

# COUNCIL

24 NOVEMBER 2021

## MEMBERS QUESTIONS

**I Question from Councillor Charlie Davis, to Councillor Denise Scott-McDonald, Cabinet Member for Regeneration and Good Growth**

Galliard Homes have recently brought forward new plans for the redevelopment of the Lee Gate Centre on the Borough boundary between Greenwich and Lewisham. Can the Cabinet member confirm whether Greenwich have engaged with the developer, and is the Council planning on submitting a response to the consultation?

**Reply -**

I thank Councillor Charlie Davis for his question.

Officers had been approached by the developers to hold pre-application discussion to gain our views on proposals back in April 2021. Officers at that time advised them that we would be happy to arrange this, meet and provide a written response thereafter.

No details of the application had been provided at that time and we have not received any contact from them since.

We have noted concerns expressed by residents and groups in the past and these will be taken into consideration if we are again approached by the developer or if we receive a request from Lewisham Council to comment on any application, which at this time we have not received.

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### **MEMBERS QUESTIONS**

**2 Question from Councillor Charlie Davis, to Councillor Denise Scott-McDonald, Cabinet Member for Regeneration and Good Growth**

Following the Cabinet Member's response to my question regarding Orangery Lane last meeting, can she give an update on the Council's progress of delivering the Eltham Masterplan and whether she believes this is still achievable, or whether the plan needs to be updated given failure to deliver Orangery Square?

**Reply -**

I thank Councillor Charlie Davis for his question.

A review of the Eltham Town Centre Masterplan SPD (2012) is not identified in the current work programme for the Planning Policy Team. The priorities of the team are to prepare the Borough wide statutory planning documents: the Site Allocations Local Plan (currently undergoing public consultation) and the Core Strategy Review, (scheduled for public consultation early next year).

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## MEMBERS QUESTIONS

**3 Question from Councillor Charlie Davis, to Councillor Anthony Okereke, Cabinet Member for Housing**

Does the Housing department keep a record of all properties owned by the Council under the Property Acquisition Programme?

**Reply -**

I thank Councillor Charlie Davis for his question.

Yes, the housing department does keep a record of all properties owned by the Council under the Property Acquisition Programme and we are up to c480.

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### **MEMBERS QUESTIONS**

**4 Question from Councillor Charlie Davis, to Councillor Adel Khaireh, Cabinet Member for Culture and Communities**

A number of residents have raised to me the appalling state of the Slade Pond and the Council's failure to remove fallen trees which has destroyed the ecological environment of the pond and surrounding area. Will the Cabinet Member commit to resolving this issue? And will he set out a timeline for this to be done?

**Reply -**

I thank Councillor Charlie Davis for his question.

The Royal Borough's Tree Maintenance Section are aware of the issue of fallen trees affecting Slade Pond, including the large Ash tree which fell several years ago. The main issue has been the ability to devise a safe method of working that does not place the Council's arborists at risk due to the variety of hazards including: the use of chainsaws, working in water (risk of drowning, Weil's disease) risk or becoming trapped or crushed and safe manual handling of large log sections, etc.. We are currently in discussion with specialist crane hire companies to determine whether they can provide appropriate machinery to assist with the removal of the large Ash tree, in particular, and these discussions are ongoing due to access restrictions to the area around the pond, although we hope to know more in the coming weeks. We also have to try to ensure that in the process of removing the tree sections we do not cause any additional damage to the pond, especially as we believe it may be clay lined.

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## MEMBERS QUESTIONS

### 5 Question from Councillor Matt Hartley, to Councillor Linda Perks, Cabinet Member for Finance and Resources

Can the Cabinet Member share what decisions have been made about how the Council will be spending the further £2.378m million provided by the Government, as part of its £500m Household Support Fund announced in September? How will this be allocated to support vulnerable residents this winter?

#### Reply –

I thank Councillor Matt Hartley for his question.

