
Query 1: Shopkeepers and residents of Coppermill Lane

a) P Chauhan informed residents that he was representing shopkeepers in Coppermill Lane, who could face closure since the Council had introduced a parking restriction with the use of CCTV, issuing parking tickets, resulting in customers being fined when stopping to shop in one of these shops. He said that shopkeepers wrote to the Council requesting a 10 minutes parking bay on Coppermill Lane, but they did not receive a response.

Response by Steve Leftwich, Parking Manager

In recent years officers worked with Ward Councillors and local businesses in an attempt to find a resolution, these attempts failed due to the make up of the area, the size and quantity of the vehicles travelling in Coppermill Lane.

The area has a busy junction, a traffic island (pedestrian refuge), and dropped kerbs so it was not possible to create additional parking spaces.

To assist local businesses in 1995 the council introduced on-street pay & display in the area. There are also pay & display car parks opposite Coppermill Lane and 150M along St James St.

b) P Cooper said that he also represented the residents of Coppermill Lane and he wanted to emphasize residents' resentment on the new parking zone scheme. Residents were concerned that such a restriction was introduced in a residential area, away from public transport or shopping areas. The shops in Coppermill Lane were local and small and were all facing closure as a result of the parking restriction.

He wanted evidence of total residents reply to the LBWF consultation for and against; he did not want percentages but actual figures.

He believed that the Council's planning office was out of touch with the needs of the residents, putting an extra tax on those who use cars, disregarding any financial implication that this would cost.

Response Tom Wright, Traffic Team Environmental Services

In response to petitions and requests previously received consultation was carried out in Jan/Feb 2007 on proposals to extend the existing Controlled Parking Zones (CPZs) in several parts of Walthamstow. A report, which will be available at the meeting, contains a road-by-road breakdown (page 10), as requested by Mr. Cooper, of the parking consultation results from this area and other parts of Walthamstow. Details of the petitions received are also included.

The Environment Portfolio Holder and the Head of Street Services have now agreed the report recommendations. This means that in the Coppermill Lane area (referred to as the W2 Area in the report) no CPZ is now proposed since the majority of consultation

responses were opposed. CPZ extensions are proceeding in other areas, as stated in the report, where the majority was in favour.

Query 2: Area around Uplands House Parking Congestion

Cllr Smith requested in a written submission that the Traffic Control Team would include Uplands House in review and public consultation as an urgent priority, as there have been complaints from residents about the parking congestion in the vicinity of said area.

Response from Tom Wright, Street Services

As requested a written response was sent to Cllr Smith on 15 February 2007.

Query 3: Arts & Culture

Peter Spiro submitted the following to Cllr Akram:

a) Was the £43,000 estimated saving, marked down for 2007/08 a one-off payment 'spread over the three years'? This was clearly said to him (and to others previously), by Mr Clive Morton, Head of Arts and Culture. In preparing the reply to his question, it should be borne in mind that Cllr Sarkar, Cabinet member with the Art and Culture portfolio has since told him that if Mr Morton gave residents the above information, then Mr Morton had been 'quite wrong' as there could be no guarantees that - in the future reviews for 2008/09 and 2009/10 - further savings/cuts could be avoided for this sector (i.e. the Museum and Gallery); even though just the first year £43,000 estimated savings represented a 16% annual cut in their total budget.

Response: Clive Morton, Head of Cultural and Leisure Services

We have made it consistently clear that although the council has made no decision to reduce the budget of the service in future years the possibility of future reductions remain. We have categorically never said that the savings were to be 'spread over the three years' it has always been clear that these savings have to be made within the 2007/08 financial year.

b) What has the Manager of the Vestry House Museum and William Morris Gallery, Mrs Lorna Lee, done in her period in office to date, to promote and publicise the Gallery and Museum services in order to a) improve weekday attendance by the public; b) increase the already quite substantial weekday shop sale in both the Gallery and Museum – bearing in mind that these sales already raise annual income amounting to as much as the estimated savings likely to be obtained from closing the Gallery and Museum on weekdays.

Response: Clive Morton, Head of Cultural and Leisure Services

The Head of Museum Gallery and Archives has consistently undertaken to market and publicise all exhibitions, events and activities at Vestry House Museum, and worked with the keeper of the William Morris Gallery to raise the profile of activities at the gallery where possible. During the period when the post of keeper at Vestry House Museum was vacant, the head of service has spent significant time running Vestry House Museum, and arranging exhibitions and related events there. This has brought in new audiences, for example through the success of the E17 Art trail launched at Vestry House Museum and the work in partnership with CLaSS to bring the popular family activities to both the Museum and Gallery over the summer of 2006, which will be repeated this Easter and

Summer. Garden games, and the sale of drinks at Vestry House Museum have also encouraged repeat visits throughout the week. A further example the opening of the 'Images of Patagonia' exhibition last year attracted key people - the Mayor, Councillor Sarkar and the Chilean Ambassador. New notice boards are about to be installed at Vestry House, which will for the first time give the museum increased visibility to those passing the garden and building. The Head of Service has also contributed to ensuring key stakeholders visit the facilities - Vestry House Museum was used as the venue for the 10 year celebration tour of the heritage lottery fund, and the MLA (Museum Libraries and Archives council) were invited to Vestry House Museum to discuss their future support for Cultural Services in the borough. These are a few examples of the initiatives achieved over the past 2-3 years.

