

COUNCIL MEETING: MONDAY 26 JANUARY 2015

WRITTEN QUESTIONS FROM COUNCIL MEMBERS

Question Number	Question asked by Councillor:	Subject
LEADER OF THE COUNCIL – Councillor Tony Newman		
CQ002	Bashford	Purley Pool
CQ004	Clancy	Purley Pool
CQ005	Clancy	Purley Pool
CQ014	Buttinger	Purley Pool
CQ017	Audsley	London Living Wage
CQ022	Pollard T	Asset Strategy
CQ023	Pollard T	Government Cuts
CQ028	Pollard, H	Jobs in Croydon
CQ052	Thomas	Purley Pool
CQ058	Speakman	Purley Pool
CQ070	Benn	Tribute to Service Personnel
CQ082	Khan,S	Collective switching
CQ110	O'Connell	East Croydon station
CABINET MEMBER FOR ECONOMIC DEVELOPMENT Councillor Toni Letts		
CQ029	Pollard, H	Surrey Street market
CQ030	Pollard, H	Waterworks Yard
CQ043	Wright	Traders' meetings
CQ076	Ali	Croydon Promise
CABINET MEMBER FOR FINANCE AND TREASURY – Councillor Simon Hall		
CQ015	Buttinger	Purley Pool
CQ040	Hopley	Pension Fund
CQ055	Cummings	Asset disposals
CQ056	Cummings	Costs relating to SLWP
CQ057	Cummings	Agency staff costs
CQ061	Brew	Purley Pool
CQ062	Brew	Purley Pool
CQ095	Canning	Tell us Once
CQ108	O'Connell	Purley Baptist Church site

Question Number	Question asked by Councillor:	Subject
DEPUTY LEADER & CABINET MEMBER FOR CLEAN GREEN CROYDON Councillor Stuart Collins		
CQ024	Pollard T	Fly tipping prosecutions
CQ053	Thomas	Recycling charges
CQ066	Creatura	Fly tipping
CQ078	Kabir	Don't Mess with Croydon
CQ079	Khan, B	Fly tipping
CQ090	Rendle	Fixed Penalty Notices
CQ092	Wentworth	Waste collection
CQ106	Fisher	Street cleaning - Shirley
CABINET MEMBER FOR COMMUNITIES & PEOPLE Councillor Louisa Woodley		
CQ007	Hopley	Care for the Elderly
CQ008	Hopley	Independent Living Fund
CQ037	Stranack	Community facilities on monks hill
CQ044	Mead, M	CUH - support for the over 50's
CQ045	Mead, M	Heart town
CQ046	Mead, M	Support for diabetes and obesity
CQ064	Creatura	CUH -
CQ069	Chatterjee	Flagship food forum
CQ073	Clouder	Ambulance response times
CQ074	Clouder	Mental Health A&E
DEPUTY LEADER (STATUTORY) & CABINET MEMBER FOR HOMES & REGENERATION Councillor Alison Butler		
CQ013	Bird	Empty properties
CQ016	Neal	Families in B&B
CQ027	Wright	Rent arrears
CQ036	Neal	Kitchen and bathroom improvements
CQ039	Stranack	Decent home standard
CQ041	Winborn	Planning applications
CQ042	Winborn	Planning applications
CQ060	Fitzsimons	Quest House
CQ067	Fitzsimons	Permitted Development rights
CQ087	Lewis	Service road, Central parade
CQ088	Lewis	Fairness for Council tenants
CQ093	Canning	Housing repairs
CQ111	Mead, D	Right to Buy
CQ112	Mead, D	Council new build programme
CQ113	Mead, D	St Georges House, Park Lane

Question Number	Question asked by Councillor:	Subject
CABINET MEMBER FOR TRANSPORT & ENVIRONMENT Councillor Kathy Bee		
CQ010	Jewitt	Bus 130
CQ011	Bird	Gulley clearing
CQ019	Audsley	East Croydon station
CQ020	Mohan	London Bridge closure
CQ021	Mohan	20mph
CQ031	Winborn	Spicers Yard Car Park
CQ047	Hollands	Flood prevention
CQ054	Thomas	Road maintenance budget
CQ059	Speakman	Gulley clearing
CQ068	Fitzsimons	Street light renewal
CQ075	Ali	Street light renewal
CQ085	Lawlor	20mph
CQ086	Lewis	Winter planning
CQ100	Mann	Delayed trains
CQ101	Mann	Spring Lane bridge
CQ105	Prince	Fiveways junction
CQ107	Fisher	20mph
CABINET MEMBER FOR CHILDREN, FAMILIES & LEARNING Councillor Shafi Khan (Deputy Cabinet Member) responding on behalf of Councillor Alisa Flemming		
CQ009	Jewitt	Free school budget
CQ012	Bird	GCSE results
CQ026	Wright	Primary school admissions
CQ032	Gatland	Children, Families & Learning Department
CQ033	Gatland	Faith Schools
CQ034	Gatland	Support for young people
CQ035	Neal	GCSE results
CQ038	Stranack	Selsdon high school site
CQ065	Creatura	School places
CQ077	Kabir	Teachers
CQ091	Rendle	ASD teaching
CQ099	Henson	London Mozart Players
CABINET MEMBER FOR CULTURE, LEISURE & SPORT Councillor Timothy Godfrey		
CQ001	Bashford	Parks budget
CQ006	Clancy	Purley Pool
CQ018	Audsley	Fairfield Halls

Question Number	Question asked by Councillor:	Subject
CQ025	Hollands	Upper Norwood Library
CQ049	Hale	Fairfield Halls
CQ050	Hale	Purley Pool
CQ051	Hale	Purley Pool
CQ063	Brew	Purley Pool
CQ071	Benn	Purley Pool
CQ081	Khan, S	Sport benefits
CQ083	Lawlor	Olympic legacy
CQ084	Lawlor	Library service
CQ089	Rendle	Ashburton library
CQ098	Henson	Friends of Ashburton Park Group
CQ103	Prince	Leisure centres run by Fusion
CQ104	Prince	Leisure centres run by Fusion
CABINET MEMBER FOR SAFETY & JUSTICE		
Councillor Mark Watson		
CQ003	Bashford	Noise Enforcement
CQ048	Mohan	Social Audit Report
CQ072	Clouder	Female Genital Mutilation
CQ080	Khan, S	Benefit fraud
CQ094	Canning	Food banks
CQ096	King	Guns removal
CQ097	King	Guns removal
CQ102	Mann	Night economy
CQ109	O'Connell	Security for residents

CQ002-15 **from Councillor Sara Bashford**

To Councillor Tony Newman

Can Cllr Newman please update us on the promised visit to Purley Pool to meet with the "save the Purley Pool" campaigners. Can he also tell me if he really does intend to review his decision following the outcome of the visit, or is the closure of Purley Pool a fait accompli based on the choices he has already made on the budget?

Reply

There are a number of public and Member questions regarding Purley Pool.

No decision has been taken regarding the future of the pool. I took the proposal to a pre-budget meeting of the Scrutiny Committee in December and have since met with members of the local community. There has been a good discussion around the challenges we all face as a result of eight years of no investment in the pool by the previous Conservative administration.

I am pleased that our Labour administration is committed to govern for all of Croydon and we will work in partnership with the local community on a long term plan for leisure provision in Purley.

At the Cabinet meeting on 19 January 2015, I made a public commitment that a further report on the pool will be presented to the Cabinet meeting on 16th February 2015 and I will ensure that all the questions submitted for tonight's meeting are addressed in that report.

CQ004-15 **from Councillor Luke Clancy**

To Councillor Tony Newman

Can the Leader of the Council say where Coulsdon school children are supposed to learn to swim if he reneges on his assurance that Labour would not close Purley Pool?

Reply

I would refer Councillor Clancy to my response to CQ002-15.

CQ005-15 **from Councillor Luke Clancy**

To Councillor Tony Newman

Cllr Newman has been quoted in the Croydon Advertiser as saying that keeping Purley Pool open is hard to justify when “there is a new pool five minutes down the road at Waddon.” On what mode of transport does the Leader of the Council judge this journey time to be possible and which starting point in the south of the borough does he assume for his hypothetical swimmer?

Reply

I would refer Councillor Clancy to my response to CQ 002-15.

CQ014-15 **from Councillor Jan Buttinger**

To Councillor Tony Newman

Can the Leader of the Council say where Purley, Kenley, and so on, school children are to learn to swim when he closes Purley Pool?

Reply

I would refer Councillor Buttinger to my response to CQ 004-15.

CQ017-15 **from Councillor Jamie Audsley**

To Councillor Tony Newman

Please can you outline your strategy for ensuring Croydon becomes a Living Wage town in 2015?

Reply

I thank Councillor Audsley for his question.

Making Croydon a living wage borough is a key manifesto commitment of this Labour administration which is outlined in our manifesto 'Ambitious for Croydon'. This is to help ensure that every person can enjoy the benefits of a vibrant economy. On this issue this administration has ensured that the council leads by example by ensuring that all staff we directly employ are paid the London Living Wage. This was not the case under the previous administration even though we had been assured that it was. We are also communicating with Croydon schools about the possibility of them moving to a London Living Wage position.

In terms of our contracts we took an early decision that all new contracts would require providers to pay the London living wage. We are actively working with existing providers to implement London living wage during the course of the contract period. We will be seeking London Living Wage accreditation for the Council during 2015 and supporting local businesses to consider taking this step as well.

CQ022-15 **from Councillor Tim Pollard**

To Councillor Tony Newman

Following the approval of the Council's asset Strategy in November a number of Labour councillors suggested in social media and verbally that officers had inserted the clauses enabling development for housing on school sites without cabinet members (including the member responsible for assets) being aware. Embarrassingly for the cabinet, the Press Office was forced a few days later to issue a rebuttal making it clear that this was not true. Will you now reprimand those members of your group who made those allegations and who misled the public in doing so?

Reply

The overwhelming concern of the public is whether school playing fields are built on, as the previous Conservative administration planned to do on Highbury playing fields. You can be rest assured that this administration will not adopt such a practice.

CQ023-15 **from Councillor Tim Pollard**

To Councillor Tony Newman

Given your numerous comments criticising the coalition government for the level of cuts it has required local authorities to bear, do you also condemn Ed Miliband for his confirmation that any incoming Labour government would maintain the vast majority of the government cuts that the coalition government has put forward for future years?

Reply

I welcome Councillor Pollard drawing attention to the challenge the next Labour government faces to rescue Britain from years of financial mismanagement by the current Conservative led Coalition government.

This Labour administration inherited a £100m black hole from the preceding Conservative administration of this council, a fact confirmed by your previous leader. In the same way that we have returned prudent financial management to this council and placed it on a sound financial footing, I am confident that Ed Milliband will adopt an equally prudent approach to sorting out the mess that the Conservative led Coalition government will leave behind.

CQ028-15 from Councillor Helen Pollard

To Councillor Tony Newman

Can the Leader tell me what plans he has with the Westfield Hammerson development to ensure there are jobs for Croydon residents and, more specifically, those resident in Fairfield Ward?

Reply

I thank Councillor Pollard for her question.

This Council is determined to do everything in its powers to ensure that the forthcoming Westfield/Hammerson redevelopment delivers the highest possible socio-economic benefits for our local residents, particularly in terms of skills, training and employment. These aspirations have been detailed in the Skills and employment plan, part of the Section 106 agreement, which legally binds the developers to deliver these benefits.

A partnership steering group will oversee this process and preparatory work for its operational phase is well underway. Regular meetings with senior representatives of the developer are happening on a monthly basis. A series of engagement workshops for local stakeholders are being planned and will begin in February 2015. These workshops will ensure that local providers, organisations and agencies are fully briefed on the development and its phases and at the same time will provide an opportunity to these partners to make the developer aware of their priorities and the people they represent and work with. The engagement will lead to a smooth transition to the delivery phase of the development.

Fairfield ward is one of the target priority wards for maximum benefits and its residents along with the wider population of Croydon will be supported through the 'Pathways to employment' initiative to secure as many jobs as possible.

I am delighted that you are standing up for your new ward.

CQ052-15 **from Councillor Phil Thomas**

To Councillor Tony Newman

Why did you break your promise not to close Purley Pool when you knew the savings you had to make before you made your comments in the Advertiser?

Reply

I would refer Councillor Thomas to my response to CQ 002-15.

CQ058-15 **from Councillor Donald Speakman**

To Councillor Tony Newman

Will Cllr. Newman agree that public confidence in politicians and the democratic process was shattered when you reneged on your repeated assurances that you would not close Purley Pool?

Reply

I would refer Councillor Speakman to my previous response to CQ 004-15. I would also add that confidence in politicians of his group was well and truly shattered when the former Conservative leader of this council unscrupulously took a pay increase in secret, despite telling the people of Croydon he would not do so. That was a complete betrayal of the trust that the people of Croydon placed in your former leader.

CQ070-15 **from Councillor Emily Benn**

To Councillor Tony Newman

As we reflect on the end of Operation Herrick, Britain's combat role in Afghanistan, will the Leader join me in paying tribute to all from Croydon who have served with such distinction in Afghanistan, including those who so bravely laid down their lives for our national security; Will he agree with me that we owe them a great debt of gratitude for their sacrifice and we will never forget them?

Reply

I thank Councillor Benn for the question. We recognise the important role that Croydon based armed services personnel have played in defending the safety and liberty of people in Afghanistan and further afield. We will be forever grateful to those that have bravely defended the cause of freedom and liberty with their lives and I look forward attending future events to honour their memory.

I want to thank Councillor Benn for the excellent work she is doing in her role championing the interests of service personnel in in the borough.

CQ082-15

from Councillor Shafi Khan

To Councillor Tony Newman

Collective switching is making a real difference to people, both saving them money on their bills and providing an easy way to avoid the headache of having to spend time trying to wade through the complex wording of price plans, particularly for those residents without access to the internet. For some people these savings might make the difference which enables a pensioner to keep the heating on this winter. Even though we have seen the biggest drop of oil prices, energy companies are not passing on the benefit fully and quickly to the consumers. Does the Leader agree with me that Council should take an active role to use collective bargain power to have a cheaper deal for its residents?

Reply

I thank Councillor Khan for his question. High energy cost is a major issue for many households, impacting the ability of many to maintain comfortable temperatures in their homes during winter months. This administration welcomes initiatives that help reduce the cost of energy for Croydon's households and I am pleased to report that the Council is successfully promoting and supporting residents to switch to cheaper energy tariffs through Big London Energy Switch collective switching scheme.

A total of 311 households signed up for the last energy auction in October 2014, with 107 actually switching. The average annual saving for those who switched is expected to be £251.

I would encourage as many households as possible to sign up for the next auction, registration for which closes at midnight on Monday 2nd February. Anyone wishing to register can do so at the www.croydon.gov.uk/energyswitch

CQ110-15 from Councillor Steve O'Connell

To Councillor Newman

I understand that the Leader wishes to rename East Croydon Station, if so will he join me in urging that on the platforms and other signage the words 'Home of The Eagles' is added?

Reply

I thank Councillor O'Connell for the question. Irrespective of whether or not the name of East Croydon station is changed, I suggest we write jointly to Network Rail to ask that the station's signage reflect the fact that Croydon is the home of Crystal Palace FC.

I am sure that Councillor O'Connell would join me in wishing Crystal Palace good luck in their current premier league campaign and I hope that the team and new manager can build on the success of recent weeks.

CQ029-15 **from Councillor Helen Pollard**

To Councillor Toni Letts

Can the Cabinet Member tell me what plans she has to bring the life back to Surrey Street market? There seem to be fewer and fewer stalls.

Reply

I can advise that we have a number of ideas, plans and projects to ensure the ongoing vitality of the market and ensure it maintains the current level of stall holders and of course attract new customers and potential new market traders.

The reason it may be seen as less busy is that following the festive season the market is now in what is known as the flat period where traders take the opportunity to take Winter holidays and rest periods before organising themselves for Spring.

At the heart of our plans for example is promoting Surrey St market through the marketing programme in place via national trade magazines together with a new application pack along with flyers to promote the market and attract new traders.

In addition Croydon Council Markets section joined the National Market Traders Federation as a member in order to make use of the public liability insurance scheme whereby we can offer new traders the opportunity to test their skills and offer free insurance for up to 5 days. This gives new traders the chance to have a "Taster" of market trading and also save them money. We have also identified a number of minority groups who we intend to approach to discuss potential business opportunities for residents living in the borough.

Recently the markets team joined the Chamber of Commerce where we intend to "sell" Surrey St market as an opportunity for entrepreneurs to kick start their businesses and the markets team have been in discussions with Q Parks management to play a part in promoting both the car park and the market jointly via a phone application and Q Parks promotions.

Up to 500, 2015 calendars were distributed over the festive season to promote the market and keep Surrey St fresh in people's minds as well as, joint promotion with the Surrey StrEatery via flyers and a Christmas Grotto.

The markets team are now planning the next stage of recruitment and promotion to attract more customers including Easter events and St Georges day event including the "Good Stall Awards".

CQ030-15 **from Councillor Helen Pollard**

To Councillor Toni Letts

Could the Cabinet Member outline her plans for the regeneration of Waterworks Yard? When will the water tower be renovated? What will she do to encourage shops to take up the empty units around the square?

Reply

The Pump House at Exchange Square was put to market late in 2014 and bids were invited. The Council is currently waiting to hear who the successful bidder is and will then aim to work closely with them to ensure that the site is brought forward for active use. We are also keen to ensure that there is a wide programme of events and activity taking place to support this area as the emerging Cultural Quarter. In the meantime, there are a number of project strands taking shape in the area such as the Surrey StrEatery and work to support the Surrey Street market traders.

