

QUESTIONS TO CABINET MEMBERS

Question Number	Question asked by Councillor:	Subject
LEADER OF THE COUNCIL Tony Newman		
CQ018-18	Creatura, M	Social Media
CABINET MEMBER FOR HOUSING, REGENERATION AND PLANNING Alison Butler		
CQ030-18	Creatura, M	Affordable Housing
CQ040-18	Buttinger, J	Modern Housing
CQ044-18	Stranack, A	Edgecoombe Community Centre
CQ053-18	Hale, L	Purley Oakes Road
CABINET MEMBER FOR FINANCE AND TREASURY Councillor Simon Hall		
CQ032-18	Creatura, M	Delivery of Services
CQ036-18	Clancy, L	Pension Fund
CQ046-18	Chatterjee, R	Local Authority Trading Companies
CQ054-18	Brew, S	Pension Fund (2)
CQ055-18	Quadir, B	Events at Town Hall
CQ066-18	Pelling, A	Council Tax update
CABINET MEMBER FOR CLEAN GREEN CROYDON Councillor Stuart Collins		
CQ021-18	Hollands, S	Recycling Practices
CQ034-18	Clancy, L	Frequency of waste collection
CABINET MEMBER FOR TRANSPORT AND ENVIRONMENT Councillor Stuart King		
CQ057-18	Mohan, V	20mph road signs
PQ007-18	Gemma Patient	Removal of Tram Route
CABINET MEMBER FOR CULTURE, LEISURE AND SPORT Councillor Timothy Godfrey		
CQ043-18	Stranack, A	Sport facilities survey

CQ018-18 from Mario Creatura

Councillor Tony Newman

Question No. CQ018-18

A question please to the relevant Cabinet Member who I believe is Cllr Newman?

"The Twitter account @SurreyStSundays is the official Croydon Council account designed to promote our historic Surrey Street Market on Sundays.

Over the past few days it has 'liked' several overtly partisan Tweets.

One example is attached. Another is here

<https://twitter.com/soulstylus/status/962012723419668485>

Could the Leader please answer the following questions:

Is the individual who runs this account a Council employee?

What oversight is there for the content that is produced and shared on this account?

Could you provide the agreed editorial approach to running this and other Council accounts? E.g. What is the agreed tone of voice for the account; what is the individual running is permitted to say or do as an official mouthpiece of the Council?

Could you please confirm the Council's Social Media Policy, particularly in respect to the role of Council employees using official Council social media channels?'

Reply

This is not a council run account. It is run by Ian Anantharajah from Beats and Eats, not a council officer.

Digital services team

Social media guidelines

Social media guidelines

Introduction

It is online social networks, technology and methods through which people share content, opinions, information and ideas. They do this in the form of text, images, audio or video.

These include (but not exclusively):

- Social networking sites where individuals create profiles such as Facebook, Google+
- blogging or microblogging sites where individuals write articles or short posts such as Twitter, BlogSpot and Tumblr
- photo and video sharing sites where users upload visual content such as Flickr, Instagram and YouTube.
- If you cut away the jargon and buzz words, at its heart it's just people having conversations and sharing information. It is designed to be a two-way interaction not a marketing channel.

Principles

These principles apply to any online participation and set out the standards of behaviour expected by employees of Croydon Council. Remember, you should participate in the same way as you would with other media or public forums such as giving presentations.

- Be professional; remember that you are an ambassador for your organisation. Wherever possible, disclose your position as a representative of your division, department or team.
- Be responsible and honest at all times. When you gain insight; share it with others where appropriate.
- Be credible, be accurate, fair, and thorough and make sure you are doing the right thing.
- Above all, stick to what you know and add value.

Always remember that participating online means your comments are permanently available and open to being republished in other media.

Never give out personal details like home addresses and phone numbers.

Also be aware that you may attract media interest in you as an individual, so proceed with care whether you are participating in a business or a personal capacity. If you have any doubts, take advice from the digital services team.

Stay within the legal framework and be aware that [libel](#), [defamation](#), [copyright](#) and [data protection laws](#) apply.

1.1. General guidelines

If you are thinking about using social media in a work context it is important that before any activity commences:

- the project has been discussed with the communications and engagement team
- the right tools have been agreed to use
- permission has been granted to nominated individual(s) to use social media by communications
- the appropriate support and guidance are in place for their use.

This is as much for your benefit as anything else - people have been dismissed from organisations because of their online activities. While such cases are rare, it is important as an employee to be aware that posting information about or involving the council can be accessed around the world within seconds and will be publicly available for all to see. Before posting something, decide if you would be happy to see your comments on the front of a newspaper.

