

Council Questions and Responses – Council 29 January 2020

Questions from Cabinet Members

Question 1 from Councillor Mahym Bedekova to Councillor Mary Maguire, Cabinet Member for Finance and Procurement

Would the Cabinet Member for Finance and Procurement give her assessment of future financial prospects for the Council following the recent General Election?

Reply from Councillor Mary Maguire

- Government funding arrangements for the Council remain uncertain following the General Election.
- The provisional Local Government Settlement published in December only provided a single year financial settlement for local Government which is wholly unsatisfactory for medium term planning.
- This is most evident in Social Care where there has been a prolonged period of one of Government measures to patch up funding, the social care grant of £5.4m was welcome but we need that level of increase every year and a commitment to do so as part of a multi-year settlement. We should also note the prolonged and continuous delay to the publication of a Green Paper to address the overall financial framework from Adult Social Grant
- The Council has also been short changed by the damping arrangements that have been in place for several years and is disappointed by the delay to the implementation of Fair Funding.
- Also delayed is the implementation of the Business Rates reset from which the Council was expected to be a beneficiary.”

Despite this challenging funding position and growing demographic pressures in Adult Social Care and Transport for Children with SEN, the Council is working hard to manage its finances effectively and transparently and to deliver on its priority for the people of Enfield. We are committed to maintain sound and resilient finances despite Government attacks on local government.

Question 2 from Councillor Joanne Laban to Councillor Guney Dogan, Cabinet Member for Environment and Sustainability

In the summer of 2019, I made enquiries on behalf of residents requesting a pedestrian crossing on The Ridgeway due to speed of traffic. I was informed that a pedestrian survey had been undertaken and there were enough pedestrian movements to justify a crossing. However, whilst the Road Safety Officer reports the situation is being ‘monitored’ a crossing will not be ‘considered’ until suitable funding becomes available and even then, this location will be in competition with other similar requests across the borough. Does Councillor Dogan consider that putting pedestrians in the borough at risk when crossing roads is acceptable and

will he commit to prioritising funding for a pedestrian crossing on The Ridgeway as well as other locations where a pedestrian survey has shown a need?

Reply from Councillor Guney Dogan

The Council has invested heavily in recent years in schemes to improve the safety of vulnerable road users, including a new zebra crossing in Church Street, a new pelican crossing in Bramley Road, as well as several new crossings on Green Lanes and Fore Street/Hertford Road as part of our Healthy Streets initiatives. We have also developed a prioritisation strategy to ensure that funding is targeted at schemes likely to have the greatest road safety impact.

Although I can understand why The Ridgeway may be difficult to cross because of the high volume of traffic, the reality is that there are many locations in the borough where a zebra crossing is desirable. Requests for crossings are therefore prioritised by officers against a range of criteria, including the history of collisions. It would not be appropriate for me to interfere and commit to funding of a particular scheme as the basis of the assessments and prioritisation are technical based on data and analysis.

Question 3 from Councillor Hass Yusuf to Councillor Mary Maguire, Cabinet Member for Finance and Procurement

Would the Cabinet Member for Finance and Procurement outline steps being taken to make it easier for residents to pay their Council bills?

Reply from Councillor Mary Maguire

One of the overarching principles of the Councils Payments Programme is to provide a positive payment experience to all our customers, making it easy, convenient and cost effective for customers to pay their bills.

From April 2020 the Council is introducing a new convenient, accessible and easy to use face to face payment option. Customers will be able to take their bar coded council tax bills to a PayPoint retailer and make a payment by cash or card. This offers many benefits to customers:

- **Convenience** - there are over 140 PayPoint retailers in the borough and (28,000 PayPoint retailers in the UK). 99.3% of the UK population live within one mile of a PayPoint retailer.
- **Flexibility** - most PayPoint retailers are open seven days a week with long opening hours. Customers can pay by cash or card.
- **Payments can be made in person** – payments will be taken by a shop assistant
- **Familiarity and trust** - Enfield residents already use PayPoint retailers to pay their phone bills, energy bills, TV licences or to just

pick up a parcel. Over £2m is already collected by PayPoint each month from Enfield Residents.

Currently over 84.6% of our customers pay their bills electronically whether by direct debit or on line. The cheapest and most convenient way for residents to pay their council tax is direct debit, however, the introduction of Paypoint recognises that this may not work for everyone. Please note, very few customers pay the council by cheque, but this facility is still available.

It is anticipated that this will save £200k per year.

Please note, housing rent will also be able to be paid via Paypoint.

Question 4 from Councillor Joanne Laban to Councillor Mary Maguire, Cabinet Member for Finance & Procurement

Would Councillor Maguire, Cabinet Member for Finance & Procurement inform the chamber how much was spent on security for our unoccupied properties from 2018 to date?

Reply from Councillor Mary Maguire

Security spend for unoccupied properties managed by Strategic Property Services for the period April 2018 – Dec 2019 was £1.424m. This covers approximately 27 vacant sites or properties. This cost excludes the Meridian Water development.

Two of the largest costs relate to Southgate House, the sale of which is in Solicitors hands and the Reardon Court site where costs will reduce once planning consent is secured shortly and the building can be demolished. We are actively reviewing other sites to accelerate development or disposal where appropriate.

The Council has a legal responsibility to its staff and to the public to ensure that its properties are safe, and that Health & Safety is properly considered. This applies equally to empty sites and buildings where access by the public could lead to injury or worse. Adequate protection through both passive and active security measures are required to meet those obligations.

Question 5 from Councillor Katherine Chibah to Councillor Mahtab Uddin, Cabinet Member for Public Health

Now that the Council has declared a climate emergency, what are the potential health implications of climate change and what is the Council doing in preparation?

Reply from Councillor Uddin

Climate change has enormous implications for human health. This includes direct

effects, such as heat-related illness due to extreme temperatures and mental health impacts caused by flooding. More indirect effects are also expected arising from the complex interaction between the environment and populations, for example through disruption of food supply, economies and international relations.

In the UK, the main health impacts expected are:

- increases in flood-related illness,
- increases in heat-related illness (i.e. heatstroke) and deaths arising from our hotter summers and more frequent heatwaves;
- climate change may increase pressure on the health service due to increasing demand during extreme weather events; overheating in health and social care facilities may put vulnerable populations at risk of heat-related illness.
- increases in episodes of high levels of air pollution and their associated impact on respiratory and cardiovascular disease caused by changing weather patterns;
- increases in skin cancer and sunburn due to increased exposure to ultraviolet light as people spend more time outdoors due to warmer weather, although moderate exposure to the sun is beneficial for vitamin D production;
- changing patterns of diseases which are passed on by insects (e.g. Lyme disease, Dengue fever) due to changes in viable habitats for ticks and mosquitos;
- changes in incidence of food and water-borne diseases due to problems with food hygiene due to interruptions in water supply;
- risks to food production in the UK and elsewhere may affect food prices and availability. This could lead to food poverty and reduce the nutritional quality diets in some groups;
- Some have predicted that wider consequences may include war and global conflict as populations compete for increasingly rare resources and flooding / crop failure leads to increased mass migration

There are also opportunities arising from climate change including a potential reduction in cold-related illness and deaths due to warmer winters. Co-benefits to health could also be realised through efforts to reduce greenhouse gas emissions, such as increased physical activity through increasing active travel.

