

**EALING COUNCIL - WRITTEN QUESTION
UNDER COUNCIL AND COMMITTEE PROCEDURE RULE 10(1)**

**EALING COUNCIL
WRITTEN COUNCIL QUESTIONS: 19 December 2023**

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Questions to the Cabinet Member for Climate Action, Cllr Costigan

From	Question 1	Lead Officer	Lead Member
Cllr Gary Malcolm	Since emailing the portfolio holder earlier this year about the Council's plan to stop idling, could you please detail the actions taken in known idling hotspots such as around Ada Lovelace, Ellen Wilkinson and Grange schools to name just a few.	Gina Cole, Earl McKenzie	Cllr Costigan – climate action
<p>Enforcement officers are speaking directly to drivers to inform them about the regulations and ask them to turn off their engines. As they are complying when asked, no PCNs have been issued as yet, but we are collating detailed data related to specific locations and hotspots.</p>			

From	Question 3	Lead Officer	Lead Member
Cllr Gary Malcolm	What is the process of pre-assessment when areas are suggested for new planting positions as part of the scheme to 'house' 50,000 new trees to ensure that no existing species will be lost or reduced as part of the planting of new trees?	Dale Mortimer	Cllr Costigan – climate action
<p>Potential tree planting positions are identified by the Parks Operations Manager in collaboration with the Tree Service Manager. Once a site is selected, further consultation and collaboration is undertaken with stakeholder groups: Ranger Service, Parks Operations Officers, and other interested parties. When replacing one form of vegetation with another, there will inevitably be a loss, or reduction, in the former (existing) species. In most instances to date, the existing species have been Bramble, Japanese Knot Weed, and Ryegrass: the continued presence of these species has not been considered essential.</p>			

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From	Question 4	Lead Officer	Lead Member
Cllr Athena Zissimos	Five years after the Ada Lovelace school has opened and five years after the funding was made available for a new crossing to put across Hanger Lane. The matter rests with both TfL and the Council. What has been the hold-up with getting the crossing? And what details have been agreed so far?	Tony Singh	Cllr Costigan – climate action
<p>This particular ‘toucan’ (signalised) crossing is entirely led by the Department for Education (DfE) and TfL under section 278 of the Highways Act 1980. This is in accordance with the planning s106 agreement, which requires the DfE and TfL to enter into agreement to implement the crossing. LB Ealing was not required to be party to the agreement.</p> <p>We understand that the Department for Education (DfE) have had some difficulties finalising the works details with TfL and procuring the works. The DfE has recently requested Ealing Highways assistance with the works. We have agreed and are now concluding arrangements with DfE for the Council’s framework contractor to undertake the work. It is anticipated that works will commence in Spring 2024.</p> <p>The s106 also provided funding to the council for a raised Zebra crossing by the school entrance on Park View Road; this was implemented by the Highways team before March 2023.</p>			

From	Question 5	Lead Officer	Lead Member
Cllr Gary Malcolm	Given the recent reports of a new species of moth discovered in Walpole Park, now labelled <i>Tachystola mulliganae</i> , after Barbara Mulligan who discovered it, could the portfolio holder outline whether she will consider dropping plans to develop Warren Farm which will cause issues with a number of endangered species of flora and fauna?	Chris Bunting	Cllr Costigan – climate action

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The discovery of a new species of moth in Ealing is incredibly exciting, and is testimony to the wide range of wonderful green spaces in the borough.

In relation to Warren Farm, the council is currently undertaking ecological surveys of the site and will be applying to Natural England for nature reserve status to be granted to the majority of the site. If successful, this will lead the way for a huge rewilding project, protecting and enhancing Warren Farm's rich and valuable nature and biodiversity long into the future. The nature reserve is set to be created as part of an expanded site which the council has successfully negotiated on a 99-year management lease with Imperial College London and Imperial College Healthcare NHS Trust, which both own land adjoining Warren Farm.

Warren Farm is Ealing's largest outdoor sports ground, but it has been out of use for more than 10 years, and the changing rooms and the pavilions are dilapidated. The council is committed to ensuring that new sports facilities are delivered for the benefit of local people, alongside its ambitious plans for the rewilding of much of the site.

The final respective boundaries of the proposed LNR and sports facilities will be confirmed in the future following the outcome of the aforementioned ecological surveys.