As an employee, you **must** take the following into consideration when using social media:

- 1.1.1. Know and follow our [Code of conduct](#) for council staff.
- 1.1.2. Don't forget your day job. You must ensure that your online activities do not interfere with your job, your colleagues or commitments to customers. Please note, these guidelines do not translate to a free-for-all to use social media services such as Facebook. If you are not using the sites/tools to support you directly in your employed position you should always access the sites/tools in your personal time.
- 1.1.3. Nominated Croydon Council employees are personally responsible for the content they publish on blogs, wikis or any other form of user-generated media. Be mindful that what you publish will be public for a long time, so protect your privacy.
- 1.1.4. Identify yourself - name and, when relevant, role with Croydon Council - when you discuss Croydon Council or Croydon Council related matters.
- 1.1.5. Write in the first person. Remember you are speaking as a professional individual, not a faceless organisation.
- 1.1.6. If you publish content to any website outside of Croydon Council and it has something to do with work you do or services associated with Croydon Council, use a disclaimer such as this: "The views expressed here are my own and don't necessarily represent the views of Croydon Council."
- 1.1.7. Respect copyright, fair use and financial disclosure laws.
- 1.1.8. Ask and seek permission to publish or report on conversations that are meant to be private or internal to Croydon Council. Don't cite or reference

customers, partners, meetings or suppliers without their approval. When you do make a reference, where possible link back to the source.

- 1.1.9. Respect your audience. Never use ethnic slurs, personal insults, obscenity, or engage in any conduct that would not be acceptable in the workplace. You should also show proper consideration for others' privacy and for topics that may be considered objectionable or inflammatory - such as politics and religion. For further advice, refer to our equal opportunities policy.
- 1.1.10. Be aware of your association with Croydon Council in online spaces. When identifying yourself as a Croydon Council employee, ensure your profile and related content is consistent with how you wish to present yourself to colleagues and customers.
- 1.1.11. Don't pick fights, be the first to correct your own mistakes, and don't alter previous online posts without indicating that you have done so.
- 1.1.12. Try to add value. Provide worthwhile information and perspective. Croydon Council's brand is best represented by its people and what you publish can reflect on Croydon Council's brand.
- 1.1.13. Don't start a conversation without managing expectations. For example, will you be able to change plans based on people's views? If you can't act on feedback, why do you need to ask?
- 1.1.14. All content published through social media channels should have some form of moderation control. If the content is positive or negative and in context to the conversation, then it should be approved, regardless of whether it's favorable or unfavorable. But if the content is offensive, denigrating and completely out of context, then obviously it should be rejected. The level of moderation required should be outlined and confirmed at the proposal stage in consultation with the digital services team.
- 1.1.15. Whatever you're discussing, you're going to get a variety of views. Some of these will be positive, and some will be negative – you will need to be prepared for how you will deal with any bad publicity. Remember, you can't stop people having a view! For additional guidance on managing online conversations, please take a look at the managing online conversations flowchart.

1.2. Do's and don'ts

Do

- talk to residents, staff and others. And do answer their questions (quickly and honestly)

Don't

- broadcast or talk at people. Your residents will soon spot broadcasts and respond accordingly

- trust your teams and staff to use social media
- be responsible and respectful at all times
- have a personality – corporate speak won't work well on social media
- share and credit other people's helpful content and links
- listen (social media is designed to be a two-way channel, just like any good conversation)
- ask your own questions. Seek feedback from your residents (but make sure you share the results with them)
- adhere to your existing HR policies – you don't need a separate HR policy especially for social media
- Talk to your communications team – they are there to help you
- Learn from others – there is a rich source of good practice across local government
- And more than anything, do use social media in the spirit in which it was intended – to engage openly and honestly
- block social media – social media is not a risk, blocking its use is a risk
- try to cover up mistakes, be honest and you'll get more respect for it in the long run
- build accounts and just hope people will come – sometimes it is best to go to the places where your audiences are already having conversations
- assume that social media will look after itself – you will need to invest time, enthusiasm and energy to make it work. And don't leave your accounts unattended for long spells
- post content which will embarrass your council or yourself
- ignore legal advice, it's there to help you
- expect your staff to make do with old technology which can be a barrier to effective working
- share your passwords with anyone other than your communications leads
- forget that social media is 24/7 – just because you leave at 5pm doesn't mean the world stops or that residents won't be active. If your account is only staffed 9-5 then you should say so on your profile.

1.3. Managing risk

1.3.1. Reputation

If you accidentally posts an inappropriate message it can travel quickly and widely in short periods of time creating a unique type of risk. Staff should respond on corporate accounts in the same way they would in an email, letter or on the phone.

1.3.2. Expectations that the account will be monitored and responded to 24/7
Most local authorities deal with this reputational issue by alerting users via their Twitter, Facebook and the web profiles that they will only respond to queries during working hours (i.e.9am -5pm),with channels not being monitored outside of these times.