CQ043-15 **from Councillor Chris Wright**

To Councillor Toni Letts

In August the Cabinet Member said she would begin a series of meetings with businesses and traders in Norbury in September and South Norwood in October. Can she kindly outline when the results of these meetings will be published?

Reply

The meetings that took place last quarter involved a wide range of stakeholders in both Norbury and South Norwood. The information gathered at these meetings is being used to inform projects such as the Local Implementation Plan for South Norwood and other regeneration projects. It is not intended that the information gathered at these meetings is published but will be shared with attendees.

CQ076-15 **from Councillor Hamida Ali**

To Councillor Toni Letts

Can the cabinet member confirm that South Norwood district centre - including Portland Road - will be one of the district centres to benefit from any business rate relief options as part of the Croydon Promise?

Reply

We are exploring options to make Business Rate Relief available to at least three of our district centres and Tier 1 industrial areas, in accordance with the our Croydon Promise, this may include South Norwood district centre - including Portland Road.

Croydon Council, however, already supports independent business owners who are actively looking for premises to operate their business by highlighting the number of existing business rates schemes that may be able to assist them, in particular the occupied rates relief that could provide 50% discount on business rates for up to 18 months if they occupy a premise that was previously empty for 12 months.

CQ015-15 **from Councillor Jan Buttinger**

To Councillor Simon Hall

Would the Cabinet member please state the cost of extending the gym/ exercise area and the revenue cost in 2015/2016 to operate Purley Pool complex, after the pool has been closed?

Reply

I would refer Councillor Buttinger to my response to CQ 002-15.

CQ040-15 from Councillor Yvette Hopley

To Councillor Simon Hall

The pension fund performed well in the last quarter. The two funds that that gave the best performance that you intend divesting from performed well above benchmark adding to that growth.

Even given any management costs, it proved that by having a diverse equity fund when we have volatility in the market place different types of allocation smooth out associated risks. Don't you think it is sensible to have some form of active management within our allocation, even if a small percentage, as do most pension funds?

Reply

The performance targets of the Fund's three active equity managers are outlined below:

I assume the question relates to the quarter ended 30 September 2014 which were tabled at the Pensions Committee on the 2nd of December 2014.

Active equity managers aim to outperform the benchmark by a target figure (say 2-4% above benchmark) and hence charge higher investment management fees than passive managers who perform in line with the benchmark, subject to tracking error.

Fidelity outperformed the benchmark over the quarter, one year, three years and since inception. The manager has failed to meet their performance target over all time horizons.

Franklin Templeton outperformed their benchmark over the quarter but underperformed the MSCI World NDR over the one year, three years and since inception. The manager has failed to reach their performance target over all time horizons.

Global Thematic Partners (DB Advisors) have underperformed the MSCI World NDR benchmark over the quarter, one year, three year and since inception. The manager has failed to meet their performance target over all time horizons.

If the Fund had invested its entire equity holdings in a passive fund tracking the MSCI World NDR, it would have had stronger returns and had less risk over the quarter, one year, three year and since inception.

As Councillor Hopley knows we are in the process of reviewing our asset allocation as a committee and proposals on allocation will come to the March committee meeting.

CQ055-15 from Councillor Jason Cummings

To Councillor Simon Hall

Property disposals or acquisitions above £500k are required to be reported to Cabinet for formal approval. Have there been any asset disposals below £500k since May 2014 and if so what were they?

Reply

Disposals under £500,000 are set out below

Sale of Freeholds

Address	Type	Capital Receipt (plus costs)
98 Parkway	Garden Land	£2,000
5 Princes Road	Garden Land	£4,000
192 Lower Addiscombe Road	Sale of FH (subject to 999 year lease no ground rent)	£2,000
Gatestone Court	Garden Land	£5,000
1&2 Cox's Cottages	Sale of FH (subject to 999 year lease no ground rent)	£1,000

CQ056-15 **from Councillor Jason Cummings**

To Councillor Simon Hall

In the Cabinet papers for 19th January in the appendix to item 13 (page 183) there is a table of Borough breakdowns of existing costs for services relating to the SLWP. The breakdown is included for all the other Boroughs involved but not for Croydon. Why have these figures not been published and can you please supply them now.

Reply

The contract for Croydon is currently a combined Waste Collection and Street Cleansing which is why the figures for Croydon were shown as combined.

The current split of the contract value is £5.5m for street cleansing and £11m for waste collection.

Croydon is not intending to take part in Lot 2 of the proposed contracts which covers Parks, hence there is no cost shown in the report.

CQ057-15 from Councillor Jason Cummings

To Councillor Simon Hall

Please supply a year to date comparison for 2013/14 and 2014/15 for the spend by the council on agency staff.

Reply

One of our administration's commitments have been to effectively review the use of agency staff and ensure that it is appropriate. I am pleased to say that the new approach is beginning to reduce the cost of agency on a year on year comparison.

	2013/14	2014/15	Difference
April	£1,590,874.23	£1,698,845.95	£107,971.73
May	£2,065,986.72	£2,097,823.14	£31,836.42
June	£1,714,834.14	£1,703,106.04	-£11,728.10
July	£1,791,501.83	£1,633,144.93	-£158,356.90
August	£2,126,933.97	£1,865,150.64	-£261,783.33
September	£1,672,253.66	£1,476,517.81	-£195,735.85
October	£1,729,383.18	£1,534,476.12	-£194,907.06
November	£2,129,993.83	£1,907,726.79	-£222,267.04
December	£1,484,688.11	£1,256,616.26	-£228,071.85
Total	£16,306,449.66	£15,173,407.68	£1,133,041.98

CQ061-15 **from Councillor Simon Brew**

To Councillor Simon Hall

The Purley Pool supporters group do not accept that the minimum cost of renovating Purley Pool is as high as £870000, but even if this figure is true, what consideration was given to shaving this amount off other capital expenditure plans such as the new leisure facility at New Addington?

Reply

I would refer Councillor Brew to my response to CQ 002-15.

CQ062-15 **from Councillor Simon Brew**

To Councillor Simon Hall

Will the Cabinet member please describe the efforts he made to obtain funds from sources outside of the Council such as Sport England to keep Purley Pool open?

Reply

I would refer Councillor Brew to my response to CQ 002-15.

CQ095-15 **from Councillor Robert Canning**

To Councillor Simon Hall

Further to the answer to CQ586-14, what consideration has Croydon Council given to participating in the Department for Work and Pensions "Tell Us Once" scheme to minimise the risk of correspondence being inadvertently sent to a deceased person?

Reply

We do not currently offer the 'Tell us Once' service however moving forward we are looking at introducing this service as part of the customer transformation programme.

CQ108-15 **from Councillor Steve O'Connell**

To Councillor Simon Hall

Once the Purley Baptist Church site is developed would the Cabinet Member commit the planning gain to invest in Purley Swimming Pool or repay back the capital required to effect repairs?

Reply

I would refer Councillor O'Connell to my response to CQ 002-15.

CQ024-15 **from Councillor Tim Pollard**

To Councillor Stuart Collins

How many prosecutions for fly tipping have been brought to a successful conclusion where the enforcement action started after 22nd May 2014?

Reply

There has been one successful court prosecution since May 2014 and there has been an impressive increase in the number of Interviews under Caution (IUC) that are now in the process leading to court action. Last year we averaged 1 IUC a month we now average 5.

We have two further court dates in Feb and April and the team will be submitting another file to solicitors for consideration in the next couple of weeks.

We have conducted 3 joint operations with the police doing road side checks with more operations planned. As a result 13 waste carrying vehicles have been stopped to check on compliance and several warnings have been issued. One of these cases is also expected to go to prosecution but is at the early stages of the investigation.

We have purchased new in-car covert CCTV and have been deploying it in hotspot areas, which has been valuable in gaining intelligence.

There have been 400 duty of care visits to shops and businesses since July and we have issued a number of £300 FPNs as a result. These compliance checks have not only seen a reduction in waste being illegally dumped but have seen an increase in revenue to LBC as a number of businesses have since obtained waste contracts through the Council.

We have changed our approach to managing illegal encampments. We have reviewed the process, including changing the bailiffs we use and putting in place more overt surveillance of the groups to deter fly tipping and to gain evidence if they do. This has led to a much quicker and tougher approach to eviction from encampments. As a result there have been significantly less unauthorised encampments during 2014 than the previous two years.

We have successfully obtained 6 vehicle seizure warrants, through the Courts. This information is now with the police intelligence system and are waiting for one of them to be identified so that we can go ahead and seize it and crush it.

The time it takes to get a Court date once a file has been submitted is beyond our control and not helped by the back log of cases in courts throughout the UK.

Immediately offenders are found guilty they will be named and shamed and I am sure you will agree that the improvement in performance of our Staff is impressive in only 6 months.

CQ053-15 **from Councillor Phil Thomas**

To Councillor Stuart Collins

Why has the Labour Council introduced charges for recycling for 2015/16?

Reply

I'd like to thank Councillor Thomas for giving me the chance to bring him up to speed on this issue.

Of course, we made it very clear at the budget discussions at Scrutiny in December that there are no plans to introduce charges for recycling for 2015/16. Councillor Thomas would have known this if he had either:

- a) Read his papers; or
- b) Remained at the meeting for the discussion on his shadow portfolio as his shadow cabinet colleagues had done.

CQ066-15 **from Councillor Mario Creatura**

To Councillor Stuart Collins

Could the Cabinet Member please detail how many instances of fly-tipping were reported from May 2010-December 2010 and May 2014-December 2014?

Reply

Thank you for your question.

The previous Tory administration lacked reliable data on which to assess performance for clearance of fly-tipping instances so an accurate figure cannot be provided. Since this Labour administration came into power in May 2014 fly tips are now being more accurately recorded resulting in more reliable data with 12494 instances being recorded.

A large proportion of fly tips appear to be household black landfill bags and it is obvious that in certain areas the previous Administration's decision to move to fortnightly waste collections has seen fly tipping increase significantly.

Since the launch of our 'Don't Mess with Croydon' campaign residents are more confident that fly tipping will be dealt more swiftly than under the Tories.

CQ078-15 **from Councillor Humayun Kabir**

To Councillor Stuart Collins

Cllr Collins, please can you outline how you plan to engage shopkeepers and businesses in the Don't Mess with Croydon Campaign.

Reply

We will be launching the rollout of the Don't Mess with Croydon (DMWC) business pledge in the Whitehorse Road area in the week commencing 26th January. This is both in the Thornton Heath Ward and Selhurst Ward - the ward boundary is down Whitehorse Road and a known hotspot area for fly-tipping.

The area identified comprises a small row of local businesses which will be visited by Area Enforcement Officers (AEOs) carrying out trade waste visits to check that the businesses are compliant. They will then issue relevant legal notices as required and schedule a follow up visit trade waste visit to all businesses. The business pledge will be issued to all those businesses maintaining their area and compliant with a valid trade waste agreement.

A resident roadshow will take place in the surrounding roads during the same period to encourage resident participation in the campaign - this will be carried out by the Clean and Green Champion co-ordinator and Area Enforcement Team. A DMWC resident pledge will also be issued to all registered Clean and Green champions.

The future roll out of the pledge will be managed by AEOs in other areas across the borough, following a similar format above. It will also be important to follow up and our AEO's and Clean and green champions will feedback where residents or traders are not Taking Pride and the appropriate action will be taken.

CQ079-15 from Councillor Bernadette Khan

To Councillor Stuart Collins

There has been some highly effective fly tipping enforcement action across New Addington and Fieldway recently. Can the cabinet member for clean green Croydon give me an update on the number of incidents dealt with since the last full council on 6th October the number of FPN's issued and any other enforcement action taken.

Reply

There has been significant activity in New Addington and Fieldway since October 2014.

Three investigations resulted in different outcomes including an Interview Under Caution (IUC) and FPN being issued for a small fly tip, a formal written warning for the wrong use of bins and one regarding fly posting although the culprit could not be identified so the case could not progress.

There have been a large number of Duty of Care visits, to check that suitable trade waste agreements are in place for businesses. All of Central Parade has been done since October, which resulted in one IUC and two FPNs being issued to the value of £600 for non-compliance. All other businesses were checked and are compliant.

On top of this we have had a number of unauthorised encampments in the area since October (three) which were on the Highway and had to be removed with Court orders and several others on private land where we advised the land owners of the removal process.

Prior to October we were referred to another potential fly tipping case which resulted in an IUC on a suspected local waste carrier and fly-tipper. This investigation remains ongoing and we are carrying out observations, proactive checks and have also set up a discreet camera at a possible tipping location in order to progress this particular allegation.

Finally, there have been 14 FPNs issued to New Addington and Fieldway residents for fly tipping and littering offences since October.

CQ090-15 from Councillor Andrew Rendle

To Councillor Stuart Collins

Can the cabinet member tell me how many Fixed Penalty Notices have been issued each month for fly-tipping in Croydon in the 12 months?

Reply

The numbers of FPNs for fly tips are as follows:

Dec 13	12
Jan 14	46
Feb 14	39
Mar 14	72
Apr 14	26
May 14	24
Jun 14	58
Jul 14	57
Aug 14	30
Sep 14	48
Oct 14	20
Nov 14	3
Dec 14	0

The numbers have tailed off during Nov and Dec due to an influx of new staff so the team has been diverted into training and induction with less of a focus on enforcement activity during this period. However, since the local elections there has been a significant increase in the average number of fly tip FPNs issued per month. From May 13 to April 14 241 FPNs were issued for fly tip offences – an average of 20 per month. From May 14 to Dec 14 240 FPNs for fly tipping have been issued with an average of 30 per month.

I am also pleased to say midway through this month we have issued 20 FPN's so far.

CQ092-15 **from Councillor John Wentworth**

To Councillor Stuart Collins

Could the cabinet member let me know what progress is being made to improve waste collection and recycling facilities in the Upper Norwood Triangle area?

Reply

The council will be installing 15 new dual recycling/landfill bins on the public footway within the Crystal Palace Triangle area in February.

Residents will be advised through a service information leaflet of the new receptacles available for their use daily for the depositing of both their dry recyclables and landfill waste in the separate sections of the dual bins.

These new bins will provide residents the opportunity to recycle as much of their household waste as possible, and also a receptacle for their landfill waste to be deposited in as opposed to placing sacks of waste including recyclables on the public footway.

Should the scheme prove successful we will roll out to other district centres that are experiencing problems with waste deposited by residents above their shops.

CQ106-15 **from Councillor Mike Fisher**

To Councillor Stuart Collins

Please could the cabinet member provide a schedule of cleaning for each street in the Shirley Ward?

Reply

The schedule of cleaning for roads is extremely detailed and contains a large amount of data which is not able to be replicated simply within this answer. A copy of the street cleaning schedule for Shirley ward will be sent to Councillor Mike Fisher.

CQ007-15

from Councillor Yvette Hopley

To Councillor Louisa Woodley

Croydon University Hospital declared a state of emergency (an internal major incident) in its A&E department with its rise in admissions early this January. One of the problems highlighted were a number of cases of elderly patients who perhaps were not well enough to return home without care but required a short term solution, perhaps in a care home. Do you feel that enough support is being given to this group of vulnerable people to make the transition back to independent living which will ultimately free up space in the hospital for incoming patients? Do we have facilities/contractual arrangements in place to deal with this pressure?

Reply

Croydon CCG and Croydon Council were asked by Croydon University Hospital (CUH) to assist the bed crisis being experienced on 6th January 2015 which led to the hospital declaring an internal major incident. The key action requested was to source additional intermediate care beds for patients who still required health care but were able to receive that care in a non-hospital setting.

Both the CCG and Croydon social care responded quickly on the day to the request by sourcing additional nursing beds in borough. Croydon CCG sourced an additional 8 intermediate care beds to the 12 already contracted. The additional CCG sourced beds will remain available until the beginning of March 2015. Croydon Council negotiated for 8 nursing home beds to be available on a spot purchase basis should they be required. These latter beds were ultimately not required.

All additional CCG and Croydon Council sourced intermediate care beds were geographically clustered to enable patients to be under the oversight of the community geriatric consultant, community nurses, and local G.Ps. This was important to ensure that patients being placed in these beds would receive the medical oversight and care to ensure their continued recovery. It should be noted that any patient placed in an intermediate care bed whether sourced by the CCG or the Council would have remained the responsibility of Croydon Health Services.

All patients who required social care to enable discharge were dealt with through the normal procedure, and no delays were experienced as a result of any failure to have a social care package in place. Arrangements for additional social care interim beds had been brokered over Christmas and the New Year to meet anticipated additional seasonal demand and these arrangements were still in place on 6th January. Therefore we were in a position to support discharge for any patients medically fit to be discharged but not yet ready to return home.

It should be noted that all patients discharged from hospital and who are eligible for social care support are encouraged to receive a programme of reablement (where appropriate). The aim of this is to enable them to regain the functionality, skills and confidence to regain independence and through working in conjunction with community health services to prevent an unplanned return to hospital.

Croydon's performance for delayed transfers of care remains within the top 5 best performing authorities nationally based on year end 2013-14 benchmarking data.

CQ008-15 **from Councillor Yvette Hopley**

To Councillor Louisa Woodley

The Independent Living fund paid to disabled people in our borough is to be paid directly to councils. Please could you give me the assurance that this money will be ring-fenced and the needs of those residents whether 16 or 64 will be catered for so that they can remain living as independently as possible?

Reply

Following the closure of the Independent Living Fund (ILF) it has been agreed that the transferred monies will only be used for care & support. To date all ILF award recipients have completed their ILF transfer reviews & a programme for individual social care case reviews will begin shortly. Once each review has been completed the intention is to ensure a smooth transition with the clients being able to choose either a direct payment or a commissioned service.

