

# Public Scrutiny Questions

Item **4**

**Authorised for submission by:** David Burn, Scrutiny Manager

**Report drafted by and contact for enquiries:** Byron Green      **205/05-06**  
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**Environment & Regeneration Scrutiny Sub-Committee**      **29<sup>th</sup> October 2005**

## Question 1

The TCO granted £1000 to improve the area on the corner of Potters Lane and Esterham Road.

A tree has been planted there but what has happened to the rest of the money?  
How can local people monitor more closely how grants such as this are spent?

Questioner: Ann Savage

## Question 2

"Why has the poor level of staff performance, standards of safety and service expectations been allowed to go unchecked at Streatham Pool over such a long period of time, giving rise to a loss of credibility and number of serious complaints from residents and users"?

"In view of these failings between February 8th and July 6th reported online by the Senior Client Officer may I request an analysis of service complaints received during the last two quarters broken down into areas of safety, staffing levels and specific user complaints with reference to accident and complaints book and how these issues were dealt with and followed up using the minutes of meetings held by officers and representatives of the client side"?

Questioner: Councillor Bennett

## Question 3

Given the publication of the GLA Transport Committee report on Parking Enforcement in London (June 2005: <http://www.london.gov.uk/assembly/reports/transport/parking.pdf>) which reveals that the current period (the observation period) for loading and unloading in Lambeth is two minutes, and ongoing concerns expressed in the media that Lambeth's Parking Enforcement Policy is draconian, will Lambeth adopt a longer observation period consistent with fairness and best practice?

Questioner: Stephen Govier

Mr Govier also provided the following notes in support of his question

## **1. OBSERVATION PERIODS**

Camden - 20 minutes

Westminster - 20 minutes

Wandsworth - 10 minutes

Lewisham - 10 minutes

Greenwich – 10 minutes

Islington - 5 minutes

Tower Hamlets - 5 minutes

Kensington and Chelsea - 5 minutes

Hammersmith and Fulham - 5 minutes

Southwark - 5 minutes

Lambeth - 2 minutes

## **2. LOADING AND UNLOADING POLICIES OF THE LONDON BOROUGH OF LAMBETH**

### **How long can a driver stop to load and unload?**

Drivers can stop to load or unload for a maximum period of 20 minutes

### **What observation period do Lambeth's Parking Attendants give to Commercial Vehicles?**

The initial observation period during which evidence of loading and unloading must be observed is 2 minutes. This is standard at all times.

### **What does loading and unloading include?**

Loading and unloading is physical loading and unloading of items from the vehicle. It does not include getting delivery notes signed. However, Lambeth Parking Services does consider delivery notes relating to the time and place of the contravention to be valid evidence if submitted as part of a representation or appeal.

### **Applying for an extension if loading and unloading is likely to take longer than 20 minutes**

Lambeth does not have a general dispensations policy. Operators may apply for a parking bay to be suspended. This suspension facility does not extend to single or double yellow lines.

### **Paying PCNs**

Payments can be posted to:

Lambeth Parking Services

PO Box 4525

Worthing BN13 1XT

(Please do not send cash through the post. If you are paying by cheque please make cheques payable to 'London Borough of Lambeth' and write your Penalty Charge number, that starts LH, on the rear of the cheque.)

Lambeth accepts credit and debit card payments (MasterCard/Visa/Delta/Switch) for PCN's and they can be paid via their automated telephone line on 0845 331 3310 at any time, 24 hours a day, seven days a week or you can pay on-line at [www.i-cps.com/index.htm](http://www.i-cps.com/index.htm)

You can pay in person at one of the following parking shops:

Brixton Parking Shop - 8am until 3.30pm, Monday to Friday. 9am until 4.30pm, Saturdays.

Norwood Parking Shop - 8am until 3.30pm, Monday to Friday. There is no service on a Saturday.

Kennington Parking Shop - 10.30am until 6pm, Monday to Friday. 9am until 4.30pm, Saturdays.

### **Informal representation accepted before receipt of Notice To Owner (NTO)?**

Lambeth have a system referred to as 'Pre-NTO Reps' or 'Pre-EN (Enforcement Notice) Reps'. If a pre-NTO / EN rep is made within the initial 14 day discount period and it is unsuccessful, Lambeth will be offer the chance to pay at discount again.

### **Who carries out Lambeth's parking enforcement?**

Parking Enforcement is carried out by Control Plus, with the exception of CCTV based enforcement (bus lane and parking contraventions captured by CCTV cameras). This is carried out by an in-house team. All representations and appeals are dealt with in-house by Lambeth.

