

**COUNCIL MEETING**

**15<sup>th</sup> July 2019**

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

**1. From Cllr Marina Ahmad to the Portfolio Holder for Environment and Community Services**

When will residents be able to buy compost made from domestic waste in Bromley through schemes such as those in neighbouring boroughs?

**Reply:**

Residents can already buy soil improver from Waldo and Churchfields Refuse and Recycling Centre. In fact, hundreds of residents have already done so this year. In the interest of accuracy, please note that the soil improver sold whilst made from household garden waste cannot be attributed to a specific borough.

**2. From Cllr Ian Dunn to the Portfolio Holder for Environment and Community Services**

Please provide the number of Fix my Street records raised by ward and reason for 2017/18 and 18/19.

**Reply:**

This is not suitable to be supplied as a written answer as it extends to too many pages. The data can be emailed to any member who would like a copy.

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

Please provide the number of parking tickets purchased in every car park in 2017/18 and 2018/19, broken down by car park and length of time purchased.

**Reply:**

See the table which shows both the average length of stay and the number of tickets purchased with this figure including motorists who purchased a virtual ticket using the cashless system with around a 3<sup>rd</sup> of all tickets being purchased this way. Further information is available if required. ([Appendix 1](#))

**4. From Cllr Vanessa Allen to the Portfolio Holder for Renewal, Recreation & Housing**

Please provide the following information in relation to planning applications called in for decision at committee for the last six months:

- Application reference number,
- Officer's recommendation,
- Committee decision,
- Name of councillor activating call-in.

**Reply:**

Please refer to attached document ([Appendix 2.](#))

**5. From Cllr Josh King to the Portfolio Holder for Environment and Community Services**

Can the Portfolio Holder provide current customer satisfaction data for environmental services and explain the process for the surveys which gathered this information?

**Reply:**

This data is provided to the meetings of the Environment Services PDS as a matter of course. Customers are defined as residents and visitors to the borough. Data is available for years prior to 2019 for street cleaning, and will be expanded to cover more Environmental Services this year.

The 2018 results are:

- 72% of respondents are satisfied with the cleanliness of their streets;
- 74% describe their streets as clean;
- 79% describe their local area as clean;
- 88% are satisfied with the cleanliness of their town centres;
- 88% describe their town centres as clean.

An annual independent street cleanliness satisfaction survey is a requirement of the Council's Street Environment Contract and is the primary instrument to assess overall resident satisfaction of the services provided. The survey is undertaken in two primary methods: surveys sent to a randomised sample of homes within the borough, and through face-to-face surveys undertaken in Town Centre.

**6. From Cllr Angela Wilkins to the Portfolio Holder for Adult Care & Health**

A recent internal audit identified major inadequacies in how the Council is managing its contract with Mission Care for the provision of nursing care beds. Please comment on this highly critical audit report and outline the actions you have taken in response to it.

**Reply:**

I am surprised by the question for two reasons. Firstly as will become apparent when it is published the Nursing Care Internal Audit Report was given a substantial assurance rating. This is the most positive of the ratings we give and therefore it was not a report which was critical of management's handling of the contractual difficulties with Mission Care.

Secondly however, I am unable to verify whether this subject matter has ever been referenced in a Part 1 document.

If Cllr Wilkins would be good enough to source where she has obtained her information from, I shall of course be delighted to respond in full, but for reasons which are clear in the report, we are looking at an item which was considered in Part 2 and I would be acting beyond my powers to disclose confidential or exempt information in public.

**Appendix 1**  
(question 3)

Location	17-18		18-19	
	Avg Stay hh:mm	Quantity	Avg Stay hh:mm	Quantity
Beckenham Spa	01:21	168,474	01:17	168,795
Chelsfield Car Park, Chelsfield	24:00	9,515	24:00	11,962
Coney Hall Car Park, West Wickham	03:35	8,938	03:16	6,379
Dunbar Avenue Car Park, Beckenham	04:02	10,573	04:12	8,120
Fairfield Road Car Park, Beckenham	02:50	151,785	02:43	148,495
Bromley College, Orpington	02:08	11,215	02:08	10,230
High Street Car Park, West Wickham	02:03	118,327	02:01	99,632
High Street Car Park, Chislehurst, Chislehurst	03:52	98,483	03:41	89,292
Hornbrook House Car Park, Chislehurst	06:09	45,643	05:56	44,225
Lebanon Gardens Car Park, Biggin Hill	01:54	17,469	01:39	13,084
Lennard Road Car Park, Beckenham	10:28	17,827	10:23	18,078
Memorial Hall Car Park, Pettswood	09:08	16,635	08:57	17,339
Mitre Close Car Park, Bromley	01:51	41,263	01:51	43,545
Palace Grove	02:13	5,244	02:11	5,778
Penge East Car Park, Penge	09:53	10,624	10:03	10,053
Queensway Car Park, Pettswood	05:47	27,937	05:15	41,868
Ravenswood Avenue Car Park, West Wickham	01:41	198,439	01:37	147,974
Red Hill Car Park, Chislehurst	01:09	55,128	01:08	51,371
St Blaise Avenue Car Park	02:49	1,094	02:40	932
St Georges Road Car Park, Beckenham	05:14	82,290	04:52	76,715
Station Approach Car Park, Hayes, Hayes	05:15	96,178	04:42	90,594
Station Road Car Park Bromley, Bromley	22:37	16,858	22:29	18,310
Station Road Car Park, West Wickham	02:13	77,132	02:02	79,129
Village Way Multi-Storey Car Park, Beckenham	02:28	201,180	02:19	178,489
West Wickham Pools Car Park, West Wickham	01:14	69,706	01:12	64,966