call coaches because they motivate the runner to keep going. Run missions for vulnerable people; clearing gardens, changing lightbulbs and doing odd-jobs for people who struggle to do them alone.

3. The Conservation Volunteers (TCV) is a community volunteering charity. They run a programme called the Green Gym which is their health offer. The Green Gym is a weekly 3 hour outdoor activity session. Volunteers complete practical conservation tasks such as planting seeds, cleaning ponds and litter picking.

4. Wheels for Wellbeing is a charity running drop-in inclusive cycling sessions for disabled people and their families, carers or friends, from three bases in South London.

5. Wild in the City is a Croydon based supporting health and wellbeing through connection to nature. They work from parks and woods offering bushcraft, forest school children, families, adults and nature-based psychotherapy training for professionals. Their services support the development of positive relationships in and with nature, helping people to create healthier lives.



The Natural Health Service is an excellent addition to the thriving voluntary and community sector, creating many volunteering opportunities, new partnerships, and long lasting impacts on people’s lives. *Wellbeing improved across all communities through sport and physical activity across the whole borough,*

Natural Health Service

- Social activity in nature supports wellbeing and resilience
- Good relationships with nature and people are important to our health

Outcomes:

- Increased time spent in nature
- Increased connection to nature
- Improved sense of wellbeing
- Increased number of volunteers
- More visits to natural spaces
- Included in BBC flagship series on nature in cities
- Invited to present at City Hall and London Sport, sharing model of Green Prescribing





Good Food Matters project –Food Skills for Life with Revivify initiative based in the learning centre in New Addington enable everyone to cook and grow, healthy and nutritious balanced meals that include a fundamental understanding of what a balanced diet involves – tailored to the individual so that over the long term they can enjoy better health and wellbeing and reduce the likelihood of developing serious chronic conditions. Many of the participants that have engaged in the programme are of low income, poor diet, negative behaviour patterns, drug and alcohol problems, social isolation, and low self-esteem. They provide targeted support to people with physical disabilities, and people with barriers to their development. Volunteering is an integral element of the program, developing our collective approach to harness local assets to tackle local issues.

The outcome of this work programme has been:

- over 100 food packages have been delivered, 40 people in poverty have reported positively benefit from participating in the program
- 70 food bank clients
- I have improved access to fresh locally grown organic food produce
- 30 socially isolated or incapacitated residents have improved socialisation after engaging with this project

The Family Centre in Fieldway New Addington has been instrumental in supporting residents towards better times by helping local people from all communities' live longer, healthier lives and through positive lifestyle choices. Families are healthy resilient and able to maximise their life chances and independence. The impact of loneliness on our health and wellbeing. Loneliness is a bigger problem than simply an emotional experience. Research shows that loneliness and social isolation are harmful to our health: lacking social connections is a comparable risk factor for early death. Living alone can also sometimes increase risks to their health, wellbeing and

mental state however, having community groups and social activities can be a lifesaver for some.

Case Study – Mrs A's Story

Mrs A has been attending the Birchwood club since it first started back in November 2015. She is 69 years old and is a resident of Fieldway and New Addington.

Mrs A is a widow, and has two grown up daughters that no longer live at home. Mrs Anna has taken part in all the events that have been run through the Birchwood club such as, arts and crafts, card making, digital workshops and community Café.

Mrs A has a growing group of friends that she attends with. On one occasion Mrs Anna did not arrive at the local shops where she meets up with other attendees. Her friends informed the staff at Birchwood Club. The staff tried calling Mrs Anna but was unable to get any answer. As she was a regular beneficiary and had made arrangements to meet up with her peers, it was decided that a home visit was needed. Staff went to home and found Mrs Anna on the kitchen floor. Staff called an ambulance and her emergency contact, and waited with her until they had both arrived.

Mrs A was taken to hospital where she was diagnosed with having suffered a stroke. The Community Café friends were remarkable in keeping Mrs Anna safe and well. The team has found her in time, they were able to medicate accordingly. Mrs Anna spent about one month in hospital and then returned home when she was able to see her friends and they carried a lunch for her from the Birchwood Club on a weekly basis until she was well enough to return to the Café. This provided Mrs A with the right care and support for her to remain safely in her own home. Mrs A and her family visited the centre to show their appreciation for the support that they had been given and to show their gratitude for their quick response to her situation.

Mrs A has now returned to Birchwood club but is assisted by another member to travel to and from the Centre, and walks with a frame. Mrs Anna is having regular physio therapy, and is making good progress.



THEME 4: Leaving No Child Behind

£830k was committed to the Leaving No Child Behind theme over 3 years. A key objective for this theme is to support the outcome of reducing child poverty in the most deprived wards and to support well established youth providers to help young people make positive life choices.

The Ambitious for Croydon outcomes for this theme are:

1. Children and vulnerable adults are protected from harm and exploitation
2. Youth community provision is supported
3. Domestic abuse and sexual violence is prevented where possible, victims are supported and perpetrators held to account.

There are approximately 93,000 young people living in Croydon – more than anywhere else in London The Income Deprivation Affecting Children Index (IDACI) 2015 has shown that areas of Fieldway and Heathfield (Shrublands) have a higher proportion of children and young people 0 – 19 who experience child poverty at over 40%. In Fieldway 70% of the population is recorded as White, high levels of unemployment and people claiming benefits. In addition 50% of households have dependent children and there is a high proportion of lone parent families.

To ensure there is a good diverse youth provision in the borough youth partners are delivering excellent services to the most disadvantaged.

In Croydon, communities are changing fast with the borough having one of the fastest growing BME populations in London. More than 50% of children and young people are from a BME background and approximately 47% of adults. More than 100 languages are spoken across the borough. Croydon also has the largest number of unaccompanied asylum seeking children and our residents speak more than 100 languages. Croydon has a great sense of community pride but social cohesion is challenged when there are poor community relations and people from different backgrounds do get on and live isolated from each other.

The Opportunity and Fairness Commission said that residents told them that too often there was a lack of respect amongst people living in their area and insufficient shared ownership of problems. Many residents mentioned people from different backgrounds moving into their local area and their struggle to create strong integrated communities especially at times when national or international activity can cause concern locally.



Croydon's youth providers work in partnership with the Council and other key agencies on Choose Your Future campaign, which aims to raise young people's awareness of knife crime and encourages them to make positive choices.

Croydon Drop in (CDI) provides advice and counselling to young people. They recently championed the Choose your Future campaign events. The aim was to raise awareness of knife crime and the negative impact it can have on young people. Their advice and counselling sessions help young people to talk and seek help with the emotional issues.

The case studies below demonstrate the difference that this funding is making.

Case Study – Play Place

Play Place is a boosting example of a social enterprise delivering an essential. Youth and Community Fun programme and having greater impact on the local community. Play Place business model provides core activities for youth and Community Fun and at the same time delivers capacity building to other youth providers in the borough, amongst the 30 Partners the organisation provides capacity building support to Purley Youth organisation, which has received a small grant and essential support with governance policy and procedures. Recruited volunteers 40 - Achieving AQA's 20 at a cost to the council of £70k a year. Play Place has a good trading of hiring equipment for events and festivals and the profit from this income is then generated back into the social mission and the re-invested into communities. Income has been generated and a forecast of funds approximately 90K in return of investment.

Social enterprises invest some of the profit from a contract into communities; the councils and government organisations recognise this extra value therefore providing social enterprises the advantage.

Community Fund supports the work Palace for Life Foundation delivers to young people in South London, by funding the 'Develop through Sport community programme'. This programme allows young people to receive term and holiday time sporting activities to improve physical health and educate on issue based work. Young people accessing the Community Fund through the foundation, then have the opportunity to be involved in the multitude of activities the Foundation delivers in areas such as employment, health and social inclusion.

There is evidence emerging that Community Programme has been highly effective in addressing inequality, as well as supporting innovation and strengthening of capacity and capability. There is also very strong testimonials from residents.

Develop through Sport Community Programme (DTSC Programme) is another good example of youth provision where young people are engaged and supported into positive activities.



Case Study – Ben’s Story



Tailored support for Ben Bracken to choose a positive pathway

“I have learned so much from the coaches and the support I have been given has been amazing. I have seen my confidence increase, now able to communicate with other young people and also in the work place. I never knew the foundation supported so much and I have been given different opportunities, they have supported me in college through a 4 week placement, a residential trip through its youth forum and its partners. Without programmes like these I would have found it difficult to know my own pathway and Organisations like Palace open so many doors for young people.”

Through mentoring and supporting Ben on his journey we was able to unravel his story and his experiences with the volunteering being an outlet for him to get away from bad influences. Ben began to open up after his time at the Foundation and we learned that a lot of the people ben was associating himself with were involved in anti-social behaviour and theft. Ben said this about the group “The whole group of people that I was hanging around with are all in prison, thanks to Michael and Palace for Life foundation I got away from them”.



FULL CIRCLE SUMMER BLITZ

Case Study – REACHING HIGHER

Since 2011 as a response to the riots in Croydon, Reaching Higher have been running a 4-week summer scheme called Summer Blitz. Now supported by Community Fund the aim is to engage disadvantaged young people aged 12-16 in positive activities. These include a range of performing arts (dance, music and drama), sports, activities (cooking, arts and crafts), life skill workshops (financial management) and day trips. We create a coaching environment, where volunteer mentors work with the young people to build their self-esteem, confidence and are able to develop problem solving, communication, teamwork and leadership.

Reaching Higher has reported a team of over 50 volunteers who work across all our projects with a range of backgrounds and skills. Over half of the volunteers are past beneficiaries demonstrating our “Full Circle” approach. They reinvest in the next generation offering the same support that Reaching Higher was able to give them. The social value and impact is certainly high. They work and nurture young people with limitless amounts of potential, talent and ability and facilitate to unlock it. Through well-respected relational approach to work, the result has been a generation of young adults willing and excited to reinvest in other young people.

The Community Fund also supports the Full Circle project run by Reaching Higher that supports young people as they transition out of care into independence. Young people are paired with a mentor who helps them navigate the leaving care pathway plan and build up their confidence as they think about their career, managing a household and managing their finances. The impact of this project can be reflected through the story of Emma*

Emma* is a 17 year old girl who has been in foster care from the age of 2. To help Emma build her self-confidence we paired her with a mentor who at the time was studying for a Masters in Theatre Studies. The intention was to choose someone who had an immediate common area of interest with Emma. With ongoing support from her mentor Emma began to attend drama workshops confident enough to speak up in groups and share her thoughts and. She was also able to make friends with some of the other young people in the group.

By participating in the Full Circle programme, Emma was able to meet other young people in the same position as her facing the same challenges helped Emma feel less isolated. Full Circle also offered her a new support network that she could have on going access to if needed.

More recently, Emma was encouraged by her mentor to become a volunteer as a way to stay within the Reaching Higher network. She has since been offered a role as part of the drama workshop team once she turns 18.

The Rape and Sexual Abuse Centre (RASASC) ensures that that fewer women suffering from domestic violence are isolated and that they and their children are protected from harm and exploitation and that perpetrators are brought to justice to prevent further domestic crimes being perpetrated.

RASASC is an organisation that has been supporting female survivors of sexual violence for over 30 years and our ethos is that survivors deserve the highest standard of professional support in order to recover.

RASAC provide essential support to establish the risk to the woman and any dependents. If a high risk is demonstrated she support will encapsulate many different elements; it is factual, practical and very emotional.

THEME 5: Finding Homes for All

£381k has been committed to the Finding Homes for All theme over 3 years. How homelessness occurs is complex and there is no one factor that can trigger it or is necessary for it to occur. Factors relating to an individual, their relationships, housing and employment all play a part. The affordability of homes to rent or buy, as well as housing and welfare policies have a direct impact. Individual factors including vulnerability, mental and physical health, support needs, addiction and substance misuse can play a part, and may be exacerbated by poverty and disadvantage.

Through this funding we wanted to work with the VCSE sector to prevent homelessness, provide advice and information to those people in housing need and at risk of homelessness, and engage with and support people sleeping rough with a view to helping them “move off” the streets.

The Ambitious for Croydon outcomes for this theme are:

1. To provide a decent, safe and affordable home for every local resident who needs one; and
2. To tackle street homelessness and destitution.

The key outcomes to date include:

- 171 homeless people have been supported by a Housing Coach and/or a Progression Coach; and
- 53 people have improved their housing situation, for example moving from rough sleeping to a night shelter or from a night shelter to a homeless hostel.

The case study below demonstrates the difference that this funding is making.

Case Study – Neville’s story

“It never occurred to me that I could end up homeless”

Neville is 62 years old. He was mostly educated in Jamaica and came to London when I was 15 years old. He attended school for one year before needing to go to work to support his parents. Neville took on variety of jobs and eventually became a taxi driver where he worked hard and at the age of 35 had he had his own house and a wife and four children to support.

At 40 years old Neville decided that he wanted to give his children a better education so he decided to go into the hotel business and bought a hotel in Llandudno in North Wales. He lived there with my family and had a very successful business.

During the recession and his business and marriage broke down. Suddenly he found myself with no business, no home and no family. Neville decided come back to London and ended up in Croydon. He was unable to get the support directly from the Council as he had not been living in Croydon for a year. Neville ended up

walking to the park in front of the council office and there was a gentleman sitting on a bench. They started talking and the remaining part in Neville's own words.

"The man asked if I had heard of Crisis in Surrey street, I thought he was joking and saying that there was a crisis on Surrey Street. He then gave me a card and I phoned the number and made an appointment to see someone the next day"

Neville arrived at the Crisis office

"I was made to feel welcome with a nice cup of coffee and was given a timetable of all the things to do and how Crisis could help me. Through support of Crisis I have now a nice place to live, and have attended classes that have helped improve my IT skills and well as improving my confidences and self -esteem.

One of the exciting things I was involved with at Crisis was that I took part in a singing group that went on to link with Ralph Mc Tell and sing his famous song Streets of London. This was recorded and hit the charts over the Christmas period. I was one of the people to be starred in the video and was in the choir that was on at the London Palladium and on Chanel 4 news.

I started volunteering for Crisis a about a year ago and this have given me confidence to come out and talk in front of groups of people that I didn't think I would be able in the past but now it is something I really enjoy doing.

I am currently searching for a job in driving where I can meet and greet people and am working with a Work Coach in Crisis to achieve this aim.

SKYLIGHT CROYDON



Showcase event

An annual showcase and exhibition event was held on Monday 5th February at Croydon Park Hotel. The aim of the event was to come together and celebrate the key achievements with range of partners and invite local people to share their stories.

The celebratory programme was designed to highlight the community impact. Residents, service users and volunteers shared their stories and experiences and articulated how the Community Fund programme has made a difference to their lives.

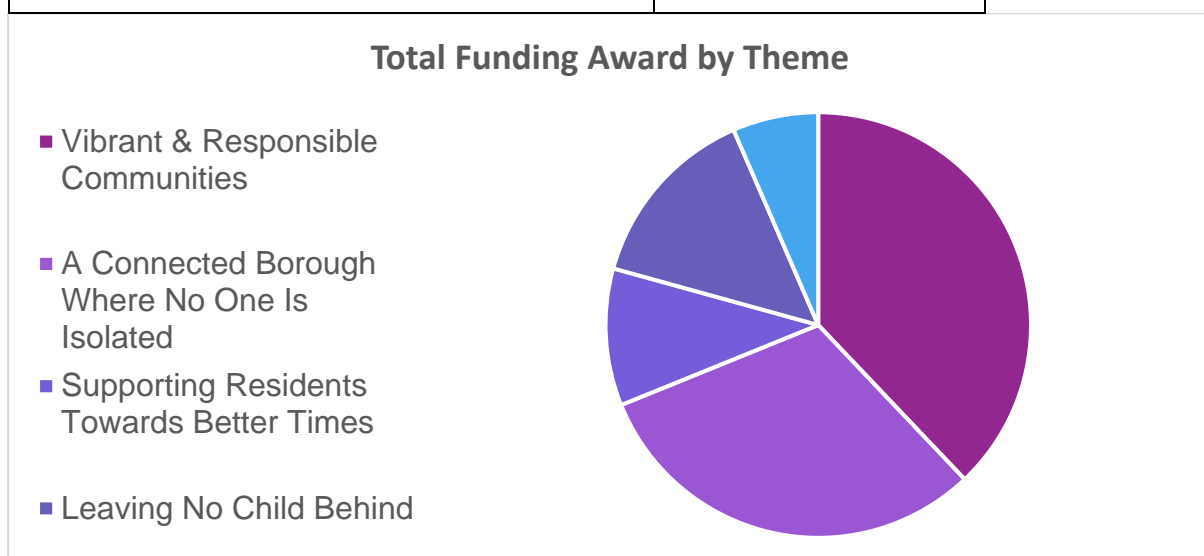
The event brought together around 100 people, including VCSE sector, residents, and service users.

The aim of the event was to highlight the dedication, share good practice and innovation emerging from the programme. The guest speaker at the event was Peter Holbrook, CEO of Social Enterprise UK.

The occasion was welcomed by all as an excellent opportunity to come together and hear how the programme is changing lives and delivering better outcomes for local people.

Appendix 1 - Total Community Fund investment broken down into themes

Theme	Total Funding
Vibrant & Responsible Communities	£2,216,860
A Connected Borough Where No One Is Isolated	£1,809,588
Supporting Residents Towards Better Times	£609,504
Leaving No Child Behind	£829,918
Homes For All	£381,000
Total	£5,846,870



For General Release

REPORT TO:	CABINET 19 MARCH 2018
SUBJECT:	IMPLEMENTATION OF THE GENERAL DATA PROTECTION REGULATION (GDPR)
LEAD OFFICER:	RICHARD SIMPSON EXECUTIVE DIRECTOR OF FINANCE JACQUELINE HARRIS-BAKER DIRECTOR OF LAW AND MONITORING OFFICER
CABINET MEMBER:	COUNCILLOR SIMON HALL
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:	
<p>Compliance with these new legal requirements is mandatory.</p> <p>Having in place good corporate governance seeks to ensure the Council maintains high standards to protect the personal data of residents and staff underpinning the values and priorities of the Council.</p> <p>Implementation of these changes will give the Council the opportunity to review and strengthen its processes and procedures in relation to information management and data protection for all its residents and staff.</p> <p>If GDPR is implemented correctly and in the right spirit this will help the Council foster the public's trust in the way it works.</p>	
FINANCIAL IMPACT:	
<p>Fines for non-compliance are set at a maximum of €20 million or 4% of turnover. Other financial consequences are set out within the report.</p>	
KEY DECISION REFERENCE NO: Not a key decision.	
<p>The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below:</p>	
1	RECOMMENDATIONS
	<p>The Cabinet is recommended to:</p> <ul style="list-style-type: none"> (i) Note the impact arising from the introduction of the General Data Protection Regulation; (ii) Note the proposed actions by the Council to meet the new statutory duties.

2 EXECUTIVE SUMMARY

- 2.1 The Data Protection Act 1998 regulates how the Council uses and stores the personal data of its residents and staff. An EU directive the General Data Protection Regulation (GDPR) will replace the Data Protection Act (DPA). The GDPR sets out how organisations can collect and use personal data. The GDPR comes into force on 25 May 2018. Separately the government has introduced a Data Protection Bill which covers these and other matters.
- 2.2 The GDPR applies to processing of personal data carried out by organisations operating within the EU. It also applies to organisations outside the EU that offer goods and services to individuals in the EU. The GDPR and the Data Protection Bill will continue to apply in the UK after the UK leaves the EU.
- 2.3 This report provides an overview of the new requirements and a summary of the steps taken by officers and the Council's current readiness for implementation of the new rules.

