

**EALING COUNCIL**  
**WRITTEN COUNCIL QUESTIONS: TUESDAY, 19 October 2021**

<b>QUESTIONS</b>	<b>PAGE</b>
1. QUESTIONS TO – THE LEADER OF THE COUNCIL .....	2
2. QUESTIONS TO – CABINET MEMBER FOR CLIMATE ACTION & STATUTORY DEPUTY LEADER .....	3
3. QUESTIONS TO – CABINET MEMBER FOR INCLUSIVE ECONOMY .....	8
4. QUESTIONS TO – CABINET MEMBER FOR GENUINELY AFFORDABLE HOMES .....	11
5. QUESTIONS TO – CHAIR OF THE PLANNING COMMITTEE.....	12
6. QUESTIONS TO – CABINET MEMBER FOR GOOD GROWTH .....	13
7. QUESTIONS TO – CABINET MEMBER FOR A FAIRER START .....	15

## 1. QUESTIONS TO – THE LEADER OF THE COUNCIL

Q No.	From Cllr	Question	Background
8.	Ball	<p><b>How many Afghan refugees have been welcomed to Ealing, and what has the Council done to provide facilities for them at this traumatic time in their lives?</b></p> <p>Ealing has committed to being a borough of welcome for people fleeing the horrors of Taliban rule and have pledged to provide sanctuary for a fair share of Afghan refugees. I'm pleased that at the full council meeting, all parties voted to acknowledge the government's chaotic mismanagement of the events in Afghanistan over the past months; that this has left many who have worked alongside our forces behind and at the mercy of the Taliban; and that the government needs to deliver a properly funded scheme to help those who have been left behind reach safety.</p> <p>We have to date welcomed 3 families (a total of 16 individuals) via the Afghan Relocations and Assistance Policy (ARAP).</p> <p>All are in private sector tenancies (2 year Assured Shorthold Tenancies) in homes of the appropriate size for their family.</p> <p>All school age children are now in school or college (except one who is awaiting a placement through the Ealing Schools admissions team)</p> <p>All adults who cannot speak English are enrolled in ESOL classes and adults are being supported to secure work through the Job Centre.</p> <p>All are registered with appropriate primary health services.</p>	Mark Wiltshire

Q No.	From Cllr	Question	Background
		<p>All 3 families have a named resettlement worker for any other issues.</p> <p>We are still actively looking to procure accommodation to invite more nominations from the Home Office. Support is also being offered where possible to families arriving from Afghanistan who are not part of the Arap scheme.</p>	

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

Q No.	From Cllr	Question	Background									
9.	Young	<p><b>How many PCNs have been issued in the last 6 months for parking contraventions at the junction of Springbridge Road and The Broadway?</b></p>	Gina Cole									
		<p>Since 01/03/2021 there has been 48 Parking PCNs issued in The Broadway (W5) and 32 Parking PCNs issued in Springbridge Road (W5) - a total of 80 PCNs. These were issued along the 2 roads, not necessarily just at the junction of those two roads.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Parking PCN</th> <th>Street Name</th> </tr> </thead> <tbody> <tr> <td>32</td> <td>Springbridge Road (W5)</td> </tr> <tr> <td>45</td> <td>The Broadway (W5)</td> </tr> <tr> <td>1</td> <td>The Broadway, Ealing (W5) (12)</td> </tr> <tr> <td>2</td> <td>The Broadway, Ealing (W5) (13)</td> </tr> <tr> <td>80</td> <td>TOTAL</td> </tr> </tbody> </table>		Parking PCN	Street Name	32	Springbridge Road (W5)	45	The Broadway (W5)	1	The Broadway, Ealing (W5) (12)	2
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10.	Young	<p><b>What was the original budgeted cost for bringing the waste and recycling service back under Council control and is the actual cost to date?</b></p>	Earl McKenzie									

