

Responses to Council Questions - 29 April 2021

Question	From/ To	Response
<p>Lib Dem A</p> <p>“Following the tragic murder of Sarah Everard and the outpouring of public grief, it is really important that women and girls feel safe on our streets. What is the Council already doing, particularly on reporting of incidents and access to support services and what will we do in the future to work with our partners to engage and ensure this issue is given the highest priority?”</p>	<p>By Councillor Alison Holt</p> <p>To Councillor Tim Cobbett , Portfolio Holder for Communities and Engagement</p>	<p>Violence Against Women and Girls (VAWG) is a high priority for RBK and we are committed to safeguarding and preventing harm. There is a lot of work already taking place to increase the reporting of incidents and ensuring access to support services. The Kingston Community Safety Team lead on the safeguarding aspects of VAWG by:</p> <ul style="list-style-type: none"> ● Providing training to upskill professionals ● Communications work with partners to raise awareness of support services ● Partnership working around safeguarding concerns and risk management ● Commissioning local VAWG support services including an Early Intervention Worker who supports 11 - 19 year old girls who have experienced gender based violence ● Implementing a plan for the COVID-19 Pandemic and escalation of risk. <p>We also want to better understand the extent of threatening or intimidating experiences of women and girls in public spaces, views on accessibility to support and ways in which safety can be improved. Alongside the existing work we will be carrying out a year long programme of work to address the safety of women and girls in the borough. This will include:</p> <ul style="list-style-type: none"> ● A borough wide survey ● Development of a Kingston specific VAWG strategy. ● Work with the local community to establish VAWG community forums. ● Preventative work and education in schools and youth settings. <p>RBK has confirmed their interest in the White Ribbon Accreditation. On international woman's day we launched our employee domestic abuse and sexual violence policy which is a key part of obtaining this.</p>

<p>Con A The Conservative Government has once again stepped in to rescue the finances of the Council, this time in relation to an inherent issue in the Dedicated Schools Grants which dates back to 2012. The Government's ongoing rescue package is dependent on the Council pumping in more money from the General Fund and making significant savings in the Dedicated Schools Grant. What happens if the savings are not made and the Government then rightly withholds the rescue funding?</p>	<p>From Cllr Rowena Bass to the Portfolio holder for Finance and commissioning, Cllr Andreas Kirsch</p>	<p>There is recognition at a national level by the DfE that funding for SEND services has not kept up with growing levels of need since 2014. Positively, the DfE have taken a number of steps to recognise and start to resolve the issue including commissioning a national review of support for children with SEND, providing year on year additional funding to all Local Authorities with high needs education responsibilities and engaging with a smaller number of local authorities to explore longer term solutions including additional safety valve funding. Kingston was in the first tranche of Local Authorities who have engaged with the DfE regarding longer term plans and safety valve funding to address historic funding shortfalls. These successful discussions led to an agreement that up to an additional £30m in grant funding will be made available subject to the Local Authority successfully implementing the improvements outlined in the borough's SEND Futures Plan.</p> <p>The SEND Futures Plan is the borough's partnership plan to both improve services for children and young people as well as to bring spending more into line with available funding. £12million (including the write off of the £3million advance) has already been received in recognition of the progress already made in improving the position. Successful implementation of the plan has been and will continue to be a key priority for the Local Authority. The Plan is challenging but we are confident that we have a good balance of ensuring we continue to support children and young people as well as improve the financial position.</p> <p>There is recognition by both the DfE and the Council that the Plan will need to be iterative in that it will be reviewed at least annually and updated to reflect progress made as well as changing context (e.g. levels of need). The Council will be submitting quarterly updates to the DfE and will also meet with the DfE at least annually. Where initial plans can not be achieved due to uncontrollable factors the Council will work with the DfE to identify alternative solutions.</p>
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<p>Lib Dem B</p> <p>“Due to the reduction in the number of Covid-19 cases and the easing of restrictions started on 12 April, can the Leader please outline what steps the Council has taken out of lockdown in terms of re opening the town centre, public buildings such as libraries and working with local businesses to help high streets reopen safely and monitoring visitor hotspots?”</p>	<p>By Councillor Lorraine Dunstone</p> <p>To Councillor Caroline Kerr, Leader of the Council</p>	<p>As stated in the Government roadmap, libraries could reopen from 12th April. We have additionally been following the guidance set out by the national public libraries body, Libraries Connected. Since 12th April we have been able to open 5 of our libraries - Kingston, Surbiton, New Malden, Hook and Tudor Drive with an offer of PC use, browsing and borrowing. The digital offer remains in place. There are plans underway to reopen Old Malden and Tolworth libraries by the summer. Since reopening on 12th April, residents borrowed over 6,500 items and we have seen 2,500 visits to our libraries.</p> <p>Officers from Regulatory Services have been visiting business and advising on best practice to keep premises COVID secure for workers and residents. They have been ensuring businesses understand the current legal requirements such as use of the NHS QR code for the Test and Trace scheme and the ‘Rule of Six’ for bookings, and wearing of face coverings. The principles of Engage, Explain, Encourage and Enforce have been used when talking to businesses and there has been a positive response from businesses to comply with best practice guidance. The team have also worked closely with public health to engage with businesses in ‘hotspot’ areas and encourage the take up of asymptomatic testing in the community, as well as support business in investigating and providing support for workplace outbreaks.</p> <p>The team have promoted the use of pavement licences to enable business to trade outdoors in line with government advice and processed 30 applications..</p> <p>The council has 3 covid marshals who are out and about in the town centre monitoring compliance and also advising people in the town centre to follow the advice of ‘Hands, Face, Space’. There is no legal requirement for people to wear face coverings outdoors, or to maintain social distancing and the marshals can only encourage people to observe this guidance.</p> <p>The re-opening group has in partnership with Kingston First been running support sessions for business to help with re-opening. This has been less in demand than previous re-openings as businesses now have experience in this area, but they still appreciate the ongoing support with ‘new issues’ this lockdown brings. Litter rounds have been scaled in both the town centre and the borough green spaces to deal with the large increase in takeaway and picnic waste.</p>
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<p>Con B The Lib Dem manifesto of 2018 pledged to build 1,000 new council homes over the next four years. With a year to the deadline, how many homes have been built and how many do you predict will be completed by May 2022?</p>	<p>From Cllr Roy Arora to the Portfolio holder for Planning policy and culture, Cllr Emily Davey</p>	<p>Firstly, I would like to clarify for the conservative group that our manifesto clearly states 'A Liberal Democrat Council will build 1,000 new homes'.</p> <p>The most up-to-date housing data available confirms that at least 1,100 net additional homes have been completed since May 2018 and that at least 2,000 net additional homes have been consented since May 2018.</p> <p>In relation to Council homes, 17 Council homes have been completed since May 2018. In addition 101 affordable homes have been consented through the Small Sites programme and 767 affordable homes will be coming forward shortly as part of the Cambridge Road Estate Renewal programme. In total, 885 Council homes have been completed or are in the pipeline.</p>
<p>Green A Coombe Wood Golf Course is one of a number of Council owned sites that are at risk of losing their SINC status (sites of importance to nature conservation).</p> <p>A number of biodiversity issues have been raised in relation to the site including damage to the substantial badger site on the site, felling of trees and the erection of pole mounted nets that could interfere</p>	<p>To Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>You're referring to the independent review of the borough's Sites of Importance for Nature Conservation (SINCs) which took place last year, and which resulted in six additional wildlife areas being formally recommended to receive SINC status. The review was initially guided by a local engagement exercise with community groups and ecological experts who helped put forward various sites for consideration for SINC status.</p> <p>SINCs form vital components of the ecological network and green corridor in the borough. The council is the landowner of Coombe Wood Golf Course and it is managed by the golf club. The Biodiversity Officer visited the site to assess the situation. While on site he had a conversation with their grounds maintenance staff who provided some background on their rationale for the structure's installation. The nets were of a significant size and the Biodiversity Officer's opinion was that they could result in a potential infringement of the Wildlife &</p>