3 INTRODUCTION

- 3.1 Europe's main concepts and principles for data protection laws are now contained in the General Data Protection Regulation (GDPR). This will replace the current directive upon which the Data Protection Act 1998 is based. There is also a Data Protection Bill which is going through parliament.
- 3.2 The new regulation starts on 25 May 2018 and will be enforced by the Information Commissioner's Office (ICO).
- 3.3 The UK's decision to leave the European Union will not alter this.

4 DETAIL

WHAT ARE THE NEW GDPR REQUIREMENTS?

- 4.1 This is the biggest overhaul to data protection law in twenty years. Its aim is to establish a single set of rules for all EU members' states and to update the law to reflect changes in the way data is generated and used in the digital world. The GDPR extends the rights of individuals and will require the Council to review and in some cases develop new policies and procedures to protect personal data and also adopt appropriate technical and organisational measures in a range of areas.
- 4.2 A summary of the new requirements placed upon the Council is set out in Appendix 1 of this report. Further details can be found in the ICO publication Overview of the General Data Protection Regulation (GDPR)

<https://ico.org.uk/media/for-organisations/data-protection-reform/overview-of-the-gdpr-1-13.pdf>

WHAT DO WE HAVE TO DO TO COMPLY?

- 4.3 Many of the GDPR'S main concepts and principles are like those in the Data Protection Act 1998 (DPA). If the Council is complying with the current law,

then this is a good starting point. However, there are many new elements and significant enhancements which requires the Council to do some things differently and others for the first time.

- 4.4 There are 12 key steps to compliance which have been identified by the ICO. A summary of the 12 key steps is set out in Appendix 2 of this report. Further details can be found in the ICO publication preparing for the General Data Protection Regulation (GDPR) 12 steps to take now

<https://ico.org.uk/media/1624219/preparing-for-the-gdpr-12-steps.pdf>

WHAT ARE THE COUNCIL'S GOVERNANCE ARRANGEMENTS?

- 4.5 Officers have established a *GDPR Project Board* to assess the Council's readiness for compliance with the new Regulations and to put in place a programme of actions to assist departments with compliance. The Board is chaired by the Council's Director of Law and Monitoring Officer.
- 4.6 The GDPR Board feeds into the Council's *Information Management Steering Group (IMSG)* which is responsible for, amongst other things, ensuring compliance with data protection and the GDPR. The IMSG is currently chaired by the Council's acting Chief Information Officer. All officer appointed Information Management Champions and officers who are members of the Information Management Team are also members of the IMSG.
- 4.7 The IMSG reports into the *Governance Board* which is jointly chaired by the Director of Governance and the Director of Law and Monitoring Officer which in turn reports into *Corporate Management Team*.

WHAT IS THE ROLE OF THE DATA PROTECTION OFFICER (DPO)?

- 4.8 GDPR introduces for the first time a statutory requirement upon the Council to designate a DPO. The DPO should be designated based on expert knowledge of data protection law and practice and the ability to fulfil the tasks set out in Article 39 of the GDPR. The DPO may be a staff member or may fulfil the tasks based on a service contract. Contact details for the DPO shall be published by the controller/processor and communicated to the ICO. The DPO shall report directly to the highest management level of the controller/processor. The DPO shall be provided with resources necessary to carry out the tasks set out in Article 39.
- 4.9 Article 39 identifies the key tasks of the Council's designated DPO:
- To inform and advise the Council and its employees of their obligations pursuant to GDPR;
 - Monitor compliance with the GDPR including the assignment of responsibilities, awareness raising, and training of staff involved in the processing operations and related audits;
 - To provide advice where requested about the data protection impact assessment process and monitor its performance pursuant to article 33;

- To co-operate with the ICO; and
- To act as the contact point for the ICO and the public on issues related to the processing of personal data.

4.10 The Council has appointed the Head of Litigation and Corporate Law as the Council's Data Protection Officer.

WHAT STEPS ARE CURRENTLY BEING TAKEN?

4.11 To date the following steps have been taken by the Council:

- **Data Audit.** The Information Management Team have prepared a Data Audit document which was circulated to Executive Directors, Directors, Heads of Service and Managers in October 2017. The data audit is the starting point for compliance. Only Managers know what information they hold, for what purpose and who this is shared with. Completed audit responses are being received and a gap analysis prepared. A link with the Information Asset Register is being explored to assist with the data audit.
- **Training.** A training programme is underway to raise awareness of the GDPR requirements. Training was provided to ELT on 22 November 2017. Briefing sessions have been running during January/February/March to get Directors, Heads of Service and Managers to engage with the process, assist them to complete their audit responses and brief/train them in the new requirements for GDPR. An on-line training module is being developed for staff and councillors. This will be available in February/March 2018
- **Raising awareness/Communications.** The Communications Team have prepared a communications programme. A range of articles are proposed to include a GDPR quiz which has been uploaded to the intranet.
- **GDPR Project Board.** A GDPR Project Board has been established, Chaired by the Director of Law, to assess the Council's readiness for GDPR compliance and put in place a programme of actions to assist compliance. The Project Board feeds into the IMSG and Governance Board and ultimately ELT.
- **Appointment of a Data Protection Officer.** The Head of Litigation and Corporate Law was nominated on 1 November 2017 as the Council's Data Protection Officer.
- **Action Plan.** A detailed Action Plan has been developed providing information for departments as to the key actions they are required to take. An Implementation Plan is now being developed identifying

individual projects and workstreams with SMART targets with named accountability and responsibilities.

- **Appointment of a GDPR Project Manager.** GDPR is a corporate wide transformation project. The extra conditions introduced by the GDPR will require a project management approach to compliance. Approval has been given under delegated authority to recruit a Project Manager on a temporary basis to manage the many workstreams arising from the new requirements. An advert is currently running for this position. It is hoped to be able to recruit as a secondment opportunity.
- **Nomination of additional Information Management Champions. (IM Champions).** IM Champions are part of the IM Steering Group chaired by the Council's Chief Information Officer and play a key role across the Council. They are responsible for promoting information management within their areas of responsibility, supporting staff with IM issues and then subsequently raising them with the IM Steering Group of which they are members. Their responsibilities cover both freedom of information and data protection matters. The IM Champions will be a key component in helping to shape and deliver the GDPR Project across the Council. Requests have been made for Directors to identify IM Champions for all areas for which they are responsible. Any newly appointed IM Champions will need to be fully trained before being able to undertake this additional responsibility.
- **Resourcing review.** The Information Management Team are a key component to the project and the Council's compliance. The team was created many years ago following a significant data breach and have worked well to improve standards and put in place processes and procedures across the Council. The team work well with the legal team who provide legal advice and assistance when required. The team sits within the Corporate and Customer Services Directorate. A review of resourcing/capacity both within the IM Team and across the Council to deliver this project is underway.

5 CONSULTATION

5.1 There has been no external consultation on this report.

6 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

Revenue and Capital consequences of report recommendations

6.1 Non-compliance with the GDPR could have a serious financial implication for the Council. Organisations that breach the current Data Protection Act are liable to a fine capped at £500,000. Under GDPR organisations are liable to a fine up to 20 million euros or 4% of turnover, whichever is the higher. In addition, if a breach involves personal data of an individual they can claim damages.

- 6.2 There may be a cost associated with upgrading systems to comply with new requirements. These costs are still to be developed and once known any funding required will need to be identified to ensure the Council remains GDPR compliant.
- 6.3 There will be a loss of revenue from the removal of current fees in connection with Subject Access Requests. This income is currently very low at £10 per request.
- 6.4 There may be a cost associated with processing increased numbers of Subject Access Requests. At this stage it is difficult to calculate this cost as demand remains unknown and will only become apparent after the implementation of GDPR, when a further assessment will need to be made.
- 6.5 There may be a cost associated with producing Data Protection Impact Assessments.

The effect of the decision

- 6.6 The report is for noting at this stage.

Risks

- 6.7 Failure of the Council to comply with the new GDPR requirements has been added to the Risk Register. The risks of non-compliance are, amongst other things, significant financial penalty, reputational damage, customer dissatisfaction, organisational scrutiny, enforcement action, criminal prosecution and damages.

Options

- 6.8 Compliance with the new GDPR is a statutory requirement.

Future savings/efficiencies

- 6.9 Implementation of the necessary changes to practices and procedures around data protection will give the Council the opportunity to strengthen its processes in relation to information management and data protection for all its residents and staff. Whilst savings are unlikely to be found efficiencies in process should be explored.

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

7 COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 7.1 The Solicitor to the Council comments that GDPR is a large document of regulations – over 80 pages. It replaces the previous 1995 Data Protection Directive which current UK is based upon. The GDPR introduces many new elements and significant enhancements to the requirements placed upon controllers and processors of personal data. Further detail is already set out within this report.

(Approved by: Sandra Herbert Head of Litigation and Corporate Law on behalf of the Director of Law and Monitoring Officer)

8 HUMAN RESOURCES IMPACT

- 8.1 The Council has a structure of officer working groups that oversees data protection. The GDPR requires organisations to demonstrate compliance; this includes training, internal audits, data protection by design and the appointment of a Data Protection Officer (DPO).
- 8.2 The Head of Litigation and Corporate Law has been appointed as the Council's Data Protection Officer.
- 8.3 The ELT have been asked to nominate Information Management Champions from within their areas of responsibility to take forward the additional requirements of the new regulation.
- 8.4 The DPO is not responsible for compliance with GDPR; this is the responsibility of the Council. The DPO will monitor how the Council implements GDPR and will provide advice. The DPO will report on performance to senior management and councillors and will be the Council's link with the Information Commissioner who oversees data protection nationally.
- 8.5 A programme of briefings and training is underway for all staff and councillors. GDPR will also form part of the councillor induction training following the elections in May 2018.
- 8.6 There may be a need to recruit additional support to services that struggle with the number of additional tasks they need to undertake as we get nearer the 25 May 2018 deadline.
- 8.7 Project management support has been approved under officer delegated authority for a temporary period of 8 months. The position has been evaluated as a Grade 14.

(Approved by: Sue Moorman Director of Human Resources)

9 EQUALITIES IMPACT

- 9.1 An Equality Impact Assessment is an important framework for demonstrating due regard to the Public Sector Equality Duty through considering evidence and analysis to help identify the likely positive and negative impacts that policy proposals may have. The requirements of the GDPR are embodied in the Data Protection Bill which is being promoted by the government. The government considers that overall the Bill will help to protect and promote equality of opportunity between those who share protected characteristics and those who do not and helps to eliminate unlawful discrimination. The government considers that the Bill will not harm or create barriers to good relations between individuals who share protected characteristics and those who do not.

The Bill has undergone a full Equality Impact Assessment a copy of which can be accessed:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/664404/Equality_Impact_Assessment.pdf

10 ENVIRONMENTAL IMPACT

10.1 There is no known impact.

11 CRIME AND DISORDER REDUCTION IMPACT

11.1 There is no known impact.

12 REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

12.1 The report is for information only and is presented to ensure Members are fully briefed on the new requirements of the GDPR, the steps currently underway, the impact this is likely to have on current and future resources and the potential risks for the authority.

13 OPTIONS CONSIDERED AND REJECTED

13.1 Compliance with the new GDPR is a statutory requirement. The report is for information.

CONTACT OFFICER:

Sandra Herbert
Head of Litigation and Corporate Law
extension 62928

APPENDICES TO THIS REPORT:

Appendix 1 Overview of the GDPR requirements
Appendix 2 12 steps to compliance with GDPR

BACKGROUND PAPERS:

Regulation (EU) 2016/679 of the European Parliament and of the Council 27 April 2016 (GDPR)

Appendix 1

Overview of the new requirements under the General Data Protection Regulation (GDPR)

1 Definition of “personal data”.

GDPR applies to “personal data”. Under the GDPR there is a more expansive definition to include such information as online identifiers e.g. an IP address. The GDPR applies to both automated personal data and to manual filing systems where personal data is accessible according to specific criteria. This is wider than the DPA definition and could include chronologically ordered sets of manual records containing personal data. Personal data which has been pseudonymised e.g. key coded can fall within the scope of the GDPR depending upon how difficult it is to attribute the pseudonym to a particular individual. There is a revised definition of sensitive personal data (to which additional safeguards are required) and is now known as “special categories of personal data”.

2 Data Protection Principles

Under the GDPR the Data Protection Principles set out the main responsibilities for organisations. The Principles are similar to those in the DPA with added detail in some areas. Processing of personal data must comply with all six of these Principles:

- Lawfulness fairness and transparency
- Purpose limitation
- Data minimization
- Accuracy
- Retention and
- Integrity and confidentiality.

The most significant change is the new Accountability principle. This will require the Council to be able to demonstrate compliance with the six Principles for example by documenting all decisions which are taken about a processing activity. The significance of this new responsibility should not be underestimated.

3 Lawful processing

For processing to be lawful under the GDPR the Council must identify a lawful basis before it can process personal data. It is important for the Council to determine the lawful basis for processing personal data and to document this. Some lawful bases which the Council has relied upon are no longer available under GDPR. The following lawful basis are available to the Council going forward.

- Consent
- Performance of a contract

- Compliance with a legal obligation
- Necessary to protect the vital interests of a data subject
- Necessary for the performance of a task carried out in the public interest.

Additional conditions apply to special categories of data (previously referred to as “sensitive personal data”).

4 Consent

Requirements around consent are significantly enhanced under GDPR. There must be some form of affirmative action or in other words a positive opt in – consent cannot be inferred from silence, pre-ticked boxes or inactivity. The Council must now include a way for people to withdraw consent. Particular care must be taken to ensure consent is freely given. Consent has to be verifiable and individuals generally have more rights where the Council rely on consent to process their data.

5 Children’s personal data

The GDPR contains new provisions intended to enhance the protection of children’s personal data. There are new rules where services are offered directly to a child and in relation to on line services to children. If consent is the basis for processing the child’s personal data a child under the age of 13 cannot give that consent themselves and instead consent is required from a person holding parental responsibility.

6 Individuals’ rights

GDPR both creates new rights for individuals and strengthens some of the rights that currently exist under the DPA.

The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right of rectification
- The right of erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling.

The Right of Access – often referred to as a ‘Subject Access Request’ is significantly revised under GDPR. The current fee of £10 is removed and the council is required to comply with this right free of charge. A “reasonable fee” can only be charged when a request is manifestly unfounded or excessive. The time period for compliance is also revised under the GDPR. A 40 day response time is reduced to “within one month” of the receipt of the request.

7 Accountability and governance

The GDPR contains provisions that promote accountability and governance. These complement the GDPR's transparency requirements. Whilst the principles of accountability and transparency have previously been implicit requirements of data protection law the GDPR's emphasis elevates their significance.

As a result the Council must put in place comprehensive but proportionate governance measures. Good practice tools such as Privacy Impact Assessments and Privacy by design are now legally required in certain circumstances.

Accountability requirements

The Council must:

- Implement appropriate technical and organizational measures that ensure and demonstrate that the Council is complying with GDPR. This is likely to include internal data protection policies, staff training, internal audits of processing activity and reviews of internal HR policies;
- Maintain relevant documentation on processing activities
- Appoint a Data Protection Officer
- Implement measures that meet the principles of data protection by design and data protection by default
- Use data protection impact assessments where appropriate.

Records of processing activities (documentation)

As well as the need for detailed privacy policies as an organization with more than 250 employees additional records of processing activities are required to be maintained.

Data Protection Impact Assessments (DPIAs).

DPIAs are a tool which can help the Council identify the most effective way to comply with data protection obligations and meet individual's expectations of privacy. GDPR makes obligatory the need to carry out a DPIA when:

- Using new technologies; and
- The processing is likely to result in a high risk to the rights and freedoms of individuals.

8 Breach notification

A personal data breach means a breach of security leading to the destruction, loss, alternation, unauthorized disclosure of, or access to, personal data. A breach is more than just losing personal data. The GDPR introduces new duties for the Council to report certain types of data breach to the ICO and in some cases to the individual's affected. Cases must be assessed on a case by case basis. A notifiable breach must

now be reported to the ICO within 72 hours of the council becoming aware of it. Staff must understand what constitutes a data breach. The Council's internal breach reporting procedure will need to be reviewed. There must be robust breach detection, investigation and internal reporting procedures in place in view of the new tight timescales for reporting a breach.

9 Transfer of Data

The GDPR imposes restrictions on the transfer of personal data outside the EU or third countries or international organisations.

END

Appendix 2

Preparing for the General Data Protection Regulation (GDPR) 12 steps to take now:

1 Awareness.

The Council must make sure that key decision makers and key people in the Council are aware that the law is changing to the GDPR and that they are aware the impact this will have.

2 Information we hold.

The Council must document what personal/sensitive data it holds, where it came from and who it is shared with. An Information audit must be undertaken across the Council.

3 Communicating privacy information.

The Council must review all current Privacy Notices across the Council and put a plan in place for making any changes in time for GDPR implementation.

4 Individual's rights.

A review of all the Council's policies, and procedures will need to be undertaken to ensure the Council can deliver the new individual's rights including how the Council deletes data or provides data electronically and in a commonly used format. There are significant enhancements to the rights currently enjoyed under the DPA.

- **Right to rectification.** The Council must review its process for handling requests to rectify personal data to ensure compliance.
- **Right to erasure/right to be forgotten.** An individual has the right to be forgotten which enables them to request deletion or removal of personal data where there is no compelling reason to retain. The Council must assess how this can be achieved and technical arrangements must be put into place to respond to requests.
- **Right to restrict processing.** The process to handle requests to ask the Council to stop processing their personal data must be reviewed to ensure right can be actioned.

- **Right to data portability.** Data held in systems must be reviewed to ensure it can be transferred in a machine-readable format e.g. CVS file.
- **Right to object.** The process for enabling an Individual to exercise their right to object to process must be reviewed and included in Privacy Notices.
- **Right regarding automated decision making and profiling.** The Council will need to review any processing of personal data that results in an automated decision (if any) to ensure that an individual is able to request human intervention.

5 Subject access requests.

We must update our procedures for dealing with subject access requests and how we will handle requests within the new timescales and provide any additional information.

6 Lawful basis for processing personal data.

The lawful basis for processing changes under GDPR. We must identify the lawful basis upon which we process personal data under the new grounds in GDPR. We must then document this and update our privacy notices to explain it.

7 Consent.

GDPR sets a high standard for consent. We must review how we seek, record and manage consent and whether we need to make any changes. We will also need to refresh existing consents now if they do not meet the new GDPR standard.

8 Children.

We need to consider whether we need to put in place systems to verify individual's ages and to obtain parental or guardian consent for any data processing activity.

9 Data breaches.

We must review our processes and procedures for detecting, reporting and investigating personal data breaches including the new duty to report to the ICO. We must assess the types of data and identify where the requirement to notify the ICO or affected individuals applies. The penalties are significant going forward increasing from the current maximum of £500,000 to £20m.

10 Data Protection by Design and Data Protection Impact Assessments.

GDPR requires Data Protection Impact assessments to be undertaken in specific circumstances. They are a tool to help identify the most effective way to comply with data protection obligations and meet the privacy requirements of individuals. What must be in an impact assessment is prescribed. Consultation is required with the ICO in some cases. We must carry out a review of our current process together with the creation of a technical measure to ensure the process is integrated into processing activities by design. The Crown Commercial Service has issued guidance for central government on how to integrate requirements into both current and new contract/procurement processes which the Council should review and follow.

11 Data Protection Officer.

There is a responsibility to appoint a DPO based upon expert knowledge of data protection law and practices and ability to fulfil the tasks in Article 39 of the GDPR. The DPO shall report directly to the highest management level.

12 International.

If the Council carries out cross border processing the lead data protection supervisory authority should be determined.

