

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

I **Question from Councillor Matt Hartley, to Councillor Danny Thorpe, Leader of the Council**

The Leader will be aware of the issue highlighted by [853.London](#) regarding the non-availability of council agendas, minutes and decisions dating from before December 2015 on the Council's website, which has been brought about by the switch in platforms from Modern.gov to CMIS. 853 reported the Council's statement in response as saying that "the new system offered better value for money, and residents who wanted to look at the old papers could email the town hall and ask staff to send them the documents."

I understand the legal position is that only four years of documents were required to be migrated - what would be the additional cost of migrating older documents? Is this still technically possible post-switchover? Are there any other ways that older documents can be published in static form more cost-effectively?

Reply -

I thank Councillor Matt Hartley for his question.

CMIS has been installed following a procurement exercise in line with Council procedures. The new system is much more accessible via mobile devices than mod.gov and we know how important that is.

Legal advice is that we only need to maintain four years of reports, but anyone can request older reports by contact Committee Services directly.

It is still technically possible to migrate older documents to CMIS post switch-over. However, the additional cost of migrating these documents would be in the region of around £10,000 at a time when the Council is facing a £57 m pressure on its budget over four years.

Councillor Hartley's experience when knocking on doors in the recent election may have been completely different to mine – but in the face of his Government's cuts the residents I spoke to were more concerned about us being able to look after their loved ones in later life, empty their bins and

provide high quality social housing than being able to find the Audit & Risk Management Panel minutes from 2009.

If Councillor Hartley wants to prioritise spending £10k on migrating documents beyond the four years we have been advised is our legal duty, he can put this option in his alternative budget next month and we can see what he would cut to pay for this change.

We have, of course, explored other ways of publishing the documents on the website, such as online archive of older documents separate from the new committee system. Whilst this is possible it would mean residents having to search into different places which would not be a user friendly experience. We would also have to host the documents on a separate server so once again there would be additional costs incurred.

The most cost effective process is the option we have gone for which is that older documents can be requested by contacting Corporate Governance and signpost people to how they do this on the website.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

2 Question from Councillor Matt Hartley, to Councillor Averil Lekau, Cabinet Member for Adult's Social Care and Health

The Cabinet Member shared progress with the flu vaccination programme running from November to March to me in December, when 86 out of 150 Flu Vouchers issued to staff in Health and Adult Services (57%) had been redeemed. Can she update with progress since?

Reply -

I thank Councillor Matt Hartley for his question.

By way of my response, the following information and statistics provide an update on the outcomes of this year's Flu vaccination programme for Adult social care staff. I have also included some data regarding the wider council staff vaccination programme for completeness.

- The staff Flu vaccination programme began in November 2019 and will end in March 2020
- All council staff are able to obtain a Flu Vaccination voucher to redeem at Tesco Woolwich Pharmacy or Morrisons Pharmacy Thamesmead
- To date, 150 Flu Vouchers have been issued to staff in Health and Adult Services. There has been a small increase through the voucher scheme due to staff being able to access vaccination through on-site Flu clinics.
- As of January 2020, 90 staff (60%) have redeemed their voucher and have received the vaccination at Tesco Woolwich. This is an improvement on last year when a total of 71 Health and Adult Services staff were vaccinated between November 2018 and March 2019.
Flu vaccination clinics in the Woolwich Centre
- During the last month there has been a focus on delivering two Flu vaccination clinics in the Woolwich Centre, on 17th December and 22nd January.
- This is the first time Flu vaccination clinics have been delivered in the Woolwich Centre
- The clinics have been successful, with an additional 102 staff vaccinated.

- On-site clinics will now be incorporated into the Flu vaccination programme; we will plan to hold an increasing number of clinics in the building as these have proven so popular this year.

Activities being undertaken to promote staff Flu uptake include:

- Communications cascaded to all directorates about the Flu vaccination offer
- Flu stalls to promote vaccination held in the Woolwich Centre Café
- Information on the protective benefits of vaccination and the staff Flu offer uploaded on the intranet
- Emails to remind staff who have obtained a Flu voucher but have not redeemed it.

Royal Greenwich Vaccination - Total

- Between November 2019 and January 2020, 568 staff have been vaccinated through the voucher scheme and Flu clinics. This is a significant improvement on 18/19 Flu programme when 269 staff were vaccinated in total.
- Activities will continue until the end of March 2020 to increase staff vaccination numbers.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

3 Question from Councillor Matt Hartley, to Councillor Jackie Smith, Cabinet Member for Children's Services and Community Safety

In light of the recent Local Government and Social Care Ombudsman ruling that the Council was at "significant fault" by failing to provide occupational and speech therapy in one case - which included instructions that the Council take steps to minimise the risks that similar situations arise in the future - can the Cabinet Member outline (without reference, of course, to any individual cases) what these steps will be? Have they now been implemented and what lessons have been learned from this ruling?

Reply -

I thank Councillor Matt Hartley for his question.

In 2018/19 there were 14 initial enquiries from the Local Government Ombudsman (LGO) across all areas of Children's Services. Ten of these were declined by the LGO. Of the four that were investigated; two were not upheld, one was upheld, and one went to JR proceedings (against the LGO) where it was dismissed.

We have a robust integrated therapies contract with Oxleas that provides speech and language, occupational and physio therapy. If there are any delays to the Education, Health and Care plans being finalised, this on occasion can impact on accessing this provision. We learn from all ombudsman cases and endeavour to put in place actions to address any system issues.

