

TAKEnote

Walworth Community Council



Monday November 13 2006 at 7pm
Pasley TA Hall, Stopford Road, Walworth, SE17

Issue no. 10

southwark.gov.uk/communitycouncil

Issues at this meeting

- Cleaner, greener, safer
- Community fund decisions
- Walworth one stop shop
- Newington library



Exciting events for Walworth residents; successful bids from local groups for imaginative projects bringing the community closer together

Each community council has been given £15,000 to distribute to local community groups to fund events in the area. Groups could apply for up to £1,000. Thirty five bids were put in. Some organisations put in more than one application, but each application was for a separate event.

Twenty-six applications were successful, including:

- fun days in local parks
- arts & crafts markets
- painting courses
- educational visits for young people

- carol concerts
- Christmas parties for residents with mental ill health
- mobile live entertainment for the housebound
- coach trips
- gardening and wildlife events
- cultural festivals
- showcases of street dancing
- fashion and singing.

Something for everyone!

For further information, please contact Forid Ahmed on 020 7525 5540.

Cleaner, greener, safer scheme brings children and young people to vote for their favourite projects

Over 120 voting papers were used during the selection of residents' favourite cleaner, greener, safer projects. Young residents attended in large numbers, ably led by parents and group leaders.

During the workshop, applicants gave a brief description of their proposals, and why their particular project should be funded. For the Southwark Tigers Rugby Football Club, a 10-year-old resident told

councillors that the Tigers needed improvements to their clubhouse for a changing room, lavatories and a kitchen.

All in all, 54 bids were received for cleaner, greener, safer projects in the Walworth area. Pasley Hall was packed with residents, all keen to vote for their favourite project. Everyone present was entitled to vote for up to ten projects. In addition to the individual project

presentations, residents were also provided with posters of each project featuring a picture and details.

Members will consider all the proposed projects, and will take residents' voting into account. The successful bids will be announced at the next meeting.

For further details contact Charlotte Glazier on 020 7525 0859



Proposals for Newington library: further consultation

Further consultation has taken place since the October community council meeting. There have been six tours of the proposed new space for the reference library, public access computers and study area. Twenty four residents attended, some for more than one tour. Everyone on a tour had their attention drawn to the feedback forms.

The proposal includes moving the current reference stock to open access shelving on the ground floor, with less current volumes held in the gallery. The least current book stock will be held on shelving only accessible by library staff; library users can easily access this stock by asking a member of staff to collect the book(s) they want from the reserve stacks.

There is no change in the number of computers available for public access, and there is a small increase in the number of study spaces available to the public. The study area will have signs erected informing readers that this area is only for quiet use.

Residents noted that the East Walworth Area Forum had voted for the Newington library to be refurbished. Concerned groups were investigating funding for the installation of a lift to make the existing reference library accessible to physically disabled people.

The report on the proposals for the library to the council executive will be redrafted by the end of November 2006.

For further information please contact Adrian Whittle on 020 7525 1577

Walworth one stop shop and the customer service centre (CSC) – the council's call centre

Many of the calls received by the customer service centre related to queries about repairs to council-owned housing and there was an average waiting time of approximately 51 seconds for calls to be answered. In October 2006, the average waiting time for calls to be answered was 31 seconds and call centre staff took 210,000 calls, responding to questions about all council services to residents and businesses.

The call centre staff and management have a culture of continual improvement to service delivery and customer care. There is ongoing work on how the computer and phone systems can be improved upon. An independent survey showed that 61% of users of the call centre were satisfied that their queries had been resolved.

Future improvements to the call centre include a project to enable call centre staff to make direct bookings for residents with the contractors responsible for the repairs. Call centre managers are keen to work closely with contracting firms, to ensure a seamless interface.

An independent group has undertaken a survey of the Walworth one stop shop, including individual interviews with 400 customers. Findings from the survey show that there is an average waiting time of eight minutes for visitors to see an information officer and that 80% of customers were satisfied with the service and had their queries resolved.

A resident who raised a complaint about poor information given to her by an information officer at the one stop shop was reassured that the particular officer had been given extra training.

There is a scrutiny review of the performance of the customer service centre and the one stop shops in progress and several residents completed and returned forms at the meeting. If you want your comments included, write to **Peter Roberts, Overview & Scrutiny Team, Town Hall, Peckham Road, London SE5 8UB** or e-mail peter.roberts@southwark.gov.uk.

For further information on the one stop shops in Southwark and the customer service centre, please contact Dominic Cain on dominic.cain@southwark.gov.uk

Your next Walworth meeting is on Wednesday December 13 2006 from 7pm at the Aylesbury Day Centre, 2 Bredenham Close, off Albany Rd, SE17

Up for discussion is the results of cleaner, greener, safer bids and the Walworth Road project. Everyone welcome!

