

COUNCIL MEETING: MONDAY 27 JANUARY 2014

WRITTEN QUESTIONS FROM COUNCIL MEMBERS

Question Number	Question asked by Councillor:	Subject
LEADER OF THE COUNCIL – Councillor Mike Fisher		
CQ031	Godfrey	Riesco Collection
CQ044	Khan, Shafi	Burial spaces Muslim community
CQ053	Letts	New site Nightwatch soup run?
CQ059	Newman	BWH furniture spend
CQ060	Newman	Funding for Croydon
CQ061	Newman	Council tax/poor services
CQ086	Pollard H	Fracking
CQ102	Smith	Nightwatch
PLANNING, REGENERATION & TRANSPORT– Councillor Jason Perry		
CQ050	Lawlor	Police Station
CQ066	Ryan, G	Units needed for renting
CQ073	Shahul-Hameed	Affordable housing
CQ096	Scott	106 Contribution
CABINET MEMBER FOR CHILDREN, FAMILIES & LEARNING – Councillor Tim Pollard		
CQ009	Bee	Key Stage 2 results
CQ029	Godfrey	Library Service
CQ030	Godfrey	Library Service
CQ041	Khan, Bernadette	Children's Services
CQ042	Khan, Bernadette	Schools
CQ045	Khan, Shafi	Croydon Schools Ofsted inspected
CQ047	Kyeremeh	Bulge classes Rockmount & Cypress
CQ052	Lawlor	Riesco
CQ054	Letts	Riesco
CQ063	Rajendran	Archbishop Lanfranc
CQ065	Ryan, G	Secondary schools
CQ071	Selva	Redundancies
CQ077	Wentworth	Playing fields
CQ083	Pearson	Riesco
CQ087	Pollard H	John Ruskin College
CQ091	Lenton	School funding
CQ098	Marshall	Education Strategy

Question Number	Question asked by Councillor:	Subject
HOUSING – Councillor Dudley Mead		
CQ008	Ayres	Council properties
CQ007	Ayres	Home improvements
CQ013	Bonner	Affordable housing
CQ014	Butler	Housing benefit claims
CQ015	Butler	Right to buy
CQ016	Butler	Affordable housing
CQ017	Chowdhury	Homeless applications
CQ018	Chowdhury	New build
CQ021	Clouder	Homeless applications
CQ027	Fitzsimons	Bedroom Tax
CQ037	Hay-Justice	Housing waiting lists
CQ038	Hay-Justice	Landlord registration
CQ040	Jewitt	Sheltered accommodation/bed and breakfast
CQ043	Khan, Bernadette	Tenancy transfers
CQ055	Letts	Temporary accommodation
CQ056	Mansell	B & B eviction
CQ078	Wentworth	Playing fields school site
CQ093	Lenton	subletting
CQ095	Scott	Affordable housing
CQ104	Smith	Affordable housing
CQ106	Flemming	Highbury Playing Fields
HIGHWAYS & ENVIRONMENTAL SERVICES - Councillor Phil Thomas		
CQ001	Pollard H	Street lights
CQ003	Neal	Green Waste
CQ006	Ayres	King Henry Drive
CQ019	Chowdhury	Road sweepers
CQ020	Clouder	Refuse Collection
CQ024	Collins	20mph
CQ025	Fitzsimons	Street lights
CQ026	Fitzsimons	20mph
CQ028	Flemming	20 mph
CQ032	Gray	Goat House bridge
CQ033	Gray	Road Works
CQ034	Hall	Gully clearance
CQ035	Hall	Central parade
CQ046	Khan, Shafi	Winter readiness
CQ049	Kyeremeh	Recycling
CQ051	Lawlor	South Norwood
CQ058	Mansell	Rubbish in Pollards Hill South

Question Number	Question asked by Councillor:	Subject
CQ064	Rajendran	Fly tipping
CQ068	Ryan, P	Penalty notices
CQ072	Selva	Contractor fines
CQ084	Pearson	Weather clear up
CQ085	Gatland	Recycling
CQ089	Cummings	Fly tipping
CQ090	Speakman	Parking fees
CQ094	Scott	Recycling
CQ099	Kellett	20mph
CQ103	Smith	Green Waste
FINANCE & PERFORMANCE MANAGEMENT- Councillor Steve O'Connell		
CQ012	Bonner	Spend on Central Parade
CQ069	Ryan, P	Small businesses
ADULT SERVICES & HEALTH- Councillor Margaret Mead		
CQ004	Avis	Obesity
CQ005	Avis	Carers Centre
CQ010	Bee	Sheltered Housing
CQ076	Wentworth	Staff smoking
COMMUNITY SAFETY & PUBLIC PROTECTION - COUNCILLOR SIMON HOAR		
CQ023	Collins	Fly tipping
CQ039	Hay-Justice	Household rubbish
CQ067	Ryan, G	Council staff, safety
CQ074	Watson	Fixed penalty notices
CQ075	Watson	Fixed penalty notices - dog control
CQ088	Cummings	littering enforcement
CQ097	Parker	Shard services
CQ101	Neal	Back to school programme
CQ107	Flemming	CCTV
CORPORATE AND VOLUNTARY SERVICES - Councillor Sara Bashford		
CQ002	Neal	Business Mileage
CQ011	Bonner	Changes in benefit rules
CQ022	Clouder	Benefit Changes
CQ036	Hall	Contracts and Commissioning Board - Procurements
CQ048	Kyeremeh	Payments
CQ062	Rajendran	Fairfield Halls
CQ070	Selva	Money spent of fixtures & fittings in

Question Number	Question asked by Councillor:	Subject
		BWH
CQ079	Woodley	Consultants
CQ080	Woodley	Commissioning Opportunities
CQ081	Woodley	Small grants
CQ082	Pearson	My Croydon app
CABINET MEMBERS FOR COMMUNITIES AND ECONOMIC DEVELOPMENT – Councillor Vidhi Mohan		
CQ057	Mansell	Eid & Diwali Lights
CQ092	Lenton	Develop Croydon Conference
CQ100	Chatterjee	Unemployment in Croydon

CQ031-14 **from Councillor Timothy Godfrey**

To: Councillor Mike Fisher

Could the Leader of the Council confirm how much the Council has paid to Christies for selling the Riesco collection?

Reply

The Leader can confirm that the Council incurred no costs for the sale of the 24 items from the Riesco collection.

CQ044-14 **from Councillor Shafi Khan**

To Councillor Mike Fisher

Can the Leader update us about the possible remaining places for burial services in various cemeteries in Croydon including Green Lawn Memorial Park and Bandon Hill Cemetery. Can he also brief us about the progress made so far to acquire extra land and whether there will be any part of newly acquired or reclaimed places ring fenced for the Muslim community?

Reply

Of the three cemeteries operated directly by Croydon Council those at both Mitcham Road and Queens are reclaiming graves to ensure an ongoing burial provision. It is difficult to be exact on the number of graves available at each site but it is estimated to be several decades. The option to reuse graves at these sites in the future is being considered which could potentially keep the cemeteries open permanently by consistently reusing the grave spaces.

A number of reclaimed graves at Queens Road Cemetery have also been identified for the Muslim community to use which based upon current usage rates will last approximately 4 years. There is also the potential to extend this other areas of the cemetery in the future.

Greenlawns Memorial Park currently has approximately 12 months new burial land remaining.

A planning application to extend the cemetery at Greenlawns Memorial Park was submitted to Tandridge DC in October 2013 and a decision regarding the application is scheduled for early February 2014. As part of the cemetery extension provision has been made for an area for the use of the Muslim community.

Bandon Hill cemetery is operated by a joint committee outside of the portfolio of Croydon Bereavement Services. It is believed that the cemetery has capacity for at least 20 years of reclaimed grave space but more detailed information in relation to burial capacity would have to be obtained directly from them.

CQ053-14 from Councillor Toni Letts

To Councillor Mike Fisher

With your plans to remove the Nightwatch soup run from operating in the Queen Gardens; has the Leader of the Council found a new site so that this wonderful charity can continue to provide food, friendship, advice, practical action and warm clothes to those lonely, ill, hungry, homeless men and women, young and old living on the streets, and those in inadequate housing in Croydon. Will this site be close to the Town Centre?

Reply

First of all I have not asked officers to remove the Nightwatch soup run and I am not looking for an alternative site. What we would like to see is an alternative way of delivering this work.

I agree with you that Nightwatch has a very good reputation with regard to their charity work in Croydon and elsewhere. One of the reasons that the Council and police have engaged with Nightwatch regarding their food provision in Queens Gardens was in response to the high number of recorded complaints and police interventions regarding anti social behaviour.

In addition various officers have advised that that from the perspective of the Council, support agencies and police the soup kitchen is an unsafe environment for both workers and service users.

We have heard comments that this type of provision seems to be an old fashioned way in feeding people as there are many alternatives in the borough now. For example the Westminster Drug Project (WDP), the outreach service commissioned by the Council, have breakfast provisions 3 times a week at their service for clients who wish to engage and address their substance misuse problems and there is breakfast facilities at Palmer House 1 day a week. The Salvation Army also hosts a food provision on Mondays where they give clients food vouchers and operate a food voucher system where they give clients food parcels to individuals that services refer over to them who where we can vouch that they are in need of this service and have no other way of supporting themselves.

Clients who find themselves homeless have an opportunity to see a housing advisor who could facilitate them gaining access into a hostel. There are commissioned providers i.e. WDP who can assist individuals to gain access to benefits.

There are a high number of people who are using the soup kitchen but are unwilling to engage with services. When approached by WDP they walk away and refuse assistance. A number of the clients are not street homeless but have some form of accommodation and are using the soup kitchen for evening meals and a place to socialise. Unfortunately, these individuals cannot be coerced into accessing treatment for their alcohol misuse.

From an outreach perspective WDP have done several late evening outreaches into the Queens Garden during the operation of the soup kitchen. They were surprised to see the amount of people that the soup kitchen is attracting and noticed a large

presence of Eastern European clients who when talking to them are not interested in accessing support. There are also a number of clients accessing mental health services that frequent the garden and clients known to WDP who we know have access to housing and benefits. Of the clients known to our service, only 2 or 3 we could say were actually in need of the service. For their client group, it seemed to be more of a social gathering and a reason to hang around in the Queens Gardens and continue drinking. Some of WDP clients were very intoxicated by this stage of the day and were passing out on the benches.

The difficulty WDP have is that these clients have somewhere to live and are linked into treatment services and the environment in the soup kitchen / Queens Garden almost counteracts the work WDP are trying to achieve with them. WDP very rarely have picked up any new referrals from the soup kitchen.

CQ059-14 **from Councillor Tony Newman**

To Councillor Mike Fisher

As Council leader do you believe that spending over £4 million pounds on furniture for your new luxury council offices and then cutting the Arnhem grant by £10k shows you have the right strategic priorities for our town?

Reply

Thank you for your question. It gives me another chance to put you right on the some of the great many things that you can't help but get wrong.

Firstly, the costs associated with the move to BWH were £3.143m, this includes the purchase of fittings, equipment *and furniture*. Is it normal for an office to need desks and chairs? Yes of course it is. I'll remind you that your alternative was to move all of the staff into expensive temporary accommodation while you patched up Taberner House to limp along for a few more years and then move them all back in again. I can picture you now stood in the Queen's Gardens geeing up the troops as you force them to push their chairs across Croydon with their desks strapped to their backs. Then you'd have them all doing the same thing again in just a few years when Taberner House would have needed another eye watering expensive refit.

Of course, you already know we did the right thing because it has all been covered in depth at the Scrutiny Committee. Labour Members there were completely satisfied and did not make so much as one recommendation.

Let's face facts, you had no plan to meet our accommodation needs and even with hindsight your best guess would have cost the taxpayers even more money. Well done you. This is nearly as ridiculous as when you were building libraries and forgot to put books in them.

Secondly, yes, it is absolutely right that we have reduced the Arnhem grant - a reduction in the revenue budget that has nothing to do with capital spending on furniture. It is entirely about the national Labour party leaving the country nearly bankrupt, just as you did locally. Given the dramatically reduced funding available for local services, we are working with the Arnhem gallery to help it become community based, localised and autonomous rather than council led. The reduction in funding is a step forward in achieving this ideal.

Furthermore, I find your concern for the future of the Arnhem gallery somewhat interesting given that your party's most recent manifesto (http://issuu.com/labouruncut/docs/labour_s_manifesto_uncut_-_how_to_w - pg145) suggests a culling of the Department for Culture, Media and Sport; the government department issued with the responsibility of protecting and enhancing culture. Perhaps you should relay some of this concern of yours to your policy writing colleagues - your voice has clearly gone unheard. No one listens to your nonsense at Labour HQ just as no one listens to you in Croydon. Well done again.

CQ060-14 **from Councillor Tony Newman**

To Councillor Mike Fisher

As you recently confirmed at Cabinet, you have not held any meetings with your own local government minister. Eric Pickles. in 2013. Are you convinced that you have done all that you possibly can to secure a decent funding settlement for Croydon?

Reply

Thank you for your question. Given that you had weeks to come up with this question, did it never cross your mind once that I might not have held meetings with Eric Pickles because I had spoken to him on the 'phone or that we might have been writing to each other? I know that such things might be a bit high tech and forward thinking for you but I can explain how 'phone calls and letters work if you don't understand them.

It is truly incredulous that anyone from the Labour party has the front to ask such a ridiculous question.

What did you ever get the Labour government to do for Croydon while you were in office? Locally, you doubled Council tax between 1994 and 2006. Why would you do that if you were getting even a half decent funding settlement for Croydon?

We all know the reason why. It is because your party cannot be trusted to look after Croydon's finances. You blew the budget while letting the council become an inefficient and almost bankrupt mess. No one would listen to you in the Labour government just as no one listens to you in Croydon.

Conservative Croydon is working hard with all areas of Government to get the best deal for our hard working residents and businesses. You only need to look at the settlement on school place funding to see this. We received the largest settlement in the country which has helped us to meet the massive demand for infant school places thanks in no small part to our successful dialogue with government ministers.

Even now we are in dialogue with several Ministers fighting Croydon's corner and we will be meeting with Eric Pickles and other Ministers over the next few months.

Your question says a lot about the Labour approach to tackling a budget a deficit – you went cap in hand to the Government for more money and when that failed you went straight to the wallets and purses of hard working Croydon tax payers.

I think now would be as good a time as any for you and your shadow cabinet colleagues to apologise to the people of Croydon for your shameful council tax hikes and disastrous mismanagement of the council's budget.

CQ061-14 **from Councillor Tony Newman**

To Councillor Mike Fisher

Croydon's council tax is now at record high levels; yet many streets in Croydon are filthy, our libraries have been sold, the Fairfield Halls are in a state of disrepair and we have a housing crisis. How can you justify charging residents such high levels of council tax for so many poor services?

Reply

Thank you for your question. Getting five things wrong in just two sentences must be a record even for you.

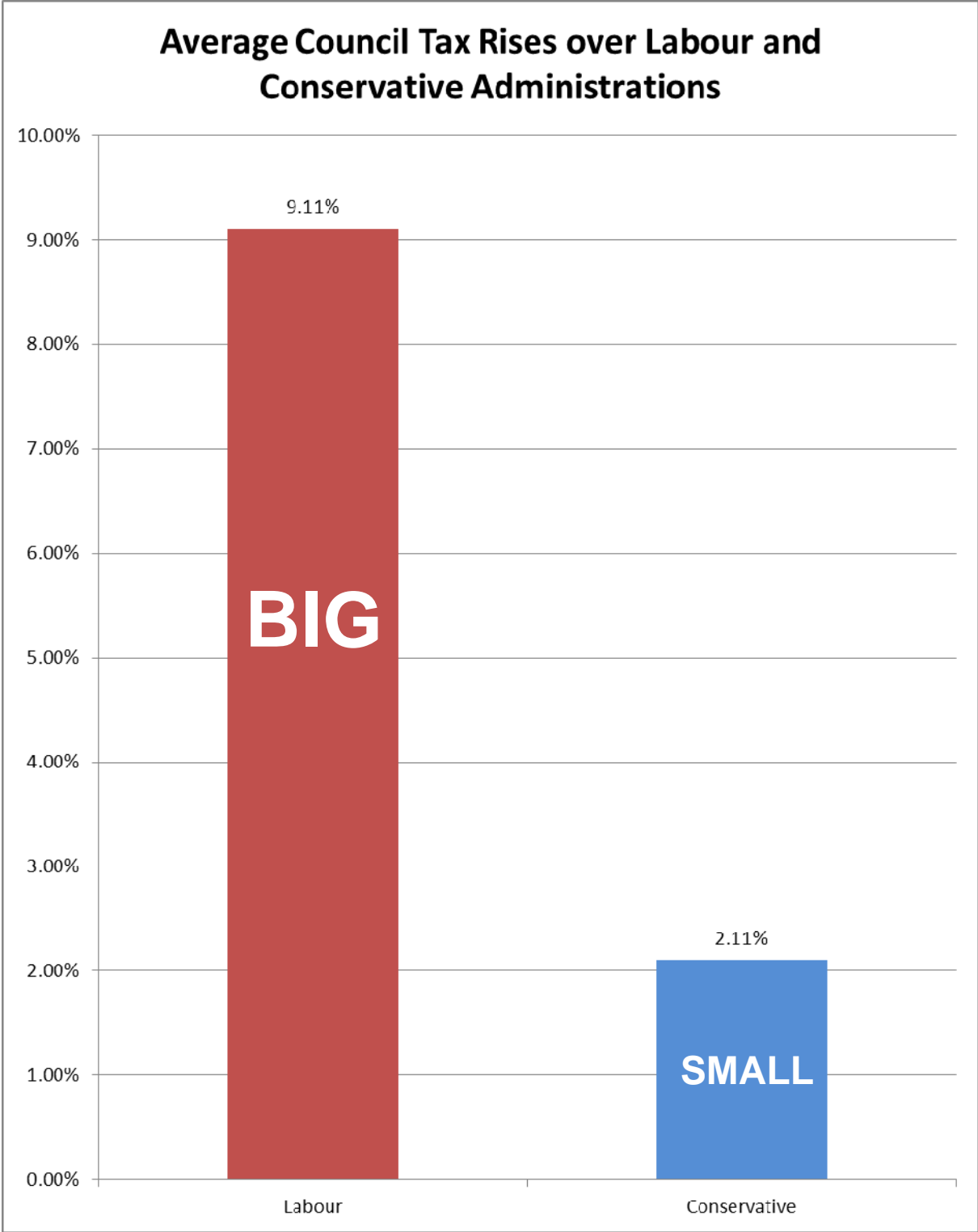
But I am grateful because you have given me an opportunity to remind everyone in Croydon that you have no idea what you are doing or what you are talking about on so many things. I'll deal with them in turn:

Conservative Croydon's record on Council Tax is fantastic. When it is compared with Labour's record it is exemplary. Let's remind ourselves of our comparative records on Council Tax. In 2006/07, the cost of Band D council tax was £1013.33. In 2013/14, the cost of Band D council tax was £1171.39. Under the Conservatives, that is a rise of only £3.04 per week for band D residents over seven years.