Each ILF care package is bespoke. The promotion of independence & personal centred services will continue to be reflected in ILF's transition to social care.

CQ037-15 **from Councillor Andy Stranack**

To Councillor Louisa Woodley

When will the new Community Facilities on Monks Hill be available for the community to use?

Reply

Council officers are currently exploring the management options for the community space at Monks Hill, and it is hoped that this space will open at the same time as the sports centre in late spring/early summer 2015.

CQ044-15 from Councillor Margaret Mead

To Councillor Louisa Woodley

Following the recent internal major incident at Croydon University Hospital, can the Cabinet member tell me what additional plans does she have in place for the next three and a half years to support the predicted 50% of Croydon's population who will then be aged over 50 years?

Reply

Croydon Council is working closely with Croydon CCG and Croydon Health Services to have in place a number of community health and social care services, as well as hospital focused services, in place to respond to the demands of an aging demographic in Croydon. A key vehicle for these services will be the Better Care Fund (BCF) which will be launched nationally in April 2015.

The Croydon BCF Plan focuses on delivery of improved integrated health and social care community services that enable patients to receive the care they need at or close to home and in doing so reduce demand on acute health services. These key services for social care include:

1. Advanced practice based multi-disciplinary teams (includes social work);
2. Rapid Response Community Services;
3. Social care interim beds;
4. Falls Services;
5. Accessible Mental Health Services;
6. Home from hospital support (via voluntary sector);
7. Social care led reablement (working with community health services) – including reablement bed and specialist reablement domiciliary care;
8. Social Care End of Life care support.

Through the BCF we will also be working with the CCG to support the following community health services:

9. Community Based Locality Teams;
10. Single Point of Assessment;
11. Intermediate Care Beds
12. Community Diabetes Services;
13. Community Based COPD Services;
14. Community Based Cardiology Services

Further to the above, to enhance the plans to support CUH through the reduction of non-elective admissions we will be working with the CCG and Croydon Healthcare Services in launching three new key initiatives in readiness for April 2015:

1. Review of A&E front of House including enhancing the existing 7 day per week social work cover;

2. Review of Discharge Planning with Croydon University Hospital to develop an integrated discharge policy with social care;
3. Increased health and social care co-ordination and service provision to care homes.

All service initiatives are supported through a range of other enabling services including assistive technology, carer support, and housing services (such as Staying Put), as well as additional social work support (social care discharge coordinators) working with the hospital to enable safe and timely discharge to hospital.

In addition to these joint initiatives we will continue to negotiate with the CCG through the BCF and Systems Resilience Funding (formerly Winter Pressures Funding) to ensure that the Council receives protection from the increasing costs of supporting health in reducing demand on CUH. Over 70% of new packages of domiciliary care each year result from patients being discharged from hospital which has placed a massive cost pressure onto the Council.

CQ045-15

from Councillor Margaret Mead

To Councillor Louisa Woodley

During the first year of the 5 year Heart Town pledge, many schools and businesses were successful in delivering heart health events and programmes for children, parents and carers. The council, led by public health, has developed an excellent health and wellbeing programme for council staff. Since May 2014 how many meetings or discussions has she held to encourage and support more schools, colleges and businesses to develop their own programmes?

REPLY

I am proud to continue the council's support for Croydon Heart Town and I want to acknowledge the good work that Councillor Mead did to promote it across the borough during its first year.

Since May 2015, I have worked with other members and council officers, including the director of public health, to take forward the objectives of the Heart Town. I am particularly pleased that during this period we have been selected as one of two London boroughs to become a Food Flagship. This links to our ambition to change the whole food culture of the borough, starting with the schools at the heart of our communities. We have secured £530,000 of additional investment from the GLA to help us do this. Our existing Heart Town status contributed towards this success.

The council's Healthy Schools programme has continued to promote the Heart Town and to support schools to address the health and wellbeing of the whole school community. In September 2014, we held a ceremony attended by Rosie Boycott, the chair of the London Food Board, at which the first seven schools in Croydon to achieve silver status on the London Healthy Schools programme were presented with their awards.

Currently, 20 schools are actively working towards their silver status on the London Healthy Schools programme. The council has increased capacity within the Healthy Schools team by appointing a new School Food Improvement Officer to support schools in the borough, and both that post and the overall Healthy Schools lead post will ensure that schools continue to receive support. The council will encourage all schools to have joined the Healthy Schools programme by December 2015, with a high percentage of these expected to develop action plans to progress to the silver and gold standard. We have also identified three Flagship Schools that will receive support to develop their school food plans so that they become exemplars of good practice. We will work with them to disseminate learning to all other schools in Croydon. Schools will also have the support of a new Community Food Learning Centre which will work with children, parents and staff to teach the principles of healthy eating. On a recent visit to the centre I was impressed at the enthusiasm of the staff and the quality of the facility. Evelyn Findlater, the Chief Executive of Good Food Matters, took me for a tour of the extensive growing area and also the recently built teaching kitchen where a group of young women were receiving a cooking class.

We have had mixed results in engaging with local businesses. The Eat Well initiative to encourage fast food and takeaway businesses to offer a healthy option was not taken up and we have taken a decision to end the scheme. Also to date, no businesses have accessed the council's support to achieve national Healthy

Workplace Charter status. This is despite considerable effort by officers to promote the scheme. We have therefore decided to review and refocus our workplace health efforts on organisations currently working in partnership with the council such as our contractors.

The Food Flagship has given us the opportunity to support food businesses that provide healthy, sustainable, good value food. The Surrey Streatery is a great example of the kind of innovative business ventures that we want to see across the borough. In the coming year we are aiming to support the establishment of five new food businesses that support Heart Town and Food Flagship objectives. We will also set up a Community Food Shop to help low income residents with training, support and low cost food. We are currently looking for suitable premises.

We plan to provide a detailed report on progress with the Heart Town to the council cabinet in June 2015.

CQ046-15

from Councillor Margaret Mead

To Councillor Louisa Woodley

Can the Cabinet Member confirm which of her Cabinet colleagues and their council departments are fully engaged in supporting Croydon's priorities to address the challenges of high levels of diabetes and obesity?

Reply

Tackling obesity is complex and requires action at every level. Local authorities are ideally placed to develop co-ordinated action to tackle obesity across the various departments, services and partner organisations. This approach is described as a "whole system" approach. Reducing obesity will be the most effective way to prevent an increase in the number of people who develop diabetes in the population.

Public Health led the Croydon Joint Strategic Needs Assessment (JSNA) 2013/14 – Healthy Weight

The recommendations of the JSNA chapter embrace action in the following areas:

1. Strategic commissioning and evaluation
2. Early years and school aged prevention
3. Weight management services
4. Parks, green spaces and leisure facilities
5. Active travel and transport
6. Access to healthy food
7. Workforce development and workforce health

Croydon successful bid for additional funding as a Food Flagship Borough (Greater London Authority) will enable us to provide more targeted resources to support a reduction in child obesity; an improved learning environment and a decrease in the numbers of new cases of type-2 diabetes. Public Health colleagues have been working closely with colleagues from School Improvement and Regeneration in the development of the bid and implementation of the programme post-award. This is an excellent example of cross-departmental working in addressing a complex issue such as obesity.

The scope of the Food Flagship Pilot includes the following specific projects:

- School Food Projects – improving the quality of school meals and increasing the involvement of children in growing and cooking
- Community Food Learning Centre – expanding on the work of this innovative community regeneration project
- Developing food businesses – building on the planned Community Food Hub at Surrey Street
- Community Grants – providing support and opportunity to those groups and individuals who have innovative ideas for growing and cooking healthy food.
- Community Gardening Projects – building community capacity for growing and to optimise the potential of new growing areas in Croydon
- Development of a Croydon Food Partnership Board

The NHS health checks programme for Croydon is commissioned by Public Health

and identifies individuals aged 40 to 74 who are at risk of developing diabetes, heart disease and other conditions. The programme identifies those people who are either overweight or obese and directs towards advice and treatment.

The Public Health service offers support on the commissioning of local diabetes services to the local Clinical Commissioning Group and directly to Croydon GPs.

Contact officers:

John Currie, Interim Food Flagship Programme Manager 020 8726 6000 X88751

Anna Kitt, Public Health Principal 020 8726 6000 X61842

Dr Sarah Nicholls, Consultant in Public Health 020 8726 6000 X84412

Dr Ellen Schwartz, Consultant in Public Health 020 8726 6000 X61644

CQ064-15 **from Councillor Mario Creatura**

To Councillor Louisa Woodley

'On 6th January Croydon University Hospital briefly declared a major incident due to unprecedented demand on its A&E Department. What meetings has the Cabinet member had with Hospital management to ensure this doesn't happen again?'

Reply

Senior managers have been actively engaged with Croydon CCG, Croydon Healthcare Services (CHS), the CCG South West London Commissioning Group, and S.E Commissioning Support Group in helping with the management of demand in A&E at Croydon University Hospital (CUH). This has involved being part of weekly teleconferences to monitor and plan next actions in supporting CUH. NHS England representatives have also been part of these teleconferences as appropriate.

Social Care senior managers have also been part of discussions at the Croydon Systems Resilience Group (meets monthly) to discuss strategic actions that need to be taken across the whole health and social care system in Croydon to help manage future demand. This has involved review of lessons learned following the events on the 6th January, and of the "Safer, Faster" exercise at CUH held week beginning 12th January to develop further strategies to mitigate the risk of future demand peaks anticipated in February and March.

I have been kept informed by senior managers of these events and it has therefore not been necessary for me to meet direct with hospital managers. I am proud of the response by our adult care services which quickly created additional places with medical support in care homes. The situation was well managed by health colleagues and it was not necessary for these additional places to be used.

CQ069-15 **from Councillor Richard Chatterjee**

To Councillor Louisa Woodley

Can the Cabinet Member please tell me who is the chairman, and who are the members, of the Flagship Food Forum?

Reply

The Chair and members of the Food Flagship Governance Group are as follows:-

Names	Job Titles
Mike Robinson	Director of Public Health (Chair)
Robert Brown	Category Manager
Tracy Bruce	Directorate Personal Assistant (note taker)
John Currie	Interim Food Flagship Programme Manager
Daniel Davis	Improvement Officer
Ashley Gordon	Development Manager
Anna Kitt	Health Improvement Principal
Barry Lambton	Green Space Manager
Denise Malcolm	Senior Communications Manager
Lisa McCance	Head of Economic Development
Edward McDermott	Regeneration Manager
Steve Morton	Assistant Director of Health and Wellbeing
Kate Naish	Public Health Strategic Lead for Young People
Sarah Nicholls	Consultant in Public Health

CQ073-15 from Councillor Pat Clouder

To Councillor Louisa Woodley

It was reported in December 2014, Croydon NHS ambulance service only achieved 51% of its response target of 999 calls to attend medical emergencies. While I understand The Cabinet Member for Adult Social Care is aware of this, could I please ask, what actions are being put in place to address this?

Could I also ask the Cabinet Member to write to Richard Hunt, the Chairman of the London Ambulance Service to express concerns about the very worrying decline in the level of service that puts in danger the lives of the elderly, frail and ill in Croydon?

Reply

Croydon Council's Adult Social Care service is an active member of the Croydon Systems Resilience Group which includes: Croydon CCG; Croydon Healthcare Services (CHS); S.E. CSU; SLaM; NHS111; Virgin Care; and the London Ambulance Service. The purpose of the group is to work together to oversee the co-ordination and integration of health and social care services to support the delivery of effective, high quality, accessible health services.

The issues faced by the London Ambulance Service (LAS) in meeting its performance targets have been discussed at the monthly Systems Resilience Group. In Croydon there have been two particular key issues that have impacted on performance in the borough:

1. A shortage of paramedics. This is not just a Croydon issue but one that is being faced nationally.
2. A significant rise in life threatening calls.

A number of initiatives have been set up by LAS to address issues relating to ambulance response times:

- The reintroduction of a motor cycle response unit to Croydon;
- LAS is in the process of introducing additional 24x7 fast response cars;
- Adding three 24x7 ambulances to the borough;

The impact of these will be monitored by the Croydon Systems Resilience Group.

I am, therefore, assured that partners are working together well on these issues and do not see a need at the moment to write to Richard Hunt.

CQ074-15

from Councillor Pat Clouder

To Councillor Louisa Woodley

Mental Health Charities are warning that people with mental health conditions are using A&E, because they are being let down by the rest of the systems and services put in place to help them and that these admissions could soar this winter.

This Tory Government stopped publishing data on mental health treatment in A&E centres in 2012; although an analysis has subsequently been carried out which concluded that the numbers for mental health conditions admitted to A&E would inevitably escalate. Mental health

Would the Cabinet Member for Adult Social Care not agree with me that A&E is not always the appropriate service for people with mental health conditions; could I therefore ask her to investigate why this is happening and that she looks into this issue as a matter of urgency;

Additionally, could she also ensure that Croydon is considered favourably for some of the Departments of Health's £700m winters allocated to provide more doctors, nurses and beds but also could she ensure some of this funding goes for liaison psychiatry and mental health crisis teams in A&E departments is also provided during this winter?

Reply

Mental health admissions to A&E are an area of current focus for the Council and relevant partners. The reasons service users present to A&E are complex and to address these there are a range of services which have been expanded. In the current financial year, e.g. Liaison Services in A&E and Street Triage Service, which are very much focused on services being available at the point of need.

Both of these services mean that the patient is seen by a Mental Health Professional as the first point of contact, when a range of service interventions is considered, thereby reducing the number of patients who need to attend A&E. Croydon CCG has made significant investment within this financial year into Croydon Triage Ward, 136/Place of Safety, Investment in Home Treatment, designed to provide the 'right level of care at the right time and in the right place' for the patients and all of these services are based away from A&E .

When there is an issue 'Out of hours', for someone presenting in crisis who is not known to services then the Psychiatric Liaison Team is probably the best team to be involved – they can arrange admission, Mental Health Act assessment / Home Treatment as appropriate.

However there is often a need to medically clear a person before mental health services can be engaged, especially where there are alcohol or substance use issues or where the person has taken a deliberate overdose. In addition to these acute physical health symptoms, patients will also often present with physical health issues related to long term chronic conditions/ co-morbidities.

A& E is often an inappropriate place for people with serious mental health condition to present. Additional services are being developed in Croydon to reduce the numbers of inappropriate attendees and to provide extra support when a person arrives at A&E with mental health as their primary need.

The number of people with mental health problems in Croydon seeking assistance by visiting A&E has remained fairly steady over the last year and over recent months there has been a slight reduction in the numbers of people attending.

Croydon CCG was successful in its submission of a bid for the winter monies as referred to and significant additional resources have already been made through the Winter Pressures initiative, to the mental health liaison team at Croydon. There is now an additional psychiatric liaison nurse working in the evenings and an additional psychiatrist working in the team (both across all seven days of the week)

Additional services are being developed in Croydon using the Winter monies, available to reduce numbers of inappropriate attendees and to provide extra support when a person arrives at A&E with mental health as their primary need. Croydon CCG in conjunction with Lewisham, Southwark & Lambeth CCGs is developing a 24/7 telephone advice, help and crisis line, offering skilled telephone assessment and support for anyone experiencing acute mental health distress, (whether already known or not to SLAM). It will also offer advice for carers and advice to the police and ambulance service on mental health.

CQ013-15 from Councillor Margaret Bird

To Councillor Alison Butler

How many properties in Croydon have been empty for more than 3 months?

Reply

The Council Tax report of the 5th January 2015 states that there are 1,906 residential properties in Croydon across all tenures that have been empty for more than 3 months.

It is common for properties to remain empty for a period of time between occupancies, and the vast majority will become reoccupied without any intervention from the Council.

A property is considered to be long term vacant once it has been empty for 6 months or more and the Empty Property Service calculates that the current number of long term vacant properties is 662. The efforts of the service are therefore focussed on tracing the owners of these properties and assisting them to return them to use. This may be via giving advice or by offering grants or loans to renovate their properties, in return for using them for social housing for a 5 year period (grants only).

This Labour Administration has renewed action to bring empty properties back into use, launching a high profile campaign this month (January) alongside a new report an empty property selection on the My Croydon app.

I would encourage any councillors who are aware of empty properties in their wards to report them to the Council's Empty Properties Team.

CQ016-15

from Councillor Michael Neal

To Councillor Alison Butler

Could I have the exact numbers of families and individuals who are still in bed and Breakfast in excess of 6 weeks?

What plans do you have to house these families in Croydon?

Or are you offering them accommodation outside the Borough?

Reply

The number of homeless families including dependent children and people who are pregnant placed in shared bed and breakfast accommodation and accommodated for longer than 6 weeks reported to government (i.e. subject to the Homelessness (Suitability of Accommodation) (England) Order 2003 No. 3326) was 44 on 31 December 2014.

