

COUNCIL MEETING: MONDAY 24 MARCH 2014

WRITTEN QUESTIONS FROM COUNCIL MEMBERS

Question Number	Question asked by Councillor:	Subject
LEADER OF THE COUNCIL – Councillor Mike Fisher		
CQ201	Chowdhury	Stephen Lawrence
CQ222	Letts	B&B
CQ223	Letts	Nightwatch
CQ228	Newman	Tory Support
CQ229	Newman	UKIP
CQ230	Newman	Tory Support
CQ231	Rajendran	Police
CQ235	Ryan G	Flood costs
CQ252	Jewitt	Hospital closure
CQ253	Jewitt	Council Tax refund
CQ261	Kabir	Council debt
CABINET MEMBER FOR COMMUNITIES AND ECONOMIC DEVELOPMENT – Councillor Vidhi Mohan		
CQ197	Winborn	Business Rate relief.
CQ267	Pearson	BIDs
CQ274	Chatterjee	BWH Community Space
CABINET MEMBER FOR COMMUNITY SAFETY & PUBLIC PROTECTION - Councillor Simon Hoar		
CQ185	Khan S	Crime stats
CQ192	Parker	Fly-tipping
CQ196	Cummings	PCNs
CQ198	Ayres	Fly-tipping
CQ205	Clouder	Licensing applications
CQ208	Collins	Environmental Enforcement Officers
CQ213	Hay-Justice	Fines
CQ220	Lawlor	Public Toilets
CQ238	Smith	Burial Places
CQ239	Smith	Fines
CQ247	Scott	fly tipping etc
CQ255	Hall	CCTV Central Parade
CQ272	Pollard H	Flood support

Question Number	Question asked by Councillor:	Subject
CABINET MEMBER FOR CORPORATE AND VOLUNTARY SERVICES - Councillor Sara Bashford		
CQ188	Marshall	Small Grants
CQ189	Buttinger	Small Grants
CQ190	Cummings	Council Tax refund
CQ191	Lenton	Commissioning training
CQ193	Bonner	BWH- remedial works
CQ211	Fitzsimons	Croydon app
CQ266	Godfrey	Staff costs
DEPUTY LEADER (COMMUNICATIONS) AND CABINET MEMBER FOR CHILDREN, FAMILIES & LEARNING – Councillor Tim Pollard		
CQ204	Clouder	Child behaviour
CQ207	Collins	Croydon General Hospital Site
CQ217	Kyeremeh	Primary School places
CQ218	Kyeremeh	Primary Schools
CQ224	Letts	School places
CQ227	Mansell	support re homelessness
CQ234	Ryan G	Whitehorse Youth Centre
CQ237	Smith	Primary School places
CQ249	Shahul-Hameed	Croydon General Hospital Site
CQ251	Shahul-Hameed	School places
CQ254	Jewitt	Arena new build
CQ260	Flemming	School places
CQ263	Kabir	School places
CQ264	Godfrey	Library Staffing
CQ265	Godfrey	Art exhibitions
DEPUTY LEADER (STATUTORY) (CAPITAL BUDGET AND ASSET MANAGEMENT) AND CABINET MEMBER FOR HOUSING – Councillor Dudley Mead		
CQ194	Bonner	Council properties
CQ195	Bonner	1/2 bedroom properties
CQ202	Chowdhury	new houses
CQ214	Hay-Justice	Register of Landlords
CQ216	Kyeremeh	HMOs
CQ225	Mansell	Homeless families
CQ226	Mansell	B&B
CQ233	Rajendran	Rents
CQ243	Butler	Housing Crisis
CQ244	Butler	Decent Homes
CQ246	Scott	Property sold

Question Number	Question asked by Councillor:	Subject
CQ256	Hall	Walton Green Playground
CQ258	Flemming	Decent Homes
CQ259	Flemming	Property refurbishment
CQ271	Pollard H	Monks Hill
CABINET MEMBER FOR PLANNING, REGENERATION & TRANSPORT– Councillor Jason Perry		
CQ200	Ayres	Village Green
CQ210	Fitzsimons	Redevelopment in Addiscombe
CQ212	Fitzsimons	Menta Tower
CQ219	Lawlor	Paxton House
CQ236	Ryan G	Tram
CQ257	Hall	Beech House/Cedar House
CQ273	Pearson	Central Parade
CABINET MEMBER FOR HIGHWAYS & ENVIRONMENTAL SERVICES - Councillor Phil Thomas		
CQ186	Khan S	Street lighting
CQ187	Khan S	Norbury Hall Park
CQ199	Ayres	Central Parade Market
CQ203	Chowdhury	Street trees
CQ209	Collins	Road works
CQ215	Hay-Justice	Parking permits
CQ221	Lawlor	Fly-tipping
CQ232	Rajendran	Independent streets Commission report
CQ240	Watson	Street lighting
CQ241	Watson	street cleaning
CQ242	Watson	road safety
CQ245	Butler	Frant Road
CQ250	Shahul-Hameed	Bulky Waste
CQ262	Kabir	unadopted roads
CQ268	Gatland	street cleaning
CQ269	Osland	Pothole repairs
CQ270	Pearson	Recycling
CQ275	Bains	Recycling
CABINET MEMBER FOR FINANCE & PERFORMANCE MANAGEMENT- Councillor Steve O'Connell		
CQ248	Scott	Council borrowing

Question Number	Question asked by Councillor:	Subject
CABINET MEMBER FOR ADULT SERVICES & HEALTH- Councillor Margaret Mead		
CQ206	Clouder	Mental Health
CQ276	Avis	Deferred Payment agreement
CQ277	Avis	Immunisation rates
CQ278	Avis	Adult Social Care

CQ201-14 from Councillor Sherwan Chowdhury

To Councillor Mike Fisher

On 6 March 14, the Home Secretary Theresa May ordered a judge to carry out a public inquiry after a shocking revelation of how the Metropolitan Police spied on Stephen Lawrence's parents after suing the Met for the cover up of the original case. Could the leader of the council confirm to me whether any Croydon councillors were interviewed, regarding being involved in the covering up or have any connections regarding the Stephen Lawrence murder inquiry which was a disgrace to the Yard.

Reply

Thank you for your question.

I think that you have got rather confused about the facts in your question above, but do not let that detract from the profoundly shocking nature of the revelations made by the review undertaken by Mark Ellison QC on behalf of the Home Secretary.

However, while the role of Leader of the Council is wide reaching, it does not stretch to being responsible for reviews commissioned by the Home Secretary. So I would suggest that you will have to ask the Home Secretary, the Metropolitan Police or Members of the Council directly.

CQ222-14

from Councillor Toni Letts

To Councillor Mike Fisher

Can the Leader of the Council advise me what information or assistance I can give a homeless pregnant mother and her three boys currently living in Bed and Breakfast. This mother has been advised by the Council that because her former partner left her in their previous home with rent arrears, the view is that she has therefore made herself intentionally homeless and is about to be evicted from her B&B.

Do you have any suggestions as to where this pregnant woman who with two of her sons suffers a dangerous blood disorder. With no money, ill health, where can this woman and her children sleep at night and what happens when the new child is born?

Reply

Councillor Letts, it really is election season when you are submitting a question like this. I'm very surprised that you have raised this as a council question when you know full well that any concerns about this issue could have been raised with Councillor Dudley Mead or myself and would have been dealt with very quickly.

Unfortunately, you have chosen instead to cherry pick the parts of a housing application in a vain effort to try to portray an insensitive and uncaring housing service does you no credit at all. As an experienced and respected Councillor, you know full well that a range of advice and support is available, including the opportunity to be housed while pending appeal against any judgement. You are also fully aware that there is an opportunity to providing housing and assistance if the Council is required to provide support under the Children's Act.

Under the excellent stewardship of Councillor Dudley Mead, Conservative Croydon has been able to bring our housing stock back to full health. We have managed to do this having already invested in our council houses to ensure that every property meets the decent homes standard. That's every family in a decent home, a figure that the previous Labour administration could only dream about.

We have done such a good job of getting housing back into shape, we are able to give tenants a two week rent holiday for the first time in Croydon history.

Under a Conservative Croydon, we have seen 71 Council homes built in the last four years alone, helping to house more vulnerable families and reduce the pressure on temporary accommodation.

We both know that is infinitely more council homes than Labour built while in office, which of course we all know amounted to absolutely none. Not one single additional Council house built under Labour.

We both also know that your party's record on homelessness households was much worse than that under Conservative Croydon. Since coming to power we have reduced the number of homeless families by 500. Please do remind yourself that there were 500 more homeless families under your control when trying to talk down the excellent work of our hard working housing and homelessness officers.

So under Labour, Croydon had 500 more homeless families, not one penny of investment in new council homes and a fifth of families living in council houses that

failed to meet the decent homes standard.

That is why when it comes to housing, everyone knows that they are better off under a Conservative Croydon.

CQ223-14 from Councillor Toni Letts

To Councillor Mike Fisher

Following my written question to you (27 January Council Meeting) regarding Night watch and the Food Run in Queens Gardens, in your written and verbal response to my supplementary question you relied heavily on remarks supposedly made by the Westminster Drug Project (WDP).

Have you or officers had any meetings/updates with either Night watch or WDP?

Reply

Thank you for your question.

The remarks that you refer to were not 'supposedly made' by our outreach service WDP, these were actual comments made by them and supported by a number of other services who have witnessed and engaged with those attending the site.

Officers have not met again with Nightwatch specifically although work has taken place to enquire further into the makeup of those attending, including assessing their needs which will help officers assess the next steps.

It is still our view that the soup kitchen is an unsafe environment for both workers and service users and seems to be a location which is being used as a social environment. It seems to be an old fashioned way in feeding people as there are many alternatives in the borough and clients who either find themselves homeless have an opportunity to see a housing advisor who could facilitate them gaining access into a hostel or our commissioned providers WDP can assist individuals gain access to benefits.

The soup kitchen seems to be enabling people to stay dependent on Nightwatch and it would be far more resourceful if local organisations who wish to help could donate food, clothes, vouchers to local services who are there to engage with such individuals, e.g. donating food to WDP, Slam, Keystone, Foundation 66 as this would assist them with client engagement.

CQ228-14 from Councillor Tony Newman

To Councillor Mike Fisher

Having voted against Labour's fully costed and approved by council officers budget in February for extra police and CCTV for New Addington, are you surprised that support for the Conservatives in New Addington has now collapsed.

Reply

Genuinely hilarious Councillor Newman. Thank you for giving all of us such a good laugh.

Just to put you straight on the facts. Your 'fully costed' proposals were funded for a period of two years. How would you have funded any of your proposals after those two years ran out? The answer to that one is easy – you would hike up Council Tax because that is your answer to everything.

It is a shame that the Labour party refuses to give voters in Croydon any credit whatsoever. At the Council Tax meeting in February every voter saw that you had the gall to say that you would take another £25 from every household so that you had more money to spend. Not one idea for generating efficiencies, no savings in any service areas and no ideas on how to generate additional income. You went where you always go, straight to every hard working family's pockets.

Every voter heard you denounce the £25 efficiency rebate and stick to your tired old mantra of tax and spend. You can stand there and claim that you are going to freeze council tax but, as you will see on 22 May, nobody believes you. When you were last in office, you were the man who helped oversee the doubling of Council Tax and you haven't changed one bit.

CQ229-14 from Councillor Tony Newman

To Councillor Mike Fisher

UKIP claim they will take two seats from the Conservatives in the South of Croydon in May, have you asked officials to prepare for a new political group being on the Council.

Reply

Thank you for your question Councillor Newman. You have shown the electorate that you are so out of touch with local politics that you are turning to UKIP for advice. I've seen it all now.

My best advice to you Councillor Newman is to worry about your own party. The people of Croydon haven't forgotten the damage that you and your colleagues on the opposition benches did to our great city. Under your watch:

- You doubled council tax over twelve years;
- Homelessness was at an all-time high;
- Millions of pounds were wasted on a series of pie in the sky regeneration projects; and
- Schools were failing across the Borough.

We all remember that while you were raising council tax by hikes as high as 36% and 27%, you still managed to all but bankrupt the Borough.

The electors of Croydon haven't forgotten your disgraceful performance the last time you were in office and they also haven't failed to notice that you have barely changed your front bench from the series of underperformers that you chose to lead Croydon nine years ago. How can you expect anyone to believe that your party has changed when you have stuck with so many of the same tried and failed Cabinet Members?

In fact, the lack of changes you have made to your front bench are yet another sign of the contempt in which you hold the electorate. Of the ten Councillors that made up your Cabinet in Spring 2006, three have been shown the door by the electorate (Adrian Dennis, Ian Payne and Paula Shaw).

Of the seven remaining, let's see if anyone can spot the difference?

	Cabinet of Shame Member? (Jan 2006)	Current Shadow Cabinet Member? (March 2014)
Tony Newman	Yes	Yes
Stuart Collins	Yes	Yes
Louisa Woodley	Yes	Yes
Mark Watson	Yes	Yes
Alison Butler	Yes	Yes
Paul Smith	Yes	No
Gerry Ryan	Yes	No

Unfortunately very little has changed – in fact you have made two of your failed Cabinet of Shame Members deputy Leaders of the Labour party. This is why no-one

believes a word you say about freezing Council Tax or delivering efficient services. It really is no surprise to anyone that you all spent the last Council meeting saying that if you were in power the efficiency rebate would be scrapped to give you more money to spend.

It is classic Tony Newman behaviour, taking money from Taxpayers because you like to spend, spend, spend. Like I say, you should really worry about your own party because everyone knows that you haven't changed one bit.

CQ230-14 **from Councillor Tony Newman**

To Councillor Mike Fisher

Labour's election pledge is for a clean safe and secure Croydon with Council tax frozen for two years, and never to increase above inflation beyond that. Yours is for a 50p rebate of peoples own money and our streets being left dirty with an unchecked fly tipping epidemic, might this explain the collapse in support for the Tories in Croydon.

Reply

Thank you for the question Councillor Newman. It reminds me of that old saying that the definition of madness is doing the same thing over and over again each time expecting a different result.

You can keep claiming that you won't raise council tax and you can keep claiming that you can eradicate fly-tipping. No one believes you because when you were in power you did exactly the opposite.

I think it is about time you accepted the fact that your Labour group was a disaster when in power between 1994 and 2006. You doubled council tax, you hiked it up by 36% and 27% in times when government grant was increasing. You didn't even spend all that money wisely. The reality is that you nearly bankrupted the Borough while failing to improve services and fleecing hard working families across the Borough. Let's take a look at your record on fly-tipping given that you have mentioned it so often:

Over the last 2 years Conservative Croydon has spent a total of £322k on fly tipping. In comparison, the final 2 years (2004/5 and 2005/6) of the last Labour administration, spending on fly tipping amounted to a total of £156k. Less than half! That's before we even start to add in the additional £300k of further investment into tackling fly-tipping and keeping the streets clean that we have made this financial year.

I spelt this out in the response to CQ170-14, but, just like groundhog day, the Labour group continues to try and deny that it invested less than half the money that Conservative Croydon has done to tackle fly tipping. Here's the graph again to remind you. Please remember that the much bigger number is good and that the small number is bad:

Labour investment in tackling fly tipping 04/06 vs Conservative investment 11/13



So Councillor Newman, you can stand there repeating the same promises on council tax and fly tipping but please remember, everyone remembers what you were really like when in power and no one believes what you are promising now because you haven't changed one bit.

CQ231-14 from Councillor Raj Rajendran

To Councillor Mike Fisher

The announcement of a new inquiry into police corruption centred on the Stephen Lawrence case has again shaken people's trust and confidence in the Metropolitan Police, particularly those from the ethnic community.

What are the policies the Council have to regain people's trust and confidence in the Met, particularly those from the minority ethnic community who make up over 25% of the Borough's population?

