



**Minutes of the meeting of 30th October 2013
Room F4 & F5, Croydon Town Hall, Katherine St.**

Residents:

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| Chris Crossdale | Laurence Taylor |
| Ama Ayim Owusu | David Palmer |
| Michael Hewlett | Marilyn Smithies |
| Peter Mason | James Fraser |
| Sheila Howard | Jim Mansell |
| Etienne Wedji | Clementina Odesanya |
| Stephen Pollard | Ann Connell |
| M Connell | Yaw John Boateng |
| Patricia Johnson | James Cassidy |
| Teresa Cox | David Besser |
| Alec Cooper | J Maher |

Apologies:

- | | |
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| Maureen Symes | Cllr Slipper |
| Cllr Watson | Carol Bennett |

Officers:

- | | |
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| Chris Stock | Resident Involvement and Scrutiny manager |
| Rose Marie Louis | Resident Involvement officer |
| Sylvie Saunders | Senior Involvement Support officer |
| Gemma Smith | Involvement Support officer |
| Sonia Isaacs | Tenancy Manager |
| Terry Edwards | Caretaking Manager |
| Keith Turner | Contracts Manager Refuse and Street Cleaning |
| Stanley Enyinnaya | Warden Manager |
| Karen Sullivan | Contact Centre Manager |
| Natasa Patterson | Team Manager |
| Sandra O'Connor | Resident Liaison Officer |

Councillors:

- Cllr Avis

Ref	Subject	Action
1.0	Welcome, introductions & apologies	
1.1	Apologies were given as listed above	
1.2	Michael Hewlett welcomed everyone and introduced the panel. He then went through the meeting rules and agenda for the evening.	
2.0	Matters arising from previous meeting	
2.1	Minutes from previous meeting were agreed by the panel.	
2.2	Action Plan – items 3.3 need to be followed up, action plan updated and	

A	It has been decided that the caretaking service will carry out this service although a schedule has not been put into place as yet. A pilot has been carried out and the team are now getting a schedule into place along with ordering all relevant equipment required to carry out the service. In the meantime if you have a recycling area that is very bad then please contact your caretaking manager to request this service before the schedule is put into place.	
Q	With regards to the reporting of flytipping incidents, why do the residents not get a report back on what is being done with the information given? For example if photos of illegal tipping are given to the council can the residents be informed of what is being done with that information and any outcomes?	
A	Where incidents are reported to the tenancy team, we will request that the tenancy team contact the tenant with an update of progress.	SI
Q	Veolia provide a good service but how can Veolia/council work with tenants to get them to be more responsible?	
A	Through a combination of education and enforcement. The council are always keen to educate and inform residents correctly about such issues, with help from all departments, such as that provided by the neighbourhood wardens.	
Q	What is the agreement for the clearing of leaves on estates?	
A	It has been confirmed that leaf fall is considered as litter and therefore will be collected by Veolia, if not report this to your caretaker manager.	
Q	Weeds are not being cleared by Veolia and should be removed, this is not happening, why?	
A	Keith will bring this up at the meeting this week with Veolia as this should be carried as part of their routine duties along with the twice yearly spraying of weeds on estates. Terry Edwards added that this can also be reported to caretakers and if possible they can clear some areas.	KT
Q	Who is responsible for picking up the leaves at Church Road? Veolia operative did not seem to think that the extra resources allocated at this time of year for leaf litter would be allocated to his area making his job almost impossible.	
A	Again report to Veolia or caretaker managers and if possible extra resources will be allocated.	
Q	A tenant reported issues of not enough bins to cover the flats he lives in, they have no bulk bins, and only have fortnightly collections, how do the residents go about getting this reviewed by the council?	
A	Keith will go and have a look at Claret Gardens to review the bin scheme.	KT
Q	Do the council recycle leaf waste?	
A	Leaves collected from highways and estates cannot be composted due to high levels of contaminants and have to be landfilled.	
3.2	Several tenants had some specific issues on certain roads/estates and	