There is already work going on across the council to reduce the Council's carbon footprint and prepare for the health impacts of climate change. For example, efforts to reduce carbon emissions is being built into plans for Meridian Water and Cycle Enfield aims to increase active travel which will both reduce carbon emissions from residents in the borough reduce the risk of obesity and cardiovascular disease by increasing physical activity. In terms of preparedness, the council's work on flood alleviation is important to prevent the potential health impacts associated from flooding.

The Climate Change Taskforce has been established to look at and develop the council's overarching response to the climate emergency. Staff engagement workshops are being delivered to generate ideas and test options for reducing

carbon emissions with different staff groups in the council. Details of the council's approach will be contained in the strategy for tackling the climate emergency, which is currently under development.

Question 6 from Councillor Joanne Laban to Councillor Nesil Caliskan, Leader of the Council?

Would Councillor Caliskan, Leader of the Council, inform the chamber how much was paid to Gatenby Sanderson from May 2018 to date?

Reply from Councillor Nesil Caliskan

The search costs since May 2018 with Gatenby Sanderson are £204,350. This search function has supported the senior management restructure of the Council reducing costs by £1.2m per year.

There is a strong commitment in place to reduce agency and interim staff across the Council by the senior leadership team. The usage of agency and interim staff are closely monitored and reported on, as part of the budget review process. Human Resources and team managers continue to work closely to ensure there are a variety of recruitment strategies and plans in place or being developed to see a reduction over the next 12 months on a planned phased basis.

Question 7 from Councillor Birsan Demirel to Councillor Mahtab Uddin, Cabinet Member for Public Health

Could the lead member for Public Health give an update on the latest National Child Measurement Programme (NCMP) data and what it tells us about child obesity in Enfield?

Reply from Councillor Mahtab Uddin

Analysis of National Child Measurement Programme (NCMP): Childhood Obesity in Enfield

Background

The national public health surveillance programme for childhood obesity, NCMP, measures the height and weight of children at age 4-5 years (Reception) and 10-11 years (Year 6).

- Among Reception age children the trend is improving
- Among Year 6 pupils the trend is worsening
- 2018/19 data shows that;
 - o 24% of Reception age children are either overweight or obese (excess weight).

- 42.3% of Year 6 children are either overweight or obese (excess weight).
- Enfield is 7th highest (in comparison to London Boroughs) amongst Reception aged children and 3rd highest among Year 6 children.

Key findings from analysis of *pooled* years data covering 2016-2019

- The prevalence of excess weight is higher among children from Turkish/ Kurdish and African backgrounds.
- Children who live in deprived areas have significantly higher prevalence of excess weight.

What is London Borough of Enfield doing to address this issue?

- **Health and Wellbeing Strategy** –provides strategic commitment from all partners to improving factors influencing obesity.
- **Health In All Policies** – ensuring that all Council decisions consider residents wellbeing.
- **Healthy Early Years & Health Schools** – A high proportion of schools and early years settings engage with this programme including Enfield has one of the highest uptakes of the Daily Mile among schools in comparison to other London Boroughs.
- **Best Start in Life** –action plan to improve wellbeing of preschool children.
- **Sugar Smart / Enfield Catering Commitment** – working to improve the healthy food offer in the borough.
- **School Superzone pilot** – pilot to create a healthier environment near to schools.

Question 8 from Councillor Joanne Laban to Councillor Nesil Caliskan, Leader of the Council?

Does Councillor Caliskan, Leader of the Council agree with the Mayor of London's stance on the protection of the green belt which can be seen in the draft London Plan that has recently been submitted to the Secretary of State, Ministry for Housing, Communities and Local Government (MHCLG) for approval?

Reply from Councillor Nesil Caliskan

The question refers to the Secretary of State's independently appointed Panel who examined the Mayor's New London Plan. The Panel recommended that the Mayor should consider undertaking a Strategic London-wide Green Belt Review to meet housing need and any future land for industry. The Mayor has not accepted the need for a Strategic Green Belt Review.

I support the Mayor in this decision in the context that there should be a strong emphasis on green belt policy. I also support the Mayor's priority is to adopt the New London Plan so that we can all focus on getting homes built.

If there are to be any exceptional circumstances to de-designation or indeed extend

Green Belt boundaries, then the provisions for doing so have clearly been set out in the Government's National Planning Policy Framework. And it is only right for boroughs to be able to justify their own planning approach based on their individual set of local challenges.

Question 9 from Councillor Christine Hamilton to Councillor Alev Cazimoglu, Cabinet Member for Health and Social Care

With reports about pressure on our local hospitals, particularly Accident and Emergency departments, winter certainly seems to have arrived. Can the Cabinet Member describe what work Adult Social Care is doing to support health organisations to ensure people receive the care at home they require?

Reply from Councillor Alev Cazimoglu

As we know, the NHS again faces significant pressures and recent report of long A&E waiting times are unsurprising considering the continued underfunding of the NHS and ASC departments. Our local hospitals are certainly not immune to this. The main hospitals for Enfield, North Middlesex University Hospital and Barnet Hospitals, have individual challenges, particularly the former with the busiest A&E Department in North Central London.

Enfield Council's performance in discharging people in a timely fashion is regularly the best in the North Central London, which is a great achievement. Despite recent challenges, the Council is meeting its 'delayed transfers of care' target, as agreed with NHS England. To discharge people from hospital, there are a number of actions Adult Social Care (ASC) takes to maintain timely discharges.

- ASC has a Social Work team onsite at each local Hospital who between them also support discharges from other hospitals. The teams work with the Hospital's Discharge Co-ordinators, to support our residents to leave hospital when they are fit to do so. ASC has a very effective operation in place.
- Working with Enfield Clinical Commissioning Group, Adult Social Care invested in what is known as 'discharge to assess.' This works on the idea that, wherever possible and when they are medically fit, people are supported to return home for an assessment rather than keeping them in hospital to work out what support they may need. Until recently many people who could have returned home were waiting for the completion of their 'assessment' before they left the hospital, despite no longer receiving medical care and despite the good understanding of the type of care they would need upon discharge. Now people leave hospital earlier so not 'blocking' a bed. Adult Social Care regularly exceeds the agreed number of people discharged this way.
- However, it is not only the work of Social Works or Occupational Therapists that ensure ASC discharges people in a timely way. Services need to be in place to support people when they get home. To this end, ASC has

commissioned local home care providers to guarantee that extra hours are available for those going home so people are not delayed in hospital because there is no care worker support available.

The three ways above, aligned to effective working relations with the local trusts, allow people to leave hospital in a timely fashion.