Reply

Thank you for your question. Can I start by offering my condolences on the news that you have been deselected by your party? I am genuinely saddened to hear that your hard work has gone unrecognised by your local Labour group and that you have been abandoned by your Leader, Councillor Tony Newman.

For a hardworking and respected Councillor such as yourself, this does seem unfair. The door is open if you wish to cross the floor and join the Conservative group for the remainder of this political term.

Moving onto your question, the first thing we are doing is maintaining our good understanding of our communities, which enables me to correct you on the 25% figure you have quoted in your question.

I suspect Councillor Newman or one of his Cabinet of Shame colleagues provided you with that figure. The Labour front bench just can't get one fact straight can they? If they bothered to read documents such as the Council's Borough Profile, census figures or ONS population statistics or if they had any knowledge of the community we serve, they would know that 44.9% of Croydon residents are from Black and Minority Ethnic Communities.

It is one of Croydon's great strengths that we have a rich, diverse and cosmopolitan blend of people and families living across the Borough. I would counsel colleagues across the Labour group to get to know your residents better. That way they might discover that residents don't like Council Tax being doubled or scandalous frittering away of public funds. That is why they haven't voted for a Labour administration in the last two elections and why they won't vote for Labour this May.

Now that I have put you right on yet another piece of misinformation by the Labour Group, I'll answer your question. Of course, and I'm sure even you can grasp this, the need for the Police to rebuild trust and confidence across all communities is primarily the responsibility of the Police.

That said, we take every opportunity to work with partners across Croydon to improve public services. This can include police attendance at cabinet roadshows, being key partners in the production and delivery of the community strategy and lead partners on the community safety partnership.

Of course, one of the key steps in improving trust and confidence has been to put more police officers onto the streets instead of behind unused front desks.

Conservative Croydon has supported this, a move that is putting 177 extra police officers onto Croydon's streets. It goes without saying that Labour opposed this move and think that trust can be built by keeping police officers behind unused front desks overnight.

CQ235-14 **from Councillor Gerry Ryan**

To Councillor Mike Fisher

How much Council Tax payers money has been spent on recent floods and how much more will be spent to alleviate future flooding. Please show what has and what may be spent on this please?

Reply

Thank you for your question. It gives me another opportunity to thank again the excellent work of professionals across the public sector in their outstanding response to limit the impact of the flooding and minimise the disruption to businesses and families.

As you are aware, the Conservative led Government has committed to provide a range of financial assistance to those local authorities who have been affected by this winter's floods via a number of schemes that will reimburse cost incurred by councils, their residents and their businesses.

In terms of support to businesses, Croydon has provided a £1000 grant to all small businesses affected. This is supplemented by 100% business rate relief for three months, repair and renew grants and additional time available to HMRC bills.

For residents, a three month council tax exemption is available to anyone who was evacuated and repair and renewal grants are available up to £5000.

The principal scheme providing financial support to local authorities is the Bellwin Scheme which for the recent flooding will reimburse councils at a rate of 100% of their reasonable, eligible expenditure once the expenditure exceeds a particular threshold – Croydon's threshold had originally been set at £1.013m. However, I am pleased to report that following his visit to Croydon, the Secretary of State for Communities and Local Government has reduced Croydon's threshold to £575,951. This threshold is equivalent to 0.46% of Croydon's 2013/14 Council tax requirement or £5.39 on a band D property. At this stage the Council does not envisage incurring any expenditure that falls outside the eligibility criteria for Bellwin Scheme support.

During the current flooding Croydon has been working in partnership with numerous agencies particularly the Environment Agency, London Fire Brigade and neighbouring local authorities.

Government guidance establishes general guidelines covering the responsibilities of the various agencies;-

1. During an incident the Local Authorities

- provide shelter and welfare for those affected by the flooding via evacuation, rest, humanitarian and other centres to meet their immediate to short term needs.
- facilitate the inspection of dangerous structures to ensure that they are safe for emergency personnel to enter;
- cleaning up and facilitating the remediation and reoccupation of affected sites or areas.

2. During an incident the **Environment Agency**

- warns and informs the public of flood risk
- repairs those flood defences we are responsible for
- installs temporary flood barriers
- works closely with partners at local resilience forums

As work is still continuing on clear-up and prevention measures it would be difficult to provide an accurate estimate as to the size of the Council's claim under the Bellwin Scheme, however expenditure has already exceeded £1m.

CQ252-14 **from Councillor Karen Jewitt**

To Councillor Mike Fisher

Will the Leader of the Council agree with me in the condemnation of the vote to allow hospitals to be closed by Government without protest even if they are doing well? Does he also agree clause 119 was introduced in retaliation to the excellent protest work done by citizens to keep Lewisham Hospital open and proving the closing was illegal?

Reply

Thank you for your question Councillor Jewitt. Judging from your choice of words it seems to me that you have quite simply failed to fully understand Clause 119 of the Care Bill.

May I ask you to note that the closure of a hospital in England is incredibly rare and that Lewisham hospital was never at risk of closure; only plans to close its A&E department and downgrade its maternity services were considered.

The purpose of the clause is not to encourage the closure of hospitals; it is to be used as a last resort when there is a high likelihood that a specific NHS Trust poses a serious and life threatening quality risk to its patients.

May I reassure you that Clause 119 has been driven entirely by clinical reasons with local people involved at every step of the way. Even doctors have supported this clause as a means to save lives and deliver the best outcomes for patients across England.

CQ253-14 **from Councillor Karen Jewitt**

To Councillor Mike Fisher

Does the Leader of the Council agree with me that the £25 returned to the residents of this Borough should have either not been taken from them in previous year if the council did not need it to run essential services, or if the forward financial planning projected we did need it then it should have been used. Either way his counting skills are brought to question. You plan ahead and know how much you need. The cynical person could think you took to give back in some sort of fake Robin Hood fashion. Does he not think people will see through his scheme?

Reply

Thank you for your question.

I think that anyone with any competence for sound financial planning will see the efficiency rebate as good management and a fair deal for Croydon residents.

Of course, we all know that the Labour party doesn't understand finance or how to run public services efficiently. All you know is how to tax and spend. Labour doubled council tax when last in office and yet still nearly bankrupted the Borough, leaving the council with just £200k in balances. These are catastrophic actions that you still haven't apologised for. The electorate can see that you haven't changed. Your recent half-baked budget proposals planned to spend hundreds of thousands of pounds more in tax payers' money without any thought on how you would fund the additional services after two years. I'd like to take this opportunity to thank you for reminding us all that you can't be trusted with the public purse because you will just fleece hard working families and spend, spend, spend.

Conservative Croydon has restored financial health to the Council while dramatically improving key services, such as education, recycling and housing. Our financial planning is sound and was given a ringing endorsement by the auditors.

It is precisely because we are so good at financial planning that we know that the level of reserves we need to hold can now be reduced. Conservative Croydon knows that the fair thing to do is to return the additional reserves to residents and families. It is a great shame that the Labour party cannot even agree that helping residents during difficult times is a good thing. You really haven't changed one bit.

Come the 22nd May, the people of Croydon will vote for the one party in this chamber that is on the side of hard working families and wants to help in the fight against the rising cost of living, not the Labour party which is still out to fleece tax payers and blow the budget.

CQ261-14 **from Councillor Humayun Kabir**

To Councillor Mike Fisher

As a leader of the council could you tell me the present council's outstanding debt and who are the lenders and what is the interest rate council is paying- a breakdown for last 8 years will be appreciated.

Reply

Thank you for your question.

The total debt for each of the last 8 years is set out below, together with the average rate of interest on these debts.

2006/2007	£205.137 million	4.945%
2007/2008	£217.137 million	4.794%
2008/2009	£257.137 million	4.556%
2009/2010	£278.737 million	3.592%
2010/2011	£326.137 million	4.413%
2011/2012	£619.264 million	4.080%
2012/2013	£690.264 million	3.994%
2013/2014 (forecast)	£717.264 million	3.925%

Lenders to the authority include: the Public Works Loan Board; RBS; Dexia Credit; Siemens Financial Services; other local authorities and a small sum relating to historic bonds and trust funds.

I'm pleased to add that Croydon benefits from the lowest interest rate of any of the London Boroughs.

In terms of why total debt has risen, this has been as a result of significant investment in the infrastructure and assets of the borough. This has principally been around Highways, Public realm and new facilities such as Waddon Leisure Centre. In recent years our requirement to provide school places has also meant that debt has had to be taken out to ensure all children in Croydon have access to a place. A large portion of the debt also relates to the fee to buy Croydon out of the national HRA subsidy system.

I assume Councillor Kabir that, as with Councillor Scott, you are supportive of the responsible borrowing that has taken place to deliver new school places, housing self-financing and improvements to roads and town centres? Or would you rather have children educated in portacabins, housing rent used to subsidise homes in Labour authorities such as Lambeth and our town centres left to stagnate?

CQ197-14 from Councillor Susan Winborn

To Councillor Vidhi Mohan

Can the Cabinet Member give me an update on the take up of the Business Rate Relief and Free for a Year schemes since their inception?

Reply

We have received 144 enquiries and 27 formal applications for the Croydon Business Rate Relief Scheme (BRRS).

Eleven out of the 27 formal applications were received following the recent Croydon 'Free for a Year' publicity campaign, with a further 35 potential applications expected to be submitted from the strong pipeline of leads generated from the campaign.

Fifteen out of the 27 formal applications have been approved so far for BRRS, with a further 3 applications undergoing assessment and are anticipated to be approved shortly. Nine applications were assessed and rejected because they didn't meet the eligibility criteria.

Approximately half of the scheme participants originate from outside the Croydon area, i.e. inward investment. The large office market (including finance, insurance, IT and Communications) represents two-thirds of BRRS participants, and the retail sector represents the remaining third.

CQ267-14 from Councillor Tony Pearson

To Councillor Vidhi Mohan

Following the success of the New Addington BID, can the Cabinet Member tell me what is being done to encourage other district centres in Croydon to set up BIDs?

Reply

Croydon's five year Economic Development Plan 2013-18 stipulates that Croydon 'will develop a model for high street management and roll out to district centres to ensure diverse economy is developed'¹.

Businesses from across the borough were invited to a free event on 27 February 2014 organised by Croydon Council to find out more about the benefits of joining a Business Improvement District (BID), as well as other business partnerships such as Business Associations and Town Teams.

The event was open to all Croydon businesses, business partnerships and industrial units to raise awareness of the benefits of BIDs and publicise the support available to set one up.

Over 40 businesses from across the borough attended the event which I hosted with speakers including from New Addington BID, the Association of Town and City Management (ATCM), Croydon BID, Croydon Old Town Portas Pilot Town team and the Purley Business Association.

Feedback received from the guests was that the event was very informative and enabled useful networking amongst the local businesses, with various districts considering potential BIDs in the future.

The Council has followed up with delegates and will host workshops/meetings with all interested parties and ATCM to establish viable BIDs across the borough.

¹ Croydon Economic Development Plan 2013 – 2018, page 15

CQ274-14 **from Councillor Richard Chatterjee**

To Councillor Vidhi Mohan

Could the Cabinet Member for Communities please tell me how effectively the BWH Community Space has been used since it opened?

Reply

Bernard Weatherill House has significantly created opportunities for the community as part of the new Community Space. Since the 6th September 2013 20 community events have taken place including:

- Culture Click
- Black History
- Diwali celebrations
- Amicus Horizon Keep Safe
- Charity Lunch Disaster Fund
- Community Christmas celebration
- Ancient Indian Culture Day
- Croydon Voluntary Action
- International Women's Day

The community space was also utilised throughout the flooding within the Borough and provided support for the community on a number of instances following evacuation from care homes.

CQ185-14 **from Councillor Shafi Khan**

To Councillor Simon Hoar

Can the Cabinet member give us the figure of incidents or the number of people stabbed, shot or killed in Croydon since 1st May 2013?

Reply

During the period 1st May 2013 to 13th March 2014, there were five crime related deaths recorded by the Police in Croydon. The data shows three murders, one dangerous driving related death and one manslaughter related death. There were no gun related deaths.

In the year to January 2014 knife crime reduced by 12.8% and gun crime by 42.8%, something that I am sure you would join me in welcoming.

CQ192-14 from Councillor Ian Parker

To Councillor Simon Hoar

Please detail the results of the two recent fly tipping operations in Thornton Heath and Norbury.

Reply

The Council have recently undertaken two operations in Thornton Heath (12th February) and Norbury (March 7th). The team on both nights was made up of around 30 officers from all of the council's uniformed patrol services, along with staff from the food safety unit, and had support from the local police to help them track down and challenge anyone suspected of fly-tipping.

Several vehicles equipped with CCTV were used to monitor known hot-spots while officers on foot went through dumped rubbish to look for evidence and others visited local shops to check they had their waste contract paperwork in order. Where evidence pointed to a local address, officers knocked on doors to challenge the suspected culprits and issued fines on the spot. Covert surveillance cameras were put in place to monitor known hot-spots and letters were dropped through doors in areas where problems are regularly reported. These were to provide people with information about their responsibilities and the services available from the council to help deal with managing waste.

In Thornton Heath, 19 £75 fixed penalty notices were issued on the evening and 11 shops were found to not have a proper waste removal contract. Two new trade waste agreements have already been taken up and an existing one has been amended with the remaining shops receiving follow up checks, which could result in fines of £300. In addition, officers also found several illegal fly posted adverts for cheap garden or house clearance work. These are now being investigated as apart from the fact that fly-posting is a crime in itself it is known that many cut-price rubbish removal offers often end up with the rubbish being dumped nearby rather than being properly disposed of.

In Norbury, 26 fixed penalty notices of £75 were issued. Out of 46 inspections of shops, 29 were unable to provide all of the necessary trade waste documentation. Eight of these shops have already taken on trade waste agreements with the remainder receiving follow-up checks over the next few weeks which could result in fines of £300. In addition Housing's Neighbourhood Wardens focussed their attention on the Handcroft Road area of the Borough and issued a further 8 FPNs for fly tipping offences on the same night.

These operations are part of the Council's activity to tackle fly tipping. Over recent months the council has used £100k of extra money to step up patrols, invest in new surveillance cameras and work with local residents and businesses to tackle key hot spot areas. Long-term solutions are being trialled, including working with property owners and tenants to find better ways of storing waste and creating better security arrangements to stop illicit dumping.

These operations have been a great success with more planned for the future.

CQ196-14 **from Councillor Jason Cummings**

To Councillor Simon Hoar

How many PCN's were issued by contractors during the littering pilot period?

Reply

During the Kingdom FPN pilot scheme, between the dates of 16/08/2013 and 15/02/2014, 2434 fixed penalty notices were issued.

CQ198-14 from Councillor George Ayres

To Councillor Simon Hoar

On how many occasions have statements been taken from witnesses to fly tipping in the last 2 years and how many of those statements have resulted in a case being brought to court. In the cases that have gone to court please detail the number of successful and unsuccessful prosecutions?

Reply

Our current performance management systems have been created since the Street Based Service Review was implemented in 2013 and so the figures provided are from 2013-14 and relates only to complex investigations undertaken by the Environmental Enforcement Officers (EEO's). Many of the actions undertaken by the EEOs are resolved without the need for prosecution activity, which currently go unrecorded with the existing IT systems. From April 2014 all activity will be recorded, which will give a more rounded picture for enforcement activity.

Investigation	168
Warning letter	193
Statutory Notice	23
Fixed Penalty Notice	16
Duty of Care Inspection	51

The Area Enforcement Officers also play a significant role in enforcement in the Borough. The Area Enforcement team were brought in so that the Council could deliver more enforcement against the people who are blighting our Borough. Since the team rolled out there has been an increase in Fixed Penalty Notices for fly tipping and the use of legislation to enforce against residents that was not previously used in the Borough.

Since April 2013 the AEOs have issued 141 FPNs for fly tipping in addition to the enforcement activity detailed above.