1.3.3. Negativity

Social media is the domain of the customer not the council, and as a result removing negative comments or complaints is not an option – one of the core tenets of social media is openness. Censorship is not viewed as in keeping with the spirit of the channel. You must be comfortable with this shift, and be aware that if a question is asked publicly it may not always deliver the desired response.

2. Compliance

Please note: Failure to comply with the above guidelines could breach Croydon Council's Code of Conduct and may result in disciplinary action.

3. Contact details

For further information or guidance around any of these documents, please contact the digital services team.

Digital services team
10A Bernard Wetherill House
8 Mint walk
Croydon
CR0 1EA

Online: <https://intranet.croydon.gov.uk/working-croydon/communications/digital-services-team>

Email: ecomms@croydon.gov.uk

Telephone: 020 8667 8459

Internal: 88459

4. References

Libel law: <http://www.legislation.gov.uk/ukpga/Vict/6-7/96>

Defamation law: <http://www.legislation.gov.uk/ukpga/1996/31/contents>

Copyright law: <http://www.legislation.gov.uk/ukpga/1988/48/contents>

Data protection law: http://www.ico.gov.uk/what_we_cover/data_protection.aspx

Code of conduct:

[http://intranet.croydon.net/staff/handbook/Mod%2013%20Code%20Of%20Conduct%](http://intranet.croydon.net/staff/handbook/Mod%2013%20Code%20Of%20Conduct%20)

[20For%20Council%20Staff.doc](#)

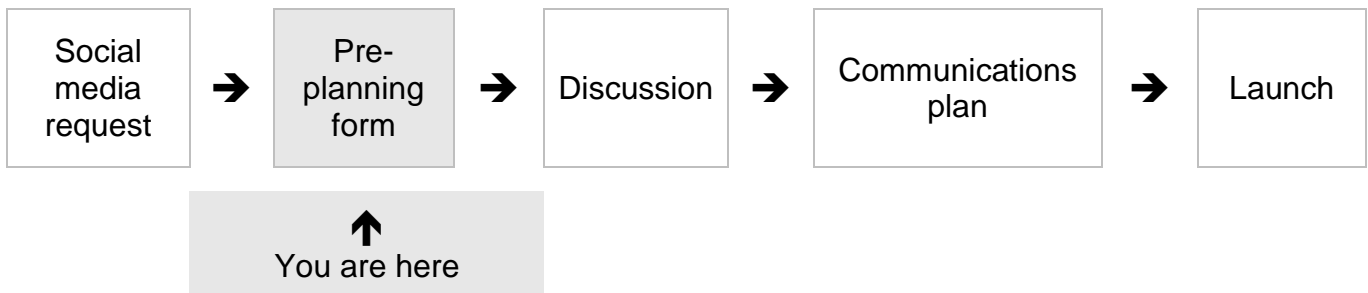
Equal opportunities:

<http://intranet.croydon.net/staff/handbook/Mod%202%20Chapt%201%20%20Equal%20Opportunities%20Policy%20Framework.doc>

Social Media Pre-Planning Form

The first step in using social media within Croydon Council

About this process



Project details

Project title	
Date	
Project owner name	
Project owner job title	
Project owner team	
Public launch date	

Primary content provider

Same as project owner?	Y/N
Name (if different)	
Job title (if different)	
Team (if different)	

Secondary content provider

Name	
Job title	
Team	

Head of service

Same as project owner? Delete Y or N as appropriate	Y/N
Name (if different)	
Title (if different)	
Service (if different)	

Accounts

	Network	Account name
Which social media platforms do you want to use, and what are your proposed account names? Delete Y or N as appropriate	Y/N Twitter	
	Y/N Facebook	
	Y/N YouTube	
	Y/N LinkedIn	
	Y/N Instagram	
	Y/N Other	
	Name:	
Why should a new account be set up instead of using existing council accounts?		

Planning and resource

What type of content will you post?	
How often will you post content?	
How will content be approved before it is published online?	
How will you promote the social media account?	
How does the social media activity integrate with other online or offline work?	
How will you use the accounts? Delete Y or N as appropriate	Y/N Broadcast only
	Y/N Occasional engagement
	Y/N Daily engagement
How will you ensure you have enough time to manage the account and respond to comments?	

What do you expect the lifespan of the account to be? (How long will it remain active?)

Objectives

What objectives will the social media activity accomplish?

What evidence do you have that the social media accounts will be able to achieve the objectives

What targets do you have to measure success?

Your audience

Who is the intended audience?

What are the top three issues you think that could provoke negative comments?

1:
2:
3:

How will you deal with these comments?	1: 2: 3:
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Gaining interest

How will you encourage participation?	
What are you offering people which they can't get anywhere else?	