Contrast and compare that figure with the Labour group's average rise of over 9% every year when last in office, a period in which Labour spent all the reserves yet still doubled Council Tax, hitting the pockets of every hard working man and woman in Croydon. Your record on Council tax is appalling – here it is laid out again for all to see:

	Year	Band D £	Increase %	Cumulative Increase	Ave Annual Increase	No of Years
Labour	1995-96	508.50	35.73			
	1996-97	522.65	2.78			
	1997-98	542.94	3.88			
	1998-99	595.61	9.70			
	1999-00	653.38	9.70			
	2000-01	684.74	4.80			
	2001-02	672.99	(1.72)			
	2002-03	679.65	0.99			
	2003-04	862.07	26.84			
	2004-05	924.14	7.20			
	2005-06	970.25	4.99			
	2006-07	1,013.33	4.44	99.28%	9.11%	12
Conservative	2007-08	1,053.76	3.99			
	2008-09	1,095.81	3.99			
	2009-10	1,137.89	3.84			
	2010-11	1,150.11	1.07			
	2011-12	1,150.11	0.00			
	2012-13	1,150.11	0.00			
	2013-14	1,171.39	1.85	11.16%	2.11%	7

I know that the Labour Group struggles with numbers, so I'll put it in pictures so that it is easier for you to understand:



The red bar, marked 'Big' shows the whopping 9.11% average council tax rise under Labour. The Blue bar, marked 'Small', shows that the average council tax rise is more than four times less under the Conservatives than it was under Labour's disaster of an administration.

Now to correct you on Croydon's streets. This is an administration that has recently announced a further investment of a third of a million pounds to tackle fly tipping. You are also aware that our new mobile app has already proved a success and is helping residents report environmentally issues more quickly. Of course, Labour Members

continue to fail to report any fly tips that they see because they are too busy going round rubbishing our fine city.

Now for Libraries. Croydon has not sold its libraries. Did you imagine that in a dream? This is plain untrue and you should stop scaremongering and talking Croydon down. Conservative Croydon has found a more efficient way to keep them open, attract additional investment in them and protect their future. You really could not be more wrong. Have you forgotten that the Labour party built libraries but had run out of money to put books in them?

Of course, you have chosen to forget those facts as you choose to forget the fact that Labour blew the chance to regenerate the Fairfield Halls while in office, by coming up with a pie in the sky scheme that didn't stack up – the next point that you have got wrong. Conservative Croydon is supporting the Fairfield Halls, unlike the Labour party which cut its funding while in office. You blew your chance to make a positive difference for the Fairfield Halls, just as you came up with similarly foolish schemes for an Arena and for the redevelopment of St George's Walk. They fell flat on their faces too – all while you were busy wasting even more tax payers' money on them.

Next the Housing crisis. Do I really need to remind you of the facts? Of course I do because Labour's record on housing was shameful. The number of households in temporary accommodation under Labour was 2623. That number is down by around 500 households under this administration. Surely you would think that is a good thing? Then we look at new homes – nearly twice as many under Conservative than Labour – averaging 1300 new homes per annum. Then we look at the state of the housing stock. A fifth of council homes did not meet the decent homes standard under Labour. Under the Conservative administration, every single council home meets the decent homes standard. I know you struggle with numbers, I know you try to blank out the memories of the damage your group did in Croydon, so let me remind you – if you care about council housing then you are better off with the Conservatives.

Just to summarise. The Labour group Leader, Tony Newman, is:

- Still getting it wrong on Council Tax
- Still getting it wrong on Croydon's streets
- Still getting it wrong on libraries
- Still getting it wrong on the Fairfield Halls
- Still getting it wrong on housing
- Still scaremongering and talking down Croydon
- Still in denial about the damage he did to Croydon; and
- Still struggling with his memory

Councillor Newman, thanks for reminding us all that you and your Labour Group just do not know what you are doing.

CQ086-14 **from Councillor Helen Pollard**

To Councillor Mike Fisher

Can the Leader tell me what Croydon Council's position is on fracking?

Reply

Thank you for your question.

The fracking industry in the UK is in the early stages of development. Until the situation develops further, the Council's position is neither to promote fracking nor to oppose it.

Any proposal to explore for oil or gas through fracking would need to go through a lengthy and thorough application process. Any planning application to the Council for hydrocarbon development for exploration, appraisal or production (whether using conventional or unconventional techniques such as fracking) would need to be considered on its merits and be considered against national policies and guidance.

Fracking is a controversial issue, so ensuring community engagement and representation would be essential in considering any such proposal. The local community would need assurance as to their safety, the mitigation required to avoid any significant impact on the environment and what benefits there would be to the community.

CQ102-14

from Councillor Paul Smith

To Councillor Mike Fisher

To ask the Leader whether he agrees with me that Nightwatch provide a valuable service to the homeless and needy in Croydon?

Reply

I agree with you that Nightwatch has a very good reputation with regard to their charity work in Croydon and elsewhere. One of the reasons that the Council and police have engaged with Nightwatch regarding their food provision in Queens Gardens was in response to the high number of recorded complaints and police interventions regarding anti social behaviour related to this food provision.

In addition various officers have advised that that from the perspective of the Council, support agencies and police the soup kitchen is an unsafe environment for both workers and service users.

We have heard comments that this type of provision seems to be an old fashioned way in feeding people as there are many alternatives in the borough now. For example the Westminster Drug Project (WDP), the outreach service commissioned by the Council, have breakfast provisions 3 times a week at their service for clients who wish to engage and address their substance misuse problems and there is breakfast facilities at Palmer House 1 day a week. The Salvation Army also hosts a food provision on Mondays where they give clients food vouchers and operate a food voucher system where they give clients food parcels to individuals that services refer over to them who where we can vouch that they are in need of this service and have no other way of supporting themselves.

Clients who find themselves homeless have an opportunity to see a housing advisor who could facilitate them gaining access into a hostel. There are commissioned providers i.e. WDP who can assist individuals to gain access to benefits.

There are a high number of people who are using the soup kitchen but are unwilling to engage with services. When approached by WDP they walk away and refuse assistance. A number of the clients are not street homeless but have some form of accommodation and are using the soup kitchen for evening meals and a place to socialise. Unfortunately, these individuals cannot be coerced into accessing treatment for their alcohol misuse.

From an outreach perspective WDP have done several late evening outreaches into the Queens Garden during the operation of the soup kitchen. They were surprised to see the amount of people that the soup kitchen is attracting and noticed a large presence of Eastern European clients who when talking to them are not interested in accessing support. There are also a number of clients accessing mental health services that frequent the garden and clients known to WDP who we know have access to housing and benefits. Of the clients known to our service, only 2 or 3 we could say were actually in need of the service. For their client group, it seemed to be more of a social gathering and a reason to hang around in the Queens Gardens and continue drinking. Some of WDP clients were very intoxicated by this stage of the day and were passing out on the benches.

The difficulty WDP have is that these clients have somewhere to live and are linked into treatment services and the environment in the soup kitchen / Queens Garden almost counteracts the work WDP are trying to achieve with them. WDP very rarely have picked up any new referrals from the soup kitchen.

CQ050-14 **from Councillor Wayne Lawlor**

To Councillor Jason Perry

In response to CQ550-13 – you imply that South Norwood Police Station was outdated and unsuitable. Could you confirm the date that the police station was built and what, if any, Section 106 agreement was made with Croydon Council at the time, and what is happening, or has happened to that money?

Reply

It is the police themselves that have said that the building is unsuitable and outdated. The South Norwood Police Station was built following the processing of an application for the 'Erection of Divisional Police station' submitted in 1984 (Application number – 84/01164/P). As a Development by a Government Department this was not an application for planning permission but a consultation. The council's options were either to object or not object, Croydon's decision was 'no objection'. The process does not provide the opportunity to impose planning conditions, or require contributions through s106 agreement.

The decision date was 29 June 1984 but as the Councils Building Control service were not involved as part of construction process the council has no record of the build programme, completion or occupation date but one assumes this to have been during the mid-nineteen eighties.

CQ066-14 from Councillor Gerry Ryan

To Councillor Jason Perry

Has the Cabinet Member for Housing in conjunction with the Cabinet Member for Planning considered how many units are needed for renting (not affordable) as families simply cannot access the market to rent or buy privately. Have they any plans in place for meeting this need. What scope is there for building such units in the south of the Borough now that nearly all available land in the north has been earmarked or already built on?

Reply

The Council has not undertaken or commissioned needs analysis work to date that differentiates between housing for private rent and private sale. Therefore the full extent of the need for private rented housing in the borough is not known.

Anecdotal evidence suggests there is currently a high demand for private rented housing from across a wide range of household types and incomes levels in the borough. As such, the Council is supportive of developers seeking to bring forward new homes to meet this need and is working with developers, with the GLA and with institutional investors to promote well-managed, good quality private rented housing in and outside of Croydon centre.

The Council is aware of a number of new schemes at the planning stage, or that have achieved planning consent, where the developer is looking to provide private rented housing to meet this need, principally in central Croydon. The plans for the redevelopment of the Taberner House site, for example, propose the inclusion of over 200 private rented units. Similarly, the developers of the first residential phase of Ruskin Square are proposing to provide over 70 units for private rent. There are also a number of office to residential conversions planned under permitted development rights which are proposing to meet the need for private rented accommodation: for example 348 units at Delta Point.

The Government has launched the Build to Rent programme to provide public investment alongside private finance to promote a step change in the supply of private rented homes. Interest from developers in developing private rented housing in Croydon has been high with expressions of interest received for 10 proposed schemes with over 1,000 private rented units, mainly in central Croydon.

The Council is actively examining the scope for the provision of private rented schemes across the borough, including in the south.

CQ073-14

from Councillor Manju Shahul-Hameed

To Councillor Jason Perry

Croydon Council continues to do the minimum in relation to ensuring developers reserve the maximum amount of affording housing in developments. Are you satisfied with the current level of affordable housing that Croydon Council procures through the planning process and do you feel that raising the level of affordable housing in new developments, such as the town centre, would assist with the Borough's housing crisis?

Reply

Councillor Shahul-Hameed, I really do not understand how you can keep getting this so completely wrong.

I've explained this to you many times, so this time I am going to try and explain this in the simplest terms so that you might finally understand it.

New housing is funded by private developers. Private developers only invest in housing projects that they will make money on. Requiring affordable housing as part of a development reduces the amount of money that developers will make on a project. The more affordable housing that we insist on, the less money a developer will make on a project. If the amount of money that a developer can make on a project is too small for them, the project will not go ahead. That means that there will be no new affordable housing in the Borough.

I hope you are still with me because the next bit will require some brain power. While the Labour group can go around pretending that they will demand ridiculously high levels of affordable housing, all it will mean is that there is no new affordable housing in Croydon. I know you and your group don't cope with numbers well, but surely even you can understand that 30%, 50% or even 99% of nothing is nothing. Zero. Zilch. No new affordable homes if we make housing projects unviable for developers.

In contrast, the Conservative group's flexible and assessment based approach means that we are delivering more affordable homes than the pie in the sky labour policy on affordable homes ever would. Over this year and the last, it will be over 1000 new affordable homes delivered in Conservative Croydon.

As you have mentioned that you think there is a housing crisis in Croydon, I'll just take this chance to remind you that there were hundreds more families living in temporary accommodation under Labour; there were half the number of new homes being built and a fifth of council houses didn't meet the decent homes standard. Every council home meets the decent homes standard in Conservative Croydon.

When it comes to housing in Croydon, we all know that the Labour group doesn't know what it is doing.

CQ096-14 from Councillor Paul Scott

To Councillor Jason Perry

Can the Cabinet Member please advise for each of the last five years how much section 106 contribution has been due and what percentage has actually been collected?

Reply

It is not possible to say what S106 is due in a particular year. Monies become due for a number of reasons, generally triggered by an event (e.g. the start of the development or the completion of the 100th residential unit) rather than a specified date. Therefore we have set out below the Section 106 contributions received by the Council for each of the last five full financial years (2008/2009 to 2012/2013).

S106 Contributions Received	
2008/09	£3,071,077.88
2009/10	£1,836,493.75
2010/11	£3,353,080.85
2011/12	£1,396,067.10
2012/13	£1,787,347.55
Total	£11,444,067.13

Current Council Section 106 monitoring records indicate that the Council has received, or recovered all Section 106 contributions due over the five year period.

CQ009-14

from Councillor Kathy Bee

To: Councillor Tim Pollard

Although the Key stage 2 results from Croydon's primary schools are in line with the national average, Croydon is bottom or close to bottom when compared to all the other London Borough on the 5 key indicators: Proportion achieving level 4 in reading, writing and maths; proportion achieving level 4b in reading, writing and maths; proportion making expected progress in reading; in writing, in maths. The highest ranking Croydon achieves is 4th from bottom for pupils achieving level 4b in reading, writing and maths.

Does the cabinet member agree that Croydon children are being let down by this administration as it is failing to keep up with the rest of London.

Reply

Having transformed secondary school outcomes, this administration is also in the process of transforming outcomes in primary schools.

When one looks at the results over the last three years it is clear that Croydon are now closing the gap with other London Boroughs. Taking the last three years of outcomes at the end of Key Stage 2 Croydon's schools have improved on all measures in reading, writing and mathematics and are improving at a faster rate than the rest of London in reading at Level 4 and Level 5 and mathematics at Level 4 and Level 5. At Level 6 in mathematics Croydon's primary schools significantly outperform national outcomes.

The following compares the rates of improvement in key stage 2 results from 2011 to 2013 between Croydon and the London average

Reading Level 4 (above London average)

Croydon 84% to 87% (+3%)

London 85% to 86% (+2%)

Reading Level 5

Croydon 38% to 44% (+6%)

London 43% to 45% (+2%)

Writing Level 4

Croydon 76% to 82% (+6%)

London 77% to 84% (+7%)

Writing Level 5

Croydon 20% to 26% (+6%)

London 22% - 32% (+10%)

Maths Level 4

Croydon 79% - 84% (+5%)

London 82% to 87% (+5%)

Maths Level 5

Croydon 34% to 42% (+8%)

London 38% to 45% (+7%)

This Croydon rate of improvement has been achieved in the context of Croydon

primary schools receiving significantly less grant funding per head than almost all other London boroughs, as set out in Appendix 4 of the January 2014 Cabinet report on school standards.

CQ029-14 **from Councillor Timothy Godfrey**

To; Councillor Tim Pollard

Could the cabinet member confirm that as part of the Library Service Privatisation the council considered proposed staffing structures by each bidder?

Reply

The tenders for the library service contract were required to submit a method statement on all aspects of staffing the service as part of their tender.

These were evaluated as part of the tendering process alongside all other method statements covering all aspects of service delivery.

CQ030-14 **from Councillor Timothy Godfrey**

To; Councillor Tim Pollard

Could the cabinet member assure me that he has no plans to end or change the home book / library service for vulnerable and elderly people in Croydon?

Reply

The Cabinet Member can confirm that there are no plans to end or change the Home Library Service to vulnerable and elderly people who cannot visit a static library.

CQ041-14 from Councillor Bernadette Khan

To Councillor Tim Pollard

Please can the Cabinet Member for Children's Services explain in detail why 32% of Croydon's children live in poverty, which has been increasingly so since 2008? Furthermore what learning has there been for him within his role and responsibilities of such a failed political strategy's consequences for those particular children's lost and unmet aspirational opportunities, for being the best they can be?

Reply

I think you are confused about what the measure is and you are wrong about the trend.

The official measure of child poverty gives the following child poverty levels in Croydon over 5 years for which the measure has been published.

Children in relative low income poverty

Proportion of children living in families in receipt of Child Tax Credit reporting income less than 60% median income (where the number of children is calculated from HMRC child benefit information).

Under 16

	Aug07	Aug08	Aug09	Aug10	Aug 11
Croydon	28.3%	27.2%	27.0%	25.7%	25.2%
England	22.4%	21.6%	21.9%	21.1%	20.6%

All ages of children and young people under 20

	Aug07	Aug08	Aug09	Aug10	Aug 11
Croydon	27.0%	26.2%	26.3%	25.1%	24.6%
England	21.6%	20.9%	21.3%	20.6%	20.1%

Notes: All ages measure includes dependent children under the age of 20. A dependent child is defined as an individual aged under 16 or an individual aged 16 to 19 years who is not married nor in a Civil Partnership nor living with a partner and

- living with parents; and
- in full-time non-advanced education or in unwaged government training

Data source: <http://www.hmrc.gov.uk/statistics/child-poverty-stats.htm#3>

As Councillor Khan is aware, the Croydon Child Poverty strategy agreed by Council Cabinet on 29 April 2013 sets out the work the Council and other partners are doing to reduce the numbers of families living in poverty and to mitigate the impact of poverty on life chances.

As the Councillor will see the figures are down and improvements are being seen.

CQ042-14 **from Councillor Bernadette Khan**

To Councillor Tim Pollard

Given Croydon School population is currently running at 49,419 could the Cabinet Member please detail the rationale for restructuring and cutting staffing and budget levels within our youth services, including the “Turn Around Centre” at a time of greatest social needs and unrest amongst some of our young people?

Reply

The restructuring of youth service has involved rationalising the number of senior managers across two services and bringing together a 0-19 service. Although there is less direct provision of universal youth services, we continue to invest in maintaining the five youth hubs across Croydon in order to provide a base in the community to support the delivery of opportunities for young people, as well as a focal point for local partnerships. The service will continue to provide direct targeted provision for more vulnerable young people including children with disabilities, specific BME groups and LGBT.