<p>with the sites bird population.</p> <p>In 2019 this council declared a Climate Emergency. Does the administration agree biodiversity should be enhanced on council owned land and with this in mind what actions have been taken to ensure all clauses within the leases for these sensitive sites are being fully adhered to</p>		<p>Countryside Act (1981), possibly having a detrimental impact to locally nesting birds.</p> <p>Since the visit the lease has been referred to, which has limited mention of ecologically related clauses. However, due to the tenant not going through the appropriate planning process and potential impacts to protected species legislation, I understand that RBK's Enforcement team has now engaged with the situation and requested that the nets be dismantled.</p> <p>I do agree biodiversity should be enhanced on council-owned land and the council will take every opportunity to engage and encourage more favourable management of the land at Coombe Wood Golf Course for the benefit of badgers and birds and any valuable and threatened species.</p>
<p><u>Lib Dem C</u> “Could the Portfolio Holder for Leisure provide an update on the progress of plans for the rebuilding of the Kingfisher Leisure Centre?”</p>	<p>By Councillor Sharon Young</p> <p>To Councillor John Sweeney, Portfolio Holder for Leisure</p>	<p>A report to the Response & Recovery Committee on the 13th May will provide an update on the progress of a replacement community leisure centre on the site of the existing Kingfisher Leisure Centre.</p>
<p><u>Con C</u> Why have council environmental services declined under her watch to such an appalling level that one of the</p>	<p>From Cllr David Cunningham to the Portfolio Holder for</p>	<p>Road gullies in Kingston are scheduled to be cleaned once every two years as a minimum by RBK's street cleaning contractors, Veolia. In addition, a special clean programme is undertaken each year, which targets those gullies that have been inaccessible due to parked cars. Residents can report blocked gullies to the council and Veolia is then instructed to clean</p>

<p>administrations own Councillors is now having to embark on a weekly cleanout of gully pots in their own ward to stop our roads flooding?</p>	<p>Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>them out.</p> <p>Occasionally, once on site, our contractors find that gullies can't be cleaned because of tree roots, or if the gully has collapsed or is blocked by materials disposed in the vicinity. In these circumstances, they're referred to the highways team to arrange inspection and clearance or repair by the council's highways contractor.</p> <p>It's not an exact science that dictates when our often ageing underground infrastructure will fail, and I don't accept your analysis that environmental services have declined under my watch.</p> <p>On top of the council's proactive and reactive work, Norbiton residents appreciated Cllr Wehring's actions, which are simply an example of one councillor's hard work and connection to his community.</p>
<p>Public A Covid has clearly had an impact on young people. For young people it is going to be more lasting including impact on work opportunities, impact on mental health, impact on physical health. CICC what to know what the council has in plan to help young people as we come out of lockdown? What is the plan post lockdown?</p>	<p>From: Junior Frank Ssuna</p> <p>Councillor Diane White, portfolio holder for Children's Services (inc education)</p>	<p>The Council has worked with Achieving for Children and our other partners to ensure that young people and their families are supported during the pandemic through our Kingston Stronger Together Hub. This has included providing support to families who may need some additional support because they are shielding due to health concerns, or because they are experiencing financial hardship, food insecurity or mental health challenges. We have learnt a lot from working alongside our partners in the Kingston Stronger Together Hub and so we are also taking a similar approach to supporting our residents in recovering from the pandemic. We have set up two recovery task forces, which bring together statutory services, businesses, voluntary sector organisations and community groups to help plan our recovery, especially for those residents (including children and young people) who have been most adversely affected by the pandemic. The economic recovery task force has a focus on helping more young people to get back into employment, which includes rolling out the Kickstart scheme in Kingston by providing more apprenticeship opportunities for young people aged 16 to 24. The communities task force has a particular focus on supporting young people's health and</p>