To ensure that we minimise risk moving forward we are continuing to work to ensure that Education, Health and Care plans are finalised within timescales for provision to be put in place as quickly as possible to meet need. We have also increased our focus on Annual Reviews where the needs of children and young people can be considered, and provision re-considered if significant changes have taken place.

In 2019/20 we have seen a significant increase in the number of initial enquiries and investigations. This is mirrored nationally and the LGO have a large number of cases waiting to be assigned for investigation.

Children's Services annual report on "Complaints, Compliments and Other Representations" for 2018-2019 was presented to Children and Young People Scrutiny Committee on the 8th October 2019 (attended by Councillor Greenwell). A copy of the report can be found [here](#). The Annual Complaints and Representations Report for 2019-2020 will be presented to Children and Young People Scrutiny Committee at a future date to be determined.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

4 Question from Councillor Matt Hartley, to Councillor Miranda Williams, Cabinet Member for Culture, Leisure and Third Sector

Can the Cabinet Member provide an update on the Council's tree-planting programme - how many trees have now been planted against the target of 2,022 by 2022?

Reply -

I thank Councillor Matt Hartley for his question.

I am pleased to confirm that 1,332 trees have been planted so far against the Council's target to plant 2,022 trees by 2022 and at least a further 271 trees will be planted by the end of March 2020.

The Council is well on its way to achieve its target to plant 2022 trees by the end of the 2021/22 planting season at the end of March 2022. Our aim is to exceed this number as much as funding opportunities present themselves.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

5 Question from Councillor Matt Hartley, to Councillor Denise Scott-McDonald, Cabinet Member for Air Quality, Sustainability and Transport

The Cabinet Member will be aware of calls on the Council for the introduction of the post of Ecology Officer, as other London Boroughs have done. What assessment has she made of this proposition, and what is her assessment of the likely cost and benefit?

Reply –

I thank Councillor Matt Hartley for his question.

At present, where specialist ecology advice is required for planning purposes, the Council procures this from external experts at the developers' expense. This is done because the level of advice required would not support a specialist ecology officer.

We will continue to monitor our requirements, but it would not currently be beneficial for the Council to employ a specialist ecology officer, either in terms of:

- the use of its scarce resources; or
- providing a suitable workload to maintain the expertise of such an individual at the high level our current approach does.

This approach currently provides the best balance of costs and benefits for Royal Greenwich.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

6 Question from Councillor Matt Hartley, to Councillor Denise Scott-McDonald, Cabinet Member for Air Quality, Sustainability and Transport

The Cabinet Member will be aware of the Department for Transport EV charging point league table published in November, which places Greenwich a favourable 11th out of the London Boroughs and 17th overall, with 61 EV charging points per 100,000 population (with 176 total public charging devices and 15 rapid charging devices).

Based on the Council's current plans i.e. if all planned charging points are delivered, how will this figure of 61 charging points per 100,000 population increase and over what timescale?

Reply -

I thank Councillor Matt Hartley for his question.

The population of Royal Greenwich is 286,000. Based on the Department for Transport figures you refer to, this suggests that there are around 176 charging points in the Borough (including those on private land).

In 2020 we have plans to add:

- 60 lamppost chargers
- 61 Source London charging points
- 11 new rapid chargers (3 on our highway and 8 in a new rapid charging hub at Glass Yard).

This would take the total to 305 charging points. This would equate to 106 charging points per 100,000 people.

Based on the current league table this would put Royal Greenwich fifth in the UK. The rest of the top five are also London boroughs: Westminster, Wandsworth, Richmond and Hammersmith & Fulham. Our actual (relative) performance will depend on the EV charging plans of other local authorities in 2020.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

7 Question from Councillor Nigel Fletcher, to Councillor Danny Thorpe, Leader of the Council

Could the Leader describe the process by which policy is developed by the Council, and the opportunities for Member and public input?

Reply -

I thank Councillor Nigel Fletcher for his question.

The most obvious route through which policy is developed is the holding of a local election. The majority group can then seek to implement their manifesto during their term of office.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

8 Question from Councillor Nigel Fletcher, to Councillor Danny Thorpe, Leader of the Council

When does the Leader expect the Council to respond to the public consultation on the future of Avery Hill Winter Garden?

Reply -

I thank Councillor Nigel Fletcher for his question.

The first phase of public consultation regarding the future options for the site is complete. The next phase of activity is to undertake analysis and modelling of operating models to test viability of a range of options. The duration of this work is difficult to predict as it will depend on the initial findings, however it is expected that it will complete around summer 2020.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

9 Question from Councillor Nigel Fletcher, to Councillor Miranda Williams, Cabinet Member for Culture, Leisure and the Third Sector

What would be the Cabinet Member's priorities for the additional funding proposed in the budget for Parks in the Borough?

Reply -

I thank Councillor Nigel Fletcher for his question.

I am currently working with officers to develop my priorities for the additional funding proposed for the Parks budget. Parks Friends and Residents are passionate about their green space and they will be consulted to capture their views. However, my priorities will be directly linked to supporting delivery of the Corporate Plan and Parks and Open Spaces Strategy objectives. In general terms my priorities will be linked to improving Parks infrastructure, initiatives to combat Climate Change and support residents to be more active and support healthy life styles.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

10 Question from Councillor Nigel Fletcher, to Councillor Miranda Williams, Cabinet Member for Culture, Leisure and the Third Sector

What assessment has been made of the effectiveness of the new arrangements for public and researcher access to the Borough Archives at the new archive store?

Reply -

I thank Councillor Nigel Fletcher for his question.

Following substantial investment by the Royal borough of Greenwich, the Royal Greenwich archive is housed in a facility and store which is fitted to the highest standards of archive care and management.