Question 10 from Councillor Edward Smith to Councillor Nesil Caliskan, Leader of the Council

Would Councillor Caliskan, Leader of the Council inform the chamber of the total expenditure incurred on the cost of securing the vacant sites on the Orbital Business Park, Meridian Water, from the date of purchase to the current date?

Reply from Councillor Nesil Caliskan

The site was acquired in December 2015. This is a contained industrial estate with 24-hour security. Security costs are covered via the service charge which is collected from the tenants. There is no direct cost to the Council to cover security costs at Orbital Business Park, as the management and security of the site is self-financing. However, when units or sites in Orbital are empty (known as voids) the Council has to pay that proportion of service charge that would otherwise be paid by the tenant as a contribution to the overall service charge.

Units 4,5,6,9 & 9A were void between late 2018 and June 2019 when Vibration Group took over the lease of these units.

The cost of voids was £57k this excludes the cost of evictions and enforcement activity.

Question 11 from Councillor Elif Erbil to Councillor Alev Cazimoglu, Cabinet Member for Health and Social Care

Can the Cabinet Member explain the innovative work Adult Social Care is undertaking to support people to remain at home and to receive the support they require?

Reply from Councillor Cazimoglu

People are living longer, often with long term health conditions, ASC needs to think of different ways to provide the support and services people expect and by doing so to support the work of the NHS and other organisations. In 2019, Staff across ASC received 'strength based' training to help them to work with people in a different way, such as not assuming an additional care service is necessarily the best way to support an adult or their carer. Some services, such as Learning Disabilities and Mental Health already utilise aspects of this way of working but for the Older People

and Physical Disabilities (OP/PD) Service, as the largest service, managing demand was proving an issue with the additional demographic pressures.

The Service needed a better way of managing the 4,000 calls a year enquiring about support and care. For many years access to services has been about eligibility and the way to find out if someone is eligible is to ask a stream of questions. However, this was bureaucratic and was no longer felt to offer the best way of assisting people. As such, the service set up an 'innovation hub'. They call it *Linking Together* and it consists of Occupational Therapists, Social Workers and Social Care Assessors working in a 'strength-based' way. Initially, for a period of 3 months, the model placed the focus back on the adult (resident) by reducing unnecessary paperwork allowing more time to work directly with people, to understand why they are calling us and to support them as equals. Mostly people call not to request care, though that is what the previous way of working often resulted in, but for advice, guidance and solutions to issues. Often they have an idea of what they would like to see and we support them to achieve this.

We have connected people with existing organisations who can help (church groups to support maintaining mobility, for instance, the ballroom dancing lessons that also gave the carer a break or the 'I can' service supported someone with grants for a mobility scooter) because we know about them. Satisfaction seems higher, both for residents and for staff. The latter understand the community more, as they have been given time to visit community resources and for the former they have been introduced to local resources that offer support. Staff have also worked on empowering adults to help themselves, by focusing on their strengths, such as family, friends and other support networks and by taking the focus away from 'how can we help you' to 'how can you help yourself'.

Simple things, like agreeing a to do list with an adult and working more closely with them or their carer, has enabled people to receive timely interventions, become more resilient and less reliant on ASC.

Question 12 from Councillor Edward Smith to Councillor Nesil Caliskan, Leader of the Council

Would Councillor Caliskan, Leader of the Council inform the Chamber of the total costs of securing vacant sites purchased by the Council at Meridian Water from inception of the project to the current date?

Reply from Councillor Nesil Caliskan

The cost of security since April 2015 for the entirety of Meridian Water is £3.6m (excluding the cost of evictions and enforcement activity). This cost reflects 24hr security for 5 years which has been needed to protect the Council's assets, deter travellers and prevent the illegal dumping of waste. The annual cost will be significantly less going forward as the Council moves towards all Council owned land being occupied.

Question 13 from Councillor Mahmut Aksanoglu to Councillor Ian Barnes, Deputy Leader of the Council

Can the Deputy Leader give us an update on the work of the Climate Change Task Force?

Reply from Councillor Ian Barnes

We declared a climate emergency in July 2019 and I know some people have felt frustrated by the speed of action but as Chair of the Task Force I want our forthcoming strategy to be based on accurate data, and on evidence of where we can make the most effective impact at driving down our emissions. I can assure the Councillor and all interested parties that progress is being made.

We are working with consultants Greengage Environmental to develop our new strategy for achieving our pledge and tackling the climate emergency in Enfield. The focus of work over the past few months has been to establish our 2019 carbon baseline – our current carbon footprint – and to use this to start to develop a clear roadmap to how we will reduce this to zero over the next ten years. Our strategy will also set out the action we will be taking with local stakeholders across Enfield and London, so that we work collectively to tackle the huge task ahead.

We already have a track record of driving emissions down as an organisation and influencing better behaviour across the borough, including through installation of ground source heat pumps in 400 council homes, our work with Energetik, and action to encourage active travel and reduce car use through Cycle Enfield, the introduction of Low Traffic Neighbourhoods and our new School Streets programme.

But the task force is clear that much more is needed, and we are developing a clear strategy to address this. This will include reducing energy use across our estate, switching to a renewable energy provider, and converting our fleet to 100% electric. We will also need to offset remaining emissions, and plan to do so through continuing our pioneering work in enhancing biodiversity across our parks and open spaces, and through reforestation in Enfield Chase, with 60,000 new trees to be planted, starting with half in late 2020 and the rest in winter 2021.

Staff engagement on our emerging strategy will be taking place during January and February and then we will be engaging with the public during March and April. Following this, the final strategy will be ready for approval and implementation, so that we can reach our challenging ambition of carbon neutrality by 2030. I welcome the support of members and officers across all parts of the Council's business so that we can achieve this together.

Question 14 Councillor Mike Rye to Councillor to Councillor Rick Jewell,

Cabinet Member for Children's Services

Would Councillor Jewell, Cabinet Member for Children's Services, inform Council of the number of secondary school places needed in Enfield for Year 7 children for September 2020 confirming how many are available and whether this figure includes or excludes places at the Wren Academy, Chase Farm?

Reply from Councillor Rick Jewell

There are 4,400 places available in Enfield secondary schools. Currently there are 4,516 live applications for places but not all these children will take up places in Enfield schools. Based on previous years experiences it is estimated that 4,100 places will be taken up. If more pupils stay in Enfield then the current number of places, there is capacity in some schools for bulge classes.

Question 15 from Councillor Doug Taylor to Councillor Gina Needs, Cabinet Member for Social Housing

Can you tell us about the progress you are making on fire safety measures?

Reply from Councillor Gina Needs

We continue to build up our building safety expertise in the light of changing requirements under the leadership of the Residents Safety Director – skills are in short supply, so we are growing our own through a graduate apprenticeship programme and ensuring we have the right contractors to deliver specialist works.