The voluntary sector is responding well as an increasing provider of direct provision: this applies both to services that are commissioned, for example those provided by Off the Record and Play Place; as well as services which are not commissioned, but where voluntary sector groups are themselves raising funds to deliver provision from Council-owned accommodation, for example, the charity ‘Reachin’ Higher’.

At the Turnaround Centre we have developed **Children and young people’s resilience service** which is a targeted intensive outreach service which aims to support young people with complex issues and help reduce the numbers of young people going into care or becoming involved with the criminal justice system. There has been no reduction in services based at the Turnaround Centre but the services have become more targeted on young people with complex problems.

CQ045-14 **from Councillor Shafi Khan**

To Councillor Tim Pollard

Can the Cabinet member give us the name, status and outcome of all the Croydon schools, which were inspected by the Ofsted in the current academic year?

Reply

In the current academic year there have been 15 inspections in Croydon and 1 inspection of an FE college.

Kenley Primary School – Community – Good
The Hayes Primary – Community – Good
Beckmead – Community – Good
Phil Edwards PRU – Federation (Saffron Valley PRU Federation) – Good
Priory – Community – Good
Red Gates – Community – Good
Purley Nursery – Community – Outstanding
Selhurst Early Years and Children’s Centre – Community – Good
Tunstall Nursery – Community – Requires improvement
Cypress Primary – Community – Requires improvement
Archbishop Lanfranc – Trust – Special Measures
Regina Coeli – Voluntary Aided – Special Measures
Virgo Fidelis – Voluntary Aided – Good
Oasis Shirley Park – Academy – Outstanding
Shirley High – Academy – Requires Improvement
John Ruskin College – FE College - Outstanding

The tally of inspections that have taken place Since Sept 13 is therefore:

Good or outstanding: 11 (of which 3 were outstanding)

Requires improvement: 3

Special measures: 2

CQ047-14 from Councillor Matthew Kyeremeh

To Councillor Tim Pollard

In response to CQ465 -13 in October 2013 you stated that the bulge classes at Rockmount and Cypress Primary schools would be open in Mid-November and January respectively. Can you now update me on date of opening, numbers of children in the classes, full cost of work to date and any outstanding works to be done?

Reply

From a strategic point of view, we know that the Council cannot just provide enough places for the number of places requested for the beginning of the school year, as the demand for places continues during the education year. It is therefore appropriate to open some classes part way through the education year to provide space for the additional in-year demand. If we did not do this and if we ran out of vacant places for in-year demand, the Council would be failing in its statutory responsibilities.

Rockmount

The accommodation is complete and the new intake has started. This is a much smaller number than we had expected, partly caused by the fact that legally we are required to offer places in strict rank order from the schools waiting list, and when offers were made parents had already accepted other schools. The current number in the bulge class is 8. These children will be absorbed into existing classes and Rockmount will use the accommodation for a 2014 bulge class, which we expect to be full, because it will be available for initial applicants and there is a strong trend of more applications than places at this school. The capital costs are £122,965 to date and no further costs are expected.

Cypress

The structural engineers have completed their piling and retaining wall designs and have issued the information to Building Control for comments/approval. Elite has also issued the drawings to their piling contractors for prices.

The external works design has commenced and is 50% complete. Elite is finalising this with their Structural Engineers and Building Control.

On 24th Jan 2014, the contractor will start setting up and laying the track ways from the front gate to the top car park. The works will be complete on 18th March 2014.

21 offers have been accepted and of these the 8 children who did not otherwise have a school place, have now started.

The costs to date are £269, 032.

CQ052-14 from Councillor Wayne Lawlor

To Councillor Tim Pollard

Please confirm how many items of the Riesco China collection there were in 2006 and provide a description of those items. How many items are there are now? Please also confirm the total number of the items sold at the auction in Hong Kong, descriptions of those items, how much there were valued at and how much they were sold for at auction? Please also confirm that those items were valued for insurance purposes and the cost of insurance for either individual pieces or the collection as a whole?

Reply

In 2006 there were 230 individual items in the Riesco Collection. The catalogue of the collection is extensive and as such cannot be provided alongside this response. It can be viewed on request in the Search Room of the Museum and Archive Service, in Croydon Clocktower.

There are now 206 items in the collection.

17 items were sold at auction in Hong Kong on November 24th 2013.

The 7 items that were included in the auction but did not sell have since been sold. This completes the sale of the 24 items as agreed by the councils Corporate Services Committee on 24th July 2013. The list of items is set out below:

- A ding carved 'daylily' hexafoil bowl.
- A jun 'number nine' tripod narcissus bowl
- A purple splashed jun bowl
- A small guan foliate-form bowl
- A large blue and white floral scroll dish
- A blue and white floral bowl
- A blue and white imantou xin bowl
- A blue and white fruiting spray
- A blue and white bowl lianzi wan
- A blue and white lotus bowl
- A blue and white moonflask bianping
- A blue and white eight Buddhist emblems dish
- A blue and white boys bowl
- A yellow ground blue and white Gardenia dish
- A incised green enamelled dragon dish
- A blue and white dragon dish
- A large blue and white dragon bowl
- A yellow ground blue and white phoenix dish
- A blue and white figures rectangular box and cover
- A blue and white dragon and phoenix ewer and cover
- An offerings bowl
- A pierced dragon circular box and cover
- A copper-red decorated phoenix mallet-form vase
- A pair of polychrome enamelled ruby back wine cups

The value of a work of art is in the amount it is sold for in the market. The valuation is therefore given as a range: in this case the total valuation was £8,653,735 and £13,542,615. The total reserve price was £7,065,227. The total income of the sale is £9,545,338.

For reasons of security the council does not issue any information relating to insurance valuations of the collection or individual items

CQ054-14 **from Councillor Toni Letts**

To Councillor Tim Pollard

What is the current position on Tax Liabilities for the Council following the sale of the Riesco items?

Reply

There are no tax liabilities for the Council as a result of the sale of the Riesco items.

CQ063-14 **from Councillor Raj Rajendran**

To Councillor Tim Pollard

The Archbishop Lanfranc School is in West Thornton ward, which has high reputation for community involvement. Most of the pupils studying in the school are living the deprived areas of Croydon. Residents are anxious about the education of their children and their involvement with the school if the school will be taken over by an academy or another organisation to run in future.

How does the Cabinet Member ensure that the children living in West Thornton ward and adjacent wards will be given places to study in the school and also the residents' involvements with the school will be kept at least the current level?

Reply

Our experience in Croydon is that Academy providers seek to work closely with their local communities. When seeking an Academy sponsor the DfE considers the extent to which the sponsor will work, engage with and understand the local community.

All schools, regardless of their designation, are required to adhere to the national School Admissions Code, which came in to force on 1 February 2012. Academies are no exception to this.

Local Authority officers are in regular dialogue with the DfE to encourage the most appropriate sponsor to meet the needs of the local community, although the final decision is in the hands of the DfE.

CQ065-13 **from Councillor Gerry Ryan**

To Councillor Tim Pollard

Can the Cabinet Member for Education avail me of any plans to address the need to provide secondary education needs in the north of the Borough? The present crisis in primary education will amount to a need for a new school in the north when this wave of children are looking for their on-going education requirements to be met?

Reply

You have rightly observed that the consistent increase in children that have been entering the primary estate within recent years will inevitably lead to an equivalent demand occurring in secondary schools. Firstly, as set out in the 2012 Scrutiny report, the current vacancy rate in secondary schools is approximately 12%. This is within the recommended ranges of surplus places, but the rate of applications is increasing.

To provide for secondary children, the Council has made plans to ensure sufficient places are added to meet demand in the years that it arises. In the immediate future, two secondary schools are planned; the first is a 6FE Harris Academy which will be situated on the London Road. The School is the result of a Free School application. The second is a 6FE Sports and Science Specialist School, planned to open in September 2015 on the Arena site. The strategy for securing sufficient secondary places for 2016 was set out in the Cabinet report of November 2013.

This year's pupil forecasts have been accurate to within less than 1% and we are confident that we are making comprehensive plans to provide sufficient places in good time for these children.

CQ071-14 **from Councillor Mike Selva**

To Councillor Tim Pollard

Please explain why staff were initially told that no redundancies has been or were to be made in relation to selling off our valued and treasured library service, and why Carillion have now issued warnings of redundancies?

Reply

I do not believe you are correct in asserting that staff were initially told there would be no redundancies in the service as it became an outsourced service.

As part of the TUPE transfer and prior to the contract starting, library staff were informed by John Laing Integrated Services (now Carillion Integrated Services) of their intention to restructure the service following their transfer.

JLIS notified the staff in writing by letter that there would be a restructure that might include some redundancies.

A more significant question might be to ask what our intention for the restructured service is. The outsourcing of management in this way has achieved great success with other council services and we expect this to be so with the library service. As part of the transformation of library services that we are achieving through this new arrangement, it was always intended that the staffing resource should be focussed on achieving high quality service at the front line, which is made possible, for example, through the deployment of new technology. In reducing the proportion of staff time spent on administration we can both make the necessary savings in the service and continue to offer first class front line service to the customer.

CQ077-14 **from Councillor John Wentworth**

To Councillor Tim Pollard

Could you please update me on the proposed use of the Highbury Avenue playing field for a school site?

Reply

Highbury Avenue Playing Fields is the chosen Education Funding Agency site for the Advance Academy, a new Free School. The current proposal is to open a 3FE primary school on the top end of the site. Vehicular access is to be created through vacant plots on either side of the site, purchase of which is to be funded by the EFA. The design and development of the school is the responsibility of the EFA and it is the EFA that applies for Planning Approval.

We understand that progress is being made on the design work but that it is unlikely the finished school will open on Highbury Fields for this September 2014. We understand that the EFA's current thinking is to provide temporary accommodation on the playing fields but this has not yet been confirmed by them.

CQ083-14 **from Councillor Tony Pearson**

To Councillor Tim Pollard

Is the Cabinet Member disappointed that not all of the Riesco pieces auctioned in Hong Kong sold? What will happen to the remaining items which didn't sell?

Reply

There was no disappointment that the all the Riesco pieces did not sell at the Hong Kong auction. This is the nature of auctions. The remaining 7 items have since been sold, completing the sale of the 24 items in total. This provides much needed resource to reinvest in Croydon's cultural infrastructure.

As set out in the answer to CQ052-14 the reserve price for this sale was £7,065,227. The total income from the sale is £9,545,338. This level of return is sufficient to cover nearly a third of the cost of the refurbishment of Fairfield Halls.

CQ087-14 **from Councillor Helen Pollard**

To Councillor Tim Pollard

I was delighted to see that John Ruskin College, in my constituency of Heathfield, was assessed as outstanding in its recent Ofsted inspection. Would you like to comment on how the College achieved this and what it will mean for young people in Croydon?

Reply

This Ofsted outcome is a result of tremendous effort on behalf of governors, staff and students of the College, who have worked closely and collaboratively with a wide range of partners, including the local authority. The College has instilled an ethos of high standards and high expectations for everyone and in everything it does. Specifically, it is focused on providing the highest standards of teaching & learning backed up by a comprehensive and motivational student support process. The College has high expectations for all students regardless of their point of entry, including KS4 and those with English as an additional language, reflecting the College's inclusive nature.

Over the last four years, the College has invested in refurbished facilities and ensuring that its curriculum is designed and delivered to meet the needs of a wide range of students and businesses in Croydon. The College is focussed on delivering an inclusive curriculum with clear pathways into HE and skilled employment, which can only be of benefit to both local young people and wider economy.

We are delighted with the progress made by the College and the outstanding opportunities it offers to the young people of Croydon.

CQ091-14 **from Councillor Terry Lenton****To Councillor Tim Pollard**

Why is funding per primary school pupil in Local Authority maintained schools so much lower in Croydon than in other local authorities? Please can you give some examples of how the money could be spent if Croydon's funding per pupil was as high as it is in neighbouring Lambeth?

Reply

The answer to this question is in two parts:

1 The impact of the formula used by the Department for Education to allocate funding to local authorities for maintained schools

Funding for Local Authority maintained schools is dependent upon the guaranteed unit of funding (GUF) per child that the Department of Education (DfE) uses to fund each pupil counted in the schools census. This unit of funding is calculated by the DfE and varies markedly between boroughs, especially inner vs. outer London. It is intended to be reflective of need across different Local Authority areas, but has remained "cash flat" in recent years.

The table below shows the difference in GUF between the highest and lowest London Borough, as well as Croydon's rate compared to neighbouring boroughs.

Council	Per pupil unit of funding 2014-15 £
Tower Hamlets (Highest London Borough excluding City of London)	7,014.38
Bromley (Lowest London Borough)	4,082.33
Croydon (28 out of 32)	4,559.18
Lambeth (3 out of 32)	6,384.03
Sutton (31 out of 32)	4,360.26
Surrey County Council	4,096.45

Croydon receives the 28th lowest per pupil funding in London. Because Lambeth receive 40% (£1,824.85) more per pupil than Croydon for mainstream school pupils, it is inevitable that per pupil funding in Croydon schools is lower than that in Lambeth.

Were the per pupil GUF rate the same as Lambeth's, mainstream school aged pupils would be sharing an extra £83.4m of dedicated schools grant (DSG).

The regulations for the administration of the DSG were changed by the DfE recently, so that from April 2012 all School's Block has to be allocated to schools, unless maintained schools vote to de-delegate.

2: The actual money received by schools

The January 2014 cabinet report set out in Appendix 4 the levels of primary school

per pupil funding received by schools with different levels of free school meal (FSM) eligibility.

This further demonstrates that Croydon's primary schools receive lower per pupil funding than their London neighbours. Croydon primary schools with the highest FSM eligibility receive the lowest per pupil funding across all of London (£4,481), and Croydon primary schools with medium and low FSM eligibility receive the 3rd and 2nd lowest per pupil funding respectively (£4,262 and £3,875).

This discrepancy is a direct result of Croydon's per pupil DSG allocation being one of the lowest in London. If this were not the case maintained schools in Croydon would be in a much stronger position to provide a greater range of curriculum expertise, a greater range of support staff to help children overcome barriers to learning, as well as additional resources.

CQ098-14

from Councillor Janet Marshall

To Councillor Tim Pollard

I understand that at a recent community meeting it was 'agreed' that there was no education strategy in Croydon.

Would the Cabinet Member please clarify whether the allegation made was true or not?

Reply

It is not true that there is no education strategy in Croydon.

The Administration set out the strategy in our primary and secondary school reviews in 2008-09. These reviews set the framework for what has since followed, and included the establishment of sixth forms in schools and zero tolerance of low standards. This strategy has since been nuanced, in recognition of the role of academies, which was made explicit in the April 2013 Cabinet report. We have also taken the first of two papers through cabinet, looking at how we will set up a Mutual school improvement trading company in which both the LA and schools will be shareholders, which will flex how we handle school improvement to suit the new environment. Finally there have been a series of papers about school expansion, which articulate how we will meet rising demand. Taken together they form a very strong strategic framework which guides current working practice.

Our School Improvement Strategy sets out the implications for the way we work with schools. This document was last updated in September 2013 and highlights the following current priorities for education in Croydon:

1. A good or better school for every child in Croydon
2. Improved attainment and progress outcomes for all children in Croydon
3. Attainment gap for vulnerable groups closed
4. Improved participation rates in education and training post 16
5. Developing an integrated assessment process for children and young people 0-25 with special educational needs or disabilities and a coherent local offer to meet those needs
6. Staged model of intervention that clarifies roles and responsibilities and supports schools in identifying needs and intervening early to prevent costly responses as needs escalate

Set against each priority are measurable milestones for each target.

The Council is making good progress in delivering this strategy and securing more consistently good quality and improved outcomes for children and young people.

CQ007-14 from Councillor George Ayres**To: Councillor Dudley Mead**

Can the Cabinet Member tell me how many properties in the borough, split by ward, are scheduled to have new windows, kitchens and bathrooms in each of 2013/14 and 2014/15?

Reply

The second column in the table below shows the number of kitchens and bathrooms expected to be completed by ward in 2013/14. The third column shows the number of kitchens and bathrooms currently planned for 2014/15. These are still to be finalised but the number of homes will only increase.

Ward	2013/14 K&B	2014/15 K&B to be confirmed
ADDISCOMBE	8	11
ASHBURTON	23	28
BENSHAM MANOR	1	5
BROAD GREEN	42	29
COULSDON EAST	20	9
COULSDON WEST	2	2
CROHAM	4	0
FAIRFIELD	7	2
FIELDWAY	68	34
HEATHFIELD	15	8
KENLEY	12	10
NEW ADDINGTON	60	24
NORBURY	22	12
OUT OF BOROUGH	1	0
PURLEY	5	3
SANDERSTEAD	5	7
SELHURST	37	47
SELSDON & BALLARDS	2	2
SHIRLEY	35	33
SOUTH NORWOOD	21	29
THORNTON HEATH	11	17
UPPER NORWOOD	57	41
WADDON	48	45
WEST THORNTON	10	6
WOODSIDE	14	12
Grand Total	530	416

Here is a list of the total number of blocks of flats (plus the number of flats in these blocks) and houses planned for 2013/14 for new windows by ward.

Ward	Blocks	Total Flats	Tenanted Flats	Houses
ADDISCOMBE	1	6	6	1
ASHBURTON				15
BENSHAM MANOR				3
BROAD GREEN	3	7	5	29
COULSDON EAST	4	16	7	31
COULSDON WEST	5	20	13	2
CROHAM	1	6	3	1
CROYDON		1	1	
FAIRFIELD	2	33	33	3
FIELDWAY				27
HEATHFIELD				4
KENLEY	1	6	2	8
NEW ADDINGTON	3	59	57	63
NORBURY				7
PURLEY	4	16	6	3
SANDERSTEAD				7
SELHURST	13	124	91	12
SHIRLEY				2
SOUTH NORWOOD	1	31	31	3
THORNTON HEATH	4	14	12	14
UPPER NORWOOD	3	16	14	28
WADDON	3	7	6	40
WEST THORNTON	11	29	15	4
WOODSIDE	3	20	19	
Grand Total	62	411	321	307

Here is a list of the total number of blocks of flats (plus the number of flats in these blocks) and houses planned for 2014/15 for new windows by ward.