The Royal Greenwich Heritage Trust (RGHT) is responsible for managing the archive and the museum collections on behalf of the Borough. They opened the new archive and research facility at Anchorage Point in Charlton for public access in July.

Access is currently available on Tuesdays by prior appointment. So far this has proved successful and the Trust have been able to meet demand via prior appointment. 6 research sessions are offered each Tuesday with researchers receiving the full attention of the Archivist during these periods.

Figures up to and including December 2019 show 71 researchers have been welcomed to the archive with usage averaging 66% of the time slots offered. It is anticipated that demand may increase in Spring/Summer 2020 as the session become more established and once the weather improves.

The Trust will continue to monitor demand and to work with the archive user groups and the wider community to develop sustainable access to the museum collections and archive in order to ensure that they can meet demand and appropriate levels of access are offered.

In addition, RGHT will continue to undertake outreach of its collections via the National Lottery Heritage Funded '[Meet the Collection](#)' project. This provides valuable access for residents who have never accessed the borough archive in Woolwich (as well as to the wider community). Successful sessions have so far been held at Charlton House, Rothbury Hall, Eltham Library and St Alfege Church. The pop-up museum and archive exhibitions also attended Thamesmead Sparkle, Kidbrooke Village, and Woolwich Winter Warmer.

Programmes such as this truly provide public access to the Borough archives in new ways, and the Trust plan to build on this community access in 2021 and beyond, as a Trustee of Royal Greenwich Heritage Trust, I know they welcome suggestions of other venues where Meet the Collections could visit.

Details of the programme can be found at <https://www.greenwichheritage.org/visit/museum-collection-archive/meet-the-collection>

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

11 Question from Councillor Nigel Fletcher, to Councillor Christine Grice, Cabinet Member for Finance and Resources

What is the total amount of money GLLAB has received from Section 106 and CIL contributions in the last 10 years?

Reply -

I thank Councillor Nigel Fletcher for his question.

GLLAB has received £11,480,021 in Section 106 funding over the last 10 years (2009/10 to 2018/19). Over this period GLLAB has supported 11,868 local residents in to employment.

CIL is collected to provide new or improve existing infrastructure, and as such cannot be used to fund the GLLAB service.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

12 Question from Councillor Nigel Fletcher, to Councillor Sizwe James, Cabinet Member for Regeneration and Growth

Does the Council have set criteria for assessing applications for Asset of Community Value listing and designation of a Conservation Area ?

Reply -

I thank Councillor Nigel Fletcher for his question.

In terms of Assets of Community Value, the Localism Act 2011 gives communities the right to identify land or buildings that they believe are of benefit to the local community and to nominate them for inclusion on a Register of Assets of Community Value. If the Asset subsequently comes up for sale the community will be given time to prepare a bid to purchase the Asset. A nomination will be agreed if, in the opinion of the Council, the following criteria are met:

- The current primary use of the building/land, or use in the recent past, furthers the social well-being or social interests of the local community.
- It is realistic to think that now or in the next five years there could continue to be a primary use of the building/land which will further the social well-being or social interests of the local community.

There is no statutory definition of terms such as “social well-being” or “recent past” within the legislation and only limited guidance as to what constitutes “social interests”. However, some Local Authorities have developed their own definitions and use them when assessing nominations. Officers are currently looking at whether the adoption of a similar approach in Greenwich would give greater clarity to nominating groups in regards to how the Council will assess nominations. Any proposals that emerge from this exercise will be brought before Members for their approval”.

With regard to designating conservation areas, I would draw your attention to the Royal Borough’s [Conservation Area Designation Procedure Note \(2017\)](#). Paragraph 5.1 sets out how conservation areas can be nominated. A nomination needs to be accompanied by an assessment demonstrating how

the area proposed meets the Royal Borough's selection criteria for conservation area designation. Photographs, historic maps and images are also required to support the application. To note though that a planning application is not a relevant consideration in respect of the designation of conservation areas.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

13 Question from Councillor Geoffrey Brighty, to Councillor Sizwe James, Cabinet Member for Regeneration and Growth

The Cabinet Member will be aware that the famous tea hut on Blackheath was demolished earlier this month as a result of a car smashing into it unfortunately causing injury to staff and customers. Attention is now turning to whether the tea hut should be reconstructed on the present site or elsewhere in the Blackheath area, There have been suggestions that the old toilet block close to Greenwich Park's Blackheath gate might be a new venue. As the Cabinet Member knows it is owned by the Crown Estate and was managed by Greenwich Council as a public convenience until closure many years ago The block has become an eyesore and a wasted resource and, given its location, shamefully the Crown Estate has shown little interest in it.

Would the Cabinet Member ask Officers to discuss with Crown Estates, Lewisham Council and the owners of the tea hut whether it would be feasible for the building to be brought back into use as a possible new venue for the tea hut ?

Reply -

I thank Councillor Geoffrey Brighty for his question.

Members and Officers are aware of the accident that severely damaged the tea hut.

The hut falls within the London Borough of Lewisham boundary and there is a social media campaign to rebuild it. The crowd funding website Just Giving has raised £3,636 as at 23rd January.

With regard to the disused public toilet owned by the Crown Estate on Blackheath, Officers are continuing discussions with a senior representative of the Crown to bring it back into use. However, the Council is beholden to them and cannot force the pace of negotiations.