Further Information:

Tel: 020 7926 9000

Email: [parkingenquiries@lambeth.gov.uk](mailto:parkingenquiries@lambeth.gov.uk)

Web: [www.lambeth.gov.uk/services/transport-streets/parking](http://www.lambeth.gov.uk/services/transport-streets/parking)

## **3. LOADING AND UNLOADING POLICIES OF THE LONDON BOROUGH OF CAMDEN**

### **How long can a driver stop to load and unload?**

Before 11am, loading and unloading time is unrestricted. However, after 11am this is restricted to 20 minutes.

### **What observation period do Camden's parking attendants give to commercial vehicles?**

With regard to commercial vehicles, Parking Attendants will casually observe the vehicle for a period of 20 minutes, regardless of whether loading / unloading activity is observed. After a period of 20 minutes, the attendant will return to the vehicle and if there is no visible sign of loading/unloading, enforcement action will be taken.

If however, the attendant returns to the vehicle after 20 minutes and loading/unloading is taking place, the attendant will allow a further 20 minutes for the driver to expedite the loading/unloading of materials before any enforcement action will be taken.

### **What does loading and unloading include?**

Loading and unloading includes the physical loading and unloading of the goods and anything strictly connected with it, e.g. getting a delivery note signed. Evidence of loading and unloading activity must be observed and vehicles must not be left unattended.

### **Applying for an extension if loading and unloading is likely to take longer than 20 minutes**

Due to the differing parking needs within the borough, there are different procedures for obtaining dispensations in the North and the South.

The following facilities are available to facilitate waiting or parking, where the loading or unloading provision may not be suitable.

#### **North Camden** (i.e. North of Euston Road):

Permission to Park Notices enables trades people carrying out works at residential properties such as builders, plumbers, glazers, etc to occupy residents parking bays.

Permission to Park Notices currently charged at £5 per day.

Dispensations: Parking Dispensations may be provided to facilitate loading / unloading and / or waiting, where a vehicle is used as an integral part of works being undertaken at a particular location, such as loading / unloading scaffolding, erecting glazing, mixing or pour concrete or for vehicles fitted with hoists.

Dispensations enable vehicles to be parked in close proximity to the premises where works are being undertaken on single or double yellow lines. Dispensations are provided free of charge.

Suspension of Parking Places: Parking places, such as pay and display and residents parking may be suspended on request from anyone wishing to gain access to a site or parking places, while undertaking planned or unplanned works within the borough, such as road works, excavations, building works, tree pruning or domestic and commercial removals. 14 days notice is required to suspend residents and other permit holder parking facilities. 48 hours notice is required to suspend pay and display and meter bays. Suspension charges are as follow:

Administration Charge - £35

Daily Charge per Space Suspended - from £5 to £15 (dependent on area)

**South of Camden** (i.e. South of Euston Road)

All of the above with exception of Permission to Park notices, which are not currently available in the South of Camden.

### **Paying PCNs**

Payments can be posted to:

PCN Processing, London Borough of Camden, PO Box 20217, London NW1 9GH (Important: Make cheques payable to Camden PT) Please write the Penalty Charge Notice number and your address on the back of your cheque. You will find the PCN number at the top left hand corner of the ticket. The number will begin 'CD...')

Camden accepts credit/debit card payments for PCN's and they can be paid via their credit card hot line on 020 7974 6104 and via their website at

<http://www3.camden.gov.uk/pay/>

Payments can also be made in person at: Camden Town Hall, Judd Street, London WC1H 9JE

Or at one of the following Camden Environment Locals:

7-9 Crowndale Road, London NW1 1TU

199 Belsize Road, London NW6 9DA

### **Informal representation accepted before receipt of Notice To Owner (NTO)?**

Camden has a Pre-Notice to Owner stage. Where a pre NTO representation is rejected, the discount payment period will be extended.

### **Who carries out Camden's parking enforcement?**

North Camden: APOCA Parking Limited

South Camden: NCP

Further Information:

Address: Parking Enforcement Team

PO Box 20218

London NW1 1WR  
Tel: 020-7974 4646  
Fax: 020-7974 4611/4610  
Email: [parking.solutions@camden.gov.uk](mailto:parking.solutions@camden.gov.uk)  
Web: [www.camden.gov.uk/parking](http://www.camden.gov.uk/parking)

## Answers

### Question 1

**The TCO granted £1000 to improve the area on the corner of Potters Lane and Esterham Road.**

**A tree has been planted there but what has happened to the rest of the money?  
How can local people monitor more closely how grants such as this are spent?**

**Questioner: Ann Savage**

September 12<sup>th</sup> 2005

### **FUNDING FOR POTTERS' LANE AND OTHER PROJECTS**

Dear Anne,

I do hope that you are well. Following on from my response to your original query on this matter, I have been asked to provide an answer to your expanded question, which will be included in the agenda of the Environment and Regeneration Scrutiny Sub Committee meeting process on 29<sup>th</sup> September. Your question was:

*"The TCO granted £1000 to improve the area on the corner of Potters Lane and Estreham Road.  
A tree has been planted there but what has happened to the rest of the money?  
How can local people monitor more closely how grants such as this are spent?"*

To start with a few points of clarification: the money for Potters Lane improvements was granted by the Streatham Area Committee and not the Town Centre Office and the amount granted for the Potters Lane Community Garden was £500.00 and not £1000.