CQ205-14 from Councillor Pat Clouder

To Councillor Simon Hoar

Excessive alcohol consumption is estimated to cost the NHS around £3.5 billion a year. Easy access to alcohol, through late night off-licences can exacerbate the problem of those battling addictions or compound existing alcohol related health issues.

Would the Cabinet Member tell me what is being done to limit the opening of late-night pubs, clubs and off-licences in areas where alcohol-related health problem are prevalent.

Additionally, would the Cabinet Member not agree with me when considering licensing applications that no health related evidence such as ambulance call-out data, hospital admissions and cost of policing for the area should be taken into account, when considering any licensing applications?

Reply

We have introduced a number of initiatives to deal with these issues.

Specifically with regard to off licences, the Council recently introduced cumulative impact zones into its Licensing Policy, covering four specific areas across the borough. The areas are:

- Along the Brighton Road; South End; High Street, George Street corridor, from the Royal Oak Centre on Brighton Road, Purley to the junction of George Street and Cherry Orchard Road in Central Croydon
- Along the London Road/Streatham High Road corridor, in 3 sections; from the junction of London Road and Tamworth Road in West Croydon to the j/w Canterbury Road; from the j/w Broughton Road to the j/w Melrose Avenue and; from the j/w Northborough Road to the borough boundary with LB Lambeth
- Along the Brigstock Road and High Street, Thornton Heath corridor, from the junction of Brigstock Road and London Road in Thornton Heath to the junction of High Street, Thornton Heath and Whitehorse Lane
- Along the length of Central Parade, New Addington.

The effect of the Cumulative Impact Zone for each of these areas listed is that where relevant representations are received on any new applications for a premises licence to sell alcohol off the premises, or on a material variation to an existing off licence premises, there will be a presumption under the special policy that the application will be refused.

A Cumulative Impact Policy will not prevent applications in the above areas being made, as each case will be decided on its merits but applicants will have to comprehensively demonstrate in their application that granting their application will not add to existing problems in the area.

In addition the Public Health department within the Council is now a designated responsible authority under the Licensing Act 2003 and as such is allowed to make representations on an application if they believe granting that licence would compromise one or more of the four licensing objectives under the Act.

Public Health has not yet been added as a fifth licensing objective as the Labour Government did not consider it to be an important factor when drafting the 2003 Licensing Act, but I am aware that this is something the current Government is considering.

CQ208-14 from Councillor Stuart Collins

To Councillor Simon Hoar

How many Environmental Enforcement Officers with duties just relating to fly tipping do Croydon Council have, not including private contracted staff. If the Council have Officers but they have a range of duties please explain the rational bearing in mind that fly tipping is the public's number one priority.

Reply

The Council do not employ any officers with duties that just relate to fly tipping and nor should they. The enforcement officers that are employed cover a range of duties related to protecting the environment, as fly tipping cannot be viewed as a single issue and in isolation from other environmental offences. To do so would be a failure to understand the issue and to act responsibly in reporting and dealing with flytipping.

The Area Enforcement Officers and Environmental Enforcement Officers include in their duties a range of issues related to littering, monitoring street cleanliness, dog fouling, trade and commercial waste, the management of household waste, unsightly front gardens, recycling enforcement, waste carriers licences and waste on private land, all of which are related to fly tipping and public satisfaction with the local environment.

The officers are multi skilled and have the power to deal with multiple issues whilst out on the field, maximising the efficiency of the Council's response rather than individual teams dealing with individual problems. I think it high time you understood the role of the various enforcement officers employed and contracted by the Council.

CQ213-14 from Councillor Patricia Hay-Justice

To Councillor Simon Hoar

How many fines for littering, dog mess and fly tipping have been issued in Addiscombe over the last year?

Reply

There has been 1 FPN issued in Addiscombe. This was in Inglis Road and was issued for fly tipping.

This low number reflects the fact that Addiscombe does not feature on the Council's list of hotspot areas for littering or fly tipping. There has been a significant increase in the number of FPNs issued for littering and fly tipping but these have been targeted to particular areas.

Through the littering pilot with Kingdom Security we have seen 2434 fines issued between August and February, with the vast majority of these issued in the town centre.

Fines for fly tipping have also increased. Since April 2013 the AEOs have issued 141 FPNs for fly tipping. Of these, 108 FPNs have been issued since the fly tip project began in November so there has been a significant increase in enforcement activity over the last couple of months, which has been targeting the worst affected areas of the borough.

CQ220-14 **from Councillor Wayne Lawlor**

To Councillor Simon Hoar

Please provide an update on the disused toilets at the junction of South Norwood Hill and Church Rd.

Reply

These toilets have been shut for several years and there are no plans to re-open them. Refurbishment work was carried out at these facilities in 2009, but very shortly after this work was completed the toilets started flood. Initial inspections showed that the water was coming in through the ceiling from the road above the toilets rendering the facilities unusable. In order to rectify the problem it would require extensive exploratory work, including digging up the road, to find its source. This work is likely to cost between £100k and £250k with no guarantee that it would actually identify a solution. A decision has therefore been taken that these facilities will remain closed.

CQ238-14 from Councillor Paul Smith

To Councillor Simon Hoar

To ask the Cabinet Member for Community Safety and Public Protection what measures he intends to put in place to deal with the lack of burial places in the borough?

Reply

We are continuing to pursue the recommendations made in the burial needs study undertaken in 2010 these being:

Reclaim private graves with unused space:

This process continues to be undertaken at both Queens Road and Mitcham Road Cemeteries and has kept these sites open for burials since 2006. A rolling programme of reclamation is operational at both sites.

New burial land:

The plans to extend Greenlawns Memorial Park remain live and the recent planning application was recommended for approval by Tandridge planning officers.

Work is now underway in preparing an appeal against the decision, a process which is likely to take in the region of 6 months. Although this presents a significant challenge there should be enough new graves on the existing site to cover this extended period.

Re-use graves:

We will continue to consider the opportunities surrounding the reuse of graves and the operational feasibility of undertaking this process at both Mitcham Road and Queens Road Cemeteries.

CQ239-14 from Councillor Paul Smith

To Councillor Simon Hoar

To ask the Cabinet Member for Community Safety and Public Protection to set out the number of fines issued and the number of non-payments during the town centre pilot exercise?

Reply

Between the dates of 16/08/2013 and 15/02/2014, 2434 fixed penalty notices were issued by Kingdom Security. The overall payment rate for the duration of the pilot is 66%. The target for the Council was a payment rate of 60% so we have far exceeded this. The Council is now working through bulk prosecutions for the people that haven't paid so we should see the income rise even further over the next few months.

The Labour Party opposition to this pilot was clearly ridiculous and shows that Labour are not serious about tackling environmental issues in Croydon.

CQ247-14 from Councillor Paul Scott

To Councillor Simon Hoar

To the Cabinet Member for Streets and Environment: Please explain what the Council's current strategy is for finding fly tipped rubbish, graffiti and other environmental crimes since it stopped proactively patrolling and no longer expects its employees or contractors to report them.

Reply

The Council's strategy is the same as it has always been and I am surprised that you think it has changed. The Council has the Area Enforcement service, Environmental Response team, Neighbourhood Warden Service, Veolia and other teams that actively patrol the Boroughs streets and housing estates dealing with environmental issues. This is such an important part of the Council's strategy that we have recently invested a significant amount of money into new mobile technology and IT systems to enable officers to be able to deal with environmental issues out in the field more efficiently.

However, with Croydon being such a large Borough it is impossible for the teams to be aware of every environmental issue that occurs through this strategy. This is why we encourage the public to report environmental issues and have made it incredibly easy for people to do so. As well as being able to phone through reports and to report them on the Council's website we have also launched the 'Report It' App so that people can report things easily on their smartphone whilst they are out and about. As a responsible Councillor, I am sure that you would also report any flytipping you see in the borough rather than ignoring it as some of your colleagues do.

CQ255-14 **from Councillor Simon Hall**

To Councillor Simon Hoar

Can the Cabinet Member give details of what upgrades are budgeted to be made this financial year to the CCTV at Central Parade, in line with Cllr Cummings' comments on Croydon Radio on 9 March 2014?

Reply

The Council has recently invested heavily in the CCTV infrastructure whereby we now have a new control room with modern equipment prolonging the life of our CCTV provision for many years to come. There are a number of benefits with this upgrade including that the Council now has the ability to record all of the 48 Transport for London cameras that we have access to that could only previously be viewed as live images.

The Council has been continuing to upgrade the existing cameras as well as investing in more re-deployable CCTV and covert equipment. For example, the Council has recently invested £34,000 in new CCTV equipment that can be deployed anywhere in the Borough as the need arises. Much of this equipment can now link directly to the new control room so can be closely monitored and the fact that it can be moved to different locations provides a much more flexible response to meet changing needs.

These redeployable units are used in New Addington frequently to supplement the existing fixed cameras and will continue to be used as needs are identified.

CQ272-14 **from Councillor Helen Pollard**

To Councillor Simon Hoar

Would the Cabinet Member like to comment on the role of the emergency services in supporting Croydon during the recent flooding in Kenley and Purley?

Reply

Both the Metropolitan Police and London Fire Brigade Borough Commanders were involved in declaring a 'major incident', which initiated the incident management structure in accordance with LESLP (London Emergency Services Liaison Panel) with the local authority as the lead.

As category 1 responders under the Civil Contingencies Act 2004, the emergency services and the council are required to ensure professional, structured and coordinated arrangements for emergency response and the council's corporate emergency response plan and procedures were invoked in conjunction with all three emergency services protocols to support and assist the council and communities affected.

Throughout the incident, the emergency services supported the local authority through the attendance at Gold meetings and by ensuring resources were deployed to assist with and minimise the impact of the emergency on the local communities in Croydon. An escalation protocol was agreed between the services, for transition of command and control to the MPS should aspects of incident response reach a set of agreed criteria (such as failure of the water works). This protocol was invoked on the evening of the 14th of February following rising water levels that went past agreed trigger points, threatening a shut down of the water works. This worked extremely well and the quick responses by all agencies enabled control to be regained over the site. This and the wider Gold arrangements have been an excellent example of partnership working during an unprecedented and prolonged period of risk to our critical infrastructure and to our local businesses, residents, families and visitors.

Inter-agency tasking in support of the flood relief effort across Croydon relied upon robust arrangements, often working in extreme conditions. Police cordons were continually maintained to ensure the area was properly secured; to safeguard the welfare of people and properties of those evacuated and of those where it was still safe to remain in their homes and businesses, as well as to preserve the assets being used. The Fire Brigade were quick to deploy the use of High Volume Pumps, an asset which is used nationally to assist with extreme flooding incidents. The use of these pumps was paramount to ensuring flooding at Kenley Water Treatment works was abated and the site preserved. The London Ambulance Service and NHS England London Health service worked effectively with the council to support the identification and subsequent 'check-up' of vulnerable people in the impacted areas. The support offered by the voluntary sector, British Red Cross and CVA and that of our contractors (Interserve and EMHighways) should also be recognised and commended.

CQ188-14 from Councillor Janet Marshall

To Councillor Sara Bashford

Can the Cabinet Member for Corporate and Voluntary Services please let me know when the next round of Small Grants will be announced and if the criteria for bids has been agreed yet.

Reply

The next round of the Small Grants Fund will be open from 1 April 2014 and the closing date will be 2 June 2014.

The priorities for Round 7 will be,

- Encourage local pride and belonging
- Improve the network of advice and support to individuals and families affected by welfare reforms
- Help people care for one another's health and wellbeing
- Manage local publically owned assets for community benefit
- Promote new ways of working with young people and help them make their voices heard

To be eligible, applicants and any partners they are bidding with will,

- Be Croydon based
- Have an annual income of less than £30,000
- Have no more than two full time equivalent paid staff
- Meet basic Council requirements on governance, management, financial competence and equalities

Priority will be given to new activities and to groups which have not previously received on-going funding from the Council. We also encourage applications for the development of 'micro-projects' – new projects which have had very small amounts of funding (£500 or less) and which now need support to help them develop further.

CQ189-14 from Councillor Jan Buttinger**To Councillor Sara Bashford**

Can the Cabinet Member for Corporate and Voluntary Services please let me know which groups have received funding from the latest round of Small Grants' funding?

Reply

I am pleased announce the offers made to community groups from round six of the small grant fund. The offers are set out in table below.

Name	Project	Grant £	Status
Moving Into Positive Change C.I.C.	Move Into Positive Change	5,000	An offer has been made and is subject to conditions being satisfied before the award is agreed.
The Lake Foundation	African and Caribbean Cancer Support Group	4,075	Agreed with standard conditions
Croydon Chinese Community Services Association	Isolated Chinese older people health and well-being computing project	3,984	Agreed with standard conditions
CROYDON COUGARS BASKETBALL CLUB	Basketball summer camp	4,350	An offer has been made and is subject to conditions being satisfied before the award is agreed.
Kinetic Foundation	Osteoporosis and Falls Prevention Class	750	An offer has been made and is subject to conditions being satisfied before the award is agreed.
DPACT C.I.C (Disabled Parents And Carers Together)	Phone a Friend!	5,000	An offer has been made and is subject to conditions being satisfied before the award is agreed.
Young & Eyebright	Awakening Aspirations	4,914	An offer has been made and is subject to conditions being satisfied before the award is agreed.

FSE Community Group	Young people cooking competition	4,833	An offer has been made and is subject to conditions being satisfied before the award is agreed.
Crystal Palace Overground Festival	Crystal Palace Overground Festival 2014	5,000	Agreed with standard conditions
LIVES NOT KNIVES cic	Weekend Jam. Various activities for young people at Centrale Croydon.	5,000	An offer has been made and is subject to conditions being satisfied before the award is agreed.
SURREY IKENOBO GROUP U.K.	CROYDON CELEBRATES 550 YEARS JOURNEY OF IKENOBO FLORAL ART	3,000	An offer has been made and is subject to conditions being satisfied before the award is agreed.
East Croydon United Reformed Church Lunch Club	Lunch Club for the homeless and disadvantaged	1,000	Agreed with standard conditions
Scots Estate (Norbury) Residents' Association	Love Norbury Campaign	5,000	An offer has been made and is subject to conditions being satisfied before the award is agreed.

CQ190-14 from Councillor Jason Cummings

To Councillor Sara Bashford

Can the Cabinet Member for Corporate and Voluntary Services please tell me if all the Council Tax bills for the next financial year showing the £25 rebate have been sent out to our residents. Can she also confirm all bills will be received in time for those paying by means other than direct debit, will receive them on time to make their first payment on time. Can she also tell me how much annual billing costs to administer?

Reply

All bills for 2014-15 showing the £25 rebate have been produced and are in the process of being sent out. Due to the volume (150,592 accounts in total) and to assist us to manage any customer contacts and enquiries, these are sent in batches according to payment type, with those that have a payment due in early April being issued first.

The mailing schedule has been agreed to ensure that all bills are despatched (and delivered) on time so that there is adequate notice for residents before their first payment is due. The first payment for non direct debit customers is 5 April 2014 and the last batch of non direct debit bills will be delivered by 21 March, which is ample time to make the first payment, as well as being well within the legal timeframe.

The costs of the annual billing process are included in our contract for ICT and printing services for the whole council tax, business rates and benefits services which is let under a competitive procurement process.

We have calculated the cost of annual billing overall as follows:

Postage	£50,000.00	Charged by Royal Mail
Leaflet	£9,000.00	Design and printing
Database support	£2,700.00	
Software update	£1,125.00	
Staff costs	£3,000.00	For running the jobs and quality checking
Total	£65,825.00	

CQ191-14 from Councillor Terry Lenton

To Councillor Sara Bashford

Can the Cabinet Member please confirm that the Commissioning Training she has referred to in previous bulletins is progressing and are voluntary groups benefitting and getting more work from the Council. Can she also tell me if the Council is the main provider of the training or are other organisations also providing commissioning training?