Any renovation of the building will require, and is subject to, surveys, valuations and financial analysis and will also be subject to the both parties' normal governance and approval process. In any event, at present, this is not an agreed project, there is no budget to cover these costs and our Officer resource time is limited.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

14 Question from Councillor Pat Greenwell, to Councillor Denise Scott-McDonald, Cabinet Member for Air Quality, Sustainability and Transport

I understand that this may be the last year that the Safe Drive scheme will reach students in its present form. as funding is being cut. Apparently TfL are in the process of devising a new less costly way of educating our young drivers and their passengers. Are the Council working closely with TfL on this new approach?

Reply -

I thank Councillor Pat Greenwell for her question.

Safe Drive Stay Alive is a brilliant scheme (which actually happens to be running this week), which reaches thousands of year eleven and sixth form students each year. The powerful theatre performance focuses on people with real-life experience of fatal collisions, to help students understand the limitations in their still-developing perception.

Transport for London has announced its intention to move to a lower cost model next financial year. Unfortunately, TfL has not told us what form this will take, despite pressure from boroughs across London.

Officers are working closely with TfL and the cross-London group of boroughs involved in Safe Drive Stay Alive to understand the situation. It is a great scheme and we want to continue to deliver great training for this age-group. As proposals emerge we will work to understand what shape this can take.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

15 Question from Councillor Matt Clare, to Councillor Christine Grice, Cabinet Member for Finance and Resources

The Council has made much of its efforts to digitise processes (e.g. make more services/processes available via the web). Is there evidence of success and return on investment (e.g. a reduction in the number of phone calls to the contact centre per resident per year) ? What further processes and services remain to be digitised in the coming year?

Reply -

I thank Councillor Matt Clare for his question.

The Council's change work so far has focused on internal technology refreshes, to help our staff to be able to do their jobs as efficiently as possible and to stabilise our current systems. We also refreshed the website in 2018, paving the way for new services to come online.

The Council has just appointed its first Assistant Director for Digital and Access, whose brief is to take services online as well as evolving the council's technology systems and processes. A report will come to Cabinet in due course to set out our plans in full.

In terms of customer contact, our total volumes fell from 1,006,359 in 2018 to 923,331 in 2019. We hope to continue this downward trend as we bring new digital services online from 2020 onwards.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

16 Question from Councillor Matt Clare, to Councillor Denise Scott-McDonald, Cabinet Member for Air Quality, Sustainability and Transport

With regret Greenwich still does not seemingly have a new provider or providers of car club (ideally floating/one-way car clubs) in place. Would the Cabinet Member please explain why this is taking so long and when we can expect a contract to be in place?

Reply -

I thank Councillor Matt Clare for his question.

The Council has issued a draft contract to five 'back to base' car club operators with a deadline of 26th January to respond, including locations that they are interested in operating. New car club locations will be agreed in February. Traffic management orders will then be changed and bays prepared, for a contract start date as soon as possible afterwards.

In terms of the 'free floating' one-way car club model, a decision on this was added to the Royal Borough's forward plan in early January. We are in discussions with the only operator offering a free-floating service. Subject to the decision described above being made, this could go live from May 2020.

The car club market has seen a lot of change in the last year. New models have emerged, and operators have come and gone. We have had to work hard to ensure we get the best possible solution for Royal Greenwich in this fast-changing market. Whilst this means the process has taken longer than expected, the results are better than expected. It will be worth the wait.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

17 Question from Councillor Matt Clare, to Councillor Denise Scott-McDonald, Cabinet Member for Air Quality, Sustainability and Transport

Lewisham Council has recently introduced tiered pricing for parking permits based on emissions with pricing in 13 bands ranging from £70/year for an Electric Vehicle to £300/year for the most polluting vehicles. What is the Council's current stance on this ?

Reply -

I thank Councillor Matt Clare for his question.

Officers have commissioned technical work on a new Parking Strategy for the Royal Borough. This will examine a wide range of options for using parking controls as a lever to move us towards our objectives for a greener, healthier, safer and more prosperous Royal Greenwich.

Variably priced parking for high and low pollution vehicles are one example of how we could do that.

I look forward to sharing our proposals, once we have developed the strategy further

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

18 Question from Councillor Matt Clare, to Councillor Denise Scott-McDonald, Cabinet Member for Air Quality, Sustainability and Transport

In December *The Times* reported that all 32 London boroughs would step up enforcement in relation to engine idling.

Lewisham Council has introduced £60 fines for drivers who idle for more than 3 minutes.

Indeed, since 2002 the law has provision for local authorities to levy fines. <https://idlingaction.london/idling-enforcement>

As Councillors we continually hear of residents who have health problems due to poor air quality with vehicles being a major contributor.

What are the Council's plans in this important area ?

Reply -

I thank Councillor Matt Clare for his question.

The ability to enforce against idling is an important complement to the behaviour change work the Royal Borough has already done to reduce the effects of idling vehicles.

A decision that would allow for enforcement action to be taken against idling engines in Royal Greenwich is expected to go to Cabinet on 11th March.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

19 Question from Councillor Roger Tester, to Councillor Chris Kirby, Cabinet Member for Housing

What checks are carried out on the quality of out of borough temporary accommodation and the owners / landlords of these properties to ensure the health and safety of Royal Greenwich residents placed there and the conditions residents are living in?

Reply -

I thank Councillor Roger Tester for his question.

We currently have a number of way in which temporary accommodation and landlords are checked through various teams in the Council. It's worth saying that before we place anyone in temporary accommodation we ensure that we receive up to date health and safety compliance documents such as the Landlord Gas Safety Record. We then look to complete a full inspection of any new temporary accommodation within 72 hours of us placing a tenant, however this is sometimes hindered by access issues. A Housing Health and Safety Rating System inspection is completed, if any minor issues are found they are raised with the landlord for rectification, if anything major is found then we will move the tenant as a priority.

