

EALING COUNCIL
WRITTEN COUNCIL QUESTIONS: TUESDAY, 22 June 2021

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1. QUESTIONS TO – THE LEADER OF THE COUNCIL

Q No.	From Cllr	Question	Background
8.	Gallant	<p>What is the Council doing to facilitate the opening of new retail and commercial life in Dickens Yard and Filmworks?</p> <p>This question falls under the portfolio of Cllr Shital Manro, and is being answered by him.</p> <p>The Dickens Yard landlord, St George PLC, confirm that interest from commercial and retail uses has picked up as Covid lockdowns have eased and they are confident that Dickens Yard will be 90% let by the end of the year.</p> <p>Units have continued to be let even during the difficult time of Covid. New businesses that have opened in Dickens Yard during the pandemic have been:</p> <ul style="list-style-type: none"> - Brewdog – Bar and restaurant - KidsZone - CoJu Juice Bar - Dickens Yard Dental - Bike shop <p>At Filmworks, we have been informed that 97% of the available space is under offer to a range of retail and leisure operators and that the developers expect leases to be exchanged by September.</p> <p>To assist with attracting retailers and commercial uses and with occupation the council:</p> <ul style="list-style-type: none"> - The Council designed the planning consent for Dickens Yard with flexible amounts of retail/leisure and commercial floorspace to enable the site to be responsive to demand. - Has set up a High Street Task Force that has representation from the Ealing Broadway area and is currently investing £600K in initiatives to promote the safe reopening of high streets and to help local businesses to adapt to new conditions. - Will ensure the new Local Plan includes a range of policies that protect and strengthen the vitality and viability of town centres. 	Lucy Taylor

9.	Gallant	Will the Leader guarantee that Filmworks will open as planned in 2021?	
		<p>I'm delighted that despite the inevitable delays to construction caused by the pandemic and the huge impact that Covid has had on the cinema industry, we are on track to see the long-awaited Ealing cinema re-opened, with Picturehouse fully committed to opening the cinema.</p> <p>As the Council announced in March 2021, the construction delays caused by the pandemic mean that the cinema will not now be able to open until spring 2022.</p> <p>St George PLC have confirmed that the cinema box will be handed over to Picturehouse, the cinema operator, on 5th July. Picturehouse will then commence their fitout works. The fit out programme will last 8 months leading to the cinema opening in March 2022. If Cllr Gallant has any exciting ideas about how to fit out a cinema more quickly, I would be happy to convey them to Picturehouse for him.</p>	Lucy Taylor

2. QUESTIONS TO – CABINET MEMBER FOR CLIMATE ACTION & STATUTORY DEPUTY LEADER

Q No.	From Cllr	Question	Background
10.	Kumar	Will all LTN fines issued to the Borough residents be cancelled?	
		We do not believe that drivers, the overwhelming majority from outside the borough, should be able to ignore road signage without consequences. This would set a very dangerous precedent. All PCNs issued in respect of contravention of the LTNs will remain valid. An appeals process is available for anyone who believes they have been wrongly issued with a PCN and our parking team takes a common-sense approach to dealing with such appeals.	Lucy Taylor / Dipti Patel
11.	Millican	We have never found out why these neighbourhoods were chosen for LTNs. You voted for them at Cabinet. Why were they chosen?	
		<p>Please refer to Cabinet report of June 2020 which provides information on the selected LTNs and why they were chosen,</p> <p>CMIS > Meetings and council website.</p> <p>Implemented and proposed low traffic neighbourhoods Implemented and proposed low traffic neighbourhoods Ealing Council</p> <p>A key factor in deciding on which areas Ealing should apply for funding for trial schemes was concerns raised by ward members regarding levels of through traffic on residential streets, including by yourself. The decision was also influenced by the guidance set down by the Department for Transport and TfL, who administered the funding pots, on where they would be looking to support active travel schemes.</p>	Lucy Taylor / Dipti Patel
12.	Dabrowska	<p>Has Ealing Council received a response from TfL following my representations and alternative against the ULEZ via the Transport team in regards to properties between the A406 and the Piccadilly/District tube track lines?</p> <p>I have not received this response. If received, please forward me the correspondence.</p>	