The HRA business plan has been reviewed and we have allocated circa £48 million, within the next five period for building safety improvements across the housing stock, to ensure our residents are safe in their homes. We are calling on Government to ensure that any new requirements arising from Building Safety requirements are properly funded

We have enhanced our fire prevention advice to residents at sign up and available via our website. A calendar of events has also been scheduled with London Fire Brigade, which includes coffee mornings with residents in our specialised housing units and targeted estate days, to provide residents with advice regarding fire safety in the home, discuss residents' concerns regarding building safety and identify vulnerable residents who may require additional support.

Question 16 from Councillor Mike Rye to Councillor to Councillor Rick Jewell, Cabinet Member for Children's Services

Would Councillor Jewell, Cabinet Member for Children's Services inform Council on what progress has been made to provide secondary school places should the Wren Academy not be able to offer them in September 2020?

Reply from Councillor Rick Jewell

It has been confirmed by the Department for Education (DfE) after negotiations with council officers that the Wren Academy will be opening in September 2020. This is really good news for the borough and the school will welcome 180 pupils into Year 7 in September.

Question 17 from Councillor Sinan Boztas to Councillor Gina Needs, Cabinet Member for Social Housing

Can you report how the winter shelter has contributed to reducing rough sleeping, how many rough sleepers have been supported and what are our plans for the shelter?

Reply from Councillor Gina Needs

Enfield Council opened a homeless Night Shelter on 27th November 2019, providing specialist support and accommodation for rough sleepers in Enfield over the winter months. The shelter is managed by Enfield Council as part of its rough sleeping service and is located on the Claverings Industrial Estate in Edmonton. The Shelter opens every day between 5pm and 9am, providing somewhere warm to stay and hot food.

We have received grants worth £136,575 from the Greater London Authority and the government to fund the shelter until the end of March 2020. However, we have bid for additional funding to keep the shelter open next year until March 2021 for 24 hours a day, to give rough sleepers a safe place to stay during the day, and somewhere to work with relevant services to support them into longer term accommodation.

To date, our outreach workers have assisted 15 rough sleepers to move off the streets and into the Shelter. We have helped 2 of these rough sleepers to move from the Shelter into longer term accommodation with appropriate support.

Question 18 from Councillor Glynis Vince to Councillor Nesil Caliskan, Leader of the Council

Would the Leader of the Council confirm when the Calendar of Meetings dates for 2020/21 will be available? In previous years there has always been a draft list of future dates for the council year ahead.

Reply from Councillor Nesil Caliskan

The Calendar of Meeting dates for 2020/21 will be included on the agenda for Annual Council on Wednesday 13th May 2020 where it is submitted for formal

approval, as is usual practice.

Draft meeting dates will be circulated for consultation to Executive Management Team, the Leader of the Council, Leader of the Opposition and the Political Group Whips for comments in the weeks leading up to Annual Council.

Question 19 from Councillor Mahmut Aksanoglu to Councillor Gina Needs, Cabinet Member for Social Housing

Can you tell us how the tenants and leaseholders are being kept updated on the progress we are making to improve the Council Housing service?

Reply from Councillor Gina Needs

The improvements to Council Housing Service have been a regular topic of conversation with residents. We are committed to working closely with residents and co-designing the new Council Housing Service offer together.

There is an Insourcing Residents' Stakeholder Group that meets monthly to oversee the process of in-sourcing responsive repairs services and setting up a Direct Labour Organisation (DLO).

We held two TOM (Target Operating Model) engagement workshops with the residents over the summer to co-produce the future Council Housing Service offer. They have told us the areas for improvements they would like us to focus on first – "get the basics right". We have aligned our internal improvement delivery programme to those principles.

We have been providing regular updates on the progress via the Leaseholders' Forum (meets every 6 weeks) and Customer Voice (every 4 weeks).

The Housing Advisory Board, which has residents' representatives included, was consulted about the HRA Business Plan, progress on the insourcing and feedback from the summer TOM co-design session.

An article is being included in the current issue of Housing News due out this winter, to inform the wider residents' group of the progress.

We are holding two residents conferences this winter, co-produced with residents' steering groups: for leaseholders on 22 February 2020 and for tenants on 7 March 2020. We will be reporting on progress to the improvement programme in Council Housing.

Question 20 from Councillor Lindsay Rawlings to Councillor Guney Dogan, Cabinet Member for Environment and Sustainability

Would Councillor Dogan, Cabinet Member for Environment and Sustainability inform the chamber how many households have experienced a missed green waste collection since the start of the new paid for service to date?

Reply from Councillor Guney Dogan

There can be a variety of reasons for a missed collection, for example obstructions caused by parked cars, access issues, or bins not being presented correctly and error by the collection crew. The service started 11 weeks ago and since then there has been a total of 1,373 bins not collected as scheduled. This is a weekly average of 114 bins which equates to 0.44% per week of the service as missed collections. Whilst the garden bins were missed on a scheduled day the service has and will endeavour to empty every bin that was genuinely missed.

Question 21 from Councillor Margaret Greer to Councillor Nesil Caliskan, Leader of the Council

Can you please provide an update on the Council's Poverty Commission and the planned response?

Reply from Councillor Nesil Caliskan

I am pleased to tell the member that the independent Enfield Poverty and Inequality Commission that has been sitting since the Summer of 2019 has issued its final report. This took place at a launch at the House of Lords on Monday 20th January 2020 which was hosted by the Commission Chair, Baroness Tyler of Enfield and the Smith Institute.

I welcome the final report and I believe it accurately reflects the changing nature of our borough and helps illustrate starkly just how many residents struggle in their daily lives to keep going and keep their heads above water. I think it is clear that the report shows that far too many Enfield residents continue to be disadvantaged by the ideologically driven austerity programme introduced by central Government which shows no sign of being halted. We need to do all we can to persuade the Government to change course on austerity and we will work hard using all avenues possible to lobby hard and get the best possible outcome for Enfield.

I think it's worth remembering that Enfield Council has been forced to save £178 million since 2010 because of spending cuts imposed by central government, despite increasing pressure on local services. The core funding the Council receives from Government to provide vital services for its residents has been cut by an average of £800 per household in Enfield, and we need to contemplate further savings of £13 million in the 20-21 financial year as austerity continues exert its influence.

This level of funding reduction, and the similar cuts meted out to other essential front-line public services cannot be done without effect on those who rely on those services to be there for them.

Sadly, the evidence of increasing poverty and inequality is all too clear and as the report illustrates is becoming more pronounced in many parts of our borough. We have seen a significant increase in Food Bank usage, health inequality remains stark and spatially defined, and our levels of youth violence are worryingly high.

This administration is fully committed to doing all it can to help those in our borough who are trying to manage their lives in the context of ongoing poverty and inequality. I am pleased that the independent report echoes some of our own thinking and that much of what is contained in the recommendations has resonance with what we are doing and what we will be seeking to do in the coming years to help people.

It is also hugely valuable to gain a fresh and independent perspective, that can shed new light from a different angle on what is one of the biggest challenges facing us as a borough and one that many local authorities similarly face. The report provides challenge and gives us much food for thought.