The council has developed a range of plans to respond to the continuing pressure of homelessness which include:

- **Making the case for Croydon** by writing to government Ministers explaining the situation in Croydon and making the case for additional resources (e.g. for additional resources to tackle homelessness in London, about the subsidy paid to local authorities in London to provide temporary accommodation and the uprating of Local Housing Allowance rates in London).
- **A proactive response to welfare reform** (including “bedroom tax” and household benefit cap) by setting up a multi-agency team to work with the families affected. This approach has successfully insulated the statutory homeless service from the impact of these reforms and minimised homelessness.
- **Expanding the Council’s temporary accommodation** portfolio by purchasing 100 properties on the open market (the council has purchased 95 so far) to use as temporary accommodation for homeless families and investing £10m in the Real Lettings Property Fund which will also provide accommodation (93 nominations) for homeless households
- **Converting council buildings into temporary accommodation** including former Childrens Homes and former sheltered accommodation
- **Using council homes that fall vacant used as temporary accommodation for homeless households.**
- **Bringing empty properties back into use** and negotiating with their owners to let to their property to homeless households in housing need as a condition of providing financial assistance
- **Developing and piloting a new lodgings scheme for young homeless parents** based on the council’s Shared Lives scheme (the scheme currently houses 11 homeless households)
- **Improving our range of offers to private landlords** which include Croybond, Croylease, market rent incentives and a guaranteed rent offer
- **Securing the use of the newly converted Concord and Sycamore Houses as temporary accommodation** for homeless households which will provide a further 190 units of accommodation
- **Continuing the Council New Build programme** with funding recently secured from the GLA for 2015-18 which will provide up to 300 new affordable homes let

as a combination of capped rents (50% of market rent) and discounted rents (up to 80% of market) rent.

- **Developing a new 5 year housing delivery plan** which will deliver 9,500 new housing starts in Croydon over next 5 years
- **Introducing a new 30% affordable housing requirement** for all new developments in Croydon (outside the opportunity area) which will increase the delivery of affordable housing in the borough
- **Working with other London boroughs to try to ensure value for money from the cost of placing homeless families in emergency accommodation** by setting a reasonable maximum price across the capital

The Council has a statutory duty to provide accommodation to homeless households and where there is none immediately available within the borough accommodation must be secured either in London or outside London. The accommodation provided must be suitable for the household concerned taking into account their particular circumstances/need including health, social, employment, education, and other needs.

CQ027-15 **from Councillor Chris Wright**

To Councillor Alison Butler

Could the cabinet member please tell me what progress is being made in the reduction of rent arrears and list the figures for the last 3 years?

Reply

As at 5 January 2015 (week 41) current rent arrears totalled £1,238,651, which represents a reduction of £209,957 since the start of the financial year. The collection rate for December 2014 was 99.3% which is 0.6% up on the average for the last 6 years. This is a particularly pleasing result given the challenges presented by the Welfare Reforms (i.e. benefit cap and bedroom tax).

The figures for the previous 3 years are as follows:

2011/12 - Over the year rent arrears decreased by £1,149 (-0.09%). As at 1 April 2012 the total arrears outstanding were £1,261,340.

2012/13 - Over the year rent arrears increased by £336,890 (+26.70%). As at 1 April 2013 total arrears outstanding were £1,596,709.

2013/14 - Over the year rent arrears decreased by £148,101 (-9.28%). As at 1 April 2014 total arrears were £1,448,608.

CQ036-15 **from Councillor Michael Neal**

To Councillor Alison Butler

Can you tell me whether Council Tenants of Castle Hill Ave in Fieldway are on the list to have Kitchen and Bathroom refurbishment?

If they are on the list; why they are still waiting? When do you expect the refurbishment to start and be completed?

Reply

As Councillor Neal will be aware, properties are treated on an individual basis as works carried out when a property is void often puts a property out of sync with other addresses in a road. Occupation numbers also have an effect on the lifespan of a kitchen or bathroom. For that reason, we carry out stock condition surveys to assess individual properties and place them on provisional programmes. Where possible, we try to group work together. Generally speaking, the majority of addresses in Castle Hill Avenue received new kitchens and bathrooms in the last 6 years, however, if individual tenants would like to find out more information about their specific property, they can contact the Asset Management team directly on Extension 63309.

CQ039-15 **from Councillor Andy Stranack**

To Councillor Alison Butler

What percentage of the Council's housing stock now meet the 'Decent Housing Standard'?

Reply

100%, although it is a rolling/cyclic programme where properties become non-decent as the life of components comes to an end. These properties are then placed on a programme to be brought back up to the required standard.

CQ041-15 from Councillor Sue Winborn

To Councillor Alison Butler

Could the Cabinet Member please detail how many planning applications were refused and how many granted under the previous administration between May 2010 to December 2010?

Reply

Between 1st May 2010 and 31st December 2010, the Council determined 1,344 planning applications, of which 343 (25.5%) were refused planning permission and 1,001 (74.5%) were granted planning permission.

CQ042-15 from Councillor Sue Winborn

To Councillor Alison Butler

Could the Cabinet Member detail how many planning applications have been refused and how many granted between May 2014 and December 2014?

Reply

Between 1st May 2014 and 31st December 2014, the Council determined 1,563 planning applications of which 401 (25.6%) were refused planning permission and 1162 (74.4%) were granted planning permission.

CQ060-15 from Councillor Sean Fitzsimons

To Councillor Alison Butler

Please set out the planning conditions for Galaxy House, and whether Menta Redrow met them on time, and if not, explain why they weren't originally met.

Reply

Planning permission for the "Galaxy House" development was granted planning permission subject to 29 planning conditions. 9 of these planning conditions were pre-commencement planning conditions and were required to be discharged prior to any material start of site.

The relevant pre-commencement planning conditions are listed below:

Cond No	Subject
4	25% Carbon Reductions over Building Regulations
8	Code for Sustainable Homes Lv 4 pre-assessment
11	Construction Environment Management Plan
12	Ground Contamination methodology
14	Details of piling methodology
15	Details of Crane locations and method statement
16	Construction Method Statement (<i>with regards to Network Rail land</i>)
23	Surface Water Drainage Details
27	Low Emissions Strategy

Development commenced without a number of these pre-commencement planning conditions having been discharged. The Planning Service issued a temporary stop notice on the 15th December 2014 to require the developer to cease works until the 12th January 2015.

During the intervening period, additional information was provided by the developer and subsequently, all pre-commencement conditions were discharged by the 7th January 2015.

CQ067-15 **from Councillor Sean Fitzsimons**

To Councillor Alison Butler

Please list the number of permitted development rights to create new residential homes have been submitted and approved for the Addiscombe Ward.

Reply

Since the introduction of permitted development which allows changes of use of office and retail accommodation to residential homes (subject to a prior approval process) 7 applications for prior approval have been accepted, involving the provision of 47 residential homes.

The Permitted Development Rights for Office to Residential use was introduced in May 2013 by Central Government. In order to benefit from these Permitted Development rights an applicant is required to apply to the Local Planning Authority for Prior Approval. Under this system the Local planning Authority can only take into consideration issues relating to the Transportation and Highways impacts of the development, Contamination Risks and Floodrisks on the site. As a result a Local Planning Authority has very limited control over such proposals

CQ087-15 **from Councillor Oliver Lewis**

To Councillor Alison Butler

Can the cabinet member for homes and regeneration confirm when highly anticipated works to the Service road behind Central Parade, New Addington, will be completed?

Reply

The Council is looking at a number of options to clean up, improve and manage the Central Parade Service Road. As the road is wholly privately owned, this will require a long term solution to be identified which will require a partnership with the owners, which number approximately 60, and also consultation with residents in Salcot Crescent who also have access rights. The detailed costs, legal assessment and delivery plan are due to be completed by the end of February.

Once we have a solution the timetable for implementation will be confirmed as soon as possible but will be subject to both the availability of funding and the outcome of negotiations with the owners.

CQ088-15 from Councillor Oliver Lewis

To Councillor Alison Butler

Can the cabinet member for homes and regeneration inform the council what this administration is doing to ensure fairness for council leaseholders?

Reply

The Council's total stock is 16,158 properties which includes 2,113 leaseholders (13%).

All leaseholders are encouraged to get involved in our wide range of involvement options and in this way can help to shape and influence housing services. This ranges from being one of our neighbourhood voices, who regularly inspect cleaning and grounds maintenance services, to joining our the Housing Scrutiny Panel who are trained to carry out detailed audits of housing services and recommend service improvements.

Leaseholders are represented on most of our consultative panels (including the Tenant & Leaseholder Panel) and on our re-procurement working groups (e.g., responsive repairs and planned maintenance and improvements).

Last year there was a specially themed Your Housing, Your Questions event for leaseholders which was well attended and leaseholders had the opportunity to meet service managers face to face. We hope to organise something similar this year.

We also consult with the leaseholders individually about proposed planned maintenance and improvement works.

Our service charge costs to leaseholders are based on actual expenditure (not estimates) and we offer leaseholders extremely fair repayment plans (i.e. typically 24 months interest-free) and in some cases (i.e. for larger bills) this can be extended to 48 months.

There is a dedicated section of the council's website for leaseholders which includes a significant range of information about services and downloads including:

- A comprehensive Leaseholders Guide
- Advice on paying service charges
- Help for those having problems with payments
- Annual service charges explained.

CQ093-15

from Councillor Robert Canning

To Councillor Alison Butler

What monitoring and evaluation does Croydon Council undertake to ensure that its contractors, and any sub-contractors appointed by a contractor, undertake housing repairs to prescribed deadlines and to the required standard?

Reply

Contractor performance is reviewed constantly and a formal review meeting takes place on a monthly basis under the contract governance process. KPIs and benchmarking are used to allow the Council to:

- Set performance targets at the outset of the Contract
- Monitor performance over the lifetime of the Contract
- Benchmark performance to provide a basis for continuous improvement
- Develop its use of KPIs to ensure they are challenging and fit for purpose.

There are five groups of KPI:

- Generic KPIs which measure performance across the whole service
- Repairs KPIs which measure performance against the responsive repairs service
- Voids KPIs which measure performance against the Voids service
- Gas KPIs which measure performance against the Gas 3 star service
- Contact Centre KPIs which measure performance against the Contact Centre

Within the cost model, Service Providers have a variable profit which is fixed at the beginning of each year. The variable profit is linked to performance against the following Fundamental KPIs for each work stream. For each incentivised KPI there is a minimum level of performance, below which none of the allocated variable profit will be paid. There is a target for each KPI and if the target is achieved, or exceeded, the full amount of profit will be paid.

There is a 'Minimum Level of Acceptable Performance' for each Fundamental KPI. This will be a score at a point below the agreed target set as the baseline calculation for the relevant variable profit

For each Fundamental KPI, in addition to an MLAP there is an 'Emergency Action Plan Trigger'. This is the measure which if not met in any one month may trigger the contractual escalation process as set out in clauses 25.3 to 25.6 of the contract.

The purpose of the above is to have early warning of any performance issues. The same framework and monitoring exists for the delivery of the financial model of Price per property (PPP) and exclusions to ensure we identify any budget or payment issues. Axis have an A rating for financial stability.

Should any service delivery failure occur which warrants termination by either party, the contract states required timeframes to allow for re-procurement and recovery of the Council's costs. There is a physical emergency action remedy in using specialist and planned maintenance contractors for back-up who are set up on Council systems.

Complaints monitoring and analysis is carried out in service and via a Corporate quarterly report. The team develops a specific action plan to address each area of complaint where there is a recurring trend or issue to be addressed and compares performance against comparable periods/quarters in previous year. This is monitored on a monthly basis and reported at all service area meetings such as gas and voids.

This process enables early warning of any issues that may escalate and service delivery trends that need to be addressed.

The team works with the service providers Office manager and Resident liaison officers specifically to ensure targets for responding to complaints are met. They also work closely together on MP and Member enquiries, LGO cases, Press enquiries, FOI enquiries and monitor any expenditure on compensation.

CQ111-15 from Councillor Dudley Mead**To Councillor Alison Butler**

Of the right to buy receipts received since 2012 how much has the government clawed back, if any?

Reply

I do agree with Councillor Mead's use of the term 'claw-back' when referring to the government's policy on retaining a portion of right to buy sale receipts. Given the shortage of affordable housing, it is particularly galling that the Government forces local council's to sell housing stock and then takes a substantial share of that money away from the local area that could have been reinvested in more homes.

To answer the question directly, use of receipts arising from the disposal of housing assets and for which account is made in the Housing Revenue Account is governed by the Local Authorities (Capital Finance and Accounting) (England) Regulations 2003 (as amended). Please see the table below for the proportion of receipts arising from Right to Buy surrendered to central government.

Year	No of RTB sales	Gross/market valuation	Discount granted	Net sale price	Council's retained share of net receipt	Receipts surrendered to central govt
2011/2012	8	£1,426,000	£128,000	£1,298,000	£819,304	£1,017,759
2012/2013	36	£6,242,000	£2,628,550	£3,613,450	£1,931,167	£1,443,893
2013/2014	52	£9,017,500	£4,561,875	£4,455,625	£3,515,999	£1,626,965
2014/2015	72	£12,937,500	£6,315,810	£6,621,690	*£3,240,198	£898,952
Total	168	£29,623,000	£13,634,235	£15,988,765	£9,506,668	£4,987,569

*Quarters 1 and 2 only

CQ112-15 from Councillor Dudley Mead

To Councillor Alison Butler

Council new build programme

With the delays to the programme reported in answers to questions at the council meeting of December 1st 2014 how much grant is at risk if completion is not made before mid-night on 31st March 2015?

Reply

The new administration has been deeply disappointed by the delays to the Council New Build Programme due to contractor and consultants' failures. However, steps have now been put in place and the project team has made every effort to mitigate these delays and ensure the successful delivery of high quality new homes including:

- increased Clerk of work visits;
- additional meetings with the contractor's team and directors;
- use of contractual remedies and legal action;.

The issue of grant funding has been managed through negotiation with the GLA and agreements have been made to agree revised and realistic delivery timescales and to ensure that no funding is at risk. Therefore it is anticipated at this time that there will be no loss of grant funding.

CQ113-15 from Councillor Dudley Mead

To Councillor Alison Butler

St Georges House Park lane

Why has work come to a halt on this landmark scheme? Surely all new build supply is important including the private sector.

Reply

As Councillor Mead is aware, this is a private development and not one that the Council has direct control over. However, I do agree that housing supply is important and can update him as follows.

The consented scheme at St George's House involves the redevelopment of the existing building, plus construction of a new building along Park Street, to provide a total of 288 homes. Most of these homes will be offered for private rent, with the remainder provided for affordable rent and sale.

The work that started on St George's House was the initial stripping out of the building which has been completed. This required the removal of a substantial amount of asbestos from the existing building.

In order to implement the consented scheme Legal & General (L&G) needed to acquire two significant land interests within the red line of the development, relating to the car park ramp and the basement. Both have resulted in significant delays and legal work. A further issue has been the need to begin negotiations with a PRS operator to own and manage the private rented housing.

During this time there have been significant shifts in the housing market and in construction costs which have required some redesign and value-engineering to improve the viability of the approved scheme. As a result, L&G has recently approached the Council to assist with some elements of the s106 agreement that could otherwise hold up the commencement of the development.

L&G has confirmed it is still committed to delivering the scheme and is working actively with the other parties to conclude discussions on the above issues. Council officers are working closely with L&G to assist in resolving some of these issues. L&G advise that they are working towards bringing the scheme forward for a start on site this year.

CQ010-15 **from Councillor Karen Jewitt**

To Councillor Kathy Bee

Will the Cabinet member agree with me that it is a shame the new route for the 130 will not take our residents the North of the Borough to Croydon University Hospital, it will stop short at Thornton Heath bus garage, this was going to make a one bus journey for hospital appointments instead of two for our elderly residents.

Reply

Yes I do agree. We have asked TfL (including via our Public Transport Liaison Panel) to provide this service. The response has been that the reinstatement to the route following the re-opening of Spring Lane Bridge and the further extension of the service to Thornton Heath, makes the route a long one and that any further extension is likely to affect reliability and lead to delays. Additionally there is difficulty in finding a suitable location to turn the bus around and stand the bus. We are continuing to explore alternatives with TfL buses and press for a solution.

CQ011-15 **from Councillor Margaret Bird**

To Councillor Kathy Bee

Would the cabinet member please advise when the street gulleys in Coulsdon East will be cleared of the autumn leaf fall debris?

Reply

The Council has a cyclical gully cleansing programme in place where all the gullies in the borough are checked and cleaned once a year. In addition to this programme the council has introduced more frequent gully cleaning (4 times a year) in areas where they are susceptible to localised flooding following periods of prolonged or heavy rain.

The gullies in Coulsdon East were last checked and cleaned in July 2014 and the areas that are susceptible to local flooding were cleaned in November 2014.

CQ019-15 **from Councillor Jamie Audsley**

To Councillor Kathy Bee

For historic reasons our major transport hub is called 'East Croydon'. This makes everybody outside Croydon think that the main transport hub is a distance away from the heart of Croydon itself. What solutions have you considered to address this issue and with the opening of the new Westfield development how will you support explanation that the new shopping centre is in fact only a short walk from either of Croydon's two transport Hubs?

Reply

We have proposed that the station become 'Croydon Central' to convey the fact that it is at the heart of the Metropolitan Centre. However, I am sure that as the rebuilt Whitgift Centre nears completion, Westfield/Hammerson will be just as keen as ourselves to use all marketing channels to highlight Central Croydon's unrivalled public transport accessibility and connectivity and the close proximity of their development to both major stations.

CQ020-15 **from Councillor Vidhi Mohan**

To Councillor Kathy Bee

Croydon commuters continue to experience chaos at London Bridge station, bringing huge disruption to their journeys. Could the Cabinet Member please tell me if she has done anything to lobby Network Rail and the train companies to try and improve the situation and champion the needs of Croydon commuters?

Reply

Network Rail's South Region Strategy and Planning Director was asked to provide us with a statement on the disruption and what it is being done to alleviate it. The statement sets out what Network Rail has been doing and also highlights the Southern timetable change introduced on the 12th January (suggesting that this has brought about improvement) and the fact that Network Rail is looking at how more space might be provided on platforms 1 to 3 at London Bridge. I am of course keeping a careful watch on the situation. If I am not reassured that the disruption which faced Croydon's commuters has not been considerably reduced, then I will be seeking a senior level meeting with Network Rail.