Q No.	From Cllr	Question	Background
		<p>I'm delighted to be able to say that, while we are awaiting final audited costs, the start-up of Greener Ealing Ltd (GEL) appears to have been delivered at under the original budget. Greener Ealing is delivering a better service to residents, better pay for our hard-working front line workers, and wider environmental benefits such as lower-emission vehicles.</p> <p>£736k was originally budgeted in the <a href="#">July 2018 Cabinet</a> Delivery model for Environmental Services report (recommendation 1.3), approving 'the use of £736k in 2018/19 and 2019/20 from reserves as a one-off sum for the establishment of the company with all the necessary functions systems, and to commence the work needed to transfer the service, employees and equipment.</p> <p>To date, £705k costs have been recorded as start-up costs for GE (not including the contract costs to the council for the environmental services provided by GEL since July 2020). Advice is being provided by auditors and legal advisors to confirm the £705k figure.</p>	
11.	Young	<p><b>When and why was the design of the green hessian garden waste sacks changed so that there is no flap to act as a lid? As the lack of a flap means more garden waste being blown about our streets, wasn't this a false saving?</b></p> <p>There has been no change to the specification requirements for the garden waste sacks. Unfortunately, for a period our suppliers were unable to provide sacks with a flap/lid within a reasonable timeframe. The decision was therefore taken to order a limited number of sacks without flaps to ensure that residents were able to be provided with reusable sacks as part of the garden waste service. Future sacks should have the lids as per the previous specification.</p>	Earl McKenzie
12.	Gallant	<p><b>How many children and adults are affected on a daily basis by engines kept running at the railway crossing at Acton Central Station?</b></p>	Gina Cole

Q No.	From Cllr	Question	Background
		<p>We do not hold data on specific numbers of individuals likely to be affected by engine idling at the Acton Central level crossing. However, we know that engine idling is a major air pollution issue at this location. To help address this, we have installed ‘Switch Engine Off’ signs, to encourage drivers not to idle their engines. However, enforcement of idling at level crossings and traffic lights is very difficult due to national regulations, which only allow enforcement when the vehicle is parked. We don’t have any statutory powers that can be used to stop vehicles waiting at a level crossing from keeping their engines running.</p> <p>However, to address idling issue across the borough, we joined the pan London program on Anti-idling which looks at tackling the issue through behavioural changes and enforcement wherever possible.</p> <p>The impacts of idling can also be addressed through encouraging the take-up of lower emission vehicles, including EVs and hybrids, and through curbing the increase in the number of vehicles on Ealing’s roads. We are seeking to achieve this through rolling out our borough-wide Street EV charge point network; emissions-based parking charges to encourage the take-up of lower emission vehicles; and active travel measures to make it easier and safer for people to undertake short journeys by bike or on foot.</p>	
13.	Gallant	<p><b>Is the portfolio holder aware of the disgusting state, which sometimes includes human excrement, on the railway footbridge connecting St Dunstans Rd and Perryn Rd in W3?</b></p> <p><b>What measures are being taken to enforce such anti-social littering of this kind in areas that are well used but hidden from public attention?</b></p> <p>In order to ensure the cleaning of our streets and other public routes are carried out appropriately, we undertake inspections of locations after they have been cleaned. While a very high percentage meet the required standard, but unfortunately the last scheduled clean of this footbridge was not</p>	Earl McKenzie