And that's why I wanted this commission to be independent, to be tightly timebound and to be focused in a way that could help point to potential solutions for some of our most complex challenges.

We are making some good progress to tackle poverty and inequality in the borough, but the challenge is vast, and it will take an extended period, with greater support from central Government to truly overcome.

Over the past 18 months, we have already taken some bold decisions; investing significantly in youth services to reduce offending and give young people hope; taking greater control by initiating Council-led regeneration so we can deliver more genuinely affordable homes for local people; and pumping additional resources into services for the most vulnerable children; helping us achieve a 'good' Ofsted. We have also insourced a number of Council services including housing repairs to directly address the issue of poor-quality accommodation.

The recommendations in this report will be worked through in partnership with local communities and other front-line service providers. They will help us make practical changes so we can begin to remove the barriers that prevent our poorest and vulnerable citizens from reaching their full potential. I believe we have the energy and resilience as a local authority to lead Enfield in making further inroads and turning the tables on poverty and inequality in our borough. I am determined to ensure we have the resolve and vision to create a lifetime of opportunities for everyone in the borough.

We want to get to work straight away on creating the environment and the actions that can take the recommendations in this report forward. A local event hosted by Edmonton County School on 10th February 2020 will be our first step in getting into the detail of the report and setting out on a journey to make the recommendations come to life and bring benefit to those in our borough who need a helping hand. I

look forward to working with the whole community to implement these recommendations over the coming years.

Question 22 from Councillor Lindsay Rawlings to Councillor Guney Dogan, Cabinet Member for Environment and Sustainability

Would Councillor Dogan, Cabinet Member for Environment and Sustainability inform the chamber what percentage of the households who are entitled to have a new food waste bin have actually received one?

Reply from Councillor Guney Dogan

As with any new service being implemented on the scale of 90,000 properties, there are minor anomalies that surface, shared properties that previously shared larger wheelie bins are identifying themselves as they require individual caddies for food. The vast majority, in excess of 95% of kerbside properties have received a food recycling caddy bundle, with the majority delivered in October. We have had further requests including replacement for broken. All these have been done. Ninety-eight new requests have come in which are planned for delivery.

Question 23 from Councillor Anne Brown to Councillor Alev Cazimoglu, Cabinet Member for Health and Social Care

Can the Cabinet Member provide an update on the various changes that are taking place within the Clinical Commissioning Groups (CCG's) and what this might mean for Enfield?

Reply from Councillor Alev Cazimoglu

I along with the Cabinet Leads from Haringey, Islington and Camden met with Helen Peterson, the accountable officer for North Central London (NCL) on 19th November 2019 where we raised our concerns about the establishment of the Governing Body for the new merged Clinical Commissioning Group (CCG), and lack of local authority representation. I personally expressed my concern around the underfunding of Enfield Health Services, the underdeveloped primary care landscape and the historical underlying deficit. North Central London CCG application to merge was approved by NHS England in October 2019.

Clinical Commissioning Groups (CCGs) succeeded Primary Care Trusts (PCTs) in 2013 as the bodies responsible for commissioning healthcare services within their geographical footprint. In January 2019 the NHS Long Term plan signalled that the NHS and its partners will be moving to create Integrated Care Systems (ICSs). Consequently, Enfield CCG will become part of the North Central London (NCL) CCG on 1st April 2020.

At an NCL level:

- There will be an NCL Board. The Board will include 2 x GPs from each borough but what Local Authority representation there will be is unclear.
- Guidance is that 80% of current functions to stay in boroughs. This reflects the 20% savings needed from CCG management costs but it is unclear what functions may move centrally.
- NCL has appointed a new Accountable Officer; Frances O'Callaghan, who commences in post in mid-February. Her last post was Director of Strategic Implementation and Partnerships at the Homerton.
- The current Accountable Officer, Helen Peterson, is still in post.
- NCL is seeking to procure as much as possible from within its own footprint e.g. the 5 boroughs (Enfield, Barnet, Islington, Haringey, Camden).
- NCL is looking at developing integrated care pathways e.g. better coordination between primary and secondary care. This will start with Frailty.

At an Enfield level:

- Each borough CCG to have same format e.g. 1 x Managing Director, 1 x Director of Integrated Care and 1 Director of Transformation
- Deborah McBeal has been appointed as the Director of Integrated Care e.g. joint commissioning and Section 75 (pooled resources between the LA and the NHS and delegating health related functions to each other) and Vince McCabe as the Director of Transformation; (QIPP (Quality, Innovation, Productivity and Performance) and system resilience
- The Managing Director post will be recruited to in the near future.
- Enfield CCG Boards will disappear
- Delivery of Primary Care is expected through Primary Care Networks (PCNs). There are 4 PCNs in Enfield of which 2 have 3 'neighbourhoods' e.g. sub-divisions.
- There was a consultation on specifications for PCNs which closed on 15th Jan 2020.
- Enfield PCNs are not coterminous with any other health, social care or other body's geographical footprint.

Timelines are unclear. The new NCL CCG will come into being on 1st April 2020. Restructures of the current CCGs below the level of directors is likely to happen in the next few weeks. There is uncertainty of when the PCN specification is likely to

be finalised, what current (local) CCG functions will move centrally and what the relationship between the NCL CCG and PCNs will be.

Within the above uncertainty there is widespread recognition that boroughs in the south of NCL are better funded than those in the north and that a greater health gain could be achieved by addressing this inequality. Theoretically this would mean some redistribution of resources. However, southern boroughs may rather wait for extra funding to come into the system rather than moving existing funding.

Question 24 Councillor Lindsay Rawlings to Councillor Guney Dogan, Cabinet Member for Environment and Sustainability

Would Councillor Dogan, Cabinet Member for Environment and Sustainability inform the chamber how many households have experienced a missed food waste collection since the weekly service was introduced?

Reply from Councillor Guney Dogan

There can be a variety of reasons for a missed collection, for example obstructions caused by parked cars, access issues, or bins not being presented correctly and error by the collection crew. The service started 11 weeks ago and since then there has been a total of 2,708 bins not collected as scheduled. This is a weekly average of 225 bins which equates to 0.36% per week of the service as missed collections and still represents a high performing service.

Question 25 from Councillor Guner Aydin to Councillor Nneka Keazor, Cabinet Member for Community Safety and Cohesion

Can the Cabinet Member tell us what the Council is doing to address the increasing anti-social activities in the borough?

Reply from Councillor Nneka Keazor

The Council continues to invest in CCTV and schemes are recently finished in Holly Walk in Enfield Town to deter and detect robberies and anti-social behaviour. This has been shown to have a beneficial impact in conjunction with other interventions.

Over the last weekend in Enfield Town, the camera operators spotted an attempted robbery and were able to assist the police in identification of the alleged perpetrators which has led to arrests.

Other schemes recently delivered include Highlands and site surveys have been carried out to install cameras at Pymmes Park using external funding we have been able to access from the London Violence Reduction Unit.

