

## Feedback about issues raised at previous community council meetings

Question	Response
<p><b>Elephant and Castle Leisure Centre</b> How much is being spent on the project?</p>	<p>The July 2010 report to cabinet concerning the Elephant and Castle Leisure centre estimated the capital costs of developing a new facility would be in the region of £20m. This figure included a significant sum for contingency and project risk. Since that report further work has been carried out to test and evaluate the scheme and this exercise has concluded that a project capable of complying with the council's project mandate agreed in November 2010 can be delivered within this total. The final cost of the scheme however will be subject to final design and evaluation of the construction tender.</p>
<p><b>Elephant and Castle Regeneration</b> Can each Walworth community council agenda include a list of consultation meetings for the Heygate regeneration?</p> <p>Will the residential development of the Elephant and Castle comply with the New London Plan and the new space standards proposed by the Council? Also will there be houses built in the scheme that also comply with these space standards?</p> <p>Are residents consulted about large buildings in the area – tower blocks that might not be close to be affect their environment, e.g. the enormous new tower and the Elephant? If not why?</p>	<p>The council and Lend Lease will use the Elephant and Castle project update section of Walworth Community Council meetings to provide information on consultation events and exhibitions relating to the regeneration of the Heygate.</p> <p>Residential schemes including units suitable for families will be designed to comply with the Mayor of London's standards for housing.</p> <p>The council's planning department endeavours to consult as widely as possible on planning applications for residential towers. For example in addition to site and press notices over 5000 consultation letters were issued to residents considered to be affected by the Strata planning application. Details of all planning applications received by the council can be viewed on the Southwark website and interested residents can have copies of the updated weekly register sent directly to them.</p>
<p>Can all major planning applications be sent to all the TRAs in the relevant ward?</p>	<p>No. Only those properties most likely to be affected are sent consultation letters. Site notices provide an opportunity for those living wider afield. There is considerable cost to posting neighbour consultation notices. It is important to note that TRAs may subscribe to the weekly list online.</p>

Question	Response
<p>It has been brought to the council's attention that there is a portacabin at the end of Larcham Street which is there without planning permission. Why is this dangerous obstacle still there?</p>	<p>The portacabin in question is a temporary structure erected to facilitate implementation of extant permission (09-AP-1392) for the erection of one part 4, part 5 storey building on the corner of Brandon Street and Charleston Street and one part 5, part 6 storey building on the corner of Brandon Street and Larcom Street, comprising 18 dwellings in total with communal private courtyard and public amenity space at ground floor level on land bound by Brandon Street, Larcom Street and Charleston Street, London, SE17 1NL. As such, the portacabin does not require planning permission.</p> <p>I understand that the main concern of residents is that that the structure is obstructing the highway near a school and pre-school forcing pedestrians into the street. I understand that the structure benefits from a highway licence. Highways have prioritised this matter and are in the process of arranging the creation of a temporary walkway around the hoarding to create safe passage through the temporary suspension of some of the parking bays.</p> <p>Ketchi Anorijebe is the contact officer in Public Realm.</p>
<p>When will the work on the Walworth Road (to deal with the water levels and residents being drenched) commence and how long will it take?</p>	<p>Design work will be complete in mid-July, officers anticipate starting works in August, and to complete in October, subject to design solutions being finalised.</p>
<p>Are there any plans to address the issues, in terms of visibility of the lights, at the traffic junction Walworth Road/East Street?</p>	<p>Officers are not aware of any further issues. A secondary stop line and new signals were installed a few months ago and appear to be working well. Officers will continue to monitor.</p>
<p><b>Burgess Park</b></p> <p>Are there any plans for the council to start charging for the use of open space in Burgess Park?</p> <p>What are the plans for the play area in Burgess Park which is of poor design and in need of change?</p>	<p>There are no plans for charging for the use of any other areas in Burgess Park other than the ones that already levy charges (i.e. Rugby/Cricket pitch, Football and Tennis, event charges for existing events).</p> <p>There is currently only one play area in Burgess Park which is in front of the café off Albany Street. This play area is for under 5s and is very new (it was completed in March 2010). Apart from a few early issues with trees dying and signage, officers have not received feedback that this is of poor design and in need of change - therefore there are no plans to change it. A new play area is planned for older children near to the existing play area. This new play area will be opened as part of the</p>