Q No.	From Cllr	Question	Background																												
		<p>carried out to standard. Accordingly, emergency rectification work has been completed removing all litter, detritus and all flytipping in the vicinity. Additionally, the location has been added to the schedule for routine patrols by environmental enforcement officers. We hope this will help deter any unpleasant and anti-social activity.</p> <p>The location will be closely monitored over the coming weeks. Residents can contact the council and report flytipping and concerns about their streets and local spaces using the Love Clean Streets App or the online form at this link <a href="#">Report fly-tipping   Report fly-tipping   Ealing Council</a></p>																													
14.	Ball	<p><b>What has been the total cost of the implementation, consultation on and removal of LTNs, itemising categories of expenditure and identifying which expenditure was TfL funded?</b></p> <p>A table of costs is set out below. Those figures highlighted in Blue are funded through the Streetspace scheme administered by TfL.</p> <table border="1" data-bbox="465 874 1473 1391"> <thead> <tr> <th data-bbox="465 874 871 983">Schemes</th> <th data-bbox="871 874 1077 983">Implementation cost</th> <th data-bbox="1077 874 1249 983">Consultation Cost</th> <th data-bbox="1249 874 1473 983">Removal cost</th> </tr> <tr> <th data-bbox="465 983 871 1054">LTN schemes</th> <th data-bbox="871 983 1077 1054">£'000</th> <th data-bbox="1077 983 1249 1054">£'000</th> <th data-bbox="1249 983 1473 1054">£'000</th> </tr> </thead> <tbody> <tr> <td data-bbox="465 1054 871 1126">Junction Road (LTN 30)</td> <td data-bbox="871 1054 1077 1126">6.6</td> <td data-bbox="1077 1054 1249 1126">0.4</td> <td data-bbox="1249 1054 1473 1126">6.8</td> </tr> <tr> <td data-bbox="465 1126 871 1198">Mattock Lane (LTN 35)</td> <td data-bbox="871 1126 1077 1198">8</td> <td data-bbox="1077 1126 1249 1198">0.4</td> <td data-bbox="1249 1126 1473 1198">0.75</td> </tr> <tr> <td data-bbox="465 1198 871 1270">Bowes Road (LTN 34)</td> <td data-bbox="871 1198 1077 1270">3.3</td> <td data-bbox="1077 1198 1249 1270">0.2</td> <td data-bbox="1249 1198 1473 1270">1.55</td> </tr> <tr> <td data-bbox="465 1270 871 1342">Loveday road (LTN 30)</td> <td data-bbox="871 1270 1077 1342">10.6</td> <td data-bbox="1077 1270 1249 1342">0.6</td> <td data-bbox="1249 1270 1473 1342">4.4</td> </tr> <tr> <td data-bbox="465 1342 871 1391">Adrienne avenue (LTN 48)</td> <td data-bbox="871 1342 1077 1391">4.1</td> <td data-bbox="1077 1342 1249 1391">0.1</td> <td data-bbox="1249 1342 1473 1391"></td> </tr> </tbody> </table>	Schemes	Implementation cost	Consultation Cost	Removal cost	LTN schemes	£'000	£'000	£'000	Junction Road (LTN 30)	6.6	0.4	6.8	Mattock Lane (LTN 35)	8	0.4	0.75	Bowes Road (LTN 34)	3.3	0.2	1.55	Loveday road (LTN 30)	10.6	0.6	4.4	Adrienne avenue (LTN 48)	4.1	0.1		Gina Cole
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Q No.	From Cllr	Question				Background
		Olive road (LTN 08)	5.4	0.2	3.25	
		Churchfield Road (LTN 25)	12.6	1.2	4.55	
		WELN North (LTN 20)	9.4	0.4	4.1	
		WELN South (LTN 21)	23.1		8.5	
		North Creffield Road		0.7		
		South Creffield Road		0.7		
		Hamilton Road		0.5		
		Dean's and Montague		0.2		
		<b>LTN Total</b>	<b>83.1</b>	<b>5.6</b>	<b>33.9</b>	
		TfL funded				
15.	Ball	<b>What has been the total income from LTN PCNs?</b>				<b>Gina Cole</b>