		<p>mental health and on supporting those families who are experiencing poverty, for example by developing the Holiday Food and Activity programme. We have also put in place additional support to help young people post-lockdown through our children's services provider, Achieving for Children, It is important that this support is targeted at those children, young people and families who need it, and so we are grateful that groups like the Children in Care Council and the Youth Council are helping us to develop this support and to decide how we use our resources most successfully.</p>
<p>Public B The deadline for EU citizens to apply for Settled Status is 30th June 2021</p> <p>Other councils are taking active steps to contact EU residents e.g. Brighton & Hove City Council have delivered a postcard to all addresses in the city, with a friendly message on the front, "We want EU citizens to stay in Brighton & Hove", and information sources, including phone numbers, on the back. Boston and Cambridge councils are following the lead by sending information about the EUSS with the annual council tax bill this month.</p> <p>There are EU citizens in The Royal Borough of Kingston according to the Electoral Roll, but there may be others living in less formal circumstances such</p>	<p>From: Maria Grazia Zingale</p> <p>To: Councillor Tim Cobbett , Portfolio Holder for Communities and Engagement</p>	<p>We have been working hard to make sure that all of our residents who are eligible for the EU Settlement Scheme (also known as the EUSS) are made aware of their rights and encouraged to apply. Examples of the many channels and methods we have utilised, and will continue to focus on to reach these residents ahead of the 30 June deadline, include:</p> <ul style="list-style-type: none"> ● A reminder to apply in every annual council tax statement delivered to all homes in the borough ● Regular reminders in our business newsletter ● Targeted social media advertising to engage with residents whose first language is not English ● Regular promotions and supporting information included in a residents' newsletter, which reaches over 6,000 local residents ● Sharing information via Kingston Council's social media channels ● Providing promotional material and information to large local employers for display in workplaces ● Supporting business organisations, including Kingston Chamber of Commerce to encourage local businesses to support eligible employees ● Working with local schools to provide information to families <p>It is this close working with stakeholders, local businesses, strategic partners and others that is helping us to maximise the reach of our messaging, providing key information to eligible Kingston residents, encouraging them to apply for EUSS and providing support and further</p>

as sub-lets, Houses in Multiple Occupation or agricultural accommodation.

Non-British EU citizens only have until 30 June this year to apply to the EU Settlement Scheme and receive either pre-settled status (limited leave to remain in the UK for 5 years) or settled status (indefinite leave to remain in the UK). The challenge we have in the UK is that there is no accurate estimate of the EU migrant population. The pandemic has also meant that many of the organisations who have supported EU citizens at risk, such as the homeless, or those with limited digital or English language skills, are limited in capacity and the type of outreach they can do. Additionally, some EU citizens are working in roles where they have no formal contact with employers or HR resources to tell them about the new rules, such as self-employed tradesmen workers in the app-based gig economy.

The consequences of not applying cannot be clearer from a legal point of view:

advice where necessary.

As we approach the deadline we will continue to use the channels that are available to us to encourage those who are at risk of becoming undocumented to apply before the 30th June.

Much of our activity is aimed at reaching residents across Kingston that are eligible for EUSS, but we recognise that local communities also have a role to play. Residents talking to eligible friends, family and neighbours about the importance of applying for EUSS by June 30th is one of the most effective ways of spreading the message, and we are encouraging residents and communities to support each other wherever possible to help ensure no one is left behind.

The council receives and scrutinises data on the numbers of EUSS applications that have been made by Kingston residents. As of the last available data (accurate to the end of December 2020), there have been 21,200 applications for Kingston residents. This has been matched against our electoral roll data which shows that there are just under 11,000 EU nationals living in Kingston who are registered to vote (however, electoral roll data excludes under 18s, who make up 12.6% of Kingston’s applications for EUSS).

This pattern is repeated across London. According to the GLA there are no reliable official estimates of population by nationality, and the number of applications to the EU Settlement Scheme in London is already higher than the available ONS estimate of EU population. However, evidence suggests that there are still EU nationals who have not made an application who are at risk of becoming undocumented.

The deadline for encouraging people to register to vote has now passed, but as part of the preparation for the election the council sent a household notification to all properties, which set out who was registered and how to register to vote if they weren’t already registered. Empty property notifications were sent out in March which informed people how to register if

those EU citizens who do not make a successful application by 30 June 2021 will become unlawfully resident in the UK and therefore can lose their jobs, rented properties and access to services. On a positive note, the UK Government has confirmed that EU citizens will still have the right to vote in the upcoming 2021 local elections.

Therefore, my question is: does the Council see the 2021 local elections as both an opportunity to inform EU citizens in the Royal Borough of Kingston that they can vote, how to register to vote, including by post, as well as remind them of the EU Settlement Scheme application deadline? If yes, what steps are being taken to reach out to EU citizen communities, in particular those at risk of being left out of mainstream channels of communication, and also to British residents who will include the employers and landlords who will need to be familiar with how EU citizens will have to prove their status after 30 June 2021?

they were a qualifying national (including EU), with a link to the registration website. It also gave the deadline to register to vote in the forthcoming May elections. We did not use this process to specifically target messaging at EU nationals in Kingston.

QUESTIONS TO BE PROVIDED IN WRITING

<p><u>Lib Dem D</u> “How many electric vehicle charging points are there in the borough?”</p>	<p>By Councillor Steph Archer</p> <p>To Councillor Hilary Gander, Portfolio Holder for Environment and Sustainable Travel</p>	<p>In Kingston there are both charging points that have been installed with the council’s direct involvement (on public highway) and those that are public but which the council has no involvement (e.g installed by supermarkets or developers).</p> <p>Public charging points with council involvement:</p> <p>There are 12 charging points in council public car parks.</p> <p>In relation to on-street charging points - lamp column (‘slow’) charging and Source London (‘fast’) charging points and Rapid charging points are all being installed</p> <p>Last year the below were installed:</p> <p>4 Rapid charging points, facilitated by TfL (installed late 2020) 11 Source London locations providing 17 charging points (dual or single), serving 26 dedicated bays (installed mid 2020)</p> <p>A further 9 Source London sites, 13 charging points (dual and single), serving 22 dedicated bays are being installed in May 2021</p> <p>93 lamp column ‘slow’ chargers are currently being installed, a number are already live and the remained will be live by June 2021</p> <p>By the end of the calendar year 2021 there are expected to be 145 on-street charging points</p>
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Lib Dem E

“What is the vaccine uptake of our health and care workers and how are we engaging with under vaccinated groups?”

By
Councillor Thay
Thayalan

To
Councillor Emily
Davey,
Portfolio Holder
for Housing and
Public Health

% staff vaccinated to date reported	29-Apr	
	Dose 1	Dose 2
RBK staff & VCS care providers	83%	25%
Domiciliary care providers	71%	27%
Care Homes	73%	56%

As dose 2 reporting is a recent addition to the reporting process, it’s likely that these figures are currently underreporting. These are reported weekly into the NHS Capacity Tracker for social care providers and are assessed as part of RBK’s Vaccination Programme. Kingston is in the top five of London boroughs for 1st dose staff coverage for domiciliary care providers, younger adults care homes, and our own staff & non-registered care providers.