Governance

Have you read and agree to: microsite and social media guidelines ?	
Have you read and agree to responding to online comments ?	
Do you have any comments or questions on either of the guidelines?	

What happens next?

Please return this
completed form to:

ecomms@croydon.gov.uk

We will then arrange a meeting to discuss the project with you in detail if it is suitable for a social media campaign, or inform you of alternative options.

From Councillor Mario Creatura

Councillor Alison Butler

Question No. CQ030-18

We will increase the proportion of affordable housing as a planning requirement of developers to a minimum of 30%. What is the average percentage actually achieved of affordable housing in eligible developments? How many affordable housing units were delivered in the span of this council 2014-18 compared to the previous administration 2010-14?

Reply

It is important to note that the only vehicle to require 30% affordable housing is through an up to date Local Plan policy. Our new Labour administration immediately put in place steps to achieve this. The Council adopted the Croydon Local Plan 2018 in February 2018, which includes a 30% affordable housing requirement (from developments of 10 or more units). Before this the Council could only give the emerging policy some weight in developer negotiations. The Council has worked in a timely manner to achieve adoption of the Local Plan in such a short programme since 2014.

From May 2014 to December 2018, 28% affordable housing has been secured from schemes where affordable housing is required (10 units or more). In terms of affordable housing completions, 1,767 completions have been achieved from May 2014 to December 2018. This compares to 1,145 completions from May 2010 to April 2014.

It should also be noted that many planning permissions or completed developments are sold to Registered Providers and end up providing more affordable housing than first permitted. Although it is not possible to quantify this as these transactions occur after the planning process and the Council is rarely notified.

Furthermore, the Section 106s remain to be signed for the Whitgift redevelopment (indicatively between 125 and 193 affordable units) and the Mondial building redevelopment (33 affordable units).

Finally, planning permissions have a three year expiry, so many of the units that were approved between 2014 - 17 will not yet have been completed or even started, so not yet delivered.

From Councillor Jan Buttinger

Councillor Alison Butler

Question No. CQ040-18

You said in your 2014 manifesto “We will ensure our council homes have modern kitchens, bathrooms and central heating systems that meet the best possible standards of energy efficiency”. How many council homes have been upgraded since June 2014 and since 2010?

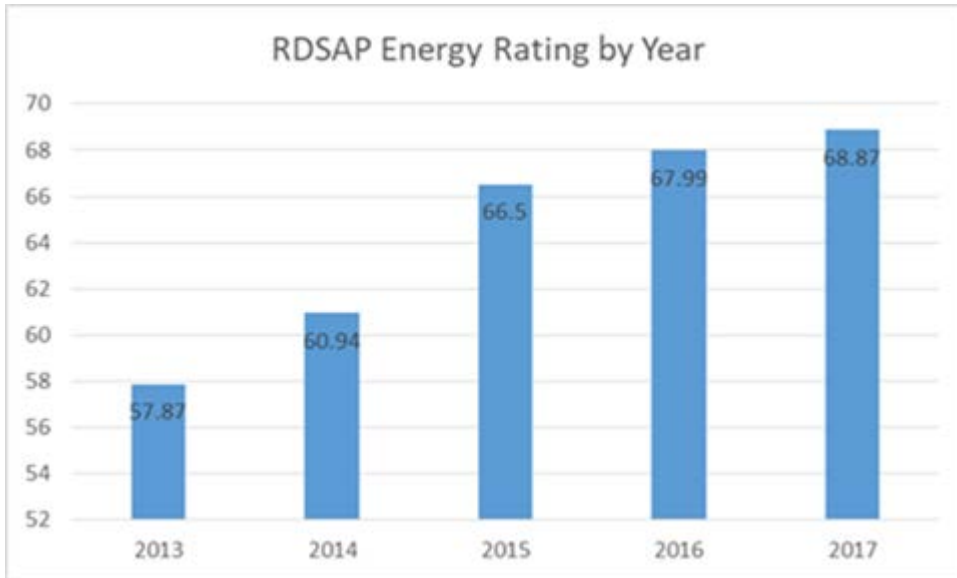
Reply

Thank you for your enquiry regarding the completion of modern kitchens, bathrooms and central heating systems. The table below outlines the number of properties that have been modernised since 2010 and June 2014.

MODERNISATION WORK	COMPLETIONS	
	2010 – May 2014	JUNE 2014 – Current
KITCHEN	1639	3163
BATHROOM	2870	1530
CENTRAL HEATING	4121	5139

In addition, the average energy efficiency of our local authority owned homes has increased significantly in this time. The average SAP rating has risen from 57.87 in 2013 to 68.87 in 2017, as shown in the graph below. This increase is due to the installation of modern central heating, topping up of insulation, and installation of new doors and windows.