The Head of Service has also worked closely with staff at the Gallery to develop an e-commerce contract to enable web sales of gallery shop products. Further more the shop at Vestry House Museum has been refurbished and new stock is constantly being sought. It should be borne in mind that the gross takings from the shops at the Museum and Gallery do not represent clear profit. It costs between 50-66% of the takings in purchase of shop stock, dependent on the mark-up applied. As visitor numbers are higher at the weekend the shop takings are likely to reflect this.

Increasing income is central to the development of the service - the annual income from the Gallery is from two main areas; shop sales and income from royalties and sponsorship. In the current financial year shop sales have grossed £25,245, however the cost of purchasing shop stock was £16,043, giving net income of £9,202. Sponsorship has brought in a further £14,900.

It is essential to understand that existing budget provision for the Gallery includes generated income, and therefore the Gallery expenditure is already reliant on the income generated. It is also clear that more shop income is generated when visitor numbers are highest, and the extension of the weekend opening hours are a response to this.

c) Why during the past year has the Manager of the Vestry House Museum and William Morris Gallery been employed by Mr Morton on general Culture and Arts work at Silver Birch House, Blackhorse Lane, for some 2 out of the 5 days a week, instead of performing her full-time duties as Manager of the Museum and Gallery

Response: Clive Morton, Head of Cultural and Leisure Services

The Head of Service has been involved, along with the Heads of the other Services in Culture and Leisure and all Culture and Leisure staff in a drive to improve services and to produce the benefits of closer working within our services. The Head of Service has much-valued and proven skills and the council has drawn on her broad experience to assist services with improvements. All Culture and Leisure Service Heads are based at Silver Birch House in addition to spending significant time with their services. This has benefits directly for the Museum Gallery and Archives service as this cross team working has identified where we can all work together, e.g. with the partnership with CLaSS to bring summer activities to the Museum and Gallery - this has been done without additional costs to the Museum or Gallery; normally the service has to pay freelance staff to put on activities. Furthermore CLaSS has an extensive marketing database, which is one of the key reasons for the success of the activities.

Query 4: Residents' petitions

A resident asked whether the submission of residents' petitions could become a legitimate part of the consultation process.

Response from Claire Witney, Head of Community Engagement

Petitions are already an important part of the Community Engagement process as they effectively highlight issues of concern for local people. However they cannot be used in isolation as a reliable indicator of the views of local people. Whilst they highlight areas of concern, well planned and executed community engagement activity needs to be undertaken that considers the complexity of an issue and ensures that a broad range of views are gathered.

Query 5: Higham Hill Ward Safer Neighbourhood Team Action

Main concerns involved burglary, vehicle crime, drug issues and traffic calming in Wittingham School and Hillyfield School.

Response from PS Martin Kirby, Safer Neighbourhood Sergeant responsible for Higham Hill ward.

Firstly, it is clear that these concerns are representative of those raised at a recent ward panel meeting. On 26th January Burglary, Vehicle Crime and Drug Use/ Supply were all selected as priorities by the Higham Hill ward panel.

Burglary - we are currently in the midst of a proactive burglary initiative. I personally secured funding for this at a recent TJAG meeting to allow for publicity and additional police patrols in affected areas. The initiative calls for a three stranded approach encompassing engagement, prevention and enforcement actions. As part of the first two strands there will be a crime prevention drop in surgery held for local residents on Friday 16th March at Unity Hall, Bramley Close E17. This will run between 1900 and 2100 hours (extendable if interest permits) and local officers will be on hand to offer crime prevention advice, literature and practical items such as UV pens and mains socket timers. This is being publicised by leaflet drop, article in The Guardian and through posters in local shops etc.

Vehicle Crime- After the recent success of Operation Mann (November 06 - planned, instigated and conducted by my team and I), which saw a decrease in vehicle crime for its duration, I have become aware that this type of crime is emerging as an issue again on the ward. In the coming days (after the expiration of the burglary initiative) I will be ensuring that "hotspot" areas are identified through intelligence analysis to allow us to properly focus our patrols. I was recently unsuccessful in securing authorisation for a proactive surveillance based operation to target this offence type. However, if the trend continues I will be seeking further authority to mount this operation. At present ward officers are engaged in identifying potential target vehicles, particularly those displaying valuables and are ensuring this is communicated to the keepers to allow them to take responsibility for their own property. A proactive ANPR operation is scheduled for later this month, which will see ward officers working with other Borough officers, DVLA, Traffic Police and the Immigration Service.

A recent such operation proved most successful and I intend to make them a regular occurrence. We are also responding to offences by paying victims follow up visits and where appropriate distributing free steering locks to help them properly secure their vehicles. I have recently tasked one of my officers with arranging a day of action with the Councils own vehicle removal team to combat illegally parked, untaxed and abandoned vehicles.