Officers have been working through how best to allocate the funds, including liaison with other local authorities to share ideas and recommendations. The Council is putting the following options together:

- Free school meal payments during school holidays (October, December, February, April), of £15 per week per child. It is recommended the October half term payments are covered by the fund which commenced last week with over 10,000 pupils receiving support.
- Targeted payments for households with children under 5, Care Leavers and households with No Recourse to Public Funds.
- Direct food provision by purchasing food for the food bank and four food pantries across the borough, to supplement food availability to ensure that there is a balanced, nutritious offer. This is addressing the reduction in food donations, challenges with the food chain and ensuring that there is fresh food available.
- Direct fuel poverty support through Stay Warm Stay Safe. Firstly, providing a fund so that financial assistance can be provided towards fuel debts and top ups and secondly, a fund to assist with light energy efficiency measures, to help households stay warmer.
- Community grant scheme – building on a previous scheme, to fund food related projects in community settings.
- The Council has an established Emergency Support Scheme (ESS) in place and there is likely to be additional demand this winter. It is

recommended some of the budget will be put towards supporting these payments to residents in need.

In Greenwich there are established routes that residents can use to receive financial support including ESS, Stay Warm Stay Safe and the Live Well Community Hub. In proposing to strengthen this Greenwich infrastructure, we can provide additional financial assistance alongside holistic advice and support for residents on other local provision e.g. Children's Centres and Youth Services. It also ensures support for mechanisms that will continue to run after the funding has ended.

Targeted payments will be prioritised for those groups noted above and it is proposed to review in January 2022 what available funding is left based on take up, to determine if further targeted payments can be made to other groups.

Following the recent release of the final Department for Work and Pension's guidance, a formal report will be submitted through the Council governance process for decision. The Household Support funding will help to provide additional resources to households, but also ensure that we are meeting demand by providing help through Greenwich's existing infrastructure in place.

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### MEMBERS QUESTIONS

**6 Question from Councillor Matt Hartley, to Councillor Miranda Williams, Cabinet Member for Health and Adult's Social Care**

NHS-collected figures reported this month showed that Greenwich had seen the highest fall in care home staff of any London borough between late September and early November, with the number reducing from 1,212 to 1,045 – a fall of 167. This comes as staff numbers have decreased across London as a result of the introduction of the requirement for all frontline staff in care homes to be double-vaccinated by November 11th. RBG issued a statement to the MyLondon website calling this a “data mix-up”. Can the Cabinet Member elaborate on this? What was the data collection problem, and what is the real figure for how many staff left Greenwich care homes in that period?

**Reply –**

I thank Councillor Matt Hartley for his question.

I can confirm the data error reported related to two care homes in Greenwich. Data is captured using NHS Capacity tracker and forms the basis for reporting directly to Government and the NHS, it is the responsibility of the care homes to input the data accurately on capacity tracker.

The first data error in capacity tracker reported a duplication in total workforce which doubled the staff total in error. When this was corrected it showed a reduction in the total staff workforce number, this reduction was the correction of the initial duplication error by the care home.

The second care home operates as part of larger facility supporting people living in their own homes as well as an on site care home. The care home were reporting all staff employed by the organisation including those working in the community rather than staff only working in the care home. The home have also undertaken a strategic review of their workforce resulting a reduction of staffing. Capacity tracker was amended to reflect only those staff working in the care home following their strategic review and not any staff working in the community and again showed a reduction in workforce.

These issues combined resulted in the reported reduction in workforce from 1212 to 1045, a fall of 167.

When taking these into consideration the actual workforce changed from 1038 to 956 a reduction of 82, this includes a staff leaving for a variety of reasons including due to the mandatory vaccination.



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### **MEMBERS QUESTIONS**

**7 Question from Councillor Matt Hartley, to Councillor Miranda Williams, Cabinet Member for Health and Adult's Social Care**

Can the Cabinet Member summarise details of her engagement with NHS SE London CCG on the issue of ensuring the availability of face-to-face, rather than virtual, GP appointments for all residents who need and/or want them?

**Reply -**

I thank Councillor Matt Hartley for his question.