In terms of allocating funding, The Area Committee decided how they wanted the money to be spent, based on concerns raised over recent years –e.g. safety projects, youth work, parks improvements and much more. This is all formally recorded in minutes of the Streatham Area Committee. There was no formal application process for the money, although for larger amounts a proposal on how to spend the funds was required before release of funds (e.g. in relation to the £20,000 allocated for youth projects).

I have also received information from the volunteer leading on this work as to the reasons for the delay in spending this money. He informs us that things have been "on hold" since the spring largely because of the planned cycle route developments by Lambeth council. These improvements will affect the garden and subway entrance; these were originally planned for April but have been postponed until October. Therefore, it is not sensible to do any major works on the garden until these works have been completed.

He confirms that the funding that the group has received is safely with the Baptist Church. In addition to the £500 from the Area Committee they were awarded a further £500 from a national Cleaner-Safer-Greener-Communities competition. They will start work in the autumn if possible with the road layout changes and if not, then they will do the work in the Spring.

In relation to the last part of the question, all groups in receipt of council grants are asked to provide a report on how they spent the money and what were the benefits of the funding.

In relation to the Streatham Area Committee's capital funding, requests for these reports will be sent out during October and we would expect to include a summary of them for the Area Committee at the February 8<sup>th</sup> Area Committee meeting, to which members of the public are welcome. I trust that this is a way in which the community can monitor how grants are spent. Some projects have already provided information and photographs showing that the work was done, but they will also be asked to submit a formal report in time for a summary to be provided for that meeting.

I am pleased to attach further information from the group (newsletter) and from the Cleaner-Safer-Greener Competition in relation to the work of this group, which I hope will be of interest.

I do hope that this letter and the attachments address your concerns and look forward to hearing from you soon.

Yours sincerely

**Leah Levane**  
Streatham Town Centre Manager  
Direct Line: 020 7926 5902

## Question 2

**"Why has the poor level of staff performance, standards of safety and service expectations been allowed to go unchecked at Streatham Pool over such a long period of time, giving rise to a loss of credibility and number of serious complaints from residents and users"?**

**"In view of these failings between February 8th and July 6th reported online by the Senior Client Officer may I request an analysis of service complaints received during the last two quarters broken down into areas of safety, staffing levels and specific user complaints with reference to accident and complaints book and how these issues were dealt with and followed up using the minutes of meetings held by officers and representatives of the client side"?**

**Questioner: Councillor Bennett**

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### **Response By George Sarkodie (Head of Sport and Recreation)**

Leisure Connection provides a leisure management service for the Council for which an annual management fee is paid. Any loss of service provision which is due to the fault of Leisure Connection would result in a default notice being issued with appropriate penalty charge. Failures in service provision that can be rectified result in the issue of rectification notices with timescales. If contractor fails to rectify the problem within the set timescale, this would be escalated to a default. The terms of contract payment, rectifications and defaults are laid down in the conditions of contract.

Streatham Leisure Centre is one of four Council owned leisure centres which is managed by Leisure Connections – other centres are: Brixton Recreation Centre, Clapham Leisure Centre and Flaxman Leisure Centre. Following the procurement of the Council's leisure services in 1996, Leisure Connection was awarded the contract for 10 years. The current contract expires in November 2006 and the Council has already begun the procurement process for the management of its leisure centres post November 2006. Experience has shown that the current contract has weaknesses that hamper totally effective enforcement. The draft specification for the new contract has been produced and contains robust performance indicators and service standards linked to the new CPA indicators for sport and cultural services. It is anticipated that this, along with rigorous monitoring systems and contractor payment mechanisms directly linked to performance and customer satisfaction targets will drive improvements in service standards.

The current contract with Leisure Connection for the management of the Council's leisure centres is monitored by client officers from Environment's Sport & Recreation unit. Prior to June 2005, the client officers were also responsible for the administration and monitoring of events in the Council's parks and open spaces. The impact of this meant that during the peak events season (April to September) resources were stretched and officer time was taken up by administering events and very little time was allocated to clienting and monitoring the performance of the leisure contractor. In June 2005 a dedicated events team was set up in Parks which means leisure client officers can now dedicate their time to clienting and monitoring the leisure contract.

Client officers from the Sport & Recreation Unit began to receive complaints and comments about the standard of service provision at Streatham Leisure Centre in February 2005. Detailed analysis of the nature problems in relation to the operation of the facility is shown below.

There were 19 partial and full pool closures at Streatham leisure centre between February 2005 and August 2005.