Regarding Health Care workers, the proportion of people who are employed by Trusts in SWL is ~77% first dose, and Kingston Hospital is in line with that percentage uptake. Kingston Hospital has also been held up as good practice in terms of processes and is supporting another Trust with its vaccination programme.

Engaging with underrepresented/ undervaccinated/ at risk groups.
The Council has been working with our NHS and community partners on communications, engagement activities and coordination of vaccine outreach delivery to encourage the take up of the COVID-19 vaccine across the borough. This has included detailed targeted work amongst underrepresented, socially excluded and at-risk groups in Kingston. Examples of this work include:

- Comprehensive communications campaign across the borough
- Community Champions Network to promote vaccinations
- Outreach vaccinations to 6 homeless hostels and domestic violence refuge homes where there is shared accommodation and at-risk individuals are living.
- Proactive telephone calls are being made to people known to the council as homeless

- Work is underway to support our NHS colleagues with reaching vulnerable patients on NHS lists who may have barriers to accessing services for example, due to language barriers
- The council has funded 23 community groups to undertake bespoke communication and engagement activities within their communities, particularly those who have vaccine hesitancy. This includes BAME groups (including Kingston Race Equality Council), disability groups, complex needs and homeless groups and areas of deprivation across the borough.
- We are also working in partnership with SWL CCG on targeted approaches around vaccine hesitancy. Existing groups will have further funding to focus on the under 50s to ensure barriers are addressed and an increase in take up particularly amongst:
 - Black African communities who have the highest hesitancy compared to other ethnic groups
 - Pakistani and Bangladeshi communities who have higher hesitancy than White British/Irish and Indian communities
 - Gypsy, Roma and Traveller communities, people experiencing homelessness and asylum seeker, refugee and migrant populations
 - Specific locations (including areas of deprivation)

Notes:

Funded community groups:

- 10 BAME groups covering a range of faith communities,
- 3 disability groups to undertake bespoke communication and engagement within their communities, particularly those who have vaccine hesitancy
- 2 complex needs (including homelessness)
- 1 faith group (Mosque)
- 4 areas of deprivation

Con D
Reducing the number of interims

From Cllr
Rowena Bass

Firstly, it is important to note that transformation projects often need specialists with different skill sets to the permanent workforce. There are roles that are not considered suitable for

employed by the council was a positive objective of the 2018 Lib Dem manifesto. Can the portfolio holder give the Council an update on how the Interim manager reduction programme started in 2018 is progressing across all departments and all programmes, how much was being spent in 2018 and how much is being spent today?

to the Portfolio holder for Finance and commissioning, Cllr Andreas Kirsch

permanent positions, as requirements are for time-limited projects. We therefore hire through an Interim route. Culturally, managing the temporary engagement of managerial and specialist roles was being undertaken at service levels, with a wide variance in the cost of Agency fees. The commercial mark-up to hiring all workers including senior and specialist resources was between 15-22% of pay. Since 2018, we have implemented a change of culture in determining when and how we engage all temporary workers. We have also carried out close monitoring of the appropriate use of temporary workers, which has been aligned with addressing the ongoing challenges of National skills shortages.

Government data is published on the UK Skill Shortage List, which is updated several times throughout the year and there is a noticeable lack of qualified workers in many crucial industries. The UK Employer Skills Survey (ESS) is one of the world's largest business surveys, with over 87,000 employers responding to the survey. This research provides a comprehensive source of intelligence on the skills challenges that UK employers face both within their existing workforces and when recruiting. Larger Private Sector companies are often out competing for sought-after and in-demand workers. The main reason for vacancies being hard to fill was the 'low number of applicants with the required skills.

There are specialisms within these professions which are the most sought after in the UK and demand is greater than the supply of resources. In 2018/19 overall, 5% of employers reported that they had skill-shortage vacancies and 13% of employers reported that they had skills gaps among their workforce. In 2017 skills gaps were also at 13% and there was an increase in the number of skill-shortage vacancies, with skill-shortages up from 22% to 24%. In terms of where these skills needs were felt most sharply, skill-shortage vacancy density was highest in the Construction and Manufacturing sectors, where 36% of vacancies were proving hard-to-fill because of applicants lacking the appropriate skills, qualifications or experience. At that time, by occupation, employers faced the greatest challenges in finding suitably skilled candidates for Skilled Trades positions, with nearly half of vacancies in these roles being skill

shortage vacancies (48%). Agency Spend in 2018/19 = £6,563,437.07 - of which 42% was off contract.

In the 2019/20 Financial Year and before the pandemic, employers reported just under 309,000 vacancies in 169 different professional occupations. 106,000 vacancies at professional level alone were considered hard to fill due to skills shortages. There is also the regional perspective to consider. London is, of course, a large business-oriented labour market and so it is not surprising that the capital's challenges are reflected by shortages in professional skills and occupations in large numbers. In line with the increase in skills shortage, agency spend in 2019/20 = £8,634,655 - of which 33% was off contract. All employers are struggling to recruit for quality assurance and regulatory professionals, Finance and investment analysts and advisers, Business, research, and administrative professionals Engineers across all industries, such as civil engineers, mechanical engineers and electrical engineers, IT and software development specialists and analysts, Environmental specialists, and Social Workers.

Matrix, our new temporary workforce solution Partner, provides comparisons with other London Boroughs. Agency Spend in 2020/21 = £10,298,341 - of which 25% was off contract. The agency spend for Boroughs of a similar size to RBK in the 2020/21 financial year are as follows:

- A North Outer London Borough - £17.2m
- A East Outer London Borough - £9.95m

Whilst the overall agency worker spend has increased, this is largely due to the number of transformation projects that have been underway in the last 2 - 3 years, which are the major contributor to the delivery of £14.6m of savings in the budget across 2020/21 and 2021/22.