NHSE SE London CCG is working with local authorities and wider partners to understand the issues that impact on good access to General Practice including face to face appointments. The challenges being faced locally are not new, they are national issues, existed prior to and exacerbated by the pandemic and are complex. I am in discussion with our SEL CCG Acting Borough Director about these issues. The issues and the work being undertaken to improve access were summarised in a recent Scrutiny report. More recently, I attended a meeting with the London wide and Local Medical Committee, SEL CCG and LA representatives to discuss improving access to face to face appointments. Work is ongoing and I will continue to engage with SE London CCG to address this important issue.

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### MEMBERS QUESTIONS

**8 Question from Councillor Pat Greenwell, to Councillor Denise Scott-McDonald, Cabinet Member for Regeneration and Good Growth**

Residents have contacted me regarding the pending closure of a NHS-dental surgery in Kidbrooke village. This surgery had been providing NHS dental services in Kidbrooke for more than 23 years but have found themselves in an uncertain position regarding their future. If they close several thousand NHS patients will lose access to NHS services. Can the Cabinet Member please provide an update on the situation and events leading up to it?

**Reply -**

I thank Councillor Pat Greenwell for her question.

As part of the new medical and community facilities the Council is developing in Kidbrooke Village, new premises will be provided for a dental practice. These premises will replace temporary accommodation in Elford Close where an existing dentist and other community service providers are located. This temporary accommodation is on a site required by Berkeley Homes to build the next phase of the Kidbrooke Scheme and the Council is legally bound to provide vacant possession.

It is very much part of the Council's plans that NHS dental provision is continued in the area and a dental surgery in the new medical and community facilities will be expected to provide treatment for NHS patients. Negotiations are ongoing with the current tenant over a potential relocation to the new premises. If commercial terms cannot be agreed for a relocation then the Council has offers from other dental practices all seeking to provide NHS dental treatment.

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### **MEMBERS QUESTIONS**

**9 Question from Councillor Pat Greenwell, to Councillor Danny Thorpe, Leader of the Council**

It would appear, from an officer's response to a question, that the Council is intending to bring forward proposals to develop the former Wide Horizons site on Bexley Road. Could local Councillors please be provided with an update of the present situation and the future of the site?

**Reply -**

I thank Councillor Pat Greenwell for her question.

The site is currently closed with the buildings occupied by guardians. The Council is developing a proposal to use the developed part of the site for SEND education purposes with the woodland retained for community use. The final proposal will be subject of a future report for consideration by Members.

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### **MEMBERS QUESTIONS**

**10 Question from Councillor Pat Greenwell, to Councillor Anthony Okereke, Cabinet Member for Housing**

Residents are coming to me from Avery Hill Estate with issues regarding on going repairs and lack of communication. Some have been waiting months and are feeling angry and frustrated Why are these repairs taking so long to address?

**Reply -**

I thank Councillor Pat Greenwell for her question.

During the pandemic period and various lockdowns, the Repairs and Investment service built up a backlog of around 6000 repairs jobs that needed completing. These were not able to be completed due to Covid Rules. Over this past six months the service has reduced this backlog to under 1500 outstanding jobs whilst continuing to handle new queries and repairs that are raised. Tenants has actively been contacted and repairs appointments booked in.

I am very happy for Councillor Greenwell to send me any outstanding casework so I can chase it up with the team. I am also happy to arrange and attend a walkabout with Councillor Greenwell around the Avery Hill Estate so we can raise any issues whilst there.

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## **MEMBERS QUESTIONS**

### **11 Question from Councillor Spencer Drury, to Councillor Denise Scott-McDonald, Cabinet Member for Regeneration and Good Growth**

I note that the Council has decided take a sub-underlease of part of the Greenwich Centre from Greenwich Leisure Limited. What arrangements, if any, does the Council have with Greenwich Leisure Limited for use of the Eltham Centre?

#### **Reply -**

I thank Councillor Spencer Drury for his question.