Reply

The Council is committed to supporting local voluntary and community groups to develop the skills, experience and know-how to not only take part in Commissioning opportunities but to successfully compete. We recognise the significant role voluntary and community groups play in delivering the Council's priorities, driving improved outcomes and ensuring added social value for our communities. Over the past two years the Council has been working closely with these organisations and we are starting to see real benefits in terms of improved understanding of what commissioning is and increased confidence to take part in commissioning opportunities not only in Croydon but across the public sector.

The Expert Commissioning training programme has played a significant part in this however; the Council has also developed commissioning behaviours that support and encourage growth in the local provider market and ensures smaller not-for-profit organisations are able to access opportunities.

Expert Commissioning Training

The ECT programme includes a dedicated work stream for local providers which we have now run twice with 71 different local organisations taking the opportunity to attend. The feedback from these sessions has been overwhelmingly positive:

- ü 100% of attendees found the course useful
- ü 100% of attendees would recommend the course to others

The Council has worked with the Office of Public Management, OPM, to develop the training programme benefitting from their wealth of experience in public sector commissioning. OPM have in the past worked with leaders, policymakers, regulators, commissioners and providers – as well as service users and communities – to ensure that services are designed and implemented efficiently, effectively and in the public interest. By working with them the Council has been able to utilise their expertise to ensure that the programme benefitted from learning from other public sector organisations and industry practice.

As part of the officer's programme we have built in a supportive capacity building programme for Croydon officers, ensuring that the Council captures and retains the learning from OPM and develops the skills of our officers. This will ensure that the Council can continue to deliver the training programme independently in the future.

Programme of support

In addition to ECT the Council also offers a programme of practical support working with local infrastructure organisations such as Croydon Voluntary Action, Asian Resource Centre Croydon and the BME Forum. This programme of support has been designed to further the learning from the training with hands-on practical support on how to prepare a tender.

The support for each organisation is tailored to meet their individual needs but includes reviewing past experiences of commissioning and providing detailed advice on how to improve, providing technical support on using the London Tenders Portal, reviewing business models and identifying new funding streams. Guidance is also provided with preparing core business documentation and understanding the evaluation assessment. The support is publicised through the infrastructure organisations and also through outreach sessions across the borough, which take Council officers direct to local organisations around our diverse neighbourhood and localities.

Since June last year we have delivered nine separate workshops with a total of 219 people attending. These support sessions are delivered in line with specific commissioning opportunities and through this tailored approach attendees have felt more confident to take part. For the Older People's preventative services recommissioning 90 organisations took part with 26 of those subsequently successful in being awarded contracts with the Council.

The feedback from the support programme has been extremely positive with many reporting that they now felt able to go on to tender for other opportunities:

"[We] will be going into 2014 more equipped to handle the commissioning process, and are looking forward to a more positive outcome in the future. Thank you for breaking down the barriers, and helping us to see that gaining a contract to deliver a service is achievable after all"

We now have 16 third sector organisations who have attended previous support events participating in a new tender opportunity. We are confident that by continuing to work closely with local groups we will continue to see more and more organisations taking part and winning tenders.

CQ193-14 **from Councillor Carole Bonner**

To Councillor Sara Bashford

How many taps have been replaced in BWH and what was the total cost and please specify what other remedial works have been required since the building was completed and the cost to the council of each of those works?

Reply

Thank you for your question.

Whenever a new building becomes occupied it is perfectly natural that there will be some snagging issues and minor adjustments will need to be made. You are correct that some taps have been replaced with more water efficient models. This is one of a number of small changes that we have made since moving in. Other changes include minor adjustments to the ambient temperature, how long the lift doors stay open before closing and signage around recycling points.

This is all to be expected and has been planned for. A small contingency budget was included for such items and all minor changes have been delivered within that budget.

CQ211-14 from Councillor Sean Fitzsimons**To Councillor Sara Bashford**

Can you advise how many people have used the Croydon app to report issues in Addiscombe, how are these followed up and what information is provided to people who use the app when the issues are resolved?

Reply

		Abandoned FlyTip	Dog Fouling Vehicle	Report a highway issue	Report an issue with highway drainage	Dead Graffiti	Dead Animal	Report overgrown vegetation	Report of Travellers	Report illegal street trading	Grand Total	
2013	Nov		1	4		1	3				9	
	Dec	2	24	33		15	9		1	2	86	
2014	Jan	164	60	36	28	16	17	15	10	16	12	374
	Feb	167	59	27	38	23	11	11	13	15	2	366
	Mar	97	14	14	2	9	2	2	12			152
Grand Total		430	158	114	68	48	46	40	35	32	16	987

Since the launch of My Croydon in November, 987 reports were submitted via this channel for the entire borough. The highest volume of the reports is in relation to FlyTips, (approx. 44% of all the reports submitted).

When the customer submits a report they are given a message with the relevant service level expectation, advising them of the turnaround time.

Each of the reports will generate an email, which is routed to Contact the Council and ICS inboxes. These inboxes are manned 9am – 5pm, Monday to Friday, full time and from there, each issue will be handled following an individual business process, not differing from the same issue being reported via telephony channel. At present, we do not send out any further notifications on completion of the request although system integration with Veolias systems will be available from May 14, allowing us to send “push notifications” to customers. This will close the loop on reported issues and will mean customers will not need to call back or duplicate the reporting of a job.

As the customer relationship management system (CRM) is not set up at ward level, it is not presently possible to extract volume information at this level.

CQ266-14 **from Councillor Timothy Godfrey**

To Councillor Sara Bashford

How much does the council re-charge departments in HR costs for each member of staff? Please confirm if this includes accommodation costs for the HR department / staff.

Reply

The HR Services provided are designed to enable the delivery of the 'people' elements of serving our customers through well skilled and well-led staff. The work of the division involves the determination of the people strategy, HR policy, pay and reward, workforce equalities, workforce planning, organisational and people development, learning and development, employee engagement, and collective consultation. Payroll and recruitment is also delivered.

The Net controllable cost does not include any accommodation costs.

Each year a budget is allocated to the department to cover the cost of the service. The allocation is based on the headcount of the department, with the total headcount for the Council being 2,803.5 people, this equates to approximately £1,300 per person

CQ204-14 from Councillor Pat Clouder

To Councillor Tim Pollard

Effective behavioural changes and interventions in schools are a cost effective way of reducing the prevalence of poor physical and mental health later in life and reduce health inequalities.

We all know that healthy students are better learners, and better-educated individuals are healthier.

Would the Cabinet Member therefore tell me what is being done to support Schools to help them deliver and promote positive behaviours among children and young people, in order to deliver better educational outcomes?

Reply

The responsibility for this area of work lies with schools. The Local Authority's responsibilities lie in supporting and challenging schools for their work in this area. The authority is leading multi-agency Strategic Support for Schools in the following ways:

- The Executive Director for CFL is leading a multi-agency working group to implement a new strategy for the borough on Emotional Health and Well-being
- The Children and Families Partnership and LSCB is about to publish a document on Early Help Pathways to provide more clarity about processes and support for early intervention.
- The Primary Behaviour Strategy Group includes Primary Head teachers and other agencies, including the Educational Psychology Service, meets to monitor developments that are there to support primary schools with behaviour. This includes developments in the Primary Behaviour Support Team and Victoria House short stay school.

Various education services in Children, Families and Learning provide support in different ways so that schools can deliver and promote positive behaviours among children and young people.

1 Support in promoting positive behaviour for all children

School Improvement Service provides:

- Professional Development Programme for schools that includes training for school staff around behaviour and learning. The programme includes training on developing nurture provision; restorative approaches in school as well as supporting networks like the SENCO network where information is provided about approaches to positive behaviour. There is also a Restorative Approaches network.
- Healthy Schools Programme that schools buy into.
- SEN School Improvement Adviser with a focus on behaviour provides training and strategic support to staff in schools.

2. Targeted Support for emotional and behavioural needs.

Learning Access Team provides:

- The Fair Access Panels both at primary and secondary support schools where children are at high risk of exclusion and there are significant behavioural issues.
- Support for schools with Pastoral Support Programmes and early focused interventions to prevent behaviour escalating.

The Educational Psychology Service provides:

- Individual support for children with emotional and behavioural needs
- Training and development for school staff

The Primary Behaviour Service incorporating Behaviour Team and Victoria House short stay school provides:

- Short stay placements and support for individual children
- Building capacity of schools to manage all levels of behaviour through, individual, group and class interventions.
- Training and development for school staff

CAMHS

- Schools can buy into the Head Start programme. The service is also offering bespoke support packages that schools can buy into.

Special Schools and Outreach Support

- Croydon's special schools offer support for children and young people in mainstream settings who may have emotional and behavioural issues.
- Mainstream schools are able to get advice from senior staff as well as training and the opportunity to visit those schools and see good practice in terms of behaviour management.

CQ207-14 from Councillor Stuart Collins

To Councillor Tim Pollard

The old Croydon General Hospital site is being excavated by several metres to deal with contamination before a new school is built.

This offers the golden opportunity to put in place underground car parking for the school staff and also help ease the well documented parking problems of the London Road, West Croydon.

Bearing in mind that it was public money used to buy the site, how can it be that our planning department say we have no control over what any developer puts on that site, particularly when it is the Council that is asking the developer to build a school.

Reply

The Council has not requested any developer to build a school on this site. The proposed school is the implementation of a Free School following the Harris' Federation successful application to the Secretary of State. The Council is obliged by law to lease the sites for Free Schools where they are in the Councils ownership but the design development is managed by the Education Funding Agency (EFA).

The EFA do not have plans to provide underground parking on this site, but the school has agreed to support community use in other ways in discussion with the community.

CQ217-14 **from Councillor Matthew Kyeremeh**

To Councillor Tim Pollard

Can the Cabinet Member give us any details in terms of numbers for prospective primary school aged children in the Thornton Heath ward and if the Council is on target to meeting the demand for the next academic year?

Reply

There are three Primary schools in the Thornton Heath ward: St James the Great RC Primary School with a PAN of 60 and Beulah Infants and juniors with a PAN of 90. St James the Great took a bulge class (additional 30 pupils) in 2013/14 and there is no available space on the Beulah infant's site.

However for our Pupil place planning purposes the borough is split into 6 planning areas. The Thornton Heath ward falls into the North West planning area. As part of our supply strategy for 2014 there are 300 additional places planned for this planning area through new schools and bulge classes. Furthermore, as the Councillor will be aware through recent Cabinet reports, we have previously published our strategy for delivering the expected number of school places for the 2015-16 and 2016-17 education years.

CQ218-14 **from Councillor Matthew Kyeremeh**

To Councillor Tim Pollard

Would the cabinet member please provide me with some comprehensive information with respect to numbers, performance and the future of primary schools in the Thornton Heath ward?

Reply

The area is an area of great demand but limited physical capacity in terms of available sites for expansion.

Current roll numbers for schools in Thornton Heath ward is 1076 and the total capacity for primary school provision in the ward is 1,080.

The performance for schools within Thornton Heath ward, as judged by Ofsted, are as follows:

Beulah Infant school: requires improvement (January 2014): Parents have been consulted about this school becoming an academy, sponsored by Pegasus.

Beulah Junior school: requires improvement (November 2012): As part of this school's drive for improvement, the governing body has held a meeting to consider become an academy sponsored by a sponsoring academy.

St. James the Great primary school: outstanding (October 2012).

CQ224-14 from Councillor Toni Letts

To Councillor Tim Pollard

How many Croydon Children obtained their 1st or 2nd choice for the secondary education within Croydon for Sept 2014 and how many have yet to be offered places outside of their personal choices.

Reply

1st preference offers:

2697 children (67.80%) received a place at a first preference school; this is an increase of 1.9% from last year with 65.94% of children receiving a first preference offer. Figures released by the Pan London Admission Board show that 69.21% of London pupils received a place at their first preference schools. It is worth noting that this year has seen an increase of 4.9% in the number of applications submitted by all London children which means that more young people have been offered a secondary school place than ever before as London's growth in demand for primary school places begins to transfer through to secondary schools. Croydon has seen an increase in the number of applications received of almost 1% (0.93%) compared to last year.

2nd preference offers:

629 children (15.81%) received an offer at their second preference – this figure is also higher than last year (15.25%) by 0.56%. It is important to consider how well second preferences have been met particularly as some parents may select a school which their child is unlikely to be admitted to as their first choice because they are aware that all their preferences will be considered equally. The first school selected might for example be a selective school where the offer of a place is dependent on how well a child does in a test as well as how he performs in relation to other applicants

Number of children without an offer:

All applicants who submitted an on-time application received an offer of a school place. Children who were not successful for a place at any of their preferences were offered a place at an alternative school. Following National Offer Day on 3 March 2014, there were 9 secondary schools with vacancies available.

Those children who received a place at an alternative school will be placed on the waiting list in the order of their preferred schools' oversubscription criteria and places will be filled from the list as vacancies arise over the coming weeks. The parents of these children are also offered their right to appeal to an independent appeal panel.

CQ227-14

from Councillor Maggie Mansell

To Councillor Tim Pollard

How many requests for support have Children's services received from families made homeless (evicted from any place to sleep by the Croydon Housing department).

Reply

The Council has 1 full time social work post which is jointly funded by Housing and Children's Services. This social worker is responsible for assessing families who have been found to be intentionally homeless by the housing department and who also have children who may be in need. This post was created as a result of the council recognising that families being found intentionally homeless may require additional support under the Children's Act to prevent their housing situation from having a detrimental impact on the welfare of their children. These families are only referred to Children's Services if they consent to a referral being made.

This question is being answered in relation to those who become intentionally homeless (a wider group than those just evicted, which includes 'deliberate acts' resulting in homelessness such as rent arrears, not claiming housing benefit in time, anti-social behaviour leading to eviction). Since April 2013, 66 families have been found to have made themselves intentionally homeless by Croydon Council and 54 families have consented to an assessment by Children's Services. The remaining 12 families declined a referral to Children Services and were able to resolve their housing needs without Children's Services intervention. Families are referred to Children's Services at the point when the housing decision is reached. At this stage families receive a 28 day notice period. They are therefore not yet homeless and with the support of Children's Services, the risk of homelessness can be resolved during this period. There have however been occasions where families have decided not to take up the support offered by Children's Services until the end of their 28 day notice period.

During the assessment process the social worker will consider all options available to family. Some of the interventions provided include:

- Providing temporary B&B accommodation (if the family has no support network) and their housing notice period has lapsed.
- Liaising with housing and benefits agencies to resolve some of the housing/financial difficulties.
- Advocating on behalf of families to get the housing decision reviewed.
- Convening a family/friends meeting – to explore whether anyone in the extended family is able to support them.
- Referring families for Discretionary Housing Payment to assist them with renting in the private sector.
- Providing subsistence money/food vouchers where families are not in receipt of benefits.
- In exceptional circumstances (we have paid rent and deposit) for privately rented accommodation (Since April 2013 - 7 families have benefited from this).

CQ234-14 from Councillor Gerry Ryan

To Councillor Tim Pollard

Why is the Council taking away financial support from the Whitehorse Youth Centre. Fire doors are not working. Poor quality plumbing was installed by Interserve and bills that a club who keep children occupied and furthers their development is falling into financial difficulty. As a Council we are committed to keep children out of harm's way. Can you let me know why financial support has stopped or is limited and give me a breakdown of this please?

Reply

Whitehorse Youth Centre ceased to be part of the youth service offer in Croydon in 2011. The premises are leased through long-term arrangements to the local management committee, which assumes responsibility for the premises and the provision of services delivered.

The property was originally built in the 1960's with the aid of a Government grant by the National Association of Boys Clubs. As is common with ground leases, under the terms of the agreement the Club is responsible for all repairs and maintenance of the building.

Some capital investment has been secured in recent years through the Early Years Quality and Access funding to upgrade part of the premises. This has enabled the pre-school provider to maximise the use of the available space. In addition Surrey Clubs for young people continue to run a range of services to support young people in the area.