Where we use Houses of Multiple Occupation for temporary accommodate within the borough we will only place within those HMOs that have been licenced, or going through the licencing process, by our Environmental Health Team and have been judged as a satisfactory property.

We are currently working with London Council's on a project with other London Boroughs to bring in a consistency of standards for inspection of studio and bed and breakfast temporary accommodation, this will give even greater assurance of standards.

Any concerns regarding tenants' temporary accommodation should be raised instantly so the team are able to work with landlords to resolve issue or move the tenants to more suitable accommodation.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

20 Question from Councillor Roger Tester, to Councillor Danny Thorpe, Leader of the Council

On 10th January an error in the publication meant that 4,824 copies of *Talk Housing* had to be reprinted after incorrect copies were delivered to Council tenants . What was the cost to residents of this error and subsequent reprinting

Reply -

I thank Councillor Roger Tester for his question.

Talk Housing is one of our key communication tools with our Council Tenants and Leaseholders. In the last addition unfortunately, the colours on one of the charts were transposed meaning that misleading information was provided regarding the overall levels of satisfaction of our Housing Tenants. I want to confirm that the recent Star Survey we undertook showed that 70% of our tenants were happy with the service they were provided. *Talk Housing* was dispatched to tenants with the quarterly rent statement but is dispatched later to leaseholders. The error was noticed in time for us to be able to reprint *Talk Housing* for our 4,000 plus leaseholders. The cost of this reprint was £1,000. It was judged by the service to be cost effective to reprint this to ensure that the information was corrected, however it did not seem cost effective to reprint and resend *Talk Housing* to 20,000 tenants.

We have updated the online version of *Talk Housing* with the correct chart. We are making our Housing Panel and Boroughwide Housing Panel aware of the mistake and we will also be printing a correction and apology in the next addition of *Talk Housing*.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

21 Question from Councillor Charlie Davis, to Councillor Sizwe James, Cabinet Member for Regeneration and Growth

What conversations has the Cabinet Member had with Meridian Home Start regarding the leasing of the community space on Jack's Acre? Can the Cabinet Member confirm this has gone out to tender and at what stage negotiations are?

Reply -

I thank Councillor Charlie Davis for his question.

The Jack's Acre site is owned and managed by Meridian Home Start, therefore the marketing of the community space is being managed by them. The selection of the tenant for the space will be their decision also.

I can confirm that Meridian has engaged an agent and the property has been marketed. They will be handling any negotiations and tenant selection therefore the Council is not able to comment on the progress of this work as it is a commercially confidential matter.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

22 Question from Councillor Charlie Davis, to Councillor Chris Kirby, Cabinet Member for Housing

What awareness does the Cabinet Member have of the Rural Urban Synthesis Society and their development in Ladywell? Would the Cabinet Member be open to similar developments in Greenwich? And how would the Cabinet Member encourage these developments?

Reply -

I thank Councillor Charlie Davis for his question.

Officers have undertaken research into the Rural Urban Society (RUS) development at Ladywell, as well as similar such developments in South and East London.

Members will be aware of the commitment in the October 2018 Cabinet paper on housing delivery proposals, to “explore the possibility of establishing two pilot sites for the Community Land Trust (CLT) model subject to the community forming a trust.”

Officers are developing a strategy to implement this commitment, and I have had informal discussions with residents on the best way to deliver a CLT within RBG.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

23 Question from Councillor Charlie Davis, to Councillor Denise Scott-McDonald, Cabinet Member for Air Quality, Sustainability and Transport

Can the Cabinet Member confirm what conversations the Council has had with Lewisham Council regarding the three 'modal filters' that will meet Middle Park and Sutcliffe ward on the Lewisham border of Upwood Road, Cambridge Drive and Leyland Road?

Reply -

I thank Councillor Charlie Davis for his question.

The Council has been engaging with its neighbouring borough Lewisham Council on a regular basis, in relation to their Lee Green Healthy Neighbourhood project.

Council officers have attended formal meetings with their Lewisham counterparts to discuss their proposals. As well as these formal sessions between the boroughs, officers have been in regular communication.

Formal representation was made from Greenwich (and Lewisham) residents in the form of a petition submitted to Council on 31st October 2018, reported to Highways Committee on 23rd January 2019 and reported back to Council on 30th January 2019.

The Royal Borough of Greenwich are unable to influence Lewisham Council on any proposals in Cambridge Drive and Leyland Road, as these roads sit entirely within their borough boundary. However, as both the Lewisham and Greenwich borough boundaries intersect Upwood Road, collaborative discussions are ongoing between both authorities on potential coordinated measures to enable traffic reduction.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

24 Question from Councillor Charlie Davis, to Councillor Denise Hyland, Cabinet Member for Economy, Skills and Apprenticeships

What dialogue has the Cabinet Member had with TfL and Crossrail since the announcement that Crossrail will be delayed until at least Summer 2021? Can the Cabinet Member confirm what support she has secured for residents and local business in Woolwich and Abbey Wood to help minimise the impact of this delay?

Reply –

I thank Councillor Charlie Davis for his question.

The Council works continuously with TfL to identify how the impacts of the delay can be minimised.

An example of benefits secured from Crossrail is the new 301 bus route. It was planned to begin operation on the opening of Crossrail and other Crossrail-related bus changes were put on hold. However, the new 301 route was brought forward and introduced in the summer of 2018. This has improved connections between residents of Abbey Wood and Woolwich – way ahead of the opening of Crossrail.

