

**COUNCIL MEETING**  
**26<sup>TH</sup> SEPTEMBER 2016**

**QUESTIONS FOR WRITTEN REPLY FROM MEMBERS OF THE COUNCIL**

**1. From Cllr Ian Dunn to the Leader of Council**

Please provide an organisation chart showing the direct reports of the Chief Executive with their direct reports, including a summary of each post holder's main responsibilities.

**Reply:**

See appendix 1 attached.

If you require further or better information please let the Director of Human Resources or the Chief Executive know.

**2. From Cllr Ian Dunn to the Portfolio Holder for Resources**

Please provide a breakdown of the Council's use of Agency Staff, showing person days and net cost, by month from January 2015 to as recently as figures are available, broken down by Adult Social Care, Children's Social Care, other EHCS, ECS and other. Please also show the number of employees in FTE with the same breakdown.

**Reply:**

See appendix 2 attached.

**3. From Cllr Ian Dunn to the Portfolio Holder for the Environment**

Please provide the number of "missed collection" reports for refuse and recycling collection received for the year April 2015 – March 2016, broken down by business/residential and by ward.

**Reply:**

Trade Waste - only started in CRM 10 August 2015.

	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016	March 2016
Bickley	3	4	7	4	8	8	4	9
Biggin Hill			1					1
Bromley Common and Keston	5	16	5	2	5	2		
Bromley Town	16	7	6	11	10	13	12	16
Chelsfield and Pratts Bottom	9	7	5	3	5	6	5	3
Chislehurst	7	13	7	2	11	4	7	7
Clock House	5	6	1	7	4	4	3	4
Copers Cope	4	5	7	5	3	7	8	5
Cray Valley East	3	10	5	1	9	4	3	9
Cray Valley West	1	2	1	6	9	5	8	9
Crystal Palace			2	1	1	4	2	4
Darwin	3	4	5		5	1		2
Farnborough and Crofton	2	9	6	3	1	2	1	1
Hayes and Coney Hall	4	9	6	2	3	2	2	1
Kelsey and Eden Park	7	6	2	1	4	5	2	7
Mottingham and Chislehurst North	1	7	4		5	1	6	7
Orpington	5	4	4	1	1	1	6	1
Penge and Cator	5	9	7	10	10	23	13	2
Petts Wood and Knoll	2	3	4	2	1	2	3	4
Plaistow and Sundridge		2	3	1	9	1	2	8
Shortlands	2	5			2			1
West Wickham	3	11	8	5	7	6		

## Domestic -

	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
Bickley	182	132	287	456	337	363	235	170	186	173	216	170
Biggin Hill	62	106	120	337	202	138	78	97	113	83	84	67
Bromley Common and Keston	147	128	260	447	193	244	137	104	130	139	111	91
Bromley Town	131	128	242	430	273	225	148	114	124	122	137	112
Chelsfield and Pratts Bottom	64	115	127	502	228	139	145	100	95	122	113	91
Chislehurst	168	147	170	708	364	367	239	154	176	209	185	171
Clock House	129	114	131	391	244	169	134	86	148	135	125	118
Copers Cope	88	97	143	473	341	244	185	155	174	130	129	156
Cray Valley East	116	118	125	398	225	182	138	94	79	133	94	75
Cray Valley West	102	116	118	418	201	332	140	85	104	137	113	102
Crystal Palace	87	89	105	261	144	127	144	133	88	131	120	124
Darwin	49	31	63	308	128	73	46	35	57	45	35	37
Farnborough and Crofton	88	100	112	397	290	212	154	109	162	152	126	80
Hayes and Coney Hall	92	92	169	330	178	186	89	108	83	95	73	101
Kelsey and Eden Park	107	110	181	362	171	190	165	143	162	147	123	132
Mottingham and Chislehurst North	100	78	163	260	149	150	72	53	59	83	60	89
Orpington	101	91	77	421	188	150	150	148	68	124	83	90
Penge and Cator	130	161	199	331	256	224	192	159	131	183	166	157
Petts Wood and Knoll	86	91	156	312	266	190	80	100	107	124	105	116
Plaistow and Sundridge	117	197	251	383	252	235	179	116	121	157	110	134
Shortlands	121	84	142	282	127	157	91	62	84	82	93	141
West Wickham	128	119	134	461	290	213	115	84	72	117	110	110
TOTAL	2395	2444	3475	8668	5047	4510	3056	2409	2523	2823	2511	2464

#### **4. From Cllr Angela Wilkins to the Chairman of General Purposes & Licencing Committee**

Please supply a list of all internal audit reports provided since 2011, indicating which are or will shortly be available in full to the public, which are available only in redacted form and which it is not intended to make public.

#### **Reply:**

The decision taken by Members of both Audit Sub Committee and General Purposes & Licencing to publicise Internal Audit reports came in to effect in March 2014. It was agreed that all reports finalised from November 2013 should be publicised after suitable redaction except where exemptions were sought. It was also agreed by Members that should be a trawl of any reports in the preceding three year period of the decision to publicise, where potential losses through fraud, error, malpractice and VFM issues totalled £100k. Two –the North Block and the Children& Families Investigation into the use of consultants were publicised but four –CDM Project,

Parks and Greenspace, Behaviour Services and Castlecombe Children and Family Centre were not for the reasons given below.