The Eltham Centre is owned by the Council with the leisure and library parts of the building being leased to Greenwich Leisure Limited.

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## MEMBERS QUESTIONS

### 12 Question from Councillor Spencer Drury, to Councillor Sarah Merrill, Cabinet Member for Environment Sustainability and Transport

In May 2021, Eltham North and West Councillors were informed that the timescale for the introduction of the Eltham Controlled Parking Zone (CPZ) would be as follows:

- a. April 2021 - re-design and various surveys undertaken
- b. June 2021 – consultation and Traffic Management Order process to commence
- c. July 2021 – analysis of the outcome of Consultation to be completed
- d. August 2021 – possible completed of Making of the Traffic Management Order
- e. September 2021 – possible Implementation/Go Live – subject to feedback and possible further design change

In August, in response to a Freedom of Information request, I was informed that the Council would not release the results of the consultation to me as “The Council’s senior managers are currently assessing the results received and have not yet formulated the final response. The requested information will be produced at a later date.”

To my knowledge no final results of the CPZ survey have been published and the plans for the CPZ remain in abeyance. Could the Cabinet Member inform me when the analysis of the Eltham CPZ consultation which took place this summer will be published and when the final plans will be announced/implemented?

#### **Reply –**

I thank Councillor Spencer Drury for his question.

Following a re-design of the Eltham CPZ scheme, formal consultation on the proposals ended in July 2021.

All the information received during the public consultation has now been reviewed by officers and all comments have been taken into consideration.

There were significant and material objections to the proposals, which led this decision being escalated to me – alongside a considerable number of other decisions, like those on Low Traffic Neighbourhoods.

A final report on the outcome of the consultation is currently being finalised for consideration by me.

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### **MEMBERS QUESTIONS**

**13 Question from Councillor Spencer Drury, to Councillor Denise Scott-McDonald, Cabinet Member for Regeneration and Good Growth**

The Mayor of London has stated that the London Fire Brigade (LFB) collects data for buildings with a temporary suspension of 'stay put' where an interim simultaneous evacuation strategy has been put in place. He further stated that residential buildings with an interim simultaneous evacuation strategy in place could have personnel on site or a remote monitoring system. The Mayor of London confirmed that, as of 15 September 2021, in the Royal Borough of Greenwich there are 71 blocks (of which 62 are over 18m tall) where an interim simultaneous evacuation strategy has been put in place. Can the Cabinet Member confirm the location of the 71 blocks where an interim simultaneous evacuation strategy has been put in place? In addition, could the Cabinet Member confirm which, if any, of these blocks the Council is directly responsible for and what precautions have been put in place via the interim simultaneous evacuation strategies to protect residents in the case of fire?

**Reply -**

I thank Councillor Spencer Drury for his question.

Evacuation strategies are an operational matter for the fire service.

In accordance with the advice of the then MHCLG, the Council believe that there are public safety risks associated with releasing information, such as comprehensive lists, that allow buildings could be easily identified. The Council have therefore taken the approach that it is appropriate to withhold the information that could lead to the identification of affected buildings.

I can confirm that none of the blocks that you have mentioned are owned by the Council.



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### **MEMBERS QUESTIONS**

**14 Question from Councillor Spencer Drury, to Councillor Jackie Smith, Cabinet Member for Community Safety and Enforcement**

I understand that for a period of time over the last two years the Council decided to stop sending out reminders to residents to encourage them to renew their parking permits. Can the Cabinet Member confirm the dates when no reminders were sent out to residents to renew their parking permits and what happened to the renewal rate during that period of time?

**Reply -**

I thank Councillor Spencer Drury for his question.

He is correct that the council did stop issuing Permit Reminders during the “Lockdown period that broadly speaking coincided with financial year 220/21. That dovetailed with a period of greatly reduced enforcement within the CPZ network when the focus was on vehicles causing an obstruction rather than permit expiry offences.

As background, during lockdown, the council was effectively forced to close its offices on very short notice and make very quick decisions on which services could continue to be provided and how. Focus on service provision was quite rightly on those that directly supported people who found themselves in difficulty because of the pandemic.