From	Question 6	Lead Officer	Lead Member
Cllr Athena Zissimos	Now that works has been completed in front of Ealing Broadway Station how different are the completed works from what was first agreed?	Tony Singh	Cllr Costigan – climate action

As part of the Crossrail Complementary Measures (CCM) for Ealing Broadway Station and the adjacent area, a range of highways improvements were consulted on from as early as 2019 and the proposed layout was improved after listening to feedback from local residents, various stakeholders and Transport for London (TfL). Changes include wider footpaths where possible across the area, reduced street furniture clutter, a widened signalised pedestrian crossing, a drop-off bay at the forecourt, a loading bay opposite the station, no loss in capacity to the black cab Taxi rank, a new bus stop shelter with bus countdown timer, improved highway and footway surfaces, a section of public highway has been returned to green space on Haven Green, and as many cycle stands as possible are

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being implemented at and adjacent to the station forecourt.

The implemented project differs slightly from the original proposal due mainly to physical constraints because of existing technical and utilities services in the public highway and footway. The drop off bay at the front of the station forecourt is slightly shorter and to date we have not been able to install as many cycle stands. Notwithstanding this, officers continue to investigate options across the area to implement more cycle stands.

The project has delivered an improved highways public realm that enhances the local area and the Active Travel benefits for all residents by incorporating measures that make it more appealing and convenient for individuals to choose walking or cycling as their primary mode of transport, alongside public transport.

From	Question 10	Lead Officer	Lead Member
Cllr Anthony Young	Will reopening the waste and recycling centre in Acton mean reducing the hours of operation at Greenford?	Earl McKenzie	Cllr Costigan – climate action

The proposed site at Acton will be hub for recycling, waste minimisation activities and green skills training. This will not be a traditional 'tip' for the disposal of residual waste.

The council introduced an appointments system at the Greenford waste and recycling centre, which has been working well and has enabled us to better understand how residents use the site. The appointments system means that residents no longer face long queues on the Greenford Road at peak times, so the site is safer. Council staff are also able to assist residents to divert more waste from landfill.

The appointments system has also demonstrated that there are certain times and days of the week when the centre is not at all well-used, and therefore the council is focusing resources on the days which are most popular with residents (including weekends). On days where site access is no longer available at Greenford (Wednesdays and Thursdays) partner boroughs across West London allow access for Ealing residents in a reciprocal arrangement.

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As a borough, we are focussed on reducing how much waste we all create. So, we are looking forward to outlining the exciting proposals for the site in Acton which will make it easier for Ealing residents to recycle, upcycle, reuse and avoid waste in the first place.

From	Question 12	Lead Officer	Lead Member
Cllr Anthony Young	Please list the ten sites in the Borough which have generated the most fines from drivers by CCTV over the past year, and the amounts collected?	Gina Cole	Cllr Costigan – climate action
PCN type	Scheme Type	Location	April - November 2023 Income Total
DTE	Banned Turning	Greenford Road / The Broadway, Ruislip Road, UB6 (906)	-£489,653
DTE	No motor vehicle restriction	Montague Avenue, W7	-£354,816
DTE	No motor vehicle restriction	Federal Road, UB6 (U)	-£331,873
DTE	School Streets	Hanger Vale Lane, W3 (U)	-£294,505
DTE	Banned Turning	Longfield Avenue/New Broadway, W5 (U)	-£272,411
DTE	Cycle Routes	Fisher's Lane, W4	-£263,532
DTE	No motor vehicle restriction	Adrienne Avenue, UB1	-£193,232
DTE	Banned Turning	New Broadway / Longfield Ave, W5 (U)	-£191,181
DTE	School Streets	Perimeade Road,	-£144,582

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		UB6	
DTE	Banned Turning	Chapel Road / Uxbridge Road, W13 (U)	-£122,455

From	Question 14	Lead Officer	Lead Member
Cllr Fabio Conti	Please provide separately the weights collected per annum over the last five years, at Council Refuse and Recycling facilities, of Mattresses: Paints: Toner cartridges: Wood: Garden waste: Fridges and freezers: Cardboard and paper: Electronic equipment: Plastics: Metals: Batteries.	Earl McKenzie	Cllr Costigan

	18/19	19/20	20/21	21/22	22/23
	tonnes	tonnes	tonnes	tonnes	tonnes
Mattresses	279.00	296.93	221.89	128.64	157.40
Paints	0.00	0.00	0.00	0.00	0.00
Toner Cartridges	0.00	0.00	0.00	0.00	0.00
Wood	3090.71	2784.97	1653.55	1160.96	1257.99
Garden waste	3605.47	3230.51	1660.10	1443.36	1155.27
Fridges & Freezers	171.17	126.08	79.13	48.72	64.66
Cardboard Paper	935.82	710.24	246.41	208.94	138.68
Electronic equipment (WEEE)	476.91	470.45	320.66	263.46	241.16
Plastics	7.29	4.73	5.00	47.15	43.15
Metals	779.06	771.94	563.58	314.30	324.66
Car Batteries	0.72	5.25	1.29	2.68	3.24

There are fluctuating post pandemic waste flow patterns, and the team are closely monitoring tonnages, trends and the recycling rate.

