

## KENLEY AND DISTRICT RESIDENTS' ASSOCIATION

### MINUTES OF THE GENERAL MEETING

Held in the Kenley Memorial Hall on Tuesday 27<sup>th</sup> October 2009

**Present:** Chair - Phil Royse, Ian Waite (Vice Chairman), John Davenport, Keith Inglis, Geoff James, Chris P J Stanley, Cllr Jan Buttinger, Cllr Steve O'Connell, Cllr Steve Hollands, Steve Gayfer – Street Scene Officer, PC Gareth Storer. 44 residents were in attendance.

**Apologies:** Sheila Morris (Chairman), Brian Morris, Roger Sharp, Carole E Streeter, Andy Spencer-Jones, Tom & Violet Symmons, Paul Potter and Stephen Piper

**1.** The chair apologised for the late delivery of the newsletter. The majority of attendees acknowledged that it had now been received. The chair welcomed members to the meeting and reiterated that KENDRA is there to represent their interests.

**2. Guest Speakers:** Chief Inspector Stephen Lawrie – Head of Operations for Croydon Borough, & Sergeant Steve Wiles – Patrol Sergeant.

**SL:** There are 4 response teams in the borough, which provide a first response to calls, including road traffic incidents and 999 calls. SL has been in the borough since May 2009. He has 30 years service. Croydon is generally a safe place, although not always perceived as such.

The “Policing Pledge” is aimed at gaining public confidence through: treating people fairly and with dignity; to increase Police presence on the street; to make information more readily available to residents; to contact within 10 working days for RTA's; to make quality call backs to assess levels of service provision.

Key drivers are: effectiveness in dealing with crime; respond quicker to crimes; drive down the level of crime; engage with communities; treat people with dignity & respect.

Croydon Police are focussing on the “5 Ps”: Presence – more single uniformed officers on patrol; Performance; Productivity – using resources smarter; Professionalism – supervisors to be more “intrusive” with their PC's; Pride – a sense of ownership.

Burglary is a priority, and has been reduced by 30% over the past few months. The team are good at detection of burglars but are not so successful at prevention.

Croydon has the greatest volume of first response calls. Response rates are “outstanding”

Serious Violence and Assaults have been reduced by 23% over the past few months.

**SW:** Been at Croydon as a response supervisor for 5 years. Response types are split into: Immediate response – emergencies eg. Assault or RTA. Significant response, eg. a non-violent shoplifter has been detained. Extended response is for everything else.

Croydon's “Immediate response” time is just over 11 minutes against a target of 12 mins.

For Significant Response Croydon achieved 148 mins against a target of 60. Therefore actions are being taken to improve response times for “Significant” calls. Eg single crewed cars, response cards, better use of resources. During September, call response times were 9.5 mins and 38 mins, respectively, for the whole borough. Figures for Kenley are broadly the same.

Technology is employed to manage borough resources. So Borough Commanders can see where resources are needed or if there are gaps. Improvements have been made but it is not yet perfect.

### **3. Speakers Q&A:**

SL: The Croydon team does 12 hour shifts, and has on average 32 officers on duty.

SL: The Met needs to improve communications with residents to provide reassurance about safety & security.

PR & SL: There has not been an increase in crime in the area recently, despite a noticeable increase in police activity on Old Lodge Lane.

SL: Begging is a problem in central Croydon but not necessarily a policing priority. However, it is not ignored.

SL: The Police's duty is to bring criminals to court, but cannot comment on what happens thereafter.

SW: 999 calls are picked up in Lambeth call centre. They are then logged electronically and passed to a dispatcher at the Integrated Borough Operations (IBO) in Croydon who radios it through to the officers in response units (cars).

**4.** The chair thanked John Davenport and the other Committee members for their work on the committee.

Minutes of the Annual General Meeting, 28<sup>th</sup> April 2009. An abridged version was included in the Autumn Newsletter. Patricia Royse proposed, and Keith Inglis seconded approval of the abridged version. The full minutes will be published in the next newsletter.

**5.** Most matters arising have been dealt with prior to the meeting, other than below.

**6.** Kenley has been awarded a Silver Gilt for Croydon in Bloom, based on the Norfolk Parade flowers. Croydon won its London in Bloom category, and London won its category for Britain in Bloom.

Various vacancies exist on the KENDRA Committee: Health, Social Matters, Transport, Partnerships, Conservation & Environment, PR & Marketing. The chair extended a general invitation for volunteers in these areas.

**7.** Keith Inglis is stepping down as Membership Secretary as from next April, due to other commitments. There are 2 Area Stewards' vacancies, and 10 to 20 vacancies for Road Stewards. These Stewards act as a vital link with the community. The Membership Secretary's main task is to "manage" the Stewards. This requires use of the internet for emails etc.. The total membership potential is approximately 3,900. Currently subscriptions are received from approximately 1,600.

The increased newsletter distribution did not generate many new members, although there were new Road Stewards. The Kenley Common Funday generated 7 new members as a result of face-to-face contact with people coming to our stand.