The permit reminder arrangements are not a statutory service – it is a courtesy service. Further, its delivery to the customer in the period in question relied on staff being able to physically access the office and do a monthly print, batch up and post. Clearly this was not possible during the lockdown period.

At the same time, as stated above the enforcement of the permit bays was greatly scaled back.

As the country moved out of Lockdown in 2021 and the government pushed for a “return to normality” this situation was gradually unwound.

The Parking Service issued Warning Notices to vehicles in the CPZ network parked with expired permits from Monday 19th April 2021, before commencing enforcement on the 26th April 2021.

The intention of the Warning Notice period was to give anybody who had let their permit lapse the opportunity to renew it in advance of enforcement commencing. There was no legal requirement to place Warning Notices, it was simply a step we took to assist residents in making sure they were up to date before enforcement recommenced.

The approach we took was a week-long leafleting campaign with a maximum of three Warning Notices being placed on any vehicle with enforcement starting the week after.

Unfortunately, due to a change in IT system in May of this year on year analysis of renewal profiles is not available.

What I can say that in general terms compliance with the permit regulations were quite good. We have had some complaints, fewer than fifteen in fact, that we have logged concerning the cessation of those reminders, that is balanced by the fact we have processed thousands of renewals over lockdown and beyond that were applied for without the need of a reminder.

Where we did issue a Penalty Charge Notice (PCN) a small number of cases have progressed to the Independent Parking Adjudicator. That adjudicator has found in favour of the council in each case. Typically, where we did issue a PCN it was the case that the parking permit was expired by several months and the expired permit on display in the vehicle.

I can confirm that reminders are being sent from the new system both for residents who purchase a permit from the new system and for anybody who has a valid permit at the time the new system goes live. The new system is capable of email reminders so the council should not find itself in the same position in event of any future lockdowns.

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### **MEMBERS QUESTIONS**

**15 Question from Councillor Spencer Drury, to Councillor Matthew Morrow, Cabinet Member for Children and Young People**

Can the Cabinet Member confirm the Council's approach towards Free Schools and Academies?

**Reply -**

I thank Councillor Spencer Drury for his question.

The Council believes in the family of schools and the strength of partnership and therefore works collaboratively with all schools. It does not believe that one type of school system has a monopoly on success. The Royal borough has demonstrated, over a number of years, that it is not structural change that raised academic standards. Royal Greenwich has proven that an effective partnership between the council, schools, parents and other partners, including central government is the best way to work with schools to achieve high standards for our children. Quality leadership and effective and challenging learning and teaching is what every child deserves regardless of the school structure.

The Council is committed to support those schools who have chosen to remain as local authority maintained schools and are extremely proud of them and what they provide for children and young people..

In regard to school place planning where a new school is needed to meet demand an academy has to be established. This is the current statutory requirement.

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### MEMBERS QUESTIONS

**16 Question from Councillor Spencer Drury, to Councillor Anthony Okereke, Cabinet Member for Housing**

I note that at the [October Meeting](#) of Cabinet it was agreed that the Council would provide an extra £8.2m to Meridian Home Start (MHS) to help them build a much larger development on the Shepherd Leas site than had originally been envisaged. In addition, the Council agreed to reduce the price of the Shepherds Leas site to allow MHS to afford to build more homes on the site. Given over 4,100 people have signed a petition opposing the over development of the Shepherds Leas site, can the Cabinet Member explain how increasing funding to allow the development of an extra 30 new homes (compared to the 40 originally proposed) adjacent to Shepherdleas Wood suggests that this Council is listening to its residents?

**Reply -**

I thank Councillor Spencer Drury for his question.

The Cabinet decision noted the arrangements for Shepherd Leas were subject to planning.

The scheme is currently in pre-application discussions to develop the scheme and its design. This is a collaborative process (including public consultation by the applicants) and is set against the framework of the development plan including the more recently adopted London Plan 2021.