The last update to Audit Sub Committee in July 2016 stated that since the above decision to publicise, Internal Audit have published a total of 130 reports. See attached list at [appendix 3](#) (this list shows 135 reports published as 5 reports were decisions made by Audit Sub Committee to release that are indicated in the attachment).

There are 12 reports that have not been published following exemptions sought and approved. These are:

#### **March 2014**

- CDM Project – Not published –Exemption sought on the grounds of potential legal proceedings
- Parks and Greenspace- Not Published –Exemption sought on the grounds of contractual matters
- Behaviour Services- Not Published- Exemption sought on the grounds of potential legal proceedings
- Castlecombe Children and Family Centre-Not Published on the grounds of potential legal proceedings

#### **November 2014**

- Misuse of the Internet- Not published on the grounds of disciplinary action and reference to an offspring of the former member of staff.
- Fixed Penalty Notices- exemption was sought on the basis that management intended to seek recovery from the former contractor for this service which may have prejudiced LB Bromley's case should the report be published. There was also a reputational risk that publication of the report may leave the authority open to criticism and claims from members of the public who were subject to FPNs.

#### **March 2015**

- Parking Enforcement Investigation - An exemption was sought on the basis that there were legal issues to be resolved in respect of Penalty Charge Notices (PCNs) issued as a result of malpractice and some contractor staff who were not entitled to work in the UK; potential monies to be recovered from the contractor; and the report made references to individuals. There was also a reputational risk that publication of the report may leave the authority open to criticism and claims for refunds from members of the public who were subject to PCNs.

## December 2015

- Stray Dogs Report and CCTV audit reports- there was an ongoing management review of the Internal Audit findings. There were also references to contractors.
- Temporary Accommodation review- there was extensive reference to the contractor and also exemption was sought as there are cases under dispute that could affect the final liability figure.
- Astley Day Centre- the report made reference to the status of an individual and the findings were being considered by the new contractor.

## July 2016

- Crystal Palace Skatepark and Shadow Board Recruitment Projects- exemption from publication on the basis that the officer who raised concerns in this area had now left under a compromise agreement and that the report made reference to individual officers.

### 5. From Cllr Angela Wilkins to the Portfolio Holder for Care Services

Please provide details and results of all CQC (or other similar agency) reports for services provided either directly by the council or by contractors employed by the council within Care Services since 2011.

#### Reply:

The CQC has reported on our services six times -

Service	Date of Inspection	Judgement
Homecare	9/10/12	Met all standards
Homecare	28/10/13	Met all Standards
Shared Lives	6/7/16	Good
Shared Lives - Adult Placement Scheme	22/2/12	The Adult Placement Scheme was meeting all the essential standards of quality and safety.
Shared Lives	30/4/13, 1/5/13, 2/5/13	Met all standards
Shared Lives	23/5/14	Met all Standards

In addition, Healthwatch Bromley and Lewisham has provided three "Enter and View" reports on Extra Care Housing, which has not had a CQC inspection since 2007 -

Apsley Court (February 2016)  
Durham House (February 2016)  
Extra Care Units (overview) (June 2016)

The standards for extra care housing and supported living are measured under domiciliary care standards. The providers are regularly monitored by teams of inspectors even if a formal CQC inspection isn't undertaken against the framework

(Further information is attached in [Appendix 4.](#))

**6. From Cllr Angela Wilkins to the Portfolio Holder for Care Services**

Please provide a list of how many safeguarding concerns have been reported for both adult and children’s services, per annum since 2011.

**Reply:**

Adults Services Concluded enquiries (investigations) -

2011-12	2012-13	2013-14	2014-15	2015-16
266	271	365	380	392

Referrals to Childrens Social Care -

2011-12	2012-13	2013-14	2014-15	2015-16
2,409	2,111	2,138	2,049	2,998

Section 47 investigations commenced (CP referrals) -

2011-12	2012-13	2013-14	2014-15	2015-16
629	631	717	613	739

**7. From Cllr Kathy Bance to the Portfolio Holder for the Environment**

Over recent years we have seen a decrease in the levels of graffiti in the borough. However, between Sydenham Station and Penge West Station, walls and buildings are covered in unsightly graffiti. Would the London Borough of Bromley work with TfL, London Overground, Network Rail and Lewisham council as appropriate to co-ordinate removal of the graffiti?

**Reply:**

I can confirm that any NR property which can be accessed from the Highway will be addressed by the Council’s contractor in the standard manner.

Anything above head height, or on their bridge parapets, visible from the highway, should be reported to their Customer Services which however slowly, they will then eventually get around to addressing.

So far as walls within the curtilage of NR property alongside their tracks are concerned, like-wise similarly located buildings and other railway paraphernalia, NR have unfortunately made it amply clear, in response to many requests

over the years that they take a more pro-active approach, that they simply don't regard the removal of graffiti as being either a policy or financial priority for them to attend to.