Q No.	From Cllr	Question	Background												
		<p>Fines are set out in the table below:</p> <table border="1"> <thead> <tr> <th>LTNs</th> <th>Vehicles registered within the borough</th> <th>Vehicles registered outside of the borough</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Payment</td> <td>£1,580,305.00</td> <td>£3,226,269.00</td> <td>£4,806,574.00</td> </tr> <tr> <td>Payment %</td> <td>33%</td> <td>67%</td> <td></td> </tr> </tbody> </table> <p>All fines from PCNs are invested into improving the road network and public transport, or funding concessionary travel schemes, in accordance with legislation (Section 55 of the Road Traffic Regulation Act 1984). This includes improvements to cycle infrastructure, promoting healthier travel and investment in camera technology to enforce restrictions in the borough, as well as paying Ealing's share of the cost of the Freedom Pass.</p>	LTNs	Vehicles registered within the borough	Vehicles registered outside of the borough	Total	Payment	£1,580,305.00	£3,226,269.00	£4,806,574.00	Payment %	33%	67%		
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### 3. QUESTIONS TO – CABINET MEMBER FOR INCLUSIVE ECONOMY

Q No.	From Cllr	Question	Background
16.	Kumar	<p><b>Why are resident calls to the council subject to very lengthy waiting time before either receiving a recorded message or promised a call back which never happens?</b></p> <p>I'm very pleased to be able to report that average waiting times for residents calling the council have dropped by nearly 33% since April 2021. Waiting times had increased due to the need to reprioritise service delivery during the pandemic, including making thousands of outbound calls to vulnerable residents as part of the Ealing Together scheme.</p>	Alison Reynolds

Q No.	From Cllr	Question	Background														
		<p>As these demands have dropped off, average waiting times have been steadily improving.</p> <table border="1" data-bbox="501 316 1178 810"> <thead> <tr> <th data-bbox="501 316 842 427">Month- 2021</th> <th data-bbox="842 316 1178 427">Average wait – Minutes: Secs</th> </tr> </thead> <tbody> <tr> <td data-bbox="501 427 842 491">April</td> <td data-bbox="842 427 1178 491">9:26</td> </tr> <tr> <td data-bbox="501 491 842 555">May</td> <td data-bbox="842 491 1178 555">6:16</td> </tr> <tr> <td data-bbox="501 555 842 619">June</td> <td data-bbox="842 555 1178 619">8:49</td> </tr> <tr> <td data-bbox="501 619 842 683">July</td> <td data-bbox="842 619 1178 683">7:33</td> </tr> <tr> <td data-bbox="501 683 842 746">Aug</td> <td data-bbox="842 683 1178 746">6:54</td> </tr> <tr> <td data-bbox="501 746 842 810">Sept</td> <td data-bbox="842 746 1178 810">6:20</td> </tr> </tbody> </table> <p>Since 1 April 2021 customer services received 35,572 requests for a call back - this service is available at peak times when the service has longer than average waiting times.</p> <p>The service has successfully called back 35,016 customers fulfilling the request (91%).</p> <p>Reasons for non-fulfilment are usually due to the customer not being able to answer when a call back is attempted.</p> <p>Work is currently underway to upgrade the telephony system in order to reduce the number of technical incidents, which should help to further improve response times in the coming months.</p>	Month- 2021	Average wait – Minutes: Secs	April	9:26	May	6:16	June	8:49	July	7:33	Aug	6:54	Sept	6:20	
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17.	Kumar	<p><b>How many staff are working full time from home?</b></p> <p><b>Are the hours flexible?</b></p> <p>In the interests of protecting the health of staff and residents, and ensuring we do everything we can to limit the spread of coronavirus, most staff continue to work flexibly from home if their role is suitable for this. The experience of the past 18 months is that we have been able to continue</p>	Liz Chiles														