Ward	Blocks	Total Flats	Tenanted Flats	Houses
ADDISCOMBE	1	11	10	
ASHBURTON	1	6	6	22
BENSHAM MANOR				2
BROAD GREEN	8	34	21	5
COULSDON EAST	2	10	0	13
FAIRFIELD				3
FIELDWAY	13	134	114	20
HEATHFIELD				16
KENLEY				1
NEW ADDINGTON	13	66	43	46
NORBURY	1	60	60	7
PURLEY	1	12	11	
SANDERSTEAD				8
SELHURST	2	19	16	3
SHIRLEY	6	63	55	2
SOUTH NORWOOD	3	27	16	1
THORNTON HEATH		3	3	5

UPPER NORWOOD	1	8	6	12
WADDON	10	106	72	8
WEST THORNTON	2	64	62	3
WOODSIDE				6
Grand Total	64	623	495	183

CQ008-14 **from Councillor George Ayres**

To Councillor Dudley Mead

Can the Cabinet Member tell me what arrangements are being made to assist groups who need new premises as a result of ex-Council properties being converted back to housing, such as the Citizens Advice Bureau in New Addington, just at a time when there is unprecedented demand for their services?

Reply

Any such relocations that are necessary to maximise the economic use of Council assets for alternative uses and improve service provision to residents are carefully considered and discussed with any groups that are likely to be relocated prior to any decisions being made.

Discussions are on-going with the Citizens Advice Bureau at New Addington to consider the relocation of the service to the New Addington Centre in Central Parade and the move has now been agreed in principle. This will provide the CAB with a more modern facility better suited to their current set up and will follow a similar delivery option to Bernard Weatherill House and is seen as an opportunity by both parties. Similarly their relocation from Strand House provided new self-contained space which has provided better facilities which has allowed them to improve the service options.

CQ013-14

from Councillor Carole Bonner

To: Councillor Dudley Mead

Can the Cabinet Member tell me, in the context of providing appropriate sustainable affordable housing for families, why there is no visible progress on the conversion of the former Children's Home on Mickleham Way (despite planning permission having been granted in September 2013) and why he has proceeded with the construction on the former Job Centre site on Field Way, when this Council's Planning Committee agreed unanimously that this was an over-development of the site (in addition to very poor management of the construction, which has resulted in safety issues and distress to the local sheltered accommodation residents)?

Reply

The Fieldway Job centre has been granted full planning approval. Following a lack of market interest in the site for affordable housing by Registered Providers and with private developers unable to deliver the site, the Council's New Build programme took on the delivery of this site. We started on site in Feb 2013 to build 17 new homes in accordance with the planning approval as the level of density has been considered appropriate; and we have severe housing needs to meet.

Prior to the contractors starting, to prevent misuse, we paid for the erection of signs and marked out a bay for the emergency vehicles only. The contractors are working in accordance with their traffic management plan in regards to deliveries etc, which the residents have been advised that at times it will be unavoidable and the area by the site compound will be blocked but sufficient space will be left for cars to pass by. The contractors are on site and would move the vehicle if necessary or in an emergency.

There have been a few issues where the contractor have not stuck to the agreement and have parked their cars on the site. We have reiterated to the contractor that they must not park on the site. We take issues of health and safety very seriously and the complaints have been looked into and have been found not to be health and safety issues. The site and the traffic management are being closely monitored by the project team.

Apart from the few complaints, the feedback that we have received from the majority of the residents has been very positive to the way that the contractor has been working.

Mickelham Way Children's home is part of property conversion programme to provide temporary units to ease homelessness in the borough. The programme now consists of 2 ex-children's homes; 58 Mickleham Way and 167 Oak Avenue.

A delivery programme for both sites was planned to start in the winter 2013/14 after planning consent for the second site; Oak avenue was confirmed in October 2014. The joint delivery approach allows the council to achieve economies of scale and value for money with the contractor/s.

During the planning process the council sought procurement consent to use existing contractors/partners to deliver the works so as to avoid prolonged timescales associated with the tradition tendering route. This approach was confirmed by Procurement in November 2013. In early December, Housing approached our existing

contractors Mulalleys/AJS/Clairglow and Asset to deliver the works according to their specialisms.

In early January, all the contractors were mobilised with Mulalley (the main contractor) starting on site on 13 January 2014.

CQ014-14 **from Councillor Alison Butler**

To: Councillor Dudley Mead

Can you please advise for the years ending, December 2009, 2010, 2011, 2012 and 2013 on the number of in-work housing benefit claimants and their percentage of all housing benefit claimants?

Reply

The table below confirms the number of in work benefits customers from the 31 December 2008.

Year	Total Housing Benefit Customers	No of in work housing benefit claims	% of in work Housing Benefit Customers
31.12.2008	28,341	9,954	35.12%
31.12.2009	31,277	11,359	36.32%
31.12.2010	34,005	13,645	40.13%
31.12.2011	35,592	15,307	43.01%
31.12.2012	36,453	16,553	45.41%
31.12.2013	36,656	17,891	48.81%

The table confirms this has steadily increased over this period and is now nearly 50% of the case load.

You can also see the growth of the caseload has slowed over the last 12 months and one the consequences is increased employment in the borough. The jobcentre have confirmed unemployment levels have reduced by over 20% this year.

CQ015-14 from Councillor Alison Butler

To: Councillor Dudley Mead

Can you please advise for the years 2010, 2011, 2012 and 2013, how many homes have been purchased under right to buy and can you please confirm that these have been replaced to the council housing stock on a one to one basis?

Reply

The Right to Buy helps tenants achieve their aspiration of home ownership. Please see the table below for sales made during the requested years;

Right to Buy sales

Year	No. of sales
2010/11	8
2011/12	8
2012/13	36
2013/14	34
Total:	86

The current HRA new build programme started in 2008. To date a total of 107 new homes have been delivered. There are a further 41 homes currently under construction with another 33 due to start shortly. Over the next five years it is anticipated that a further 100 homes will be constructed. This will bring the total number of new homes built in Croydon to 281.

CQ016-14 **from Councillor Alison Butler**

To: Councillor Dudley Mead

Can you please advise on the number of affordable housing completions in the borough for the years 2009/10, 2010/11 2011/12 2012/13 2013/to date?

Reply

The housing statistical information published by the GLA provides the following figures for all affordable housing completions funded in Croydon.

Completion Year	Total affordable housing completions
2009/10	1026
2010/11	726
2011/12	563
2012/13	257
2013/14 (to date)*	142

*LB Croydon figures (227 forecast by end of the year)

CQ017-14 **from Councillor Sherwan Chowdhury**

To: Councillor Dudley Mead

Could the cabinet member let me know how many homeless applications been made month by month during the October, November and December 2013?

Reply

Statutory Homeless applications made to the Housing Needs and Assessment service

October	131
November	109
December	98

CQ018-14 **from Councillor Sherwan Chowdhury**

To; Councillor Dudley Mead

Could the cabinet member let me know if he received any confirmation either building new housing by RSL or financial commitment for building house by council?

Reply

I have assumed that the Councillor's question seeks confirmation of the number of new homes to be built for which a financial commitment has been made by Registered Providers (formerly known as RSLs) and the Council.

The confirmed Registered Provider programme in Croydon, funded through the 2011/15 Affordable Housing Programme, is currently 1,116 affordable homes, with a total financial commitment of approximately £200m from the GLA and Registered Providers.

The confirmed Council New Build programme in Croydon, funded through the 2011/15 Affordable Housing Programme, is currently 104 affordable homes, with a total financial commitment of approximately £3.1m from the GLA.

CQ021-14 **from Councillor Pat Clouder**

To: Councillor Dudley Mead

Could the Cabinet Member for Housing tell me how many people/families have approached the Council over the last 2 months claiming to be homeless.

Reply

The figures below are the number of referrals to the Needs and assessment service for the last 2 months. These numbers include people who are having housing difficulties but not necessarily threatened with homelessness.

November 2013	234
December 2013	216

The numbers of statutory homeless application for these two months are

November 2013	109
December 2013	98

CQ027-14 **from Councillor Sean Fitzsimons**

To: Councillor Dudley Mead

Bedroom Tax: How many residents who have lived in their homes since 1996 will have their benefit recalculated as a result of the DWP mistakes when drawing up the regulation to bring in the bedroom tax?

Reply

As there is no such thing as bedroom tax there is nothing to answer.

CQ037-14 from Councillor Patricia Hay- Justice

To Councillor Dudley Mead

By changing the criteria for those applicable for council housing the council waiting list has significantly been reduced. Please confirm by what number the list was reduced and from this period of cessation would you provide the Croydon homeless figures on a month by month basis.

Reply

The Council's Allocation scheme has been revised and one of the key changes was introduction of qualification criteria to ensure people who live in Croydon benefit and also those with the greatest housing need benefit most. The change was introduced in April 2013. The table below shows numbers on the council's waiting list (housing register) and the access channel.

Council's Housing Register - List by Month

	Council transfer	Housing Association transfer	Private sector Applicant	Homeless on register	Total
Mar-13	1067	442	7364	1484	10357
Apr-13	1057	442	5570	1494	8563
May-13	1186	258	5553	1462	8459
Jun-13	526	218	3477	1515	5736
Jul-13	451	179	1975	1744	4349
Aug-13	446	174	2009	1774	4403
Sep-13	378	179	1949	2043	4549
Oct-13	478	185	2050	2023	4736
Nov-13	483	174	2102	2051	4810
Dec-13	467	185	2155	2029	4836

CQ038-14 **from Councillor Patricia Hay-Justice**

To Councillor Dudley Mead

For over a year I have highlighted the benefits of landlord registration one being that the council should have increased ease of access to our landlords. Have the council investigated the feasibility of such an initiative and a code of practice for may form part of the contract between them, their tenants and the wider community?

Reply

Currently there are no plans to introduce such a scheme in Croydon.

We do however have licensing of houses in multiple occupation (HMO). The mandatory scheme covers properties of three or more storeys occupied by five or more tenants. In Croydon, we have expanded on this and introduced additional licensing, which applies to HMOs of any size occupied by more than two tenants.

Introducing additional licensing has extended our powers to deal with HMOs, which traditionally have the poorest conditions of the private rented sector, and so ensure that the most vulnerable tenants within the borough live in properties which meet all relevant standards of repair, fire safety and provision of cooking and bathing facilities, and that they are not overcrowded.

CQ040-14 **from Councillor Karen Jewitt**

To Councillor Dudley Mead

With Regards to the £8 million New Homes Bonus from Government to Croydon does this mean we can stop using our sheltered accommodation and start purchasing homes for those in bed and breakfast?

As I understand it the waiting list for people to move into the likes of Tonbridge House far out ways the accommodation we have on offer.

Where do we think those waiting are going to go, have we looked at the kind of accommodation they are in already? Is it larger social housing?

If we spent as much energy and money promoting and developing our one bedroom sheltered accommodation rather than trying to entice people to vacate their retirement home we may encourage those in larger social housing to move to a more suitable and easier to maintain home. It seems to me we need more of this lifestyle rather than less.

Are we asking our older people to move out and in some cases away from family and friends to save the Council from being charged under the 6 week rule?

Reply

1. The new homes bonus is an incentive within the local government finance system that has been put in place to provide a financial reward based on the building of new homes and bring empty homes back into use. Croydon has been very successful in securing as you say over £8m in 2014/15 in new homes bonus, however given the significant reduction in our general grant from government this cannot be treated as a bonus but is a treated as income to support our overall budget. The greater the bonus the less we have had to reduce our overall spending.
2. Demand from statutory homeless households has been rising at a significant rate, and the council is experiencing increasing difficulty in meeting its statutory duties towards homeless households in priority need. As a result, increasing numbers of homeless families are being housed in bed and breakfast hotels. This position is not sustainable. Accommodation with shared facilities is not suitable for families with or expecting children for anything but very short periods. Local authorities can only place families in B&B hotels for a maximum of six weeks according to the Homelessness (Suitability of Accommodation) (England) Order 2003. Exceeding this period means that the council is at risk of legal challenge by way of judicial reviews.
3. A number of actions have been necessary to increase the supply of accommodation, manage homelessness demand and provide support to those households in bed and breakfast accommodation. Some of the actions include;
 - the purchase of properties on the open market to use as temporary accommodation;
 - continuing further phases to the Council's new build housing programme.

We are currently on site with our phase 3 programme and expect delivery of 41 units between May/June – Sept 2014;

- identifying opportunities to convert redundant council buildings into temporary accommodation.
4. Whilst acknowledging the importance of retirement housing in meeting the needs of older people, there is an imbalance between the supply of retirement housing and that of general needs housing. At the same time, some retirement housing schemes are unpopular with housing applicants and therefore difficult to let.
 5. As well as developing a programme of measures to increase access to self-contained private sector housing, the council is also seeking to make the most effective use of its own housing stock. A modest level of conversion of hard to let council retirement housing into temporary accommodation general needs housing to rebalance the stock and better manage the increasing homelessness problem has been necessary to ensure that the council can fulfil its statutory obligations.
 6. No tenant is being forced to leave his/her home. Each tenant will be able to choose for her/himself whether to remain or whether to request alternative housing and where they choose to do so. Additional help and financial assistance will be provided in accordance with the procedure and policy.

CQ043-14 **from Councillor Bernadette Khan**

To Councillor Dudley Mead

Could the cabinet member for housing please detail the policy agreements/arrangements for transferring of a joint tenancy into a single tenancy agreement in incidents of proven domestic violence?

Reply

There are a number of ways to convert a joint tenancy to a sole tenancy in cases of proven domestic violence.

1. If both parties agree, they can jointly surrender their tenancy and ask that a sole tenancy be created in favour of one of the parties. However, such agreements are rare in cases of domestic violence.
2. Our Conditions of Tenancy set out very clearly that we will take action against perpetrators of domestic violence. Domestic violence or the threat of domestic violence, which causes a partner to leave home, is a recognised ground for possession. In such circumstances we would serve an appropriate notice and take the matter to court to seek a possession order. Assuming the order is granted we would evict the perpetrator and rehouse the victim either at the same address or to a new property.
3. Another method is for one of the joint tenants to serve a notice to quit bringing the joint tenancy to an end. This can happen even if the other tenant is unaware of the action and/or disagrees with it. This method of ending a joint tenancy is often referred to as the "McGrady rule" after the case which first confirmed the validity of the principle. Once the tenancy is ended in this way, we can determine which, if either, of the former tenants should be granted a new sole tenancy.
4. In addition to the above the victim may also apply for a property transfer order through the court under the Matrimonial Causes Act 1973 or the provisions contained within the Family Act 2006.

CQ055-14 from Councillor Toni Letts

To Councillor Dudley Mead

How many Croydon homeless households were in temporary housing/hostel/bed and breakfast accommodation over the Christmas period? How many of these families were placed outside the Borough at this time and what was the number of children under 16 years living in these temporary homes?

Reply

As at the end of December 2013, there were a total of 2,399 households in all forms of emergency and temporary accommodation. The total number of children accommodated in all forms of temporary accommodation is 3550.

During December 2013, 22 households, including 44 children were placed in temporary accommodation outside Croydon.

I am however pleased to report that there are no homeless households with children accommodated in bed and breakfast for more than 6 weeks. To achieve this considerable effort and resources have been focused on increasing the supply of accommodation, managing homelessness demand and providing support to those households in bed and breakfast accommodation.

CQ056-14 from Councillor Maggie Mansell

To Councillor Dudley Mead

When is it appropriate for officers to evict a woman from bed and breakfast when she has no secure accommodation?

Reply

There are a number of scenarios where bed and breakfast may come to an end.

When a family is deemed to be intentionally homeless.

In these cases where there are children involved a referral is done to Children Families and Learning (CFL) to assess if any duty is owed under the children's act.

When they refuse suitable alternative accommodation

The offer of suitable alternative accommodation ends the homeless duty and therefore the provision of accommodation

When they failed to pay their charges for accommodation

When accommodation is provided the household is expected to contribute to the cost, usually by claiming housing benefit and paying a reasonable contribution from their other benefits. Failure to do this can lead to the eviction from bed and breakfast, however this would only happen after a number of warnings and failure to keep to agreed payment plans.

The household has a right to ask for a review of any of the above actions and then if this is not successful challenge the decisions in the county court. Legal aid is still available for this purpose.

CQ078-14 **from Councillor John Wentworth**

To Councillor Dudley Mead

Do you agree that the Council's purchase of small access parcels of land onto Highbury Avenue playing field from County Road and Westminster Avenue prejudices any meaningful consultation on the use of that field for a school site?

Reply

The Council are in discussion with the current owner of the two plots of land and although terms have been agreed the acquisition has not completed. The purchase of the land will be to facilitate the use of part of the playing field for a new primary school and any purchase will be subject to the relevant permissions being granted. The purchase of these two plots is therefore not seen to prejudice any future potential use of this area.

CQ093-14 **from Councillor Terry Lenton**

To Councillor Dudley Mead

The Cabinet paper proposing an amnesty for unlawful subletting by Council tenants refers to changes in legislation. What are these changes?

Reply

The changes referred to are those introduced by the Prevention of Social Housing Fraud Act 2013 that came into effect on 1 October 2013.

The Act gives the Council the power to prosecute a new criminal offence of unlawful subletting in social housing. This includes a summary offence with a fine up to £5,000 and also a further offence of doing so dishonestly which is an either way offence with a sentence of up to 2 years imprisonment and/or unlimited fine.

If an offence is committed the Court must consider making an "unlawful profit order". This is an order requiring the offender (i.e. tenant) to pay the landlord an amount representing the profit made by the offender as a result of the conduct constituting the offence.

CQ095-14 **from Councillor Paul Scott**

To Councillor Dudley Mead

Please confirm the total number of affordable housing units built in the London Borough of Croydon over each of the last 10 years.

Reply

The information requested is shown in the table below. The completion figures in the first column are sourced from the GLA's published housing statistics, which show affordable housing completions funded by the GLA. However, figures are only available for the last five years. In order to go back further, national figures from the Government's CLG department have been used. These figures are generally higher as they include some additional forms of affordable housing not funded by the GLA.

Completion Year	GLA published affordable housing stats	CLG published affordable housing stats
2003/04	-	410
2004/05	-	390
2005/06	-	490
2006/07	-	540
2007/08	-	700
2008/09	525	600
2009/10	1026	1030
2010/11	726	750
2011/12	563	580
2012/13	257	270

CQ104-14 **from Councillor Paul Smith**

To Councillor Dudley Mead

To ask the Cabinet Member if he agrees with me that the significant fall in the provision of affordable housing demonstrates a failure of this Conservative Council to meet the housing crisis in this borough?

