

**Carshalton and Clockhouse Local Committee  
16 October 2018**

**CARSHALTON AND CLOCKHOUSE LOCAL COMMITTEE**

**16 October 2018 at 7.00 pm**

**MEMBERS:** Councillor Amy Haldane (Chair), Councillor Jake Short (Vice-Chair) and Councillors Chris Williams, Jill Whitehead and Moira Butt

**ABSENT** Councillor Tim Crowley

**13. WELCOME AND INTRODUCTIONS**

The chair welcomed those present, and read the purdah statement.

**14. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor Crowley.

**15. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**16. MINUTES OF LAST MEETING**

**RESOLVED:** that the minutes of the previous meeting of 26 June 2018 be approved as an accurate record and signed by the Chair.

**17. UPDATE FROM THE SAFER NEIGHBOURHOOD TEAM**

Sergeant Peter Nicholson provided an update on the ward priorities in the area, and community safety issues. He advised:

- There has been a reduction in theft from motor vehicles in Carshalton Central, and there has been a reduction in burglary in Carshalton and Clockhouse.
- The Committee was advised that the monthly crime figures from the safer neighbourhood team would be made available to this committee, going forward.
- It was confirmed there will be a response team retained in Sutton to respond to 999 calls. The team structure will remain unchanged, Carshalton Central will retain the same officers and Carshalton South will get one new officer.

Councillor Butt asked if there had been any known instances of vulnerable people being forced by drug dealers to help them to distribute drugs within this area. The officer confirmed that this had not happened in this local committee area.

A local resident asked about use of resources and how often Police Officers from this area are called away to cover other areas. The officer confirmed this is only required on occasion when needed and this is reciprocated from other wards when needed in this area.

Alison Hudson from Carshalton Beeches Residents Association asked what will happen with Sutton police station. The Officer confirmed that this will be retained as is, apart from the custody suite as going forward prisoners will be detained at Croydon Police station.

### **18. SAFER PARKS TEAM UPDATE**

Safer Parks team Officer Martyn Turner provided an update on local ward park priorities. He advised that there are three park teams in Sutton covering 80 Open spaces in the borough.

Members asked if they or Members of the public wished to report non-emergency, anti-social behaviour issues, what contact number should be used. The officer advised the number for the park police is 0208 721 2268.

Steve Quayle from Neighbourhood Watch asked if there are any plans to reduce the Parks team and the officer responded that it is not envisaged that the team will change.

Councillor Short asked for more information on the removal process for traveller incursions. The Officer responded accordingly and highlighted the new injunction which is in place and proving successful.

### **19. IMPROVING CUSTOMER SERVICE**

Rebecca Peck, Head of Customer Experience, provided the committee with information on the Council's online services for customers and shared her presentation which has been published online. The key points highlighted were:

- Sutton and Kingston have joined their customer service offering.
- The Council is keen to involve residents on the design service work and recognise that this can't be one size fits all approach.
- Feedback forms were left for residents to complete after the meeting.
- Residents and local groups were asked to let Head of Customer Experience, know, if they are willing to work jointly with the Council to help to improve services. If so to please add their contact details to the feedback form.

The Chair reminded residents that Sutton Council deliver over 800 types of services every day, and highlighted the range of issues that are being dealt with.

Issues highlighted by residents were:

- Issue in getting responses and updates once an issue had been reported on line. Some categories are not available on the "report it tool" i.e. missing green bag collections.
- Long call waiting time to seek help via phone.
- Easier navigation of the website and less clicks needed to improve the usability of the website
- Long queues at the enquiry desk in Civic centre.

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## **20. APPOINTMENT OF COMMUNITY REPRESENTATIVES**

**RESOLVED:** that

Ms Alison Hudson be appointed to represent Carshalton Beeches Residents Association, on the Carshalton and Clockhouse Local Committee.

## **21. COMMUNITY REPRESENTATIVE UPDATE**

An update on recent and future, activities and events of Local Committee community organisations, was provided by the Community Representatives

The Chair asked if Community Representatives would welcome an update from Sutton Community Action group at a future meeting, to give information on groups of volunteers who may be able to help them. It was confirmed this would be welcomed.