END

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For General Release

REPORT TO:	CABINET 19 MARCH 2018
SUBJECT:	EQUALITY AND INCLUSION ANNUAL REPORT 2017
LEAD OFFICER:	RICHARD SIMPSON EXECUTIVE DIRECTOR OF RESOURCES SARAH IRELAND DIRECTOR OF COMMISSIONING & IMPROVEMENT
CABINET MEMBER:	COUNCILLOR HAMIDA ALI CABINET MEMBER FOR COMMUNITIES, SAFETY & JUSTICE
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:	
<p>The Council's Equality and Inclusion Annual Report 2017 provides an update on the progress made in implementing the statutory equality objectives that are set out in the Equality and Inclusion Policy 2016-20 to reduce inequality and promote opportunity and fairness for all communities in the borough. It is aligned with the Community Strategy and the Corporate Plan. The Equality and Inclusion Annual Report sets out the progress made in line with the statutory duty to publish information each year and includes information in relation to Council workforce profile and gender pay gap.</p>	
FINANCIAL IMPACT	
There are no additional costs, savings or efficiencies associated with this report.	
KEY DECISION REFERENCE NO.: This is not a key decision	

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

1. RECOMMENDATIONS

The Cabinet is recommended to

- 1.1 Approve the draft Equality and Inclusion Annual Report 2017 attached at Appendix 1
- 1.2 To note progress on meeting the equality objectives and the information required to be published in accordance with the Equality Act 2010.

2. EXECUTIVE SUMMARY

2.1 The Equality and Inclusion Annual Report 2017 provides an update on the progress made in implementing the statutory equality and inclusion priorities as set out in the Equality and Inclusion Policy 2016-20 agreed by Cabinet in April 2016. The Progress Report is structured around the Council's equality objectives:

- To increase the rate of employment for disabled people, young people, over 50s and lone parents who are furthest away from the job market.
- To reduce the rate of child poverty especially in the six most deprived wards.
- To improve attainment levels for white working class and Black Caribbean heritages, those in receipt of Free School Meals and Looked after Children, particularly at Key Stage 2 including those living in six most deprived wards.
- To increase the percentage of domestic violence sanctions.
- To increase the reporting and detection of the child sexual offences monitored.
- To reduce the number of young people who enter the youth justice system.
- To reduce social isolation amongst disabled people and older people.
- To improve the proportion of people from different backgrounds who get on well Together.
- To reduce differences in life expectancy between communities.

2.2 The Equality and Inclusion Annual Report 2017 supports the Council to demonstrate compliance with the Public Sector Equality Duty (PSED) set out in the Equality Act 2010. The PSED is made up of a general equality duty which is supported by specific duties. In summary, the general equality duty requires the Council, in the exercise of functions, to have "due regard" to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

2.3 Regulations made under the Equality Act 2011 specifically require the Council To annually publish information to demonstrate how it is complying with the Public Sector Equality Duty. This information must relate both to its employees And to people who are affected by the Councils policies and practices such as Service users

- Prepare and publish equality objectives at least every four years

2.4 Each section of the draft Equality and Inclusion Annual Report 2017 ("the report") sets out the current equality and inclusion policy priorities (listed above) and a summary of the performance to date and key activities and projects that the Council has focused on over the last year to deliver them. It

also contains good practice stories that aim to provide an overview of how the Council has worked in partnership with our statutory, voluntary and community partners and engaged with our customers to deliver equality initiatives that support work on improving service outcomes for diverse communities in the borough.

- 2.5 In addition, the reports sets out the Council's work in relation to promoting equality inclusion within the workforce, details of the workforce profile and headline gender pay gap reporting data, in line with the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017).
- 2.6 The Council used the Opportunity and Fairness Commission's (OFC) final report recommendations and research and the information on issues of deprivation and disadvantage that are highlighted in the Indices of Multiple Deprivation (2015) to set its statutory equality and objectives for 2016-20. These define the boroughs longer term vision for fairness and set out the outcomes and performance measures that the Council will focus on to address inequality.

3. Detail

- 3.1 The information included in the draft Equality and Inclusion Annual Report 2017 is drawn from a range of sources from across the Council and themed partnerships. It has also involved identifying activities that demonstrate good practice on equality and working with activity leads to gather more detailed information on how these initiatives have delivered positive outcomes for local people, particularly those that are most vulnerable and may experience exclusion. This information has been used to produce some good practice stories that describe the positive impact of some of the equality and inclusion initiatives that the Council implemented during the previous year.
- 3.2 The Council publishes an annual report setting progress against its it makes equality objectives and its arrangements for publishing information. At appendix one is the Council's Equality and Inclusion Annual Report 2017 (minor updates to the draft report will be completed by the date of final publication 30 Mar 2018).
- 3.3 The Council has made progress in relation to the equality objectives set, with achievement in relation employment, education, health and tackling homelessness. These are issues that the Opportunity and Fairness Commission identified as key priorities for Croydon residents.
- 3.4 The Local Strategic Partnership has decided to use its influence to focus exclusively on young people over the next two years. There are real challenges around youth violence and attainment across all groups and the Council needed to invest in and improve Children's services. There is an increasing emphasis on partnership work and performance to understand how we can collectively tackle some of these issues. The borough has a large youth population and we have emphasised that regeneration and investment provides the best context for young people to live and grow up in Croydon...

- 3.5 The Council has worked to strengthening local communities and build resilience. We have also empowered communities through community ward budgets and are exploring devolving decision making through three areas in the borough. The Council has continued with partners, communities and voluntary sector to celebrate diversity within the borough and provide opportunities to bring communities together to improve outcomes for all.
- 3.6 There has also been a focus on the support for the most vulnerable in our community through building a borough wide response to major issues such as domestic abuse and sexual violence and social isolation.
- 3.7 The organisations workforce profile illustrates that although our workforce is not yet fully reflective of the population we serve, we see changes in our workforce as a result of a variety of initiatives. These include;
- Staff diversity network groups – the organization now has 6 diversity networks who have brought significant changes to our workforce
 - Culture Board - the board aims to set the direction for improving culture and oversee all the changes within the council to ensure that we “create an organisation where talent can flourish”
 - Equality and Diversity training for all staff
 - Leadership programmes for BAME (Black and Minority Ethnic) and Female staff
 - Accreditation – the organisation has achieved Timewise and Disability Confident Employer accreditation
 - ENEI Silver status award: we achieved the Employers Network for Equality and Inclusion Silver status award in 2017 and came 8th out of 44 employers entered
 - Stonewall Workplace Equality Index – the council jumped 95 places in the index and is aiming to make the top 100 employers next year
 - Gender Pay Gap: The Council's has a mean gender pay gap of 1.6% and a median gender pay gap of 2.4% which compare favourably with other local authorities and regional statistics

4. CONSULTATION

- 4.1 The information included in the Equality and Inclusion Annual Report 2017 is drawn from a range of sources from across the Council.

It has also involved identifying activities that demonstrate good practice on equality and working with activity leads to gather more detailed information on how these initiatives have delivered positive outcomes for local people, particularly those that are most vulnerable and may experience exclusion

Chairs of the organisations staff diversity networks were also consulted as part of the process.

The foundation of the Opportunity and Fairness Plan was the final report of the Croydon Opportunity and Fairness Commission which carried out detailed consultation and engagement activities with stakeholders such as residents, community / voluntary sector groups, business sector partners, statutory service providers as well as focused engagement with groups that share a “protected characteristic” to understand the inequality / fairness challenges for the borough in preparing the detailed findings.

5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 5.1 There are no direct financial implications arising from this report.
- 5.2 The Progress report incorporates the council’s public sector equality duties as well as the national equality service improvement framework. It demonstrates the Council’s compliance with the current legal framework.

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

6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 6.1 The Solicitor to the Council comments that the authority has a statutory duty pursuant to the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 (“the Regulations”) to publish information to demonstrate its compliance with the duty imposed by section 149(1) of the Equality Act. (Public Sector Equality duty. The Council is required to publish this information no later than 30th March 2018; and subsequently at intervals of not greater than one year beginning with the date of last publication.(Regulation 4)
- 6.2 The information a public authority publishes in compliance with paragraph (1) must include, in particular, information relating to persons who share a relevant protected characteristic who are—its employees; and other persons affected by its policies and practices.
- 6.3 In addition, under the provisions of Regulation 5, the Council must prepare and publish one or more objectives it thinks it should achieve to do any of the things mentioned in paragraphs (a) to (c) of section 149(1) of the Act.
- 6.4 The objectives must be published—no later than 30th March 2018 and subsequently at intervals of not greater than four years beginning with the date of last publication. An objective published by a public authority in compliance with Regulation 5(1) must be specific and measurable.
- 6.5 Schedule 1 of the Regulations set out that the authority must annually publish, in relation to the Gender Pay Gap, the following information:
- the difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees
 - the difference between the median hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant employees
 - the difference between the mean bonus pay paid to male relevant employees and that paid to female relevant employees

- the difference between the median bonus pay paid to male relevant employees and that paid to female relevant employees
- the proportions of male and female relevant employees who were paid bonus pay; and
- The proportions of male and female full-pay relevant employees in the lower, lower middle, upper middle and upper quartile pay bands.

Approved by Sandra Herbert, Head of Litigation and Corporate Law on behalf of Jacqueline Harris-Baker Director of Law and Monitoring Officer

7. HUMAN RESOURCES IMPACT

7.1 Equality is integral to everything the council does as an organisation and in partnership with others including becoming an employer of choice. Theme 8 of the accompanying Equality and Inclusion Annual report outlines the actions being taken to improve representation of the Council's workforce and advance equality and diversity.

(Approved by: Gillian Bevan Acting Head of HR, Resources and CE Office on behalf of the Director of Human Resources)

8. EQUALITIES IMPACT

8.1 Consultation was carried out when drafting the Equality Policy and supporting Opportunity and Fairness Plan. Please see Cabinet Reports, 25 April 2016, Item A44/16 for further details.

8.2 The Opportunity and Fairness Plan sets out the Council's Equality objectives 2016-2020. This information is from the Borough Profile, Index of Multiple Deprivation, as well as the views of 3000 people including staff, residents, local businesses, community and voluntary organisations all of whom contributed to the Opportunity and Fairness Commission's final report published in January 2016. The work of the Opportunity and Fairness Commission represents an extensive analysis of equality and inclusion issues in the borough. An update on the Opportunity and Fairness Commission went to Cabinet in November 2017.

9. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

9.1 To support the Council to demonstrate its transparency and fairness in its operations as well as compliance with its public sector equality general duty and specific duties as defined by the Equality Act 2010 and regulations made thereunder.

CONTACT OFFICER:	Sarah Ireland, Director of Commissioning & Improvement
APPENDICES TO THIS REPORT:	Appendix 1 - Equality and Inclusion Annual Report 2017
BACKGROUND PAPERS:	None

CROYDON COUNCIL

EQUALITY AND INCLUSION ANNUAL REPORT 2017

“A stronger, fairer borough where no community is held back”

CONTENT

Foreword	Councillor Hamida Ali Cabinet Member for Communities, Safety and Justice	3
Introduction	Introduction to the Equality and Inclusion Report 2017	5
Theme 1	Employment	6
Theme 2	Child Poverty	14
Theme 3	Attainment	16
Theme 4	Community Safety	22
Theme 5	Social Isolation	26
Theme 6	Community Cohesion	31
Theme 7	Health	38
Theme 8	Our Workforce	43
Appendix 1	Additional sources for information on equality and inclusion in Croydon	52

Foreword – Cabinet Member Communities, Safety and Justice

I am pleased to introduce the council's annual equality and inclusion report highlighting progress against our equality objectives set out in the Opportunity and Fairness Plan 2016-2020 in addition to the latest analysis of the Council's workforce profile including headline gender pay gap data.

Equality and inclusion are integral to everything we do as a Council, whether it is the services we provide, the money we spend or the people we employ. A fundamental principle of our ambition for Croydon is to achieve the highest standards of excellence in equality and inclusion practice, working closely with our partners in the public, business and voluntary sectors.

This administration wants Croydon to be a stronger, fairer borough where no community is held back. The council should reflect the diversity of the borough at all levels, embed equality and inclusion in all we do and provide community leadership to encourage and support our partners in Croydon to share our ambitions.

This annual report sets out some significant steps the Council has taken over the past year to embed equality and inclusion throughout the organisation. It highlights the Council's performance in relation to our equalities performance indicators and sets out examples through a series of case studies that describe the different ways the council is seeking to ensure that our services are fair, inclusive and accessible to our residents. A majority of the case studies support achievement across the range of the equality objectives we set for 2016/20.

Although many challenges remain to achieve our ambitions in full there has been significant movement including:

- ✓ Promoting the London Living Wage throughout the borough including the Council's own accreditation;
- ✓ Flexible working borough status;
- ✓ Education attainment improvements
- ✓ Continued focus on tackling Domestic Violence and Sexual Abuse
- ✓ One Croydon Alliance tackling health inequality and social isolation
- ✓ Communities coming together to support each other and celebrate our diversity

Performance in key areas and stories highlighting good practice demonstrate our progress towards achieving excellence in our equality and inclusion practices - also recognised through the Council being shortlisted for the *Employers Network for Equality and Inclusion* (enei) 'Silver standard employers' award in 2017. However, we are not complacent and we recognise the challenges for the borough that we need to address through collaboration with our partners.

Over the next year, we are preparing to seek accreditation to the Equality Framework for Local Government (EFLG). Undertaking the assessment will help us review and improve our performance for people from all backgrounds and assist us to meet our duties to advance equality.

I look forward to sharing with you improvements we make in 2018/19 in our next annual report.

Introduction

The Equality Policy and supporting Opportunity and Fairness Plan 2016/20 sets out the statutory equality objectives in line with the specific duties in Regulation made under the Equality Act 2010. In setting the equality objectives for 2016/20 an evidence base was drawn upon from Croydon Opportunity and Fairness Commission final report, the Borough profile 2015 and Index of Multiple deprivation which highlighted the following objectives:

- ✓ To increase the rate of employment for disabled people, young people, over 50s and lone parents who are furthest away from the job market.
- ✓ To reduce the rate of child poverty especially in the six most deprived wards.
- ✓ To improve attainment levels for white working class and Black Caribbean heritages, those in receipt of Free School Meals and Looked after Children, particularly at Key Stage 2 including those living in six most deprived wards.
- ✓ To increase the percentage of domestic violence sanctions.
- ✓ To increase the reporting and detection of the child sexual offences monitored.
- ✓ To reduce the number of young people who enter the youth justice system.
- ✓ To reduce social isolation amongst disabled people and older people.
- ✓ To improve the proportion of people from different backgrounds who get on well together.
- ✓ To reduce differences in life expectancy between communities.

Key performance indicators to measure the progress were developed for each objective and embedded within the Council's Corporate performance framework and have been reported on a bi-annual basis to Cabinet since September 2016.

Each section of the report sets out the current equality and inclusion priorities (listed above) and a summary of the performance key activities and projects that the Council has focused on over the last year to deliver them.

It also contains good practice stories that provide an overview of how the Council has worked in partnership with our statutory, voluntary and community partners and engaged with our customers to deliver equality initiatives that support work on improving service outcomes for diverse communities in the borough.

Next Steps

The Council will continue to monitor progress against the Equality Objectives set out in the Opportunity and Fairness Plan 2016/20 through the Council's Corporate Performance Framework and will report annually on overall progress.

THEME 1**EMPLOYMENT****A TOWN CENTRE THAT LIFTS THE WHOLE BOROUGH****EQUALITY OBJECTIVE**

To increase the rate of employment for disabled people, young people, over 50s and lone parents who are furthest away from the job market.

Why we chose this equality objective?

Despite falling unemployment the Index of Multiple Deprivation (IMD) 2015 showed there were still challenges around the proportion of working age population excluded from the labour market especially those aged 18 – 24, over 50, and those who would like to work but are unable to do so due to sickness, disability and/or caring responsibilities. The Opportunity and Fairness Commission found that many disabled people, those who had long-term health conditions, or with mental health concerns, wanted to work but struggle to gain employment. Residents told the Opportunity and Fairness Commission that they would like to see local employers doing more to recruit disabled people and those from BME backgrounds. The Commission also found that female workers wanted better support with childcare and caring responsibilities to access the jobs market. In addition the Commission highlighted workers needed to be paid the London Living Wage.

What has happened?

The percentage of people employed within the borough and the percentage of 18-24 years not in employment, education and training the Borough continues to perform better than London and England. The numbers of Job Seekers Allowance claimants aged between 60-64 years within the Borough continues to see reductions in the six most deprived wards. The performance demonstrates the focus on getting people into jobs and the continuing success of the Croydon Works programme.

However there still remain challenges in terms of the level of skills and qualification in the borough to maximise the opportunities within the job market. Through the Croydon Works programme and Good Employer Charter the Council continues to focus on ensuring that all Croydon residents have access to good quality employment opportunities whether that is through education, training or support for job readiness. This includes promoting the payment of the London Living Wage. In addition there is a focus on equipping the borough to embrace the Disability Confident employer scheme and other support packages to enable the Council, businesses and our suppliers to be able to offer the job opportunities across our communities.

The key actions that the Council has taken in to deliver this outcome include:

- ✓ **London Living Wage Employer and Funder promoting the payment of the London Living Wage through the Council supply chain**
- ✓ **Development of the Good Employer Charter in partnership with local business**
- ✓ **Developed the Disability Confident action group and the Council has been awarded disability confident employer status**

The case studies below highlight the work supporting this theme.

Good Practice 1



Croydon Good Employer Charter

The Good Employer Charter was developed by the Council in partnership with local businesses. The Good Employer Networks mission is to build a network of Good Employers that do business responsibly, enabling both our employers and employees to benefit as our economy grows.

Its work will support the success of the local economy through using local supply chains, creating job opportunities, ensuring employees are paid a fair wage and promoting equality and diversity best practice.

The Charter seeks to create flexible hiring and more sustainable employment opportunities in the borough. As such, paying the London Living Wage and 'Employ Local' are mandatory requirements.

Accredited organisations are required to create employment and training opportunities for local people. Croydon Works, the Council's jobs brokerage service works in partnership with accredited businesses to provide employability support and a free to use recruitment service. It links employers to high quality, job-ready potential employees.

Accredited organisations are also required to implement best practice relating to equality and diversity in their workplace. In order to meet this requirement, they are encouraged to support local and national initiatives and campaigns such as the Disability Confident Employer Scheme which is designed to help employers to recruit and retain disabled people and people with health conditions for their skills and talent. They are also encouraged to make reasonable adjustments for people with disabilities.

Croydon Good Employer has successfully engaged 31 accredited businesses and a further 42 have pledged to work towards accreditation. The network remains dedicated to promoting the kite mark of Good Employer and delivering the London Living wage to residents in the borough.

Good Practice 2



Croydon Works/Jobs Brokerage Service

The Council's key ambition is to ensure Croydon residents, particularly those in disadvantaged groups, benefit from the jobs and training opportunities created by the regeneration Croydon is set to see over the next few years. The Council worked in partnership with Croydon College and Job Centre Plus to create a Job Brokerage that would support local residents into work and training.

Croydon Works helps to navigate and centralise existing employment and training opportunities and use the Council's influence to maximise opportunities for our residents. Its main focus is to work with those facing barriers to employment and bring them closer to the job market through training and pathways to employment in collaboration with the extensive partner network of training providers, employment support providers, local employers and charities.

The jobs brokerage service has helped to increase employment opportunities for people from protected groups by assisting them into training and/or employment. It currently has 976 candidates registered on its internal database. 437 of these candidates have declared to be in some priority group (e.g. NEET - Not in education, employment or training), 50+, Disabled, Single Parent, Ex-Offender, BAME – Black and Minority Ethnic), with 212 preferring not to answer, making the number of priority candidates potentially greater. From April 2017, Croydon Works has placed 201 candidates into employment. Over 60% of these placed candidates come from one of the priority groups mentioned above. We have seen an increase in work experience, work trials and voluntary opportunities.