One of the recommendations in the recent Enfield Poverty Commission is to work

with partners to make public spaces safer for people of all ages and the Council's contribution of CCTV provision greatly assists the police and other services.

In 2019 alone, the CCTV centre viewed over 21,000 incidents and in 963 camera evidence was used to support arrests. Additionally, we spend £1m on CCTV and we also fund police officers. The huge cuts imposed by the Conservative government to policing has meant that Enfield has lost hundreds of police officers. Enfield Council continues to campaign for more neighbourhood police.

Question 26 from Councillor Lindsay Rawlings to Councillor Guney Dogan, Cabinet Member for Environment and Sustainability

Would Councillor Dogan, Cabinet Member for Environment and Sustainability inform the chamber how many people have ordered larger dry recycling wheeled bins in anticipation of the future collection changes and how many have actually received them?

Reply from Councillor Guney Dogan

7,814 bigger blue bins have been requested. Exchanges are underway and are expected to be completed before the start alternate weekly collections for refuse and dry recycling which will start from 2 March. We would expect that once the alternate weekly collection start, more residents will request larger blue recycling bins which will be welcomed to help drive up our recycling rates.

Question 27 from Councillor Claire Stewart to Councillor Nneka Keazor, Cabinet Member for Community Safety and Cohesion

Can the Cabinet Member update on what the Council is doing to tackle domestic violence in our community?

Reply from Councillor Nneka Keazor

Community safety have launched a new communications campaign, raising awareness of domestic abuse. This year they have concentrated on four risk factors to highlight the risk at these vulnerable moments.

The four risk factors targeted through the campaigns

- risks of leaving a domestic abuse relationship,
- increased risk of DA in pregnancy,
- increased risk of DA in adults over the age of 60
- and increased risk of DA in disability.

All campaigns went out across social media and were shared widely to be advertised at GP's, children centres, council internal screens and external office sites. The campaigns have received positive feedback. (See attached for reference).

We held a "White Ribbon" event to promote ending male violence against women. The event was supported various speakers including guest speaker Ryan Hart whose mother and sister were killed by his father.

We have recently re-commissioned IDVA (Independent Domestic Violence Advocates) Services so that we can support a lot more victims of domestic abuse. The referral criteria have changed so that anyone can self-refer to them directly. There is a duty line where victims and professional can call in directly for advice. 020 3795 5068 provides local advice between 09.00-18.00 Monday to Friday. This is a local additional service. The Domestic Abuse National helpline number 0808 2000 247 and is available 24/7.

We are involved in 3 separate bids for external funding.

- 1) 100k per borough for an 8 borough joint bid to continue support for women with complex needs.
- 2) 50k per borough for a 3 borough bid to support children who are taken to refuges by a parent fleeing domestic abuse.
- 3) Around 100k to support families fleeing domestic abuse who are housed in temporary accommodation.

Question 28 Councillor Clare de Silva to Councillor Alev Cazimoglu, Cabinet Member for Health and Social Care

Would Councillor Cazimoglu, Cabinet Member for Health and Social Care please explain why this Council is following an ideologically-driven approach to project creation (such as with the building of Reardon Court and other projects) which insists on in-house service delivery regardless of the expertise within the Council when it would be far better to use external contractors who are specialists in their field?

Reply from Councillor Alev Cazimoglu

This Council is taking responsibility for the care of its vulnerable adults, which is in complete contrast to that of her government's approach to social care which has cut social care spending by £7.7bn since 2010, pushing the sector into crisis and leaving over one million vulnerable people without the care they need. With over 50% of private companies handing back contracts to local authorities, closing down homes and leaving vulnerable people exposed, it's really not the time to advocate a bigger role for the private sector.

Leading the development of an Extra Care Housing service on a site owned by the local authority will increase the long-term security of supply, helping to ensure that future costs can be managed, and statutory care requirements can be met. The development of an existing Council site for this purpose has optimised the use of a

local authority asset whilst opening up the opportunity for funding from the GLA which has been achieved to a value of over £9million.

Options for the provision of housing management and care/support services shall be explored further and we will as always give this careful consideration at the appropriate time as to how these services should be provided. Adult Social Care has always provided a mixed economy of care providers with both in-house, voluntary and community organisations and private providers based on best value and ability to provide good quality and skilled care.

Question 29 from Councillor Huseyin Akpinar to Councillor Nneka Keazor, Cabinet Member for Community Safety and Cohesion

Can the Cabinet Member tell us what action is being taken to deal with the anti-social activities around Joyce Avenue & Snells Park Estates and on Fore Street?

Reply from Councillor Nneka Keazor

We are deploying a joined-up place based strategy to tackle the issues on this estate, and this includes working with the GLA to explore the policy and investment support they can provide to enable us to make a step change in the quality of life of residents' short term and through our plans for regeneration.

As part of this approach a walkabout has been carried out to identify areas on the estate which could benefit from additional CCTV, fencing, removing planting, improved lighting and potential demolition of unsuitable garages in order to deter criminal or anti-social activity.

It is envisaged that the regeneration team will support some of the cost associated with this.

The community space at Boundary Hall on Snells Park Estate is in the process of being redesigned into offices and the anti-social behaviour officer responsible for Joyce Avenue and Snells Park will be basing themselves there for half a day per week when the space re-opens in March 2020.

This will give residents an opportunity to speak with the officer and share concerns.

The Youth Development Unit have been working with local schools to capture their views of estate.

Since October waste enforcement and litter wardens have been visiting the estate daily to tackle the increase in fly-tipping.

Enfield Council fund a police team who are now at full strength (15) who actively patrol council housing land including Joyce Avenue and Snells Park.

Enfield Council and the police have carried out a lot of work on Joyce Avenue and Snells Park relating to deterring street sex work including regular proactive operations.

Additional work includes the removal of old unused bin rooms and fencing off hidden areas which are being used by prostitutes etc is ongoing.

We have also used tools such as an advertising campaign to deter kerb crawlers. A Public Space Protection Order has been implemented on the borough, part of which is to prohibit soliciting, loitering or kerb crawling.

Days of actions have been carried out in the Joyce Avenue, Snells Park and the surrounding area to issue fixed penalty notices to any person breaching any of the PSPO.

In the last 8 weeks the police have made 28 arrests and issued in excess of 100 cautions. They have seen a reduction in the numbers of women soliciting from up to 30 per night to a handful, which makes the problem more manageable. We accept that they may have been some displacement into other boroughs, but the aim of the additional focus was to deter street sex work and provide respite in levels of ASB suffered by local residents. As part of our discussions with the GLA we want to work to get a lasting solution to this problem so that it does not blight other communities.

Question 30 from Councillor Terry Neville to Councillor George Savva, Cabinet Member for Planning and Regulatory Services

As Councillor Savva, Cabinet Member for Planning and Regulatory will know it is open to ward members to request a referral to the Planning Committee of particular planning applications. Can he explain why, following a request on the 16 September for a planning application relating to 36 Berkeley Gardens N21 to be referred to the Planning Committee because if granted it would create a precedent in that road, officers ignored the request and proceeded to grant the application under delegated powers on the 28 September?