The Country and more specifically London is in a housing crisis with a need to deliver 52,000 units across London, with a Greenwich target of 2,824 housing units per annum. The redevelopment of this site reflects the policy thrust to make the best use of brownfield land where it is in close proximity to public transport, services and facilities and key to this type of location is the efficient use of land and the optimisation of sites to deliver London's much needed housing.

To be clear the Borough is not chasing housing numbers but is in meaningful planning negotiations to ensure that the scheme reflects the strategic context and the need for housing but also ensures that the proposal responds to the site and its setting and delivers quality, sustainable and inclusive growth. This redevelopment also responds to meeting the Borough's need in respect of the delivery of much needed affordable housing.

As part of the schemes design development the applicants have consulted with the public and their comments will need to be addressed in any formal planning application submission. At this stage there will be the opportunity to make representations to the Council through the statutory consultation.

I am sure you will be also aware that RBG has over 21,000 households on our waiting list for new affordable accommodation, and it is these residents that the Council is listening to when it supports the development of new affordable housing within the borough

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### MEMBERS QUESTIONS

**17 Question from Councillor Matt Clare, to Councillor Sarah Merrill, Cabinet Member for Environment Sustainability and Transport**

Many councillors and residents agree there is not enough space on Greenwich roads for all the cars using and parked on them. Since early 2018 the Opposition have been calling for Greenwich to put in place one way car hire such as with the Zipzone (of which 13 London boroughs including neighbouring Lewisham, Tower Hamlets, the Bromley side of the border with Greenwich as well as nearby Southwark and Hackney are part). Three and a half years on seemingly no concrete progress has been made (Indeed the councils website still refers to the switchover between Zipcar and Enterprise a few years back and an offer which expired in 2020)  
[https://www.royalgreenwich.gov.uk/info/200259/transport\\_and\\_travel/90/car\\_club\\_car\\_sharing\\_scheme](https://www.royalgreenwich.gov.uk/info/200259/transport_and_travel/90/car_club_car_sharing_scheme)

The estimated number of private cars a Car Club car removes has increased from 4 or 5 around 5-6 years ago to up to 20 now. There are countless difficult and potentially divisive ways of getting cars off of our roads. Here is a potential win win opportunity to get older, polluting cars off of our roads and save residents money without any 'stick'. When will the council achieve concrete progress so everyone benefits ?  
<https://support.zipcar.co.uk/hc/en-gb/articles/115008239688-What-is-the-Zipzone->

**Reply -**

I thank Councillor Matt Clare for his question.

We continue to look at 'free floating' one-way car clubs, like 'Zipzone'. The car club market has seen a lot of change in the last few years. New models have emerged, and operators have come and gone. Over the Pandemic period, car clubs reported low levels of usage.

I hope we will return to more normal travel patterns and greater levels of certainty about funding soon. As this happens we will be looking seriously at whether the approach to car clubs being considered before the Pandemic is still right for Greenwich.

At that point, I look forward to taking a decision on the future shape of our car clubs.

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### **MEMBERS QUESTIONS**

**18 Question from Councillor Matt Clare, to Councillor Jackie Smith, Cabinet Member for Community Safety and Enforcement**

ULEZ has been in place for almost a month. Has the Council noted any increase in traffic or parking around the ULEZ/Non ULEZ Border where drivers avoid going into the zone ?

**Reply -**

I thank Councillor Matt Clare for his question.

I am not aware of issues of the type described being raised with the Council since the Ultra Low Emission Zone (ULEZ) expanded on 25th October 2021. TfL informs me that they have not had any such reports either.

Of course, I would be keen to hear from anyone who has experienced issues around the ULEZ boundary, so we can raise any relevant issues that do emerge.

It is anticipated that TfL will produce a report on the first month of the ULEZ expansion in mid-December, which we will consider carefully.