CQ021-15 from Councillor Vidhi Mohan

To Councillor Kathy Bee

Recent research has shown that there's been a huge increase in people injured in collisions on roads with 20mph limits, while the accident rate on other streets has plummeted. Official stats show between 2009 and 2013 there was a 76% rise in the number injury-related road accidents in 20mph zones. Will the Cabinet Member consider these statistics before implementing 20mph zones across Croydon?

Reply

The statistics being quoted are an overall number of people injured in collisions on roads. The increase in the number of collisions within 20mph areas needs to be compared to the even larger increase in the number and extent of these 20mph areas, which have been introduced across the UK.

For example, if we were to make the entire borough 20mph, it is still likely that there will be a number of personal injury collisions within this area. These collisions will inevitably increase compared to the small number of collisions in the very small number of areas that currently have a 20mph speed limit.

What is more important is that the rate of collisions within 20mph areas is known to be lower than that within 30mph areas and that the overall number of collisions within Croydon continues to decrease.

CQ031-15 **from Councillor Sue Winborn**

To Councillor Kathy Bee

Would the Cabinet Member please confirm that the barrier at Spices Yard Car Park has now been repaired following the incursion of the travellers last month?

Reply

I can confirm that the Spices Yard Car Park barrier was repaired on Wednesday 14 January 2015 and secured with a fire brigade lock.

CQ047-15 from Councillor Steve Hollands

To Councillor Kathy Bee

Would the Cabinet Member outline the work to date that has been undertaken in Kenley and Purley Wards to prevent further severe flooding in these two wards, and in so doing so provide details on recent bids for additional funding either by Croydon Council alone or with Surrey County Surrey / Tandridge District Council.

Reply

Following the flooding in February, Croydon made a joint bid with Surrey County Council, for £1M funding to the Environment Agency (EA) to investigate and implement long term measures that would alleviate or minimise the impact of any future flooding as a result of the Bourne rising.

Although the funding is not available until 2016 / 2017, the EA recognising the impact caused by the recent flooding events have made an initial funding of £100K available to undertake a study to investigate and understand the flooding mechanism within the Bourne catchment, the potential mitigation options for managing these and to develop a Project Appraisal Report (PAR) for the preferred cost beneficial mitigation option(s).

The report would then be used to present a business case for further funding. The study is being undertaken by Atkins Ltd on behalf of the group and is programmed to be completed by May 2015.

Whilst long term flood alleviation measures are being developed, the Council has been carrying out essential mitigation works to the Bourne. To date, the following works have been completed:

- Cleaned and de-silted the balancing pond in Purley Oaks Depot to increase its capacity
- Cleared the ditches and trash screens in Harris Academy Primary, Kenley Cricket Club, Bourne View and Bourne Park Close
- Cleared the culvert sections between Bourne Park Close and Bourne View, Bourne View and Sutton & East Surrey Water, Dale Road and Foxley Hill Road
- Replaced the damaged section of culvert under the carriageway in Old Barn Lane
- Improved the bank of the ditch on Godstone Road, Purley, (adjacent to the builders yard)
- Cleaned soakaways in Bourne View and Godstone Road (near Dale Road)
- Installed a depth/flow monitor in an inspection chamber in Dale Road to monitor the depth of water in the culvert. (Depth monitor supplied by Thames Water)

The following works are in progress:

- Installation of a new pump and accessories in the recycling centre for the balancing pond in Purley Oaks Depot. The new pump is scheduled to be delivered and installed this month. However, in the meantime we have installed temporary pumps on standby in the event we need to pump water from the balancing pond

- Completion of the culvert cleaning/CCTV surveying between Hayes Lane and Foxley Hill Road
- Completion of repair works to the damaged section of culvert in Dale Road (by St John the Baptist Church). We are currently negotiating with Southern Gas Network (SGN) with regards to diverting a gas pipe which is obstructing the work
- Creation of a permanent flood storage area in Bourne Park Close and Bourne View. The storage areas are in the design phase but in the meantime, we have acquired temporary demountable barriers which can be deployed should these be required
- Completion of the soakaway cleaning along the Caterham Bourne catchment
- Regular checking/cleaning of the trash screens within the Caterham and Merstham Bourne

Residents in Purley and Kenley that experienced internal flooding between April 2013 and March 2014 are being encouraged to apply for the £5,000 government Repair & Renew Grant (RRG) in order to install flood resilience and / or resistance measures in their property to minimise the risk or impact of any future flooding. The RRG scheme is being administered by the Council on behalf of the government and residents / businesses who wish to find out about the scheme should contact 020 8726 6000 or email floodandwater@croydon.gov.uk. To date, the Council has received approximately 30 applications from residents / businesses in the Purley / Kenley area and Purchase Orders have been issued for resilience works to commence on 4 properties. The other applications are still being assessed by our Independent Surveyor and similar works would be ordered once these have been approved.

The Council has successfully applied for funding of £45K from the Environment Agency to investigate in more detail the sources of flooding in the areas of Welcomes Road and Kenley Lane as the first stage of considering a longer term flood alleviation scheme in the area. The feasibility study will look into identifying the optimum locations for new drainage features, the costs and benefits of installation and stakeholders who would need to be involved in taking the proposal to a detailed design stage. Although the funding was approved in May 2014, it has taken time to prepare the brief for the consultants as we needed to fully understand the problems that should be investigated. This had been further delayed due to giving priority to the Caterham Bourne flood relief and maintenance works. The Invitation to tender was sent out to tenderers on 5 January 2015 and we aim to appoint a consultant by mid February 2015 with a view of commencing the study on 9 February.

CQ054-15 **from Councillor Phil Thomas**

To Councillor Kathy Bee

Why are slashing the roads maintenance budget for 2015 /16 ?

Reply

The council's budget has been slashed by £19.64million by the Conservative led government and as a result the council has less to spend. I would prefer it if we did not have to make cuts in any of our services but with the continuing onslaught on local authority funding there is simply less money available.

In order to maximise the effectiveness of the funds that we have the highways team has undertaken condition surveys of the borough and have worked up a programme to prioritise the immediate reconstruction of roads where they have failed. We have a separate programme for introducing preventative interventions such as surface treatments to seal the roads and therefore extend the life expectancy and minimise the number of potholes that may appear following adverse weather.

Officers are also working with the London Technical Advisory Group (LoTAG) to develop and share good practice, this will assist us in ensuring we maximise the benefits with the budget we have.

CQ059-15 **from Councillor Donald Speakman**

To Councillor Kathy Bee

In order to ensure rainwater does not cause flooding will you please advise on the frequency of cleaning the gullies in Warren Road Purley these last twelve months and the future programme?

Reply

The Council has a cyclical gully cleansing programme in place where all the gullies in the borough are checked and cleaned once every year (or 4 times a year in the critical drainage areas). The gullies in Warren Road between Godstone Road and Grasmere Road are programmed to be checked and cleaned 4 times a year and all others are programmed to be checked and cleaned once every year.

The gullies in Warren Road were last checked and cleaned in November 2014 and those that are cleaned 4 times a year are next due to be attended in February 2015. At the time of attending the road in November, 26 out of the 27 gullies inspected were cleaned and operational on leaving. The missed gully was due to being obstructed by a parked vehicle.

In such cases, the crew will make another visit at a later date to clean the missed gullies and will deliver an advance warning letter to residents / businesses, place copy of the letter under the nearside windscreen wiper of every vehicle within the street and erect advance warning signs on lamp posts nearby. The re-visit period is usually no more than 3 months from the first visit date.

CQ068-15 from Councillor Sean Fitzsimons**To Councillor Kathy Bee**

Please set out the timetable for the completion of street light renewal works for all streets in Addiscombe Ward.

Reply

Addiscombe Ward is currently 13% completed with 35% work in progress. We expect to have the remaining 52% of the ward completed by the end of May 2015. The table below states the current completion status and proposed start date for each road within the ward. However please note that these are proposed start dates and they can be affected by a number of factors, such as weather and water leaks.

Street	Proposed Start Date
TUNSTALL ROAD	Scheme Completed
ADDISCOMBE COURT ROAD	Scheme Completed
BISENDEN ROAD	Scheme Completed
Dalmally Road	Scheme Completed
EAST INDIA WAY	Scheme Completed
ALEXANDRA ROAD	Scheme Completed
EXETER ROAD	Scheme Completed
DARTNELL ROAD	Scheme Completed
FULLERTON ROAD	Scheme Completed
BRAMPTON ROAD	Scheme Completed
BREDON ROAD	Scheme Completed
Lansdowne Road	Part of Public Realm
ADDISCOMBE ROAD	01/03/2015
BLAKE ROAD	01/03/2015
CANNING ROAD	Awaiting Council Review
CLYDE ROAD	Awaiting Council

	Review
Elgin Road & R O W 650	Awaiting Council Review
HAVELOCK ROAD	Awaiting Council Review
OUTRAM ROAD	Awaiting Council Review
Mulberry Lane & R O W 651	Awaiting Council Review
Ashburton Road & R O W 667	Awaiting Council Review
ASHBURTON GARDENS	Awaiting Council Review
ASHBURTON CLOSE	Awaiting Council Review
EVERTON ROAD	01/03/2015
CAMBORNE ROAD	02/02/2015
GRANT ROAD	09/02/2015
GRANT PLACE	01/03/2015
MORLAND ROAD	01/03/2015
AMBERLEY GROVE	01/03/2015
BURNHAM GARDENS	05/02/2015
ALDERTON ROAD	16/02/2015
Aschurch Road	05/02/2015
Alexandra Place	17/02/2015
FREEMASON'S PLACE	06/02/2015
HASTINGS PLACE	01/03/2015
R O W 652	13/02/2015
R O W 653	04/02/2015
R O W 672	01/03/2015
Coniston Road	01/03/2015
Windermere Road	01/03/2015
Edward Road	01/03/2015
Hermitage Lane	01/03/2015
The Glade	01/03/2015
SUNDRIDGE ROAD	01/03/2015
Alpha Road	Scheme Completed
JOHN'S TERRACE	Scheme Completed
EDWIN PLACE	Scheme Completed
Cross Road	Scheme Completed
CHERRY ORCHARD ROAD	03/02/2015
JACKSON'S PLACE	05/02/2015
LESLIE GROVE	03/02/2015
OVAL ROAD	02/02/2015
HERON ROAD	09/02/2015

LEBANON ROAD	02/02/2015
CEDAR ROAD	03/02/2015
COLSON ROAD	01/03/2015
BRICKWOOD ROAD	02/02/2015
CHISHOLM ROAD	26/02/2015
ADDISCOMBE AVENUE	19/02/2015
HIGHBARROW ROAD	16/02/2015
CAPRI ROAD	16/02/2015
INGLIS ROAD	26/02/2015
NICHOLSON ROAD	19/02/2015
ACADEMY GARDENS	02/02/2015
STORRINGTON ROAD	27/02/2015
HASTINGS ROAD	26/02/2015
Warren Road (12 COL DTC)	20/02/2015
FREEMASON'S ROAD	02/02/2015
GORDON CRESCENT	04/02/2015
MORLAND AVENUE	02/02/2015
LEICESTER ROAD	13/02/2015
STRETTON ROAD	05/02/2015
LAURIER ROAD	16/02/2015
DOMINION ROAD	04/02/2015
JESMOND ROAD	05/02/2015
NORTHWAY ROAD	19/02/2015
MEADVALE ROAD	12/02/2015
VINCENT ROAD	20/02/2015
Leslie Park Road	01/03/2015
KEMERTON ROAD	01/03/2015
RYMER ROAD	01/03/2015

CQ075-15

from Councillor Hamida Ali

To Councillor Kathy Bee

Can the cabinet member detail which roads in Woodside have had new street lighting installed and can she also detail an approximate timeline for those roads in the ward yet to receive new street lights?

Reply

Woodside Ward is currently 2% completed with 35% work in progress. We expect to have the remaining 63% of the ward completed by the end of May 2015. The table below states the current completion status and proposed start date for each road within the ward. However please note that these are proposed start dates and they can be affected by a number of factors, such as weather and water leaks.

Street	Proposed Start Date
Eldon Park	06/02/2015
LONSDALE ROAD	09/02/2015
WATCOMBE ROAD	09/02/2015
FERNDALE ROAD	26/02/2015
ST LUKES CLOSE	02/02/2015
ESTCOURT ROAD	02/02/2015
CLEAVERHOLME CLOSE	09/02/2015
DICKENSON'S PLACE	06/02/2015
DICKENSON'S LANE	06/02/2015
ENMORE ROAD 7 COLUMNS ARE DTC	02/02/2015
MERTON ROAD	09/02/2015
DAVIDSON ROAD	02/02/2015
SUTTON GARDENS	06/02/2015
TOWPATH WAY	02/02/2015
CANAL WALK	09/02/2015
CHRISTIE DRIVE	09/02/2015
RENDLE CLOSE	18/02/2015
AKABUSI CLOSE	09/02/2015
GRINDLEY GARDENS	06/02/2015
REES GARDENS	05/02/2015
LINDFIELD ROAD	19/02/2015
ADAMS WAY	11/02/2015
REDGRAVE CLOSE	06/02/2015
Davies Close & ROW 728	06/02/2015
HARDCASTLE CLOSE	19/02/2015
ANTHONY ROAD	26/02/2015
COE AVENUE	19/02/2015
BACKLEY GARDENS	06/02/2015

SONNING ROAD	20/02/2015
Woodside Road	12/02/2015
Becket Close	04/02/2015
GUNNELL CLOSE	04/02/2015
Grasmere Road	19/02/2015
NAPIER ROAD	09/02/2015
FARLEY PLACE	01/03/2015
Sandown Road	09/02/2015
CROYDON ARENA SLIP ROAD	01/03/2015
Addison Road	01/03/2015
Harrington Road (12 Col DTC)	01/03/2015
BALFOUR ROAD	01/03/2015
CARMICHAEL ROAD	01/03/2015
CLIFFORD ROAD	01/03/2015
CRESSWELL ROAD	01/03/2015
DOYLE ROAD	01/03/2015
GRESHAM ROAD	01/03/2015
PEMBURY ROAD	01/03/2015
Shinners Close (3 Col DTC)	01/03/2015
STANGER ROAD	01/03/2015
WERNDEE ROAD	01/03/2015
COVENTRY ROAD	01/03/2015
LOVE LANE	20/02/2015
MALDEN AVENUE	18/02/2015
WAVERLEY ROAD	20/02/2015
BROOKLYN AVENUE	01/03/2015
ARCHER ROAD	17/02/2015
Westgate Road & R O W 723	16/02/2015
APSLEY ROAD	17/02/2015
SEYMOUR PLACE	01/03/2015
BELFAST ROAD	01/03/2015
INGATESTONE ROAD	01/03/2015
BROCKLESBY ROAD	01/03/2015
NOTSON ROAD	01/03/2015
AYLETT ROAD	06/02/2015
OAKLEY ROAD	20/02/2015
DUNDEE ROAD	10/02/2015
BELMONT ROAD	03/02/2015
MACCLESFIELD ROAD	18/02/2015
TUDOR ROAD	20/02/2015
PORTLAND ROAD	01/03/2015
ELMERS ROAD	01/03/2015
CLOISTER GARDENS	01/03/2015
STROUD ROAD	01/03/2015
SALISBURY ROAD	01/03/2015
WOODSIDE GREEN	01/03/2015
WOODSIDE AVENUE	01/03/2015

WOODSIDE PARK	01/03/2015
Cobden Road & R O W 658	17/02/2015
BIRCHANGER ROAD	01/03/2015
Denmark Road & R O W 659	10/02/2015
ENMORE AVENUE	18/02/2015
ALFRED ROAD	04/02/2015
HOLLAND ROAD	04/02/2015
SIDNEY ROAD	09/02/2015
PERCY ROAD	05/02/2015
PICKERING GARDENS	01/03/2015
BECKFORD ROAD	04/02/2015
WESTBOURNE ROAD	01/03/2015
Goodhew Road & R O W 729	10/02/2015
MALCOLM ROAD	01/03/2015
Southcote Road	02/02/2015
Cumberland Road	02/02/2015
Howard Road	06/02/2015
Elborough Road	01/03/2015
ALBERT PLACE	01/03/2015
BROOKLYN GROVE	01/03/2015
BROOKLYN ROAD	04/02/2015
Crowther Road (17 Col DTC)	01/03/2015
R O W 660	Under Authority Review
R O W 662	01/03/2015
R O W 664	01/03/2015
Croydon Arena Slip Road (Housing)	01/03/2015
SPRING LANE	Scheme Completed

CQ085-15 **from Councillor Wayne Lawlor**

To Councillor Kathy Bee

Can the Cabinet Member provide an update on the consultation of, and implementation (where residents desire) of, 20 MPH zones. Please provide a breakdown, by ward, of the number of responses received in each where consultations have taken place?

Reply

The proposal to introduce area wide 20mph speed limits (as opposed to zones) across the borough will be the subject of a report presented to Cabinet in March in readiness for the necessary funding becoming available in April 2015.

No consultation has yet taken place on this project, which will commence following this report.

CQ086-15 from Councillor Oliver Lewis

To Councillor Kathy Bee

Can the cabinet member for transport and environment confirm that the council has comprehensive plans in place for New Addington should there be extreme weather this winter?

Reply

A full report on Winter Preparedness and Flood Prevention across the borough was prepared and presented to Cabinet on 20 October 2014.

An extract of the roads on the councils precautionary and primary gritting routes for New Addington and Fieldway are as set out below.

The routes are broken down as precautionary routes (pre-treatment route), primary and secondary routes (full shift routes, the primary routes being the priority followed by the secondary routes).