Q No.	From Cllr	Question	Background
		The representation was forwarded to TfL for their consideration. The Transport Team have not received a response but will chase for one.	Lucy Taylor / Dipti Patel/ Tony Singh

13.	Dabrowska	<p>Could you please list the locations and time periods that traffic counters (and other traffic monitoring equipment) have been put in place in the last 12 months (June 2020 – June 2021)?</p>																
		<p>The Council currently has a series of traffic counters to enable the monitoring of the LTNs. These started counting on 31st May and will be in place until the end of July. They are located at:</p> <table border="1" data-bbox="394 411 1151 1406"> <tr><td>Durham Road</td></tr> <tr><td>Sunderland Road</td></tr> <tr><td>Olive Road</td></tr> <tr><td>Lower Boston Road</td></tr> <tr><td>Swyncombe Avenue</td></tr> <tr><td>Leighton Road</td></tr> <tr><td>Elthorne Park Road</td></tr> <tr><td>Uxbridge Road</td></tr> <tr><td>Haslemere Avenue</td></tr> <tr><td>Adrienne Avenue</td></tr> <tr><td>Woodstock Avenue</td></tr> <tr><td>Kenilworth Gardens</td></tr> <tr><td>Neal Avenue</td></tr> <tr><td>East Acton Lane</td></tr> <tr><td>Bowes Road</td></tr> </table>	Durham Road	Sunderland Road	Olive Road	Lower Boston Road	Swyncombe Avenue	Leighton Road	Elthorne Park Road	Uxbridge Road	Haslemere Avenue	Adrienne Avenue	Woodstock Avenue	Kenilworth Gardens	Neal Avenue	East Acton Lane	Bowes Road	<p>Lucy Taylor / Dipti Patel/ Tony Singh</p>
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		Friars Place Lane		
		South Ealing Road		
		Lawrence Road		
		Ealing Park Gardens		
		Churchfield Road		
		Horn Lane		
		Spencer Road		
		Grafton Road		
		Mattock Lane		
		Mattock Lane		
		Loveday Road		
		Culmington Road		
		Elers Road		
		Windermere Road		
		Bond Street		
		High Street (Ealing)		

14.	Dabrowska	Are there further traffic counters (or other equipment) planned or scheduled this year?	
		Yes; further surveys are expected for the detailed planning and design of the LIP funded schemes. The LIP programme was approved by Cabinet in April 2021.	Lucy Taylor / Dipti Patel/ Tony Singh
15.	Dabrowska	Hamilton Road LTN49 - what is the decision framework in deciding the criteria of this LTN survey?	
		See answer to Q16.	Lucy Taylor / Dipti Patel
16.	Dabrowska	Hamilton Road LTN49 – why has it taken 3 months following a survey to still not receive the results (as a ward councillor for starters)?	
		As a new administration, we have prioritised ensuring we give local residents a say on the future of the tranche 1 schemes. Once this is done, we will publish the results of the tranche 2 schemes consultation and the next steps including the decision on whether or not to implement the schemes, which will be informed by the consultation responses..	Lucy Taylor /Dipti Patel
17.	Dabrowska	Has the Council considered non-revenue generating options in traffic management instead of LTNs?	
		Low Traffic Neighbourhoods are about encouraging active travel, reducing congestion and fighting the ticking health time bomb of air pollution. Fines are only levied if motorists break the rules and ignore the legally placed signage.	Lucy Taylor / Dipti Patel
18.	Dabrowska	If no (following on question 17 above), please state what options have been considered and if discounted, reasons why.	
		See answer 17	Lucy Taylor / Dipti Patel