The committee were advised of the following events and updates:

- The Yule feast event on 7 November.
- A number of groups are in the process of planting bulbs to improve the local amenity.
- Friends of Honeywood museum thanked the committee for funding for their event in July and advised that Honeywood will be part of Frost Fair on Saturday 1 December.
- Friends of the Water Tower have a Christmas event on 7 December.

## **22. PUBLIC REALM PROJECTS AND NEIGHBOURHOOD GRANTS**

The Lead Locality Officer presented the report on Public Realm spending since June 2018, and confirmed the available budgets for 2018/19.

Regarding scheme CC/1718.13, Beeches Ave studs, to improve the boundary definition between the parking area and the public highway. An update was provided by the Highways officer Hitesh Wadher accordingly, and he confirmed this is expected to be completed before the end of this year.

Councillor Butt requested an update regarding Woodmansterne Road Speed restrictions. The officer confirmed the fence which the signage had been attached to were removed due to damage, and that there are no plans to replace this.

The Lead Locality Officer provided an update on two schemes where cost of completing these had increased since the report was published. The committee were advised that the cost of the restoration of the Wrythe Recreation Ground water fountain had increase due to the redesign which will include a new polycarbonate glass bowl coverings, taps and deep cleaning of the stone work. This resulted in an increased total cost of £1750. The Chair motioned that the increased cost should be covered and this was seconded by Councillor Short.

The Committee were also advised that in respect of the scheme for tree planting within the Carshalton South Ward area the number of trees had been increase from 4 to 5, resulting in an increased total cost of £935. The chair motioned that the increased cost as detailed below should be covered and this was seconded by Councillor Butt

**Resolved:** that

1. Funding for cosmetic restoration of the Wrythe Recreation Ground water fountain for £1750 from Public Realm capital be approved, this is to cover the cost of the new polycarbonate glass bowl coverings, taps and deep cleaning of the stonework, from Public Realm Capital.
2. The addition of four flower baskets for North Street commercial area in the Carshalton Central ward, as part of the annual hanging basket programme for £368, from Public Realm revenue be approved.
3. The supply and installation of by-law notice boards for 11 (eleven) Carshalton Central ward park entrances for £906 from Public Realm capital be approved.
4. The supply and installation of by-law notice boards for seven Carshalton South and Clock House ward park entrances for £567 from Public Realm capital be approved.
5. The supply and installation of one new litter bin with Wrythe Recreation ground for £415 from Public Realm capital be approved.
6. The highway improvements for Banstead Road/Prior Ave for £10,982 from London Transport Fund be approved.
7. The tree planting within five verge locations within the Carshalton South ward for £935 from Public Realm revenue be approved.
8. The progress of the Public Realm schemes listed in Appendix A. was noted.

**23. PUBLIC QUESTION TIME**

Madeline Nice- local resident highlighted to the Committee that public bins are often left unemptied and overflowing, and also asked how often street cleaners should clean the streets. Councillor Butt also asked that the Committee be provided with the street cleaning schedule, and that the contractor Veolia should be invited to attend a future meeting. The Chair agreed that the service has deteriorated and will ask that the schedule of cleaning be provided and that Matt Clubb Assistant Director of Environment Commissioning, and a Veolia representative should please be invited to address this committee at a future meeting.

Arthur Spirling from Carshalton Fields Residents' group asked for a response on his previous question regarding what fees have been withheld from Volia due to poor service. Councillor Williams advised that Sutton has regularly withheld up to 10% of money due to Veolia as they have not met the terms of the contract.

A local resident requested information on the Silent Soldier statues. The Lead Locality Officer advised that those funded from public realm budget will go on display again in the next few weeks. Councillor Butt asked when poppies will be displayed by the Council. The Lead Locality Officer responded that the Poppies were purchased in 2014, and were given

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to community groups to put back up in their areas. However none of the community reps in the audience had any poppies. The Lead Locality Officer agreed to look into if any new poppies can be purchased for this year.

**24. ANY URGENT ITEMS BROUGHT FORWARD AT THE DISCRETION OF THE CHAIR**

There were no urgent items.

**25. DATE OF NEXT MEETING**

The next meeting of the Carshalton & Clockhouse Local Committee will take place on 15 January 2019 at 7pm at Carshalton Beeches Baptist Church.

The meeting ended at 9.20 pm

Chair: .....

Date: .....

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