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**19 Question from Councillor Matt Clare, to Councillor Denise Scott-McDonald, Cabinet Member for Regeneration and Good Growth**

LFB has purchased three new 64m turntable ladders, the nearest of which will be based at Old Kent Road and Dagenham (8km and 17km approx respectively from the centre of our borough)

Tower Hamlets, Londons borough with the highest concentration of high rise buildings of concern, is to purchase a 60m high turntable ladder which will be based at Millwall fire station on the Isle of Dogs.

Has the Council and LFB modelled the response time were some of our highest rise buildings to catch fire ? Is a protocol in place to get the Old Kent Road based appliance (and possibly the Dagenham based one) sped into Greenwich immediately in case of a high-rise fire breaking out here ?

**Reply -**

I thank Councillor Matt Clare for his question.

This is an operational matter for the LFB. The Council understands that the modelling of response times is carried out by the LFB Operational Teams. It is understood that each building type has its own PDA or “pre determined attendance”, which if there is a fire will determine the type and number of fire appliances that should attend from the LFB.

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### MEMBERS QUESTIONS

**20 Question from Councillor Matt Clare, to Councillor Linda Perks, Lead Member for Vaccination**

As we discussed at the last Council meeting Greenwich has a vaccination rate of almost 20% lower than the UK average despite significant efforts by our NHS workers, volunteers, many community leaders and members of our council. In the worst case scenario this could see our community suffer 20% of the serious illness and deaths of last winter along with impact to our NHS services which may delay other care.

1. What is the Council doing as an employer and as a consumer of significant business from suppliers in Greenwich doing to encourage vaccination and where appropriate restrict contact etc. from unvaccinated people or not do business with companies which have poor covid protocols ?
2. Will the Cabinet Member please call on every member of this council to reach out to community, sports, resident group and faith leaders across the borough to have a sustained push to get as many of our residents as possible vaccinated and booster jabbed to reduce risks to health and a knock on impact to our NHS this winter ?

Vaccination rates (today 15/11) are

First dose: UK = 88%, Greenwich = 68.5%

Second dose: UK = 80%, Greenwich = 61.6%

#### **Reply -**

I thank Councillor Matt Clare for his question.

The council has encouraged employees to take up the vaccine and facilitated access to advice and guidance about how and where to access it. When it comes to the members of the workforce that work in CQC registered care homes who were required from the 11th November to be fully vaccinated we have taken appropriate steps to ensure that staff are vaccinated.

We have provided advice, support and communicated the importance of the vaccination amongst all our Health and Adult commissioned services and continue to promote uptake for all staff.

The Health Protection and Commissioning team have provided advice and support on ensuring best practice on infection control processes and reducing the transmission of the virus in high risk setting such as care homes.

In regard to vaccination rates, this is the current picture for Greenwich

Greenwich 1st and 2nd doses  
As of 17th November 2021

<b>Age</b>	<b>Percent age</b>
80+	87.4
75-79	87.0
70-74	84.5
65-69	81.7
60-64	79.8
55-59	77.1
50-54	73.6
45-49	68.5
40-44	62.9
30-39	53.6
18-29	42.3

Royal Greenwich, in partnership with NHS South East London CCG, are undertaking a number of initiatives as part of a 'sprint' plan as we head towards the holiday season:

- Revisiting secondary schools to deliver more vaccination clinics, led by Oxleas
- RBG has increased the investment into the SE London NHS COVID campaign, to have an enhanced profile in the borough, including advertisements on and offline
- Direct communications will all households
- A new 'Boots on the Ground' neighbourhood engagement programme
- Vaccination promotion pop-ups events

- Telephone follow-up for residents that are due their booster

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## MEMBERS QUESTIONS

### 21 Question from Councillor Sandra Bauer, to Councillor Anthony Okereke, Cabinet Member for Housing

Can you tell us about the new Estate Walkabout programme to date and how it has been received by residents?

#### Reply –

I thank Councillor Sandra Bauer for her question.

#### 1. Introduction

Tenancy Services introduced a new format for formal Estate Walkabouts in April 2021. To date, the team has carried out nine Estate Walkabouts under the new format.