In addition, the impact of Covid-19 has hugely affected the 2020-21 spend figures. The need to rapidly deploy staff into alternative roles has impacted on the cost of delivering our services

		<p>and is aligned with a necessary delay in being able to progress permanent recruitment to some vacant roles in many areas across the council. The overall figure for 2020-21 includes extra workers across testing sites, social care and public health in order to fulfil the government instructed (and in many cases, funded) response to the pandemic. The total cost of funded agency staff for the Covid-19 emergency response in 2020-21 is £1,160,796m.</p> <p>The following shows that we have taken a proactive targeted approach to reducing off-contract spend (historically, often with a commercial mark-up of 15-22% of pay) to hiring all temporary workers, including senior and specialist resources on-contract (at a commercial mark-up of 10%): April 2020 - £337,180 off contract spend and Feb 2021 - £146,704 off contract spend.</p> <p>The figures above provide the total costs of all agency workers engaged both on and off the new standard RBK Corporate Contract. We have also introduced a new process in line with the award of contract to Matrix. The Matrix Partnership Solution has centralised the hiring of temporary workers, providing clearer oversight and consistency in agency fees at 10% of pay, as well as improved our capability to monitor and manage agency spend. Centralising hiring through technology has provided greater visibility and ensures compliance with the RBK Corporate Contract terms.</p> <p>In line with the implementation of the Matrix vendor managed service, there have been resources dedicated to changing our temporary hiring processes to ensure better value for money and greater corporate governance in the hiring and management of Agency Workers, Interims and Consultants. The change of culture is expected to continue to provide reductions as we monitor and address the challenges of skills shortage and the use of agency workers.</p>
<p>Con E How much of the Lib Dem administrations Council Tax rise for 2021/2 was due to Brexit?</p>	<p>From Cllr Rowena Bass to the Portfolio holder for</p>	<p>The Council tax increase for 2021/22 was made in response to years of government funding reductions, ongoing demand led growth, alongside economic uncertainty arising from both Brexit and Covid-19. The additional council tax raised enabled a balanced budget to be set and reduce the level of savings that would otherwise have to be found.</p>

	<p>Finance and commissioning, Cllr Andreas Kirsch</p>	
<p>Con F With the Chief Executive of The Fircroft Trust having confirmed in writing (after the Budget council meeting) that your LibDem council had indeed 'kicked out' the charity from the Fircroft Centre with no prior consultation, can you please advise what progress has been made by RBK to find a suitable replacement building?</p>	<p>From Cllr Rowena Bass to the Portfolio holder for Finance and commissioning, Cllr Andreas Kirsch</p>	<p>Officers have been working in partnership with Fircroft Trust to provide them with the support necessary for them to continue to deliver their services whilst work is underway to assess the repairs required in the existing building for it to be safely occupied.</p>
<p>Con G The Lib Dem manifesto of 2018 said the council would create “masterplans for suitable development sites, based on agreed design codes that prioritise inclusive and sustainable communities”. How many master plans and design codes will have been drafted and approved by May 2022?</p>	<p>From Cllr Roy Arora to the Portfolio holder for Planning policy and culture, Cllr Rebecca Moll</p>	<p>Since 2019, the council has developed adopted design guidance and masterplans for two of its major regeneration areas at the Cambridge Road Estate and Cocks Crescent working closely with the local community through an extensive co-design process. In February 2020, A design development brief for the Cocks Crescent major site mixed use redevelopment site in New Malden was adopted by the Council and continues to progress towards planning and implementation informed by a clear and sustainable master plan and design codes.</p> <p>The Cambridge Road Estate regeneration masterplan evolved using design codes over a period of approximately 18 months closely and effectively engaging local residents, businesses and strategic stakeholders resulting in the positive ballot outcome in March 2021 voted for by eligible residents on the estate. The conclusion of which has now informed a live major planning application due for consideration in the coming months.</p> <p>The council is also currently in the process of early stage engagement on its site wide master plans and design code/guidance with the local community for a number of its council owned</p>

		<p>strategic development sites in Kingston town centre, including the Kingfisher leisure centre and cattle market car park and also the Guildhall civic complex. Approximately 2,500 people have so far provided comments to date on proposals (April 2021) and these sites will also shape the masterplans and inform the Local Plans site allocations process, which will follow the GLAs Good Quality Homes for All Londoners guide and may result in design codes. In addition the Council has been developing a Small Sites Design Toolkit, whilst not a masterplan or code, it will help provide specific sustainable design guidance on developing small sites across the boroughs neighbourhoods as set out in the London Plan.</p> <p>The Council also recently submitted an expression of interest MHCLG for funding to create design code guidance and whilst unsuccessful, will continue to review and explore this as a tool. The Council's recent success in being awarded One Public Estate funding will result in the engagement with local people and the codesign of a new Tolworth Station Masterplan working with a number of community and business stakeholders and will likely propose sustainable and inclusive design codes.</p>
<p>Con H By the time of the publication of the next Local Plan, it will have been more than a decade since the last plan; the core strategy. So much has changed in that time so why has the administration not prioritised a document that will help in protecting the Borough from overdevelopment, assuage the very many concerns of local residents and resolve the problems of the lack of homes for a five-year plan, instead of giving the appearance that the administration will do whatever the planning department or</p>	<p>From Cllr Roy Arora to the Portfolio holder for Planning policy and culture, Cllr Rebecca Moll</p>	<p>This administration is well aware of the importance of maintaining an up to date planning policy framework. Indeed, following the election of 2018 having inherited from the previous administration the somewhat dated Core Strategy prepared in 2012, this administration immediately embarked on the preparation of a new local plan. This administration is committed to delivery of a new Local Plan that will provide a robust policy context within which to manage development within the borough.</p> <p>In May 2019 the (Reg 18) early engagement was undertaken providing a clear intention to deliver a new Local Plan. This first stage of engagement was carried out before Covid and its impact, planning white paper, changes to housing targets, the council's climate emergency declaration. The last year has changed how we all view where we live.</p> <p>It is essential that we carry out more engagement to inform a new Local Plan that reflects the aspirations and concerns of residents and communities now - as we live with the experiences</p>