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<p>When will the cost of the development to Burgess Park be provided to the community council?</p> <p>How much was spent on consultants?</p>	<p>Revitalisation Project in March 2012.</p> <p>The improvements at Chumleigh Gardens cost £1.4m and were completed in March 2010 - these included a new relocated café, new landscaping, the play area and water feature. The Revitalisation Project will cost £6m in total of which £4.8m is being spent on the works element (i.e. the physical development of the park)</p> <p>A total of £1.2m will have been spent on professional fees - this includes the Lead Consultant fees (Landscape Architect), Engineers, the Quantity Surveyor and internal project delivery fees. It also includes costs associated with surveys (wildlife, topography, soil contamination etc) and costs associated with marketing, communications and consultation.</p>
<p><b>Housing Repairs</b></p> <p>Have any contractors been sacked as a result of poor performance?</p> <p>Will any independent satisfaction survey be consulted after repairs are completed?</p> <p>What training is given to people on the helpdesk and is this monitored as residents experience conflicting information when they call?</p> <p>Have council staff and contractors been warned that they must wear identity badges at all times?</p>	<p>Yes, individual staff have been dismissed due to performance issues over the last 12 months. Also, penalties have been applied to contractors where performance has not been up to standard. These penalties include deduction of monies and loss of further works for a period of time</p> <p>An independent survey of the Repair &amp; Maintenance service was undertaken in December 2010, and we will be looking to undertake a similar exercise at the end of the year. Until 2008 Mori used to undertake the Status survey, and this included questions that related to repairs, but this has now ceased. We are currently working with an organisation called Housemark to undertake a nationally standardised survey, and expect to commence fieldwork in 2012.</p> <p>Call handlers at the Customer Service Centre receive at least 3 weeks training before they take live calls. Also, the way in which they handle calls is continuously monitored and if there are issues with the quality of their handling then staff are provided with refresher training.</p> <p>Yes, all staff and contractors are reminded to ensure that they carry identification with them when attending appointments. Residents are reminded that they should refuse access to anyone if they do not have identification, or if they have concerns about the validity of the identification. Southwark operates a password scheme in order to offer residents a greater level of security if requested.</p>

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<p>Is there any scrutiny of contractors to ensure they are wearing ID?</p> <p>Have any contractors been suspended for not wearing IDs during visits to residents?</p>	<p>Yes, the wearing of ID badges is one of the questions that are asked during our monthly survey. Any instance of ID not being worn is reported to the contractors management for investigation.</p> <p>There have not been any instances of operatives being suspended for not wearing ID. There are strict rules around disciplinary action taken against staff, and this would certainly apply to a suspension. If operatives were repeatedly found not to be carrying ID then they would be subject to disciplinary action as per their terms of employment.</p>
<p>How many random visits did council environmental health and safety officers make in 2010/11 and how many are planned for 2011/12?</p>	<p>Environmental Health and Trading Standards officers carry out the following types of visits:</p> <ul style="list-style-type: none"> <li>• Programmed inspection (based on risk)</li> <li>• Revisits</li> <li>• Responses to service requests from the public</li> <li>• Proactive visits based on intelligence</li> <li>• Licensed premises inspections</li> </ul> <p>Last year, Environmental Health and Trading Standards (EHTS) officers responded to approximately 15,000 service requests across the EHTS functions. The majority would have involved a visit or an inspection. In addition to this, officers:</p> <ul style="list-style-type: none"> <li>• inspected 1981 food premises. Of which follow up visits would have occurred</li> <li>• inspected 1433 work places to ensure compliance with the Health and safety at work act, most of which would have required revisits</li> <li>• undertook 162 test purchases to check compliance with under age sales legislation</li> <li>• carried out 699 trading standards inspections, which would have required revisits</li> <li>• visited on at least one occasion all places require alcohol or entertainment licences to ensure compliance with license conditions and health and safety at work</li> <li>• visited premises that undertake special treatments, i.e. nail bars, tanning salons etc we inspected or carried out revisits on approx 1000 privately rented dwellings to ensure adequate fire safety, prevention overcrowding and adequate standards of repair</li> <li>• visited over 8,500 premises when responding to noise complaints</li> <li>• dealt with approx 600 public health issues we investigated 189 reported infectious disease</li> </ul>

Question	Response
	outbreaks
<p>Can blue recycling wheelie bins be placed on Pullens estate to prevent a return to the old situation when black bags were just dumped on the pavement?</p>	<p>Residents on the Pullens estate get a weekly clear bag collection of mixed recycling. The problem may be that clear recycling bags being left out on the wrong day, and this has been raised this with the council's collections contractor, who has been asked to see if some communal recycling bins can be put in the area. Officers are conscious of the fact that there are already large (360 litre) bins on the pavement for refuse, and have some concerns about adding to street clutter (although if the street is already cluttered with clear bags, then perhaps this is not an issue).</p>
<p>Are you going to protect/expand allotments?</p>	<p>[reponse not received at the time of printing]</p>