Reply

I disagree with the Councillor's view. The housing situation in Croydon is affected by a whole range of factors and the Council has and is continuing to put in place a range of solutions to the tackle this problem.

I would also refer you to my reply to Cllr Scott CQ095-14.

CQ106-14 from Councillor Alisa Flemming

To Councillor Dudley Mead

On two separate occasions a commitment has been given to clean up the entrances to the Highbury Playing Fields to no avail. The extensive flytipping that now takes place at the Westminster Avenue & County Road entrances has led to serious problems with rat & mice infestations in surrounding residents homes. Given the Councils recent repurchase of the affected land, would you now give a firm commitment to ensure that the areas are thoroughly cleaned, the land relevelled and the unsightly boards removed in order to restore the areas to their former glory and discourage flytippers from hiding rubbish behind them?

Reply

Whilst the Council are in discussion with the current owner of the two plots of land they have not yet been acquired by us.

If the Council were successful with the purchase then we will look to initially clear the area of rubbish and look at other more long term options. If we are not successful we will be engaging with the owners to require them to clear the land of rubbish.

CQ001-14 **from Councillor Helen Pollard**

To: Councillor Phil Thomas

Please could I have confirmation that the new street lights along Addington Village Road won't extend beyond number 86? Would it be possible to have a map of where the lights will be placed on the road?

Reply

The design plans for the street lighting replacement in Addington Village Road are yet to commence. Addington Village Road is part of the Heathfield ward which is scheduled for replacement in year four (from August 2014 onwards) of the programme.

I can confirm the whole of Addington Village Road is deemed as adopted highway there we will light the entire street to conform to the current British Standards.

CQ003-14 **from Councillor Michael Neal**

To: Councillor Phil Thomas

When will the green garden waste collections begin and end in 2014?

Reply

As in previous years it is intended that the green waste collection service will start after Easter 2014. It is likely the start date will be either the 21 or 28 April and finish on the 28 November 2014.

When dates are confirmed residents will be notified through the provision of recycling calendars and updates on the Council web site.

CQ006-14 **from Councillor George Ayres**

To: Councillor Phil Thomas

Can the Cabinet Member tell me what is going to be done about the constant flooding problems at the dip on King Henry's Drive, in particular given the recent works (such as the brick walls) appear to have made the issues worse, resulting in vehicles having difficulty getting through and pedestrians being unable to get through or being soaked?

Reply

Council officers are aware of the localised flooding problems in the dip of King Henrys Drive and indeed attended to this over the recent severe weather. The next step is to commission a piece of work to look into the existing drainage measures and make recommendations as to how these can be improved to prevent further flooding.

Action taken was to clean the gullies along the road and clear away the floodwater.

CQ019-14 **from Councillor Sherwan Chowdhury**

To: Councillor Phil Thomas

Could the cabinet member let me know how much budget cut and how many street sweepers reduced from 2013 to 2014?

Reply

There have been no budget cuts in the Veolia contract and no reduction in the number of street sweepers or any other staff employed by them either.

.

CQ020-14 from Councillor Pat Clouder

To; Councillor Phil Thomas

Would the Cabinet Member for Highways tell me what the estimated cost was for the change to the time table for refuse and recycling collections over the Christmas period? Also could he tell me how many complaints were received on fly tipping, overflowing gullies and general mess of the street in my ward of Thornton Heath over this holiday period?

Reply

As Cabinet Member for Environment and Highways, I would like to firstly say thank you to all the staff and supply partners for the excellent work during very challenging conditions in minimising the disruption to the residents of the borough.

The time table for refuse and recycling collections during Christmas and other holiday periods is built into the contractual arrangements with Veolia. There was no additional cost.

There were 52 reports of fly tipping in Thornton Heath over the Christmas period all of which were investigated and dealt with by the Area Enforcement Team.

During this period there were two streets (High Street, Thornton Heath and Brigstock Road) that suffered from localised flooding. The drainage teams were working round the clock to attending to these and many others around the borough. I'm sure that Cllr Clouder would like to join me in thanking the staff for their efforts over that difficult time.

In total the highways team received 214 flooding reports all of which were attended and dealt with.

CQ024-14 **from Councillor Stuart Collins**

To; Councillor Phil Thomas

Many London Boroughs' of different political colours have adopted "20 mph zones" in built up areas, particularly in densely populated areas, such as near schools. Can you please explain in detail why your administration is opposed to this policy?

Reply

Croydon is not opposed to the use of 20mph limits / zones where these can be shown to be effective in improving road safety without adversely affecting the movement of traffic unnecessarily.

To this end, Croydon Council is proposing the introduction of a number of variable speed limits outside schools in order to improve road safety at school arrival and dispersal times. The use of variable speed limits will allow this restriction to be focussed at those times of day and days of the week that require motorists to travel more slowly, without disrupting the movement of traffic at other times. These proposals form an initial trial on the use of variable speed limits in Croydon and further sites will be considered if these prove successful.

I would rather our approach of road safety outside schools rather than Labours' Policy of spending £200k on surveys.

CQ025-14 from Councillor Sean Fitzsimons

To: Councillor Phil Thomas

Street Lighting: when will this programme start in Addiscombe Ward, and will new columns be installed on both sides of all roads, as currently many roads only have columns on one side?

Reply

The replacement street lighting works are scheduled to commence from April 2014 in Addiscombe ward.

The positioning of the lighting columns is determined at the design stage, with each road being designed on an individual street by street basis. Due to street scape and electricity power supply locations it is sometimes necessary to position the street lighting on one side of the street. With the new street lighting equipment the required lighting levels will be the same whether they are on one side of the road and or on both sides.

CQ026-14 **from Councillor Sean Fitzsimons**

To; Councillor Phil Thomas

How many schools in Croydon already have 20mph limits on roads outside their premises?

Reply

There are 38 schools with 20mph limits / zones outside their premises. This represents almost 30% of all state and independent primary and secondary schools in the borough.

1	Aerodrome	-	Goodwin Road
2	Addington High	-	Fairchildes Avenue
3	All Saint's	-	Upper Beulah Road & Highfield Hill
4	Archbishop Tenison	-	Selbourne Road
5	Beaumont	-	Old Lodge Lane
6	Beulah Infants	-	Furze Road
7	Beulah Junior	-	Beulah Road
8	Castle Hill	-	Dunley Drive
9	Coulsdon High	-	Bradmore Way & Tollers Lane
10	Courtwood	-	Courtwood Lane
11	David Livingstone	-	Northwood Road
12	Davidson	-	Dartnell Road
13	Downsview	-	Biggin Hill & Biggin Way
14	Ecclesbourne Primary	-	Attle Close
15	Edenham High	-	Orchard Way
16	Fairchildes	-	Fairchildes Avenue
17	Forestdale	-	Pixton Way
18	Gilbert Scott	-	Farnborough Avenue
19	Good Shepherd	-	Dunley Drive
20	Greenvale	-	Sandpiper Road
21	Kensington Ave	-	Kensington Avenue
22	Norbury	-	Abingdon Road
23	Norbury Manor	-	Kensington Avenue
24	Norbury Manor High	-	Kensington Avenue
25	Orchard	-	Orchard Way
26	Oval	-	Oval Road
27	Reedham	-	Old Lodge Lane
28	Rowdown	-	Calley Down Crescent
29	Selsdon High	-	Farnborough Avenue
30	Shirley Park	-	Longhurst Road
31	South Norwood	-	Crowther Road
32	Spring Park	-	Bridle Road (slip road)
33	St. James The Great	-	Windsor Road
34	St. Joseph's	-	Woodend & Bradley Road
35	St. Peter's	-	Normanton Road
36	The Hayes	-	Hayes Lane
37	West Thornton	-	Brading Road
38	Wolsey	-	Castle Hill Avenue

CQ028-14 from Councillor Alisa Flemming

To: Councillor Phil Thomas

Please name the roads (per Ward) that are currently restricted to 20MPH, particularly those near schools?

Reply

To provide the total amount of information will take up a lot of officer time to collate however I am able to provide details of those near schools; see below.

For the remainder of the information I would therefore like to invite Cllr Flemming to contact Mike Barton within the Highways team who would be very happy to meet and go through the details being sought.

Mr Barton's details are

Email mike.barton@croydon.gov.uk

Tel:- 020 8726 7100 Extn 61977

There are 38 schools with 20mph limits / zones outside their premises.

1	Aerodrome	-	Goodwin Road
2	Addington High	-	Fairchildes Avenue
3	All Saint's	-	Upper Beulah Road & Highfield Hill
4	Archbishop Tenison	-	Selbourne Road
5	Beaumont	-	Old Lodge Lane
6	Beulah Infants	-	Furze Road
7	Beulah Junior	-	Beulah Road
8	Castle Hill	-	Dunley Drive
9	Coulsdon High	-	Bradmore Way & Tollers Lane
10	Courtwood	-	Courtwood Lane
11	David Livingstone	-	Northwood Road
12	Davidson	-	Dartnell Road
13	Downsview	-	Biggin Hill & Biggin Way
14	Ecclesbourne Primary	-	Attle Close
15	Edenham High	-	Orchard Way
16	Fairchildes	-	Fairchildes Avenue
17	Forestdale	-	Pixton Way
18	Gilbert Scott	-	Farnborough Avenue
19	Good Shepherd	-	Dunley Drive
20	Greenvale	-	Sandpiper Road
21	Kensington Ave	-	Kensington Avenue
22	Norbury	-	Abingdon Road
23	Norbury Manor	-	Kensington Avenue
24	Norbury Manor High	-	Kensington Avenue
25	Orchard	-	Orchard Way
26	Oval	-	Oval Road
27	Reedham	-	Old Lodge Lane
28	Rowdown	-	Calley Down Crescent

29	Selsdon High	-	Farnborough Avenue
30	Shirley Park	-	Longhurst Road
31	South Norwood	-	Crowther Road
32	Spring Park	-	Bridle Road (slip road)
33	St. James The Great	-	Windsor Road
34	St. Joseph's	-	Woodend & Bradley Road
35	St. Peter's	-	Normanton Road
36	The Hayes	-	Hayes Lane
37	West Thornton	-	Brading Road
38	Wolsey	-	Castle Hill Avenue

CQ032-14 **from Councillor Donna Gray**

To: Councillor Phil Thomas

Please explain why Goat House Bridge road works have overrun; what the council is doing to penalise the contractor for not completing works on time and give an undertaking that the contractor concerned will not be let loose on Croydon roads again.

Reply

The Goat House Bridge works have been undertaken and fully managed by Network Rail as asset managers. The contractor appointed by Network Rail has failed to complete the scheduled works within the booked track possession period allocated by Network Rail.

The Network Rail project manager has subsequently apologised on behalf of Network Rail to Croydon Council and clarified that this particular contractor will not be appointed on any future work projects associated with Network Rail which affects the boroughs roads. In terms of penalising the contractor for the overrunning this is a contractual issue between Network Rail and the contractor and not the council.

Regular site inspections have been and will continue to be undertaken and where necessary the Council's officers have requested corrective action to take place.

CQ033-14 **from Councillor Donna Gray**

To: Councillor Phil Thomas

What compensation will be offered to those businesses who have suffered as a result of poorly planned road works in South Norwood, and what discussions has the Cabinet Member had with the relevant people to progress this?

Reply

The Goat House Bridge works have been undertaken and fully managed by Network Rail as asset managers. Therefore any compensation being sort by the local business will need to be directed to Network Rail.

CQ034-14 from Councillor Simon Hall

To Councillor Phil Thomas

Can the Cabinet Member tell me, for each location that has had gully/drain clearance or gully/drain repairs in Fieldway and New Addington wards in 2013, how many times has each location been visited in 2013 (split by planned and emergency) and what has the total cost of such works been for each of the two wards?

Reply

The Council has a cyclical gully cleansing programme where all gullies in the borough are cleaned at least once a year and 4 times a year in the critical drainage areas.

In the year 2012/2013,

- New Addington – out of 1179 gullies attended, 1127 were cleaned, this equates to 95.5% success rate.
- Fieldway – out of 806 gullies attended, 761 were cleaned, this equates to 94.4% success rate.

In 2013, 14 task orders have been issued to our contractor to carry out drainage repair jobs in the two wards. Of these, 10 jobs have been completed.

The total cost for these works over the prescribed period estimated at £10,600.

CQ035-14 from Councillor Simon Hall

To Councillor Phil Thomas

When is the Cabinet Member going to start listening to the businesses with a direct interest in Central Parade, New Addington? In particular, when will he recognise that, through the BID company, Central Parade Business Partnership Limited, they have made clear that they do not wish the market to remain on the slip road but wish the market to return to Market Square and part of the adjacent car parks, and have made clear that the current parking arrangements are damaging the viability of Central Parade?

Reply

I'm sure that Councillor Hall is aware but it is worth pointing out that the market stalls will not fit into the market square; therefore an overspill into the adjoining car parks would be necessary.

A lot of time and investment has been used by the GLA, Council and local community to help create a more vibrant and attractive shopping environment for locals and visitors alike. During the first phase of public realm improvements there was extensive consultation with residents, businesses and other local stakeholders about the improvements including the location of the market. The current location was agreed and supported by those consulted.

Footfall figures undertaken in September 2012 were up compared to the previous study undertaken in 2007. It is therefore difficult to say whether business is down due to healthy competition from the market, weather conditions and or the general economic climate. To move the market back to the previous location may not improve the situation.

The slip road is also subject to a Traffic Management Order twice a week which is in place to deal with the market being located on public highway, which if changed will create a high level of confusion to the public.

The phase two public realm improvements is in the process of being consulted on. Whilst the location of the market isn't part of the improvements, if there are any issues in relation to the market I am sure they will be captured in that consultation.

CQ046-14 **from Councillor Shafi Khan**

To Councillor Phil Thomas

Can the Cabinet member assure us, that the Council is well prepared for the forthcoming wintry weather and possible snow fall?

Reply

I thank Cllr Khan for this question and can assure him that we are prepared for any wintry weather and possible snow fall and have put in place a formal and robust winter service plan to ensure that public services continue to be delivered over the winter season.

Our winter service contractors have also put in place a winter service operational plan and have resourced their operations to deliver our winter service requirements as required.

At the start of the winter season the Council holds approximately 4500tons of salt and this stock is replenished as the salt is used during gritting operations. There are also approximately 570 grit bins in the borough for use by the public on footways and carriageways and these grit bins are also replenished on a regular basis.

The Council also has arrangements with the Met Office to receive regular weather updates and puts in place its Winter Operational Plan based on these weather reports.

CQ049-14

from Councillor Matthew Kyeremeh

To Councillor Phil Thomas

Can the Cabinet Member provide results of any survey or analysis that has been done to gauge how residents are patronising the Council's current recycling policy as well as how residents rate the services provided by Veolia in this regard? Are any other companies being considered for the collection of rubbish in the borough?

Reply

The residents of Croydon have embraced the recycling services offered and recycling has increased from 16% in 2005/2006 to 44% in 2013/2014. This is evidence that residents support the services.

The number of complaints about the service are extremely low as a proportion of the number of collections.

For example the total number of collections undertaken per week for landfill and recycling services during December 2013 equated to 208,000, equating to 832,000 collections during the month of December. There was less than 1% of those recorded as a service failure.

The current contract with Veolia has been extended to April 2018. A procurement exercise will be carried out in the future for these services.

CQ051-14 from Councillor Wayne Lawlor

To Councillor Phil Thomas

South Norwood district centre was not very festive for Christmas 2013; this was demonstrated by the lack of Christmas lights on South Norwood High Street and surrounding roads. Please list which businesses you contacted concerning installing Christmas lights in South Norwood District Centre and provide details of how they were contacted? Your response to CQ552-13 came as a surprise to a number of businesses in South Norwood District Centre who tell me they had not been approached by the council.

Reply

I would like to remind Cllr Lawlor that it is not the council responsibility to co-ordinate the festive decorations for the district centres.

Cllr Lawlor needs to be reminded that the last Labour Administration cut the funding for Christmas lights in all our District Centres. The idea was to put the emphasis on the shop keepers to pay for the Christmas lights.

In terms of the contact for South Norwood High Street

The councils street lighting team sent out a reminder to all district centres some weeks back asking if they wanted to arrange for festive decorations to be installed this year and no response has been received from the businesses from South Norwood High Street, so no decorations were installed.

The details of the person contacted and their contact details can be obtained from the officers.

CQ058-14 **from Councillor Maggie Mansell**

To Councillor Phil Thomas

Is the permanent pile of rubbish at Pollards Hill South near London Road, Norbury, now and a recognised rubbish dump?

Reply

If there are problems with piles of rubbish in Pollards Hill why hasn't Cllr Mansell contacted me?

CQ064-14

from Councillor Raj Rajendran

To Councillor Phil Thomas

Fly-tipping in the north of the Borough are increasing despite Council have implemented many methods to reduce fly-tipping. The streets are dirty too.

How does the Cabinet Member ensure the residents in north of the Borough that their streets will be cleaner and free from fly-tipping before Council Election 2014?

Reply

The Area Enforcement team was established so that the Council could deliver more enforcement against the people who are blighting our Borough by fly tipping. Since the team commenced there has been an increase in Fixed Penalty Notices for fly tipping and littering and the use of legislation to enforce against residents that was not previously used in the Borough. For example 281 have been issued with a penalty notice between April to December 2013 compared to 87 for the whole of 2012/13.

Fly tipping continues to be removed within 72 hours of it being reported to the Council and often the same day. There is also a programme of engagement with residents to find the most appropriate solutions to the storage of waste including education on acceptable waste disposal and recycling. If these actions are not successful then the team will look to enforce against the people that are responsible. Tactics include going through rubbish to try to find identifiable information, regular patrols and, in some circumstances CCTV and late night surveillance is used.

We are rolling out a new structure that will see more permanent officers dedicated to tackling fly tipping, which will provide a long term solution to this issue. In the meantime the Council has invested an additional £127,000 to:

- temporarily increase capacity in the enforcement team so that more surveillance and targeted operations can take place
- purchase new CCTV cameras so that we can identify who is responsible and increase the number of prosecutions
- putting in place a programme of preventative measures such as new signage, educational literature, alley gates and reviews of bin storage arrangements.

A project team has also been established to tackle the worst areas in the Borough, the vast majority of which are in the North of the Borough. The approach has been for the project team to visit all of the locations and agree the package of measures required to provide a long term solution. This includes looking at bin a variety of preventative and enforcement opportunities.