The jobs brokerage service has also seen an increase in sustainable job outcomes and upskilling for Croydon residents as well as a commitment from employers to employ locally. It has taken part in many local initiatives in deprived areas for example Shrublands, New Addington by supporting local residents to gain employability skills. It has been working directly with employers such as Gatwick Airport and Wilmott Dixon to create employability schemes and help candidates to obtain skills and qualifications to increase their chances of securing employment. After successful completion of the courses, employers offer work experience or employment. The service has also organised exclusive recruitment events for multiple employers, including Croydon's Boxpark.

Hazel was put in touch with Croydon Works officer Humberto who specialises in retail, customer service and business support. Humberto identified Snappy Snaps as a great match and arranged for an interview that led to Hazel's successful employment.

Hazel said: "*Humberto helped to improve my CV and find this job. I'm super grateful. He knew what I was looking for and made it happen. And the fact that I didn't have to pay for the service just adds to it for me and my employer.*"

Good Practice 3

Gateway Employment Support Service

The Council's key ambition is to improve the life chances of residents by ensuring that they have access to appropriate employment pathways or in work progression, maximising income and improving health and wellbeing.

The Gateway employment support service provides a holistic offer that promotes independence and self-reliance and provides a single point of contact for vulnerable households who often require multiple interventions. The service was formed in December 2016 and has developed various specialist employment pathways to support customers with health and vulnerability needs.

It uses the fidelity model for customers with learning, physical or mental health needs. They are supported with a range of support needs such as independent travel, social interaction, health and wellbeing and careers advice and in work support.

A NEET (Not in education, employment or training) casework coordinator works with young people identified as NEET by the council's School Standards team, NEET care leavers and young carers and provides them with opportunities to access appropriate educational, employment, apprenticeship and training. The service work in partnership with colleges, providers and third sector partners to provide outreach opportunities.

Job Centre Plus outreach coaches provide tailored support to customers affected by financial instability (the majority of these are affected by welfare reform). This cohort is often supported in the short to medium term with a Discretionary Housing Payment which ensures family, financial and housing and enables the resident to fully engage.

Each part of the service will triage need, develop a tailored employment pathway action plan and either source appropriate specialist provision or provide support and training on a 1-2-1 basis depending on need. Support includes ESOL (English as a Second Language), literacy and numeracy courses as well as CV and statement writing, confidence building and appropriate sector specific training such as customer service, construction and food hygiene. Part of the action plan includes a "better off" calculation to reappraise household finances and allow for further budgeting discussions to encourage saving and encourage financial independence

As a result of the service we have seen an increased number of adults known to Adult Social Care sustaining employment, training or work experience which has had a positive effect on their health and wellbeing.

Disability Confident Action Group

The Council's key ambition is to increase the rate of employment amongst disabled people. The Disability Confident Action Group (DCAG) is a forum for local groups and national organisations based in Croydon that help support disabled people and those with long term health conditions to fulfil their potential and realise their employment aspirations.

The DCAG is facilitated by Croydon Council has a membership of some twenty plus Croydon based organisations including Croydon People First, Ingeus, Shaw Trust, Status Employment, Mind in Croydon, Jobcentre Plus (Department for Work and Pensions) Startup Croydon, and London Economic Development Company. Aligned to the National Disability Confident Campaign the DCAG aims to:

- increase the awareness and confidence of employers in the borough to employ people with disabilities,
- challenge attitudes towards disability,
- increase the understanding of disability

The group meets on a bi-monthly basis to discuss legislation, issues around disability and employment, co-ordinate activities and share information and best practice. There are regular contributions from other bodies on work taking place to champion people with disabilities.

Croydon Council has worked in partnership with the DWP (Department for Work and Pensions), local partners and employers over the past two years to encourage employers to become more confident in recruiting and retaining someone with a disability and has held a number of events in working towards this aim:

- Reverse Jobs Fair Nov 2017 – this was an innovative approach that saw traditional job fairs process being turned on its head with employers seeking to recruit candidates. A total of 65 disabled people attended the event with 8 being offered paid positions, apprenticeships as well as a number of work trials.
- Disability Awareness Training – July 2017 - DCAG undertook disability awareness training for nearly 250 people (training was delivered to council staff and local businesses).
- 'Yes I Can' event for employers scheduled to take place in March 2018

In Jan 2017 the Council became a Disability Confident Employer and released the following internally: "We are now a certified Disability Confident employer. The government scheme aims to challenge attitudes towards disability and will help ensure that disabled people have the opportunities to fulfil their potential and realise their aspirations."

"As chair of the Disability Staff Network, I think it's great that Croydon Council is now a certified Disability Confident employer. Joining the scheme is a really positive step forward and demonstrates the council's commitment to creating a fully inclusive workplace." *Chair Croydon Council Disability Staff Network.*

With 83% of people acquiring their disabilities while at work and over half of businesses losing out because they are excluding disabled talent, becoming a Disability Confident employer is an important process to engage in. This will help us to draw from the widest pool of talent available, secure and retain highly skilled staff, put our values into action and provide a positive example to other employers in the borough.

The Council aims to become a Disability Confident Leader in the future. The Croydon Good Employer Charter asks accredited employers to consider asking applicants to state if they need any 'reasonable adjustments' for any part of the recruitment process and to work towards becoming disability confident employers.

THEME 2 CHILD POVERTY

LEAVING NO CHILD BEHIND

EQUALITY OBJECTIVE

To reduce the rate of child poverty especially in the six most deprived wards.

Why did we chose this equality objective?

One quarter of children in the borough grow-up in poverty. Although the overall proportion of children in poverty had fallen the areas with the highest rates of child poverty had remained the same such as: New Addington, Fieldway, Broad Green, Selhurst and Thornton Heath.

Welfare reforms had further compounded the situation for many of those who already find it difficult to make ends meet. The Opportunity and Fairness Commission found food banks around the borough were struggling to cope with the increase in demand from people who were in need of food. At a time when money is tight many people got into debt and turned to payday loans or hire purchase. Citizen Advice in Croydon told the Commission that after benefits, tax credit and housing issues, debt represented their third biggest case load.

What has happened?

Nationally there has been an upward trend in child poverty over the last three years with the impact of welfare reform and benefit freezes challenging the ability to combat child poverty locally. Families on the margins of poverty are often dependent on in-work and out-of-work benefits. Changes in the benefits system have a significant impact on changes in child poverty rates that hide the impact of local initiatives.

However the Council, working with partners in the Borough, have undertaken a number of initiatives and approaches which have contributed towards combating the impact of child poverty. The key actions include:

- ✓ **Working towards becoming a flexible working borough and increasing the number and range of flexible working opportunities.**
- ✓ **Continued delivery of the Best Start Programme a multi-agency model for improving universal and early intervention services from pregnancy until the child reaches five years old.**
- ✓ **Supported 'Food Stop'. London's first combined welfare and food club**
- ✓ **Helped over 5,300 children in the Borough claim free school meals**
- ✓ **Increased uptake of free childcare provision in the borough**
- ✓ **The Gateway and Welfare Service helped over 1,100 families avoid homelessness and reduced those staying in temporary accommodation for more than 6 weeks by 68%.**
- ✓ **Supported residents to set-up play streets across Croydon.**

The case studies below highlight the work supporting this theme.

Good Practice 1

Flexible Working Borough

The Council's key ambition is to reduce child poverty by increasing the number of opportunities for residents to work flexibly fitting in with child care responsibilities.

In early 2014 a survey of lone parents in Croydon was carried out by the Council in partnership with Jobcentre Plus and children's centres. The parents, all of whom used children's centre services, reported that barriers to finding sustainable work included high childcare costs and a lack of part-time and flexible jobs that would allow parents to combine caring responsibilities with employment.

Around half of responses recognised that beyond the additional income, being in work would increase their independence and help them be a positive role model to their children. In addition a sense of purpose (by one in four) and social contact (by one in five) were identified as factors.

In 2016, the Council achieved accreditation as a flexible working Council. It has developed a Flexible Working Implementation Plan to support this process. This includes having discussions with prospective employees about flexible working options, and encouraging applications from under-represented groups (where this exists). We now have an inclusive and accessible recruitment processes and enable our workforce to work in an agile way.

We are now working with its partners to make Croydon a Flexible working Borough and have incorporated this in the Croydon Good Employer Charter yes which asks accredited employers to consider implementing flexible working options in their businesses.

Good Practice 2

Play Streets

The Council's key ambition is to mitigate the impact of child poverty through play streets.

A play street is created by the regular closing of a residential street to through traffic for specified periods, so that children, families and other residents can make use of the street space to play and socialise.

Play streets are resident led and supported by the Council. Play is an important part of children's development and contributes to an active lifestyle. Importantly, people often do not know their neighbours and are at risk of social isolation, and therefore holding a play street helps to bring neighbours, children and adults and getting them to interact thus helping to develop a cohesive and safer street community.

Play streets have supported increased physical activity among children thus helping to reduce childhood obesity, strengthened communities, promoted the role of families, strengthened community capacity to organise and have a greater voice and built resilient and integrated communities.

In particular play streets have:

- Minimised the disadvantage some children have by not having ready access to green spaces;
- Increased the opportunity for children from low income backgrounds to engage in physical activity;
- Strengthened community cohesion;
- Encouraged good relations between different groups and communities;
- Encouraged participation in public life for community groups in setting up playstreets;
- Encouraged communities to engage with neighbours from a range of backgrounds

Play streets have been held in five roads and four of these have applied to continue through 2016/17. Residents have set up their own Croydon Play Streets Facebook page to share ideas and information and to provide support.



Fieldway Family Centre Hub

The Council worked in partnership with the Family Centre in Fieldway, New Addington, to launch Food Stop, a way of helping residents' to reduce their weekly spend on food shopping, at a time when finances are extremely tight.

The Food Stop shop offers families on Universal Credit and anyone unemployed living in Fieldway and New Addington the opportunity to reduce their food shopping bill by paying £3.50 a week for around £15-£20 worth of grocery shopping, helping residents save an average of £500-£700 per year.

For just £3.50 a week members get:

- 10 food items once a week, which can be selected from a wide range of products
- Support, tips and advice on healthy eating on a budget
- Opportunities to learn about healthy food
- Health/wellbeing offers i.e. free exercise class referrals

The Family Centre CEO (Chief Executive Officer) Julia Weller expressed her delight with the way the initiative has progressed and says that parents are no longer embarrassed about receiving the food and support.

She said: "It isn't a food bank. Here, people are paying for their food and walking away with bags full of shopping.

"The biggest impact is that parents no longer have to choose between heating their home and feeding their families.

"It is a hand up, not a hand out."

The food stop works with the help of FareShare, a UK-wide charity that redistributes food that would otherwise go to waste and which supports nearly 500,000 people every week.

Those collecting food at the Food Stop are also given the opportunity to sign up to membership of the council's Gateway service, so that discounted groceries will be provided alongside support with housing, benefits, English classes, cooking and nutritional advice, and help with training and employability.

As part of the project, FareShare has enabled the Food Stop to become a local collection point for other charities who distribute free food elsewhere, such as the Salvation Army.

THEME 3 ATTAINMENT

LEAVING NO CHILD BEHIND

EQUALITY OBJECTIVE

To improve attainment levels for white working class and Black Caribbean heritages, those in receipt of Free School Meals and Looked after Children, particularly at Key Stage 2 including those living in six most deprived wards.

Why did we chose this equality objective?

Croydon's borough profile (2015/16) highlighted that the proportion of children achieving a good level of development by age 5 was lower than the national average across England and significantly lower for children from poorer backgrounds. Poor levels of literacy and language among a family can have a detrimental impact on early learning and development that result in greater exclusion later on in life.

Despite improved attainment among children and young people in Croydon gaps remained difficult to close for BME (Black Minority Ethnic) children, disabled children with special educational needs and those receiving free school meals, especially those who were carers and living in the most deprived wards in the north and in New Addington and Fieldway. In addition, children who are looked after in care, especially unaccompanied asylum seeking children, of which Croydon has the largest number of any London Borough, experienced significant difficulties including trauma and mental health issues. For unaccompanied asylum seeking children there are also often cultural and language barriers.

What has happened?

In 2016/17 the Borough schools continued to perform at or above the national and London average in key attainment areas, including the early years, key stage one and key stage two. At Key Stage 4 the key Progress 8 figure was above the national average, showing that pupils in Croydon secondary schools continue to make better than average progress. These achievements have been mirrored in performance above the national average in educational attainment for children with SEND (Special Educational Needs), Black Caribbean children, White Working class children and children in receipt of free school meal. Although outcomes for Croydon Looked after Children who have been in continuous care for 12 months or more are lower than for all pupils, data for 2016/17 shows that they attain in line with their peers nationally. This is an improved picture from the previous academic year: we are starting to close the attainment gap for Looked after Children and are working hard to improve this further. At the end of key stage 48% of Looked after Children achieved a combined English and mathematics GCSE pass at Grade 4 or above. A large percentage of this cohort are UASC (Unaccompanied Asylum Seeker Children), many of whom have little previous education experience or provision in place when they enter the care system. These learners go on to make considerable progress, achieving at a level appropriate to their starting point and are successfully

supported into suitable courses post 16. The successes enjoyed by our post 16 learners are testament to this and a result of the heavy investment made into this area of work.

The key actions that the Council has taken in 2016/2017 to deliver this outcome are:

- ✓ **Commissioned interventions and direct casework is being put in place by Virtual School officers, education caseworkers and post 16 personal advisers to support young people to achieve and exceed their targets**
- ✓ **“Steps to success” programme**
- ✓ **Croydon Apprenticeship programme**
- ✓ **Fair Access Panel reducing exclusions**
- ✓ **Improved proportion of secondary schools judged by Ofsted at good or better. This is now above the national average. 48% of secondary age pupils now attend an outstanding school.**

The case studies below highlight the work supporting this theme.

Good Practice 1

Fair Access Panel

A key ambition of this Council is to ensure that no child is left behind. Fair Access Protocols (FAP) exist to ensure that access to education is secured quickly for children who have no school place, as well as those for whom a place at a mainstream school or alternative provision is appropriate. Through FAP the Council is also able to ensure that all schools in an area admit their fair share of vulnerable children and children with challenging behaviour, including children excluded from other schools; therefore providing every child with a second chance.

The Fair Access Panel received 517 pupil referrals during the 2015/16 academic year and is subject to participation of all secondary schools in the borough. The panel has been operating since 2013 and is subject to a locally agreed published protocol. The panel comprises of representatives from secondary schools and partnership agencies, and the attendance rate at panels is usually in the region of 55 members. Each school nominates at least one member of the school leadership team as a panel representative.

School representatives comprise approximately 50% of the panel membership. Schools from other boroughs are also invited to attend the panel where a case involves a pupil resident in the study borough area who attends an out of borough school. The remaining panel members are officers from the Local Authority or other relevant agencies. Officers provide schools with additional support, information, advice and guidance regarding the pupils under review in order to ensure there is a holistic view of the pupils needs.

Services represented at the panel include Children's Social Care, Early Help Services, Special Educational Needs Service, Educational Psychology, Children & Adolescent Mental Health Services, Youth Offending Service, Police and School Admissions Service. Head Teachers of independent alternative education provision schools and Pupil Referral Units are also represented.

The panel is operated by the organisation's Learning Access Service. The Council is represented by the Head of Learning Access and the Fair Access Manager, who is responsible for administering the Panel. Other Learning Access Team members attend including the Exclusions and Reintegration Officer.

The Fair Access Panel considers referrals for agreed managed moves between schools or placement for pupils at a Pupil Referral Unit (PRU) or independent alternative provision provider as an alternative to permanent exclusion. The panel also considers placement for those children who have been unable to be placed at a school through the normal in year admissions procedures.

The panel meets every 3 weeks during the school term and panel meetings are usually completed within three and a half hours. An average panel will consider presentations regarding between 25 and 60 cases dependent on the amount of referrals received. Nominated school representatives will make a short presentation of around 10 minutes for the panel's consideration during which details of the case are outlined. Panel members are provided with copies of the written referral and supporting documents when considering cases. Where hard to place cases are considered the Fair Access Manager will be present.

This process is integral to the Council's approach to early intervention, and is highly regarded across the organisation due to the positive outcomes that it secures for the borough's young people such as providing access to education for hard to place pupils and contributing towards reducing the number of permanent exclusions.

Good Practice 2

Croydon Apprenticeship Programme

A key ambition of the Council was to create more entry level employment opportunities for younger residents and priority groups and as such, its commitment to lead by example and create opportunities that would provide young people with transferrable skills that would help them secure sustainable employment in the future.

Croydon's apprenticeship programme was officially launched in October 2017 to help local residents' access employment opportunities and give those who have traditionally found it difficult to engage in employment a chance to kick start their careers.

The programme provided 25 local residents with the opportunity to gain the skills, knowledge and experience needed to succeed in the work environment whilst also working towards a qualification which helps reinforce their overall development.

The council engaged with local organisations run a social media campaign and promoted the programme via its resident's magazine to help engage residents through a variety of platforms that worked with priority groups to ensure we message got out to residents from protected groups. The Council also worked closely with Croydon Works (the council's in-house recruitment agency) to recruit apprentices into the council helping ensure 90% of the apprentices were local residents.

Croydon has created a range of high quality apprenticeships across a number of service areas. Apprentices are working towards qualifications in a range of specialist areas:

- Finance and Accounting
- Project Management
- Customer Services
- Building Surveying
- Community Arts
- Business Administration
- Cultural Heritage
- Social Services

Each apprentice has been assigned a team mentor. Apprentices also attend regular apprentice forums, activities and training.

Feedback from managers has been overwhelmingly positive with majority reporting that apprentices are now 'invaluable members' of their team, have 'settled in quickly and easily' and are 'highly capable of carrying out their set responsibilities'. Apprentices have reported that their 'confidence levels have increased' significantly and that they feel far more equipped to succeed in a corporate environment.

The council was keen to ensure the cohort of apprentices were representative of the borough. 85% of the apprentices are from a BAME (Black and Minority Ethnic) background, the average age of our apprentices is 20 with 97% of them being between the ages of 16-24. Furthermore, nearly 10% are care leavers, 20% have additional learning needs/physical disability and another 10% are lone parents.

The apprenticeship programme has supported the Council to meet a number of equality objectives as listed below:

- creating employment opportunities for young people and lone parents
- reduction in child poverty
- improved attainment as they work towards achieving the equivalent to another GCSE, A-level or foundation degree
- improved community cohesion as the cohort consists of people from a range of different backgrounds that work alongside each other in various contexts
- improved health and as some of them now have an increased sense of purpose and identity because they are no longer claiming benefits and can tangibly see how they are positively contributing/impacting on their wider community

A Croydon colleague responding to the Pulse Survey, stated, "I am happy for the council to capture whatever information it requires to paint an accurate picture of what it is like to work for Croydon and also inform future changes."

I feel so honored to be a part of my team; everyone is so supportive and welcoming. I genuinely feel like I am going to learn so much on this apprenticeship scheme and it will contribute significantly to my personal development as well as me being able to contribute to the company as one of the voices for young people." **Ainat, youth engagement apprentice**

"I was excited to start because I felt a great relief that I had a job and something to get up for in the morning. Working in the local Council also provides me with an exciting opportunity to learn valuable experience in an environment I would love to forge a long career in." **Imad, economic development apprentice**

THEME 4**COMMUNITY SAFETY****EQUALITY OBJECTIVE**

- To increase the percentage of domestic violence sanctions
- To increase the reporting and detection of the child sexual offences monitored
- To reduce the number of young people who enter the youth justice system.

Why did we chose this equality objective?

Focussing on recorded violent crime, domestic abuse and sexual violence accounted for a significant proportion of this crime where approximately 26% victims had experience three or more incidents in the previous year This is part of a wider trend in increased reported domestic and sexual violence cases across London. Victims of domestic abuse and sexual offences are predominantly women.