<p>developers tell them?</p>		<p>of Covid. We have an opportunity to carry out further engagement and hear from more people before the plan is taken to the next stage - that has got to be the right thing to do. The Local Plan shapes the future for the borough until 2041. We need to get it right.</p>
<p>Con I In 2018 your administration campaigned and was elected on a platform of “Homes not towers”. How many houses of 2 or 3 storeys have been permitted since May 2018 and how many apartments? How many buildings above 6 storeys have been permitted compared to the period 2015 to 2018?</p>	<p>From Cllr Roy Arora to the Portfolio holder for Planning policy and culture, Cllr Rebecca Moll</p>	<p>We do not currently hold up-to-date data on the number of houses and flats that have been approved. The data is collated by the GLA and they are in the process of launching a new data system called Planning London Datahub on which this data will be made available subsequently.</p> <p>In relation to the number of buildings above 6 storeys that have been approved since May 2015, the breakdown is as follows:</p> <ul style="list-style-type: none"> ● May 2015 to April 2018: 4 buildings ● May 2018 to April 2021: 7 buildings <p>N.B. Please note that these figures do not include revised applications to permissions that have already been granted, such as S73 permissions. These figures also do not include planning applications approved at committee, where a decision notice has not been issued due to ongoing negotiations relating to legal agreements or referrals to the Mayor of London. Tim Naylor</p>
<p>Con J In their 2018 election manifesto, the administration pledged “increasing access to blood pressure testing in the workplace and providing public defibrillators across the borough.” What progress has been made?</p>	<p>From Cllr Ed Fram to the portfolio holder for adult social care, Cllr Fiona Boulton</p>	<p>Workplace Health programmes have continued to roll-out across the borough, with a focus on priorities identified by the workforce of these businesses. This has included a focus on the mental well-being of staff, alongside their physical health. The national ‘Know Your Numbers’ campaign, to encourage people to have their blood pressure checked, has been promoted across the borough, with workplaces in the borough engaging with this. The NHS Health Checks programme continues to be in operation, which includes a blood pressure check. It is aimed at those aged 40-74 years.</p> <p>All secondary schools in the borough, the Pupil Referral Unit, 13 primary schools and Kingston campus of South Thames college all have defibrillators. The majority of primary and</p>

		<p>infant schools who do not have their own know where they can access one in close proximity to their premises.</p> <p>Funding towards defibrillators is available to schools via the Children’s Safeguarding Board.</p> <p>Several voluntary and charity organisations have fund-raised or used their funds to purchase public access defibrillators for their local area / key venue in their area.</p> <p>All police aid vehicles and fire engines carry a defibrillator.</p> <p>The impact of the coronavirus pandemic and subsequent restrictions means that work to progress this area has been paused over the past 15 months.</p>
<p>Con K In your manifesto at the 2018 election, you pledged to “Support Express CIC to open an autistic centre in Tolworth.” When will it open and if it won’t why has this charity being let down in such a bad way and promises made to them broken?</p>	<p>From Cllr Maria Netley to the portfolio holder for Children’s Services (inc education), Cllr Diane White</p>	<p>Express CIC continues to successfully operate from its premises at Ewell Road in Tolworth. We are working with Express CIC to identify suitable larger premises to enable them to expand the valuable support they provide to young people with autistic spectrum conditions and their families. As these discussions are ongoing, it is not possible to provide a date when Express CIC may be able to move into larger premises.</p>
<p>Con L When will the Council introduce a Kingston Living Rent as promised in their election manifesto in 2018?</p>	<p>From Cllr Nicola Shepherd to the portfolio holder for Housing and Public Health, Cllr Emily Davy</p>	<p>The manifesto commitment is as follows: "Investigate introducing a Kingston Living Rent for some of our own schemes, to enable private renters on lower salaries to have longer-term tenancies for greater stability".</p> <p>Following investigation we have not introduced a Kingston Living Rent on the council owned schemes currently in the pipeline as it is not viable, however it is still under consideration.</p>

<p><u>Con M</u> The council promised “no reduction in open space” in the new Cambridge Road Estate and a “ban on poor doors”. Why is that not being delivered?</p>	<p>From Cllr Nicola Shepherd to the portfolio holder for Housing and Public Health, Cllr Emily Davy</p>	<p>Subject to planning permission being granted, the proposed development at the Cambridge Road Estate would be wholly tenure blind with all units constructed to the same high standard and all blocks are mixed tenure. The proposal currently under consideration by the Planning Department would see an increase in public space in addition to a significant enhancement to the public open space, and would deliver open space that would provide a safe and stimulating environment, provide incidental and formal playspace, provide biodiversity net gains, would form an integral part of the community, and would be easily accessible for all.</p>
<p><u>Con N</u> When in the next 12 months do you plan to “Provide free residents parking permits to all-electric and hybrid cars and look at differential parking charges in Council car parks”?</p>	<p>From Cllr David Cunningham to the Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>As per this year’s MTFs proposals agreed at Budget Council, free residents permits for electric vehicles will be introduced from 1st May 2021. Options for further differential parking charges in car parks and on street (pay and display) are being researched and considered alongside a review of current and future car parking capacity and demand to inform pricing strategy going forward (see response to Con R as this cross references). Variable charging will rely on the use of new technology which will either require capital investment (for payment machines) or a further shift towards online payments.</p>
<p><u>Con O</u> The administration promised to “Trial installing green screens (vegetation that can remove some harmful air pollutants) at our worst affected schools to help reduce air pollution in the playground.” Given that air quality is so important for young people why does it appear nothing has happened on this issue and when will this be introduced?</p>	<p>From Cllr David Cunningham to the Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>Pollution modelling data from the London Atmospheric Emissions Inventory indicates that there are no longer any schools in the borough where concentrations of nitrogen dioxide exceed the long-term exposure limit for this pollutant. However, the Council recognises that exposure to any concentration of air pollution can be detrimental human health, particularly that of children. In 2019 a green wall was installed at King Athelstan Primary School, Villiers Road.</p> <p>The top priority of the Council in this regard has been and must continue to be reducing emissions of air pollution across the borough and particularly in areas of high sensitivity, including near to schools.</p> <p>The Council's forthcoming Air Quality Action Plan 2021-26 (AQAP) contains three actions</p>

		<p>which will help reduce pollution specifically in and around schools:</p> <ul style="list-style-type: none"> ● The plan commits to carrying out air quality audits at the most polluted schools in the borough in accordance with the methodology of the Greater London Authority toolkit. These audits will identify the key source of air pollution and will produce recommendations to mitigate their impact, which may include green walls if they are deemed appropriate. ● A commitment to develop and promote a toolkit for schools about barrier planting to help protect playgrounds ● The new plan also introduces an Active Travel Challenge within schools which is designed to promote the use of more sustainable travel to and from school, thereby reducing emissions across our road network and especially around schools. <p>Finally, the Council will continue to bid for and implement school streets at appropriate schools. A recent GLA report found that school streets can reduce nitrogen dioxide concentrations at schools by up to 23%.</p>
<p>Con P What is the additional tonnage being recycled by on-street recycling and how much of it still goes to recycling?</p>	<p>From Cllr David Cunningham to the Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>Whilst this arrangement has reduced RBK’s overall waste disposal costs, limited recyclate material has been extracted in this way, due to the high levels of contaminant material, including liquids and dog waste, found within it.</p> <p>RBK is looking to undertake some pilots this year to trial alternative methods of capturing recyclable material from litter discarded on RBK’s streets and parks.</p> <p>RBK is also rolling out a new mechanical street cleansing recycling contract this year; RBK produces around 1,500 tonnes of mechanical street cleansing waste per annum and the new service is estimated to be able to recycle in excess of 70% of the material delivered.</p>

