

QUESTIONS FOR CABINET MEMBERS

Question Number	Question asked by Councillor:	Subject
CABINET MEMBER FOR HOMES AND GATEWAY SERVICES Councillor Alison Butler		
CQ074-18	Hale, L	Funding for Council Homes
CABINET MEMBER FOR FAMILIES, HEALTH AND SOCIAL CARE Councillor Jane Avis		
CQ075-18	Pelling, A	Dementia Awareness
CABINET MEMBER FOR FINANCE AND RESOURCES Councillor Simon Hall		
CQ027-18	Hopley, Y	Agency Staff Workers
CQ073-18	Pelling, A	Resident Calls
CQ076-18	Pelling, A	Heathfield House Refurbishment

QUESTIONS FOR CABINET MEMBERS

from Councillor Lynne Hale

Councillor Alison Butler

Question No. CQ074-18

The Mayor of London has announced a £1.67bn pot of money which London councils can bid for to build council homes.

1. Please can you advise whether Croydon will be making a bid for grant funding from this fund to build Council homes in Croydon.
2. If so, please advise:
 - How much the bid will be for?
 - How many Council homes Croydon would expect to deliver?
 - Confirm that these new homes will be added to the current stock of Council owned and managed properties?

Reply

1. Yes Croydon will be submitting a bid and is actively engaging with the GLA to ensure we maximise our chances of being successful with our bid.
2. The final timescales for submission is the end of September and we are still waiting for details on how the proposed increase to our borrowing cap may work. Therefore at this stage I cannot confirm the amount of the bid or how many council homes this will deliver. I will ensure Cllr Hale is updated when our bid goes in.
3. Yes they would be.

QUESTIONS FOR CABINET MEMBERS

from Councillor Andrew Pelling

Councillor Jane Avis

Question No. CQ075-18

Please detail the successes of Croydon Council's involvement with Dementia Action (Awareness) Week.

Reply

Croydon Council worked closely alongside colleagues from the Croydon Dementia Action Alliance (CDAA) to make sure Dementia Action Week was a real success. The emphasis of the week has changed this year and aims to encourage individuals to take an action around dementia as well as raise awareness.

Throughout the week residents benefited from a wide variety of events and were able to learn more about dementia and how they can make a difference:

A Dementia information day was held at Croydon University Hospital - stands included

- 'Party Up Your Zimmer' – a proven way to reduce falls in people with dementia
- Alzheimer's Society information stand with Met Police colleagues sharing the Herbert Protocol (Safe and Found)*

*A simple form filled in by the carer of a person who might go missing, it provides identifying information, where the person might go etc. If police officer is giving this information when someone goes missing, it is shared with all squad cars across Croydon, Sutton and Bromley within two hours.

QUESTIONS FOR CABINET MEMBERS

Other activities included;

- Daily Dementia Friends sessions at the Healthy Living Hub
- BME Forum Memory & Dementia event attend by 23 people
- Tea Dance (purely for people living with dementia and their relative/carers) with stands including Walls of Recall from 1966, old photo's of the market supplied by Croydon Museum, Met Police providing information the Herbert Protocol. This was attended by 50 people.
- Swinging 60's Surrey Street Market – all the stands from earlier in the week, with council colleagues and members of the CDAA talking to stall holders and residents.

Additionally 20 members of the One Croydon programme team became Dementia Friends during this week and One Croydon formally joined the Croydon Dementia Action Alliance.

While the vast majority of the events were a big success, one key learning from this week is to consider a different approach next year for the Healthy Living Hub 'drop-in' sessions as they were very poorly attended.

This vibrant week of events supports the wider aim of making Croydon a dementia friendly borough, which the Council and CDAA are actively involved in. It is an excellent example of collaborative working between businesses and organisations across the borough.

Croydon Council has monthly awareness sessions for staff and since these started in January has made more than 350 Dementia Friends both within the Council and at other organisations in Croydon including Fire and Rescue Services. We are working closely with colleagues in the Met Police and are providing Dementia Friends sessions to 400 of their officers during July.

QUESTIONS FOR CABINET MEMBERS

from Councillor Yvette Hopley

Councillor Simon Hall

Question No. CQ027-18

How many agency staff workers have been taken on in the people department since the announcement of the OFSTED failure?

Could you give details of cost, positions in relation to front line and other posts and the split between those operating with Adult Social Care and Children's services?

Reply

Since July 2017 (up to 31st March 2018) we have placed 127 positions within the people department.

- a. The above is a mixture of BAU and roles needed to facilitate the recent Ofsted inspection
- b. The split of roles is as below peaks in the following:
 - i. Business Support Officer – Increase of 22 roles to support Ofsted
 - ii. Advanced children's social workers – extra 24 roles to facilitate

The Council's net spend in respect of these new starters since July is £3,454,938 excluding rebate.

QUESTIONS FOR CABINET MEMBERS

from Councillor Andrew Pelling

Councillor Simon Hall

Question No. CQ073-18

Please provide an estimate of the number of calls per month from residents where the authority deems it necessary to terminate the call by hanging up.

Reply

We do not record the number of times a Council officer terminates a customer telephone call, so the figures below are estimates from the service managers. We only terminate a call if the customer is using abusive/offensive language or threatening behaviour and customers are advised to modify their behaviour prior to the call being terminated.

	No of Calls Per Annum	Average No of Calls Per Month	No of Calls Terminated Per Month (Estimate)
Contact Centre	758,486	63,207	1
Council Tax	119,501	9,958	1
Business Rates	88,230	7,353	1
Sundry Debt	34,200	2,850	1
Housing Benefit Overpayments	29,000	2,417	2
Enforcement Agent Team	22,439	1,870	1
Total	1,051,856	87,655	7

QUESTIONS FOR CABINET MEMBERS

from Councillor Andrew Pelling

Councillor Simon Hall

Question No. CQ076-18

Please detail the most welcome refurbishment works on Heathfield House and the work being done to leave in place original parts of the house like fire places and bathrooms.

Reply

The current construction work at Heathfield House is an external window and re-decoration scheme combined with roofing and chimney breast repairs. This work has been specified on a like for like basis to ensure all existing finishes are maintained and is in accordance with the requirements set out by the Conservation Architect linked to the property's listed status. Any future refurbishment or maintenance work will look to retain the original parts of the house and will be in accordance with all the requirements set out by the Planning (Listed Buildings and Conservation Areas) Act 1990.