In Croydon, research conducted by the Safer London Foundation found that the largest proportion of young people recorded to be most affected by Child Sexual Exploitation were aged between 14 – 16 years old. This research also shown Black or Black British young people were known to be affected (39%), followed by white or white British (30%) and then mixed heritage (26%).

Overall, the proportion of young offenders from BME (Black Minority Ethnic) backgrounds had reduced and was nearly in line with the ethnic make-up of Croydon's population of young people. However, young people mainly boys from Black and Black British backgrounds were over-represented with a higher percentage involved in serious youth violence, drug or theft offences: and first time entrants to the youth justice system, and many of whom reoffend. Croydon had a higher rate of first time entrants to the youth justice system than the national average. Young offenders often present with other risk factors such as drug addiction, alcohol use and behavioural issues associated with mental health problems and special educational needs.

Despite significant under-reporting of hate crime there had been an increase in reports to the police and remained a key indicator of not only community safety but also community relations.

What has happened?

The Mayor's Office for Policing and Crime has launched a new Policing and Crime plan for London that sets out the focus on keeping children and young people safe, tackling violence against women and girls and standing together against extremism , hatred and intolerance with a key underpinning theme of social integration and tackling inequalities. The Council welcomes this change in focus in supporting the objectives within the Opportunity and Fairness Plan 2016/20.

Domestic Abuse and Sexual Violence (DASV) remains a major priority for the Council and work continues to address through the Family Justice Centre (FJC) and engaging with partners. The Council successfully bid for £260,000 of external

funding to strengthen domestic abuse service provision in the three London Boroughs of Croydon, Bromley and Bexley between 2016 and 2018. Referrals to MARAC (Multi Agency Risk Assessment Conference) continue to rise, implying greater identification of victims of DASV at high risk of harm. 578 were discussed at MARAC in 2016-17, which is 29% higher than the previous year.

Over the past year work has continued to protect children from being sexually exploited within the borough. This has included reviewing processes within the Local Authority and working with partners to ensure there is good intelligence sharing. As a result there is now a strategic monthly meeting, MACE (Multi-Agency Child Exploitation), chaired by Children's Services with representatives from other agencies including the police, education, health, the youth offending service, gangs team, Safer London and the NSPCC. The group look at patterns and trends which enables them to identify any gaps in provision as well as hotspots. This has enabled the group to start putting together a wider intelligence picture, targeting resources where they are most needed and identifying perpetrators. It has also resulted in a more 'joined up' approach with agencies sharing information, but also in making the links between CSE (Child Sexual Exploitation), children going missing and links to gangs.

The number entering the criminally justice system for the first time has remained stable and there has been a reduction in youth re-offending rate.

As the country witnessed nationally, there has been an increase in reported hate crimes within the borough.

The key actions that the Council has taken in 2016/2017 to deliver this outcome are:

- ✓ **New Safer Croydon Community Strategy embracing the new direction of the Police and Crime Plan for London**
- ✓ **Holding DVSA (Domestic Violence Sexual Abuse) perpetrators to account, training has been provided to all practitioners to address abusive behaviour within families and facilitate positive change among perpetrators.**
- ✓ **Creation of Community based domestic abuse advisor at best start locations, police stations, Croydon university hospital and dedicated leads for domestic abuse in schools and in GP surgeries, those experiencing abuse will have more timely access to support.**
- ✓ **Congress event that focused on child sexual exploitation and developed a joint strategy to identify and stop it- raising awareness within the community including staff in hotels, church leaders, religious groups, youth groups and schools.**
- ✓ **The Safer Croydon Partnership has submitted two bids to support victims of Hate crime for MOPAC (Mayor's Office for Policing and Crime) funding (to be delivered by CVA and Victim Support) for the next two years**

The case studies below highlight the work supporting this theme.

Good Practice 1

Knives Not Lives/Aspire Higher Programme

Knife crime is a nation-wide concern and Croydon is facing this challenge by working in partnership to tackle it. The Council, police, public sector partners, voluntary sector, businesses, community leaders and most importantly – young people - have signed up to a Children's and Youth Plan that plans to tackle knife crime and its causes, and to provide opportunities to help them reach their personal goals.

With official figures showing that knife-related violence is on the rise in London and England as a whole, one group is taking to Croydon's schools and beyond with a bold message.

Lives Not Knives started as a t-shirt campaign in 2007. Today, Lives Not Knives impacts young people on a far larger scale. The campaign is now preventative, educating the community, primarily young people, about the effects that carrying a knife can have on their lives.

Lives Not Knives ventures to schools across Croydon (and occasionally outside of it), using their anti-knife violence platform to attempt to make a difference in young people's lives through presentations. Presentations use facts and statistics to turn young people off of their interest in carrying a knife in the future. They speak about the violence the weapons can result in, as well as the amount of knives found in Croydon town centre.

In January 2017, they received funding for the Aspire Higher program. The program involves members of Lives not Knives working with more than two hundred young people who are at-risk of becoming involved in violence or serious problems.

The goal of the program is to get at least 140 of the young people on the right track, guiding them toward education, post-16-training, apprenticeships, or employment through personal goal-based coaching.

The BRIT school will be supporting the program by writing and delivering a workshop which will be shared by Croydon schools in conjunction with officers.

The performance is written by young people for young people. It portrays their voices, victims and police and the judicial process, and tackles everything from choosing to carry a knife, to bullying, child sexual exploitation and drug dealing and is entitled 'You Choose'.

Good Practice 2 ‘Choose You’re Future’ Campaign

‘Choose Your Future’ is a partnership campaign, led by the council working with public sector agencies, local organisations and businesses. Picking up on the priorities that young people identified at the first Youth Congress in July 2017, it puts young people at the centre of the campaign. Its aim is to encourage Croydon’s young people to make positive life choices around staying safe, finding jobs and achieving success. It is also about celebrating Croydon’s young people and continuing to give them a real voice.

The campaign launched in November 2017, when 68 young people were given the opportunity to take up the reins at some of the town’s leading organisations during Croydon's Takeover Challenge on 24 November. One young person has written a blog about her experience and involvement in future police engagement work <http://news.croydon.gov.uk/choose/my-choice-chardonnay-henry/>

The campaign was backed by many young residents, who pledged their support with testimonials and [video messages](#), as well as local organisations who have pledged support as campaign partners.

The campaign was publicised through a variety of media channels. A striking brand identity, including t-shirts that encouraged young people to get involved and put themselves in the picture. Images and films from meetings and events were incorporated into the campaign.

Croydon College safety roadshow saw over 150 young people engaged and 130 complete a survey. About one-third (32% of those responding) to the survey were aware of the campaign prior to the event. 90% supported the campaign (with 41% saying they were really behind it). Of the respondents - (82% were under 25 and 35% Black or Black British; 11% said they had a disability)

Town centre engagement with police on 20 December saw over 80 young people engaged and responding to a police survey

One comment from a Croydon College student at the roadshow when asked why they support the campaign: “To make a change for my children and the youth of today. They are our future.”

At the same time, the council’s first cohort of apprenticeships started in positions across the council and young people and the council hosted the Croydon Live! Jobs fair. Young people were also encouraged to get involved in cultural activity through Croydon Youth Arts Takeover.

The Council is in the process of organising the election of a Young Mayor and Deputy Mayor in spring 2018.

THEME 5

SOCIAL ISOLATION

EQUALITY OBJECTIVE

To reduce social isolation amongst disabled people and older people.

Why did we chose this equality objective?

Being socially isolated is different to loneliness but they are closely related and nationally 1 in 10 of people aged over 65 said they were lonely most or all of the time. Social isolation and loneliness affects all people across the life-course and not just older people. The Campaign to end Loneliness found 3 in 5 people who report poor health say that they are lonely some of the time or often, compared with 1 in 5 who report excellent health

The Opportunity and Fairness Commission highlighted that not only does social isolation have a significant personal cost but also has an implication for public services as it can lead to people needing more social and medical support. For example GPs and hospital accident and emergency departments had visits from people who were simply seeking someone to talk to or because their isolation has resulted in depression or another preventable illness. In addition, people often have prolonged stays in hospital because there is no one to care for them upon discharge.

What has happened?

In June 2016 Croydon's Congress considered the borough's response to social isolation and loneliness which brought a wide range of stakeholders together to consider the issues. The themes and issues raised by Congress are being used by the Health and Wellbeing Board to develop a strategic response and social isolation action plan which will be finalised this year. The reduction of social isolation has been a key area of the Council's support for community capacity building including the approach to the Community Fund and Grants programme- £1.8m was allocated over three years to community groups working within the "A connected borough where no one is isolated" theme. It has been a central blank of the development of the One Croydon Alliance Programme

The key actions that the Council has taken to deliver this outcome are:

- ✓ **Director of Public Health Annual Report - 'Social Isolation and Loneliness'**
- ✓ **Living Independently for Everyone programme has established an integrated reablement and rehabilitation service across the borough, comprising services from across Adult Social Care, Croydon Health Services and Croydon University Hospital. This service ensures people are supported through a multi-disciplinary approach to reduce their length of stay in hospital, assess them in the best place to determine care and establish outcome focused care plans that aim**

to re-able and maximise independence including reducing social isolation.

- ✓ **The Integrated Community Networks focus on preventing admissions and aims to enable individuals to support their own health and independence. Care is organised around the individual, breaking down the boundaries between health and social care and the voluntary and community sector, and between formal and informal support. Reducing social isolation is a key considering to ensure health and independence through personal independence co-ordinators**

The case studies below highlight the work supporting this theme.

Good Practice 1 Public Health Annual Report

The Director of Public Health first annual report focused on Social Isolation and Loneliness. The 2016 Croydon Opportunity and Fairness Commission report highlighted the growing issue of loneliness and isolation facing communities today and the need to put these issues at the heart of our local and national agenda.

The report examined the risk factors that can lead to loneliness and social isolation at the various stages of one's life (pregnancy and early years, children and young people, working age, and retirement and later life) and presented quick tips for what we can do as individuals to combat loneliness and social isolation and as a community with the support of voluntary sector organizations, and health and social care services where applicable. The report identified personal factors listed below as risk factors for social isolation and loneliness;

- sexuality, ethnicity and age,
- life changes such as new, young or lone parenthood,
- retirement and unemployment
- poverty and deprivation,
- stigma and discrimination,
- long term unemployment,
- domestic abuse and violence
- recent migration

There are a number of community initiatives designed to tackle social isolation. Some of these are listed below;

- Bump Dance Fitness - aims to engage local mums from the community to make new friends, combat isolation and keep healthy and safe. To date they have involved over 30 women and their children. Through increasing their networks, those attending feel less isolated and more able to gain support from others in relation to their safety. Many of those attending have experienced crime including domestic violence and report that the initiative has helped them seek support and 'take more control of their lives'.
- Young Migrants - Lingua House - Members of the Afghan community identified a need to develop English language classes to help younger members of the community develop their language skills and therefore take greater part in the wider community. This has also allowed for conversations to take place related to a range of issues for young people who are new arrivals in the borough through language support and peer to peer guidance.

The founder of Lingua House explains that many of these young people are lonely and isolated and therefore vulnerable, so being supported by those who care and understand them is vitally important; *"Being around people they trust and who understand them is so important for these young people many of whom have had traumatic times in the recent past and yet just want to play a part in the local community. How we develop what we do is based on sharing our skills and encouraging all of us to support each other"*.

Participants are helped to identify the future support they need particularly in relation to employment and activities they wish to undertake and the work also looks at ways in which they can offer their gifts to each other in terms of knowledge, skills, experience and contacts.

Social Isolation Congress

Croydon Congress is the over-arching consultative stakeholder group for Croydon's Local Strategic Partnership (LSP) and has a key role in informing the future direction of its work, particularly on cross-cutting issues. Croydon Congress brings together key local leaders, representatives from local businesses and the public, voluntary and faith sectors.

The 10th Croydon Congress theme was 'Social Isolation and Loneliness'. It was attended by nearly 200 delegates. There was good representation from across the public, private and voluntary and community sectors, including health services, faith groups, probation and the police, organisations representing children and young people, families, carers, people with mental health problems and older people.

The event was chaired by the Cabinet Member for Communities, Safety and Justice. A background information booklet was produced for the event. This set out the rationale, objectives, initial analysis and examples of good practice. The keynote speaker was Elaine Rashbrook, National Lead Older People, Health and Wellbeing, Public Health England. The meeting was addressed by the Leader of Croydon Council, the Croydon Director of Public Health, and an expert panel including representatives from a range of local groups.

In addition to the presentations and question and answer sessions, two short films were shown that presented the perceptions of individuals based on their experience of social isolation. This was followed by two workshops sessions, across 20 tables, which discussed the range of issues, protective factors and interventions that can impact on social isolation at different stages of the life course, and for particular at-risk groups. This recognised that certain individuals and groups are more vulnerable than others, depending on factors such as physical and mental health. Four life-cycle stages were considered:

- pregnancy and early years
- children and young people
- working age people
- retirement and later life

The purpose of this Congress was to provide an opportunity for a wide range of stakeholders to share their views and experiences on this issue and to influence the way in which future policy on social isolation and loneliness is developed.

Following the event, The Health and Wellbeing Board is working in partnership with the LSP, other partners and local stakeholders, on taking forward the feedback from Congress and developing a strategic response based on the initial recommendations that have emerged, including through incorporation into the JHWS where appropriate.

The Council has positioned the reduction of social isolation as a key area in its support for community capacity building. In its approach to the community fund, small grants and community budgets, two of the themes for funding applications support this – 'Vibrant, responsible, connected communities' and 'a connected borough where no one is isolated'. Asset-based community development work, underway in Broad Green, Selhurst and Thornton Heath, also provides a strong platform to identify the skills, knowledge and potential of local people to build active and inclusive communities. Community days of action and events such as big lunches provide opportunities for people to engage with others.

Active Communities Project

The Active and supportive communities project is being developed to create new points of access and information in the community. Centred on GP practices, the aim is to ensure that each practice is supported to connect people approaching clinical services to sources of support in their local community.

The approach, known as social prescribing, seeks to promote prevention and self-care and tackle social isolation among older people through increasing their involvement in community groups and activities. By increasing resources within each GP practice to connect patients to a range of community resources, improvements in well-being and in the way GP practices work can be delivered.

The proposal is that in each of the six GP Networks, a lead voluntary organisation will be identified to manage and co-ordinate the input of smaller organisations and groups to:

- Identify and/develop resources and lead individuals for each practice
- Collate local community assets and make them public
- Help to standardise the community offer from one practice to another
- Complete a gap analysis to work with the Alliance and commissioners to develop a plan to shift resource appropriately into the gaps (longer term)

An over-arching aim of this work is to support the voluntary and community sector to collaborate with each other and share resources in order to co-develop a network of community resources for Croydon residents in each area, to deliver an offer that includes:

- Health interventions (clinical and non-clinical)
- Support groups
- Healthy Lifestyles/fitness classes
- Practical activity programmes such as gardening, sewing, art, bingo, health classes etc.
- Education, vocational training
- Mentoring
- Financial/debt advice
- Health and exercise/ health management
- Signposting
- Refreshments, tea and coffee clubs

Work has kicked off with a community engagement event in Thornton Heath on 25 October 2017, held in conjunction with Parchmore Medical Centre, to publicise the range of community led activities taking place in the area

THEME 6**COMMUNITY COHESION****EQUALITY OBJECTIVE**

To improve the proportion of people from different backgrounds who get on well together.

Why did we chose this equality objective?

In Croydon, communities are changing fast with the borough has one of the fastest growing BME populations in London. More than 50% of children and young people are from a BME background and approximately 47% of adults. More than 100 languages are spoken across the borough. Croydon also has the largest number of unaccompanied asylum seeking children. Croydon has a great sense of community pride but social cohesion is challenged when there are poor community relations and people from different backgrounds do get on and live isolated from each other. In addition, high levels of poverty lead to people feeling that a place is unfair, and they cannot influence change or trust organisations.

The Opportunity and Fairness Commission said that residents told them that too often there was a lack of respect amongst people living in their area and insufficient shared ownership of problems. Many residents mentioned people from different backgrounds moving into their local area and their struggle to create strong integrated communities especially at times when national or international activity can cause concern locally. In addition, the Commission highlighted that while migration had brought new energy and perspectives but there was recognition that communities were isolated from each other rather than working together to tackle shared challenges. However, many people told the Commission that they would be willing to do more in their local community including volunteering and wanted to participate and influence what was going on locally and across the borough.

What has happened?

Recent national and local events in Croydon has provided a challenging environment for community cohesion however Croydon as a community as come together to support each other with partners across the borough and faiths showing solidarity and providing community assurance. This has included community events such as We Stand Together to provide a forum to support communities impacted by hate crime and explore issues that face different communities within Croydon. The Council has continue to support community development, capacity building and events to strengthen cohesion.

The key actions that the Council has taken to deliver this outcome are:

- ✓ **Community Fund and Community Grants programme with £2.1m committed to vibrant responsible and connected communities over three year**
- ✓ **Using our assets through Community Asset Transfers to promote wider community use and involvement in local areas**
- ✓ **Launching devolution pilots to further enhance opportunities to enable local community engagement and involvement in local decisions**
- ✓ **Increasing investment in Community Ward Budgets to provide increased opportunity for local people to determine local priorities in consultation with ward councillors**
- ✓ **Don't Mess with Croydon (DMWC) campaign tackles fly-tipping and works towards making Croydon the cleanest and greenest borough in London**
- ✓ **Encouraged community led programmes to welcome migrants into the local area and support them to volunteer and participate, backed by greater support to learn English**
- ✓ **Delivered a programme of community walkabouts**

The case studies below highlight the work supporting this theme.

We Stand Together

Following the attack on a young refugee in Shirley, the Council worked in partnership with Croydon Voluntary Action (CVA) to hold an event, entitled 'We Stand Together'. The event sought to provide reassurance to refugee communities and the Kurdish community in particular. Representatives from communities across the borough stood together to send out the clear message – 'hate crime will not be tolerated in Croydon' and 'hate crime has no place here'.

The Cabinet Member for Communities, Safety and Justice introduced the speakers who included the Leader of the Council, MPS Borough Commander, Steve Reed MP for Croydon North, Leader of Croydon Conservative Party, founder of the Centre for Kurdish Progress, Gavin Barwell MP for Croydon Central, the Deputy Mayor for policing and crime, Sophie Linden (representing the mayor of London, Sadiq Khan), and Bhupendra Solanki from the CVA.

The event was also attended by members from the Kurdish community and refugee support groups who brought along a handful of refugees that had only arrived in the UK that day. Given the high-profile media coverage of the attack, we received feedback that they really appreciated the reassurance that this event provided.

The hashtag #westandtogether was used on social media as a symbol of solidarity.

Spacehive

The Council's key ambition is to empower local communities to develop community engagement and create local places they love.

Spacehive is a crowdfunding platform that provides an opportunity for people with project ideas to gain support from their community, ensure their plans are viable, pitch for funding from the crowd and Spacehive partners and share the impact they've created.

It is a tool that supports and empowers our local communities to make positive changes to their areas in order to help them thrive and grow.

Local communities are provided with tools to help them develop their ideas and given capacity building support to assist them with generating public support; this consists of inviting donations of time or money from local communities, local businesses and neighbours. Pledges are used to fully fund project ideas ultimately mitigating the reduced government funding to communities.

The Council provides a wide range of support including assistance with developing promotional and engagement plans and local business engagement support to enable local communities to successfully deliver projects that enhance our shared civic life. Examples of projects including sprucing up local parks, holding community events or repurposing a disused building.