		<p>The Council also awaits the introduction of the national deposit return scheme proposed by Government in 2019 which would rightly move towards cost recovery from businesses that produce disposal take-away products that make up the majority of street litter.</p>
<p>Con Q Since publishing the 2021 council draft budget proposals the portfolio holder for waste and recycling has u-tuned on policy after policy. Having reversed the Bin Tax we now have the embarrassing sight of the council reversing the charges for replacement waste bins to investigate a “possible issue with the quality of some household recycling containers”. Given residents have been complaining for years about the way waste bins were being damaged why has it taken till now to realise that better bins and more careful waste collection would save more money than charging residents a second time for bins they have already paid for with their Council Tax?</p>	<p>From Cllr David Cunningham to the Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>The recent quality issues raised relate specifically to the paper and card bins and an investigation is underway. As soon as this is complete, we will be able to update on the findings and any actions to be taken.</p> <p>All collection crews receive training in the handling and return of bins and they have all recently received refresher training on this.</p>
<p>Con R In light of the imminent closure of three town-centre car parks and the possibility of both the Cattle Market and Ashdown Road also removing parking can the portfolio holder tell us when the Council will be bringing forward a parking strategy</p>	<p>From Cllr David Cunningham to the Portfolio Holder for Environment and Sustainable Transport, Cllr</p>	<p>The most recent strategy was adopted in 2005, including a 20 year action plan and a further strategy was developed in 2016. This piece of work identified that parking provision was likely over provided in the town centre, fragmented and not in the ideal locations to encourage better environmental or economic outcomes. Data collection and consultation on a broader 30 year Parking Strategy was ready to commence early in 2020 however it was recognised swiftly at the start of the Covid 19 pandemic that undertaking that work would have served no useful purpose at that time. A year on, we have of course not yet seen a full reopening of</p>

<p>for the town centre that was started over four years ago?</p>	<p>Hilary Gander</p>	<p>our workplaces and town centres and recognise that the long term impact on road user habits is an unknown. Officers are currently considering how best to deliver a fast but robust piece of work to sense check the 2016 work and inform decisions on our car park assets aligned with the Local Plan requirements and consultation this summer and principles of the Climate Emergency.</p> <p>It is also important that the Council strategy takes full account of private operated car parks. In recent weeks, government has announced its intention to make significant changes to legislation covering enforcement on private land; if brought forward, this will have a significant impact on the business model, and therefore what capacity and charging would look like in the immediate future.</p>
<p>Con S In 2018 the administration promised to “Investigate installing lockable gates in back alleys to reduce opportunities for potential burglary.” Can the member now publish the results of that investigation and tell the Council how many lockable gates have been installed and where?</p>	<p>From Cllr David Cunningham to the Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>As a member of the Safer Kingston Partnership RBK works closely with partner agencies to monitor crime and antisocial behaviour in the borough and take appropriate action. We have worked closely with the Police Safer Neighbourhood Teams and the community to develop a better understanding of the key issues affecting local residents and developed a multi agency problem solving approach using evidence-based responses that target the underlying causes of any problems.</p> <p>Crime prevention must be proactive and the manifesto promise regarding the gating of alleyways can be an excellent example of how the partnership approach with the community, council and police can achieve such a positive result.</p> <p>In the past, burglary was rare compared with today and a criminal can use the alleyway unseen by day or by night. Household refuse is now collected from the front of the house and regular deliveries to the back of the house have become uncommon. Unfortunately it is the case that some alleyways have fallen into disrepair and additionally in some locations become blocked with fly tipping.</p>

		<p>For example, in my own ward, residents asked us for help with the alleyway that runs behind the shops in Richmond Road. On this occasion, we were able to allocate money from the Councillor Ward Funding Scheme which was used to provide a locked gate which provides additional security and put a stop to years of illegal fly tipping.</p> <p>I am also aware of discussions with the community on the Sunray Estate where there is a split in opinion on whether gated alleyways would help or not and there are ongoing conversations with some residents who do want them. I am not aware of any other current requests.</p>
<p>Con T Your administration promised in 2018 to “Introduce a borough lottery, with all proceeds going to local charities and good causes.” When can those good causes expect to start receiving that money?</p>	<p>From Cllr Kevin Davis to the Leader of the Council, Cllr Caroline Kerr.</p>	<p>The council’s Corporate Plan includes the commitment to explore the feasibility of a lottery for Kingston, aiming to generate revenue for local good causes. This feasibility was completed in Winter 2019.</p> <p>A procurement exercise was then completed just prior to the start of the pandemic, and as such the launch of the lottery has been on hold for one year due to the need to focus activity and resource to support residents through the pandemic - also it was felt that it would not be appropriate to launch a lottery in the midst of a crisis response.</p> <p>The plan is to launch the lottery to our local good causes in June. This Good Cause launch aims to ensure that all of our local community groups know about the lottery and are signed up to benefit from it.</p> <p>Following the Good Causes launch, tickets will go on sale in July, with our first draw in August. Good causes that have signed up to the lottery will then start to receive money raised for them through the Kingston Community Lottery through a monthly payment.</p>
<p>Con U Your administration promised in 2018 to “Hold Councillors to account for the way</p>	<p>From Cllr Kevin Davis to the Leader of the</p>	<p>This Administration stands by its promise but I must point out that your question is hypothetical at best and could be seen as vexatious insofar as you are surely already aware that the Ombudsman's report of 08.03.2021 found no 'wilful discrimination'.</p>