Would Councillor Savva give the council an undertaking that the provisions of the Constitution in this regard will not be breached again in the future and that appropriate action will be taken to prevent a recurrence.

Reply from Councillor George Savva

It is regrettable that this email request by Councillor Neville was overlooked and officers subsequently made a decision to grant planning permission for the conversion of the property single family dwelling house into two flats.

Planning officers have been issued with updated guidance and specific training has been given to officers on what should be done when such requests are received to

avoid this reoccurring.

Question 31 from Councillor Ahmet Hasan to Councillor Nneka Keazor, Cabinet Member for Community Safety and Cohesion

Can the Cabinet Member inform us how the Council will be marking the Holocaust Memorial Day?

Reply from Councillor Nneka Keazor

I thank the member for highlighting this important event in the civic calendar.

As the Cabinet Lead Member for Community Safety and Cohesion, I am pleased to announce the Borough's annual event to commemorate Holocaust Memorial Day, (which is now in its 21st year), will take place on Monday 27 January 2020, at the Dugdale Centre in Enfield town.

Holocaust Memorial Day is the international day to remember those killed under Nazi persecution and in genocides in Cambodia, Rwanda, Bosnia and Darfur. Holocaust Memorial Day 2020 marks 75 years since the liberation of Auschwitz-Birkenau (27 January) and the 25th anniversary of the genocide in Bosnia (11 July).

Each year, in Enfield, we aim to bring together a cross-section of the Borough's population to remember with us the horrors of the Holocaust and the genocides that have been occurred in recent history.

The Council is committed to this annual act of commemoration to inspire future generations to be educated about the atrocities humans have committed against each other, and to help prevent them from ever happening again.

Each year we invite a local school to work with us and to participate at the event. This year, I am pleased to say, we will see a number of students from Enfield County School for Girls, who will be speaking about their trip to Auschwitz and exhibiting some of their school project work.

The Holocaust Memorial Day theme this year is 'Stand Together' and we have organised a range of speakers, poems and live music to ensure a thought provoking and interesting evening.

I believe we must all continue to be vigilant against anti-Semitism, racism, and discrimination in all its forms, as well guard against hatred and persecution on a daily basis.

This year, Enfield's Holocaust Memorial Day event, as in previous years, is our opportunity to explicitly demonstrate our commitment to stand together against discrimination and to play our part in creating a more tolerant, cohesive and harmonious world.

Question 32 from Councillor Chris Dey to Councillor Guney Dogan, Cabinet Member for Environment and Sustainability

I have received a number of complaints from residents regarding the limit to five books of visitor parking vouchers. This is particularly the case in roads which have a seven-day operation and/or long hours of operation. Residents who have a weekly gardener, cleaner or tutor for their children are getting through the books in no time. Residents pay for the controlled parking zone permits. Would Councillor Dogan, Cabinet Member for Environment and Sustainability scrap this arbitrary limit so residents can purchase as many vouchers as they genuinely need?

Reply from Councillor Guney Dogan

Out of 7500 resident permit holders the Council has received 61 requests for more than the 5 books (10 visitors' vouchers per book) per annum. As the Member will know those who have requested further permit books have received them. However, the Council will be consulting on its resident and visitor permit scheme in the Spring and any further formal changes will be made in conjunction with the results of the consultation.

Question 33 from Councillor Ergun Eren to Councillor Rick Jewell, Cabinet Member for Children's Services, Education and Protection

Given the issues of serious youth violence in the borough, can the Cabinet Member confirm whether a bid for additional resources was made to the Mayor of London's Young Londoners Fund and if so, what was the outcome of that bid?

Reply from Councillor Rick Jewell

Council officers and community groups submitted a bid to the Greater London Authority's (GLA) 'Young Londoners Fund'.

The bid entitled 'Inspiring Young Enfield' proposed a community led programme of locally delivered support, incorporating a public health approach and working with universal services to help young people to make positive life choices, reconnect with their neighbourhoods and realise their potential.

I am delighted to confirm that our bid was successful and that the GLA have allocated £1,326,588 over a 3-year period from January 2020 to December 2022. The programme will be facilitated by the local authority and will see 22 projects delivered over a 3-year period in the borough by a range of partners focussing on: -

- Education, training, employment and creativity
- Physical health and wellbeing
- Emotional and mental health support

- Family support work

The programme will support children and young people aged 10-21 living in Enfield who are at risk of exclusion or at risk of becoming involved in criminal activity and will focus on our most deprived wards in the borough. It will provide much needed community support to work with young people in the borough and add great value to current service provision to help our young people make the most of the opportunities available to them.

Question 34 from Councillor Maria Alexandrou to Councillor Mary Maguire, Cabinet Member for Finance & Procurement

Would Councillor Maguire, Cabinet Member for Finance & Procurement inform Council of the total amount spent by the Council on consultants including a breakdown of costs for individual consultations ie waste collection for 2016/2017, 2017/2018, 2018/2019, 2019/2020 (to date).

Reply from Councillor Mary Maguire

Published below are the figures for consultancy expenditure for the last three financial years and the 2019/20 expenditure to date as recorded on the financial ledger. These figures represent a mixture of both service provision and consultancy services as these are not separately identified in our financial ledger system. For example, within the 2017/18 and 2018/19 total figures of £5.7m and £8.9m, includes expenditure incurred with Ernst & Young providing the co-sourced Procurement & Commissioning hub service.in the region of £1.5m and £2.3m respectively.

2016/17	2017/18	2018/19	2019/20 to date
9,590,456	5,731,589	8,899,668	6,513,729

The following are some examples of consultations that have been undertaken since 2016/17 and the consultants commissioned to support the process.

2016/17

- Tenants survey (STAR): Telephone survey of a representative sample of Council Tenants (650approx) £10,300. Commissioned through the London Tenders Portal.

2017/18

- Leaseholders survey (STAR): Telephone survey of a representative sample of Council Leaseholders (550approx) £9,500. Commissioned through the London Tenders Portal.

2018/19

- Enfield Residents' Survey: 1,100 Face to face interviews. £27,500 BMG Research (Commissioned through the London Tenders Portal) (Chief Executives)
- Healthier Lifestyles: Minimum 200 (maximum 1,000) On-street interviews for Public Health designed to support residents adopt a healthier lifestyle. £2000.
- Waste consultation: Eunomia £66,419.

2019/20

- Housing Improvement Programme (Year 1): Measuring the drivers of residents' satisfaction with Housing. £40,552 BMG Research (Commissioned through the London Tenders Portal) (Housing Services)
- Consultancy Services for Estate Renewal - Community Engagement Joyce and Snells Regeneration £7,500 BUILD-ID (Regeneration)

Question 35 from Councillor Chris Bond to Councillor Nesil Caliskan, Leader of the Council

Can Councillor Caliskan provide an update on the campaign for Transport for London (TfL) to install speed cameras on the A10?