19.	Dabrowska	Does the Council support or object to the closure and removal of the Gunnersbury Park Bowls Club?	
		The Council has not explicitly registered support or objection to the proposal to close Gunnersbury Park Bowls Club.	Mark Wiltshire/ Chris Bunting
20.	Dabrowska	Either way, has the Council put in any supporting commentary to the planning application(s) for its removal [Gunnersbury Park Bowls Club]? If not, why not?	
		Upon request the Assistant Director of Leisure, Chris Bunting provided a reference for the applicant. This does not constitute a response to the planning application	Mark Wiltshire/ Chris Bunting
21.	Dabrowska	Did the Council carry out a consultation (statutory or otherwise) in implementing the 24-hour bus lane on Uxbridge Road?	
		Yes. See answer to Q22 for full details.	Lucy Taylor/ Tony Singh
22.	Dabrowska	Please provide the relevant traffic order, paperwork supporting the legality of it [24-hour bus lane on Uxbridge Road] etc.	
		The traffic order is TMO 2020/85 - The Ealing (Bus Priority) (Bus Lanes) (No. 1) Experimental Traffic Order 2020. The consultation was sent out on 11 June and the order was made on 4 August and was operative on 17 August. The advert for the making of the experimental order was in the Ealing Gazette and the London Gazette on 5th August.	Lucy Taylor/ Tony Singh

23.	Dabrowska	What was the criteria/decision framework how the 24-hour bus lane was decided upon?	
		Twenty-four hour bus lanes are being trialled across London for two reasons - ; firstly, to facilitate safe cycling on key radial routes in light of reduced capacity on public transport and the need for social distancing, and secondly, to deliver consistent bus journey time throughout the day. This is in response to the Government’s advice to travel outside peak times wherever possible.	Lucy Taylor/ Tony Singh
24.	Dabrowska	Is it a temporary or a permanent fixture [24-hour bus lane]?	
		As set out in the response to Q22, the Order is an Experimental Traffic Order (ETO) which will expire 18 months from becoming operative.	Lucy Taylor Tony Singh
25.	Dabrowska	Has the Council actively consulted and/or sought feedback on this from the public [24-hour bus lane]?	
		The first 6 months of an experimental traffic order is a period during which the public may make objections to the order or make comments on the order. The extension of the bus lane hours will be reviewed and a report made to Cabinet to either retain the 24-hour operation or revert to the previous hours of operation.	Lucy Taylor /Tony Singh
26.	Ball	When will the results of the consultations held in March regarding each of the three proposed new LTNs in Hamilton Road, Creffield Road North and Creffield Road South be published? In answer to my written question in April I was told that they “will be published shortly after the elections.”	
		See answer to Q16.	Lucy Taylor /Dipti Patel

27.	Ball	Please update the figures given in response to my question in April, “In respect of LTN enforcement cameras, please list number of PCNs issued and amount of revenue raised broken down by LTN number.”	
		Please see Appendix 1	Lucy Taylor /Dipti Patel
28.	Ball	Please advise when the CPZ in Delamere Road, Elgar Avenue and St Pauls Close will be implemented. It was agreed almost 18 months ago.	
		The CPZ will be progressed to statutory consultation in July, with implementation undertaken in September. Following discussions with the Portfolio Holder, officers intend to write to Ward Councillors with an update shortly.	Lucy Taylor /Tony Singh
29.	Millican	Will you be considering LTNs for other areas, such as Southall, Northolt or Greenford?	
		Following the conclusion of the Tranche 1 & 2 active travel programmes, future active travel schemes will be considered where funding allows and there is support from local residents. The Transport Programme for 2021-22 was agreed by cabinet in April 2021, but is partially dependent on the impact on LIP funding of the cuts imposed on TfL by central government.	Lucy Taylor /Dipti Patel
30.	Millican	Is the abandonment of LTN-21 permanent?	
		The LTN21 trial was ended early due to the closure of Swyncombe Avenue by Hounslow. There are no plans to consult on it. There will be consultation on the potential reinstatement a small part of the former LTN around Deans Rd/Montague Ave, where there is strong support from residents for the local measures in their area. This will coincide with the CPZ style consultations on the other LTNs. We will also work with local residents and ward members on how we can address issues identified in other parts of the area previously covered by the LTN21 trial.	Lucy Taylor /Dipti Patel