The typical criteria for selecting the precautionary routes are:

- § 'A' or 'B' roads
- § Main bus routes
- § Approaches to rail stations
- § Approaches to fire, police or ambulance centres
- § Steep gradients

The primary and secondary routes or Full shift procedures are made up of:

- § Primary Distributor Roads
- § Secondary Distributor Roads
- § Main approach routes to transport interchanges
- § Other hazardous locations such as steep gradients

Prior to the start of any winter service activities, a pre-season operational meeting and readiness exercise is held between Council officers and & EM Highways Services (our contractors) to ensure that any action plans from the previous season have been put in place, and that lessons learned and best practices identified are implemented where possible. This includes feedback received from residents of New Addington and Fieldway.

Precautionary route (extract for New Addington and Fieldway):

Key: T/L – Turn Left, S/O – Straight On, T/R – Turn Right,

1. T/L Lodge Lane
2. T/L Fieldway (RAMPS)
3. S/O Merrow Way
4. T/L Headley Drive (RAMPS)
5. S/O Castle Hill Avenue
6. T/R Lodge Lane
7. T/R Headley Drive
8. T/L Goldcrest Way
9. S/O Gascoigne Road (RAMPS)
10. T/R Montacute Road
11. T/L King Henrys Drive
12. T/L Parkway
13. S/O Central Parade
14. S/O Arnhem Drive
15. T/R King Henrys Drive
16. T/R Homestead Way
17. S/O Overbury Crescent
18. T/L Parkway
19. T/R King Henrys Drive
20. T/R Arnhem Drive
21. T/R Queen Elizabeth's Drive
22. T/R Gascoigne Road
23. T/L King Henrys Drive
24. T/R Lodge Lane

Primary route (extract for New Addington and Fieldway):

Key: T/L – Turn Left, S/O – Straight On, T/R – Turn Right,

1	TR	Lodge Lane
5	TL	Fieldway
6	SO	Merrow Way
7	TL	Headley Drive
8	TL	Goldcrest Way
9	TL	King Henry's Drive to Borough Boundary and return King Henry's Drive
10	TL	Homestead Way (Include Bus Stand)
11	SO	Overbury Crescent (Kerb buildout jnc of Parkway)
12	TL	Parkway
13	TR	Parkway Bus Station
14	TR	Parkway
15	SO	Central Parade
16	TL	Salcot Crescent
17	TR	Parkway to King Henry's Drive roundabout and return Parkway
18	SO	Central Parade
19	SO	Arnhem Drive
20	TL	Cally Down Crescent
21	TL	King Henry's Drive
22	TL	Gascoigne Road
23	TL	Queen Elizabeth Drive
24	TL	Arnhem Drive
25	TL	King Henry's Drive
26	TL	Gascoigne Road
27	TR	Salcot Crescent
28	TR	Montacute Road
29	TL	King Henry's Drive
30	TR	Lodge Lane
31	TR	Headley Drive
32	TL	Goldcrest Way
33	TR	King Henry's Drive
34	TR	Lodge Lane

Secondary route (extract for New Addington and Fieldway):

1. Dunley Drive
2. Dunsfold Way
3. Frensham Drive
4. Frimley Close
5. Frimley crescent
6. Tilford Avenue and proceed to
7. Wolsey Crescent
8. Aldrich Crescent
9. Shaxton Crescent
10. Grenville Road
11. Bothwell Road
12. Heneage Crescent
13. Walsingham Road
14. Ownstead Hill
15. Queen Elisabeth Drive **(from Salcot Crescent to Arnhem Drive)**
16. Calley Down Crescent
17. Hares Bank and proceed to
18. Vulcan Way
19. Stowell Avenue
20. Godric Crescent
21. Windham Avenue
22. Fairchilds Avenue
23. Milne Park West **(Speed Humps)**
24. Milne Park East **(Speed Humps)**
25. Uvedale Crescent
26. Cator Crescent
27. Overbury Crescent **(part)**
28. Northdowns Road
29. Northdowns Crescent

CQ100-15 from Councillor Stephen Mann

To Councillor Kathy Bee

The railway through Croydon is its beating heart. The London Chamber of Commerce report that there is serious economic impact to London business from delayed trains. What is the impact on Croydon business from delays through our stations?

Reply

It is well documented that businesses face the biggest challenges with any impact to public transport. The recent rail disruptions have had a negative effect on businesses and those surveyed as part of the report fed back the following:

- 84% of businesses believe that delays, cancellation and overcrowding have had an impact on commuter access to London
- 53% of business leaders had instances of staff late to work in the previous 12 months due to problems with commuter train services
- 40% experienced staff unable to come into work due to problems with commuter train services
- 50% said that problems with commuter train services had led to fewer customers or cancelled meetings

The nature of the above responses causes highlights that there is a loss of productivity, working hours and risk to new business development. While we do not know if those surveyed included businesses from Croydon, we would anticipate that the same if not similar issues have been faced.

CQ101-15 from Councillor Stephen Mann

To Councillor Kathy Bee

Spring Lane Bridge was fixed in early summer, the return of the 312 and 130 was consulted on in mid summer. The return of buses over Spring Lane is welcome but why has it taken so long since consultation?

Reply

I agree, the return of the routes to Spring Lane is welcome. However, I do not know why TfL has taken the time it has to return the routes following its consultation. I will ensure TfL is asked the question via the Public Transport Liaison Panel and will relay the answer to the Councillor

CQ105-15 **from Councillor Joy Prince**

To Councillor Kathy Bee

To ask the Cabinet member for transport and environment, how much money is available for improving Fiveways and which budget(s) is it in?

Reply

The Council is contributing £20 million towards the improvements to the A23 corridor. This will be part of the future Capital Programme. The funding will be identified from Council borrowing initially with future opportunities for this to be covered from relevant Section 106 contributions.

The Council funds are a contribution towards TfL led solutions, to which TfL have agreed a minimum £25 million of funding.

CQ107-15 from Councillor Mike Fisher

To Councillor Kathy Bee

Could the cabinet member tell me if she has received any letters, and if so how many, from residents in the Shirley Ward requesting the introduction of a 20 MPH zone in the Ward?

Reply

As Cabinet Member for Transport and Environment I have not received any communication from the residents of the Shirley Ward regarding 20mph zones. However, I am informed that there has been some communication from residents of The Glade for 20mph speed limits over recent years. There have also been requests from residents in Orchard Way for 20mph, but generally, Shirley is not a ward where we have received that many requests for this type of action. When it comes to the area wide 20mph speed limits it will be most interesting to see if residents in the Shirley area support or reject this proposal.

CQ009-15 **from Councillor Karen Jewitt**

To Councillor Shafi Khan

Can the Cabinet member please explain to me the reasoning behind the £80,000 of tax payers money spent by the Tories on a free school to be opened in my ward Thornton Heath, Can she also confirm that the person running the organisation who would benefit from this was a Tory party Councillor?

Reply

The Advance Free School was proposed to be located on Highbury Avenue Playing Fields. This Free School Proposal was withdrawn. Its founder was Russell King who was previously a Conservative Member for Wandsworth. Free Schools are funded directly by Central Government rather than local Councils. The Council has not funded any part of this project.

CQ012-15 **from Councillor Margaret Bird**

To Councillor Shafi Khan

Would the cabinet member like to comment on the claim by her colleague Emily Benn, at the recent debate against the Conservative candidate Chris Philp, on the GCSE A* - C results for Croydon being just 25% in 2014?

Reply

Unvalidated data shows that 56.3% of Croydon children achieved 5 A* - C GCSEs including English and mathematics, compared to a national average of 52.6%. The percentage of Croydon children who achieved 5 A* - C grades but not necessarily including English and mathematics was 84.5%, compared to 82.7% nationally.

CQ026-15 **from Councillor Chris Wright**

To Councillor Shafi Khan

With the closure of the deadline, could the cabinet member tell me the number of primary admission requests for September 2015, how it compares with the previous two years and if she is confident that expansions in primary schools are in the right places?

Reply

The number of primary applications for 2015 Reception year (YR) places is 4,869. This compares with 4,764 applications (measured at the same point in the year) for 2014 YR places and 4,736 for YR in 2013. New places provided for 2015/16 are located in areas where demand continues to be most pressured which gives the Council a high degree of confidence that the new places are in the right places to meet future demand.

National offer day for primary places is on 16 April.

CQ032-15

from Councillor Maria Gatland

To Councillor Shafi Khan

Following the restructuring at senior level at the Council could the Cabinet Member update me on any changes to Children, Families and Education Department?

Reply

Following the retirement of Hannah Miller, Executive Director of Adult Social Services, Health and Housing, the Council is in the process of reorganising its services into three departments, which focus respectively on services relating to people, place and resources. From January Paul Greenhalgh is responsible for children's services (retaining the statutory Director of Children's Services role), adult social care (including the statutory Director of Adult Social Services role), adult learning, libraries and culture. Therefore the following divisional directors now report to him: Ian Lewis, Jane Doyle, Edwina Morris and Brenda Scanlan. During January and February the Council is consulting internally on the proposed structure for the substantive People Department, which is expected to come into effect from April 2015.

During the autumn term, Sylvia maintained her Director of Learning School Improvement and Inclusion role, alongside her designate role as Chief Executive Officer of the schools mutual. From January Sylvia relinquishes her Director role in order to concentrate full time on her Designate CEO role. Sylvia will then transfer to the mutual in April, along with the other staff in scope for transfer. In order to facilitate this, the following line management arrangements have been put in place from January:

- Linda Wright, Head of Inclusion, Learning Access and SEN, is reporting to Ian Lewis.
- Pip Hesketh, Head of School Places and Admissions, is reporting to Jane Doyle.
- David Butler has been appointed to the new role of Head of School Standards and Commissioning. This is a new role which will be responsible for the local authority undertaking its statutory responsibilities for school improvement, along with the line management of the Virtual School, local authority post-16 responsibilities, safeguarding in education, SACRE and the music service. David is reporting direct to Paul Greenhalgh.

CQ033-15 **from Councillor Maria Gatland**

To Councillor Shafi Khan

What are the views of the Cabinet Member on faith schools?

Reply

Faith schools provide for parents a greater range of types of provision, enhancing choice and diversity. For this reason I am supportive of the principle of faith schools.

CQ034-15

from Councillor Maria Gatland

To Councillor Shafi Khan

When children or young people go missing In Croydon what support is given to them when they are found or when they return?

Reply

The level of support offered to young people may depend on their circumstances and the level of assessed risk. When children are reported missing agencies will undertake an initial assessment of the level of risk taking into account a number of factors. This initial assessment is reviewed if the young person remains absent.

Last year we commissioned the NSPCC to undertake 'return home' interviews with children who have been reported missing either from home or from their placement if they are looked after and live in Croydon. This allows the child to speak to an independent person if they wish to do so. It gives them an opportunity to give their reasons for going missing as well as enabling discussions about the levels of risk that the child has been exposed to. Where this visit or any other information that the young person gives reveals a safeguarding concern, this can be taken forward in the usual way through a referral to Children's Social Care.

Where a child is living at home with parents or guardians, they may be offered further advice about keeping their child safe.

Where there are other associated concerns or where the child is demonstrating a pattern of risky behaviour, other possibilities such as risks of Child Sexual Exploitation may be considered by the Child Sexual Exploitation Panel.

Where a child is looked after by Croydon, children will be offered support through their social worker and considerations to any other services that might be appropriate. Where there is a pattern of missing episodes, this may prompt an early Child Care Review to consider whether the placement is the most appropriate to keep the child safe.

Where children are placed within Croydon by another local authority and there is a pattern of repeated missing episodes, the Head of Safeguarding and Quality Assurance will write to the placing authority suggesting that they should review the placement.

CQ035-15

from Councillor Michael Neal

To Councillor Shafi Khan

What is the Cabinet Member doing to close the gap in attainment at GCSE from the lowest performing schools to the highest performing schools?

Reply

The school improvement team of link advisers to each of our schools are challenging them to achieve the very demanding targets set for 2015. Part of this work includes encouraging school-to-school partnerships in order that best practice is shared across the Borough through collaborative working. In addition, the school improvement team offers a range of high quality training and professional development opportunities, reviews and support to improve quality and capacity across the sector.

Where schools are identified as vulnerable or underperforming there are termly, formal School Progress Review Meetings with the Local Authority to review their progress against identified priorities. Each vulnerable school is subject to a Local Authority led review of teaching and learning which informs the School Progress Review meeting.

We continue to ask schools to set targets for the percentage of pupils in receipt of the Pupil Premium Grant making at least expected progress, reflecting the importance of closing the gap between these learners and their peers. The schools' impact of any interventions funded by the Pupil Premium Grant is carefully scrutinised and, where such interventions have not had the desired impact, head teachers are required to identify how their evaluations are informing future plans for spending this funding.

There is a key focus on supporting good schools to become outstanding and schools requiring improvement to become good, through targeted Professional Development. This includes bespoke training for governors so that they are able to clearly demonstrate that they offer both challenge and support to schools by focusing on key areas for development whilst holding head teachers to account.

We are planning with schools in a cross-phase literacy project to develop extended and increasingly complex writing, which is a priority in the new curriculum.

CQ038-15 from Councillor Andy Stranack

To Councillor Shafi Khan

Can the Cabinet Member for Education give an update on the removal of asbestos from the old Selsdon High School site?

- a) What is the additional cost of demolishing the building?
- b) Will the Council have to meet these additional costs?
- c) When will the landscaping work be completed on site?

Reply

- a) There are currently no additional costs as the asbestos removal forms part of the phase two demolition and landscaping contract. Under the contract the below ground asbestos risk remains the Council's risk as this could not reasonably have been quantified pre-contract.
- b) There are currently no additional costs as we are not aware of any asbestos issues. However should below ground asbestos be identified during the demolition the contaminated the Council will be obliged to pay for the soil decontamination under the terms of the contract.
- c) Landscaping works are scheduled to commence once the buildings have been demolished.

CQ065-15 from Councillor Mario Creatura

To Councillor Shafi Khan

'Croydon Council is funding almost 2,000 extra school places over the next three years to meet growing demand in the borough. Could the Cabinet member please tell me how this has been affected by last year's funding formula change from central government?'

Reply

The funding formula changes from central government last year relate to the revenue income for schools allocated through the Dedicated Schools Grant, and have not directly impacted on the provision for extra school places, from a capital perspective.

The DSG Funding Formula does however allow for a Growth Fund, through which we provide revenue funding for bulge and expansion classes and start up and diseconomy funding to new schools in the borough.

The DSG Funding Formula also provides day to day revenue funding, which is calculated in a per pupil basis, therefore the DSG allocation grows with increases in pupil numbers and so the LA passes over any corresponding increases to individual schools.

The 15/16 DSG allocation of £309.2m is £24.74m higher than the previous year. Key contributing factors to this change are:

- Ø **The introduction of Fairer Funding** – The Department for Education (DfE) released £350m to top up the funding of local authorities who had low funding compared to the rest of the country. Croydon received a value that equates to an additional £288 per pupil, which gave an increase of approximately £13.25m.
- Ø **Non-recoupment academies**^[1] - In 2014/15, non-recoupment academies were not included in the DSG or funding formula calculations; however in 2015/16 they were. Therefore in 15/16 there are an additional 6 schools included in the pupil count and DSG calculation, generating an additional £16.75m
- Ø **Increase in pupil numbers** – there is a slight increase in funding due to the increasing population within the borough. There was roughly an additional 350 children included in the 15/16 DSG calculation.

[1]

Non-recoupment academies - academies in England that were formed before the current academy regulations were in place and who were originally funded by the Education Funding Agency (EFA) directly and therefore not included in LA's DSG

CQ077-15 **from Councillor Humayun Kabir**

To Councillor Shafi Khan

Cllr Flemming, what strategies are you pursuing to ensure Croydon attracts and retains the best educators to our schools and colleges?

Reply

Our strategy is to ensure all Croydon schools are schools that attract the best: schools that are good or better, schools in which our most inspiring teachers and leaders can make a real difference, and in a Local Authority that supports our aspirations and professional development, both through direct support and through working collegiately with other schools.

Through maintaining a high quality school improvement service, which will be continued through the Council's partnership with the schools mutual (Octavo Partnership) from April 2015 onwards, Croydon offers high quality support and development to teachers and leaders at all stages of their career. Newly qualified teachers are attracted to work in the Borough through a centralised recruitment programme and, once in post, are able to benefit from a comprehensive induction and training programme, in partnership with our outstanding Teaching Schools.

School to school partnerships and collaborative working are actively encouraged by us and are embraced by our schools. This gives teachers the opportunity to experience best practice in a range of different contexts and to follow a variety of career paths.

We continue to work to support and challenge all our schools and colleges to be the best they can be, so they are places where the best professionals want to work. We recognise that high quality schools, high quality leadership and high quality support and development opportunities are fundamental to achieving this aim. More of our schools now than ever before are judged by Ofsted to be good or better and this will encourage educators both to apply to work in Croydon and to remain here.

CQ091-15 from Councillor Andrew Rendle

To Councillor Shafi Khan

I have visited a number of Special Schools and ASD units in Croydon and have been impressed with much of what I saw. There is a great deal of experience in ASD teaching in the borough so how can the cabinet member help me get that knowledge out into the wider school community?

Reply

Autistic spectrum disorder reflects a range of need and learning differences for each individual child and many children with autism are able to thrive and achieve in a mainstream school. Research shows that the key to improving outcomes lies in the expertise of teachers, teaching assistants and head teachers, as well as all the staff in the educational setting being autism aware. High quality teaching that is modified to meet individual needs is at the core of the new SEN code of Practice and is dependent on staff understanding the needs of pupils.

