

EXECUTIVE

10th January 2018

QUESTIONS FROM MEMBERS OF THE PUBLIC

(B) Questions for Written Reply

(1) From Colin Willetts to the Environment Portfolio Holder

With regard to the Priory, Could you tell us when (i) the broken bridge railings & warning tape will be removed from the pond itself? (ii) does this require additional/better warning precautions for the public to cross in safety? & (iii) when will the bridge be repaired?

Reply:

I can confirm that the broken rails and barrier tape have been removed from the site and that the site is monitored routinely to replace and repair damage to temporary barriers that have been installed. The bridge is currently closed as it is deemed unsafe until it has been surveyed to ensure it is structurally sound. Arrangements have been made to have the structure surveyed next week and the results will inform the subsequent repairs required, including the further use of the bridge and the time it will take to undertake repairs.

(2) From Colin Willetts to the Care Services Portfolio Holder

Having forwarded complaints regarding levels of care given to an Alzheimer's resident (including staff shortages!) by Caremark, the lack of quality here (elsewhere?) is serious indeed, (i) could you investigate our concerns case wise? (ii) given additional ASC Precept funding can the Council source a 'worthy' provider in this case and Borough wide if necessary?

Reply:

The case in question has been raised as a concern and is being followed up by the Care Manager working with the family and the provider to resolve their concerns.

The most recent CQC rating for Caremark is Good; the provider is regularly monitored by the Contracts Compliance Team, including staffing levels, complaints and concerns raised by service users. The Contracts Compliance Team considers the provider to be responsive to all such input and appear committed to continuous improvement.

(3) From Colin Willetts to the Environment Portfolio Holder

With regard to our question 11/12/17, your reply of improvement design of bus stop facility outside 297 Chipperfield Road is welcome news indeed, could you send us asap a hard copy of consultation/diagram for our comments to 2 Longbury Close, Orpington BR5 2LB?

Reply:

Please find attached a pdf of the plan for the proposed bus stop improvements outside property No. 297 Chipperfield Road. We will be consulting with local residents this week.