31.	Millican	Publicly the Leader has talked about CPZ style consultations, but clearly, they would need to be part of a wider traffic scheme, otherwise you'd simply move traffic from one road to another, as has happened onto Popes Lane and Northfields Ave. And it would need to be area wide, across other boroughs; otherwise you'll end up back again with the problems created by Swyncombe Ave in Hounslow. So, if you do run these consultations what plans have you got to review West London-wide traffic?	
		The monitoring of the LTNs includes all the boundary roads in the affected area. The data from this will form part of the considerations. We are including residents of boundary roads in the consultation on the future of each of the trial LTNs.	Lucy Taylor / Dipti Patel
32.	Millican	What will you ask residents views on? e.g. individual barriers on their road?	
		The consultations are now open and can be accessed at www.ealing.gov.uk/ltn .	Lucy Taylor / Dipti Patel

33.	Millican	Will there be a minimum turnout before the consultation is valid?	
		There is no minimum turnout threshold.	Lucy Taylor / Dipti Patel
34.	Millican	What will be the success criteria be for these CPZ style consultations?	
		The consultation is about listening to local people and giving them a final say before the trial comes at an end and a decision is made on whether to make LTNs permanent or not.	Lucy Taylor/ Dipti Patel
35.	Millican	What form will these CPZ style consultations take? CPZ consultations involve lengthy documents, with multiple questions and options, and are issued to every household and then all the response requires to be tabulated.	
		The consultations are now open and can be accessed at www.ealing.gov.uk/ltn .	Lucy Taylor/ Dipti Patel
36.	Millican	When will the CPZ style consultations be run?	
		The consultation will run from 1 to 23 July.	Lucy Taylor/ Dipti Patel
37.	Millican	Why the delay? As clearly, they can't be held during the school holidays.	
		As a new administration, we wanted to take the opportunity to meet with groups on both sides of the debate on LTNs and listen to their views and feedback on how a consultation could best work. As set out in the answer to Q36, the consultation will be completed before schools break up for the summer holidays.	Lucy Taylor/ Dipti Patel

38.	Millican	When will you publish the results of the official Council consultation on the Commonplace platform, and the email submissions to the “traffic notices” email because all these responses have apparently been overwhelmingly opposed to the LTNs?	
		The data will be on the Council website for the start of the consultation. However, it should be noted that both Commonplace and the traffic notices inbox remain open to comments. Therefore, these will only represent interim results.	Lucy Taylor/ Dipti Patel
39.	Millican	The ETOs expire on 16 August. So, will the other LTNs be removed then? Which is presumably before the results of the CPZ style consultations have been determined?	
		Should any LTNs need to be removed, this will be programmed and completed as soon as possible.	Lucy Taylor/ Dipti Patel
40.	Millican	Neighbouring Labour-controlled Harrow Council removed the LTNs unilaterally, have you considered doing the same?	
		We believe that it is right to ask resident what they think and that is why we are publishing a CPZ style consultation, so that residents get a final say.	Lucy Taylor/ Dipti Patel
41.	Millican	We understand from responses to residents by Labour Councillors that “smaller measures within the LTN-21 area will be looked at in the future where there is resident support to promote active travel/deal with high traffic volumes and speeding.” When can we expect to see these proposals?	
		A consultation on a smaller LTN in the Deans Road/Montague Avenue area, formerly covered by LTN21, will be carried out alongside the consultations on the other trial LTNs. We will also work with local residents and ward members on how we can address issues identified in other parts of the area previously covered by the LTN21 trial. This is likely to occur after the conclusion of the decision making process on Tranche 1 and Tranche 2 schemes. Any future schemes will only proceed if consultations demonstrate public support for them locally.	Lucy Taylor/ Dipti Patel

