

FEEDBACK ON PREVIOUS MEETING / MATTERS ARISING
WALTHAMSTOW WEST COMMUNITY COUNCIL from 7 November 2005 .

1) A resident expressed concern about an ongoing problem with residents in his area, (Cecil Road E17) including the state of the garages, flytipping and asked who did they belong to.

Cllr Belam said that the garages are looked after by Ascham Homes and he would look into what can be done about them, and the possibility of their being knocked down.

Response: Bob Yeo, Contracts and Maintenance Team Leader, Ascham Homes.

The garages in Cecil Road E17 are also known as garages at Knebworth House and belong to London Borough of Waltham Forest and are managed by Ascham Homes.

I confirm that Ascham Homes have inspected the garages and have identified that they could be possibly demolished and the site could be used for possible development. Ascham Homes has undertaken to complete a full garage strategy within the next few months. I will be arranging a site meeting with Cllr Bob Belam and I will report back to the Community Council once a decision has been made.

Ascham Homes Estate Services are responsible for the removal of fly tipped materials within the garage areas and any garage requiring boarding up can be requested by telephoning Ascham Direct (020 8496 3000) or via the garage officer.

2) D Martin commented on problems he experienced in trying to report several issues including vehicles that should be clamped and weren't, fly posting and illegal sale of cigarettes. He phoned about street furniture in the Leyton Green area and it took seven weeks. He said that when he asked for a name on the phone as a reference he was told that names were not given out and that he has phoned many times and no one gets back to him.

a) Failure to Call Back.

Response: Penny Charlsh - Jackson, Customer Services Manager

It is unlikely this is a Waltham Forest Direct person as most of the work we do can be completed on line. However if Waltham Forest Direct have referred a call to another department it is the responsibility of that department to call the customer back as soon as possible. I am willing to follow up this issue if Mr Martin contacts me.

b) Giving your Name on the Phone.

It is Council Policy to give your name to a caller as part of the standard salutation. This applies to all Council departments. We should also give our

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names if specifically requested by a customer. Clearly failure to do this is not acceptable and we apologise to customers who have experienced this problem.

c) Fly posting and abandoned vehicles

Response Keith Weir: Head of Street Services

Street services have two crews who remove graffiti and fly posters (the glued on ones). I'm sorry if this resident has had difficulties getting his message across to Street Services but if we know about it we will remove it. There are difficulties associated with removing fly posters from 'cable boxes'. The 'cable' firms don't like us using high-pressure hoses on these boxes as the water can penetrate the box and damage the installation. When we remove them by hand the backing paper tends to remain on the box and is difficult and time consuming to remove. We are currently contacting the 'cable' firms with a view to painting the boxes with a new material that makes it difficult for a poster to adhere to the service.

Abandoned cars should be reported to the council through Waltham Forest Direct on 8496 3000 or the freephone CLARENCE service, 0800 23 23 23.

d) Illegal Sale of Cigarettes

Response Karen Tillett, Trading Standards Section Manager.

Trading Standards are currently working on dealing with the sale of counterfeit cigarettes and DVDs in conjunction with the Walthamstow Police. As the sellers also seem to be targeting cafes etc. we have carried out over 20 advisory visits to local traders to let them know that they too could be committing an offence if they allow these sales to go on in their premises. At the moment, Trading Standards respond to complaints and enquiries with the support of the Police. We will seize the goods and take appropriate legal action if possible.

The last seizure made (Nov 05) consisted of over 1700 cigarettes and 350g of rolling tobacco. Trading Standards are now looking at options for carrying out proactive work, as well as carrying on with the response work.

3) K Lord referred to page 23 of the agenda papers regarding the issue he had raised about kiosks being erected in the Town Square without consultation and the response by S Brickell. He said that he had looked at the official council document that says up to 12:00am. The Council should consider the licensing of these kiosks.

He further commented that there was no response to the petition about the fatal accident on Coppermill Lane from the Council on the blue response sheet. If 500 people signed the petition, there is a perception that it is not safe even if it is in working order. There is a barrier on the market side of the crossing and none on the Coppermill side of the crossing and the woman was

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on the crossing when she was hit. On lights themselves, there is no visual sign except at waist level and people can't see. He has a letter from the GLA saying this should be taken up with the local council rather than the GLA and would like a proper answer.

a) Town Square Licensing

Response: Garry Seal, Public protection Group Manager.

The Council has a Licence for the Town Square under the Licensing Act 2003 to provide regulated entertainment. This is similar in nature to the Public Entertainment Licence, which has been held for a number of years. The Council has obtained this general licence so that authorised users of the square do not have to apply for specific licences for their own activity. This licence is not for the sale of alcohol.

Response: Cllr Simon Wright, Cabinet Member for Regeneration

I requested that staff look into getting some refreshments and seating provision for the award-winning Town Square, to encourage additional ways to use the Square on fine days and make it an even more pleasant place to be. Staff have been working with potential providers and other stakeholders to ensure that this happens, continuing the successful regeneration of our town centre. I have had nothing but positive comments from residents for the developments we have achieved and support for this further improvement.

b) Fatal Accident At St James Street

Response: Tony Martin, Chief Engineer Environmental Services.

A summary of my report to Cllr Blunt - Portfolio Holder for Environmental Services was included in the responses to comments (blue sheets) at the meeting on 7 November 2005.

The report was based on the Coroner's Inquest into this death, which concluded that this was an accidental death and no blame could be attributed to the driver, road conditions or operation of the pedestrian crossing. During the course of the inquest the Coroner heard evidence from eye witnesses and experts from the Metropolitan Police. At no stage during the inquest was it suggested that the absence of a pedestrian barrier was a contributory factor.

Given the previously good accident record at this crossing the recommendation not to carry out any amendments was accepted by the Portfolio Holder. The full report is available please request a copy from the Community Council Officer. Please be aware that the contents of this report could be disturbing reading to the friends and relatives of the deceased.

5) **A resident** in Bramley Close said she had phoned on the Clarence number four times and got names each time. She contacted T. Finney of

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Greenspaces Section on 28 October about getting bulbs for the raised bed and she also phoned about getting a lamp fixed as it is now dark but they were not able to find the streetlight.

a) Bulbs for Raised Bed:

Response: Bob Williams, Street Services

I have confirmed that the Council's Green Spaces Section have the resident on their list to deliver bins to. The bulk delivery of bulbs was only received last week so no bulbs have been distributed to residents yet. The bulbs will be distributed to the resident when deliveries of these begin.

b) Street Light: junction with Higham Hill Road

Our street lighting team will repair this before the end of the week (written 8.11.05). They will also attend to the adjacent column, which has recently ceased to work.

6) **Mrs Poulsen** said that when she was asked last year what to do with the Community Council Budget, she suggested benches in the Town Square and there was still no sign of them.

Response: Steve Brickell, Regeneration Programme Manager

Five benches are in store awaiting installation in the Town Square. This should take place within the next few weeks.

7) Blackhorse Road Redevelopment – Standard Public House

Response Brian Whiteley, Development Planning Manager

As things stand it is too early to speculate on what will happen. No decisions have yet been reached about which development strategy will be embarked on for the Blackhorse Lane area as a whole. If development eventually proceeds to create a new "town square", the "Standard" public house might be retained or could possibly be moved to a new location within the scheme.

The question also implies that the pub was not mentioned in the consultation booklet. This only identifies approximate areas for redesignation. It does not detail the implications for any specific buildings or facilities within them. During the earlier consultation many people expressed an interest in the future of the "Standard". They have now been written to, with a copy of the booklet, and the position regarding the pub has been explained.

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