For example at Zion Place, which was experiencing significant fly tipping of household waste, has received intensive work from the Area Enforcement team. This includes liaising with landlords to put in place fencing for bin stores and work to secure a vacant property. In addition there has been extensive engagement with residents regarding waste collection arrangements and surveillance which has resulted in a fixed penalty notice being issued. Over a period of weeks this targeted intervention has dramatically improved the waste issues at this location and has resulted in compliments being received by local residents.

CQ068-14 from Councillor Pat Ryan

To Councillor Phil Thomas

Would the Cabinet Member for Highways and Environmental, Cllr Phil Thomas, give the following information regarding Penalty Charge Notice's:-

- 1) The total number issued since May 2010 in Croydon?
- 2) The number issued in each Ward since 2010
- 3) The total number of PCN which has been rescinded following appeal?
- 4) The total amount of revenue which has been raised by issuing PCNs since 2010?
- 5) Explain in detail, and per Ward, how the revenue collected from PCNs has been spent?

Reply

1) The total number issued since May 2010 in Croydon?

- 2010 – 11 110,764 PCNs issued in total for the whole borough
- 2011 – 12 110, 242 PCNs issued in total for the whole borough
- 2012 – 13 108,491 PCNs issued in total for the whole borough

2) The number issued in each Ward since 2010

We do not sort anything by wards

3) The total number of PCN which has been rescinded following appeal?

- 2010 – 11 261 PCNs against which an appeal was made and allowed
- 2011 – 12 157 PCNs against which an appeal was made and allowed
- 2012 – 13 174 PCNs against which an appeal was made and allowed

4) The total amount of revenue which has been raised by issuing PCNs since 2010?

2010 – 11	Total PCN revenue was £6,029,930 (this is inclusive of On and Off Street PCN's and PCN Removal Income)
2011-12	Total PCN revenue was £6,447,735 (this is inclusive of On and Off Street PCN's and PCN Removal Income)
2012-13	Total PCN revenue was £6,411,320 (this is inclusive of On and Off Street PCN's and PCN Removal Income)

5) Explain in detail, and per Ward, how the revenue collected from PCNs has been spent?

We do not hold this information by ward so have provided number of PCNs for the whole borough.

The use of any surplus funds is governed by Section 55 of the Road Traffic Regulation Act 1984, as amended from October 2004 by Section 95 of the Traffic Management Act 2004 stating that any surplus in parking revenue accounts, after the cost of running the schemes have been covered can only be spent on:

- Providing additional parking facilities;
- Public transport schemes;
- Highway improvements;
- Road maintenance;
- Schemes supporting the Mayor of London's Strategy;
- Environmental improvements

This surplus funds the borough's contribution towards Freedom Passes. The Freedom Pass provides free travel for older and disabled Londoners on almost all public transport in London.

CQ072-14 from Councillor Mike Selva

To Councillor Phil Thomas

Please detail the number of fines that have been levied towards contractors who do not complete road works on time and please name those contractors; please also provide details of those road works that have exceeded the period of time initially promised to complete works?

Reply

The Council has recourse to levy fines against a utility who overstays on the public highway under New Road and Streetwork Act 1991 Section 74.

The number of fines levied in 2012/2013 were:

Utility	Number of occurrences
BT	4
SGN	5
Thames Water	30
UKPN	10
Virgin Media	2
Fulcrum	1
National Grid	1

April 2013 to November 2013, December figures are currently being validated with the Utilities and will not be available until early February.

CQ084-14 from Councillor Tony Pearson

To Councillor Phil Thomas

Following the recent severe weather conditions, can the Cabinet Member update me on the Council's response and outline what challenges were faced?

Reply

I would firstly like to take this opportunity to thank all staff and our supply partners (EM Highway services & City Suburban) who were involved in tackling the severe weather experienced over the festive period.

The councils Highways and Forestry teams provided an excellent response over the Christmas and New Year period, where nationally the UK experienced unprecedented weather with damaging severe gales and substantial rainfall, which led to significant flooding and structural damage to many parts of the country. Locally for Croydon on Sunday 22nd December the MetO released a severe weather warning of heavy rain accompanied by strong to gale force winds and during 23rd December the weather deteriorated where overnight London and the Southeast was battered with gale force winds that reached 50-60 mph with some locations seeing gusts to over 70 mph. Combined with approximately 60mm of rain falling within a 12hr period this led to a significant number of trees falling blocking roads and footpaths, as well as a number of trees within parks and open spaces. The severe weather was relentless with strong winds and heavy rain continuing through the Christmas and New Year period. London and the Southeast had a severe weather warning in place every day throughout the whole period.

The teams mobilised and affectively putting Christmas on hold and worked around the clock in some treacherous and potential life threatening conditions to help the residents and minimise the disruption to the boroughs roads. In some cases the workforce cancelled their annual leave to ensure the service didn't let the borough down.

The teams responded to deal with some 367 fallen trees and 214 flooding issue, the rapid and coordinated response has illustrated to members and residents that despite the difficult times we are in, the teams can do attitude has seen a large number of accolades from members and residents.

Notwithstanding the significant number of trees and flooding incidents the teams went the extra mile when they were alerted to a potential landslip in Park Hill park. The park is situated in Fairfield ward and the main London to Brighton railway runs alongside it. The flooding within the park had reached a critical level and there was a high probability of a landslip which would have blocked the railway and affectively cut off trains in and out of East Croydon station. The quick response of the teams in unblocking the drainage system within 2hrs of receiving the call averted the landslip and significant disruption this would cause.

The joint effort of these teams and there external service providers (EM Highway services & City Suburban) is testament to the council and its values.

CQ085-14 from Councillor Maria Gatland

To Councillor Phil Thomas

Could you please compare the recycling rates for Croydon and Lambeth for the last year they were audited and show the improvement in figures for both over the year before?

Reply

The comparison of the recycling rates between Croydon and Lambeth are detailed below.

Borough	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13
Croydon	13.0	16.2	20.1	22.7	27.7	32.2	33.5	38.1	44.3
Lambeth	16.0	22.2	23.1	25.1	25.5	27.2	28.3	27.9	22.8

In 2012/13 Croydon's recycling rate increased by 6.2% whilst Lambeth's recycling rate fell by 5.1%.

CQ089-14 **from Councillor Jason Cummings**

To Councillor Phil Thomas

How is the extra £100 k to be spent on the fight against fly tipping?

Reply

The Council has recently invested £127,000 to increase further our actions to tackle fly tipping. The breakdown of the investment is as follows:

INTERVENTIONS	COST
Increased hours for Council staff to carry out additional proactive surveillance around the Borough. The money will also fund additional multi agency operations.	£10k
Provision of a short term contract to provide some specialist support for enforcement to target more hotspot areas. 2 additional officers have been recruited to work full time until the end of March 2014 to provide specific support in gathering evidence relating to fly tips and trade waste.	£20k
Hotspot locations - problem solving approach. This might include the provision of bins, bin storage areas, more frequent collections, education and advice around recycling and waste disposal, signage, installation of CCTV or other targeted enforcement action. A list of hotspots in the North of the Borough have already been identified and are being tackled.	£43k
Installation of gates across alleys and service roads that are currently vulnerable to fly tipping. This budget means we can extend this to service roads (which are not currently covered by the existing alleygate scheme) and alleys where residents are not willing to pay.	£20k to cover between 5 and 10 gates depending on their size.
Purchase of additional CCTV. This includes a range of covert equipment that can be deployed anywhere in the Borough to identify people who are fly tipping. Equipment includes vehicles wired up with cameras and a range of kit that can be installed in to fence posts, bricks, woodland/foilage and houses/buildings.	£34k
TOTAL	£127k

CQ090-14 from Councillor Donald Speakman

To Councillor Phil Thomas

Will residents face an increase in the cost of Council Parking Charges and Parking Permits in 2014 /15 ?

Reply

It is proposed that there will be no increases in the cost of Council Parking Charges and Parking Permits to residents for 2014/15. Some Pay & Display charges are proposed to be reduced to encourage short term parking for businesses in London Road, West Croydon and to reduce the impact on commuter parking in unrestricted roads bordering the Purley Controlled Parking Zone. This is subject to consideration at the 11 February 2014 Traffic Management Cabinet Committee meeting.

CQ094-14 from Councillor Paul Scott

To Councillor Phil Thomas

Please schedule the methods of collection of recyclable materials currently used by the Council, confirming when each was piloted and introduced, and the proportion of the overall tonnage of recyclable materials collected using each method over the last three years.

Reply

Individual houses and houses of multiple occupation up to 4 are provided with:

- Blue and green boxes for dry recycling
- 7 and 23 litre food waste caddies
- Seasonal collection of green waste of up to 10 bags provided by residents

Flats of 5 and over are provided with:

- Wheelie bins for the collection of co-mingled dry recycling
- Wheelie bins for communal food waste
- 7 litre caddy to each flat

A full range of paper, card, plastics, cans, glass, textiles, WEEE (Waste Electrical and Electronic Equipment) and books are generally provided at Neighbourhood Recycling Centres

Recycling has been progressively introduced across the borough since the late 90's. Expansion of recycling was initially dependent on grant funding from the London Waste Recycling Board to purchase a blue box for the collection of paper, card, cans, glass and textiles.

In 2008 capital funding was provided and a green box was provided to houses and residents were required to separate their recycling into separate waste streams.

The new conservative administration that was elected in 2008 then introduced recycling to all flats in the Borough. A green garden waste collection service was also rolled out to all homes in the Borough

In 2011 food waste was introduced to individual houses and flats (on going) and collection methods were changed incorporating a twin pack refuse collection vehicle (food and blue box one week and food and green box next week)

Over the years additional materials have been added to what can be collected notably plastics and tetra paks earlier this year.

Collection Service	2012/13	%
Green Waste	9,799	24
Domestic Box recycling collection	18,325	45
Flats recycling collection	2,500	6
Food waste (domestic and flats)	10,474	25
Total	41,097	100

This is the data for 2012/13. If the Cllr requires data for previous years please contact the relevant council officer. As Cllr Scott is aware we are now able to compare Labour's dismal recycling rates of 16% to our record of approximately 45%, our records speak for itself.

CQ099-14 **from Councillor Adam Kellett**

To Councillor Phil Thomas

The Cabinet Member will be aware that Labour are proposing 20 mph speed limits on all Council controlled roads. I appreciate that money does not count for everything in a debate on road safety, but can we estimate the cost of the signs needed at every junction between a Council controlled road and a TfL road in the unlikely event that they would be in a position to implement such a policy?

Reply

The use of 20mph speed limits in residential streets is unlikely to receive significant compliance from motorists, who will see little reason for such restrictions. This could then lead to less compliance at those sites where 20mph limits have been introduced for particular road safety reasons, such as outside schools.

Enforcement of speed limits are the responsibility of the Metropolitan Police and they have indicated that it is unlikely that they could provide sufficient enforcement action for a 20mph limit to be effective, given that they are unable to provide comprehensive cover for the 30mph limit. For these reasons the Council does not support the widespread introduction of 20mph limits.

20mph speed limit signs are required to be illuminated and electrical connection costs for such signs are in the region of £1,000 each. These signs will need to be located on both sides of the road to every junction off of the Transport for London Road Network and at all other locations entering or leaving the borough. It is estimated that there could be around 400 - 500 such locations along the TLRN and at the borough boundary where such signs would be required, which gives a cost of circa £1M for electrical connections alone. Further repeater signs and/ or road markings will also be required to remind motorists that they are in a 20mph area and as such, the cost of this proposal could be significantly greater.

To this end, Croydon Council is proposing the introduction of a number of variable speed limits outside schools in order to improve road safety at school arrival and dispersal times. The use of variable speed limits will allow this restriction to be focussed at those times of day and days of the week that require motorists to travel more slowly, without disrupting the movement of traffic at other times. These proposals form an initial trial on the use of variable speed limits in Croydon and further sites will be considered if these prove successful.

A rough estimate to introduce 20mph zones to include speed humps and signage throughout the Borough would roughly cost between £7m - £10m. Is this a good use of taxpayers' money?

CQ103-14 **from Councillor Paul Smith**

To Councillor Phil Thomas

To ask the Cabinet Member when the Green Waste Collection to begin again in 2014?

Reply

As in previous years the green waste collection service will start after Easter 2014. It is likely that the start date will be either the 21 or 28 April and finish on the 28 November 2014.

When dates are confirmed residents will be notified through the provision of recycling calendars and updates on the Council web site.

CQ012-14 from Councillor Carole Bonner**To Councillor Steve O'Connell**

Can the Cabinet Member tell me how much has been spent relating to Central Parade, New Addington, since May 06 (split between May 06 to May 10 and May 10 to date) on (i) advisors, consultants, lawyers, other professionals, events and similar costs; and (ii) capital works?

Reply

The expenditure relating to Central Parade has been obtained from a variety of sources including Council expenditure, Mayors Outer London Fund and Mayors Regeneration Fund.

The expenditure includes the cost to the Council in dealing with both Town and Village Green (TVG) applications relating to Central Parade. The total expenditure being £271, 056, (£147, 034 for TVG1 and £124, 022 for TVG 2), this amount however does not include the costs associated with officer time.

The table below is the expenditure for Central Parade on advisors, consultants, lawyers, other professionals and capital works and covers the period from May 2006 to the present date. This has been split out into the capital and revenue costs.

DESCRIPTION	2006-10	2006-10	2010-13	2010-13	Total	Total	Total
	Capital	Revenue	Capital	Revenue	Capital	Revenue	Expenditure
	2006-10	2006-10	2010-13	2010-13	Total	Total	Total
	£	£	£	£	£	£	£
Central Parade Redevelopment and Town & Village Green	-	66,592	292,689	-	292,689	66,592	359,281
Central Parade Public Realm Improvement Works	-	-	771,970	-	771,970	-	771,970
CALAT Hub Re-organisation	-	-	1,030,229	-	1,030,229	-	1,030,229
Total Expenditure	-	66,592	2,094,888	-	2,094,888	66,592	2,161,480

CQ069-14 **from Councillor Pat Ryan**

To Councillor Steve O'Connell

Would the Cabinet Member for Finance and Performance Management, Cllr Steve O'Connell, explain why the Conservative administration has turned its back on the large amount of small businesses here in Croydon by advising people to shop at Supermarkets rather than at the local small shops?

Reply

We are firm supporters of the many thousands of small and medium-sized shops and businesses that thrive in Croydon and the council has plenty of initiatives designed to help promote trade and remove unnecessary financial burdens.

You will have seen the increase in free parking we've introduced at district shopping centres across the borough which have made it easier for shoppers to pop in and buy what they need without having to pay to do so.

The enterprise hub in London Road has also been a great success, as part of the West Croydon regeneration programme. It has signposted entrepreneurs towards the many schemes we have made available to help them, including the chance of trading out of temporary pop-up shops and the offer of huge business rate discounts, which in some cases can be as much as 100 per cent.

Most recently we have opened up an offer of free high-speed broadband connections for small firms, a move that will give people a business advantage.

We stand by our advice to residents about one way of saving money being to consider the best and most economical way of shopping. However, at the same time, we want to make it possible for small traders to compete on equal terms with their larger competitors.

CQ004-14 from Councillor Jane Avis

TO: Councillor Margaret Mead

In light of the current debate on obesity, would Cllr Margaret Mead agree that the Government should use legislation to regulate food manufacturers and outlets, and so help authorities, like Croydon, deal with this obesity epidemic?

Reply

The Coalition Government works collaboratively with the food industry (including caterers, food manufacturers and food outlets) through the Public Health 'Responsibility Deal'.

Most recently the Responsibility Deal¹ has delivered and achieved the following (*all of which are reviewed annually*):

- Set targets for salt reduction in a number of food products.
- Reduced levels of saturated fat in food products.
- Reduced trans fats in the formulation of food products
- Provided calorific information for food and non-alcoholic drinks in accordance with the principles of calorie labelling (traffic light labelling).
- Provision of healthier catering advice to help food businesses to improve the nutritional quality of their food.

The Change4Life Campaign is a national public health campaign which works in collaboration with the food industry 'to make healthier choices easier' for consumers.

The Change4Life campaigns are targeted to children and families to inform them through high profile messages on TV, radio and magazines to get physically active and provide tips on healthy eating. The current Change4Life programme is based on making healthy changes to a diet through 'Smart Swaps', and was launched early in the New Year.

In summary the Coalition Government is taking a multifaceted approach to child and adult obesity, by working in partnership with the food, and alcohol industry. There is on-going work to target workplaces, Schools and Early Years to prioritise physical activity, and nutritional quality of meals. The Change4Life campaign complements these themes by providing consumers with simple advice and tips on being physically active, and make steps towards a healthier diet.

¹ <https://responsibilitydeal.dh.gov.uk/food-pledges/> (Viewed 16th January at 3.26pm)

CQ005-14 **from Councillor Jane Avis**

To: Councillor Margaret Mead

Would Cllr Margaret Mead please give details of how the Council will monitor the quality of service to Carers provided by the new Carers' Centre and helps to meet the Council's responsibilities?

Reply

- All commissioned carers services send in quarterly reports to the monitoring officer
- All commissioned services are monitored annually and request customer feedback
- The Carers Commissioner carries out planned as well as spot visits at the Carers Support Centre

CQ010-14 **from Councillor Kathy Bee**

To: Councillor Margaret Mead

The two sheltered housing blocks in South Norwood have 76 tenants between them, all charged 18.76 per week for their support service. This equates to over £74,000 per year. Can you please set out what the residents receive for this apart from the careline emergency call out service?

How many of the residents

- receive a telephone call on a weekly basis

- receive a telephone call more than weekly but less than daily

- receive a telephone call daily

- are visited once a week

- are visited more than once a week

- are visited on some other routine (please specify what it is)

What other support do residents receive for this money?

Reply

This multi question would normally be ruled inappropriate. On this occasion the responses have been given but should a similar one be received in future only the first question may be responded to.

I assume this Council Question relates to the Tonbridge House and Sevenoaks House Croydon council schemes.

Apart from emergency situations that may arise at any time with clients / tenants in these two schemes, planned support from the DASHH CarelinePlus service team to the tenants are as follows;

Tonbridge House

- 1 tenant has one face to face visit once a week.
- 1 tenant has two face to face visits per week.
- 1 tenant has three face to face visits per week.

- 11 tenants have telephone contact checks via Centra [formerly Invicta] once a week.
- 5 tenants have telephone contact checks via Centra twice a week.
- 1 tenant has telephone contact checks from Centra three times a week.