Officers have been working closely with Businesses in Abbey Wood Village and Woolwich to understand the impacts of the delay and to consider a package of business support. While all businesses recognise the direct benefits Crossrail will bring, including from the anticipated increase in footfall, not all businesses have attributed their difficulties to the delays in Crossrail. Businesses have mentioned other factors such as Brexit, changing shopping habits and economic uncertainty. Council officers also sought to understand the potential impact of Business Rates on these businesses. A considerable number of these business are already receiving full small business rate relief and a number of those who do not receive relief are large multi nationals or retail chains in the UK e.g. Paddy Power and Greggs. To comply with State Aid Rules, the Council would not be in a position to award discretionary business relate relief to these businesses. A number

have taken up the offer of business support, including the council's e-business support programme

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

25 Question from Councillor Charlie Davis, to Councillor Sizwe James, Cabinet Member for Regeneration and Growth

Can the Cabinet Member confirm that the Council will be extending the lease of One Space on Kidbrooke Park Road to secure the future of a much appreciated community space?

Reply -

I thank Councillor Charlie Davis for his question.

The land occupied by the One Space Community Centre is to be transferred to Berkeley Homes to facilitate the construction of Phase 5 of the Kidbrooke development. Berkeley Homes have confirmed that the land will not be required until new community facilities are ready for occupation and Officers will be offering One Space a short term lease that reflects Berkeley Home's construction timescales.

The Council will be undertaking a tendering exercise to procure an operator for the new community facilities and Kidbrooke Focus, who manage the One Space facility, will be provided with details of the tendering requirements in due course.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

26 Question from Councillor Charlie Davis, to Councillor Danny Thorpe, Leader of the Council

Given his continued and enthusiastic support of the Eltham Masterplan in its current form, can the Leader confirm when his Council will commence development on the site of the M&S car park and the current Council car park on Orangery Lane?

Reply -

I thank Councillor Charlie Davis for his question.

The M&S car park is not owned by the council and to date there has been no pre-application nor planning applications for redevelopment brought forward by the owner.

In respect of the Council's own car park there are no plans to bring this forward for development.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

27 Question from Councillor Charlie Davis, to Councillor Danny Thorpe, Leader of the Council

Please can the Leader of the Council confirm -

- the remit of the Hervey Road Advisory Board?
- on what date he and the Chief Whip decided to nominate Councillor Grice for her role on the Hervey Road Advisory Board?
- the content of the legal advice received by the Chief Whip relating to the appointment of a Councillor to the Hervey Road Advisory Board, and will he publish this in full?

Reply -

I thank Councillor Charlie Davis for his question.

The Terms of Reference have been drafted for Hervey Road Advisory Group and were discussed at the meeting on Monday 27th January 2020

Hervey Road Advisory Group - Aims

- To assist in increasing usage of the facility, including the grass pitches, the cricket area, the Multi-Use Games Area, and the pavilion
- To help provide feedback from current users, residents and the local community
- To support the current range of opportunities and assist with ideas to widen the offer that is available
- To ensure that the facility complies with all the necessary obligations regarding the calendar of events, opening and closing times
- To assist in promoting and marketing the facility to current users and the local community, ensuring equality of access and opportunity to use the facilities where possible.
- Receive information on usage of the facility, current and future programmes of activity, including targets and priorities for the coming 12 months, which will be flexible and changeable

- To offer ideas and suggestions on the operations of the facility, but understanding that all management decisions lie with Blackheath Rugby Club

Hervey Road Advisory Group - Invited Membership

Organisation	Representation/Representatives
Chair	Rory O'Sullivan
Ward Councillor Representative	Christine Grice – Cabinet member for Finance and Resources
Blackheath Rugby Club	Dr Alan Thompson - President Blackheath Rugby Club Rory O'Sullivan Chairman – Blackheath Rugby Club Tim Brindle - Operations Manager- Blackheath Rugby Club
Hervey Road Users	Graham Colledge – Chair of Blackheath Mini-Rugby Emma Smith – Head of Leigh Academy Alex Wareing - Business Manager Pointer School Jeffrey Barnes Manager - Blackheath Rhinos Football Club Andy Pye - Greenwich District Cricket Club Roger Trevena – Head Kidbrooke Park Primary School
The Friends of Hervey Road	Susan Proudfoot- Chair F of HR
Kidbrooke North Residents Association	Ruth Wheeler- Chair - KNRA
Royal Borough of Greenwich	Tim Hetherington – Head of Sport, Leisure, Libraries and Adventure Play Stephanie Turner – Sports Development Officer TBC - Public Health Outreach

Councillor Grice was appointed to the Hervey Road Advisory Board on 2 October 2019.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

28 Question from Councillor Charlie Davis, to Councillor Danny Thorpe, Leader of the Council

Please can the Leader of the Council confirm -

- the total amount the Royal Borough of Greenwich spent on converting Thames Polytechnic Sports Ground, and the Hervey Road Sport Ground?
- whether the Royal Borough of Greenwich have yet received Blackheath Rugby Football Club's new business plan?
- the reason for Hervey Road being £90,000 over budget?

Reply -

I thank Councillor Charlie Davis for his question.

Against a budget of almost £1.5m, the total amount spent is £1.4m.

The Council has recently received a plan from the Club and will be reviewing it in due course.

I am not clear where the figure of £90k is from and would ask for clarification around the derivation of this sum?