In the last 3 years the council has undertaken a more targeted approach to the replacement of boilers, ensuring that we are prioritising the replacement of the least energy efficient boilers within our housing stock. We have also increased the specification of all new central heating systems to include ultra-low NOx and ‘A’ rated boilers.



From Councillor Andy Stranack

Councillor Alison Butler

Question No. CQ044-18

Does the Council have any plans to develop the site where the Edgecoombe Community Centre used to be on the Monks Hill Estate?

Reply

New community spaces have been provided within the dual use Monks Hill Sports Centre. Alongside the sports hall, fitness studio and outdoor pitches and courts, a modern community room with ancillary facilities such as an adjoining kitchen has been provided. This has served to replace the Edgecoombe Community Centre which was no longer fit for purpose. The Council is reviewing the old Edgecoombe community centre site and the best way to use it in the future.

From Councillor Lynne Hale

Councillor Alison Butler

Question No. CQ053-18

I understand that the property at 159 Purley Oaks Road is being converted into an HMO.

Please could you advise what permissions are required for this conversion and whether these are in place.

Reply

The Council has no record of an application for planning permission to convert 159 Purley Oaks Road to a house in multiple occupation (HMO). Our HMO team leader has confirmed that no permissions are in place or have been sought and that the team have had no dealings with this property.

Please note that in certain situations due to government legislation, a change of use of a dwelling house as an HMO can take place without the need for planning permission. The Town and Country (General Permitted Development) Order gives consent for a change of use of a dwelling house to a small scale HMO (where up to 6 individuals reside in the property). This might well be the case in this particular instance.

As a result of your enquiry I have asked the HMO team to make some further enquiries, including contacting the property owner to find out what the plans are and provide any advice that may be required.

From Councillor Mario Creatura

Councillor Simon Hall

Question No. CQ032-18

You said in your 2014 manifesto 'A Labour council will be ambitious to restore the fundamental principles on how a council should deliver public services. Our core service principle will be to look first at providing services in-house, unless it can be shown that a service can be delivered more efficiently elsewhere'. Libraries have been brought back in house for now. How many other services have been?

Reply

The Administration has reshaped the Council's commissioning framework to reflect a position where all services are reviewed to identify the best service delivery model to deliver effective outcomes. Critical to this is our "Make and Buy" framework which not only looks at whether a service should be in-house or outsource but a range of delivery models including Voluntary, Community and Social Enterprise Sector, Partnerships with other public sector providers, mutuals and Local Authority Trading Companies. The revised approach is applied to all new commissioning programmes as and when contracts end or the Council considers new services.

Since May 2014 the review of commissioned services have resulted in the following services being brought in-house:

- ✓ Transport Service SEND (Priory School)
- ✓ Facilities Management- concierge and support services
- ✓ Community Equipment Service
- ✓ Adults Day Care Services
- ✓ Libraries Services.

These have resulted in an improved service at lower cost to Croydon residents. In addition, we have delivered other services through other models, such as the One Croydon Alliance for health and social care for over 65s.

From Councillor Luke Clancy

Councillor Simon Hall

Question No. CQ036-18

You said in your 2014 manifesto 'We will look at investment opportunities (for our pension fund) that relate to our borough in order to keep our much needed funds within the borough, such as property investment, which could provide a return to the pension fund from a proportion of the sale of private housing while also delivering additional affordable housing'. How many local housing schemes has the pension fund invested in?

Reply

The Pensions Committee has explored a number of asset classes to invest in, focussing on returns sufficient to pay pension benefits, limiting the risk to the authority, and meeting socially responsible investment goals. To this end approximately this year £130 million has been invested in renewable energy and infrastructure, private rental sector residential property and small and medium start-up companies. Over the period since 2014 the value of the fund has increased by £400 million or 54%. Some of the funds have Croydon investments in their portfolio. We continue to look at local opportunities.

From Councillor Richard Chatterjee

Councillor Simon Hall

Question No. CQ046-18

You said in your 2014 manifesto 'We will actively use any Local Authority trading companies to raise an income to help deliver essential council services'. Please list the LATCOs started up and closed under this administration.

Reply

Since May 2014 the following Council owned or part owned entities have been started:

- ✓ Octavo Partnership- Support Services for Education (Mutual)
- ✓ Brick by Brick- developing and delivering residential –led development -private limited company wholly owned by the Council
- ✓ Yourcare-delivering community equipment for individuals-private limited company owned by the Council

The company that has been closed is Croydon Care Solutions a Local Authority Trading Company delivering adult day opportunities and community equipment services.

From Councillor Simon Brew

Councillor Simon Hall

Question No. CQ054-18

You said in your 2014 manifesto 'We will ensure that the pension fund is not invested in the tobacco industry'.

Please confirm whether or not you have fulfilled this commitment.

Reply

The Pension Fund disposed of its shares in the tobacco industry and the majority of the pension fund is invested in an equity fund that specifically filters out tobacco stocks to ensure this remains the case.