Below are some examples of Spacehive projects:

- South Norwood Community Festival 2017 – The festival is organised for the Community by volunteers and brings together people of all ages to see free live music and arts.
- Stanley's Christmas Extravaganza – The events aims to empower Croydon's diverse community through a day-long festive celebration of community, togetherness and the magic of cinema. It also hosted a Christmas fair to support local enterprises and creatives.

Community Ward Budget

The Council's key ambition is to give local communities the opportunity to work together and solve problems or improve the places where they live. The community ward budget programme is building on the local democratic process by giving residents a choice to have a say in how things happen and the things that matter to them in the wards that they call their home.

Each ward councillor is allocated a budget to spend locally. Members are asked to ensure local priorities are being met. The money could be spent on community events and projects such as;

- Refurbishing or cleaning up parts of a local area.
- Big Lunches / Fun Days
- Supporting local scouts /guide group for a specific activity
- Purchase of new street signs or furniture

Croydon Big Lunch 2017

The Big Lunch is a national initiative that aims to bring neighbours together to share a meal and enjoy each other's company.

A minimum of 80+ individual lunches took place across the borough for the weekend of the big lunch, 10 of which were attended by the Mayor. The events provide an opportunity for people from various walks of life to come together and share food, get to know who their neighbours and celebrate the Borough's diversity.

Events in Croydon consisted of traditional street parties and picnic lunches in small or larger groups. All events were free. We received positive feedback from all events.

Community Clean-ups, Street Champions scheme

The Council's key ambition is to work in partnership with local stakeholders to make Croydon one of the cleanest, greenest boroughs in London.

Clean and Green Street Champions are networks of local volunteers from diverse backgrounds who work alongside the council and its partners to support the Council's "Don't Mess with Croydon - Take Pride" initiative. Its key objective is to improve the environment in local neighbourhoods through encouraging and supporting residents and businesses to manage their waste responsibly by taking action to combat fly tipping, littering and environmental crime, and encouraging more people to recycle.

The Clean and Green street champions work in partnership with the council and its contractors and are involved in a range of activities in their local areas including:-

- Litter clearance
- Reporting incidences of fly-tipping to the council
- Helping neighbours to keep their front gardens tidy
- Helping to maintain woodland areas in a clean, tidy and safe condition
- Sharing ideas on how to improve street cleansing, recycling and waste management

The scheme has supported people from diverse backgrounds and cultures to develop relationships and work together to achieve common aims. The initiative has helped promote community cohesion and build stronger communities across the borough. Below are some positive benefits that have taken place in the Borough as a result of the scheme:-

- Increase in the number of people participating as volunteers
- Cleaner neighbourhoods
- Development and maintenance of stronger relationships with and between local individuals, community groups and a range of local stakeholders
- Stakeholders working in partnership to develop constructive solutions to address a range of local issues and actively working to resolve them

Community Events

Croydon PRIDE Fest

There is a large population of LGBT+ (Lesbian, Gay, Bisexual, and Transgender) residents living and working in Croydon. We had received feedback from members of this community that they did not feel safe to openly express and celebrate themselves. The Council held a number of consultation meetings at local venues in Croydon to gather views from the community as to how we can address this. A decision was made to hold the Borough's first ever Croydon Pride event.

The Council worked in partnership with the Police, local businesses and community groups such as TransPALS, Croydon Area Gay Society and local residents to hold the event in July 2017. The event was attended by over three thousand people come together to celebrate the LGBT+ community. This included a marching parade through the centre of Croydon. Croydon Pride Fest saw thousands of people. This year's event marked 50 years of progress towards equality in recognition of the 1967 act that decriminalised homosexuality. For those who couldn't make it you can [see how Croydon celebrated in style here](#).

2017 saw an increase of thousands in turnout from 2016, and resulted in the setup of Croydon Pride Ltd, who will work year-round to put on events that recognise key dates for the LGBT+ community including IDAHOT (International Day against Homophobia), Trans Remembrance Day, Worlds Aids Day and many more. Croydon has since been approached by other London boroughs to find out how we made the day such a success, and will continue to work in partnership with the local community to grow the outcomes of Croydon Pride.

In the summer of 2017, Croydon submitted to the Stonewall Workplace Equality index for the third time. We were very excited and pleased to improve our rankings by a massive 95 places. We have been ranked at 124 out of the 434 organisations that participated - this result places us in the top 30%. Stonewall marked our work on making the workplace Trans inclusive for the first time. It also stated that the council has an active LGBT network who participate in the annual Croydon Pride event, the biggest such celebration outside central London.

“Inter-faith bike ride pedals to success”

The interfaith bike ride is an event aimed at bringing communities together by taking a bicycle tour of places of worship. It culminates with a dedicated interfaith picnic in the park. This year's inter-faith bike ride event was a huge success with a total of 76 riders (including members of the police and the safety riders) and over 250 attendees at the 'Great Get Together picnic'. Now in its third year, we think this is the biggest bike ride of its kind in the entire world.

This year the picnic had added significance as the community wanted it to be a 'Great Get Together' event to commemorate the life of Jo Cox MP.

“The picnic was buzzing and thanks to the Council for supporting this year and to South Norwood Mosque for bringing lovely food and serving it to everyone. At the end of the day we boxed up the leftover food and drink and took it to the refugee centre in Thornton Heath, arriving just as they were coming for some dinner” - Penny Smith-Orr, Chair of Faiths Together in Croydon

Members of the community posted lots of pictures of this year's Interfaith Bike ride on Twitter at the following hashtag #fticbikeride.

THEME 7**HEALTH****EQUALITY OBJECTIVE**

To reduce differences in life expectancy between communities.

Why did we chose this equality objective?

The Annual Report of the Director of Public Health for 2015 identified a number of significant inequalities in health outcomes in the borough. The causes of these inequalities are multi-factorial and deep rooted. Sir Michael Marmot recommended six areas where action will have the greatest impact on health inequalities.

- 1. Give every child the best start in life.**
- 2. Enable all children, young people and adults to maximise their capabilities and have control over their lives.**
- 3. Create fair employment and good work for all.**
- 4. Ensure healthy standard of living for all.**
- 5. Create and develop healthy and sustainable places and communities.**
- 6. Strengthen the role and impact of ill health prevention.**

The Indices of Deprivation 2015 showed that health deprivation and disability indicator is greatest in West Thornton, Broad Green, Selhurst and Thornton Heath as well as New Addington and Fieldway. West Thornton and Selhurst had become significantly more deprived in this domain since IMD data was last released in 2010. Finally there are higher levels of income poverty amongst older people in ethnically diverse wards in the north along with a lack of access to services such as a post office or community services.

What has happened?

Croydon's current performance is similar or better than average on a range of health outcome indicators including alcohol related hospital admissions, preventable deaths from cardio vascular diseases and childhood obesity at reception year. Croydon's performance has improved for the several measures of perceived wellbeing and is above the London average for all four of them (Life Satisfaction, Well-being, Happiness and Anxiety).

Improvements in life expectancy and reductions in preventable deaths partly reflect changes in lifestyle over time. Good overall performance however masks significant variation within the borough which continue to be an issue. Outcomes still tend to be poorer in areas of higher deprivation. Lifestyle advice and support is being brought together through the Live Well programme, an integrated lifestyle programme with the overarching aim of reducing health inequalities across the borough

The key actions that the Council has taken to deliver this outcome are:

- ✓ **Food Flagship Programme**
- ✓ **Live well programme**
- ✓ **Outcome based commissioning for Over 65s**
- ✓ **South London Work & Health Programme**

The case studies below highlight the work supporting this theme.

Good Practice 1

The South London Work and Health Programme

The Council's key ambition is to increase employment outcomes for residents with health conditions and disabilities by commissioning a programme which responds to individual needs and provides targeted support.

Croydon is the lead accountable body for the sub-regional South London Work Health Programme. The programme aims to reduce inequality and improve outcomes for unemployed residents with disabilities by supporting them into sustainable employment. This arose following data analysis that showed a trend of individuals with health conditions and disabilities being unable to access employment. Close partnership working, sharing of best practice and engagement across the sub-region will result in a programme which is integrated into borough and sub-regional level services and tailored to the individual needs of residents.

Client will receive a flexible and personalised service, including one to one support. The provider will engage with clients to understand their barriers to employment, and work with them to devise a personalised action plan that will address these barriers and move them closer to employment. This could include skills acquisition, work experience, confidence building, and employability skills. Integration with local services will be a critical part of the programme, including awareness and cross-referral between services, local enhancements and co-location.

Key outcomes will be participants starting in employment, and sustaining their employment over a period of time. There will also be intermediate outcomes such as participants gaining qualifications or completing work experience. Benefits to participants will be improved skills and confidence and better chances of moving into paid work. There should also be improvements in participants' health and wellbeing.

Outcome Based Commissioning Over 65s

The Council's key ambition is to develop an Integrated Health and Social Care system for the over 65s population to provide high quality, safe, seamless and personalised care that supports them to stay well and independent.

OBC for over 65s aims to integrate health and social care through a comprehensive framework that is focussed on improving outcomes for people.

Rather than simply redesigning services and customer journeys, the Council and Croydon Commissioning Group consulted residents on what outcomes they were seeking from the system.

The Outcomes Framework was developed through extensive consultation with local people on the outcomes they wanted to see. These were in the form of Making it Real 'I statements', as follows:

- Staying healthy and active for as long as possible;
- Access to the best quality care available in order to live as I choose and as independent a life as possible;
- Being helped by a health and social care team that has the training and specialist knowledge to understand how my health and social care needs affect me;
- Being supported as an individual, with services specific to me;
- Having improved clinical outcomes.

The contract for delivery of integrated health and social care services puts the individual and their family at the centre by focusing on the achievement of these outcomes. Going forwards Croydon's older people and their families should expect to seamless, joined-up care and health provision of a consistent high quality and standard; services will also be personalised around their needs.

From Year 2, the contractual arrangements for OBC for the over 65s will use a payment mechanism designed to incentivise providers to improve outcomes for the population. Providers will be given a fixed amount (capitated budget) to cover the costs of health and care for the older population rather than being paid directly for activity. The aim is to ensure a financially sustainable economy with a transformed health and care system for Croydon residents.

Engagement of local service users is continuing to support the programme and the design of Croydon's new models of care. An extensive phase of testing and co-design was put in place. Overall 400 individuals provided input and the views and opinions gathered were fed back into the process to support the development of and verify the detailed outcome design.

The Service User Specialist Engagement Group meets representatives of the OBC Programme and the Alliance a monthly basis to ensure service user needs are taken into account.

Evidence that underpinned the equality analysis included the draft Joint Strategic Needs Assessment (JSNA) that assesses the 'Health and Social Care Needs of Croydon's Older Adults & Carers'. This provides a detailed understanding of Croydon's population, social determinants and health and social care needs of Croydon's over 65 population, and carers of people over 65.

Good Practice 3

Live Well Programme

Croydon like many areas in England, is taking a different approach to its wellbeing and lifestyle services by developing an integrated lifestyle model which aims to make it easier for residents to look after both their physical and mental wellbeing. It has developed a new, integrated healthy lifestyles service, known as the Live Well Croydon Programme. The programme aims to increase life expectancy and reduce health inequalities.

These are services which aim to support people to make healthy behaviour changes, such as quitting smoking, or being more physically active. The services form part of the support that the Council and its partners provide to enable people to lead healthy and happy lives. This model is delivered through a single point of access, that;

- provides information and advice about living well
- offers a wide range of interventions through digital and online approaches, telephone and email support as well as group and 1 to 1 support in person
- enables community development, peer support and volunteering
- targets people who are at higher risk and in greatest need
- delivers tiered, holistic interventions according to individual and local community needs supporting people and their families to:
 - Stop smoking
 - Lose weight
 - Drink less alcohol
 - Increase physical activity
 - Improve mental health and emotional wellbeing

A stakeholder workshop was conducted in November 2016 where representatives from various departments in the council, health services and the community and voluntary sector discussed potential positive and negative impact on vulnerable groups

The 'Live Well' face to face service was launched in April 2017. The targeted aspect of the service focused resources on high risk groups. The reach of this element was therefore small to ensure demand and the offer was appropriate, but the impact will be large since it will address clustered unhealthy behaviours in groups that experience ill health from a younger age and offer support for 12 months as opposed to 12 weeks in previous lifestyle services. This approach offers an opportunity to address inequalities in longevity.

The service has engaged key protected groups identified within the Health Impact Assessment. As part of the development of the Live Well Alliance, the Council is working to ensure that access routes and service provision are appropriate for people with physical and learning difficulties. Services are person-centred and

Good Practice 4

Food Flagship Programme

Growing food, learning to cook healthier food, and understanding the importance of a balanced, nutritious diet in preventing obesity were the principal aims of Croydon becoming a Food Flagship Borough.

The Food Flagship programme was a programme led by Croydon Council, working in partnership with the third sector, GLA and local schools. The programme in Croydon uses food to transform the environment, improve health, tackle obesity, and reduce health inequalities among residents and helping residents live longer healthier lives.

The Food Flagship programme delivered a range of projects to different communities across the borough, including:

- Developing food businesses – who provide support and opportunity to those groups and individuals who have innovative ideas for providing healthy food to their community.
- Providing community grants – to support and give opportunities to those groups and individuals who have innovative ideas for growing and cooking healthy food.
- Encouraging a whole-school approach to healthy eating, with a focus on breakfast clubs and lunchtimes, and involving children in growing and cooking food from reception onwards.
- Promoting community gardening projects – building communities' capacity for growing and optimising the potential of new growing areas in Croydon.
- Good Food Matters; Community Food Learning Centre – offer free catering and horticultural courses for a range of targeted groups.

The outcomes for the Croydon food flagship programme as specified by the London Food Board are:

1. Reduction in levels of childhood obesity
2. Increase in school attainment in children from disadvantaged groups
3. Decrease in the numbers of new cases of type-2 diabetes

At the end of the programme we wanted to see children learning how to cook and eating good quality food in and out of school thus encouraging longer term behaviour change in their lives, the wider family and local community. Learning how to cook and grow food would also help influence food shopping habits and cooking at home.

The programme has achieved significant successes in the past two years with key funded projects achieving, and in some cases exceeding, targets. Some of these are listed below;

- £25,000 was invested in supporting community projects such as cooking and nutrition lessons for a BME group, specifically aimed at women out of work.
- Infant school meal uptake has increased from 81% to 85.2% and key stage 2 meal uptake has increased from 53% to 64.5%. This has been described as the best uptake in the country

THEME 8 OUR WORKFORCE

EQUALITY OBJECTIVE

To create a modern and diverse workforce that is representative of the communities we serve and building and further developing a valued, engaged and motivated workforce

As a council we have committed to:

- Ensuring the council has a representative workforce.
- Providing staff with training and support to enable them to manage and/or work within a diverse workforce.
- Addressing any unfair treatment in the workplace relating to any of the 'protected characteristics'.
- Recognising the contribution of the staff network groups and supporting their work.

Why do we monitor the workforce?

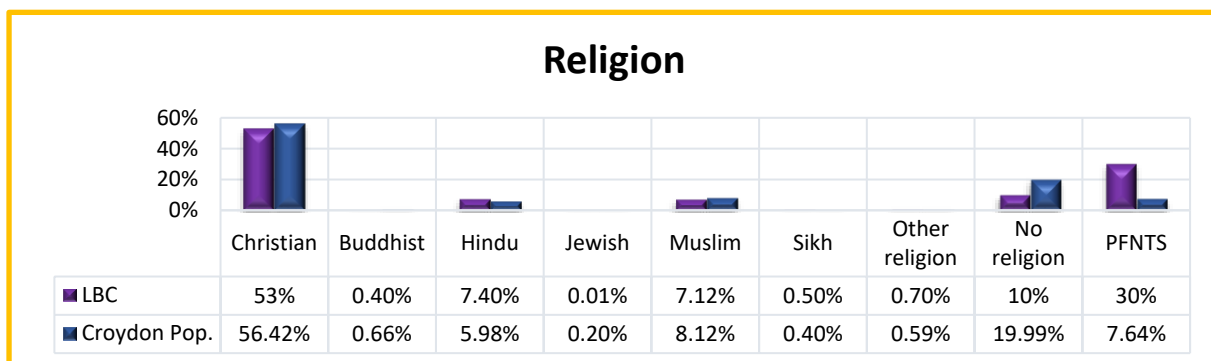
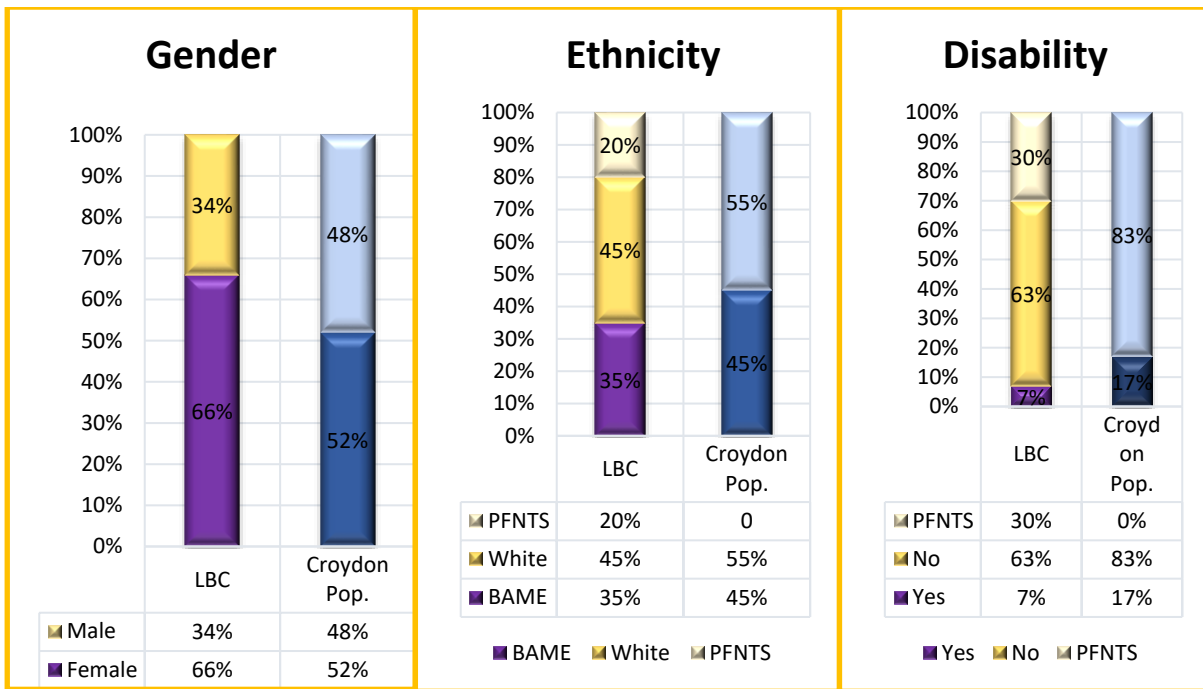
The workforce profile provides a valuable source of data about the Croydon Council workforce, that:

- Provides evidence the Council is meeting its general equalities duty to: eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations.
- Supports delivery of some of the Council's key workforce objectives and values, most notably: a modern, diverse and inclusive workforce that is reflective of the borough's community; and the attraction, recruitment and retention of talented staff and leaders.
- Alongside other sources such as staff survey results and organisational health monitoring, informs and delivery of workforce priorities such as: the Council's HR delivery action plans; and the corporate learning and development plan.
- Is a resource to help monitor workforce performance and provide benchmarking information to assist workforce planning and equality impact analysis.

Workforce representation by protected characteristics

Our breakdown of the workforce is mapped against census 2011 statistics regarding gender, ethnicity, disability and religion characteristics. Whilst Croydon has a positive gender mix, there is more to do on ethnicity and disability if we are to meet our aspiration of employing a workforce that is representative of our communities.

