

Responses to public questions submitted at the Walworth community council meeting held on 10 November 2010.

Question	Response
<p>Housing Repairs Note: a number of questions relating to individual issues were submitted at the meeting which have been forwarded to the housing repairs team who will respond to residents directly</p> <p>Do you interview contractors on their competence to do the work required by tenants, i.e. is he a carpenter sent to do a plumbing job? Then do you get rid of contractors with consistently bad reports from tenants?</p> <p>Do the council pay for contracts not complete?</p> <p>Why isn't there anybody from the council overseeing that the work has been carried out by contractors?</p> <p>Can all Type 2 and Type 3 asbestos surveys for estates in Walworth be made available at future community council meetings?</p>	<p>We interview the contractors as part of the selection criteria at tender stage. Individual operatives are selected by the contractors. The process used at the call centre should select the correct trade for the job. some operatives are multi-skilled. Operatives found to be consistently producing poor quality work are subject to the Councils disciplinary process(in the case of SBS)</p> <p>Only in error. These errors are usually picked up and corrected by the commercial team.</p> <p>There are 17 technical officers, 8 complex repairs officers and 2 repair managers overseeing repair work carried out. The commercial team check payment claims to ensure that the same jobs are not repeated without cause and that we are not overcharged.</p> <p>All asbestos surveys are recorded on the Council's Asbestos Data Base.</p>
<p>Minutes Why are the names of people asking public questions not minuted?</p>	<p>The names of people asking questions are not currently minuted as those asking the question may not be aware that their name will be in a document which is widely circulated and available on the council website. The chair will discuss with colleagues on the community council if they are of the view that names should be minuted, but it would need to be made clear to those asking questions that this would be the case.</p>
<p>Car Parking Shop What are the council's plans for the parking shop?</p> <p>Does Southwark Council support the closure of the parking shop? Why doesn't the council take over the contract and retain the staff?</p>	<p>The council has been working on a project to improve its parking service's customer access and service.</p> <p>The first part of this was putting parking ticket payments online, on an automated telephone payment system and into the cash offices.</p> <p>Since that project concluded the Council</p>

has introduced a further range of service improvements which are currently being implemented:

- (Highways) new residents parking permit applications can be made online (November 2010), by telephone (December 2010) and by postal application
- (Highways) residents parking permit renewal applications can be made online (March 2010), by telephone (December 2010) and by postal application
- (Highways) resident's visitors parking permit applications can be made online (November 2010), by telephone (December 2010) and by postal application
- (Highways) Other permit types (business, contractor, suspensions and dispensations) can be applied for by email (December 2010), by telephone (December 2010) and by postal application
- An 0800 (free phone) number will be made available to customers as well as the existing 0844 local rate number (which will be retained for customers using mobiles)
- That photographic evidence of Penalty Charge Notices (PCN's) is viewable on line (since March 2010)
- That PCN reviews can be made on line (since March 2010), by email and by post (these must be made "in writing")

As a consequence of these changes, noting a 50% reduction in footfall to date, walk in face to face services (other than assisted self service) in relation to the services currently provided from the Parking Shop will be withdrawn.

The changes to the way parking services are delivered will assist in the reduction of contract costs to Southwark Council and will allow for further future cost savings in regards to parking services.

The council has negotiated these changes with their current parking partner APCOA, who run the parking shop on Southwark Council's behalf.

Therefore the council does not believe it is cost effective to continue to provide a parking shop.

Debt

How does the council help those who are in debt?

The council helps those who are in debt in a number of ways.

Funding support is provided to a number of legal advice agencies who offer free high quality debt advice services to Southwark residents. These include Blackfriars Advice

	<p>Centre and Southwark Citizens Advice Bureaux.</p> <p>We also support the Financial Inclusion Forum which meets to ensure that residents have access to high quality debt advice. Working with partners we have produced a guide called You and Your Money. This helps people to take control of their finances if money and debt is a worry. We work with the local credit union London Mutual to promote the availability of affordable credit and banking services.</p> <p>The council website has debt and money advice pages which signpost people to self-help resources, telephone helplines and local services. The council has also worked with partners to set up local money guidance sessions and a mortgage rescue scheme, as well as help for tenants and homeowners in difficulty with housing costs due to the impact of the recession.</p>
<p>Community Wardens Can community wardens' be asked to report broken street lights and paving stones?</p> <p>Can community wardens be allowed to issue fines to flytippers?</p>	<p>Responses not received at the time of agenda publication. To be provided and circulated at the meeting.</p>
<p>War Memorial Can a memorial be placed at or near the site of the wartime tragedy in Gurney Street (now under the Heygate) when an unexploded landmine blew up a year after being dropped in 1942?</p>	<p>This will be raised with the developers at the meeting on 13 December 2010</p>
<p>East Street Market Why has the council put the market rates up when the market is failing to attract traders?</p>	<ol style="list-style-type: none"> 1. The fees and charges for Markets and Street Trading were last reviewed in October 2008. The fee increase has raised charges on average to a 3.8% increase for permanent traders and a 0.9% increase for temporary traders. This fee structure has reduced some market fees on certain days on individual markets to help promote an increase in traders on these days. For example the rise in charges for a 6 day trader in East Street has gone up by £6.00 per calendar month. Temporary fees for East Street have stayed the same to encourage new traders. 2. In addition to the increases to fees and charges officers are implementing a Street Markets Development plan seeking to provide for sustainable Street markets in the Borough that includes:

	<ul style="list-style-type: none"> • Extending the designation of popular trading sites like Northcross Road to encourage more traders. • Incentives and promotion to maximise occupancy of street trading pitches across the borough including more proactively seeking traders in particular commodities that add value to street markets. • Special events, farmers markets etc to increase footfalls and generate income. • Reviewing forecourt licensing which is currently among the lowest fee scale in London. • Working with the Bermondsey Antiques Market Association to attract more traders (including short term incentives for new traders). • Continuing the focus on proactively promoting Street Markets in the Borough.
<p>Parking Liverpool Grove Why are parking tickets being issued by a smart car with a camera?</p>	<p>At Liverpool Grove there have been long term parking problems with vehicles parking in contravention of the single yellow lines, loading ban and with significant amounts of double parking.</p> <p>CCTV vehicles are used where there are sustained problems with vehicles parking in contravention, Liverpool Grove is such a hotspot. The CCTV vehicles are highly visible and effective at increasing compliance with the parking regulations.</p> <p>Since deployment began the CCTV vehicles have issued 62 PCNs to vehicles parked on the area covered by a loading ban, 40 for single yellow line contraventions, 29 for double parking and 7 for vehicles parking in disabled bays without displaying a valid permit.</p>