	these issues will be discussed with Keith after the meeting.	
4.0	Role of the neighbourhood warden service – Stanley Enyinnaya	
4.1	<p>The service was introduced in 2002 and started at Waddon and Shrublands, now the service covers Ashburton, Fieldway, New Addington, Monks Hill, Selhurst & Bensham Manor, Shrublands, South Norwood, Upper Norwood , Thornton Heath, Waddon , Coulsdon and a mobile team .</p> <p>The wardens tackle community issues anti social behaviour issues along with the education of local residents and issuing of fixed penalty notices. More information about the service, including maps of areas covers can be found at www.croydon.gov.uk/housing/councilhousing/hes/neighbourhood-wardens/</p> <p>The service also provides a volunteer service where people can be trained by the wardens and they can assist in helping the wardens on the estates, this helps give residents essential work experience which may help them gain employment.</p>	
Q	Do the wardens deal with issues relating to residents who litter paths with bread for the birds causing issues with pigeons and making paths slippery and untidy?	
A	Yes these sorts of issues can be dealt with by the wardens, initially the wardens will talk to the perpetrator and try to educate them as to problems that are being caused by their actions; if they do not respond to this then fixed penalty notices can be issued. The initial role of the warden is to educate residents to try to improve life on the estates rather than issue notices first, but notices will follow if this does not work.	
Q	At present wardens on certain estates seem to be changing every few months, this does not help the community establish good links with the warden service, why is this happening?	
A	It is kept the same as much as possible as the council realise the benefit of local knowledge from the wardens and the relationships they build with the community. Of late some staff have been moved due to training needs of new staff and to balance the experience of those staff to train new wardens in different areas.	
Q	Why do College Green residents not see wardens as often as they used to? When they are on the estate there seems to be a high ratio of wardens to children when playing games and interacting with the children. Surely these activities should be better balanced and wardens be drafted to work on other areas of the estates.	
A	This issue will be reviewed and monitored, the wardens role is to interact with the younger generation but should be balanced with working with the rest of the estate.	SA
Q	Do wardens have any powers over illegally parked cars?	
A	Wardens do not have any powers over these issues but they should be reporting any issues to the relevant departments whilst they are on the estates.	

<p>5.0</p> <p>5.1</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p>	<p>New ways of working. Demonstration of My Account from Karen Sullivan</p> <p>Karen Sullivan presented the new My Account system that is now available to all council tenants, leaseholders and other fee paying residents. The system allows tenants to view and pay their rent online, as well as allowing people to report and action many other functions, for example request contact from their tenancy officer, report missed bin collections, report flytipping, graffiti etc. At present there are 30 on line services with rents being the newest addition. Further services will be made available over the coming months as more investment is made into the development of the web site.</p> <p>Services are still available to customers over the phone but the council are encouraging customers to use the online services if they are able. The online services can be accessed free of charge in libraries across the borough. In Access Croydon, there are also computers for customers to use including a facility for assisted self-service where advisors are available to help customers use the online facilities.</p> <p>When reporting local issues such as flytipping or graffiti there is a map available that allows customers to see if an issue has already been reported, giving the details of the area and issues via a pin point on the map. This service has received great reviews as it is quick and easy to use and enables residents to see if an issue has already been reported.</p> <p>A couple of the panel members are already users of the system and commented on how good the service is.</p> <p>How do customers who have not got the IT knowledge use this service? Customers can come in and ask for assistance via Access Croydon and most local libraries have training facilities or information about IT training services, some of which will either be free of charge or may have a small fee attached to them. New Addington Pathfinders are working with Croydon to provide some free training for those residents who request it.</p> <p>The website is not very user friendly when trying to navigate to certain pages, what are the council doing about this? It has been noted that the website is very untidy and that the maintenance for the site has been lacking over the past 12 months. A project is underway to rationalise the website and remove old and out of date pages allowing the web to be more user friendly.</p>	
<p>6.0</p> <p>6.1</p>	<p>Future Agenda Items</p> <p>Tenancy issues, response to calls & letters. Update on recycling issues raised in tonight's meeting. Careline – What services do they provide</p>	
<p>7.0</p>	<p>Date, Time and Venue of Next meeting Surgery at 18:00-19:00 30th January 2014 @ 1900-2100 – Room F4/F5 Town Hall</p>	