Data on the ethnic origin, any disability status, religion or belief, sexual orientation, gender, marital/civil partnerships status, caring status, gender assignment and age of Croydon Council employees is collected on the basis of self-classification by individuals.

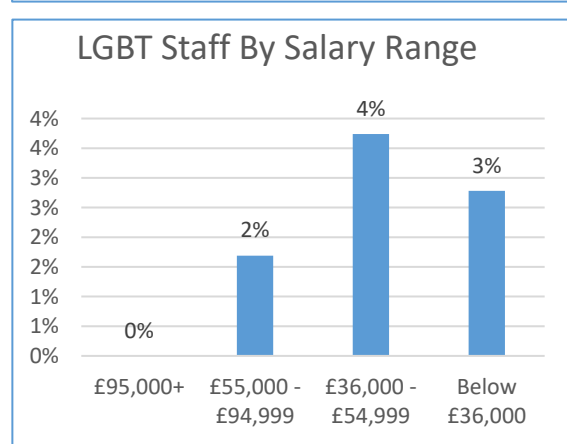
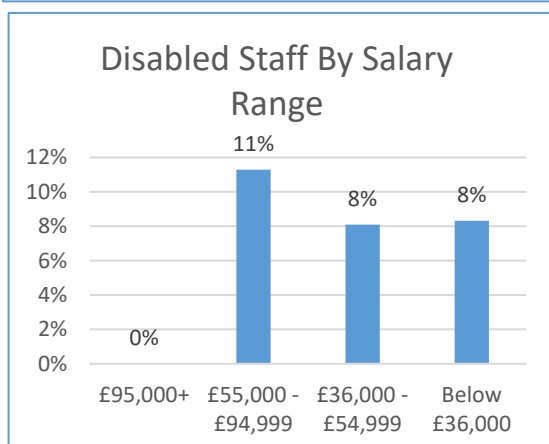
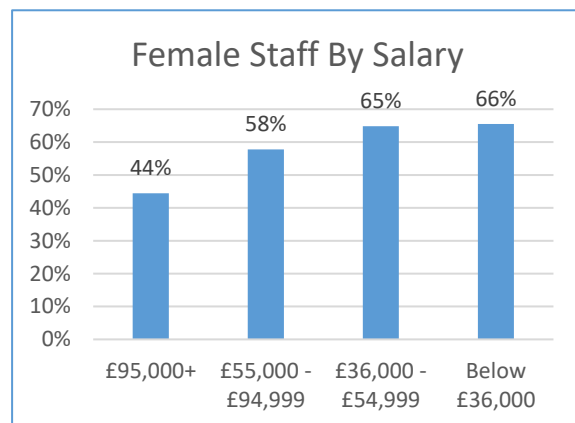
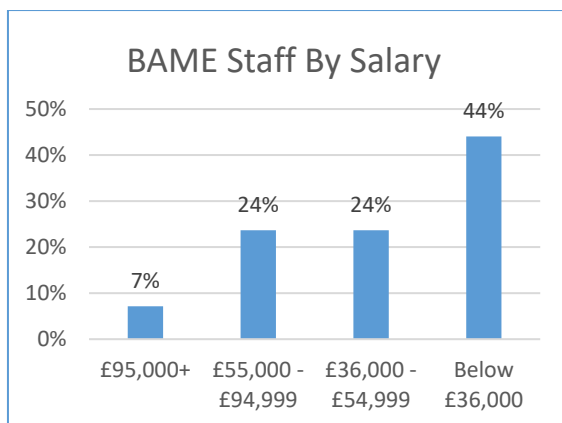


The 2011 census did not collect information from respondents on sexual orientation or sexual identity, therefore the council does not have a community comparator to map against. However the council undertakes workforce monitoring on sexuality and has collated data over the last 5 years (see chart below). During this monitoring period we have seen a small but positive increase in LGBT representation and a decrease in those electing to prefer not to say. The council also achieved a positive outcome in the stonewall index, placing it 124th out of 434 employers, its highest rating so far.

	LBC 2013		LBC 2014		LBC 2015/16		LBC 2016/17		
Bisexual	8	0.30%	9	0.30%	4	0.15%	8	0.38%	
Heterosexual	2,270	71.50%	2,117	71.4%	1,714	63.36%	1606	76.19%	
Homosexual	45	1.40%	38	1.30%	28	1.04%	37	1.76%	
Other	0	0.0%	0	0.0%	85	3.14%	66	3.13%	
Prefer Not To Say	854	26.90%	803	27.00%	874	32.31%	391	18.55%	

Equalities profile by earnings

It has already been highlighted that the workforce at Croydon is not yet representative of its community in respect of ethnicity and disability. The equalities monitoring of our workforce further indicates that there is also an under-representation within the workforce across salary ranges, with a negative funnelling of representation for BAME staff at senior level. It is interesting to note a more positive distribution for staff declaring a disability.



: NB data shows positive declarations on protected characteristics

However it should be noted that the data only reflects positive declarations on protected characteristics i.e. non-disclosure is not analysed. Therefore the statistics are not a comprehensive assessment but are an indicator for focus for action.

Gender Pay Gap Reporting:

From 2018 it is a legal requirement for the Council to publish its gender pay gap workforce data. A gender pay gap compares the difference between how much people from one gender are paid on average compared with people from another gender. A pay gap shows whether the male gender is on average occupying higher paying roles than the female gender. It is not a comparison of pay between people doing the same work.

The Council's has a mean gender pay gap of 1.6% and a median gender pay gap of 2.4% which compare favourably in comparison with other local authorities and regional statistics. Full details will be published on the Council's website and government portal by 30th March 2018

What are the key successes?

Our workforce profile illustrates that although our workforce is not yet fully reflective of the population we serve, we are seeing changes in our workforce as a result of a variety of initiatives.

These include:

- Staff diversity network groups: we have six staff diversity network groups within the council who have supported change to our workforce profile by their visibility of staff diversity through awareness raising events, communications campaigns and role modelling. They have also worked actively with the community in activities such as volunteering and event promotions.
- All staff diversity group network chairs sit on our Culture Board which is held monthly and chaired by the Chief Executive. The Board includes Staff Ambassadors and senior management representatives. The Culture Board aims to set the direction for improving culture and oversee all the changes within the council to ensure that we "create an organisation where talent can flourish".
- To address inequalities in diversity at middle and senior management levels, leadership programmes have been implemented specifically for employees who are women or of BAME ethnicity.
- Timewise Accreditation: we are now accredited (since December 2016) as a Flexible Working borough and are continuing to advocated and promote flexible and agile working for our existing workforce and potential employees.
- Disability Confident Employer: we are accredited as a Disability Confident Employer (since 2017) and have worked with our Disability Network Group

internally and with the community in promoting good practice and training managers.

- ENEI Silver status award: we achieved the Employers Network for Equality and Inclusion Silver status award in 2017 and came 8th out of 44 employers entered. This award highlighted our achievements in equality and diversity in the previous year.
- Stonewall Workplace Equality Index: 2018 marked our highest placing for Stonewall. We achieved a placing of 124 out of 434 employers entered, placing us in the top 30% of employers.

The key actions that the Council have taken to deliver these outcomes are:

- ✓ **Supporting and developing our staff network groups**
- ✓ **Becoming a 'default' agile working employer since 2016 and enabling new employees to request formal flexible working patterns from the start date of employment**
- ✓ **Improving and promoting our policies around family friendly leave, unpaid leave and offering up to ten days purchased leave**
- ✓ **Assisting employees with leave for family issues including caring and premature birth**

What Next

Based on the data above there will be focus in the following areas in the future:

- Examining gender segregation of some roles, particularly where there is a high gap between male and female
- Understanding and tackling the issues regarding low numbers of BAME in senior management roles
- Encouraging higher disclosure declarations, particularly around disability and sexual orientation

Our good practice case studies below further highlight the work that has been ongoing:

Good practice 1

Menopause Steering Group (a sub-group of the Women's Diversity Network)

The aim of the group was to raise awareness around the challenges facing women in the workplace when experiencing peri-menopausal, menopausal and post-menopausal symptoms and to provide guidance for managers to support staff that may be affected.

The menopause steering and support group was launched as a sub-group of the Women's Diversity Group in 2017.

The aim of the Menopause Steering Group was to:

- bring awareness and understanding to the workforce about a health issue that is rarely discussed;
- offer support and advice to female staff who are experiencing the menopause.

It was already clear in the workforce profile that:

- 66% of workforce are women
- 34% are men
- 43% of the whole workforce are women are aged 40 – 65
- 15% of the whole workforce are women are aged 30 – 39
- 25% of women currently going through the menopause have considered leaving work due to their symptoms. (Survey by 'Tonight' and Wellbeing of Women 2016).

There are clear cost implications for staff turnover and recruitment therefore the business case for raising awareness is strong.

The menopause is a natural part of aging for women and it usually occurs between 45 and 55 years of age but can occur at any time up to a woman's mid-60s, or any time before 40, either naturally or through a medical condition or surgery.

Around 30-60% of women experience intermittent physical and/or psychological symptoms but every woman's experience is different.

In response to a TUC survey, over a third of women cited embarrassment or difficulties in discussing the menopause with their employers and one in five spoke of criticism, ridicule and even harassment from their managers when the subject was broached.

The key deliverables of the menopause steering group were to:

Produce menopause guidance (produced March 2017) in conjunction with HR and Mental Health and Well-Being diversity network; Devise menopause bite-sized training (on-going from March 2017)

Also a menopause steering group (made up of members of the Women's and Health and wellbeing networks) was set up. Additionally a menopause support group for women only (on-going from March 2017)

The key markers of progress so far have included:

- The guidance and training were launched during International Women's week.

- As far as we know Croydon Council is the **only council** that provides guidance, resources, bitesize training and support groups around the menopause.
- To date over 200 women have attended a menopause bitesize or support group session and are on the mailing list.
- The work has been shared with all London Local Authorities via the London Healthy Workplace Charter Steering Group.

Good Practice 2

Development of Staff Network Groups

The Staff Network Groups were developed and launched in 2014. The aim in creating these groups was to enhance the culture of the council by creating an inclusive diverse environment in which everyone could be 'themselves' whilst at work and offer support and encouragement to personal development.

The groups work plans also reinforced the values of the council including:

- Being One Team
- Taking Responsibility
- Proud to Serve
- Valuing Diversity
- Honest and Open

In 2014 with the support of the Chief Executive (CEO) and the existing 'People Board' (a group who supported cultural change in the council), the council officially launched the ambition to create new diverse network groups.

By the Spring of 2015, 6 network groups has emerged as clear entities. They included

- Women's Network
- Disability Network
- Working Carers Network
- Mental Health and Wellbeing Network
- Lesbian, Gay, Bi-sexual and Transgender (LGBT + Allies) network
- Black, Asian and Minority Ethnic (BAME) network

Since 2016 all the groups have collaborated together to create an annual 'Diversity Conference' event to showcase all the group's activities (including their links to the community) and celebrate the impact of all of them within the organisation.

Stronger links have been created between the council and the community by the existence of the network groups.

Progress of the groups so far has encompassed the following:

- Increase of membership of all staff networks from 12% in 2014 to 23% in 2017 (around 600 staff belong to a network group)
- Development and embedding of a number of initiatives influenced by the groups including: Timewise Accreditation (flexible working); Disability Confident Accreditation; Changes to the appraisal process.

- Increase in awareness and promotion of diverse activities including International Women's Day; Pride March; Black History Month; Carers Week; Time to Talk (Mental Health); International Day for Disability.
- Development and implementation of Leadership Programmes aimed at increasing minority representation at senior levels and increasing promotion opportunities throughout the council. Currently Leadership programmes exist for Women and BAME.

Appendix 1**Additional sources for information on equality and inclusion in Croydon****Croydon Opportunity and Fairness Commission Report**

The Croydon Opportunity and Fairness Commission was an independent Commission set up by Croydon Council in 2015. It sought to understand the challenges faced by the people of Croydon and put forward recommendations that would help create a fairer and better place to live. You can obtain a copy of the report by clicking the link below

https://www.croydon.gov.uk/sites/default/files/articles/downloads/Croydon_Opportunity_%26_fairness%20Commission_final_report.pdf

Croydon Observatory

The Croydon Observatory provides access to data and information about Croydon. It is an information sharing, mapping and reporting website that can be used by anyone. The observatory contains links to key strategies, information on the Borough's demographic profile which can be broken down easily into ward profiles. The site also includes data broken down by protected characteristics as outlined in the Equality Act 2010. Please click link below to access the observatory.

<https://www.croydonobservatory.org/>

Equality and Inclusion Policy 2016-20

The council's ambition is to make Croydon a stronger, fairer place where no community is held back. It acknowledges its statutory equality duty as a Public Sector employer under s149 of the Equality Act 2010.

It recognises it has an important community leadership role and will use this opportunity to advance equality, fairness and community cohesion as well as to improve the social and economic environment in the borough

Please click link below for a copy of the Council's equality and inclusion policy

<https://www.croydon.gov.uk/sites/default/files/articles/downloads/Equality%20Policy%20Statement.pdf>

Workforce Profile 2016-2017

The workforce profile provides a valuable source of data about the Croydon Council workforce that provides evidence the Council is meeting its general equalities duty to: eliminate unlawful discrimination, harassment and victimisation; advance equality of opportunity; and foster good relations.

Please click link below for a copy of the Councils workforce profile

<https://www.croydon.gov.uk/community/equality/strategies/workforceprofiles>

For General Release

REPORT TO:	CABINET 19 MARCH 2018
SUBJECT:	CROYDON HEALTHY HOMES
LEAD OFFICER:	RICHARD SIMPSON, EXECUTIVE DIRECTOR OF RESOURCES & S151 OFFICER MARK NORRELL, HEAD OF FACILITIES MANAGEMENT
CABINET MEMBER:	COUNCILLOR STUART KING CABINET MEMBER FOR TRANSPORT & ENVIRONMENT AND COUNCILLOR ALISON BUTLER CABINET MEMBER FOR HOMES, REGENERATION & PLANNING
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:	
<p>The service to be provided supports the Council’s Corporate Priorities to:</p> <ul style="list-style-type: none"> • To help families and individuals be more financially resilient and live affordable lives, through reducing fuel poverty. • To help people from all communities live longer, healthier lives through positive lifestyle choices, through offering behavior change advice, and signposting and referring people to ongoing support. <p>The decision also supports Croydon’s vision to be an enterprising, connected, creative, sustainable, learning and caring city.</p>	
FINANCIAL IMPACT:	
<p>The Croydon Healthy Homes scheme is a new Service funded through the S106 Community Energy Fund (an offset payment for developers who are unable to meet CO2 targets in new developments). The scheme has a fixed budget and all savings will be reallocated to increase the number of residents supported (additional Home Visits) and increase the number of small energy efficiency measures fitted.</p>	
KEY DECISION REFERENCE NO.: N/A	
<p>The Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below</p> <p>1. RECOMMENDATIONS</p> <p>The Cabinet is recommended to note the scheme, its purpose and outcomes.</p>	

2. EXECUTIVE SUMMARY

- 2.1 This report provides details on the contract award of the Croydon Healthy Homes delivery partner, Groundwork London. This is a 3 year contract with a fixed value of £96k, funding through S106 contributions.
- 2.2 This report outlines the purpose and outcomes of the Croydon Healthy Homes scheme which will improve the energy efficiency and thermal comfort of the homes of vulnerable Croydon residents living in private sector housing and likely to be in fuel poverty or have health conditions exacerbated by the cold.

3. DETAIL

3.1 Background:

- 3.1.1 A household is considered to be fuel poor if it has higher than average energy costs and would be left with a disposable income below the poverty line if it spent the required money to meet those costs. Using the Low Income High Costs (LIHC) definition of fuel poverty, it is estimated that 14,085 Croydon households are in Fuel Poverty (using 2014 DECC data). There were 170 excess winter deaths in Croydon in 2014/15.
- 3.1.2 National funding and initiatives targeted at reducing fuel poverty have been significantly reduced since 2012. Exploring ways to fill this gap, officers identified S106 'Carbon Offset' funds as a viable and sustainable alternative source. This is known as the S106 Community Energy Fund. The London Plan requires major residential development to achieve Zero Carbon emissions (as covered by the Building Regulations). As this is rarely achievable in urban settings, developers may offset any remaining carbon emissions through a S106 contribution. The Draft Fuel Poverty Action Plan for London recommends a proportion of zero carbon offset funds is used to target fuel poverty.
- 3.1.3 No Zero Carbon Homes offset funds have yet been collected as the requirement was introduced at the start of 2017 and initial payments are triggered by commencement on site. However, a limited amount of 'legacy' S106 was available from when the council required developments to include a minimum level of onsite renewable energy. These funds were used to deliver a pilot Croydon Healthy Homes scheme, and the majority of the remaining funds have been secured for the successor scheme starting this April.

3.2 Croydon Healthy Homes Scheme:

- 3.2.1 The aim of the Croydon Healthy Homes project is to improve the energy efficiency and thermal comfort of the homes of vulnerable Croydon residents living in private sector housing and likely to be in fuel poverty or have health conditions exacerbated by the cold. Croydon Healthy Homes will deliver at least 600 free Home Visits by qualified energy assessors. They will provide a comprehensive package of advice and assistance depending upon the needs of the resident. This includes the fitting of energy efficiency measures and advice on reducing energy consumption. Support will be given to residents to

get onto the best gas and electricity tariffs for them, and to apply for energy bill support such as the Warm Homes Discount.

- 3.2.3 During the winter months of 2016/2017 a Croydon Healthy Homes pilot project visited 213 Households in private sector housing in the borough (71% owner occupiers and 29% renting from a private landlord). The total value of the pilot project was £34,200, of which £23,623 came from the S106 Community Energy Fund. The pilot was delivered by non-for profit company Thinking Works, who secured the remainder of the funds.

Key outcomes:

- Average lifetime (15 year) energy savings were £416 per household (a total of £89k for the programme) from installed small energy efficiency measures (including radiator reflector panels and LED lightbulbs).
- If the residents follow the energy savings behaviour change advice given during the visits over a 15 year period they could each save £750 (a total of £160k for the programme).
- Surveys of the properties led to 3 households having free boiler replacements through the GLA's Better Boilers scheme. Other larger measures may fitted once ECO funding is available
- 57 households were helped with damp / mould issues (in one case the home visitor helped liaise with a landlord to arrange a damp survey and resolve the cause, which was a leak from the upstairs flat)
- Households advised/referred to other services - 54 smoke alarms, 60 energy switching support, 47 GP falls prevention, 49 Croydon Live Well/JustBe.
- Social Return on Investment - £208k (saving to NHS and local authority services).

3.3 The current service provision:

- 3.3.1 The pilot project ended in April 2017. Although some elements of the advice and support given during Home Visits are being offered by other teams in the Council and partner organisations, a holistic Home Visiting service of this nature was not being offered in Croydon
- 3.3.2 The large number of families in fuel poverty, and the number of Excess Winter Deaths shows there is a large need for this type of scheme.

3.4 The future service provision:

- 3.4.1 Fuel poverty initiatives are traditionally 'stop-start' and short term which is a barrier to engaging with local partners. To overcome this issue the Croydon Healthy Homes project will be a continuous 3 year programme. £96k from the S106 Community Energy Fund has been allocated to fund a programme of Home Visits. These will include:
- The fitting of small energy efficiency measures such as LED lightbulbs and Radiator Reflector Panels, and water saving measures such as aerating taps and shower heads
 - Energy efficiency advice and support to use measures and controls already fitted in the home. Support using Smart Meters.