<p>they interact with members of the public. We will demand a high level of professional conduct and sanction councillors who fail to treat residents with respect and courtesy.” What actions should be taken against a Councillor who racially abuses a local child and should they stop being a Councillor?</p>	<p>Council, Cllr Caroline Kerr.</p>	<p>I am pleased to state that this external workplace complaint has been satisfactorily resolved without any intervention from the Administration or RBK officers.</p> <p>I am hopeful that the Ombudsman's conclusion will result in no further attempts to damage or defame the reputation of a councillor for political gain.</p>
<p>Con V Why does the council consultation on the future of the Guildhall complex not give the option to keep the GH as a Council office, for public access to use council services and to attend council meetings? Why is the LD council using leading questions rather than attempting to find out what the residents of Kingston really think about this issue?</p>	<p>From Cllr Ian George to Cllr Tim Cobbett, Portfolio holder for Communication s, consultation and engagement.</p>	<p>The core focus of this initial stage of community and stakeholder engagement has been a ‘listening’ exercise to help the council understand the local communities’ priorities for the Kingfisher, Cattle Market car park and the Guildhall Complex.</p> <p>This engagement aimed to reach out as far as possible and give everyone an opportunity to find out about and feedback on the evolving proposals for these sites. Residents, students and visitors, interest groups, schools and businesses and other key stakeholders, of all ages and backgrounds have been engaged to find out what is important to them and what they would like to see on the sites. The initial listening exercise resulted in the council receiving in addition to 2,400 completed surveys, including more than 200 children’s surveys, as well as numerous emails and many telephone calls.</p> <p>As part of the listening exercise, respondents were asked for their views on appropriate uses for the Guildhall Complex. The survey was not specific to suggest uses for the Listed Guildhall building but instead focussed on what was most important to the local community when considering the future of the building, such as continued public access and improving energy efficiency. Suggested uses for the Guildhall Complex as a whole gave a number of options, including office/workspace as well as hotel use, events space and new homes. Respondents were also openly invited to suggest any other additional uses that they thought should be considered for the Guildhall Complex.</p>

		The high levels of feedback we have received during this initial stage of consultation will now help to inform the proposals as we move forward into the next stage of the Transform Kingston project; the feedback received from the local community will help positively shape these strategic sites and thus contribute to the economic recovery of the town centre, ensuring its prosperity for future generations.
Con W Why is Kingston council carrying out a consultation on public access to toilets after the administration forced through the closure of council-owned toilets in the recent budget? Surely this consultation should have taken place before this decision was taken by LD councillors.	From Cllr Ian George to Cllr Tim Cobbett, Portfolio holder for Communication s, consultation and engagement.	The council's proposal to permanently close toilet facilities at four car park sites identified that there was a need to provide better and more up to date information of where public toilet locations can be found for all groups of people, and to make it easier for people to locate the closest toilet. Having a public toilet access strategy will provide a framework for the effective and coordinated provision of public toilets, and will explore any gaps in provision to ensure clean and accessible toilet facilities are available in the most appropriate locations across the Borough.

Supplementary Questions

Question	From/ To	Response
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<p><u>Supplementary (1)</u> Thank you Councillor Cobbett. I wanted to ask if he could pursue the accreditation of the Borough of the White Ribbon accreditation and all that entails?</p>	<p>From Councillor Alison Holt</p> <p>To Councillor Tim Cobbett , Portfolio Holder for Communities and Engagement</p>	<p><u>Response given on the night:</u> Thank you for your supplementary question. Just for those who are not aware who are following the proceedings, the White Ribbon accreditation is around organizations seeking targets for improving the experience for residents and service users. It also includes being an employer of choice for people who may have suffered from gender based violence or domestic violence including support for our staff. We recently set up a domestic abuse hotline for our staff as part of this work. The accreditation process involves the organisation getting measured against commitments and what you are doing in terms of working with your communities to try and end violence towards women. I am pleased to be able to confirm that this is something we have been actively talking about and I can confirm we will as Kingston Council pursue the White Ribbon Accreditation. I think that's a really important commitment and I am pleased to announce this tonight.</p>
<p><u>Supplementary (2)</u> What are you actually doing to enforce the terms of the lease at Coombe Wood Golf Course? I have seen a copy of the lease and there are several clauses in my opinion which it could be contravening. For example any tree is not allowed to be felled without the council's expressed permission. The tenant is also not allowed to make additional entrances into the site without the Council's permission, but a gate has been installed. They are also not allowed any structure or apply for planning permission without Council's permission.</p>	<p>From Councillor Sharron Falchikov-Sumner</p> <p>To Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>The matters raised in your question will be explored by the property function.</p>

<p>Surely we must demand the lease tenant must adhere to terms of the lease.</p> <p>Why have you not done anything to enforce the lease?</p>		
<p>Supplementary (3)</p> <p>A number of residents had contacted me with regards to blocked gulleys. We of course do a planned maintenance of gulleys each year as a Council but last year was a particularly wet year and we know when this happens gulleys get blocked more than usual.</p> <p>Please can you do a review and survey on this?</p>	<p>From Councillor David Cunningham to Portfolio Holder for Environment and Sustainable Transport, Cllr Hilary Gander</p>	<p>Wetter spells of weather are most likely to highlight those drains that are already blocked, as well as possible underlying issues (eg to do with capacity) with the Thames Water road drainage network; the Council would liaise with Thames Water on such issues. Surface water should drain away into our roadside gullies within 60 minutes of the rain ceasing. If a large amount of surface water is still evident after 60 minutes this could be due to tree roots, a collapsed outlet pipe, a capacity issue or a blockage in the Thames Water Sewer. If locations where this is occurring are identified and the gullies have been attended to by Veolia it is passed to the highways team who will arrange for a CCTV survey to identify the problem and arrange a repair of the gully or pass onto Thames Water to investigate their apparatus.</p> <p>As well as the scheduled clean of drains once every two years as a minimum by RBK's street cleaning contractors, Veolia, there is also a list of high priority gullies which are cleaned on an annual basis to help prevent flooding incidents. Where a flooding issue is reported and this is due to a blocked gully, Veolia will respond to these on an emergency basis. If they are unable to clean it out due to there being a physical defect with the drain, this is reported through to the Council for further inspection and survey work as required. In addition, as outlined in a previous response, a special clean programme is undertaken each year to target those gullies</p>

		<p>that have been inaccessible due to parked cars.</p>
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Residents are able to report blocked gullies through the Council's website and the Council will attend to the issue. In addition, Council officers undertaking routine inspections or attending to other matters in the community may observe gulley issues and will report these through the same mechanism for action.