CQ237-14 from Councillor Paul Smith

To Councillor Tim Pollard

To ask the Cabinet Member for Children, Families and Learning to summarise the expected demand for primary school places in the borough over the next 10 years compared to current availability?

Reply

The table below shows the actual demand for primary school places for the academic year, and forecast for the next 5 years. Given the degree of change we currently forecast on a 5 year basis, however we have commissioned further school place projections for the next 10 years, which should be available later this year.

2012/13 Estimates uplifted (in brackets) to show recent increases in demand

		2014/2015 Education Year	2015/2016 Education Year	2016/2017 Education Year	Total
Primary	Medium	7FE	9 FE	9FE	25FE
	High	14FE (19FE)	11FE (17FE)	10FE (16FE)	35FE (52FE)
Secondary	Medium	0FE	4FE	9FE	13FE
	High	6FE (9FE)	6FE (9FE)	9FE (12.5FE)	21FE 30.5FE

Although the demand for school places is higher in Croydon than the rest of the Country, the Council's Supply Strategy must provide additional places gradually in each year but always in advance of the application for places to ensure that every child has a school place but that there aren't too many vacancies in any area. To meet the demand for additional school places the Council is proceeding with permanent expansion plans and new schools which will be available in September 2014 and September 2015 and in November cabinet signed off a 2016/17 Supply Strategy in principle. Because of the volatility of demand, each year, the Council also provides bulge classes to enable flexibility in the supply of places.

CQ249-14 **from Councillor Manju Shahul-Hameed**

To Councillor Tim Pollard

Can the leader give indication on when does the work on the new Secondary school will start in the General hospital site in London Road. Do you have any plans to include an underground car park for the businesses and the residents to use?

Reply

We are not aware that there is a plan to provide an underground car park. The Capital Works for this school have been commissioned by the Education Funding Agency rather than the Council. The scope of the works is therefore determined by them. Please also refer to the answer for C207-14.

CQ251-14 from Councillor Manju Shahul-Hameed

To Councillor Tim Pollard

After the Secondary school allocations this month, how many children didn't get their first preference? How many didn't get any of the preferences?

Reply

2697 children (67.8%) received their first offer, which means that 1128 children (28.36%) did not receive an offer at their first preference. However, all of these children received an offer at a school ranked as a lower preference on their application form (2nd to 6th preference offer). Although this figure is slightly higher than last year when 1093 children (28.13%) were not offered a place at their first preference, it is worth noting that the percentage of children who received an offer at a first preference this year has gone up by 1.86% (1.9%). This is despite the increase of almost 1% (0.93%) in the number of applications received. It is also important to remember that some parents decide to use their first preference to rank a school which their child is less likely to be offered and list more realistic options lower down the list because they are aware that all schools named on the application form are considered equally.

629 children (15.81%) received an offer at their second preference. 153 children did not get any of their preferences (3.84%) but all received a place at an alternative school. At the end of the offer process, there was a total of 455 places available (11.42%) at 9 secondary schools. The majority of these 153 children were offered a place at a school situated within 2 miles of the home address. 11 children received an offer at a school located over 2 miles away from the home address, the furthest geographical offer made was 2.6591 miles. It is worth mentioning some of the factors which might have contributed to these children being unsuccessful for a place at any of their preferred schools: some parents only name one school on the application, others select schools their child is unlikely to be admitted to e.g. denominational schools, selective schools or schools which are a considerable distance from the home address. Ultimately, some schools remain more popular than others and as these schools receive more applications than they have places, this inevitably means that some parents will be disappointed.

CQ254-14 **from Councillor Karen Jewitt**

To Councillor Tim Pollard

Will the Cabinet Member for Education and Life Long Learning confirm what groups surrounding the proposed new school at the Arena site will be included in the new build. What organisations will be left as they are?

Reply

The answer below sets out for each user group what 'will be included' and what 'will be left as they are'

Croydon Juniors:

The building is proposed to remain in its current position but the Mechanical and Electrical systems will be reviewed and upgraded as required.

Croydon FC:

No works has been identified on their accommodation.

Croydon Harriers:

Work is planned on the accommodation as it will be affected by a new entrance into the Arena stadium. Current proposals are exploring the replacement of the current out building with a smaller modular unit.

Arena Office:

Work is planned on a new entrance which will accommodate the Arena management.

CQ260-14 from Councillor Alisa Flemming

To Councillor Tim Pollard

How many children in the Upper Norwood ward did not receive their first choice for a primary or secondary school place this year?

Reply

Secondary Children

60 children who live in the Upper Norwood Ward received a place at their first preference as follows:

- 33 children are from an SE19 postcode
- 7 children are from an SW16 postcode
- 20 children are from a CR7 postcode

53 children who live in the Upper Norwood Ward did not receive an offer at their first preference.

The breakdown into applicants' postcodes is as follows:

- 38 applied from an SE19 postcode
- 2 applied from an SW16 postcode
- 13 applied from a CR7 postcode

The breakdown into school preferences is as follows:

- 39 applicants named an Academy as a first preference
- 1 applicant named a foundation school as a first preference
- 9 applicants named a voluntary aided school as a first preference
- 2 applicants named a community school as a first preference
- 2 applicants named a grammar school as a first preference

28 of the 53 applicants named an out of borough school as a first preference.

20 of the 53 children received a place at a 2nd preference, 8 received a place at a 3rd preference, 10 received a place at a 4th preference, 3 received a place at a 5th preference and 12 children were offered a place at an alternative school.

Primary Children

Please note that the information about the number of primary children who live in the Upper Norwood ward and did not receive an offer at a first preference is not currently available as the Primary National Offer Day is on 16 April 2014.

CQ263-14 **from Councillor Humayun Kabir**

To Councillor Tim Pollard

Please give me breakdown how many secondary and primary school children have not got school places in September 2014. Also how many children are NEET?

Reply

School Places

Of the applications we have received so far, there will be no child in either primary or secondary that is not in receipt of a school place for September 2014. It is important to note that the co-ordinated admissions rounds for both phases have closed recently but that Croydon is likely to experience a high volume of additional applications up to and after the start of the September term.

NEET

16-18 year olds (actual age) as at February 2014:

	16 year olds	17 year olds	18 year olds	Total 16-18 years
Adjusted NEET %	1.7%	2.4%	4.3%	3.0%
Adjusted NEET volume	31	100	171	303

The authority has a small team who contact young people to ascertain their NEET status. Due to a proportion of no returned contacts, we also have some young people whose NEET status is not known.

Croydon has achieved much success in reducing the number of unemployed young people (up to age 24). Croydon's rate of youth unemployment has fallen markedly over the last year – from 7.5% in February 2013 to 4.7% in January 2014, which is better than the national average.

CQ264-14 from Councillor Timothy Godfrey

To Councillor Tim Pollard

Can the cabinet member for culture update the council on staffing levels in each library and how these compare to one year ago?

Reply

Direct comparison with historical data is not straightforward as new ways of working, such as the roll-out of self-service are being introduced; and historical data is based on area structure not branch information, as is currently the case.

The current staff levels at each library is

Ashburton*	3.75 FTE
Bradmore Green	1.75 FTE
Broad Green*	1.69 FTE
Central Library*	19.2 FTE
Coulsdon	3.61FTE
New Addington*	3 FTE
Norbury	4.94 FTE
Purley	3.44 FTE
Sanderstead	1.41 FTE
Selsdon	4.69 FTE
Shirley	2.7 FTE
South Norwood	3.5 FTE
Thornton Heath*	4.13 FTE

In addition there is the equivalent of 2fte peripatetic staff covering frontline duties, 2.88fte homework helpers in particular libraries* and 5 fte librarians who spend time working in libraries every week.

Previously the library service was staffed on an area basis with staff allocated to an area rather than a branch .The frontline allocation per area was as follows

:

- 21.72 fte North Area (South Norwood, Thornton Heath, Broad Green and Norbury)
- 25.38 fte South Area (Bradmore Green, Coulsdon, New Addington Selsdon Purley, Sanderstead)
- 42.97 fte Central Area (Central Library, Ashburton Shirley)

Despite the differences in staffing levels, the changes in organisation, for example the extension of self-service approaches means that the service levels have been maintained and improved in some areas such as IT.

CQ265-14 **from Councillor Timothy Godfrey**

To Councillor Tim Pollard

What plans does the council have to host / hold art exhibitions in the coming year?

Reply

Following the re-opening of the Exhibition Gallery at Croydon Clocktower in September 2013 and the first display of 50 paintings from the Croydon Art Collection ('Plotting the Collection' from September '13 to March '14) the Museum of Croydon will be holding two further exhibitions, featuring a total of c. 100 artworks from the Croydon Art Collection in 2014-15.

The next exhibition is entitled 'Croydon Connected' and will run from April - Oct 14. In contrast to the first exhibition which featured a painting from every ward in the borough, the theme of 'Croydon Connected' is to show views from beyond Croydon and explore their connections with Croydon and how these paintings ended up in the Croydon Art Collection. The theme for the autumn / winter '14 / '15 exhibition is currently being developed with a number of community, stakeholder groups.

During the changeover between these exhibitions the Croydon Art Society will hold their, now annual exhibition at Croydon Clocktower from 25 March - 12 April 2014.

In addition Croydon Adult Learning and Training Service will host a summer exhibition. The excellent outcomes from CALAT photography courses are also exhibited in various places, including the Clocktower.

CQ194-14 **from Councillor Carole Bonner**

To Councillor Dudley Mead

How many lifts are there in council owned buildings and how many breakdowns have there been and for what period of time was the lift out of service? What lift parts are kept in stock for common faults? Please provide this information for the last 3 years and detail by ward.

Reply

Within the Council's housing stock there are 66 blocks served by either one or two lifts within each block. In total there are 92 lifts which are regularly inspected, serviced and maintained under contract to a specialist lift company.

Lift faults are reported and generally resolved on the first visit. The lift contractor carries a reasonable amount of spares for most typical breakdowns. However from time to time a major component can fail and requires either major repair or renewal and this inevitably means that the lift is out of service for a period of time. We do not hold information on the length of time every lift has been out of operation.

To provide more detailed information on the number of lift breakdowns within each ward over the last three years will require a significant amount of officer time to collate. However, this information will be provided to the member in due course once that piece of work has been undertaken.

CQ195-14 **from Councillor Carole Bonner**

To Councillor Dudley Mead

How many 1 and 2 bedroom properties do you expect to become available for rent via the council and other social housing providers in the next 12 months and how many households are there who have been affected by the benefit changes and are looking to downsize to a 1 or 2 bedroom property.

Reply

Our projection of supply is that there will be 209 one bedroom dwellings and 271 two bedroom dwellings during the current year 2013/14. The early forecast for the following year is that these figures are not expected to change.

We know of 222 social housing tenants who have registered for a move, almost all of whom require 1 or 2 bedroom homes. This figure comprises council and housing association tenants registered for a transfer and council tenants registered for a mutual exchange (please note that we do not have data on housing association tenants who have registered for a mutual exchange.) Indications are that most social housing tenants are electing to stay and pay the rent shortfall.

The council is managing the impact of the welfare reforms very well through proactive engagement with households impacted, in particular, its tailored support to households affected, and the integration of housing, employment and welfare advice/support.

To manage demand, the council is also rationalising the use of current supply by getting under-occupiers and overcrowded households to move to accommodation that better fits their needs through homeswaps. The Council has put in place a range of proactive measures, including promotion and support for tenants to engage in mutual exchanges, addressing barriers to exchanges in terms of the condition and decoration of properties available and assistance with relocation, as well as close working with other social landlords. The use of assertive demand management ensures households are provided with realistic choices about their housing options.

CQ202-14 **from Councillor Sherwan Chowdhury**

To Councillor Dudley Mead

Could the cabinet member confirm to me whether RSL have confirmed any new proposals or if there are any in the pipeline to build new properties in Croydon. Also how many new properties have been built in the current financial year by RSLs?

Reply

RSLs operating in Croydon have recently submitted proposals to the GLA 2015-18 Affordable Housing programme, to deliver an affordable housing programme during this period. The GLA are due to assess the bids submitted by July this year.

In the current financial year, 2013/14, Registered Providers have started the construction of 649 affordable homes and have completed 229 Affordable homes.

CQ214-14 **from Councillor Patricia Hay- Justice**

To Councillor Dudley Mead

Addiscombe is being blighted by landlords that have little or no interest in looking after their properties. Overcrowded properties, insufficient bin space, overflowing rubbish and untidy front gardens are now a common site on our streets. Will you support Labour plans for a register of landlords?

Reply

I am sure it will come as no surprise when I say that I do not support any Labour plans.

However, the issues you mention are predominantly linked to houses in multiple occupation (HMO) and in Croydon we not only operate the national mandatory HMO licensing scheme we have extended this to include more properties by implementing discretionary, additional HMO licensing.

In single family properties, issues such as excess rubbish and untidy front gardens are not the landlord's responsibility, they are the tenants'.

CQ216-14 **from Councillor Matthew Kyeremeh**

To Councillor Dudley Mead

What data has the Cabinet member got with respect to officially registered HMOs in the Thornton Heath ward since 2010? I would appreciate a year-by-year breakdown, numbers of rooms and the streets and roads they are mainly located on.

Reply

The register of licensed HMOs contains a wealth of information, including owner and licence holder details, a summary of licence conditions and a short description of the property as well as the number of rooms, shared facilities and the maximum permitted number of occupants. The register is a public document and can be viewed, or obtained electronically, by contacting the housing enforcement section in DASHH.

From the register, the following properties within the Thornton Heath Ward have been issued with HMO licences:

2010

Cranbrook Road, 6 rooms
Kitchener Road, 4 rooms
Northwood Road, 3 rooms

2011

Buller Road, 4 rooms
Buller Road, 4 rooms
Grange Road, 5 rooms
Grange Road, 5 rooms
Heath Road, 5 rooms
Heath Road, 5 rooms
High Street, 4 rooms
Hobart Gardens, 5 rooms
Manchester Road, 5 rooms
Mersham Road, 5 rooms
Natal Road, 6 rooms
Parchmore Road, 3 rooms
Ross Road, 5 rooms
St Pauls Road, 5 rooms
St Pauls Road, 6 rooms
Thirsk Road, 4 rooms

2012

Cassland Road, 6 rooms
Cotford Road, 3 rooms
Cotford Road, 3 rooms
Elm Road, 5 rooms
Elm Road, 7 rooms
Hamilton Road, 5 rooms
Hunter Road, 5 rooms
Liverpool Road, 6 rooms
Manchester Road, 7 rooms

Moffat Road, 4 rooms
Natal Road, 5 rooms
Parchmore Road, 3 rooms
Parchmore Road, 8 rooms
Stuart Road, 2 rooms

2013

Norfolk Road, 7 rooms
Parchmore Road, 5 rooms
Bruce Road, 4 rooms
Ladbrook Road, 5 rooms
Ladbrook Road, 5 rooms
Ross Road, 6 rooms

2014

Buller Road, 5 rooms

CQ225-14 **from Councillor Maggie Mansell**

To Councillor Dudley Mead

How many families with school age children (mother or father and child under 18) have been:

- a. evicted from social housing,
- b. declared intentionally Homeless,
- c. had funding for temporary housing/ bed and breakfast stopped,

since April 1st 2013?

Reply

Since April 2013:

- a. A total of 27 households with children have been evicted
- b. There has been a total of 61 households with children found to be intentionally homeless
- c. Of these 43 are no longer in accommodation provided by the local authority

CQ226-14 **from Councillor Maggie Mansell**

To Councillor Dudley Mead

How long is the normal time allowed in temporary Bed and Breakfast?

Reply

An Order of the Secretary of State, The Homelessness (Suitability of Accommodation) (England) Order 2003 provides that B&B accommodation is not suitable accommodation for families with children and households that include a pregnant woman unless there is no alternative accommodation available and then only for a maximum of six weeks.

At the last quarterly homelessness return (December 2013), Croydon had no households fitting the description above in temporary Bed and Breakfast accommodation for longer than six weeks.