From Councillor Badsha Quadir

Councillor Simon Hall

Question No. CQ055-18

‘We will once again open up the Town Hall as a community space for local organisations, making it the ‘People’s Town Hall’.’

How many community events are held at the Town Hall now compared to 2014? How many community events were held in the ‘Community Space’ in the year to date compared to 2013/14.

Reply

Unfortunately there is no data available on the number of community events booked before July 2016 as these were managed by Interserve through the previous outsourced Total Facilities Management contract. However, since July 2016 and the change in operating model these events have been added to the Council’s room booking system and the table below provides the number of community events booked in each of the locations to provide the comparison between the former Community Space in BWH and the Town Hall which also includes Braithwaite Hall.

Community event bookings

Month	Community Space	Town Hall
Jul-16	5	7
Aug-16	3	11
Sep-16	4	12
Oct-16	6	10
Nov-16	10	12
Dec-16	5	5
TOTAL	33	57

Jan-17	8	9
Feb-17	6	8
Mar-17	8	8
Apr-17	1	11
May-17	1	8
Jun-17	3	3
Jul-17	1	7

SUB TOTAL	28	54
Aug-17	Closed for DWP work	11
Sep-17	Closed for DWP work	13
Oct-17	Closed for DWP work	23
Nov-17	Closed for DWP work	21
Dec-17	Closed for DWP work	7
TOTAL	28	129

from Councillor Andrew Pelling

Councillor Simon Hall

Question No. CQ066-18

Further to the Cabinet Member's very kind answer to CQ015-17 might I seek an update to the answer to reflect the twelve months passage of time since the answer to CQ015-17 was provided?

Reply

Please see attached spreadsheet.

	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
COUNCIL TAX LEVELS																						
GLA Precept**	0	0.00	0.00	0.00	0.00	0.00	0.00	122.98	150.88	173.88	224.40	241.33	254.62	288.61	303.88	309.82	309.82	309.82	309.82	306.72	303.00	299.00
Band D including precept	515	527.00	575.00	593.00	624.70	691.93	758.39	807.72	823.87	853.53	1086.47	1165.14	1224.51	1301.94	1357.64	1405.63	1447.71	1467.56	1459.63	1456.83	1474.39	1470.39
Band D excluding precept	369.2	374.53	508.16	522.65	542.94	595.61	653.38	684.74	672.99	679.65	862.07	924.14	970.25	1013.33	1053.56	1095.81	1137.89	1150.11	1150.11	1150.11	1171.39	1171.39
TAX CHANGES																						
Croydon Council Increase		1.4%	35.7%	2.9%	3.9%	9.7%	9.7%	4.8%	-1.72%	0.99%	26.84%	7.20%	4.99%	4.44%	3.97%	4.01%	3.84%	1.07%	0.00%	0.00%	1.85%	0.00%
GLA precept Increase									22.7%	15.2%	29.1%	7.5%	5.5%	13.3%	5.3%	1.95%	0.00%	0.00%	0.00%	-1.00%	-1.21%	-1.32%
BUDGET CHANGES																						
		£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's	£000's
Gross Revenue Expenditure	333,999	463,209	487,894	511,370	511,939	527,864	555,843	552,569	581,017	627,014	695,059	874,584	817,146	856,832	796,435	848,904	952,743	982,392	1,016,623	1,069,860	1,147,101	1,052,297
Net cost of services	229,528	263,186	274,974	294,024	289,629	302,467	311,606	336,558	349,075	359,133	391,411	458,197	436,678	275,097	251,337	264,632	299,265	308,057	294,494	309,966	332,336	368,122
% change in net cost of services		14.7%	4.5%	6.9%	-1.5%	4.4%	3.0%	8.0%	3.7%	2.9%	9.0%	17.1%	-4.7%	-37.0%	-8.6%	5.3%	13.1%	2.9%	-4.4%	5.3%	7.2%	10.8%
FUNDING SOURCES																						
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Croydon Council Tax Levy	43.7	44.3	60.5	62.6	65.0	72.6	80.2	84.8	83.4	85.0	108.0	113.9	120.6	125.4	130.9	138.1	143.4	146.5	147.2	148.5	126.1	129.3
% change		1.4%	36.4%	3.5%	3.9%	11.6%	10.4%	5.7%	-1.6%	1.9%	27.1%	5.5%	5.8%	4.0%	4.4%	5.5%	3.8%	2.2%	0.5%	0.9%	-15.1%	2.6%
Total amount of Government Grants	185.8	186.3	179.1	185.4	187.2	197.2	205.0	215.0	224.0	231.0	246.0	259.1	273.4	104.7	107.0	114.9	116.8	118.5	123.3	116.0	162.2	146.4
% change		0.3%	-3.9%	3.5%	1.0%	5.3%	4.0%	4.9%	4.2%	3.1%	6.5%	5.3%	5.5%	-61.7%	2.2%	7.4%	1.7%	1.5%	4.1%	-5.9%	39.8%	-9.7%
Total amount of other income	104.5	200.0	212.9	217.3	222.3	225.4	244.2	216.0	231.9	267.9	303.6	416.4	380.5	581.7	545.1	584.3	653.5	674.3	722.1	759.9	814.8	684.2
CAPITAL EXPENDITURE																						
Capital expenditure by the Council £m	41.0	56.6	35.8	37.6	33.5	33.3	25.9	30.1	36.4	25.0	23.4	54.3	68.8	64.1	63.3	66.1	70.9	148.7	193.8	168.9	193.09	181.86
% change		38.0%	-36.7%	5.0%	-10.9%	-0.6%	-22.2%	16.2%	20.9%	-31.3%	-6.4%	131.9%	26.7%	-6.8%	-1.2%	4.4%	7.3%	109.7%	30.3%	-12.8%	14.3%	-5.8%
TAXBASE																						
Taxbase	118,330	118,327	118,970	119,711	119,762	121,877	122,676	123,776	123,949	125,198	125,359	123,293	124,318	123,750	124,261	126,008	126,008	126,531	127,922	129,148	107,618	110,393
% change in taxbase		0.00%	0.54%	0.62%	0.04%	1.77%	0.66%	0.90%	0.14%	0.10%	0.13%	-1.65%	0.83%	-0.46%	0.41%	1.41%	0.00%	0.42%	1.10%	0.96%	-16.67%	2.58%