There are a number of ways in which schools can develop their knowledge and skills in providing a positive and effective learning environment for children with ASD and it would be helpful if Councillor Rendle can highlight these opportunities in his blog and other communications.

- SEN Coordinators in schools are signposted to resources through the SENCo network and regular direct mailings
- Croydon autism tiered training is offered at 3 levels and advertised in the Council's training brochure for schools, 'Learning without Boundaries'; it covers a range from awareness raising to planning for individual pupils through to developing a whole school strategy
- Special schools offer a programme of outreach support to mainstream schools, which includes training and consultancy

Following the publication of the Council's SEND Local Offer on 1 September 2014 in line with the new requirements of the SEND Code of Practice, officers are now developing a specific focus on children with autism, drawing together information on support available across the community.

CQ099-15 **from Councillor Maddie Henson**

To Councillor Shafi Khan

Could you join with me in celebrating Croydon's school children who performed in the London Mozart Players performance?

Reply

I am happy to join you in celebrating the achievement of Croydon's children, who were from a wide variety of our schools including Atwood, Ecclesbourne, Monks Orchard, Parish Church Junior and Whitgift School, in taking part in the London Premiere of Jonathan Dove's "For an Unknown Soldier". This was part of the centenary of World War One commemorations, and is another example of our children and young people's talent, of which we are all very proud.

CQ001-15 from Councillor Sara Bashford

To Councillor Timothy Godfrey

Following the Budget Scrutiny meeting I was given details by officers stating that the £140K saving on parks was related to cutting back on the provision of shrubs, horticultural materials, highways trees, provision of benches and some maintenance and repairs. Can the Cabinet Member please confirm that parks and woods, such as Selsdon Wood and Selsdon Recreation Ground will continue to be locked as per the current schedule, as any change would have a negative impact on local residents?

Reply

The savings identified do not impact upon current locking and unlocking of parks however this area will continue to be reviewed as it has in the past by the service area.

I regret that we will have to continue to look at the Councils ability to lock parks as the Council comes under continued attack from Central Government. It is obviously something that I wish to avoid, but like the last Council Administration will continue to review.

CQ006-15 **from Councillor Luke Clancy**

To Councillor Timothy Godfrey

What analysis has been conducted into the knock-on effect of closing Purley Pool in terms of the modes of transport used by swimmers in wards in Croydon South to travel to the nearest alternative pool? What percentage of current users of Purley Pool are expected to travel to Waddon Pool by car, public transport, bicycle or walking? In terms of any expected increase in car travel by swimmers to Waddon, were the parking facilities at Waddon Pool designed to accommodate an uplift in demand from the closure of another pool in the borough? If not, what can the Council do to alleviate the pressure of increased parking space demand in the vicinity of Waddon pool, at the already busy Fiveways junction?

Reply

I would refer Councillor Clancy to my response to CQ002-14.

CQ018-15 **from Councillor Jamie Audsley**

To Councillor Timothy Godfrey

Have you explored any strategic partnership with national or international organisations to support the future development of Fairfield Halls?

Reply

Thank you for your question.

Last September Cabinet agreed the new vision for the College Green area including the Fairfield Halls as a key part of the boroughs new “Cultural Quarter” and agreed to integrate the College Green and Fairfield Halls Modernisation projects to form one comprehensive approach to realise this vision for the area.

As part of this new approach we are working closely with the Fairfield Halls at how we deliver the project including a fund raising strategy and strategic partnerships to support the development and future operation.

We need to embrace links across Culture and across the Council to leverage the very best future for both our venues and our cultural programme from national and international partners. I understand that national and international collaborations are very much in favour by the Arts Council and other funders.

CQ025-15 from Councillor Steve Hollands

To Councillor Timothy Godfrey

I note from the 2015/16 Council Budget papers that £133k has been allocated to Upper Norwood Library. What will happen in the years after that? Will funding continue at that level?

Reply

The Administration has honoured its election promise and commitment to Upper Norwood Library by match funding Lambeth's funding this year. The additional funding is helping extend the opening hours of the library to 5 days per week – an immediate, positive impact for the local community.

In 2015/16 Croydon Council will match fund Lambeth and plans to continue to do so in future years. The level of funding will be decided each year as part of the budget setting process of the Council.

It is clear however that funding for all public services is under pressure as the government cuts its support to local government. Libraries, just like every other part of local government remains under attack.

I remain fully committed to a full and professional library service in Upper Norwood and look forward to continue to work closely with the Upper Norwood Library Trust / Campaign.

CQ049-15 **from Councillor Lynne Hale**

To Councillor Timothy Godfrey

I am sure that you will agree with me that Fairfield Halls demonstrated during the summer that they could secure excellent value for money in delivering projects. Will you be giving them the further monies, £12m, as itemised in the Council Budget, in the future to spend as they judge best?

Reply

Thank you for your question.

I agree that the 3 early win projects that were delivered last year have been a great success. The new cinema offer, the studio, a new entertainment space in what was the green room and improvements to the Arnhem Gallery will enable the Fairfield Halls to expand their offer and attract new audiences.

We are not resting on these achievements, however, and this is why we changed the approach of the Council to this project to ensure that the full refurbishment of the Fairfield Halls takes place in a timely fashion.

As part of the integrated College Green and Fairfield Halls project, a key part of the boroughs new "Cultural Quarter", we are working closely with the Fairfield Halls to ensure the best way to deliver improvements to the building.

The overall approach to the delivery will be flexible and seek to enable the redevelopment of the different component parts of Fairfield Halls in a timely fashion with clear timelines for when different elements of the work will take place over the next three years. The Council is working closely with the Fairfield Halls to outline the works to be undertaken over the next 3 years to secure the best value for money.

The Chief Executive of the Fairfield sits on the project board and I expect him to ensure that all works that are carried out benefit the Fairfield directly.

I look forward to reporting how this spend is progressing at Future Council meetings and welcome the Oppositions support for getting on with the job.

CQ050-15 **from Councillor Lynne Hale**

To Councillor Timothy Godfrey

Please itemise and confirm the cost of all the essential maintenance and repairs which are required at Purley Swimming Pool. Please advise how these costs have been assessed.

Reply

I would refer Councillor Hale to my response to CQ 002-15.

CQ051-15 **from Councillor Lynne Hale**

To Councillor Timothy Godfrey

Are there currently any health and safety issues at Purley Swimming Pool and if so, what are they and how have they come to light? If a report or survey has recently been completed please can this be placed in the public domain?

Reply

I would refer Councillor Hale to my response to CQ 002-15.

CQ063-15 **from Councillor Simon Brew**

To Councillor Timothy Godfrey

Can the Cabinet member please state how many schools and how many children used Purley Pool in 2013-2014 and whether he took their needs into consideration when deciding to close it?

Reply

I would refer Councillor Brew to my response to CQ 002-15.

CQ071-15 from Councillor Emily Benn

To Councillor Timothy Godfrey

In relation to Purley pool what modelling has been done on expected footfall in Waddon?- What assessments on transport infrastructure to the Waddon Pool from Purley and surrounding areas has been done; and What assessment of the parking facilities (only 30 spaces) has consequently been recommended?-

What work has been done on the possibility of a Community Asset Transfer and what alternative pool solutions in the south of the borough have been proposed?

- Have alternative works providers been consulted on the cost of essential work to the pool; On the regeneration of the site – have any plans been considered with private investment that keep the wet side open ?

Reply

I would refer Councillor Benn to the response to CQ002-15.

CQ081-15 **from Councillor Shafi Khan**

To Councillor Timothy Godfrey

There are many things that benefit local economies but sport is often an area that gets forgotten. Does the Cabinet member agree that it is high time we rectify this and demonstrate the importance of sport to the local economy as well as use tools to measure the economic value linked to the health benefits of being regularly active?

Reply

The Council provides a diverse range of activities for residents, visitors and staff working for companies throughout the borough, specifically aimed at promoting awareness of activities available to participate.

May I bring to your attention the latest edition of the council's physical activity guide known as Get Up & Go, which can be accessed on-line through: <http://www.croydon.gov.uk/contents/departments/leisure/pdf/get-up-and-goJan15.pdf> and hard copies are available throughout the borough.

A healthy workforce will reduce overall operating costs for companies.

CQ083-15 from Councillor Wayne Lawlor

To Councillor Timothy Godfrey

The 2012 London Olympics had the potential to leave a golden legacy for the people of Croydon. Could the Cabinet Member outline what work had been undertaken immediately after the games to secure the Olympic legacy that was bequeathed to Croydon and the plans this administration has to develop the Olympic legacy?

Reply

Thank you for your question.

The council, through its sport and physical activity team have worked over the past 2 and a half years to capitalise on the legacy opportunities provided by the London 2012 Olympic and Paralympic Games. The key legacy of the games in Croydon was about inspiring residents both young and old to take part in sport and most importantly become more active. Physical activity levels in Croydon as a whole have consistently risen since the Olympic period and this is in no small part thanks to projects and services delivered by the council.

At the time of the games Croydon received only a small sum of money to be specifically used to support the Torch relay, to place banners along some of our streets and for an evening event that was held in Queens gardens.

However, Croydon's London Youth Games team, organised and funded by the council, have achieved top 2 places each year since the Games including an historic victory in 2012. Achievement at the London Youth Games (entered by all 33 London boroughs) is a reflection of the structure in place to support young people taking part in sport both inside and outside of school.

The council's sport and physical activity's disability sport programme starting as a small holiday scheme for 12 disabled participants and has grown tenfold and now provides nearly 300 activity sessions per year to 200 disabled sports people. Croydon has established itself as one of the leading boroughs in disability sport taking the disability trophy in the 2010 London Youth Games with top three finishes in athletics, swimming and boccia. Croydon is also one of only 5 London boroughs to have its own wheelchair racing club based at Croydon Arena and a stock of racing chairs to encourage new participants into the sport.

This administration is working through proposals for development of a new leisure centre in New Addington which will allow Croydon to continue to capitalise on residents' motivation and enthusiasm to take part in sport and physical activity.

The council, through its sport and physical activity team has, and will continue to work, to develop other less tangible outcomes such as partnership building, signposting and publicising physical activity opportunities, but I'm sure that you'll agree that even just the snapshot of projects mentioned in this response will ensure that there is a long term sporting legacy for Croydon.

CQ084-15 **from Councillor Wayne Lawlor**

To Councillor Timothy Godfrey

Please outline the current position with Croydon libraries and the impact of the previous administrations decision to outsource our library service to Carillion?

Reply

At present all Croydon libraries remain open.

Three libraries have increased their opening hours.

At the start of the contract Wi-fi was installed in all libraries and all public PCs replaced.

In 2014, 8 libraries moved to self-service successfully, each one configuring its reception space to do so. Most book transactions are now done using the self-service machines.

The contract is being rigorously monitored to ensure continuing quality and outcomes for users.

I remain disappointed at user numbers and recognise the need to improve our Library Offer for all Croydon residents.

CQ089-15 **from Councillor Andrew Rendle**

To Councillor Timothy Godfrey

Does the cabinet member welcome as I do the passion and commitment shown by the members and committee of The Friends of Ashburton Park. And will he do all he can to support them in their work to turn the Old Library into the community run multi-use facility the residents of Ashburton told us they want it to be.

Reply

I am delighted to recognise the passion and enthusiasm shown by the recently elected Committee of the Friends of Ashburton Park. This clearly builds on the work that you and your two colleagues have been doing over the last 2 years to build a stronger community in Ashburton Ward.

I am equally delighted at how positive our staff have been across the Council to support this initiative. I do believe that when a project has so much local support, it helps inspire all of us to make it happen.

Clearly we live in very difficult times with the sustained financial attack on local councils by the Conservative Government, supported by the local Conservative MPs. This makes it very difficult to make significant progress in all the areas that we want to and at the pace that we want to. It is therefore brilliant to be able to support the Ashburton Park Project in partnership with the local councillors and local community.

It is very pleasing to see so many expressions of interest in using the building already, and it will be an exciting time to work with the Friends to determine the long term uses of the park and the building, something that is only possible because of the election of a Labour Council in May 2014.

CQ098-15 **from Councillor Maddie Henson**

To Councillor Timothy Godfrey

Would the cabinet member join with me in supporting the work of Croydon's residents groups such as the friends of Ashburton park?

Reply

I would like to agree with Councillor Henson that the support of Friends groups including the Friends of Ashburton Park is essential to create interest and support for our parks and open spaces.

Whilst the involvement of Friends of Parks Groups varies from park to park and is mainly dependent on the enthusiasm of residents who are involved in supporting the Council, there are some terrific examples such as Wandle Park where there was assistance in creating a community garden and Millers Pond with a focus on the management and maintenance of the pond and surrounding walkways.

CQ103-15 **from Councillor Joy Prince**

To Councillor Timothy Godfrey

To ask the Cabinet member for culture, leisure and sport, how many gym fitness sessions have been unsupervised in the last 6 months, and what percentage is that of the total possible sessions in that period, for each of the leisure centres run by Fusion for Croydon?

Reply

All gym sessions should be supervised by trained Fusion gym instructor as stipulated within the Fusion contract. However as far as the Council is aware there have been two separate incidents of unsupervised gym sessions which took place at Waddon Leisure Centre.

For both of these reported incidents these were investigated by Fusion and appropriate management action implemented to address the complaint.

CQ104-15 from Councillor Joy Prince

To Councillor Timothy Godfrey

To ask the Cabinet member for culture, leisure and sport, how many lockers are currently out of order, and what percentage is that of the total number of lockers, for each of the swimming pools run by Fusion for Croydon?

Reply

Many thanks for your question, which highlights an important aspect of customer service and how our service to residents is seen and experienced. I do not believe that it is acceptable to have such a high number of lockers out of order, and certainly not for more than a reasonable length of time prior to repair etc.

It is vital that our Swimming pools are of a high standard, from their overall appearance, to safety to user experience.

A summary of the number of lockers out of order as at Monday 19 January 2015 at each of the five Leisure Centres operated by Fusion as part of their Croydon Leisure Centre contract is detailed below:

Leisure Centre location	Total number of lockers at Leisure Centre	Number out or order	Percentage of lockers out of order
New Addington	270	43	16%
Purley	177	24	13%
South Norwood	226	21	9%
Thornton Heath	310	27	9%
Waddon	379	11	3%

CQ003-15

from Councillor Sara Bashford

To Councillor Mark Watson

I was made aware that there wasn't a noise pollution officer on duty to attend loud music/parties on the evening of Wednesday 31st December and Thursday 1st January but that normal service would resume on Friday 2nd January 2015. Can the Cabinet Member please let me know if knew about this and agreed to this decision. Can he also tell me his view on how residents who were affected by noise problems on those evenings were supposed to receive assistance to resolve sleep depriving situations?

Reply

Firstly, this is indicative of the impact of local authority cuts and removing resilience to frontline staff trying to serve the people of the borough.

The Pollution Team had a reduced service over the Christmas period for a number of reasons. The pollution enforcement team consists of 3.5 officers to deal with noise pollution, 7 nights and 5 days per week. Unfortunately due to sickness the Council had limited capacity to offer service as normal over the holiday period although our 24hour emergency service did operate over the whole of the Christmas period to deal with emergencies supported by an officer who was on call who covered a number of issues for regulatory services and private sector housing.

As there are limitations in the hours that can be worked in one 24hour period we did reduce the remit of this service to cover certain subjects which included, from a noise perspective; noise from continually sounding alarms and on-going commercial noise cases where a statutory abatement notice has been issued.

It is also important to note that the 'statutory nuisance' agenda is an enforcement function of the authority and any enforcement function must be reasonable in its remit and as such must allow for festive occasions. Conversely there would also be reputational issue of the council taking enforcement action against festive parties as well as the problems of practical enforcement.

The cover arrangements were discussed carefully and outlined with the Head of Service and only two complaints about the reduced service were made. I do, however, note the concern of residents about noise and as such the pollution team do normally have a night duty and 24hour emergency service to deal with residents' problems. I also note that the pollution team regularly surveys its customers and their returns are usually around 90% satisfaction which is generally excellent.

It is important to note that local government is suffering substantial budget cuts and therefore we do have to realistic and focused in our resourcing and enforcement activity.

CQ048-15 **from Councillor Vidhi Mohan**

To Councillor Mark Watson

In the Council Meeting on 6th Oct 2014 I had asked you (CQ399-14) about the current status of the Social Audit Report undertaken as part of the MRF package. You said that the report would be made public by the 'end of the year'. Could you please give me an update on the status of the report?

Reply

A revised timetable has been shared with the GLA that envisages the report being made available at the end of the financial year.

CQ072-15 **from Councillor Pat Clouder**

To Councillor Mark Watson

I congratulate the Cabinet Member for Community Safety and Justice for the work done on domestic abuse and violence in Croydon.

Could I therefore ask the Cabinet Member to engage with the MET detectives investigating FGM (female genital mutilation)? I understand that Croydon has been chosen as a target borough due to the number of suspected cases referred to police and/or social services and the London Assembly.

I know he will agree with me that this barbaric practice has to stop. Since 1985 FGM has been made illegal in Britain and Legislation in 2003 made it a crime to take a girl overseas for mutilation but the practice still continues.

I ask him, if he engages with this investigation could he please ensure a report comes back to Council Members to inform them of the main outcomes of the investigation.

Reply

I fully agree with the comments regarding FGM and the Council is committed, along with our partners, to doing all we can to ensure that the law is fully applied.

I understand that nationally there have been no prosecutions under the current legislation regarding FGM. This is a cause for serious concern and we will fully support any initiative from the Metropolitan Police to investigate cases locally.