There were no households with dependent children in shared B&B over 6 weeks in 2005.

Position in 2003 as follows:

March 2003	148 over 6 weeks
June 2003	88 over 6 weeks
Sept 2003	38 over 6 weeks
Dec 2003	36 over 6 weeks

CQ233-14 from Councillor Raj Rajendran**To Councillor Dudley Mead**

If the current level of rent inflation continues, high rents will become a significant problem in outer London where rents have traditionally been lower than in inner London. London rents are forecast to rise at five times the England average by the end of Boris Johnson's term in 2016.

Does the Council have effective policies to contain the significant problems of rising rents in the Borough? If the answer is yes, could you please brief on the policies?

Reply

Information from the GLA London Rents Map shows that the difference between median private sector rents in Greater London and in Croydon have increased between May 2011 and March 2014. This means that median private sector rents in Croydon have become relatively cheaper than median private sector rents in Greater London.

		May-11		Sep-13		Mar-14	
		Private sector rent (median)	% difference	Private sector rent (median)	% difference	Private sector rent (median)	% difference
Greater London	1 bed	£207		£254		£260	
Croydon (LB)	1 bed	£156	32.69%	£178	42.70%	£173	50.29%
Greater London	2 bed	£254		£317		£323	
Croydon (LB)	2 bed	£196	29.59%	£229	38.43%	£219	47.49%
Greater London	3 bed	£300		£346		£369	
Croydon (LB)	3 bed	£242	23.97%	£288	20.14%	£291	26.80%

The most effective way of restraining an increase in private sector rents would be to increase the supply of private rented properties becoming available to the market, and the council supports those policies in the draft London Housing Strategy that seek to achieve this .

In terms of policy the council also supports the Mayor of London's proposals, also contained in the draft London Housing Strategy, to provide funding in the 2015-18 programme for "discounted rent" affordable housing (with rents charged at up to 80% of market rents) specifically for low income working households in London.

CQ243-14

from Councillor Alison Butler

To Councillor Dudley Mead

Does the Cabinet member agree that the failure of this administration to negotiate fair affordable housing targets in the town centre has added to Croydon's Housing Crisis?

Reply

The council applies a rigorous approach to negotiating affordable housing on all developments with ten or more net new homes. This approach consistently seeks to ensure that the maximum proportion of affordable housing (up to 50%) is secured without making the development unviable (which would result in no housing, including affordable housing being provided).

Across the borough, a minimum of 15% affordable housing is currently required in planning policy, linked to a borough-wide viability assessment which has determined that in the current market the majority of schemes cannot support more than 15% affordable housing. This minimum level is regularly reviewed so that as and when borough-wide viability improves, an increase in the minimum level of affordable housing will be required on all schemes.

A more flexible approach is adopted for developments in the Croydon Opportunity Area where the council may accept a lower proportion of on-site affordable homes (10%). In such instances the remainder of the policy requirement has to be either provided on another site, or the developer has to pay a commuted sum commensurate to the cost of subsidising providing affordable housing on other developments in the borough, or the developer has to agree to sign a legal agreement that says that if the value of the development increases in future when it is sold then they will pay a commuted sum of up to the value of 40% affordable housing, if viable. This approach ensures that all schemes deliver a minimum level of affordable housing.

Planning policy is robustly applied in affordable housing negotiations on individual sites. An applicant proposing a level of affordable housing below 50% must submit a financial viability appraisal for the proposed scheme. Expert consultants are employed to examine the appraisal in detail and to advise the council on whether the maximum amount of affordable housing is being procured on the development. Where it is not, the council will pursue a higher level of affordable housing provision.

This approach is a critical factor in ensuring that new developments, especially the larger central Croydon developments, have a reasonable chance of being delivered as most of these schemes are on the margins of viability. A more rigid approach that required developers to provide a higher level of affordable housing on all sites, regardless of viability would result in (i) an unwillingness by developers to acquire and develop sites in Croydon due to the perceived lack of flexibility in the planning system, (ii) increased use of the planning appeal process by developers to overturn planning decisions where viability was not properly considered in refusing permission, and (iii) an increase in stalled sites and a drop in the level of new schemes getting off the ground. This could put back Croydon's development aspirations for the Metropolitan Centre for years, putting at risk the future delivery of housing and affordable housing.

The current approach to affordable housing has not resulted in a housing crisis in the borough. In fact the prospects for future housing development look very favourable. Last year, we launched our 5 year housing delivery plan which will give a renewed boost to housing delivery through a range of pro-active and enabling measures, working closely with developers, house-builders, the GLA and other partners. The recently held Croydon Housing Congress is a good example of how this partnership is growing and developing, creating interest and investment in the borough.

As regards affordable housing, the Council has successfully developed a set of housing enabling measures which has increased the supply of social/affordable housing in the borough. The basis of this has been a flexible and pro-active approach to attract registered providers to invest in and build new affordable housing. In the last financial year (2012/13), a total of 465 new affordable homes started on site. Over 600 new affordable homes are forecast to start on site this year, to deliver well over a thousand new affordable homes.

Our record on affordable housing remains strong, with new supply consistently above the London average. Approximately £200m of inward investment has been leveraged into the borough for the provision of affordable homes, secured through a combination of GLA and Registered Providers funding. In total, of the 3,101 homes completed in the borough over the last three years between 2010/11 to 2012/13, 1,121 homes were provided as social/affordable housing. This is 36% of all new homes.

This is an impressive achievement and demonstrates our determined commitment to providing affordable homes.

CQ244-14 **from Councillor Alison Butler**

To Councillor Dudley Mead

How many council properties currently require work to bring them up to the decent homes standard?

Reply

None

CQ246-14 from Councillor Paul Scott

To Councillor Dudley Mead

Please schedule for each of the financial/council years since 1990 to the present all of the Councils property assets sold or in any other way transferred from their ownership or direct control but excluding:

- Any Council house sales under right to buy schemes
- Any land disposals as part of the transfer to TfL or in connection with Tramlink
- Any sale of garden or similar amenity land
- Any leases of less than a term of 25 years
- Individual minor disposals of less than £50,000

Reply

As the Council did not have an electronic database that included disposal information prior to 1998, with the exception of the Portfolio sale that took place in 1994, there may have been some additional disposals within this initial period that have not been recorded.

Figures are based on:

1990 - 1994 Cons 105 plus 244 Portfolio sale

1994 – 1998 Labour 25

1998 – 2002 Labour 26

2002 – 2006 Labour 70

2006 – 2010 Cons 12

2010 – 2014 Cons 6

CQ256-14 from Councillor Simon Hall

To Councillor Dudley Mead

Regarding Walton Green playground, can the Cabinet Member tell me why there was so long a delay in getting equipment fixed (some six months from when first reported), why the existing procurement arrangements in place for other play areas were not used and what arrangements are now in place for future repairs?

Reply

We have a contract in place for playground equipment repairs that covers most repairs and maintenance. However, some of these playgrounds have equipment installed that is expensive to replace and often has to be obtained from overseas suppliers. Where work is of a high cost, such as Walton Green, we are required under financial regulations to seek an additional quote on non-emergency works to ensure value for money.

The quote received in this instance was from a contractor we have worked with previously and it was considered too high and we had some issues in negotiating price with them. We also experienced a problem in sourcing another contractor.

From 1 April 2014 a new contract with Axis has been secured on a wider scope, giving value for money across the whole contract and this includes all general building, void, gas and electrical works as well as communal repairs.

Axis will therefore carry out all playground repairs under their contract. Where there is a specialist replacement required, such as Walton Green, the requirement is for them to have additional specialist suppliers in place to provide this more quickly and at a better cost.

CQ258-14 **from Councillor Alisa Flemming**

To Councillor Dudley Mead

How many Council properties in the Upper Norwood ward still fail to meet the decent homes standard?

Reply

Please see answer CQ259 which covers this question also.

CQ259-14 **from Councillor Alisa Flemming**

To Councillor Dudley Mead

How many more properties in the Upper Norwood ward are still awaiting refurbishment under the kitchen & bathroom scheme?

Reply

There are 803 dwellings in Upper Norwood. Of these:

- 379 have been completed
- 28 no access/refused
- 34 surveyed and awaiting results
- 31 planned for 2014/15
- 58 planned for 2015/16 to 2019/20
- 273 don't need replacing in the short term

CQ271-14 **from Councillor Helen Pollard**

To Councillor Dudley Mead

Can the Cabinet Member tell me what plans he has for new council housing on Monks hill, including the use of the site of the old community centre at Edgecoombe?

Reply

We are currently on site delivering our phase 3 housing programme, which will provide 41 affordable homes. Three of the sites in this programme are located on Monks Hill and will deliver four bungalows and two larger four bedroom houses, which will offer the flexibility to house residents who are either

- a) Under occupying their existing properties - and then free up larger existing homes for families who require a larger home
- b) Immediately provide larger family homes for families who are currently living in overcrowded conditions.

Within the next couple of months, we will start building our phase 4 programme, which will provide 31 affordable homes. One of the sites in this programme is located on Monks Hill and will deliver 2 four bedroom houses, by Spring 2015.

We are also assessing - through the pre application process and the outcomes of the feasibility surveys – the potential of redeveloping Edgecoombe Community Centre for residential. This process has just commenced and will be completed by September

CQ200-14 from Councillor George Ayres

To Councillor Jason Perry

Given the Village Green status of part of Central Parade and the need to reshape the Village Green for any viable regeneration, what are the estimated timetable for the regeneration, including likely dates for start of construction and completion of new community facilities?

Reply

The Council is undertaking a feasibility study to determine the options available for the regeneration of Central Parade West side. This study includes an assessment of the most appropriate uses for the site, public consultation and determining whether a reconfiguration of the Town & Village Green (TVG) would be appropriate. Initial findings have established that a reconfiguration might be appropriate in order to facilitate the delivery of improved leisure and community facilities and a new food store. Part of the work going forward will include options for de-registering and re-providing the TVG.

The planning pre-application process has begun and is estimated to take up to 6 months. The outcome of the pre-application process will be to establish the planning parameters, uses of the site, potential TVG replacement and will produce a feasibility report outlining the best available options. Initial consultation for regeneration in Central Parade was advertised in the local newspapers, Council website, Facebook and twitter in the week commencing 13th January 2014. Leaflets were also put on notice boards, community buildings, the New Addington Centre, leisure centre and in the shop fronts at Central Parade and Fieldway. Further public consultation will take place later in the year, once this process is complete. The outcome of this process will determine the construction and delivery timescales.

This Conservative council along with the Conservative Mayor has already invested over £700,000 in New Addington, in the new public realm at Central Parade. These latest initiatives will see a further £540,000 invested in the area

CQ210-14 from Councillor Sean Fitzsimons

To Councillor Jason Perry

As local councillors we meet with officers to ensure that the redevelopment in the Addiscombe district centre also included the Addiscombe ward. We also campaigned for the a similar redevelopment at the Cherry Orchard Road end of Lower Addiscombe Road and met with officers on site to set out how the area could be improved. Can you update us on the plans to redevelop this part of Addiscombe?

Reply

This Conservative Council has used the flexibility provided by Mayor Boris Johnson to invest local implementation plan (LIP) funds into district centres.

Unlike the previous Labour Mayor, who wished to micro-manage borough's spend, this Conservative Mayor has enabled this Conservative Administration to invest and deliver in our borough in a strategic way. Councillor Fitzsimons' scattergun approach highlights the inability of the Labour Party, at all levels, to plan in a coherent manner.

Under our approach the following district centres have received multi million pound investment:

- Purley - £2.3 million
- Addiscombe - £1.5 million
- South End - £1.1 million

With further plans in the coming years for:

- Norbury – in excess of £1.1 million
- South Norwood - £1.5 million

By investing in our district centres this provides a focus for the area and a catalyst for growth, which will benefit the whole area including outlying shopping parades.

The redevelopment of the Addiscombe district centre did include that part to the east of the tram tracks, within the Addiscombe ward. Discussions took place between local ward Councillors and Council officers over the possible future redevelopment of the St James's Road / Cherry Orchard Road shopping parade but as was explained at the time, this would be subject to identifying additional funding. Have the ward councillors been able to identify any such additional funding?

CQ212-14 from Councillor Sean Fitzsimons

To Councillor Jason Perry

The Menta Tower which was opposed by the three Addiscombe ward councillors but supported by the Conservative council and pushed through despite resident objections was very unpopular. Would you now agree that you were wrong to support high rise building in Addiscombe and that that the Ward councillors were right to oppose this?

Reply

Croydon's local plan sets the aspiration for Croydon to be London's most enterprising borough. It identifies Croydon Metropolitan Centre as the place in the borough that provides the greatest opportunity for positive change, and is seen as having capacity for thousands of new jobs and homes, and options for enhancing the quality of the public realm, and providing enhanced facilities and amenities to meet the pressing needs of the borough.

In this context it is considered that the scale of the Menta tower is appropriate given the site's prominence as a transport interchange and will create a new entrance to East Croydon Station and the wider Metropolitan Centre. The principle of a tall building in this location is consistent with recently adopted planning policy, the physical context establishes a fitting precedent for Croydon Metropolitan Centre. It achieves a high quality design that would represent a striking addition to the Croydon skyline, and provided much needed regeneration for this part of the borough.

Once again, here we have Councillor Fitzsimons showing himself as 'leader designate' of the 'do nothing' party. Change is abhorrent to him. He doesn't even want much needed schools in his ward, in case the children drop litter.

There are parts of the Addiscombe ward, like Cherry Orchard Road, which are very much in need of investment and regeneration. Yet Councillor Fitzsimons and his Labour colleagues would rather have no change and would allow the area to stagnate further. He and his party have no ambition for Addiscombe or Croydon as a whole.

By contrast this Conservative administration has great plans for our town that will see multi million pound investment and regeneration in the borough, the like of which has not been seen for generations. This will provide huge opportunities for the whole borough. Opportunities that the Labour party would wish to deny our residents.

This Conservative administration has a proud record of multimillion pound investment and delivery in our town.

CQ219-14 from Councillor Wayne Lawlor

To Councillor Jason Perry

Please provide an update on progress with Paxton House on Cargreen Rd SE25, and please also provide details on any consultation exercises that have been undertaken or are planned with local residents regarding development of that site.

Reply

The site at Paxton House (the former DSS Housing Offices) on Cargreen Road SE25, is in the process of being sold to Joseph Homes Limited(JHL). The current owners of the site, Longstone Developments Ltd, did not conclude a transaction with the Registered Provider, Home Group, who were previously in discussions to buy the site from them. This followed the previous transaction with Moat Group and Longstone Developments Ltd also failing to deliver in December 2013.

JHL has had a longstanding interest in office conversions within Croydon and this will be their first acquisition. JHL intend to bring a residential conversion forward using the current "Permitted Development Rights" route promoted by Central Government.

Officers are in discussions with JHL to better understand the exact type and nature of their proposed development. It is understood that the site may support up to 22 new homes via the conversion of the office space.

There has been no consultation to date regarding the latest proposals. However there will be an opportunity for public response to the proposals following the forthcoming Public Notice that will be erected at the site with details for interested parties.

CQ236-14 **from Councillor Gerry Ryan**

To Councillor Jason Perry

Can you advise me if there are any plans to promote exciting extensions to the tram network in the coming weeks and months. I have recent memories of Mayor Boris promoting widespread hopes to reach Crystal Palace, Sutton and beyond. If there is anything I can report on this please advise?

Reply

Since the London Mayor's visit, Croydon Council has been working with TfL and other South London authorities to investigate funding mechanisms to deliver extensions to Crystal Palace and Sutton. I am pleased to say that Tramlink is also pressing ahead with works to improve the capacity of the Croydon to Wimbledon branch. Tramlink has ordered four new trams as part of a £30m programme to deliver a 50 per cent increase in capacity on what is the busiest section of the network. This is in addition to the six trams already provided under a £16.3 million investment. The programme includes the replacement of a single line section with double tracks and an additional tram platform at Wimbledon station. This will greatly improve tram frequency, reduce waiting times and increase reliability as well as making for a better passenger experience. It is great news for the Croydon economy. An additional 25,000 people will now have a journey time of less than 60 minutes to central Croydon.