Given your expressed concern, which I suspect colleagues of all political persuasions happen to strongly share, I have sent a copy of your question and my response to each of the Bromley's 4 MPs, the Mayor for London's Office, and the Chief Executives of Network Rail, SE Railways, Southern Railways in an effort to elicit their formal positions in the forlorn hope that I am mistaken and that a more enlightened view might now be being taken.

## **8. From Cllr Kathy Bance to the Portfolio Holder for the Environment**

Fly tipping statistics for my ward are on the increase and a recent incident involved a fully loaded skip being dropped into a parking bay in a residential road. The skip was rusted through and so could not be lifted with the load. That skip sat there for 5 weeks with residents/visitors adding daily to the load. It took 4 sessions on different days to remove the pile. Can LBB investigate the use of the nearby CCTV cameras in bus lanes to capture and make examples of such flagrant breaches of the law?

### **Reply:**

It is possible to utilise bus lane cameras as you suggest, albeit some of the cameras are fixed in position and there would be potential revenue issues were they to be moved or redeployed.

Where fly-tipping is a particularly difficult or recurring problem, separate surveillance cameras can of course be installed, subject to the limitations and regulations imposed by RIPA legislation.

## **9. From Cllr Richard Williams to the Portfolio Holder for Resources**

We are still waiting for the lease to be signed for Crystal Palace Community Development Trust to take over Anerley Town Hall, something which should have been completed close to six months ago.

Could he please provide a definite and guaranteed date by which this will be done?

### **Reply:**

There have also been some difficulties finalising terms with the Trust. The Trust has recently gone back on what was agreed with regard to the decoration works following the agreed repair works being undertaken by the Council. It was originally agreed that that the Council would give the Trust an agreed sum of money (£26,292) to do the decorations along with other works that they were intending to do immediately with grant monies received). It has now been agreed that the Council will undertake the decoration. This is broadly cost neutral.

The Trust has also asked the Council to meet the incidental costs arising from decanting the offices to enable the repair works and decoration to take place. This will include moving furniture etc and compensating the tenants (rent free periods) for the inconvenience. This was not part of the terms agreed and is currently being refused.

The fundamental issue is that the Trust is unable to draw down the Mayor's Regeneration Grant because their proposed nursery provider has withdrawn. The nursery provision, which would have provided match funding and new employment, is a condition of the grant. However, the Trust still wishes to proceed with the Lease of ATH as soon as everything is agreed.

The implications of this is that the Trust is unlikely to (at least initially) have sufficient funds to put the building into repair over the first 10 years of the term, as required under the agreed lease terms. However, they are pursuing an alternative tenant for the former library (The Crystal Palace Sports Injury Clinic). They also have unrestricted reserves of their own (£150k, of which they are allocating £100k to the project). They are also exploring other avenues of grant funding, and in particular they are focussing in on "Power 2 Change", which is a Lottery stream providing capital funding of between £50k and £350k. They believe that they meet the criteria for this funding and that there is a 1 in 20 chance of being successful.

**10. From Cllr Peter Fookes to the Chairman of Development Control Committee**

How many cases of planning enforcement are still outstanding?

**Reply:**

I can confirm that Enforcement cases outstanding and including current investigations are 584.

**11. From Cllr Peter Fookes to the Portfolio Holder for the Environment**

In respect of footway and highway repairs, what is the performance target between the white line markings and the job being done?

**Reply:**

If this question refers to the white spray markings Bromley's highway inspectors use to mark-up reactive repairs, the timeframe would be a maximum of 35 working days.

**12. From Cllr Peter Fookes to the Portfolio Holder for the Environment**

When will the blocked drain outside 118 Oakfield Rd, Penge be fixed?

**Reply:**

There are currently no outstanding drainage works logged at this location. There was a service request at this location, logged on 27<sup>th</sup> May 2016. The work was completed on 6<sup>th</sup> June 2016. There have been no further reports since this date, but further requests for blocked drains can be logged by visiting [www.bromley.gov.uk/report](http://www.bromley.gov.uk/report).

**13. From Cllr Mary Cooke to the Portfolio Holder for Renewal and Recreation**

As you know there was a tragic event in Shortlands on 8th July when as a result of a road traffic incident the local War Memorial was destroyed.

Ward Councillors were told, in early August, that a named senior officer had been appointed to oversee the reinstatement and associated work and that an expert

conservator was to be appointed.

Since then my residents have been asking for an update but despite two e mails to the officers concerned and the appropriate director on 5th and 18th September there has been no reply or information forthcoming.

Can you advise me what is happening and advise what to say to my constituents who are naturally very concerned about this very sensitive issue and there has been no statement since just after the incident nearly three months ago.

**Reply:**

An invitation to tender for the services of a specialist conservator to produce a report on the war memorial, options for re building, including the reuse of some of the stone work and costings has now been completed. Once this work stream has been completed and we have the report, we will then be in a position to update all parties on a definitive programme of works. The loss adjusters for the insurance company are also awaiting from us an indication as to our approach to the works and the costs.