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

29 Question from Councillor Charlie Davis, to Councillor Danny Thorpe, Leader of the Council

Please can the Leader of the Council confirm -

- the total balance of Blackheath Rugby Football Club's loans with the Council?
- when Blackheath Rugby Football Club commenced their payment holiday with the Royal Borough of Greenwich?
- whether any payment holiday between the Royal Borough of Greenwich and Blackheath Rugby Football Club incurred interest?
- whether Blackheath Rugby Football Club have recommenced the repayment of their loans to the Royal Borough of Greenwich?
- which Cabinet Member took the decision to commence the payment holiday with Blackheath Rugby Football Club?
- which Cabinet Members were involved in making the decision to commence a payment holiday with Blackheath Rugby Football Club? Can he confirm the date of this decision being made, and can he confirm which Member of his Cabinet had the final decision?

Reply -

I thank Councillor Charlie Davis for his question.

The Club is in receipt of two loans. The balance outstanding on the first loan is £2,333 which is on schedule for repayment in May this year, as originally agreed. The balance outstanding on the second loan is £45,833. It is an interest free loan and as such, there is no loan interest foregone since the holiday commenced in September 2017.

The loan agreement itself is delegated to the Director of Finance. Officers in Communities & Environment and Finance & Legal Services have worked together with the club over the period and with the time elapsed between the submission of the original business plan and the completion of works at

the site - a new business plan was sought to enable a reprofiling of the loan, so that repayments can recommence.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

30 Question from Councillor Spencer Drury, to Councillor Sizwe James, Cabinet Member for Regeneration and Growth

Following an enquiry from a local resident, it has been brought to my attention that the Vue Cinema in Eltham does not appear to show any captioned (subtitled) films suitable for the hard of hearing. Can the Cabinet Member reassure me that the Council included in their lease an expectation that films with subtitles would be shown at Eltham Vue, as they are at other cinemas in the Borough?

Reply -

I thank Councillor Spencer Drury for his question.

The lease for the site is a property transaction therefore has no relationship or bearing on the operating policies of Vue Cinemas. This matter is therefore not something that the Council can influence.

However, Officers have looked at the Vue website and have confirmed that a number of screenings of films with subtitles are available.

Under the accessibility section of the website Vue also state “Vue Eltham shows subtitled (ST) films every week. Film times are updated each Wednesday morning for the coming Friday”.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

31 Question from Councillor Spencer Drury, to Councillor Christine Grice, Cabinet Member for Finance and Resources

I am aware that the Eltham Centre contains a library (which is open until 7pm) and a Leisure Centre (which is open until 10pm) but I was recently informed that it would not be possible to book a room for a meeting there after 7pm. This seemed to me to confirm that there had been a substantial reduction in the Council's presence at the Eltham Centre. Can the Cabinet Member confirm which Council Officers are still based at the Eltham Centre and which services members of the public can access from there?

Reply -

I thank Councillor Spencer Drury for his question.

I would like to assure you that there hasn't been a reduction in the Council's presence at the Eltham Centre. A member of the Council's Building Management Team is based at the Eltham Centre Monday to Friday from 0900 to 1700. This is on a rotational basis between the team members.

The service centre operates Monday to Friday from 8am to 6pm, Saturday 9am to 1pm. Closed bank holidays.

There is also a self-service kiosk which operates Monday to Friday from 7am to 10pm, and Saturday and Sunday from 9am to 5pm

Officers from the Council's Adult and Community Learning team are also based at the Eltham Centre, Monday – Friday. There are 8 classrooms used for adult and community learning courses and for RBG apprenticeship training, with classes starting at 9am and finishing by 6pm.

Meeting rooms are only available 9am to 6pm as there are no Council Officers available after this time to monitor and this is not part of the leisure offer provided by GLL.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

32 Question from Councillor Spencer Drury, to Councillor Jackie Smith, Cabinet Member for Children's Services and Community Safety

I am informed that Eltham Police Station remains on The Mayor's Office for Policing and Crime (MOPAC) disposal list although no indication has been made of when it might close. Given the Government's commitment to increase police numbers in the future, I would imagine Plumstead Police Station will struggle to provide space for all the Officers, so can the Cabinet Member confirm whether she has made or intends to make any formal representations requesting that Eltham Police Station remain open?

Reply -

I thank Councillor Spencer Drury for his question.

The future of Eltham Police Station is an issue regularly raised at Council questions and I would refer him back to my previous responses over the last year or so. I believe officers also addressed a similar enquiry from him recently.

I would again however point out that the deployment of police officers is a matter for the Met, as is how they use their estate in line with their available budget.

We are regularly updated by local police around officer numbers and estate issues as they themselves are told. At this time however, there remains uncertainty how any additional Government funding will impact on police officers locally and whether it will reverse losses experienced since 2010.

Neither the Council nor I therefore intend to make any representations regarding retaining Eltham Police Station nor can we make comment on capacity within Plumstead Police Station.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

33 Question from Councillor Spencer Drury, to Councillor Jackie Smith, Cabinet Member for Children's Services and Community Safety

The police non-emergency number 101 charges for members of the public to make calls to it, however, there seem to be increasing reports of substantial waits for this line to be answered. Can the Cabinet Member confirm the average waiting time for calls to the 101 number from the Royal Borough of Greenwich to be answered or indeed how many calls were abandoned after two minutes?

Reply -

I thank Councillor Spencer Drury for his question.

The Council do not have accountability for services provided by the police. As a responsible partnership, we do however discuss police performance regularly, predominantly to positively influence and improve outcomes at a local level.

In addition, the Community Safety & Environment Scrutiny Panel also hear evidence from the local police from time to time. Last week, for example, the panel received and scrutinised a police report on the three borough merger.