** From 2006/07 onwards GLA precept includes £20 for Olympic Precept

RPI	
April 1993	140.6
April 1994	144.2
April 1995	149.0
April 1996	152.6
April 1997	156.3
April 1998	162.6
April 1999	165.2
April 2000	170.1
April 2001	173.1
April 2002	175.7
April 2003	181.2
April 2004	185.7
April 2005	191.6
April 2006	198.1
April 2007	206.6
April 2008	214.8
April 2009	213.7
April 2010	228.8
April 2011	234.4
April 2012	242.7
April 2013	250.1
April 2014	256.0
April 2015	258.5
April 2016	263.1
Apr-17	270.6
Jan-18	276.0

FIGURES REBASED TO APRIL 1995	1993/94	1994/95	1995/96	1996/97	1997/98	1998/99	1999/00	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Band D including charges	515.00	513.84	542.58	546.37	561.95	598.31	645.46	667.64	669.19	683.02	843.03	882.17	898.57	924.04	923.93	920.07	952.49	901.83	875.53	843.96	828.87	807.57
Band D excluding charges	369.20	365.18	479.51	481.55	488.40	515.02	556.08	565.99	546.63	543.87	668.91	699.70	711.99	719.20	716.99	717.28	748.65	706.75	689.87	666.28	658.53	643.35
Gross Revenue Expenditure	333,999	451,645	460,389	471,157	460,516	456,443	473,072	456,738	471,929	501,754	539,323	662,178	599,638	608,130	542,008	555,661	626,840	603,690	609,800	619,787	644,872	577,941
Net Revenue Expenditure	229,528	256,615	259,472	270,903	260,536	261,543	265,205	278,190	283,535	287,388	303,711	346,917	320,443	195,248	171,045	173,218	196,896	189,304	176,646	179,568	186,831	202,180
Croydon Council Tax Levy	43.7	43.21	57.05	57.65	58.49	62.77	68.22	70.06	67.74	68.02	83.80	86.27	88.50	89.00	89.08	90.40	94.35	90.03	88.29	86.03	70.87	71.02
Total amount of Government Grants	185.8	181.65	169.00	170.82	168.40	170.52	174.47	177.71	181.94	184.85	190.88	196.15	200.63	74.32	72.82	75.21	76.85	72.82	73.96	67.20	91.17	80.42
Total amount of other income	104.5	195.01	200.90	200.21	199.97	194.90	207.84	178.55	188.39	214.37	235.61	315.26	279.20	412.88	370.96	382.44	429.94	414.39	433.15	440.22	458.04	375.76
Capital expenditure by the Council	41.0	55.19	33.78	34.64	30.13	28.79	22.04	24.88	29.57	20.01	18.16	41.09	50.45	45.47	43.08	43.27	46.65	91.38	116.25	97.87	108.55	99.88

	CFL	DASHH	CED	D&E	
Gross	476,429	167,794	313,834	94,240	1,052,297
Inc	(325,288)	(56,179)	(277,828)	(24,880)	(684,175)
Net	151,141	111,615	36,007	69,360	368,122

from Councillor Steven Hollands

Councillor Stuart Collins - Question No. CQ021-18

You said in your 2014 manifesto 'We will make the recycling process easier for households and increase rates of recycling'. In what ways have kerbside recycling practices changed under your administration and what is the recycling rate in the year to date compared to the year to June 2014?