**8. Local Policing.** This is provided by the Kenley Safer Neighbourhoods Team. PC Gareth Storer is a senior PC on the team. Simon Packham has now been promoted to Sergeant and left the team to head Shirley SNT.. We are also one PCSO short, but it is hoped a replacement will be recruited soon.

There has been activity around St Winifreds, with some youths being a nuisance. Action is being taken. Old Lodge Lane was highlighted as an area particularly subject to Motor Vehicle crime. Hence the SNT has been active in this area in trying to prevent crime. There is also an objective of reducing antisocial behaviour in the run up to Halloween and Bonfire night. Bogus roofers have been reported operating in the area and have taken one resident for £2,000. The Police advise people to be aware of this.

The recent drugs related problems in Old Lodge Lane have led to one person being charged and others being evicted. A further case is being taken to trial for drugs related offences from an apartment in Godstone Road.

An antisocial behaviour dispersal order has been applied for the St Winifreds/Kenley Station/Welcomes Road area. This will enable the Police to take action (i.e. to disperse or arrest trouble makers) when two or more people are involved in ASB within the defined area.

**9. Planning.** (by Geoff James, KENDRA Planning Officer). KENDRA has been very successful in objecting to unwanted developments. Planning updates are provided by email. Developers may submit a series of applications heading towards a particular objective. Sometimes it is not obvious what this may be from the initial application.

Croydon Council would prefer to see, and would give more weight to, individually written letters of objection rather than “template” letters. Therefore KENDRA will use this approach where possible.

KENDRA generally raises objections to planning; it does not usually offer endorsement for developments, although sometimes we “keep quiet” when a development is considered acceptable. Thanks were offered to Geoff James for his work on planning.

**10.** Kenley Memorial Hall now has a water-efficient Memorial Garden planted by the steps leading down from Godstone Road. KENDRA has pledged £500 towards the cost of renewing the hall floor.

Kenley Airfield fence is still a contentious issue. A new yellow line has been painted showing the line of the temporary barriers. The RAFA (Portcullis) club are looking for new members.

The Kenley Common Funday was enjoyed by all (approx 4,000 attended). The Spitfire flypast, which KENDRA helped sponsor, was impressive and proved to be very popular. The Funday next year will be on 11<sup>th</sup> July 2010.

Friends of Foxley Wood hosted an open day in the summer. They have been awarded an “Eco Citizen” award from the Borough of Croydon, for excellence in the Nature Section.

#### **Panel Q&A (By Respondent)**

PC GS: The Antisocial Behaviour Dispersal Order lasts 3 – 6 months.

SG: The Street Scene Officer ‘s areas of responsibility include street cleansing, refuse services & general highways issues, in Kenley and Sanderstead. Including issues re. plant growth extending onto/over pathways. Transport for London deals with issues on the Godstone Road. Specific issues can be addressed by SG if residents wish to contact him.

SG: The council is aware of Litter & Fly Tipping in Old Lodge Lane. Difficulties exist where private land is involved, as tipping is a civil matter between the land owner and the tipper. The Council can force that land owner to remove the waste if it is an environmental hazard. For tipping on council land Enforcement officers are involved to establish who is responsible; but successful prosecutions generally require strong evidence against the tipper.

SO'C: There will be a new Neighbourhood Enforcement Officer recruited dedicated to Kenley Ward, who will also have a responsibility for addressing Fly Tipping. The Council can contact offenders to remind them of their responsibilities in clearing litter, eg the housing association properties in OLL.

The Kenley street scene is generally quite good. The audience thanked SG for the council's work.

SO'C: Contacting the council is generally by phone or email. SG: There is a Street Champions scheme, and new champions are invited. They act as the eyes and ears of the local community. Further info is on the council website.

SO'C: Will investigate a manhole cover that is producing a noise on the Godstone Road.

SO'C: Is still working on having more flower baskets for Norfolk Parade.

JB & Mike Street: Have been lobbying relevant parties (Veolia) to get the smaller recycling trucks used. They currently do damage to the local plant growth in some narrow lanes & drives. C/F.

PR: Your Croydon newsletter deliveries are to be monitored by the distribution company using new technology. It is hoped this will resolve the problems of erratic delivery. C/F

PC GS: Has not previously issued an ASBO, so cannot comment on their effectiveness in areas like Kenley. The police can disperse or arrest troublemakers and take them to court, but it is down to the courts to enforce the order with appropriate punishments for transgression.

## **AOB**

The Annual General Meeting will be held on 27<sup>th</sup> April 2010

Christmas Tree recycling venues and dates will be published in the next newsletter.

There will be a Remembrance Day service at 1:30pm at the Airfield Memorial on 8<sup>th</sup> November 2009. SM will lay a wreath on behalf of KENDRA.

Sherwood Oaks Grazing: Carl Roche asked members to fill in a questionnaire on their use of this land

Thanks were offered to the chair for the conduct of the meeting.