In regards to the 101 non-emergency number, this was introduced by the Home Office in 2012 and connects callers to local police forces. The local BCU (Basic Command Unit) do not provide call handling and this is dealt with centrally.

Calls to 101 from both landlines and mobile phones cost 15 pence per call, no matter what time of day or the length of the call. There was an announcement in May 2019 that this charge would be removed from April 2020 and covered by Home Office investment. We await to see if this is implemented.

Regarding the request for data, Council Officers have attempted to source this from the local BCU, but the data is not readily available.

Data from 2018 has been provided but it is important to note that from August 2018 this only includes calls where the caller has decided to wait for an operator.

101 call answer time and incomplete for 2018

Month	101 calls incomplete	Average answer times for 101 calls (secs)
Jan 18	60476	153.0
Feb 18	81166	273.9
Mar 18	95780	305.9
Apr 18	72287	216.6
May 18	113401	407.0
Jun 18	128803	638.4
Jul 18	141074	603.9
Aug 18	51418	175.4
Sep 18	31132	134.9

Councillor Drury may therefore wish to contact the Met himself and request this specific information as a freedom of information request. He may also wish to engage the local BCU Commander around any specific policing concerns he has.

Non-emergencies (including less urgent reports of crime) can be reported in other ways, for example online via www.met.police.uk. Emergencies, including crimes in progress, should always be reported via 999.

Non-emergency contact with local Safer Neighbourhood Teams can also be made through the Met website at www.met.police.uk/a/your-area/local-policing-team-contact/contact-your-local-policing-team

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

34 Question from Councillor Spencer Drury, to Councillor Danny Thorpe, Cabinet Member for Leader of the Council

In the decision he took in November entitled “London Business Rates 2019-20 75% Pilot Pool - Strategic Investment Pot” the Leader seemed to confirm that the “Local London e-Business for Growth” bid from Greenwich would cost £13.4m of which the Royal Borough of Greenwich would provide £5.9m (including £3.5m of public sector funding). Can the Leader confirm how the £2.6m (75% of £3.5m) public sector funding would be generated by the Council?

Reply -

I thank Councillor Spencer Drury for his question.

The decision I took in November was to confirm the Council’s support for a package of 18 projects across London proposed for funding through the 2019/20 London Business Rates Retention Pilot - Strategic Investment Pot (SIP). This confirmation is required as part of the governance process for SIP to show broad agreement across London government.

The package of projects has now been agreed and I am happy to confirm that Greenwich will benefit from this funding as one of the eight Boroughs in the Local London Partnership “Local London e-Business for Growth” programme awarded a total of £5.62m over 3 years from March 2020 to June 2023 (75% of the funding originally requested.)

The eight Boroughs will each receive £650,000 of SIP funding to deliver a package of e-business support closely modelled on the Council’s own highly successful e-business programme, which to date has supported 689 businesses, safeguarded 1,453 jobs, created 183 new jobs and generated increased turnover of £22,411,347.

The SIP programme requires £225,000 as a match-funding contribution in kind with the expectation that this is from existing resources e.g. officer time, use of facilities, events and business engagement. No cash match-funding is

required. The additional funding will enable the Council to extend the existing e-business programme by another 2 years up to 2023.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

35 Question from Councillor Spencer Drury, to Councillor Danny Thorpe, Leader of the Council

I note from a recent email from the UNITE union that Greenwich Leisure Limited (GLL) does not recognise trade unions and employs workers on zero hours contracts. Can the Leader confirm what approach he asked the Council's representatives on the Board of GLL to take to these issues?

Reply -

I thank Councillor Spencer Drury for his question.

I asked GLL for a response on your question and I have received a speedy reply

GLL recognises unions wherever they have members with representatives who want to engage in collective bargaining. We recognise UNITE union in RBG and meet with them regularly.

I understand 70% of GLL's hours are worked by permanent employees. GLL's working model offers both permanent, part time and casual positions.

Within the leisure industry it is common for people to work on a casual basis for different organisations across numerous locations. These contracts, which place them under no obligation to work, suit many of their workers – including students and parents of young children who want flexible hours. All casual workers earn at least the LLW, many much more, and are entitled to sick and holiday pay.

GLL have said that some staff would like the security of guaranteed hours. GLL are therefore running a pilot to assess how many are willing to make this commitment and to design suitable contractual packages that can be roll out across the business.

COUNCIL

29 JANUARY 2020

MEMBERS QUESTIONS

36 Question from Councillor Spencer Drury, to Councillor Averil Lekau, Cabinet Member for Adult's Social Care and Health

With the merger of Eltham Park Surgery and Dr V Sandrasagra's Practice with Eltham Medical Practice is the Cabinet Member concerned that there will be a shortage of GPs in Eltham, which could make it harder for residents to obtain appointments with their doctors?

Reply -

I thank Councillor Spencer Drury for his question.

Following the merger of these 3 practices, only 1 GP who was from Eltham Park Surgery, has retired. The GP at Westmount Road practice is now working as a salaried GP for Eltham Medical Practice. All of the clinical and administrative staff from Eltham Park and Westmount Road have been TUPEd over to Eltham Medical Practice and 2 new additional GPs have been appointed making a total of 13 GPs supported by 2.7 WTE practice nurses. As part of the Business Case process it was important that there was evidence that there would be enough clinical capacity to support the merger.

Greenwich has a programme of work which supports GP recruitment and retention which has been successful in that we are seeing a stepped increase in salaried GPs coming to Greenwich.