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From	Question 18	Lead Officer	Lead Member
Cllr Seema Kumar	Insufficient street cleaning, in particular of fallen leaves, is another issue at the moment. How many resulting compensation claims for injuries sustained through slipping or falling has the council received?	Earl McKenzie	Cllr Costigan – climate action
None.			

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Questions to the Cabinet Member for Thriving Communities, Cllr Knewstub

From	Question 2	Lead Officer	Lead Member
Cllr Gary Malcolm	Given the recent auction of many of Freddie Mercury's items and that Freddie Mercury studied and lived in Ealing (as well as living nearby in Feltham) has the portfolio holder attempted to use this, to turn Ealing into a more focus of attention from musical fans to help generate additional footfall in Ealing?	Sarah Gaventa, Connor McDonagh	Cllr Knewstub – thriving communities
<p>Ealing's music heritage has significantly shaped its cultural landscape. We are the home of the legendary Ealing Club and the iconic Marshall amplifiers, and Ealing has produced iconic musicians like The Who, The Rolling Stones and Queen and played a part in pivotal moments in music history.</p> <p>Ealing undoubtedly has the potential to harness the social and economic benefits of its music heritage and current ecosystem.</p> <p>The Cultural Manifesto launched in 2023 provides a roadmap for driving culture forward across the borough, demonstrating culture can drive footfall and spending in town centres, grow industry jobs, attract talent and promote music tourism.</p> <p>The emerging Cultural Infrastructure Plan provides the opportunity to embed culture across Ealing by providing the opportunity to plan for culture in the same way as we plan for housing and transport. It is rooted in robust evidence and provides clear plans for delivery.</p> <p>Cities around the world are assigning importance to these advantages and working with their music communities to consolidate and accelerate the growth of the music economy.</p> <p>We are proud to be bidding to become London's next Borough of Culture, and despite the outcome will continue to work closely with our creative residents and businesses to enhance the vibrancy of our local communities.</p>			

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From	Question 13	Lead Officer	Lead Member
Cllr Anthony Young	How many people attended the recent public consultation meeting about the future of the Gurnell site?	Kitty Eyre	Cllr Knewstub – thriving communities
<p>A public consultation event was held on the 30th November between 6pm and 7.30pm. This was a hybrid event, with the option to join online. Approximately 45 people attended in-person and approximately 10 people joined online.</p> <p>This was an introductory event to share the latest plans for the Gurnell Leisure Centre. There will be a series of additional consultation events this year.</p>			

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Questions to the Cabinet Member for Tackling Inequalities, Cllr Anand

From	Question 7	Lead Officer	Lead Member
Cllr Jon Ball	The Metropolitan Police have expressed an ambition to establish a Clear, Hold, Build scheme in every London Borough. Is one being set up in Ealing Borough and if so, where?	Paul Murphy	Cllr Anand – tackling inequality and crime
<p>Clear, Hold, Build is an approach that is being tested in trial locations in the UK, including Yorkshire and Merseyside and the early indicators about its effectiveness are promising.</p> <p>It is a Police-led partnership approach, which is endorsed by the Policing Inspectorate and focuses on tackling crime affecting specific areas to deliver long term change, improve trust and confidence in the Police and build community resilience.</p> <p>Broken down into three key phases, the approach first sees Police using proactive tactics to deal with organised criminals operating in a given area (this is the ‘clear’ phase), followed by Police and partners maintaining control and visible presence in that area (the ‘hold’ phase). Finally, comes the ‘Build’ phase, which is focussed on working with the community to sustain and build on the positive change, developing resident-led projects and creating an environment that is genuinely ‘owned’ by the community.</p> <p>Clear, Hold, Build is being adopted by all Police services in England and Wales, and the Met plan to have embedded it across London by April 2025.</p> <p>In Ealing, we’re working closely with our dedicated Ealing Partnership Superintendent, Sean Lynch, on how Clear, Hold, Build will be implemented in Ealing to target areas of our borough effectively and in an open way that listens to residents and genuinely builds community resilience and confidence in the Police.</p>			

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Our existing Spaces Panel (chaired by the council's head of community safety) is an approach we have been delivering for some time which very closely aligns and reflects the main principals the Police are adopting as part of the Clear, Hold, Build programme.

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Questions to the Cabinet Member for Good Growth and New Homes

From	Question 8	Lead Officer	Lead Member
Cllr Connie Hersch	The draft local plan considered the grounds for housing. This has caused significant distress in its members as they have worked hard to build its facilities for decades. It provides sporting facilities and volunteering experience for many children and even therapeutic engagement for disabled children, all hoping to be able to continue. What are the current plans for the future of Ealing Riding School?	Adam Towle / Jamie Burns	Cllr Manro – Good Growth and New Homes
The draft Regulation 19 Local Plan does not allocate the site of Ealing Riding School for housing.			