If those tenants above in Tonbridge receiving telephone contact checks from Centra do not respond to the call then CarelinePlus is notified by Centra and CarelinePlus follows up to check and make sure the tenant is OK and safe.

The balance of the tenants in Tonbridge have advised DASHH that they do not wish to have such planned contact checks at present from the CarelinePlus and or Centra

services teams , albeit this is kept under review. Emergency support would however be provided as needs be to all tenants in the scheme.

Total Flats : 39

Sevenoaks House

1 tenant has one face to face contact visit once a week.

1 tenant has two face to face contact visits per week.

16 tenants have telephone contact checks via Centra once a week.

4 tenants have telephone contact checks via Centra twice a week.

4 tenants have telephone contact checks from Centra three times a week.

Similarly, if those tenants above in Sevenoaks receiving such telephone contact checks from Centra do not respond to the call, then CarelinePlus is notified by Centra and CarelinePlus follows up to check and make sure the tenant is OK and safe.

The balance of the tenants at Sevenoaks have advised DASHH that they do not wish to have such planned contact checks at present from the CarelinePlus and or Centra service teams, albeit this is kept under review. Emergency support would however be provided as needs be to all tenants in the scheme.

Total flats : 38

In addition when tenants move into sheltered accommodation such tenants can also receive help and support with moving, claiming benefits, help in maintaining social contact, and of course help in an emergency. Such assistance also continues to be provided to tenants as and when required.

CQ076-14 **from Councillor John Wentworth**

To Councillor Margaret Mead

Given that Croydon is a Heart Town, does the Cabinet Member approve of members of staff smoking on the forecourt of the new Council HQ in Mint Walk? This new forecourt is already badly stained by cigarettes being extinguished.

Reply

Staff who smoke are instructed to cross the road to the designated smoking area outside the old Taberner House building. We have no evidence of staff smoking outside BWH but members of the public visiting Access Croydon may have inappropriately stubbed out cigarettes on the forecourt before visiting our no smoking building.

CQ023-14 from Councillor Stuart Collins

To: Councillor Simon Hoar

Along with Cllr Thomas, you have boasted about the levels of enforcement action that is taken against those responsible for fly-tipping. Unfortunately for you, this has been exposed by the Croydon Advertiser as being an idle boast with less than 1% of fly tips recorded actually lead to prosecution.

You have had seven years in power to put in place proper covert surveillance plans on fly tip hotspots, which you have failed to do. Will you now admit that you should have listened to me at Cabinet several years ago when I told you to get more covert surveillance in place and that the Borough did not have enough surveillance cars in comparison to other London Borough's?

Reply

The article in the Croydon Advertiser was misleading and inaccurate. Despite providing a response to the newspaper they chose to ignore most of what we provided and went with an article that only told half of the story because it provided a more sensationalist headline.

The data that was quoted is collated by DEFRA and is based on monthly submissions that the Council provide. However, the current IT system means that most of the enforcement action undertaken goes unrecorded and is not represented in the DEFRA stats. This includes the hundreds of warning letters and enforcement notices that have been issued and where there has been a successful outcome and prosecutions have not been necessary. We are in the process of implementing a new system that will record all of the enforcement work that is undertaken.

What was also missing from the article was the number of fixed penalty notices that have been issued for fly tipping. Between April 1st and December 31st 69 FPNs have been issued specifically for fly tipping offences, which represents a significant increase in enforcement activity.

The Council already has a significant variety of covert CCTV equipment, which is used to good effect. It has also recently invested £34k in more CCTV equipment so that we can cover a much broader range of surveillance opportunities. This includes vehicles wired up with CCTV and cameras that can be deployed in a variety of locations such as bricks, fence posts, woodland/foilage and in people's houses.

As well as CCTV you also need the officers to pursue the prosecutions, which are why the Council has invested an extra £200k in additional Environmental Enforcement officers. I find it ironic that you take this line when your group has consistently opposed, for purely political purposes, the changes and improvements I have introduced to tackle fly tipping and littering.

CQ039-14

from Councillor Patricia Hay-Justice

To Councillor Simon Hoar

For some time now I have raised my concern for the lack of action taken by some landlords who do not manage their property(ies). One example is that household rubbish is not correctly segregated, general waste bins are left overflowing and litter is strewn along our streets, in addition to bulky items such as matrices being abandoned. Please confirm the measures that the council have been taking to address this increasing problem to include:

- a) how are the landlords being made to address these issues
- b) how affective has the council been in their endeavours?

Reply

The responsibility for dealing with private landlords and managing agents who are failing to take action regarding waste disposal arrangements falls to the Area Enforcement Team and the Environmental Enforcement officers. A number of measures can be put in place to get landlords and the residents to manage waste more responsibly. The process is that the AEO will contact the residents and/or landlord to do an assessment of the problem and remind them of their responsibilities regarding recycling and the storage of waste. This will then be monitored to assess whether the advice has solved the issue. If the problem persists the Council is able to serve notice on the landlord that effectively enforces them to clear up the land in question and to put in place suitable storage facilities such as fencing or bin stores to prevent against further instances. If this then fails to rectify the problem and the enforcement notice has not been adhered to the next stage will be to prosecute. This is rarely required though and usually the threat of prosecution is enough to resolve the issue.

The powers and interventions available are effective but there are many examples of this around the Borough and it can sometimes take several weeks before ownership/responsibility is identified. Once this is established landlords can often live out of the Country or be very difficult to get hold of, which prolongs the process even further.

The Council is in the process of rolling out a new structure that will see more permanent officers dedicated to tackling fly tipping and waste issues that will provide much needed extra capacity to this issue, although this has been delayed by the opposition of Labour's Union paymasters.

With regard to the segregation of waste, residents have been provided with comprehensive literature on how to use the service in respect of recycling. This information is also on the Council web site.

CQ067-14 **from Councillor Gerry Ryan**

To Councillor Simon Hoar

Can the Cabinet Member responsible for public safety consider providing council staff who face the public giving them the same technology the Police are introducing namely cameras worn on their uniforms to record incidents that would be potential evidence in pursuit of convictions against law breakers?

Reply

The police have recently announced that firearms officers will be issued with cameras so that incidents can be recorded. There are currently no plans for them to be rolled out to all police officers although I am aware that there have been some recent discussions.

The Council's contractor, Kingdom Security, already use body cameras for their enforcement officers. The cameras are only used to record the conversation when a fixed penalty notice for littering is being issued. The camera footage has been extremely useful in investigating complaints and for identifying customer service training needs for the enforcement officers but do not assist in the collection of evidence.

Councils thinking of using body worn cameras or headcams must consider whether there is a pressing need to capture images of people in this way. If the public are made fully aware that officers will be filming offences in a targeted way then their use is likely to be justifiable. However, filming everyday life via such a system would be unjustified and may be subject to legal challenge. In addition, any covert filming would have to be authorised under the Regulation of Investigatory Powers Act (RIPA), which requires an application to the magistrate's court for approval.

As a result of this the Community Safety Team has been reviewing whether to use them for the Council employed enforcement officers. Parking Services have also expressed an interest for the Civil Enforcement officers issuing Parking PCNs and are currently exploring whether they should be used.

CQ074-14 **from Councillor Mark Watson**

To Councillor Simon Hoar

How many Fixed Penalty Notices have been issued in Addiscombe in the last six months?

Reply

There has been one FPN issued in Addiscombe in the last six months. This was for a fly tip in Inglis Road.

However, for the whole of Croydon since April 2013, 2210 FPNS for littering and fly tipping have been issued, some of which will have been issued to Addiscombe residents caught offending in the Town Centre.

CQ075-14 from Councillor Mark Watson

To Councillor Simon Hoar

In your Bulletin you stated that the private company you appointed, Kingdom Security "*specialises in issuing fixed penalty notices for littering and for dog control order offences*", however, according to the figures you provided Kingdom have issued only 3 tickets for dog control offences (less than 0.2%) Where you wrong to state that they were specialists of have you not been managing the contract closely enough?

Reply

As I have stated to you on several occasions, the Kingdom Security littering project is a six-month pilot taking place primarily in the town centre, where very little dog fouling takes place. I had considered this to be a fairly basic concept to understand.

The Kingdom Security pilot is proving to be a success and is clearly reinforcing the message that the Council will not tolerate people who break the law by littering or flouting dog control order requirements. The initial estimate was for up to 400 FPNs to be issued per month whereas the reality is that the average is over 430 per month.

The expectation was always that the vast majority of FPNs would be issued for littering rather than Dog Control Order offences. The team have been deployed mainly to the Town Centre, where there is the highest footfall and issues with littering in the borough.

Judging by the opposition of yourself and your group to a programme aimed at tackling littering, the only conclusion I can draw is that the Labour Party favour littering in the town centre and are opposed to it being tackled by the Conservative administration.

CQ088-14 **from Councillor Jason Cummings**

To Councillor Simon Hoar

How has the littering enforcement pilot performed over the first 5 months?

Reply

The pilot is proving to be a success. Since the pilot started on 12th August 2013 through to 31st December 2013, the statistics are as follows for Kingdom issued FPNs.

- 1957 FPNs have been issued meaning an approximate rate of issue of 430 per month
- The payment rate for these FPNs is 65%, meaning the Council is generating a small surplus that is being used to fund prosecutions for non-payment and other preventative activity

Feedback from public consultation recently undertaken on littering in Croydon is positively in favour of the action that we are taking. Prosecutions for non-payment are underway and should further reinforce the message that the Council will not tolerate people breaking the law by littering and should increase the payment rate further.

CQ097-14 **from Councillor Ian Parker**

To Councillor Simon Hoar

What progress is being made on the shared services programme?

Reply

The overall purpose of the Shared Regulatory Service is to gain efficiencies through reduced management overheads and develop the synergies between the three authorities to ensure development of best practice and effective service provision. The establishment of a shared service will help to mitigate the impact of alternative single borough reductions, either through reduced management capacity or the failure to achieve enough savings which potentially leave frontline services at greater risk.

The project was approved by Croydon's Cabinet on 22nd April 2013 and reviewed by the Council's Scrutiny & Strategic Overview Committee on 11th June 2013. A further report is going to Scrutiny on the 4th February 2014.

Following tri-borough discussions it was decided that Merton Council would host the shared service and affected Croydon and Richmond staff would transfer to them.

A project manager has been appointed who reports to an officer board comprising of directors from all three boroughs, who has been tasked with

- Developing a detailed project plan;
- Establishing the governance arrangements;
- Developing the Collaborative Agreement;
- Appointing a Head of the Shared Regulatory service;
- Managing TUPE issues and transfer of staff to the 'host authority', Merton;
- Setting up all financial arrangements

A consultation document has been drafted and once this has been discussed with the trade unions, it will be circulated to all staff on February 7th 2014.

It is hoped that the service will become operational on 1st April 2014.

CQ101-14 from Councillor Michael Neal

To Councillor Simon Hoar

Can you please inform me of the success you have had with the Met's Back to School programme?

Reply

Croydon Police deployed on average 35 police officers on weekdays from 7th January through to 17th January. In addition a number of volunteers and the Council's Youth Outreach, Area Enforcement, Community Safety and Housing Neighbourhood Warden Teams were also deployed. Activity started at 2.30pm and continued until 5pm each day with the focus on students having left school or college for the day. Activity included:

1. High visibility patrolling in hot spot offending areas and transport hubs to engage with school children to heighten awareness.
2. Static posts by Police officers and volunteers to promote community engagement about mobile phone safety.
3. Love your phone posters distributed as well as leaflet information around the importance of registering devices via the national Immobilise web site.
4. The Police worked closely with the Head teachers association and Council staff engaging with students providing crime prevention advice and raising awareness of street crime.
5. A robust response to those identified as involved in this type of crime.
6. 5 Street briefings were held.

The two week programme has seen a significant reduction in the robbery of school children on their way home. Last year for the same 10 day period there was a total of 14 robberies between 3pm and 6pm on school children. This year saw 9 showing a reduction of 35%. The figure of 9 includes 3 offences in the morning en route to school.

This result is in no small part due to the partnership approach with police, council staff and volunteers coming together to achieve tangible outcomes for Croydon's young people.

CQ107-14 from Councillor Alisa Flemming

To Councillor Simon Hoar

A number of shop keepers along the Green Lane parade have advised that they have been victims of attacks and muggings whilst leaving their places of work late in the evenings. Unfortunately, with the darkness of the surrounding roads it has been difficult to catch the culprits. Can we commit to ensure the new street lights are turned on in this area as a matter of urgency; and also return the roaming CCTV camera to the parade for the foreseeable future until things improve?

Reply

Having checked the crime statistics for the last year (1st Jan 13 to 31st Dec 13) this area is considered to have a low volume of crime when compared to other areas of Croydon as only three reported 'violence against person' crimes were related to businesses for the whole of this period. The Council has made use of CCTV at this location previously and will continue to do so as the need arises.

The majority of surrounding roads have had replacement street lighting installed and completed. Green Lane is currently under construction and will be completed as soon as possible, although we do not have a completion date as yet. In speaking to the team, this road will be very technically challenging and will require some electric shut downs from UKPN.

CQ002-14 from Councillor Michael Neal

To Councillor Sara Bashford

In the Cabinet Member for Corporate and Voluntary Services Bulletin, it says Croydon Council has won the Energy Saving Trust's Business Mileage Management 'Fleet Hero' Award for reducing employee business mileage and saving taxpayers over £500,000.

This is very good news for the budget but has this scheme given staff the flexibility they need to carry out their roles and have there been any problems with cars not being available when needed?

Reply

The scheme was piloted from March 2010 for 2 years and during this time staff consultation and engagement was carried out with statistical analysis of peaks and troughs of usage and car locations. This raw data supplied meaningful information by which to develop the strategy and a robust solution, with contract award commencing in June 2013 giving staff the flexibility to carry out their roles with sufficient availability of vehicles against demand.

Regular monthly monitoring is carried out and utilisation statistics show 89.2% uptake however there are rare occasions when LBC exclusive use vehicles are fully booked, in such instances officers can utilise non-exclusive vehicles for a small additional charge. This is currently a more cost effective solution than increasing the number of vehicles.

We currently have 24 vehicles of which 19 are located at Wandle Road, 2 at Jeanette Wallace House, (both locations close to the civic quarter where demand is highest), 1 at Church Road, 1 Spicer's Yard and 1 at Strand House.

CQ011-14 from Councillor Carole Bonner**To: Councillor Sara Bashford**

Can the Cabinet Member tell me, for the borough and for each ward, how many households that have been affected by changes to benefit rules are in arrears with their council rent or council tax, what is the average amount of these arrears and how many have been or are subject to possession or court proceedings?

Reply

Over 16,000 households were affected by the changes to welfare support in the last 12months; council tax support, benefit cap and under-occupancy (social tenancies)

The council has been working with residents affected by the changes to welfare for many months and has set up a dedicated team, with key partners, to support this. All affected customers have been contacted and officers are available to discuss possible options for support, including additional help with rent and living costs, as well as finding work, moving to more affordable housing and budgeting advice. This has resulted in a significant number of residents helped into work, better managing their finances and moving to more suitable accommodation.

Due to the number of changes, and the time available, we can confirm the precise position with regard to the changes to council tax support and under occupancy. Whilst detail of these changes will include those affected by more than one change, including benefit cap, there will be a small number of households that are not included.

Council tax

As at April 2013, 13,798 households were affected by the changes to council tax benefit that were implemented. The table below confirms the breakdown of those affected per ward:

Ward	Number of customers	%
Addiscombe	604	4
Ashburton	470	3
Bensham	770	6
Broad Green	1080	8
Croham	415	3
East Coulsdon	181	1
Fairfield	623	5
Fieldway	757	5
Heathfield	304	2
Kenley	322	2
New Addington	539	4
Norbury	600	4
Purley	308	2
Sanderstead	149	1
Selhurst	1028	7

Selsdon/Ballards	102	1
Shirley	418	3
South Norwood	923	7
Thornton Heath	874	6
Upper Norwood	648	5
Wadden	762	6
West Coulsdon	192	1
West Thornton	819	6
Woodside	910	7
Grand Total	13798	

As at 16 January 2014, 2572 accounts progressed to a court summons for non-payment. Therefore 82% of customers are making payments in line with their instalment plans.

In a special exercise, over the last 2 months, the council have successfully engaged with over 400 customers who are in receipt of council tax support and have been summonsed, resulting in further support arrangements to assist them to better manage their financial position.

Council tenants

1,026 households were affected by under occupancy. Of these 414 are behind with their payments, broken down by wards below and 423 of the 1,026 households are currently in credit.

Addiscombe	2	Norbury	17
Ashburton	26	Purley	3
Bensham manor	5	Sanderstead	13
Broad green	28	Selhurst	19
Broad green	28	Selsdon/ Ballard	2
Coulsdon East	13	Shirley	17
Coulsdon West	6	South Norwood	14
Croham	2	Thornton Heath	16
Fairfield	4	Upper Norwood	30
Fieldway	92	Waddon	35
Heathfield	18	West Thornton	3
Kenley	12	Woodside	7
New Addington	39		

Of the 414 households 264 are actively working with the council with regard to a longer term solution related to budgeting, finding work or moving.

217 customers have arrears of less than £50 and the average arrears is £432.62.

46 households are currently under possession instruction which could lead to eviction although the council is actively working with each of these cases and the arrears outstanding in each case has accrued prior to the changes to welfare.

The rent collection rate for December was 99.1%, the highest in the last five years. 43% of tenants affected by under-occupancy were in rent arrears on 6 January 2014, compared with 37% of all council tenants in arrears on the same date.

CQ022-14 from Councillor Pat Clouder

To: Councillor Sara Bashford

Would the Cabinet Member for Welfare Reform tell me how many people have been contacted via post, via letter or via home visit, of those who will be affected by the changes.

Reply

Over 16,000 households were affected by the changes to welfare support in the last 12 months; council tax support, benefit cap and under-occupancy (social tenancies)

Every family affected was contacted directly prior to the changes to advise them of the options available to assist them. This was on top of a borough wide awareness campaign which utilised posters, social media and local press to direct residents to appropriate support. In addition phone calls were made to those customers most affected by multiple changes, to ensure that they clearly understood the full impact of the reforms and that dedicated support was provided where appropriate.

In total 14,059 letters were sent to affected customers seeing a reduction in council tax support.