Reply

In 2012/13 Croydon's recycling rate stood at 44.3%, by the end of 2013/14 it had fallen to 42.16% and in 2014/15 it was 39.42%. The most recent figures show that the recycling rate is 39.53%.

In part, this is due to issues around recycling falling from the National Agenda somewhat. Where there used to be national advertisements on TV promoting recycling, national bodies like the Waste and Resources Action Programme (WRAP) and Keep Britain Tidy have found their budgets reduced considerably, limiting the scope of their messages.

The decline in recycling rate is by no means unique to Croydon. The BBC published an article on 1st March showing that half of local authorities recycled a lower proportion of household waste in 2016-17 than in 2011-12. In fact, it is testament to the Don't Mess with Croydon campaign and the hard work of officers that recycling has stayed relevant to Croydon's residents and the decline is minimal. Looking at the bigger picture, Croydon has trebled its recycling rate since the turn of the century and continues to perform above the London average of 33% for recycling. We have undertaken a range of door stepping activities to engage residents on how to recycle more and have set up over 50 assemblies with schools to promote recycling to children

When you consider that the national average recycling rate of England is 43.7%, and that Croydon faces much greater challenges than most of the country in terms of population churn, number of flats, new developments and urban deprivation, the future under the South London Waste Partnership is extremely promising. Residents will be provided with additional containment for recycling, which will help drive positive behaviours and encourage residents to recycle all they can rather than landfilling their waste.

from Councillor Luke Clancy

Councillor Stuart Collins

Council Question No. CQ034-18

We will increase the frequency of street cleaning, waste collection and improve recycling in areas where the need is greatest'. Which areas of the borough have seen increases in street cleaning and which have seen decreases? Which areas have seen an increase in the frequency of waste collection (excluding recycling)?

Reply

In terms of the street cleansing service, it is important to note that the new contract moves away from a frequency-based service and onto an output based specification. The contractor will be required to sweep streets to a grade A standard (as described in National Indicator 195) and maintain these to at least a grade B standard at all other times. It is those standards that the service will be monitored on, rather than the frequency at which individual roads are swept. The frequency of which streets are swept will be dependent on how the rate at which the level of cleanliness deteriorates to below the defined levels, and will have the flexibility to change according to need.

With regard to the recycling frequency, it is worth pointing out that this element of the contract will not be introduced until September. Until then, the service will remain 'as is'. There will be no change to the frequency of collections when the new service commences there will be an increase recycling capacity that will be available to residents under the new system.

from Councillor Vidhi Mohan

Councillor Stuart King

Question No. CQ057-18

Now that the 20mph zone scheme has been implemented throughout the Borough, could you please let me know how many 20mph road signs were put up across Croydon as part of this scheme?

Reply

The 20mph entry and repeater signs have been introduced in accordance with the Traffic Signs Regulations and General Directions 2016 (TSRGD), and a total of 12,120 of these signs have been located across the five areas in Croydon.

from Gemma Patient

Councillor Stuart King

Question No. PQ007-18

Why is the Council intending on removing the direct tram route from New Addington to Wimbledon?

Reply

It is London Trams, not the Council, who introduced a new service pattern on the tram network in February 2018. Initially London Tram's engagement with and attempt to explain the proposals to the public were very poor. Along with ward councillors in New Addington and Fieldway, I made clear my concerns about this to the Deputy Mayor for Transport, TfL and London Trams.

London Trams key objective was to introduce an even-interval service, so that the spacing of trams is more consistent. This is to reduce waiting times, better match customer demand and reduce crowding. Based on the changes, London Trams anticipate that the vast majority (77%) of passengers will benefit from shorter wait times, less crowding and increased reliability.

from Councillor Andy Stranack

Councillor Timothy Godfrey

Question No. CQ043-18

You said in your 2014 manifesto ‘We will carry out a detailed survey of all the sporting facilities in the borough and their relative states of repair’. Please provide a copy of this survey.

Reply

A copy of the boroughs Draft Facilities Strategy can be found here:

<https://www.croydon.gov.uk/leisure/sports>

The document has been drafted following two independent reviews of the borough’s indoor and outdoor facilities:

- London Borough of Croydon Indoor Facilities Assessment Report, Knight Kavanagh Page (2015)
- London Borough of Croydon Playing Pitch Strategy and Assessment (PPS), 4Global (2017)

Both surveys have been compiled based on a quality-analyses, in addition to reviewing supply and demand for respective sports.

The draft strategy is out for resident/ stakeholder engagement and a final strategy will be launched in June 2018.