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Questions to the Cabinet Member for Inclusive Economy – Cllr Donnelly

From	Question 9	Lead Officer	Lead Member
Cllr Anthony Young	What has been the average workspace occupancy of Perceval House over the past three months, and what is its maximum capacity?	Ed Axe	Cllr Donnelly – inclusive economy
<p>The average workspace occupancy in the last three months has been 441 people.</p> <p>The maximum capacity of Perceval House varies, depending on the desk configuration/ office use but is considered to be around 1,750.</p> <p>Subsequent to the council’s decision to end plans for the demolition of Perceval House, full consideration is being given to options for its future use, including but not limited to expanding community use of the building, as well as consolidation and sub-lease of some areas.</p>			

From	Question 11	Lead Officer	Lead Member
Cllr Anthony Young	What has been the total cost to the Council to date of the Victoria Hall hotel scheme, broken down into categories including project management, legal costs (both internal and external), relocation of officers/services, and lost revenue?	Ed Axe, Helen Harris, Emily Hill	Cllr Donnelly – inclusive economy
<p>Total cost to date including costs relating to Victoria Hall and project management costs are £3,071,018.</p> <p>A high level breakdown of the total cost are provided below:</p> <p>Victoria Hall Trust costs £127,211</p>			

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Legal costs (internal and external)	£224,673
Project management	£403,165
Relocation of services	£2,028,881
Property Advisors	£206,695
Other costs	£80,392

Revenue over past 10 years was reported to the Victoria Hall Trust Committee at [Agenda for Victoria Hall Trust Committee on Wednesday, 8 February 2023, 7.00 pm \(moderngov.co.uk\)](#) and [Agenda for Victoria Hall Trust Committee on Thursday, 14 September 2023, 7.00 pm \(moderngov.co.uk\)](#).

No payments have been made to Mastcraft.

It should be noted that service relocation costs (including, for example, the relocation of the CCTV control room) have benefitted and will continue to benefit the council regardless of the ultimate outcome of the appeal.

From	Question 16	Lead Officer	Lead Member
Cllr Seema Kumar	Residents have been complaining they are unable to get through to council departments or speak to someone when they call. What is the percentage of staff still working remotely, how is this monitored and what is the average response time for call backs?	Alison Reynolds	Cllr Donnelly – inclusive economy
<p>There are a number of departments which offer a phone service for residents.</p> <p>With regards to the council's customer contact centre, during periods of high call volumes the contact centre offers a callback service to customers who would prefer not to wait in a queue. If a call back request is selected the system will automatically call the customer back and when they answer, they are connected with a customer service advisor.</p>			

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Between April and November 2023, the average wait time for a call back was 19 minutes and 7 seconds, and 97.8% of callbacks were completed successfully.

All contact centre staff attend the office at least once a week. When working from home, staff are still working. Comprehensive data is used to monitor overall contact centre, team and staff performance, which includes productivity, quality, resolution and performance against local and corporate performance indicators whilst working remotely and in the office.

The contact centre platform was upgraded to a more stable network in December 23, and departments which experience a high volume of resident enquiries will be moved onto this new platform to enable better management and monitoring of telephone contact performance. The working assumption at this stage is that the financial assessments (social care), and housing and homelessness teams will transition to the new system in 2024.

From	Question 17	Lead Officer	Lead Member
Cllr Seema Kumar	There appears to be staff shortages in some areas. Is this correct?	Kim Brown	Cllr Donnelly – inclusive economy

Like other boroughs, Ealing faces recruitment challenges in specialist roles such as social workers, lawyers, planners, and IT experts.

The council continues to use a range of strategies to attract talent including 'growing our own', benchmarking salaries and developing our employer brand to address the situation.

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Questions to Cabinet member for Safe and Genuinely Affordable Homes, Cllr Mahfouz

From	Question 15	Lead Officer	Lead Member
Cllr Julian Gallant	Does the Council propose to close the modular accommodation at Westfield Lodge, 60 Westfield Rd W3, in line with its plans to close similar accommodation at Marston Court and Meath Court?	Jack Dempsey	Cllr Mahfouz – safe and genuinely affordable homes
<p>Westfield Lodge hostel is a mixed site comprising an existing purpose-built hostel building and an additional modular scheme, which is attached to the main hostel building. The modular scheme provides 15 self-contained temporary accommodation homes and is currently under a lease agreement with a third-party supplier until March 2029. These units are managed alongside the existing hostel.</p> <p>The hostel is located within a wider park setting and as far as the council is aware it has not experienced the same anti-social behaviour problems that the other schemes at Meath and Marston have been subject to.</p>			