The 2,195 customers identified as affected by the under-occupancy changes on the received a letter in February. In addition to this, these customers were contacted by letter over the summer of 2012 advising them of the changes.

Everyone affected by the benefit cap changes were notified directly by Job Centre Plus, with multiple efforts made to contact customers via phone, letter, and face to face prior to the events taking place.

In addition we have undertaken a large amount of contact with those customers most heavily affected by any or all of the changes highlighted above.

A series of 10 welfare reform events have been run since April 2013. These events which have focussed on supporting customers to find a sustainable long term solution to their welfare reform challenge, either through finding work, moving or budgeting have been well attended. In promoting these events we have sent out 14,500 targeted letters to customers affected by the reforms. In addition phone calls were also used to contact dozens of targeted customers to encourage them to come to the event.

Our overall welfare reform approach, involving targeted contact and support of affected customers has seen 1,598 customers to date supported through to a solution to the welfare reforms; with 268 customers having been supported to find work, 196 customers having moved, and 607 having been supported to make up the shortfall via their own resources. To date our welfare reform team have actively engaged with 3,026 customers, across housing, JCP, and our initial engagement team, by phone and face to face.

CQ036-14 from Councillor Simon Hall

To Councillor Sara Bashford

Can the Cabinet Member tell me, of the procurement and commissioning that has been approved or recommended by the Contracts and Commissioning Board in 2013, what is the total value (split between Revenue and Capital) and, of each of these figures, how much relates to agency staff, contractors, advisors, professional services (lawyers, architects, surveyors etc.), project managers and other similar?

Reply

The table below sets out the total value of contracts approved or recommended by Contracts Commissioning board (to date) during the 2013/14 financial year. The table also sets out the total value of those contracts that relate to professional services. It is important to note that due to the complex nature of commissioning and the financial value derived from commissioning services in an integrated and holistic way, only those contracts that specifically include provision for professional services have been included in the total values given. All agency staff are engaged using the council's existing managed service provider for temporary workers contract and as such no contracts included in 2013/14 relate to this group of workers.

Total contract value	Revenue - £5,460,088
	Capital - £5,629,936
Professional services total contract value	Revenue - £941,850
	Capital - £403,790

CQ048-14

from Councillor Matthew Kyeremeh

To Councillor Sara Bashford

Can the Cabinet Member outline for me the Council's policy for all types of payments and/or payments options available to residents? Is there any means of judging how these options meet the needs and circumstances of all residents who need to make any payments to the Council?

Reply

A wide number of payment options are available to Croydon residents, although these do vary across services to meet specific service needs:

- Web
- Phone – directly through the customer service adviser (debit or credit card)
- Phone – via automated payment service – touch tone (debit or credit card)
- Direct Debit
- Standing order
- Cheque
- Giro
- Paypoint outlets
- Paypoint at Post Office
- Bank

We monitor residents requirements for payment methods through customer complaints/feedback, collection levels and overall take-up. This is in addition to a recent review of customer access which has seen us provide a number of further on-line services to increase contact options and to better meet resident preferences.

CQ062-14 from Councillor Raj Rajendran

To Councillor Sara Bashford

Would the Cabinet Member please provide relevant information to the following?

- i. Who is the owner of Fairfield Halls and who does run Fairfield Halls?
- ii. If Fairfield Halls are run by another organisation other than Council, can you please brief on the contract?
- iii. How much grant the Council had given each financial year 2010-11, 2011-12, 2012-13 and 2023-14 for running and refurbishing Fairfield Halls?

Reply

- i) Fairfield Halls is owned by Croydon Council and the Halls are run by Fairfield (Croydon) Limited
- ii) The Council leases the Fairfield Halls to Fairfield (Croydon) Limited
- iii) To date the Council has grant funded Fairfield (Croydon) limited the following:

2010/11	£714k plus £200k capital to support refurbishment of foyer
2011/12	£750k
2012/13	£1m plus £315k capital for purchase and installation of audio equipment
2013/14	£918k plus £9k revenue for Health and Safety works

Compare this to the previous Labour administration who cut funding to nothing, I think this shows this administration's commitment to the Fairfield Halls.

CQ070-14 **from Councillor Mike Selva**

To Councillor Sara Bashford

Please confirm the total amount spent of money this administration spent on furniture, fixtures and fittings at BWH?

Reply

Please refer to Corporate Services report dated 27/03/13 which approved a contract award of £2,506,635

CQ079-14 **from Councillor Louisa Woodley**

To Councillor Sara Bashford

Could the Cabinet member tell me how much has been spent on the following 'types' of consultants so far this financial year-a)-those who are employed as casual or temporary workers, b) those who paid directly by the Council, c) those who are employed through a company?

Could she tell me what percentage this is of the overall staffing budget for the Council and could she give me an update on the amount spent on agency staff?

Reply

The Council spend on consultancy is detailed below to 31st December 2013

Type	£000
Paid directly as casual or temp	0
Paid directly	0
Employed through a company	4,541

This represents 0.34% of the total staffing budget.

The agency spend for 2013/14 is £14,613k

CQ080-14 **from Councillor Louisa Woodley**

To Councillor Sara Bashford

Could the Cabinet member give me an update on the following 'commissioning opportunities':

1. DASHH Preventative services
2. Older People Floating Support
3. Learning Disabilities- Supported Housing
4. Single Homeless- Supported Housing
5. Young Person Services – Supported Housing
6. Youth Provision

Please state the provider of the service and the total contract value.

Reply

The commissioning opportunities listed above are all still live and have not yet been formally awarded. As such the Council is not in a position to provide the requested information regarding contract or provider details.

CQ081-14 **from Councillor Louisa Woodley**

To Councillor Sara Bashford

Could the Cabinet member give me a breakdown of how the 'Small Grants' fund has been spent. Please state which areas have been covered by 24 community initiatives referred to in his report as well as details of the type of support that has been provided.

Reply

The details of all projects supported by the Small Grants Fund are available to the public on the Council website at www.croydon.gov.uk/thirdsector where there are links to all previously funded programmes.

This question has been asked previously so to assist the Members to find the details, the links to each are,

Round 1

<http://www.croydon.gov.uk/contents/departments/community/pdf/975946/smallgrantsawards1>

Round 2

<http://www.croydon.gov.uk/contents/departments/community/pdf/975946/smlgrnt2award>

Round 3

<http://www.croydon.gov.uk/contents/departments/community/pdf/975946/smlgrnt3awards>

Round 4

<http://www.croydon.gov.uk/contents/departments/community/pdf/975946/smlgrnts4awards>

Round 5

<http://www.croydon.gov.uk/contents/departments/community/pdf/975946/smlgrnts4awards>

Round 6 closed in December and I anticipate announcing the outcome in March.

With regard to your second point, I do not know which report you are referring to but, if you provide more detail, I would be happy to provide the information requested.

CQ082-14 **from Councillor Tony Pearson**

To Councillor Sara Bashford

The new mobile App has been up and running for a short while now. Can the Cabinet Member for Corporate and Voluntary Services please tell me how many residents have downloaded the App and how many reports have been received via this route?

Reply

The My Croydon app has been live approx. 7 weeks and there has been 1193 downloads to date (20th Jan 2014) with 210 reports submitted. The most popular activity is reporting a flytipping, reporting an abandoned vehicle and in the recent bad weather blocked gullies and drainage proved popular.

As well as an excellent take up we have received some very positive customer feedback.

The app is rated a 4.5/5 in the Google play store

The app is rated as 5 at the apple store (but a minimum vol of ratings are required before these ratings are published)

In the coming months we will be adding further functionality to the app to allow residents to book, pay and report a number of further services. Assisting our residents to access our services is also helping us reduce our costs and protect other critical front line services.

CQ057-14 **from Councillor Maggie Mansell**

To Councillor Vidhi Mohan

Who paid for the Eid and Diwali lights in Norbury?

Reply

Thank you for bringing this up. It is fantastic news that Eid and Diwali lights have been put up in Norbury. The good news gets better as this has been done at no direct cost to Croydon council tax payers.

Croydon Council isn't directly responsible for this route so unfortunately I don't have a definitive answer as to who funded the lights. The route falls within the ambit of Transport for London who will have either funded or authorised them.

CQ092-14 from Councillor Terry Lenton

To Councillor Vidhi Mohan

At the Develop Croydon Conference held in November it was announced that Croydon is one of six pilot authorities to benefit from a scheme where 200 local companies can get free connection to fibre optic cabling enabling ultra-fast broadband. How are local companies being selected for this free connection?

Reply

Croydon is indeed one of six London boroughs to pilot the government funded Super Connected Cities Voucher Scheme (CVS).

Businesses applying are considered on a first-come-first-served basis. The borough has an allocation of funds to cover up to 200 businesses to increase their broadband capability until the end of the pilot (1 March 2014). After 1 March 2014 the scheme will open to all London Boroughs, including Croydon so that businesses still wishing to benefit can apply directly to GLA.

The scheme is open to all Croydon businesses, i.e. those businesses that have a registered address within a Croydon post code. Under the CVS 200 Croydon businesses could get up to £3,000 for a faster broadband connection, usually of 30MB or more. With this super connection businesses can :

Work in the cloud

- Flexible storage means the business won't need to buy server hardware when growing
- Staff can access all files and applications on the go, so easier to work when and where they need to
- All files are backed up, so disaster recovery won't be a crisis.

Really quick data transfer

- Send big files quickly and securely, allowing data hungry companies to benefit the most
- Customer and supplier management systems will work better and be more accessible.

Super speedy connection

- Enjoy reliable videoconferencing and make the most of the web
- Increase productivity, everything the business uses online will work more quickly and reliably every day.

The voucher can also be used for a dedicated business grade broadband service. The amount will only cover the cost of the connection and businesses are responsible for the paying the bill thereafter.

For more information follow the link
<https://www.connectionvouchers.co.uk/>

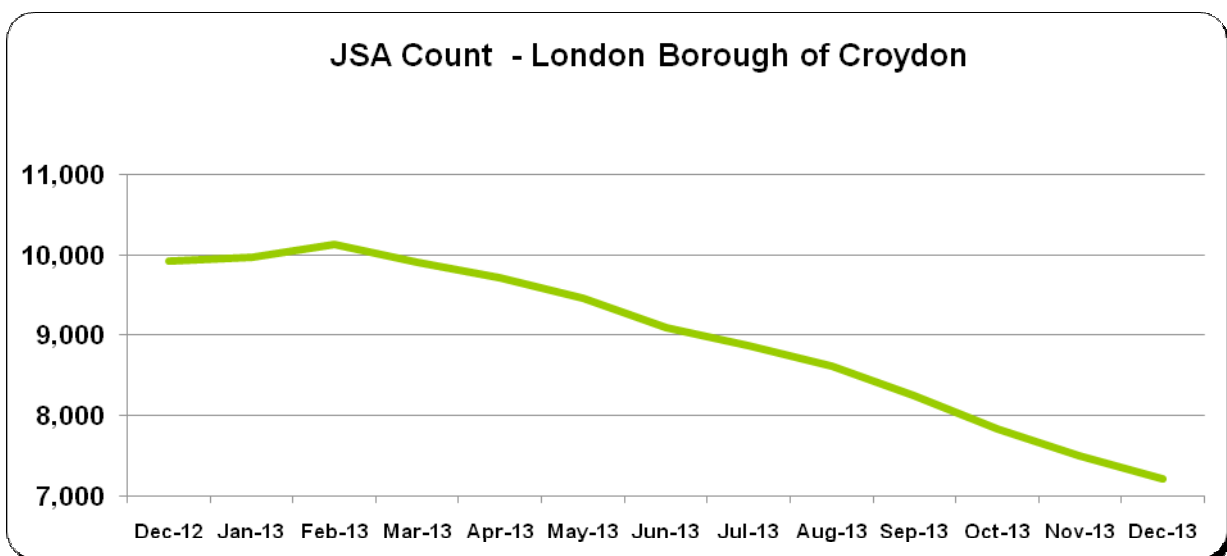
CQ100-14 from Councillor Richard Chatterjee

To Councillor Vidhi Mohan

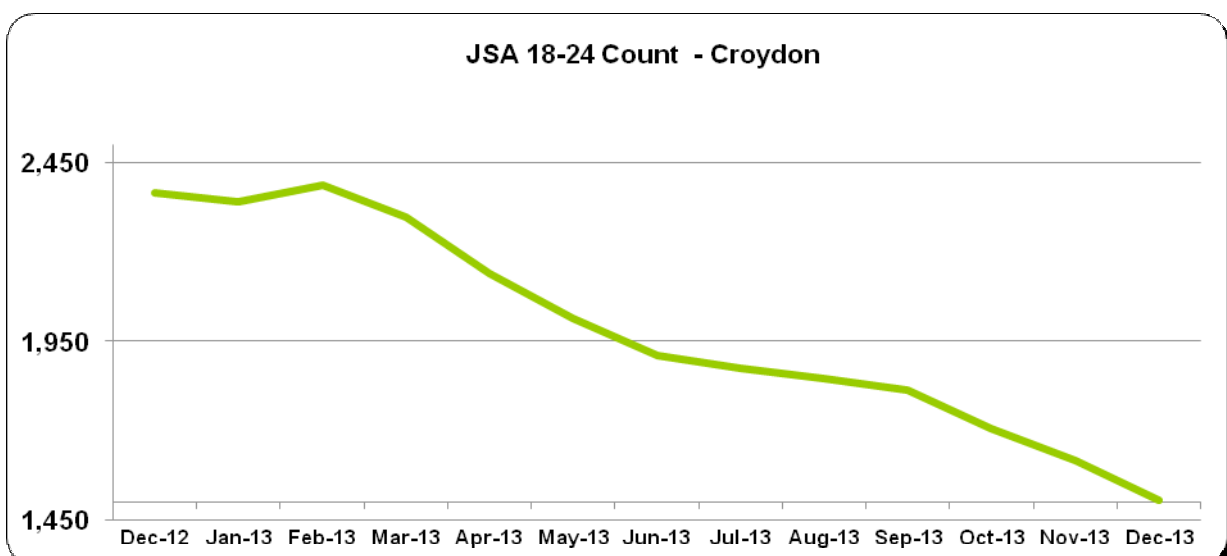
'Can the Cabinet Member give us an update on the unemployment situation in Croydon, and steps the Council is taking to create jobs?

Reply

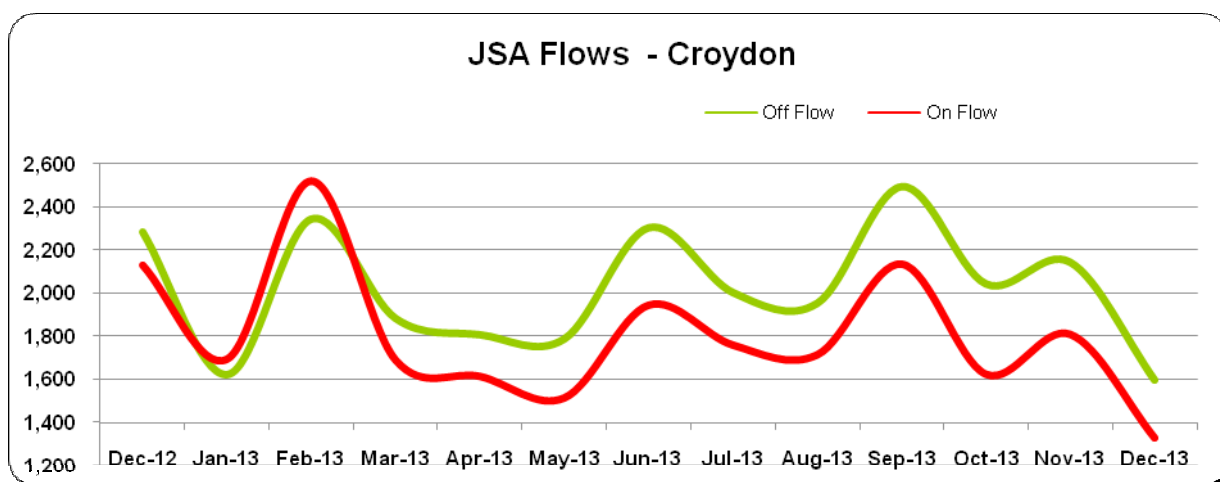
- In Croydon over the last 12 months the official Croydon JSA claimant numbers have been decreasing consistently and in December 2013 the number was 7,210 which represents a decrease of 3.8 % of all claimants on the previous month and a decrease of 27.3% on a year earlier.



- The JSA claimant count for 18-24 year olds also fell consistently over the same period and stood at 1,505 in December 2013, which is a decrease of 110 claimants on a month earlier down 6.8% and a decrease of 865 (-36.5%) on a year earlier.



- An important indicator is the JSA on-flow and off-flow, which show the numbers of people starting and stopping to claim this benefit. Over the last year these two indicators confirmed the positive trend in Croydon. These encouraging trends are in part due to the work of existing partnerships with Job Centre Plus (JCP) and agencies to increase support for getting people into work. The on- flow in December 2013 for all claimants was 1,330, a fall of 37.6% compared to a year ago .The off -flow at 1,600 was 30.0% lower than a year ago.



- Croydon had the highest percentage reduction (-27.3%) of JSA claimants of any South London Boroughs in comparison with December 2012. In the case of 18-24 JSA claimants compared with a year ago Croydon achieved the highest reduction down 36.5% of any London Borough
- Pathways to Employment

Croydon Council is committed to the 'Pathways to Employment' Partnership approach that ensures that Croydon residents benefit directly from jobs created. through a range of activities and projects aimed at employers and local residents to secure employment or pre-employment opportunities, particularly those who find it hard to secure work.

This approach enables the Council and its partners to work collaboratively to maximise the number of local people securing new jobs created as a result of the regeneration and economic development activities which are being delivered and are in the pipeline over the next five years.

Croydon is on the brink of a major investment in the town centre, which will reshape and define the state of Croydon's future in terms of economic growth, physical regeneration and community cohesion. This is an unprecedented and opportunity for all Croydon's residents. It is anticipated that over the next five years more than 16,000 jobs could be created in Croydon. The potential Whitgift redevelopment anticipates a spend of over £1 billion creating and safeguarding more than 8,000 local jobs while growth in key sectors (Health and social care, financial, professional and business services, ICT and construction) will account for a further 8,000 jobs.

Through Pathways to Employment it is the Councils goal that local people receive support and guidance to secure these new job opportunities.