- Advice and support getting residents onto the best energy tariffs and to apply for the Warm Homes Discount
- Support the clearing and managing debt to energy suppliers
- Advice on damp and mould issues
- A tablet based survey on Health and Wellbeing issues offering advice and signposting resident to local support initiatives and referrals where appropriate to organisations such as Citizens Advice Bureau, Age UK and Carers Support Centre, and services such as Gateway, JustBe Croydon, Croydon Staying Put, Befriending Service, Air Text and Digital Inclusion Training,
- A survey of the property will establish whether any larger energy efficiency measures would be appropriate for the property, such as wall and loft insulation, energy efficient boilers and draft proofing. Eligible Households will be referred to the GLA's Warmer Homes scheme, which has been set up to fund and install new energy efficient boilers, cavity wall and loft insulation and other improvements for Home Owners on certain benefits. Additional S106 Community Energy Funding (from Zero Carbon Homes offset funds) could be used to fill any funding gaps, and to install additional measures for some vulnerable households. The Croydon Healthy Homes Home Visits is designed to create many of the leads for this type of follow on project and the Council's Staying Put Service.

3.5 Eligibility

3.5.1 Croydon Healthy Homes is designed for Home Owners and residents renting from a private landlord. It is proposed there will be 3 types of referral into the scheme:

1. Self-referrals. There will be a published eligibility, based upon receipt of certain benefits or meeting an age threshold. This eligibility criteria will be published on promotional materials and through Council media.
2. Self-referrals from targeted groups, reached through mailshots and newsletters from appropriate partner organisations.
3. Referrals from Case Workers / Professionals. Where a referral is made by a professional, more flexibility can be given on eligibility, for example referrals from medical professionals, or Croydon JustBe caseworkers.

3.6 Promotion and Referrals

3.6.1 It is expected a large number of referrals will come from Council services. With the consent of the resident all the information gathered during the Home Visit can be shared with the referrer (for example the financial savings forecast from switching electricity supplier, or from the energy efficiency measures).

3.6.2 The first home visits will take place in April 2018, targeting referrals from Council Services and referral partners. Fuel poverty schemes are traditionally more successful in generating referrals during the winter months. A public launch will be delayed until September 2018, when residents are starting to turning on their heating.

- 3.6.3 The Croydon Healthy Homes scheme will be promoted alongside telephone advice offered through Islington’s Seasonal Healthy Intervention Network (SHINE) scheme which has funding to support residents across London.
- 3.6.4 Additional funding has been obtained through the GLA’s Fuel Poverty Support Fund to enhance Croydon Healthy Homes which will be used to fund promotional materials, targeted marketing, and outreach events. Between October 2018 and January 2019, 8 outreach events will be run across the borough offering face to face fuel poverty support, as well as generating referrals to Croydon Healthy Homes.

3.7 Contract term:

- 3.7.1 The contract term is for a maximum of 3 years, with funding for approximately 600 to 700 household visits.
- 3.7.2 Pending detailed contract mobilization it is anticipated that Groundwork London will commence the Service in April 2018.

4. CONSULTATION

- 4.1 A workshop was run in June 2017 as part of the review event for the Healthy Homes pilot project, which was attended by internal and external partners. 1 to 1 meetings, and telephone conversations were held in August and September 2017 with key referral partners to help shape the scheme, and confirm their involvement. These included Citizens Advice Bureau, Age UK, Croydon Carers Information Service, Gateway, Croydon JustBe, and the Council’s Landlord Licencing and Staying Put teams. The same organisations/teams were invited to feedback on the detailed project specification.
- 4.2 Market testing was carried out with organisations which provide a similar service for Home Visiting service for other London Boroughs during the week commencing 25th September 2017.

5 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

5.1 Revenue and Capital consequences of report recommendations

	Current year	Medium Term Financial Strategy – 3 year forecast		
	2017/18	2018/19	2019/20	2020/21
	£'000	£'0	£'0	£'0
Revenue Budget available				
Expenditure				
Income				
Effect of decision from report				
Expenditure	3	31	31	31
Income	-3	-31	-31	-31

Remaining budget	0	0	0	0
Capital Budget available				
Expenditure				
Effect of decision from report				
Expenditure				
Remaining budget				

5.2 The effect of the decision

This programme will be funded by Section 106 community energy fund income.

5.3 Risks

Low Risk as Ground work London will invoice monthly for the actual Home Visits delivered.

5.4 Future savings/efficiencies

Groundwork London has a dedicated fund raising team, which could bring in additional resources to support fuel poverty reduction in Croydon, including promotional activities and outreach work. These fall outside the scope of this contract

Approved by: Ian Geary, Head of Finance, Resources & Accountancy

6. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

6.1 The contract awarded supports the Council's duty to achieve Best Value in accordance with the Local Government Act 1999.

Approved by: Sean Murphy, Head of Commercial and Property Law & Deputy Monitoring Officer on behalf of the Director of Law & Monitoring Officer.

7. HUMAN RESOURCES IMPACT

7.1 There are no direct implications for the workforce at LBC or any direct TUPE implications arising from this report

Approved by: Sue Moorman, Director of Human Resources

8. EQUALITIES IMPACT

8.1 The outcomes of this service will provide help to those people and families in fuel poverty and will provide a comprehensive package of advice and assistance. The positive impact on people lives through introduction of physical measures such as the fitting of radiator reflector panels combined

with advice on reducing energy consumption and support to get the best gas and electricity tariffs, or help to apply for energy bill support such as the Warm Homes Discount, will help also improve living standards and wellbeing.

9. ENVIRONMENTAL IMPACT

9.1 The Healthy Homes scheme will have a positive impact on the environment. The Home Visits are designed to improve the energy efficiency of homes in Croydon through the fitting of small energy efficient measures, and through changing resident behaviours

10. CRIME AND DISORDER REDUCTION IMPACT

10.1 There are no Crime and Disorder impacts arising from this report.

11. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

11.1 This report is for information and there are no recommendations other than to note its contents.

12. OPTIONS CONSIDERED AND REJECTED

12.1 Not relevant

CONTACT OFFICER: Malcolm Bell, Energy Officer, ext 61432

APPENDICES TO THIS REPORT: None

BACKGROUND PAPERS: None

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REPORT TO:	CABINET 19 MARCH 2018
SUBJECT:	STAGE 2: RESPONSE TO RECOMMENDATIONS ARISING FROM: STREETS, ENVIRONMENT AND HOMES SUB-COMMITTEE 7 NOVEMBER 2017 AND THE CHILDREN AND YOUNG PEOPLE SCRUTINY SUB-COMMITTEE 28 NOVEMBER 2017
LEAD OFFICERS:	RICHARD SIMPSON, EXECUTIVE DIRECTOR RESOURCES AND S151 OFFICER STEPHEN ROWAN – HEAD OF DEMOCRATIC SERVICES AND SCRUTINY
CABINET MEMBERS:	ALL
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT:	THE CONSTITUTIONAL REQUIREMENT THAT CABINET RECEIVES RECOMMENDATIONS FROM SCRUTINY COMMITTEES AND TO RESPOND TO THE RECOMMENDATIONS WITHIN TWO MONTHS OF THE RECEIPT OF THE RECOMMENDATIONS.

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

1. RECOMMENDATIONS

Cabinet is recommended to approve the response and action plans attached to this report at Appendix A and that these be reported to the Scrutiny and Overview Committee or relevant Sub-Committees.

2. EXECUTIVE SUMMARY/DETAIL

2.1 This report asks the Cabinet to approve the full response reports arising from the Stage 1 reports presented to the Cabinet meeting held on 6 November 2017 including:

- Action plans for the implementation of agreed recommendations, or
- Reasons for rejecting the recommendations

And that these be reported to the Scrutiny and Overview Committee or relevant Sub-Committees.

2.2 The Constitution requires that in accepting a recommendation, with or without amendment, from a Scrutiny and Overview Committee or Sub-Committee, the Cabinet shall agree an action plan for the implementation of the agreed recommendations and shall delegate responsibility to an identified officer to report back to the Scrutiny and Overview Committee or Sub-Committee, within a specified period, on progress in implementing the action plan.

3. SCRUTINY RECOMMENDATIONS

3.1 The Scrutiny recommendations are contained in the schedule in the appendix to this report.

3.2 The detailed responses including reasons for rejected recommendations and action plans for the implementation of agreed recommendations are contained in the appendices.

4. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

4.1 The recommendations in this report may have a financial implication and as each recommendation is developed the financial implication will be explored and approved.

5. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

5.1 The recommendations are in accordance with the constitution.

6. REASONS FOR RECOMMENDATIONS/PROPOSED DECISION

6.1 These are contained in the appendix to this report.

7. OPTIONS CONSIDERED AND REJECTED

7.1 These are contained in the appendix to this report.

CONTACT OFFICER:

Stephen Rowan, Head of Democratic Services and Scrutiny

T: 020 8726 6000 X 62529

Email: stephen.rowan@croydon.gov.uk

APPENDICES:

Appendix A: Responses from Cabinet

BACKGROUND DOCUMENTS:

Background document 1:

Reports to the Streets, Environment and Homes Sub-Committee on 7 November 2017.

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=170&MId=342>

Background document 2:

Reports to the Children and Young People Sub-Committee 28 November 2017.

<https://democracy.croydon.gov.uk/ieListDocuments.aspx?CId=167&MId=1185>

SCRUTINY RECOMMENDATION	DEPARTMENT AND CABINET MEMBER RESPONDING	ACCEPT/ REJECT RECOMMENDATIONS (inc. reasons for rejection)	IDENTIFIED OFFICER	ANY FINANCIAL IMPLICATIONS	TIMETABLE FOR IMPLEMENTATION OF RECOMMENDATIONS IF ACCEPTED (ie Action Plan)	DATE OF SCRUTINY MEETING TO REPORT BACK
STREETS, ENVIRONMENT AND HOMES SUB-COMMITTEE - At its meeting on 7 November 2017, the Committee RESOLVED to recommend the following:						
1. Leaflets on the bulky waste collections be clarified to include an additional line regarding the cost of white goods collection.	Place Councillor Collins	Accept	Steve Iles	No	Information on this service will be updated on the dedicated webpage to reflect these services becoming free for 3 collections inc. one white goods collection	TBC
2. Members be informed when the integration of ICT systems across enforcement functions has been completed.	Place Councillors Collins & Hall	Accept	Andy Opie	No	October 2018 - The AET system is due to be completed in the Autumn	TBC
3. An update be provided to Members as to the issues experienced on IT integration and notifications to the public.	Place Councillors Collins & Hall	Accept	Matthew Wallbridge	No	An update will be provided in Autumn 2018	TBC
4. A further update on the contract delivery be brought to the Sub-Committee in twelve months.	Place Councillor Collins	Accept	Steve Iles	No	A communications plan is in place, with information on the new street cleansing service being communicated now and for kerbside collections in September 2018.	TBC

5. The communications strategy be carefully planned for the new bin collections and street cleaning.	Place Councillor Collins	Accept	Steve Iles	No	This element of the communications strategy will go live in June 2018	TBC
6. The KPIs for the contract be available to Members so they are aware of the expected standards.	Place Councillor Collins	Accept	Steve Iles	No	A KPI Dashboard has been agreed for the phased roll out, with new datasets being collected from March 2018.	TBC
CHILDREN AND YOUNG PEOPLE SCRUTINY SUB-COMMITTEE- At its meeting on 28 November 2017, the Committee RESOLVED to recommend the following:						
1. Information be obtained on the achievements and lessons learnt from the Strengthening Families programme, the Troubled Families programme and the social work academy, to be enshrined in future good practice.	People	Accept	Barbara Peacock	No	The actions within the improvement plan are designed to embed good practice as part the improvement journey of the service. The Strengthening Families programme will be implemented from April 2018 and will be reviewed after 12 months.	TBC
2. To receive update reports on missing children and RHIs at the February and March meetings of the sub-committee.	People	Accept	Barbara Peacock	No	Completed	TBC
3. To receive information on safeguarding provision and training at Bed and Breakfast establishments.	People	Accept	Barbara Peacock	No	This information will provided to the June 2018 meeting of the Sub-Committee	TBC

REPORT TO:	CABINET 19 MARCH 2018
SUBJECT:	INVESTING IN OUR BOROUGH
LEAD OFFICER:	SARAH IRELAND, DIRECTOR OF COMMISSIONING AND IMPROVEMENT RICHARD SIMPSON, EXECUTIVE DIRECTOR RESOURCES & S151 OFFICER
CABINET MEMBER:	COUNCILLOR SIMON HALL CABINET MEMBER FOR FINANCE AND TREASURY
WARDS:	ALL
CORPORATE PRIORITY/POLICY CONTEXT/AMBITIOUS FOR CROYDON:	
Effective outcome based commissioning and prudent financial transactions contribute to all corporate priorities.	
The Council’s commissioning strategy sets out the approach to commissioning and procurement and puts delivery of outcomes at the heart of the decision making process. As the Council develops more diverse service delivery models, it is important to ensure that our contractual and partnership relationships are not only aligned to our corporate priorities but also represent value for money for citizens and taxpayers, contributing to the growth agenda for Croydon. The contracts (awarded or recommended for award) and partnership arrangements included in this report will support the Council to achieve the Ambitious for Croydon outcome “to be innovative and enterprising in using available resources to change lives for the better.”	
FINANCIAL SUMMARY: There are no direct costs arising from this 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 Leader of the Council has delegated to the Cabinet the power to make the decisions set out in the recommendations below

1. RECOMMENDATIONS

1.1 The Cabinet is requested to note:-

1.1.1 The contracts over £500,000 in value anticipated to be awarded by the nominated Cabinet Member, in consultation with the Cabinet Member for Finance and Treasury or, where the nominated Cabinet Member is the Cabinet Member for Finance and Treasury, in consultation with the Leader.

1.1.2 The list of delegated award decisions made by the Director of Commissioning and Improvement, between 18/01/2018 – 14/02/2018

1.1.3 Property acquisitions and disposals to be agreed by the Cabinet Member for Finance and Treasury before the next meeting of Cabinet.

1.1.4 The Cabinet recommends to the Leader of the Council that prior to the next meeting of Cabinet in June, in respect of any contracts valued over £500k and that have not previously been notified or reported to Cabinet, the nominated Cabinet Member in consultation with the Cabinet Member for Finance and Treasury or, where the nominated member is the Cabinet Member for Finance and Treasury in consultation with the Leader, be authorised to agree the award of such contracts;

Note that any awards made under this delegation will be notified in the standard contracts report to the next meeting of Cabinet

2. EXECUTIVE SUMMARY

- 2.1 This is a standard report which is presented to the Cabinet, for information, at every scheduled Cabinet meeting to update Members on:
- Contracts anticipated to be awarded under delegated authority from the Leader by the nominated Cabinet Member, in consultation with the Cabinet Member for Finance and Treasury and with the Leader in certain circumstances, before the next meeting of Cabinet.
 - Delegated contract award decisions made by the Director of Commissioning and Improvement 18/01/2018 – 14/02/2018
 - Property acquisitions and disposals to be agreed by the Cabinet or the Cabinet Member for Finance and Treasury (as appropriate) either as part of this agenda or before the next meeting of Cabinet.
 - Contract awards to be agreed by the Cabinet at this meeting which are the subject of a separate agenda item;
[As at the date of this report there are none]
 - Partnership arrangements to be agreed by the Cabinet at this meeting which are the subject of a separate agenda item;
[As at the date of this report there are none]

3. DETAIL

- 3.1 Section 4.1 of this report lists those contracts that are anticipated to be awarded by the nominated Cabinet Member.
- 3.2 Section 4.2 of this report lists the delegated award decisions made by the Director of Commissioning and Improvement, between 18/01/2018 – 14/02/2018
- 3.3 Section 4.3 of this report lists the property acquisitions and disposals to be agreed by the Cabinet Member for Finance and Treasury before the next meeting of Cabinet.

3.4 Procurement strategies where the value of the proposed contract is above £5,000,000 and approved under the Leaders delegation by, as appropriate, Executive Directors for Place, People and Resources departments in consultation with the Cabinet Member for Finance and Treasury.

3.5 The Council's Procurement Strategy and Tenders & 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. FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

4.1 Proposed contract awards

4.1.1 Revenue and Capital consequences of contract award decisions to be made between £500,000 to £5,000,000 by the nominated Cabinet Member in consultation with the Cabinet Member for Finance and Treasury or, where the nominated Cabinet Member is the Cabinet Member for Finance and Treasury, in consultation with the Leader.

Contract Title	Contract Revenue Budget	Contract Capital Budget	Dept/Cabinet Member
Oracle Data Archiving for a term of 7 years	Total contract value £590,000 Approx. annual value £84,285.71	NIL	Resources/ Cllr Simon Hall

4.2 Delegated award decisions made by the Director of Commissioning and Improvement

4.2.1 Revenue and Capital consequences of delegated decisions made by the Director of Commissioning and Improvement for contract awards between £100,000 & £500,000 and contract extension(s) previously approved as part of the original contract award recommendation (Reg. 27.d).

CONTRACT VARIATIONS & EXTENSIONS					
Contract Title	Value of Contract to Date	Revenue value of Extension Term	Total Revenue value including extension term	Contract Capital Budget	Dept/Cabinet Member
Best Start Services - Best Start contracts with 9 Children's centres	£4,325,599	£2,162,000	£6,487,599	NIL	People/ Cllr Alisa Flemming
Best Start Services - Early Learning Collaboration	£858,851	£330,000	£1,188,851	NIL	People/ Cllr Alisa Flemming
Best Start Services - Community, Parenting Aspirations and Parenting Skills	£733,000	£367,000	£1,100,000	NIL	People/ Cllr Alisa Flemming
Octavo Partnership School Support Services - Extension	£3,049,569 (3 years) £5,400,000 (original contract value for 6 years)	£1,037,498 (Year 4)	£6,162,062 (6 years)	NIL	People/ Cllr Alisa Flemming

4.3 Property acquisitions and disposals over £500,000 to be agreed by the Cabinet Member for Finance and Treasury.

Contract Title	Disposal/income	Acquisitions/ expenditure	Dept
Disposal of the Accessibility Centre site at Boulogne Road to Evolve for affordable housing provision	£1,200,000	NIL	Resources

Approved by: Lisa Taylor, Director of Finance, Investment and Risk and Deputy Section 151 Officer

5. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 5.1 The Solicitor to the Council comments that the information contained within this report is required to be reported to Members in accordance with the Council's Tenders and Contracts Regulations and the council's Financial Regulations in relation to the acquisition or disposal of assets..

Approved by: Sean Murphy, Head of Commercial and Property Law and Deputy Monitoring Officer on behalf of the Director of Law and Monitoring Officer

6. HUMAN RESOURCES IMPACT

- 6.1 There are no immediate HR issues that arise from the strategic recommendations in this report for LBC staff. Any specific contracts that arise as a result of this report should have their HR implications independently assessed by a senior HR professional.

Approved by: Sue Moorman, Director of Human Resources

7. EQUALITY IMPACT

- 7.1 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.

- 7.2 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.

- 7.3 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.

8. ENVIRONMENTAL IMPACT

- 8.1 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.

9. CRIME AND DISORDER REDUCTION 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.

CONTACT OFFICER:

Name:	Rakhee Dave-Shah
Post title:	Head of Commissioning and Improvement (Corporate)
Telephone no:	63186

BACKGROUND DOCUMENTS:

The following public background reports are not printed with this agenda, but are available as background documents on the Croydon Council website agenda which can be found via this link [Cabinet agendas](#)

- Oracle Data Archiving
- Disposal of the Accessibility Centre site at Boulogne Road

CONFIDENTIAL BACKGROUND DOCUMENTS- EXEMPT FROM PUBLIC DISCLOSURE

The following Part B background documents are exempt from public disclosure because they contain exempt information as defined in paragraph no. 3 of Schedule 12a to the Local Government Act 1972 (as amended).

- Disposal of the Accessibility Centre site at Boulogne Road