Drugs Misuse- As part of our ongoing burglary initiative we have been stopping and searching more people than ever. This is an effective and proven means of combating low level drug use/ possession. We recently arrested a male for possession of drugs and information has been passed our way that we will seek to develop in relation to possible addresses/ persons who may be using/ supplying these substances. I will always act on information in relation to drug dealing/ cultivation.

Higham Hill Road Traffic- I have on several occasions had contact with Councillor Smith over this matter. As I understand it the council has commissioned a report in this matter and the Councillor has called for further consultation. I have compiled a short report on the matter and submitted this to the Councillor and others. I recently contacted Traffic OCU and the matter was raised with several officers from the NE Traffic Management Unit. I am told it will be an agenda item at the Police / Fire/ Ambulance/ Buses Traffic Liaison meeting this Thursday afternoon at the Ridgeway offices. I am seeking advice re this and will endeavour to arrange a Traffic Police deployment to the road to allow enforcement action to be taken against speeding drivers. I hope to hold this over a one or two day period and will seek to make available quantifiable data to the council in order that they can make an uniformed decision at any forthcoming consultation. My team and I have also been engaged in additional vehicle traffic patrols over the last two weeks. We have targeted, advised and reported several traffic law offenders in the immediate area of Higham Hill Road and, other commitments permitting, will continue to do this.

Martin Kirby PS 71JC | Higham Hill SN | Waltham Forest Borough |
Metphone 23242|Telephone 0208 345 3242|Mobex 0208 721 2644|
Walthamstow Police Station, 360 Forest Road, Walthamstow, E17 5JQ
Email: Martin.Kirby@met.pnn.police.uk

Query 6: High Street Ward Safer Neighbourhood Team Action

Residents reported that there was a shattered window in Campbell Road; disabled badges were stolen from parked vehicles; people were gathering on the pavements after Friday night prayers causing disruptions

Response from Denise Canderton PS18JC High Street Ward.

Shattered window in Campbell Road - Phil Herlihy raised this question. Mr Herlihy is also a member of the High Street Panel. He mentioned he has seen some broken glass in Campbell Road. This was a one off incident and the glass has been cleaned away. However as mentioned above vehicle crime is now one of the ward priorities.

Cllr Johar Khan raised the issue about the theft of disabled badges. I spoke with him at the time. Theft from Motor Vehicle is an issue of concern for the whole of the borough. Cllr Khan was not basing his question on any individual incident or fact that had come to his notice but on a general feeling of concern. He is aware that the High Street team has

run several operations in partnership with Mobility and NCP, which has resulted in four arrests and six vehicles being removed. He is aware that this is an on going process. Also the High Street Panel set its objectives at the last meeting of which he is a member and Vehicle crime within this ward has been made a priority.

Query 7: Traffic calming around Stoneydown Park School

Ian Capes stated that he was concerned by the issue of a traffic-calming scheme around Stoneydown Park Primary School which has been funded under the Transport for London 'Safe Route to School' initiative. The core feature was a one-way section of Pretoria Avenue between Longfield Avenue and Orchard Street. It had been designated 'northbound only' to prevent traffic going into central London bypassing the traffic lights at Blackhorse Road tube station by rat-running past a school gate used by more 240 primary school children. Many drivers have routinely ignored the one-way section and speeds in the (wrong) southbound direction have increased especially during lunchtimes and extended afternoon leaving time (from 3:30 pm to 6.30 pm). Council officers visited the school on the morning of Friday 2nd February to discuss post-implementation street layout problems with the Headteacher, Governors and PTA. Afterwards they did a tour of the area and many cars were seen ignoring the new restrictions.

Response from Denise Canderton PS18JC High Street Ward.

The High Street Team and the Highways Agency's have been working together since the new road calming signs were put in place. We have both been doing patrols in the area and issuing tickets. The question raised by Ian was to be directed to the Highways agency to keep their interest in the project. He was at the meeting on behalf of the High Street Panel and he is fully aware and involved in all Police action in relation to this matter.

The main issue of concern was to do with the signage from Forest Road into Pretoria Avenue. However, I understand that Ian has spoken directly to the Highways agency (Alan Campbell) and contingencies are in place for funding to address the issues around the alterations.

Update on review of Community Councils

Response from Claire Witney, Head of Community Engagement

With the help of Ipsos MORI we have been looking at how we can improve our very popular Community Councils and make them even better than they are already. This has been a process involving discussions with a range of residents and stakeholders including councillors and our key partners in the Police and Primary Care Trust. We invited everyone who had attended a Community Council over the past year to complete a questionnaire that we also posted on our website.

Currently we are looking at a number of other authorities that have Community Councils to understand what they do well and see if there is anything we can learn from their models.

We're still gathering the information that will help inform any improvements that the Council makes and we are completely committed to local Community Councils as a key part of our engagement with our residents. This statement has been prepared in time to be circulated with the agenda. However details of any further developments if they arise will be made available at the meeting itself.