The remaining major capacity constraint on the system is the loop line running through Croydon's town centre. Adjusting the way trams operate within the town centre is also important to achieving many of our aspirations for the public realm and walkability within the town centre. I am very pleased to say that funding is identified and we are working with TfL to develop a second line in the town centre to serve the commercial quarter. This will provide the additional capacity the network needs in order to continue to grow, and greatly support our aim of making the town centre an easier and enjoyable place to live and work.

By working with the Conservative Mayor this Conservative Council has been able to lever multimillion pound investment into the tram system and we will continue to push for enhancements to the system.

CQ257-14 from Councillor Simon Hall

To Councillor Jason Perry

Given the huge issues for the residents of Beech House and Cedar House, during the construction of council housing on the old Job Centre site on Fieldway, notably regarding access on the slip road and to the car park, can the Cabinet Member tell me: (i) what measures are being taken for the rest of the construction; (ii) what lessons have been learnt for future developments; (iii) why the Council did not arrange for an access direct from Field Way was not created, as had been agreed previously when a private developer was going to build properties for a housing association; and (iv) why the Council persisted with what was consider unanimously by the Planning Committee to be an overdevelopment?

Reply

The Fieldway Job centre development was granted full planning approval on 3 March 2010. The site was originally offered to a developer, Classgrade, and they submitted the planning application, although they did not proceed with delivering the scheme as they were unable to secure a Registered Social Landlord.

1. The Council's appointed contractor, Lakehouse, is working to the agreed traffic management plan, which means that at times they need to unload deliveries, etc, on the site via the slip road adjacent to Beech House. The traffic management plan was developed in consultation with local the residents including those at Beech and Cedar House, wardens, residents' representatives and Ward Councillors. The plan was agreed prior to works starting on site.
2. As works progressed we have received some complaints about the way in which the contractor has managed their parking, which was not always in line with the agreed plan. This has been discussed in detail with the contractor at both site and senior management level, to ensure that this is managed effectively. A review of the Traffic Management Plan has been undertaken and additional signage and increased vigilance on the part of site staff agreed. This is being closely monitored.
3. Lessons learnt from this development include the need for continued monitoring of traffic management plans during construction & improved communication with residents regarding traffic management of site during construction.
4. The planning approval did not include an alternative access direct from Fieldway. The approved scheme is for 17 new homes and the council is building these as part of its Council New-Build programme, in accordance with this planning approval.
5. Although the planning application was originally refused by the Local Planning Authority, it was approved at appeal. The planning inspector considered the scale, form and density of development proposed to be acceptable in terms of the site and its surroundings. He also stated that he did not consider that the proposed development would cause any significant harm to the character and appearance of the area.

CQ273-14 from Councillor Tony Pearson

To Councillor Jason Perry

Can the Cabinet Member update me on the consultation regarding regeneration plans for Central Parade, New Addington?

Reply

I thank the Member for his question. May I say it has been a pleasure to work with him over the last 4 years; indeed it has been a breath of fresh air to have a proactive Conservative councillor in New Addington. I'm looking forward to working with 2 proactive Conservative councillors after May 22nd.

The consultation for regeneration in Central Parade was advertised in the local newspapers, Council website, Facebook and twitter in the week commencing 13th January 2014. Leaflets were also put on notice boards, community buildings, the New Addington Centre, leisure centre and in the shop fronts at Central Parade and Fieldway.

The consultation period ran from 28 January – 25 February 2014. Plans were displayed and presented to the local community. Two main consultation events were held on 28 January 2014 at the Addington Community Association Building and on the 15 February 2014 at the Pathfinders Octagon building. The plans were also exhibited at the Octagon and New Addington Centre throughout the duration of the consultation period.

Feedback surveys were available online or hard copies were available at the events and exhibition outlets. The feedback is currently being analysed and will be incorporated into the Central Parade East public realm works where it is feasible to do so. Once the analysis is complete the results of the feedback surveys will be shared with the community.

Additional consultation is planned later this year. The consultation will cover the amended East Side Public Realm plans and the initial proposals for the West side regeneration works. It is anticipated that the two consultations will be undertaken together but this will be determined through the progress of the planning pre-application process for the West side.

This Conservative Council along with the Conservative Mayor has already invested over £700,000 in New Addington, in the new public realm at Central Parade. These latest initiatives will see a further £540,000 invested in the area

This Conservative administration has a proud record of multi million pound investment and delivery for our town.

CQ186-14 **from Councillor Shafi Khan**

To Councillor Phil Thomas

Can the Cabinet Member tell us when the upgrading programme of street lighting in Norbury will be completed?

Reply

I can confirm the upgrading of the street lights in Norbury are likely to take 11 – 12 months to fully complete.

CQ187-14 from Councillor Shafi Khan

To Councillor Phil Thomas

Does this Council have any plan to improve the Norbury Hall Park, which is situated between Ederline Avenue and Craignish Avenue in Norbury in the near future?

Reply

There are currently no improvement plans scheduled for the park itself, however maintenance work to repair the footpaths have been requested from Interserve, the councils contractors.

In addition 'HML Anderton's' who own an adjacent property to the park have developed a phased plan to repair an adjoining boundary wall for which they have responsibility and will be working with the council to repair that jointly owned/shared wall within the park.

CQ199-14 **from Councillor George Ayres**

To Councillor Phil Thomas

Will the Cabinet Member ensure that the wishes of the businesses and market operator at Central Parade, New Addington are listened to and the market relocated to the market square and part of the adjacent car park(s)?

Reply

In 2012 the Council was awarded over £5.16k to support public realm improvements to Central Parade. The Council worked alongside the local community, including residents, and businesses to help create a more vibrant and attractive shopping environment for the local community as a whole.

The work to revamp the market and make it more accessible included a move to its current location along the slip road was agreed in conjunction with the community including the local Business Partnership.

We will consider the comments made concerning the market and its current layout as part of the phase two public realm works that are presently underway. Use of the adjoining car parks however, is unlikely to form part of this consideration in view of the sizeable cost to traders that use of the car parks will attract.

CQ203-14 **from Councillor Sherwan Chowdhury**

To Councillor Phil Thomas

Could the cabinet member confirm to me whether there any plans to plant new street trees in the Norbury area, including the ones I requested last year to plant a new tree in Green Lane between numbers 331 and 333?

Reply

I can confirm that 42 new street trees have been planted in the Norbury area between November 2013 and March 2014.

A new street tree will be planted outside 331 – 333 Green Lane in November this year.

CQ209-14 **from Councillor Stuart Collins**

To Councillor Phil Thomas

Bearing in mind the traffic chaos around the South Norwood, Selhurst and Addiscombe areas caused by road works do you think it is time the Council made its self aware of the Borough wide alternative routes when roads are being worked on and ensured that no works were allowed on these alternatives routes at the same time and within a defined radius.

Reply

The Highways Network Management team do co-ordinate planned works to minimise the disruption to highway users.

When these works are brought to the teams attention they work with the relevant utility to ensure a robust traffic management plan is established, this involves agreeing suitable works durations and diversions plans. The diversion route is recorded and an embargo set against it to prevent over works (non-emergency) from being undertaken.

Unfortunately in the rare incident that our emergency situation arises such as a gas leak or burst water main, under the circumstance it is not possible to plan for but the team has a clear communication plan which notifies ward members and the Council's communication team.

CQ215-14 from Councillor Patricia Hay-Justice

To Councillor Phil Thomas

Under this administration resident parking permits have doubled in cost. Given that cost of administering the permits cannot have doubled the extra costs is a tax on car owners who live in central Croydon. Do you think it is fair that residents who live in controlled parking areas have to pay more to subsidise other council services?

Reply

Whilst resident permit charges have increased I believe this still represents good value for money and are no higher than many neighbouring boroughs. The current £80 charge for the first permit at a household (to be retained for 2014/15 financial year) equates to only 26p per day (22p in the Central CPZ which operates throughout the week) and is significantly lower than the alternative Pay & Display charges. The charge helps to contribute to ongoing costs to the Council such as enforcement, administration and maintenance of signing and lining, and helps towards recognising the value of parking in built-up areas of the Borough where transport links are generally excellent.

The main costs to the Council for managing the parking schemes includes administration costs for issuing permits, regular patrols of the parking bays and yellow line waiting restrictions and maintenance of the signs, Pay & Display machines and lines to ensure that the controls are enforceable.

There is a legal requirement to ensure all parking schemes are self-financed so that there is no direct burden on Council Tax payers.

CQ221-14 **from Councillor Wayne Lawlor**

To Councillor Phil Thomas

Please provide details of the number of fly tips reported by phone and internet in South Norwood ward and the timescale that it has taken to clear those fly tips.

Reply

Our most recent version of Contender dates back to December 2008.

From December 2008 until 12th March 2014 – there is a cumulative total of 2139 flytip reports for South Norwood.

Fly tips on public land are investigated and cleared within 72 hours (this is the published timeframe on our website) but often much quicker.

Private land fly tips are dealt with differently where it is necessary to identify land owners and then engage with them to clear, resorting to enforcement notices if they fail to remove the fly tip.

CQ232-14 **from Councillor Raj Rajendran**

To Councillor Phil Thomas

Could the Cabinet Member please study Croydon North Streets Independent Commission's Report 2014 and reshape policies suiting to clean up Croydon North effectively and efficiently, rather than saying it's politically motivated?

Reply

Unfortunately, it was a Political report and even your Leader has admitted it was set up to try to embarrass the Council.

I understand that a resident of North Croydon has written to IPSA and the Parliamentary Commissioner to complain.

CQ240-14 **from Councillor Mark Watson**

To Councillor Phil Thomas

The street lighting in Addiscombe is very poor and we have had a number of outages, some lasting for a number of days. Why has the promised new street lighting for Addiscombe taken so long?

Reply

Cllr Watson can be assured that Addiscombe will get the new street lights. He was part of the last Labour Cabinet that promised the new lights but failed to deliver.

CQ241-14 **from Councillor Mark Watson**

To Councillor Phil Thomas

Over 500 people have responded to our resident surveys and the feedback is that street cleaning in Addiscombe has got a lot worse over the last 4 years, with less than 7% thinking the street cleaning has improved. What are you going to do about this?

Reply

As Cllr Watson is aware huge improvements have been made in the street cleaning after the cut backs that occurred when Labour was last in control. I am always keen to improve all our services so if Cllr Watson has any hotspots he wants me to look at I will be very happy to look at how we can improve our street cleaning in any road in Addiscombe?

I hope that you have also told residents that a Conservative Administration won't ask Addiscombe residents to pay more Council tax so that people in North Croydon can have their rubbish collected and their streets cleaned more frequently at the expense of people who live in Central and South Croydon which seems to be Labours Policy?

CQ242-14 from Councillor Mark Watson

To Councillor Phil Thomas

Over the last 4 years we have been lobbying for something to be done about the traffic on residential roads, especially HGV lorries using our streets as a cut through. Despite meetings with officers nothing has been done and our residential roads are busier than ever. Can a commitment be given to revisit this problem?

Reply

The local ward Councillors from Addiscombe have met with myself and Council officers on a number of occasions to discuss the issues of through traffic in the Addiscombe area. However, the problems are difficult to resolve without causing additional problems for residents in other nearby roads. For that reason, the council has been unable to find a practicable solution that would be acceptable to all local residents.

Having said this, the Council remains keen to find solutions to the problems of through traffic, particularly those caused by heavy goods vehicles. I would therefore suggest that Councillor Watson contact the Highways improvements manager, Mike Barton, to arrange another meeting to discuss this matter further, with the view of finding a practicable solution which can be included in any future work programme.

CQ245-14 **from Councillor Alison Butler**

To Councillor Phil Thomas

Does the cabinet member agree that the condition of Frant Road, Thornton Heath is appalling and in need of urgent renewal?

Reply

Frant Road has been identified as requiring treatment. This was programmed for mid-February however this had consequential delay due to the flooding issues in the south of the borough. This is now programmed for end of March / early April.

In the meantime, Council officers will monitor the road and if any localised pothole repairs are needed prior to the surfacing works, these will be undertaken.

CQ250-14 from Councillor Manju Shahul-Hameed

To Councillor Phil Thomas

Does the Cabinet member has any plans to bring back the free bulky waste collection at least in the North of the Borough as the residents complain that the increase in fly tipping in the North is mainly due to the bulky waste collection charge.

Reply

There are no plans to change the bulky waste service.

Is she not aware that the last Labour Council introduced charges for this service?

CQ262-14 **from Councillor Humayun Kabir**

To Councillor Phil Thomas

Could you tell me how many road are un-adopted in Croydon in terms of kilometres and a breakdown by ward. Also how much does it cost to adopt per road in terms of per kilometre.

Reply

Please find attached a list of the unadopted highways in Croydon.

We currently have 79 streets to 'make up' (adopt) with a total length of approximately 1.57 kilometres.

I do not currently have a list of the streets by ward but the list does provide a breakdown by district.

As to providing the cost to adopt each road this cannot be answered easily as each affected street requires a different level of making up i.e. some streets require total making up whereas others only require the footways to be made up to bring them to adoption standard.

Our current approach has been dictated by the previous policy of the Country Borough of Croydon and Coulsdon and Purley UDC, who made streets up in part as requests were forthcoming from affected property frontagers.

It should also be borne in mind that the Council has a financial liability in respect of any alterations required to utility company apparatus, the upgrading of any existing street lighting and surface water drainage and the cost of any alterations required to existing pedestrian and vehicle entrances.