42.	Millican	How will they link to a wider traffic study, particularly as they relate to the so-called boundary roads?	
		Assuming this relates to Question 41, the impact on boundary roads would be looked at in the event of any future schemes being brought forward.	Lucy Taylor/ Dipti Patel
43.	Millican	What plans have you got to stop the rat running which the barriers have created in other LTNs, such as Lawrence Road or Ealing Park Gardens in LTN-32, Junction Road?	
		Monitoring is currently taking place and any displacement will be investigated as part of the analysis and decision making around whether to make LTN 32 permanent or not. If LTN 32 is made permanent and further mitigation measures are required, then this will be undertaken after the end of the ETO consultation period.	Lucy Taylor/ Dipti Patel
44.	Millican	Will you cancel all outstanding Penalty Charge Notices and cancel any fines for Blue Badge Holders?	
		Where a motorist breaks the rules we levy a fine to discourage them from continuing with this behaviour as it can put other road users at risk. I am sure Cllr Millican agrees that drivers, the majority from outside the borough, should not be able to breach clear instructions on road signs without consequence. Blue badge holders can apply for an exemption for their home LTN. An appeal process is available for anyone who feels that they have been unfairly issued with a PCN. All cases will be assessed on their own merits and if any resident thinks they have been unfairly fined they should contact our parking team who always take a firm but fair approach.	Lucy Taylor/ Dipti Patel

3. QUESTIONS TO – CABINET MEMBER FOR INCLUSIVE ECONOMY

Q No.	From Cllr	Question	Background
45.	Kumar	<p>Residents are spending up to an hour holding for council departments to answer and left hanging on. Why and when will this be rectified?</p>	
		<p>The average wait time for the contact centre from 1 April 2021 to 22 June 2021 was 8 minutes and 16 seconds, with 84,365 calls answered.</p> <p>Some residents may have experienced an increased wait time with teams who answer more complex enquires. As many of the contact centre enquiries are transactional, residents are signposted to use the customer portal to complete their transactions. In addition, the call back service is also offered during busier periods.</p> <p>The service is continuing to use existing resources in the contact centre to manage the increased demand on the service from residents requiring support with self-isolation payments, social contact, food support, financial and welfare advice.</p> <p>CS teams are also proactively calling residents to offer support to those who are vulnerable or required to self-isolate.</p> <p>We are currently cross training the CS teams to enable them to resolve a wider range of enquiries. This approach will improve the teams' flexibility and efficiency to address demand led queues</p> <p>There are still some unresolved technical issues that have occasionally resulted in temporary losses of service. These technical issues are being addressed as a priority</p> <p>Additionally, an upgrade to the telephony system is planned for the contact centre which should improve call handling.</p>	<p>Alison Reynolds</p>

46.	Conti	What is the average length people are on hold when they try to get through to the council?	
		<p>The average wait time for the contact centre from 1 April 2021 to 22 June 2021 was 8 minutes and 16 seconds, with 84,365 calls answered.</p> <p>Residents may experience longer wait times due to an increased demand for specific teams due to service issues and an increase in the number of calls being answered by the team.</p> <p>When customers call the call centre, they are offered the option of requesting a call back rather than waiting in a queue.</p> <p>Between 1 April- 22 June 2021 15,404 callbacks were made, of which 13,798 were answered and resolved</p> <p>Within existing resources, call centre staff also continue to deal with requests for assistance in relation to the ongoing pandemic through the Ealing Together line and some have been transferred to help process Self Isolation Payment applications</p> <p>Our digital programme is expanding the range of transactions which can be undertaken online, thereby helping to reduce pressure on the call centre.</p>	Alison Reynolds