Reply from Councillor Nesil Caliskan

For many years, residents have suffered from the anti-social behaviour associated with street racing on the A10 and the large gatherings of cars on the adjacent retail parks. There has also been a significant increase in the number of collisions on the A10 since many of the previous static cameras were removed by Transport for London (TfL) in 2015.

Both officers and members have long argued that average speed cameras were needed to address the current problems and that the recent police enforcement activity, whilst welcome, is not sustainable in the long term.

Following a meeting last year with the Deputy Mayor for Transport and further discussions with her and her senior officers, I am delighted to report that TfL have committed to implement an average speed camera system on the A10. Initially this will be a temporary system, installed this Spring, whilst TfL design the permanent scheme, which will be in place before the end of the year. The Police will be maintaining their enforcement activities on the A10 until the new arrangements are in place. I would like to thank the Police for the work they have done in recent months, which has made a huge difference to lives of many residents.

I will be meeting TfL in February to go over the details of the scheme and to ensure that the works are completed as quickly as possible.

Question 36 Councillor Terry Neville to Councillor Nesil Caliskan, Leader of the Council

On the 12 and 18 December following a number of complaints from residents in Grange Ward about repeated failures to collect the new brown bins, and others about green bin, I wrote to Councillor Caliskan, Leader of the Council asking for an explanation. I'd previously written to Councillor Dogan, Cabinet Member for Environment and Sustainability who failed to acknowledge or reply.

Will Councillor Caliskan tell Council why she failed to respect elementary courtesy between members by not replying to either email up to at least 6 January, and what action is she taking to see that her new policy on refuse collection is properly managed and implemented?

Reply from Councillor Nesil Caliskan

I am sure the Member will appreciate, as he points out as being a previous Cabinet Member for Environment, that changes to a universal service such as Waste and Recycling Services are significant and complex. Overall, across the borough we collect both refuse and recycling from around 130,000 properties for blue and black bins which equates to over a quarter of a million (+250,000) collections every week currently, this is for only the blue and black bins.

You will also be aware that this Administration is committed to improving the borough's recycling rates and has therefore, as part of wider service changes, taken the decision to introduce a completely new separate food waste collection service. The scale of this additional new service is such that we are now collecting separate food waste from around 90,000 properties. To achieve this, it has required the creation of seven additional new collection rounds with 21 new staff, it would be unrealistic to think that there would be no issues at all and therefore inevitably there will be some 'teething' issues.

Officers within the service are always striving to make collections as per any schedule but sometimes are unable to do so for a variety of reasons and missed collections do occur. This happens throughout the year under normal circumstances as part of business as usual. Reasons can vary but examples can be; bins not presented at the right time or place, contamination, access issues due to parked cars or an error on the part of the crew. The last reason can be more prevalent when a new service is introduced with new crews learning the streets, properties and general layout of an area and we would expect these instances to reduce over a relatively short period of time, generally over the first three months of the new service being introduced.

Whilst we appreciate that for the resident that does experience a missed collection this can be extremely frustrating, I can assure you that the number of current missed collections are comparatively low in context of the around 90,000 properties that are being carried out each week. Since the service started on 4 November 2019, 0.44% of garden waste bins and 0.36% of food waste bins per week have

been reported as not collected – around three to four in every thousand, reasons for collections not being carried out include bins not being presented properly, incorrect material being placed in the bin and contaminating it or operatives being unable to access streets to make the collection. However, the operational teams are working to achieve zero missed collections if this is ever possible.

Regarding the garden waste service, fundamentally, this is also a new service as it is now a subscribed customer only service and therefore four new rounds have had to be created, the design of the rounds can also be dynamic as subscribers are being added on a daily basis. Our teams are absolutely committed to providing excellent customer service and the number of missed collections is also small in the context of the current level of c26,000 subscribers. However, we will not be complacent, and we understand that this is a paid for service and I have asked officers to ensure that all collections are made.

Where issues have been raised officers are dealing with them and responding directly with residents.

Question 37 from Councillor Huseyin Akpinar to Councillor Nesil Caliskan, Leader of the Council

Can you tell us how the consultation on plans for the Joyce Avenue & Snells Parks Estates is going and what is the response from residents?

Reply from Councillor Nesil Caliskan

The first Joyce & Snells exhibition was held over the first two weeks of January with around 200 residents visiting Boundary Hall and conversations held with approximately 400 people, either at Boundary Hall or on their doorstep. Due to length of the exhibition and staff resource deployed, visitors had enough time to chat through the plans and their views in detail, giving the Council a really clear understanding of their views and helping residents to understand many aspects of the proposals.

The overwhelming view towards the general principle of estate renewal was positive. Three design sessions were held with HTA architects, one of which was specifically for Turkish speakers. These sessions were well attended and helped residents gain a real understanding of way master planning and design works and all the different aspects that need to be considered. This session will be repeated with the steering group at their next meeting on 30th January 2020.

All concerns, views and ideas will be collated, and a response prepared which will then be fed back to residents. The biggest issue of concern raised by residents concerned the issues they are experiencing now in terms of crime, prostitution and general estate upkeep/property maintenance. The Council has committed to a place-based approach which will see housing management staff resourced

specifically for Joyce & Snells, investment in safety measures such as garage clearance and CCTV and closer worker with the police.

Boundary Hall will now be refurbished into a community hub, with estimated completion by the end of March. Once completed regeneration and housing staff will be permanently based on the estate. In the meantime, the regeneration team will continue to be regularly based on the estate through a weekly programme of home visits, pop up exhibitions across the estate and meetings with other stakeholders such as local businesses, REACT, schools and other community organisations.

Question 38 from Councillor Yasemin Brett to Councillor Guney Dogan, Cabinet Member for Environment and Sustainability

The Council were to look into anti-idling and to carry out targeted actions. I wrote on this subject some time back. Grenoble Gardens in Bowes was to be one of these targeted areas. Given the poor pollution figures for London and the fact this street has several schools on it, I would very much appreciate an update on this and measures to address idling generally. Has it happened?

Reply from Councillor Guney Dogan

The Anti-Idling Co-ordinator has been asked to make contact with schools on Grenoble Gardens. Following this, contact will be made with St. Michael's at Bowes School and this school should be receiving an anti-idling event, provided they wish to proceed.

2. Questions to Chair of Overview and Scrutiny Committee

Question 39 from Councillor Joanne Laban to Councillor Susan Erbil, Chair of the Overview and Scrutiny Committee?

Will Councillor Erbil, Chair of the Overview and Scrutiny Committee, commit to allowing the public to ask questions at meetings?

Reply from Councillor Erbil

Public attendance and involvement of residents is welcomed at Scrutiny Committee meetings. Although there is no automatic right for the public to ask questions, following any questions by the committee, I may, if time permits, open up the questions to members of the public.