FGM is an issue that is discussed in several partnership arenas. As well as being an issue for the Domestic Abuse and Sexual Violence Strategy it is discussed through the Safeguarding Children's Board and the Adult Safeguarding Board. The Health and Wellbeing Board oversees these partnership arrangements.

A joint working party from all of these bodies is being established along with colleagues from Public Health to draw together these groups and develop a Borough-wide strategy. It is of vital importance that all of our agencies work closely with all local communities to address this practice.

I am encouraged to hear that more people feel confident in reporting incidents of potential FGM because they know that the Council will take action.

I am confident that Council members will have an update on the results of any investigation and on the development of our strategy.

CQ080-15 **from Councillor Shafi Khan**

To Councillor Mark Watson

Councils help recover an estimated £40 million in cash and assets fraudulently stolen by benefit fraudsters and rogue traders using powers under the Proceeds of Crime Act 2002 every year. Currently, councils are given back less than half of the assets they recover from convicted criminals with the Government keeping the rest. Does the Cabinet member agree with me that Communities deserve to keep all assets and cash seized from criminals?

Reply

The Home Office do incur costs in operating the Proceeds of Crime Act (POCA) requirements, including areas such as training and accreditation of financial investigators so it is reasonable for central and local government to recover these costs through the cash and assets that are seized through law enforcement, using POCA.

There is a piece of work being undertaken currently by the Home Office to look at the enforcement process with a view to tackling the problem of those who delay or do not pay their court orders. Once this work is complete I think we will see a financial improvement for local authorities and others involved in this work.

CQ094-15 **from Councillor Robert Canning**

To Councillor Mark Watson

What is the estimated number of households in the London Borough of Croydon that regularly or occasionally use food banks and how has this changed over the last five years?

Reply

The Food Banks operating within the Croydon Food Network (Purley Food Hub, Community Food Store, Croydon Food Bank, The Vine) estimate that they each support up to 40 families per week.

All users are occasional users. The nature of food bank provision restricts families from frequent and regular use of food banks but individual food banks report that there have been occasions where a family has been supported on more than one occasion over a period of time.

There are other organisations including churches, mosques and Nightwatch, which serve hot food to families and individuals as well as providing food parcels and other support.

Five years ago there were no food banks in Croydon. The Salvation Army, Nightwatch and other organisations providing hot food may have also provided food parcels but no agency operated what might be described as a food bank.

The first food bank was established in 2012 and, while in their formative stages food banks did not keep reliable records to compare with current figures, anecdotal evidence suggests there has been a significant increase in demand since they were established. Part of this increase will be due to the growth of availability meeting demand that might have been hidden need in the past. However, food banks continue to report an overall steady increase in demand, in particular from families where at least one person is in work but on low pay.

CQ096-15 **from Councillor Stuart King**

To Councillor Mark Watson

Is the cabinet member aware of the recent operation by Essex police that removed 220 firearms from gun owners involved in domestic abuse?

Reply

I was aware of this operation, which of course I fully support. I am aware that were we to conduct any such operation in Croydon this would be done with the full involvement of the specialist police teams involving Boroughs across the MPS.

I am reassured that within the Metropolitan Police area we have a very robust system of monitoring individuals who already hold firearms licences and they are meticulous in checking the backgrounds of any new applicants. All people with any sort of criminal record and hold a licence have a marker on the Police National Computer. If they are arrested the Firearm Inquiry Team are immediately informed and make an assessment whether to revoke their licence or not. Anybody involved with any form of domestic violence would not be granted a licence and if already a holder then their licence would be revoked immediately and vigorous risk assessments are in place.

I am also advised that Croydon does not stand out from any other borough with regards to concerns relating to domestic incidents involving firearms.

CQ097-15 from Councillor Stuart King

To Councillor Mark Watson

In light of the well reported tragic incidents where legally held firearms were used in a series of high profile domestic-related murders, does the cabinet member agree that a similar operation should be considered here in Croydon, and if so will he raise the suggestion in his next discussion with our local police?

Reply

I have been advised by the police that we have a very robust system of monitoring individuals who already hold firearms licences and they are meticulous in checking the backgrounds of any new applicants. All people with any sort of criminal record and hold a licence have a marker on the Police National Computer and if they are arrested the police Firearm Inquiry Team are immediately informed and make an assessment whether to revoke their licence or not. Anybody involved with any form of domestic violence would not be granted a licence and if already a holder then their licence would be revoked immediately. Vigorous risk assessments are in place.

The parameters in the Metropolitan Police area regarding decisions to grant or renew (every 5 years) a licence are probably very different to those in Essex and although Croydon does not stand out from any other borough with regards to concerns relating to domestic incidents involving firearms, this is a matter that I continue to have dialogue with the police Borough Commander through our various meetings including specifically relating to domestic abuse.

CQ102-15 from Councillor Stephen Mann

To Councillor Mark Watson

How has Central Croydon's night economy developed since 2000 in terms of a) turnover b) number of venues c) taxpayer policing cost d) footfall?

Reply

The night-time economy for central Croydon has deteriorated over a number of years. There are plans in place however to renew and improve the offer in terms of both quality and offer.

- A) Specifically regarding turnover, this information is not gathered on such a basis as it is commercially sensitive to the businesses themselves.

- B) The Office of National Statistics provide counts of local business units back to 2010. These are broken up by Standard Industrial Clasifications based on the primary activity of the business. Between 2010 and 2014 the number of Restaurants and Mobile Food Service Activities businesses in the borough increased by 55 businesses and in central Croydon this increased from 80 to 85.

Croydon Restaurant and Mobile Food Service Activities		
Date	Borough Wide	Central Croydon
2010	430	80
2014	485	85
Source: ONS. UK Business Counts Local Units		

The number of bererage service activities businesses across the borough has decreased from 135 in 2010 to 120 in 2014. In central Croydon the number has remained constant at 25.

Croydon Beverage Serving Activities		
Date	Borough Wide	Central Croydon
2010	135	25
2014	120	25
Source: ONS. UK Business Counts Local Units		

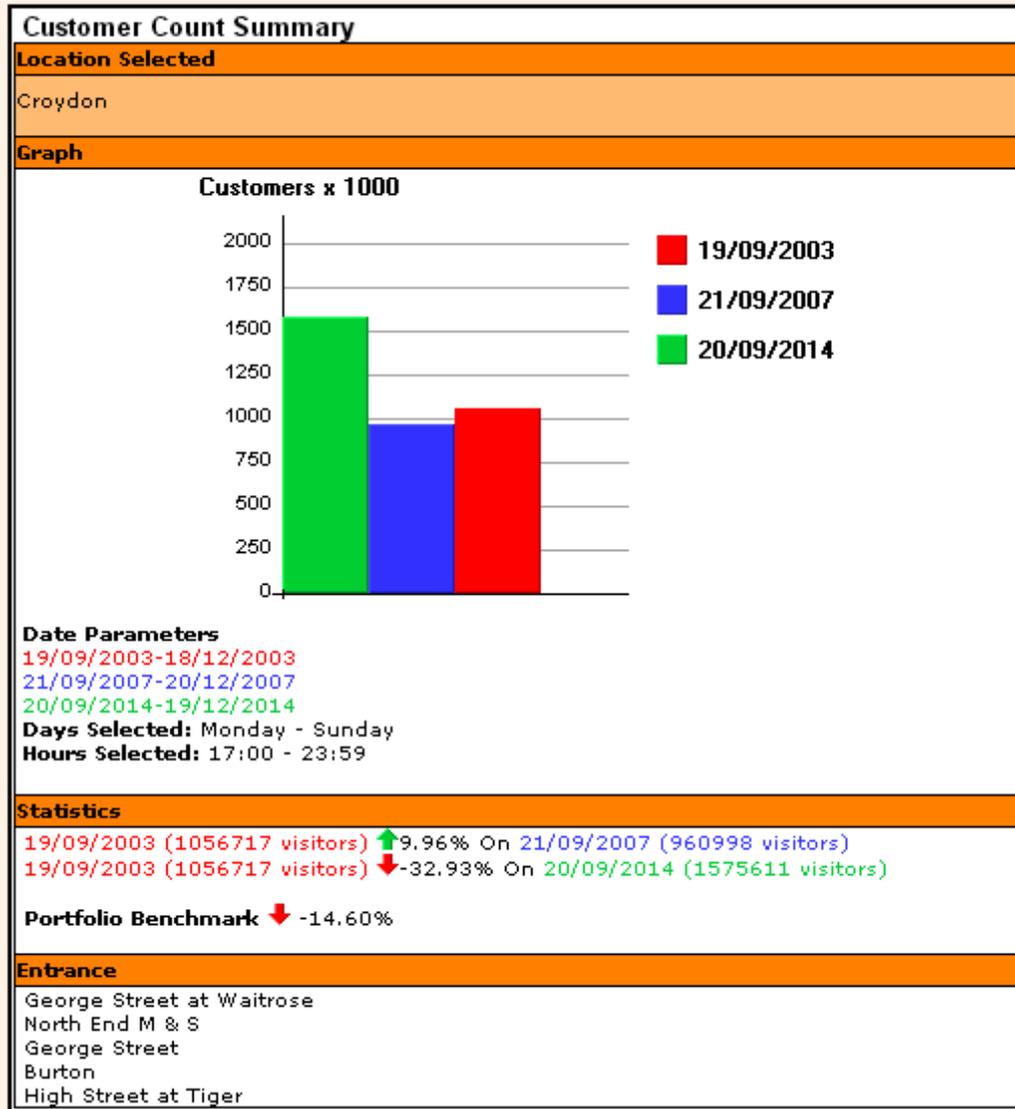
- C) We do not have any information on the taxpayer policing cost of the Croydon night time economy. Neither the council or the police have determined the taxpayer policing costs of central Croydon's night economy. However, on average Croydon police are deploying 22+ officers into the Town Centre on a Thursday, Friday and Saturday night to respond to the night time economy, whereas prior to the introduction of the Local Policing Model it was in the region of 8-10 officers.

The introduction of the new neighbourhood shift rota, which is different to the way the area was policed in the previous years, has allowed them to increase the number of officers significantly. The Croydon Town Centre Business

Improvement Company also match funds five additional Police staff to support the day and night-time economy.

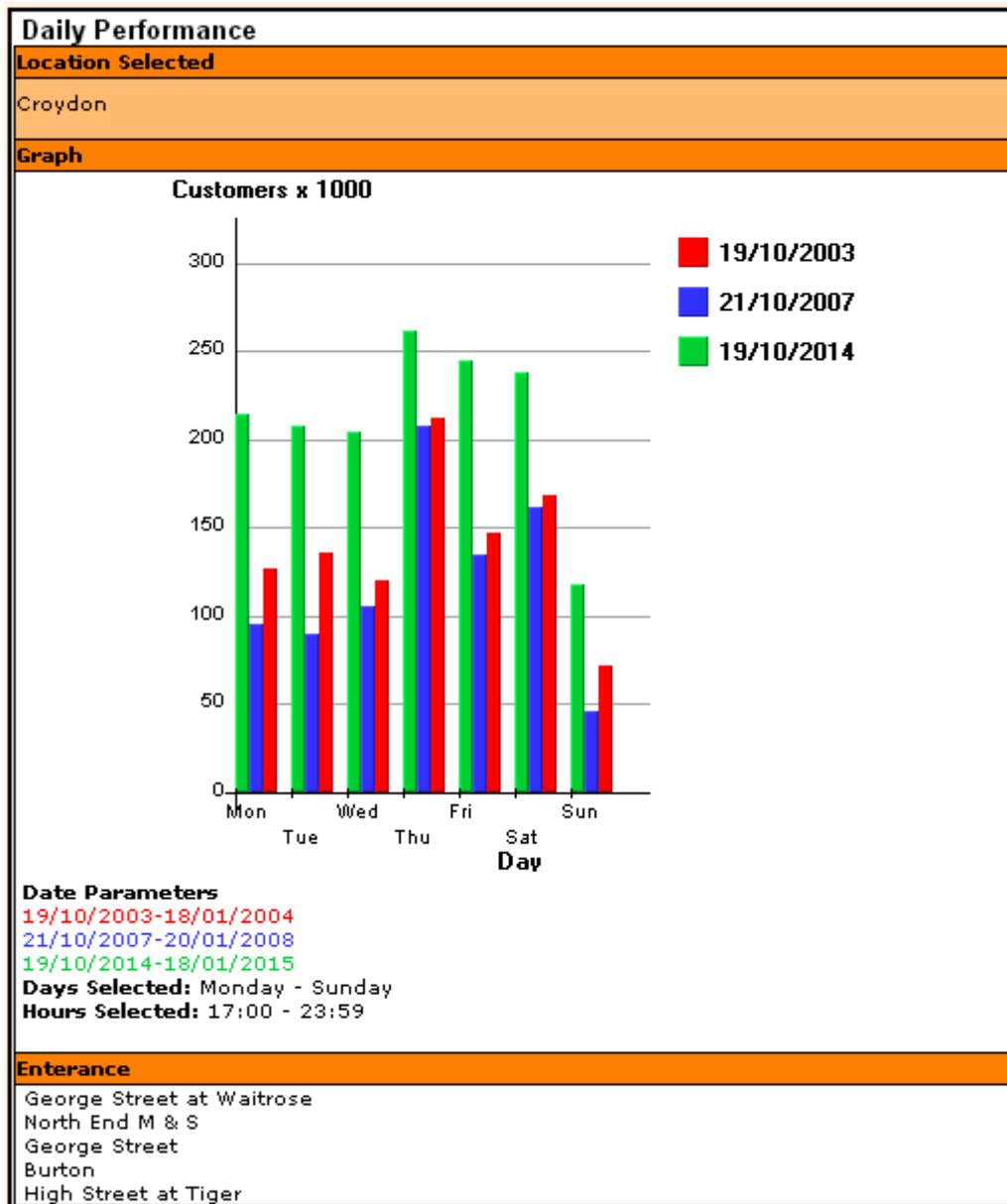
D) Footfall has been tracked since August 2003. For the 2014 calendar year the footfall entering central Croydon through George Street at Waitrose, North End M&S, George Street, Burton, and High Street at Tiger Tiger between 5pm and 11.59pm was 7.8 million.

Across the three months from October 19th to December 19th 2014 1.58 million people entered the town centre an 33% increase on the same period 2003 (and increase of 519,000 people). The graph below show a comparison for this period for 2003, 2007 and 2014.



The busiest night for central Croydon is Thursday closely followed by Friday and Saturday. Thursday has remained the busiest night of the week while Friday has passed Saturday as the second busiest night of the week.

Over the quarter from September 19th to December 18th 2014 the number of visitors to the Croydon town centre between 5pm and 12am on a Thursday was approximately 260,000 people. This is approximately a 50,000 person increase on the same period in 2003. The graph below shows the total number of visitors by day of the week for the quarter.



Source: Springboard database. Croydon.

With regard to number of venues, the licensing landscape has changed significantly since 2002. With the introduction of the Licensing Act 2003, in 2005 and courts no longer issue issuing licences it is difficult to compare. Pre the Licensing Act 2003, the council used to issue public entertainment licences – so any venue that wished to provide entertainment such as live music or a dance floor needed a licence from the council and we issued about 70 of those which were renewed annually. This was predominantly for town centre premises such as the nightclubs and also church halls etc. across the borough that held discos and put on plays/pantomimes.

The council also issued what were called night café licences for premises that wished to sell hot food after midnight and there were about 45 of those.

The Licensing Act 2003 merged all 3 types of licence into one – issued by the Council – and many premises took the opportunity to add entertainment to their licence i.e. the pubs and restaurants that didn't previously have/need an entertainment licence. The Licensing Act 2003 also made selling hot food after 11pm licensable, which captured a lot of takeaways and restaurants that didn't previously need a licence.

The town centre has changed with the number of straightforward pubs reduced in all areas of the borough and the town centre venues now all offering alcohol, food and entertainment. We have also seen the emergence of the food quarter (restaurants and food led pubs) in South End in recent years.

On average Croydon police are deploying 22+ officers into the Town Centre on a Thursday, Friday and Saturday night to respond to the night time economy, whereas prior to the introduction of the Local Policing Model it was in the region of 8-10 officers.

The introduction of the new neighbourhood shift rota, which is different to the way the area was policed in the previous years, has allowed them to increase the number of officers significantly

CQ109-15

from Councillor Steve O'Connell

To Councillor Mark Watson

Could the Cabinet Member reassure me that all measures necessary have been taken with partners to ensure the safety of Croydon residents at this time of heightened security risk and give some appropriate details?

Reply

The police are continuing to work with all partners in Croydon to ensure that a high level of vigilance and response is maintained, commensurate with the current threat level. Police advice is to encourage the public to report anything suspicious to them immediately.

The Council and its partners are also playing a key role in prevention and raising awareness of extremism. For example, we will be introducing WRAP (Workshop Raising Awareness of Prevent) training for Front-line staff from March 2015.

There are also a number of other awareness raising packages that the Police Prevent Engagement Officer has been presenting around the borough with mosques, sports clubs, schools and colleges visited regularly to raise awareness in identifying potential risks.

In addition, the Counter-Terrorism and Security Bill, which is currently out for consultation, seeks to place a duty on specified authorities, (which includes the Council and members of the Safer Croydon Partnership), to '*have due regard to the need to prevent people from being drawn into terrorism*'. It is proposed that in complying with the duty all specified authorities should demonstrate an awareness and understanding of the risk of radicalisation in their area. The purpose is to improve identification and prevention of terrorism across a broad range of organisations and to raise consistency and ownership of the issue. In response to this Croydon is currently undertaking an assessment of activity locally to benchmark against the new proposed duty.