47.	Conti	<p>How many calls to the Council switchboard are abandoned (i.e. people hang up) because they are left on hold too long? Can this figure be broken on a monthly basis for the past 2 years?</p>																																		
		<p>Between 1 April- 22 June 2021, 30,681 calls presented to switchboard of which 29,001 were answered in an average of 21 secs. The abandonment rate was 5%. We are not able to collect data as to why a customer decides to hang up.</p> <p>The following table details the number of telephone calls to the Council's switchboard that have been abandoned</p> <table border="1" data-bbox="405 523 1516 1399"> <thead> <tr> <th data-bbox="405 523 687 683">Period</th> <th data-bbox="687 523 1102 683">Percentage of switchboard calls abandoned</th> <th data-bbox="1102 523 1516 683">Number of switchboard calls abandoned</th> </tr> </thead> <tbody> <tr> <td data-bbox="405 683 687 754">July 2019</td> <td data-bbox="687 683 1102 754">5%</td> <td data-bbox="1102 683 1516 754">423</td> </tr> <tr> <td data-bbox="405 754 687 826">August 2019</td> <td data-bbox="687 754 1102 826">5%</td> <td data-bbox="1102 754 1516 826">535</td> </tr> <tr> <td data-bbox="405 826 687 898">September 2019</td> <td data-bbox="687 826 1102 898">5%</td> <td data-bbox="1102 826 1516 898">506</td> </tr> <tr> <td data-bbox="405 898 687 970">October 2019</td> <td data-bbox="687 898 1102 970">4%</td> <td data-bbox="1102 898 1516 970">448</td> </tr> <tr> <td data-bbox="405 970 687 1042">November 2019</td> <td data-bbox="687 970 1102 1042">4%</td> <td data-bbox="1102 970 1516 1042">446</td> </tr> <tr> <td data-bbox="405 1042 687 1114">December 2019</td> <td data-bbox="687 1042 1102 1114">3%</td> <td data-bbox="1102 1042 1516 1114">243</td> </tr> <tr> <td data-bbox="405 1114 687 1185">January 2020</td> <td data-bbox="687 1114 1102 1185">4%</td> <td data-bbox="1102 1114 1516 1185">363</td> </tr> <tr> <td data-bbox="405 1185 687 1257">February 2020</td> <td data-bbox="687 1185 1102 1257">4%</td> <td data-bbox="1102 1185 1516 1257">323</td> </tr> <tr> <td data-bbox="405 1257 687 1329">March 2020</td> <td data-bbox="687 1257 1102 1329">4%</td> <td data-bbox="1102 1257 1516 1329">370</td> </tr> <tr> <td data-bbox="405 1329 687 1399">April 2020</td> <td data-bbox="687 1329 1102 1399">4%</td> <td data-bbox="1102 1329 1516 1399">276</td> </tr> </tbody> </table>	Period	Percentage of switchboard calls abandoned	Number of switchboard calls abandoned	July 2019	5%	423	August 2019	5%	535	September 2019	5%	506	October 2019	4%	448	November 2019	4%	446	December 2019	3%	243	January 2020	4%	363	February 2020	4%	323	March 2020	4%	370	April 2020	4%	276	<p>Alison Reynolds</p>
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		May 2020	6%	603		
		June 2020	4%	369		
		July 2020	3%	331		
		August 2020	4%	332		
		September 2020	5%	572		
		October 2020	4%	387		
		November 2020	4%	373		
		December 2020	5%	357		
		January 2021	5%	533		
		February 2021	4%	422		
		March 2021	5%	538		
		April 2021	4%	493		
		May 2021	6%	603		
		June 2021 to date	6%	617		

4. QUESTIONS TO – CABINET MEMBER FOR GOOD GROWTH

Q No.	From Cllr	Question	Background
48.	Young	<p>How long has the council property at 77a Alexandria Road been vacant? How many other council-owner properties have been vacant for this length of time?</p> <p>The property at 77A Alexandria Road has been vacant since June 2016.</p> <p>The resident has been moved out of the property due to extensive works being required before it is safe to occupy, due to the presence of asbestos in the rear 2 storey bathroom extension. There are 6 further properties on Alexandria Road that have such extensions enveloping the bathrooms in the ground and first floor flats respectively. The bathroom extensions are constructed from a steel tubular frame, with infill asbestos panels. The extensions have a number of defects and require complete modernisation before the properties can be put back into use and therefore undertaking a detailed options appraisal.</p> <p>There are 4 long-term voids in the Council's stock which have been unoccupied for a longer period than 77A Alexandria Road.</p>	Lucy Taylor