Q No.	From Cllr	Question	Background
		<p>to deliver a very high standard of services to our residents by adopting flexible working in this way. The maximum number of staff returning to council buildings is currently between 250 and 300 each day.</p> <p>The council sought to embrace flexible working, including working from home where appropriate - which can bring benefits to both staff and services - well before the pandemic, and we will continue to do so.</p>	
18.	Kumar	<p><b>How is the 10-day response period for enquiries going to be made more efficient?</b></p> <p>We are investing significantly in improving customer services and response times through the council's digital programme. The programme plays a key role in delivering improved efficiency including in handling enquiries and complaints, by streamlining our processes, promoting new ways of working, and making substantial improvements to services through the delivery of the Customer Relationship Management (CRM) system and customer portal.</p> <p>The main benefits are:</p> <ul style="list-style-type: none"> <li>• Simplification of processes, that are efficient, fully defined and standardised across the council, and capable of improving the quality of decisions.</li> <li>• Improved customer service using the Customer Relationship Management (CRM) system as the primary channel for residents to access products and services whilst providing proactive customer interactions to our service users.</li> <li>• Delivery of a modern, fit for purpose IT infrastructure for the Council drawing together all relevant customer information from interactions between the council and the customer, enabling a single accurate view of the customer, thereby promoting efficiency.</li> </ul> <p>Services now live within the CRM and available to customers through the portal are:</p>	Alison Reynolds

Q No.	From Cllr	Question	Background
		<p>Council Tax, Benefits, Local Welfare, Business Rates, Housing Repairs, Rents, and many Environmental processes.</p> <p>The remaining council services are expected to be available through the portal by January 2022.</p> <p>Customers can apply for services, report issues, view their accounts, and track progress of their service requests. This online service for routine processes enables our staff to concentrate on helping customers with more complex needs.</p> <p>We are also better able to track the enquiries and monitor the responses. This includes ensuring deadlines are adhered to, service failures are identified, and improvements implemented.</p> <p>The continued process of efficiencies and improved monitoring of data delivered through the CRM will ensure that the response time to complaints and enquiries will continuously improve.</p>	

#### **4. QUESTIONS TO – CABINET MEMBER FOR GENUINELY AFFORDABLE HOMES**

Q No.	From Cllr	Question	Background
<b>19.</b>	Gallant	<p><b>Why is a planning project, where work began before permission was sought and which generated over one hundred objections, not automatically referred to the Planning Committee?</b></p> <p>This question is by Cllr Shital Manro, as Cllr Lauren Wall is on a leave of absence.</p>	<b>Alex Jackson</b>

Q No.	From Cllr	Question	Background
		<p>The decision on whether a planning application is referred to the Planning Committee ultimately lies with the chair of the Committee.</p> <p>The decision level for consideration of planning applications is assessed against the Councils' scheme of delegation, which can be viewed at - <a href="#">Council constitution: Part 8 - Officer delegated powers   Ealing Council</a>. If an application has a higher level of comments than might be expected for a planning application of that nature, the Proper officer will bring these to the attention of Chair/Vice Chair of Planning Committee for discussion of the appropriate decision level. Part of this consideration will be reasons for objection and the matters raised, and whether they are material considerations to the assessment of the application.</p>	

### 5. QUESTIONS TO – CHAIR OF THE PLANNING COMMITTEE

Q No.	From Cllr	Question	Background
20.	Young	<p><b>Please could the Planning Chair list the requests, since his appointment as Chair, by Ward Councillors for Planning Applications in their respective Wards to be considered by Committee, rather than by Officers under delegated powers and indicate which of those he has agreed.</b></p>	Councillor Ray Wall
		This information is provided as an appendix.	