All other costs involved in the making up are re-charged to the street frontagers (properties).



unadopted
highways.pdf

Unadopted Highway

Street Name	Dist	Class	Status	Length
ASH TREE WAY	CR	Unclassified	Unadopted	94
BARRINGTON ROAD	PR	Unclassified	Unadopted	320
BEECH WAY	SC	Unclassified	Unadopted	214
BINFIELD ROAD	SC	Unclassified	Unadopted	125
BLACKTHORNE AVENUE	CR	Unclassified	Unadopted	51
BORROWDALE CLOSE	SC	Unclassified	Unadopted	45
BRAMLEY CLOSE	SC	Unclassified	Unadopted	95
BRIAR GROVE	SC	Unclassified	Unadopted	53
CANON'S HILL	CL	Unclassified	Unadopted	15
CARGREEN PLACE	25	Unclassified	Unadopted	26
CEARN WAY	CL	Unclassified	Unadopted	194
CHURCH ROAD	KN	Unclassified	Unadopted	470
CLEAVERHOLME CLOSE	25	Unclassified	Unadopted	86
CRANLEIGH CLOSE	SC	Unclassified	Unadopted	173
CUMBERLOW AVENUE	25	Unclassified	Unadopted	53
DALE PARK ROAD	19	Unclassified	Unadopted	143
DUNHEVED CLOSE	TH	Unclassified	Unadopted	23
DUNSTAN ROAD	CL	Unclassified	Unadopted	79
DUPPAS HILL TERRACE	CR	Unclassified	Unadopted	176
FAIRFORD AVENUE	CR	Unclassified	Unadopted	159
FAIRFORD CLOSE	CR	Unclassified	Unadopted	32
FAIRWAY CLOSE	CR	Unclassified	Unadopted	43
FARLEIGH DEAN CRESCENT	CR	Unclassified	Unadopted	146
FIRS ROAD	KN	Unclassified	Unadopted	330
FORREST GARDENS	16	Unclassified	Unadopted	160
FOX HILL GARDENS	19	Unclassified	Unadopted	97
FOXLEY ROAD	KN	Unclassified	Unadopted	565
FURZE HILL	PR	Unclassified	Unadopted	40
FURZE LANE	PR	Unclassified	Unadopted	630
GIBSON'S HILL	16	Unclassified	Unadopted	185
GLEBE CLOSE	SC	Unclassified	Unadopted	51
GLEN GARDENS	CR	Unclassified	Unadopted	62
GLENWOOD WAY	CR	Unclassified	Unadopted	61
GRIMWADE AVENUE	CR	Unclassified	Unadopted	29
HAREFIELD ROAD	16	Unclassified	Unadopted	44
HAWKHIRST ROAD	KN	Unclassified	Unadopted	820
HEATHERSET GARDENS	16	Unclassified	Unadopted	187
HEREWARD AVENUE	PR	Unclassified	Unadopted	382

Street Name	Dist	Class	Status	Length
HIGHDAUN DRIVE	16	Unclassified	Unadopted	95
HILL CLOSE	PR	Unclassified	Unadopted	87
HILL DRIVE	16	Unclassified	Unadopted	70
HOMER ROAD	CR	Unclassified	Unadopted	236
JOHN'S TERRACE	CR	Unclassified	Unadopted	61
KENDRA HALL ROAD	SC	Unclassified	Unadopted	161
KENLEY LANE	KN	Unclassified	Unadopted	63
KINGSWOOD WAY	SC	Unclassified	Unadopted	1086
KUALA GARDENS	16	Unclassified	Unadopted	32
LAVENDER WAY	CR	Unclassified	Unadopted	89
LONGWOOD ROAD	KN	Unclassified	Unadopted	383
MITCHLEY VIEW	SC	Unclassified	Unadopted	155
MOORSOM WAY	CL	Unclassified	Unadopted	140
PILGRIM'S WAY	SC	Unclassified	Unadopted	218
PINES THE	CL	Unclassified	Unadopted	60
PONDFIELD ROAD	KN	Unclassified	Unadopted	250
PROMENADE DE VERDUN	PR	Unclassified	Unadopted	519
RADCLIFFE ROAD	CR	Unclassified	Unadopted	736
RANMORE AVENUE	CR	Unclassified	Unadopted	66
RAYLEIGH RISE	SC	Unclassified	Unadopted	82
S R 03 (43 Chipstead Valley Road)	CL	Service Road	Unadopted	83
S R 12 (52 Grange Road)	SC	Service Road	Unadopted	242
SPINNEY THE	PR	Unclassified	Unadopted	100
SPURGEON AVENUE	19	Unclassified	Unadopted	90
ST JOHN'S HILL	CL	Unclassified	Unadopted	28
ST JOHN'S HILL	PR	Unclassified	Unadopted	48
TENNISON CLOSE	CL	Unclassified	Unadopted	49
TOWER VIEW	CR	Unclassified	Unadopted	786
UPLANDS ROAD	KN	Unclassified	Unadopted	551
UPPER WOODCOTE VILLAGE	PR	Unclassified	Unadopted	531
WALDEN GARDENS	TH	Unclassified	Unadopted	71
WATERHOUSE LANE	KN	Unclassified	Unadopted	131
WAYNFLETE AVENUE	CR	Unclassified	Unadopted	42
WOODCOTE LANE	PR	Unclassified	Unadopted	110
WOODCOTE PARK AVENUE	PR	Unclassified	Unadopted	462
WOODFIELD CLOSE	19	Unclassified	Unadopted	100
WOODLAND WAY	PR	Unclassified	Unadopted	475
WOODMAN ROAD	CL	Unclassified	Unadopted	113
WOODMERE CLOSE	CR	Unclassified	Unadopted	149
WYVERN ROAD	PR	Unclassified	Unadopted	215

Street Name	Dist	Class	Status	Length
ZIG ZAG ROAD	KN	Unclassified	Unadopted	263
13-Mar-14	Total (m) = 15686		79 No Streets	Page 3 of 3

CQ268-14 **from Councillor Maria Gatland**

To Councillor Phil Thomas

Is it correct that the Labour Party cut the street cleaning for South and Central Croydon when they were last in control of Croydon Council?

Reply

I thank Cllr Gatland for her question and can confirm that the previous Labour administration did indeed reduce street cleaning frequencies in the South and Centre of the Borough. Instead of cleaning many of the roads monthly they cut the frequency to once every 8 weeks.

You will be aware from the Labour funded so called Independent Street Commission that it is their intention to reintroduce that policy again in order to fund weekly street cleaning in the North of the borough. This is from a party that claims to support of all Croydon, doesn't sound like it to me.

This Conservative administration when re-elected in May will continue to serve ALL residents of the borough no matter where they live.

CQ269-14 **from Councillor David Osland**

To Councillor Phil Thomas

Is this Council planning to bid for government funding for pothole repairs?

Reply

The Department of Transport will be allocating an additional £140m of funding for pothole repairs on a formula basis and this will be distributed to the majority of councils in England shortly, to ensure that they can make use of it as soon as possible and complete works before the summer holidays.

As with previous years in order to qualify for this extra funding, Croydon will be required to publish information on their websites by the end of August 2014 showing where this money has been spent.

As yet the council has not been made aware of its allocation but we will make full use of it when we are advised.

CQ270-14 **from Councillor Tony Pearson**

To Councillor Phil Thomas

Recycling in Croydon has really been embraced by this Administration and by Croydon residents. Can the Cabinet Member tell me if there are any plans to introduce Wheeled Recycling Bins in any part of the Borough to help with recycling?

Reply

I thank Cllr Pearson for his question.

There are no plans at the present time to introduce a recycling wheelie bin service to houses in the Borough.

Most flats in the Borough do have recycling wheelie bins.

CQ275-14 from Councillor Jeet Bains

To Councillor Phil Thomas

What was the recycling rate under the last Labour Administration and how does it compare with the current Conservative record/

Reply

I thank Cllr Bains for giving me the opportunity to highlight the improvements that this Conservative administration has made in recycling rates. From a paltry 16% in 2005/6 to over 44% now. The chart below shows this year on year improvement and this has placed the Borough as the joint fifth within London

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%

CQ248-14 from Councillor Paul Scott

To Councillor Steve O'Connell

Please provide a detailed breakdown of how the Council's borrowing debt has increased over the last 8 years from below £200m to almost £1billion.

Reply

The level of council borrowing is set out in the table below. Debt is estimated to be £717m at the end of this financial year. As Councillor Scott is aware this investment has supported significant investment in the capital programme over this period.

The General Fund debt has risen steadily as a result of significant investment in the infrastructure and assets of the borough. This has principally been around Highways, Public realm and new facilities such as Waddon Leisure Centre. In recent years our requirement to provide school places has also meant that debt has had to be taken out to ensure all children in Croydon have access to a place.

It should also be noted that the Government's Localism Act included the replacement of the national Housing Revenue Account (HRA) subsidy system with a system of self-financing from 1st April 2012. The new system gives local authorities the freedom to finance and operate their council housing stock without annual government decisions on HRA subsidy.

With the introduction of the new system from 1 April 2012, this Council was required to make a one off payment of £223.126m to the Communities and Local Government (CLG) Office. This removed the Council from the national HRA subsidy system and discharged all of the Council's future liabilities under the system.

The cash settlement amount of £223.126m was financed by loans borrowed from the Public Works Loan Board (PWLB) at preferential rates over fixed periods to ensure that the requirements of the HRA business plan and the overall requirements of the Council were met.

I assume Councillor Scott that you are supportive of the responsible borrowing that has taken place to deliver new school places, housing self-financing and improvements to roads and town centres? Or would you rather have children educated in portacabins, housing rent used to subsidise homes in Labour authorities such as Lambeth and town centres left to stagnate?

Debt Outstanding and Interest Repayments - 2006/07 to 2013/14

Debt o/s (£m)		
2006/07	Actuals	205.137
2007/08	Actuals	217.137
2008/09	Actuals	257.137
2009/10	Actuals	278.737
2010/11	Actuals	326.137
2011/12	Actuals	619.264
2012/13	Actuals	690.264
2013/14	Forecast	717.264

CQ206-14 **from Councillor Pat Clouder**

To Councillor Margaret Mead

Would the Cabinet Member agree with me that radical changes to NHS treatment of vulnerable patients suffering mental health problems are much needed?

Moreover, could the Cabinet Member tell me what is being done to drive up standards of care for people with mental health problems experiencing crisis such as suicidal thoughts or significant feeling of extreme anxiety that blight lives?

Reply

Over the course of the past three years there has been a concerted effort, in the form of various reviews and studies, by the Council and the CCG, to gain a better understanding of the pressures within the mental health treatment system. This has included a mental health chapter on Dementia in the 2011/12 Joint Strategic Needs Assessment (JSNA) and a chapter on Schizophrenia and Depression in 2012/13 JSNA, a Programme Budget Marginal Analysis (PBMA), carried out by Public Health and a series of three reviews by an external agency.

This work is now leading to the drafting of a five year mental health strategy, which has at its heart a plan for radical improvement and transformation of mental health services treatment in Croydon, including for people experiencing crises or who have serious mental illnesses. In addition, we will be looking at how we embed prevention, resilience and early help into our overall commissioning, building on the principles of self-help, peer-support and personalised approaches, recognising the key role that family carers can play. We are now working with stakeholders including the voluntary sector, our mental health secondary care provider, primary care and social care colleagues, including our housing colleagues, to agree an action plan for improving the experience of Croydon residents who are in need of support and or treatment relating to people with mental ill health.

CQ276-14 **from Councillor Jane Avis**

To Councillor Margaret Mead

Would the Cabinet Member Cllr M. Mead please give updated information on the financial impact in 2015/16 because of the Deferred Payment Agreement for Care Users scheme, and if it is anticipated that it will not be fully funded which areas of Adult Social Care will suffer to meet the short fall.

Reply

The Deferred Payment arrangements which are expected to form part of the new Care Bill, currently nearing enactment, will mean for Croydon an expansion of it's existing scheme. This has been in operation for 10 years but the new arrangements will expand the facility to self-funders.

The new arrangements, which are expected to become operational on 1 April 2015 will also allow Councils to charge interest on what effectively is a loan – the rate of interest is still to be finalised nationally but the aim is to cover cost only. In overall terms the plan is that Deferred Payments should not add to the financial burden of Councils – this is a loan, where interest is chargeable and the expectation is that the lender will be able to take appropriate risk mitigation arrangements, as now, by placing a legal charge on the relevant property. Final details will be available later this year including set up funding costs in 2015/16.

CQ277-14 from Councillor Jane Avis

To Councillor Margaret Mead

Would the Cabinet Member Cllr M. Mead please give updated information on the immunisation rates in Croydon in age group and for those children in care against the England and London figures?

Reply

NHS England (London) is responsible for immunisation nationally and commission Croydon's Immunisation programme. They aim to stabilise immunisation reported rates in Croydon and increase reported rates through improvements in information management systems.

(Report to Health, Social Care and Housing Scrutiny Sub Committee 19 November 2013/11th March 2014)

The following updated immunisation rates per age group set out the latest coverage levels. The figures below are reported for the whole of the eligible population. They relate to the immunisation schedule for children under five.

Immunisation coverage for those children who reach their first, second or fifth birthday during most recent evaluation quarter.
Quarter 2 1st July -30th September 2013/14

Age 1 -Primaries

Children having their first birthday in the quarter should have been vaccinated at 2, 3 and 4 months

Croydon 91.6%
London 89.3%
England 94.3%

Croydon is performing better than London and coverage has risen by 4.6% from the previous quarter. This brings it back to the rates achieved in Q3 2011/12.

Age 2

those turning 2 should have been vaccinated at 12/13 months

Hib/Men C (booster)

Croydon 89%
London 86.9%
England 92.7%

Croydon has seen a 5.4% increase from the previous quarter and is currently at it's highest rate in five years. Croydon is performing better than London but 3.7% below the national rate

PCV (boosters)
Croydon 90.6%
London 86.4%
England 92.7%

Croydon has seen a 6.3% increase from the previous quarter and is currently at it's highest rate in five years. Croydon is performing better than London but 3.7% below the national rate.

MMR (first dose)
Croydon 89.7%
London 87%
England 92.7%

Croydon has seen a 6% increase from the previous quarter and is currently at it's highest rate in five years. Croydon is performing better than London but 3% below the national rate.

Age 5

those turning 5 who should have been vaccinated before 5 years, ideally 3 years 3 months to 4 years.

Pre-school booster

Croydon 79.6%
London 78.8%
England 89%

Croydon has seen a 9.6% increase from the previous quarter and is currently at it's highest rate in five years. Croydon is performing better than London but 9.4% lower than the national rate.

MMR2
Croydon 78.5%
London 80.2%
England 88.5%

Croydon has seen a 9.2% increase from the previous quarter and is currently at it's highest rate in five years. Croydon is performing 1.7% worse than London and 9.4% lower than the national rate.

This brings the proportion of children who have completed the national immunisation schedule in Croydon to 79.6%. Whilst Q3 data has not yet been published, there are early indications that this rise in rates has been sustained.

NHS England is striving to achieve World Health Organisation Targets of 95% coverage by 2020.

*Caution should be taken when considering apparent trends in immunisation coverage levels because this can reflect changes in the quality of data reported locally, regionally and nationally as well as real changes in vaccination coverage.

Looked after Children

In 2012/13 coverage levels for children in care with up to date immunisations were reported as follows: (Public Health England profiles <http://fingertips.phe.org.uk/search/immunisations#gid/1/pat/6/ati/102/page/0/par/E12000007/are/E09000008>)

Croydon 64.2%
London 76.5%
England 83.2%

These figures show much lower rates of coverage in Croydon compared to the London and national coverage levels.

In Croydon these levels appeared to be significantly lower than the general population and it was identified that there may be significant issues with data quality, related processes and mobility of cohort which were impacting on reported and actual coverage levels of immunisations for Looked after Children. Due to our unaccompanied Asylum Seekers population (who are counted as Looked after Children), Croydon has a large cohort of 802 children and young people to whom this indicator applies.

A sub-group of the LAC Health Strategy Group was set up to address identified issues which include:

Improving data quality and control.

Developing a rigorous pathway to ensure immunisation status is a key priority for all looked after children and is reflected in their care plan.

Supporting strategies eg: Staff training, improved communication.record keeping.

Currently there has been a focus on trying to update immunisation records in order to improve immunisation coverage.

Reference

Turning the Curve : improving uptake of childhood immunisations for looked after children (LAC) Interim report to Croydon Partnership Board.

CQ278-14 from Councillor Jane Avis

To Councillor Margaret Mead

Would the Cabinet Member Cllr. Mead, please give further information regarding the recent findings that a significant rise in the number of people using the Adult Social Care services no longer feel safe and secure.

Reply

We analysed the national adult social care survey responses last year and noted that the percentage of people who responded 'yes' to the question 'do care and support services help you in feeling safe?' was relatively low. However, nowhere in the survey were people asked why they felt unsafe. This indicated to us that we needed to find out more about possible underlying reasons. None of the survey questions set by the Department of Health ask why a person feels unsafe.

For example, someone may feel unsafe because they have been approached by a stranger in the street and the experience has caused them concern. The person may answer 'no' to the question, however, care and support services would be unlikely to directly impact on a situation of this kind, even if the services were completely satisfactory.

We want to ensure that we find out definitively if these results are related to care and support services. Even if there are no issues specific to care and support services there may be other concerns which we can seek to address, perhaps with other council teams or internal and external partners.

To do this we have developed two supplementary questions to be added to this year's national survey which we hope will provide us with qualitative data that we can use to identify the nature of any issues. These are:

'If you do not feel as safe as you would like please tell us why in the box below'

'If care and support services do not help you in feeling safe, please tell us why in the box below.'

Any additional questions must be considered and approved by the Health and Social Care Information Centre (HSCIC), and these questions have now been agreed by the HSCIC for inclusion in Croydon's 2014 adult social care survey. We anticipate that the results for this year's survey will be available for analysis by June 2014.