#### 2. Estate Walkabout process

- The new format has developed to include a Zoom meeting with residents as well as leafleting and door knocking opportunities to promote this engagement opportunity.
- Residents are also able to phone or email or complete a web form to raise issues. The walkabouts are advertised on social media platforms; Twitter and Facebook and residents are sent texts with the meeting details, using GOV NOTIFY. Local Members have been fully involved, including joining outreach and door knocking. Local Tenant and Residents associations are involved and have assisted in promoting the walkabouts.
- The majority of issues are raised either in advance of the Zoom meeting, or at the Zoom meeting and in many cases, officers are able to resolve issues in advance of the on-site walkabout. Any issues which need further consideration are inspected on site during the walkabouts.
- A map of the areas to be visited is circulated the day before the walkabout, this will outline the specific locations to be visited.
- Due to Covid-19 health and safety guidance, numbers attending the on-site walkabout has been limited to 6 people and restricted

to officers, Members and, where there is an active resident's association, a TRA representative.

- A log of issues raised is updated by officers and circulated to Members and residents approximately 3 weeks after the walkabout. The intention is to make these available on the RBG web site.
- An average of 36 issues have been raised per estate walkabout, varying between 10 and 71 issues (based on the 9 meetings held to date).
- The selection of areas for the estate walkabouts is based on feedback from Tenancy Managers, Community Participation and Diversity Officers and recommendations that are emailed to us by councillors and residents. Priority is based on the date the recommendation was made and the urgency and severity of issues in the area.

### 3. Resident Attendance

- Nine meetings were held between April 2021 and November 2021, with a total of 97 residents attending.

### 4. Feedback from residents and Members

- We have received positive feedback from residents and Members in the form of emails and during the face-to-face walkabout and Zoom pre-meet. Councillors have also highlighted the walkabouts on their social media pages.
- Residents have commented on the usefulness of the new walkabout format and have appreciated the convenience of being able to email, complete a web form or to phone in with their issues, particularly if they are unable to attend a meeting or on site walkabout. They have found the text messages, which includes the meeting invite useful and a convenient way to access the online meeting.
- Residents have praised services such as Caretaking for their hard work and friendliness of staff, especially during the peak of Covid-19.
- The Community Participation and Diversity Team rolled out a YourVIEW survey in August 2021. Residents had the option to complete it online, at the Together21 event and via a postal questionnaire. 59 responses were received. Residents were asked what their priorities were in the coming months. The most popular responses were;

- o Repairs;
- o Improving the look and feel of estates, and;
- o Caretaking.
- Residents felt the best form of engagement to deal with these issues is the formal Estate Walkabouts.

## Appendix I- Estate Walkabouts resident attendance

Estate Walkabout Face meeting date	Blocks/Streets	WARD	Zoom pre-meet resident attendance (different date to face to face meeting)
20/04/2021	The Mound, Adderley Gardens, William Barefoot Drive, Coldharbour Crest, The Underwood	Coldharbour & Avery Hill <b>(PILOT)</b>	20
21/05/2021	Gildersome Street, Jefferson Walk, Leslie Smith Square, Fennel Street, Spearman Street, Nightingale Place, Nightingale Vale	Woolwich Common	12
15/07/2021	Tellson Avenue, Pallet Way, Shenfield House, Winchester House	Shooters Hill	5
*Walkabout did not go ahead as limited issues raised and most were already being progressed by the R&I Team	Strandfield Close, Drawell Close, Plumstead High Street	Plumstead	1
26/08/2021	Gilbert House, Hughesfield Estate	Greenwich West	13
14/09/2021	Bracondale Rd, Brinkburn Close, Blithdale Rd	Abbey Wood	2
21/09/2021	Meridian Estate	Greenwich West	20
12/10/2021	Walmer Terrace, Ann Street, Robert Street, Glyndon Road	Glyndon	19
02/11/2021	Kingsman Street, Lamport Close, Saint Mary Estate	Woolwich Riverside	5
			<b>97</b>