## 6. QUESTIONS TO – CABINET MEMBER FOR GOOD GROWTH

Q No.	From Cllr	Question	Background																							
21.	Young	<p><b>In the past 4 years, how many people living in council housing have contacted the council about mould or damp in their homes and what action is the council taking to deal with damp/mouldy homes and ensure no one is exposed to damp and mould?</b></p> <p>We take complaints of this nature very seriously. Data on work orders raised for mould or damp issues is set out in the table below. The numbers in the 'Damp' column are the repairs carried out in relation to damp and mould issues. The 'Condensation' columns shows cases where, following a damp or mould issue being reported, inspections by the service led to a finding that the issues was condensation and that it could be addressed by giving the tenant advice and guidance. The majority of issues reported related on examination to kitchen and bathroom areas rather than exteriors or rising damp.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;">Period (October to September)</th> <th colspan="3" style="text-align: center;">No Works Orders Raised</th> </tr> <tr> <th style="text-align: center;">Damp</th> <th style="text-align: center;">Condensation</th> <th style="text-align: center;">Total</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">2017-2018</td> <td style="text-align: center;">360</td> <td style="text-align: center;">114</td> <td style="text-align: center;">474</td> </tr> <tr> <td style="text-align: center;">2018-2019</td> <td style="text-align: center;">430</td> <td style="text-align: center;">123</td> <td style="text-align: center;">553</td> </tr> <tr> <td style="text-align: center;">2019-2020</td> <td style="text-align: center;">379</td> <td style="text-align: center;">86</td> <td style="text-align: center;">465</td> </tr> <tr> <td style="text-align: center;">2020-2021 (to date)</td> <td style="text-align: center;">286</td> <td style="text-align: center;">42</td> <td style="text-align: center;">328</td> </tr> </tbody> </table>	Period (October to September)	No Works Orders Raised			Damp	Condensation	Total	2017-2018	360	114	474	2018-2019	430	123	553	2019-2020	379	86	465	2020-2021 (to date)	286	42	328	John Knight
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Q No.	From Cllr	Question	Background
		<p>These numbers suggest that the prevalence of damp and mould in the Council's stock has been below well below 5% across the period. This is consistent with the findings of the recent Stock Condition Survey which found only 10 cases of damp and mould from visual surveys of over 1500 properties.</p> <p>To summarise the process, when a tenant reports apparent damp and mould a surveyor attends the property. If the issue is condensation and can be addressed by changes to housekeeping arrangements surveyors work with the Tenancy Management teams to give appropriate advice and direct residents to the Council's website, where a leaflet provides clear advice on reducing the risk of condensation through appropriate ventilation, etc.</p> <p>If the structural issues or defects are identified orders will be raised to our term repairs contractor, MCP limited, for corrective works to be carried out. On occasion surveyors may implement solutions to reduce the problem including installation of passive air vents, extractor fans, ventilation units and insulation, and may use a specialist damp contractor to carry out these works.</p> <p>Where the cause of damp is determined to be more complex, the surveyor may commission the services of specialist damp surveyors to inspect and provide a thorough report on the cause of the damp and recommended remedial action. In a very few more serious cases, our consultant may monitor the humidity in the property over a period of time, the heating and the occupation to arrive at a solution that will keep the property mould-free.</p> <p>Major works programmes are also in place to ensure that properties are maintained at a decent and modern standard. When kitchens and bathrooms are replaced, it is standard practice to install efficient extractor fans. Should windows require replacing these will generally be UPVC double glazed units although in some circumstances triple glazing or special acoustic glazing may also be used. Homes are heated by A+ rated boilers, although we are moving increasingly towards providing low-carbon clean energy heating systems such as heat pumps, solar water heating and biomass boilers . Air bricks and damp proof courses are also maintained. The programmes also seek to improve the overall energy efficiency and</p>	

Q No.	From Cllr	Question	Background
		comfort of properties through a planned insulation programme, which could include loft, cavity and internal/external wall insulation where practicable and affordable.	

### 7. QUESTIONS TO – CABINET MEMBER FOR A FAIRER START

Q No.	From Cllr	Question	Background
22.	Millican	<b>How many schools (as a percentage) in Ealing have CO2 monitors installed, and how is the council supporting schools to increase ventilation in school buildings?</b>	<b>Laurence Field</b>
		<p>The Department for Education’s CO2 monitor roll-out is delivering monitors directly to schools rather than via the Council, so we do not hold live data on installation numbers. The DfE advise that: “CO2 monitors will be rolled out to state-funded education settings throughout the Autumn term” and that “Special, Alternative Provision and Residential settings will be prioritised for first deliveries from September.” This would represent 13% of community schools in Ealing.</p> <p>Integral CO2 monitors have also been installed in a number of recent new school buildings.</p> <p>The Council is supporting schools with extensive guidance on ventilation through the Ealing Grid for Learning information portal.</p>	