Seven incidents of pool closures were partial closures (less than 2 hours) due to children being sick (6 incidents) or faeces (1 incident) in the pool and the contractor carrying out back washes, to ensure satisfactory cleanliness of the pool. When this occurs in swimming pools, the normal operating procedure is to close the pool to the public for a short period of time and do a backwash to clean the pool. This is perfectly consistent with Pool Water Treatment Advisory Group (PWTAG) health & safety guidelines. The advice is that the pool has one full turnover prior to reopening and at Streatham pool, this takes 1.5 hours. Although not all instances involving children being sick in the pool require a backwash to be done, customers normally complain if they have to witness lifeguards scooping away the vomit whilst they are swimming in the pool. Also, due to the age and design of the Streatham pool, backwashing can take longer than modern pools, which can result in a delay in normal service being resumed.

Ten incidents of pool closures were due to plant failures (failure of boilers and chlorine pumps). Most of the incidents of pool closures due to boiler and pump failure occurred between February and April 2005. This matter was taken very seriously by the client officers and acted upon promptly, a £500 default notice was issued to Leisure Connection and the matter was raised at the March Client/Contract managers meeting. The problem was temporarily resolved but plant failures began again in May 2005. The matter was raised at the Client/Contractor meeting where Leisure Connection was asked to forward a plan of action as to the timescales in which the boilers and pumps would be fixed. Leisure Connection has a planned preventative maintenance contract with pool maintenance contractors which should allow for problems to be identified and resolved before there is plant failure, however, Leisure Connection has stated that they have been having problems with their maintenance contractors who serviced the boilers and pool pumps, and were carrying out investigation to get to the bottom of the problem as the Leisure Connection contract manager was of the opinion that the pumps had been repaired and should have been in working order. Also in May 2005 the client team received confirmation from Leisure Connection that one of the boilers at Streatham leisure centre, the right hand boiler, was in perfect working order and that maintenance contractors were now trying to resolve the problem with the left hand boiler which required new seals. It was confirmed by the contractor that the site could run more than adequately on one boiler and therefore there should not be any further issues with pool closure.

However in June 2005 the centre began to experience problems of low chlorine levels, which were picked up by monitoring officers. The issue of low chlorine levels in the pool was rectified in July 2005 when Leisure Connection confirmed that a new Bisulphate pump had been fitted. Since then, Client officers have had no further reported problems relating to closures due to plant failures. However, although the pool is operating adequately with only one boiler working at present, there still remains the fact that the left hand boiler is not currently working which means there would be no back up if the right hand boiler fails. The client team have issued a

default notice and given Leisure Connection a deadline of the 9 September 2005 for all boilers to be in full working order so as to ensure that the system can cope with a drop in temperatures expected after September and there is adequate backup boiler system.

Two incidents of pool closures were due to staff turning up late to open the facility and inadequate staff sickness cover. The first of these incidents occurred on the 22 April 2005 when staff sickness resulted in the pool being closed for 1.5 hours. The second incident of pool closure due to inadequate staffing numbers occurred on the 3 July 2005. Client officers have issued default notices to Leisure Connections in relation to these two incidents and disciplinary action was taken against the staff member concerned. At various client/contractor meetings held between Lambeth and Leisure Connections, the Contract Manager was instructed by client officers to deal with the poor performance at Streatham Leisure Centre and in July 2005 the Contract Manager took disciplinary action against the Centre Manager as it was felt that a number of the problems being faced at Streatham was as a direct result of poor operational management. The Centre Manager is currently suspended pending investigation into service failures and further disciplinary action. The Leisure Connection Contract Manger has assumed day-to-day responsibility for the management of Streatham Leisure Centre in the interim.

In order to prevent future pool closures due to inadequate staffing levels, Leisure Connection has recruited two more lifeguards as well as sending a number of their staff on the pool plant course (ICM). The client team have stressed the importance of Leisure Connections ensuring that their staff cover policy is stringently adhered to, in cases of staff phoning in sick to ensure continuity of service.

### **Other Issues in relation to service standards at Streatham Leisure Centre**

- Programming – Swimming Courses

Correspondence received from long-term customer of Streatham Leisure Centre, dated 10<sup>th</sup> May 05 to complain about the “appalling lack of customer care and management at Streatham Leisure centre”. This complaint was mainly in relation to the organisation of the “learn to swim” courses resulting in late cancellation of courses. Rectification notice was issued to Leisure Connection on 25 May 05 and the Contract Manager has contacted the complainant to resolve this issue. The Head of Service for Sport & Recreation has arranged a meeting with complainant and Leisure Connection Contract Manager to explore ways of improving the “learn to swim” programme.

- Changing Room Cleanliness and Lockers

There have been a number of complaints in relation to the cleanliness of the changing rooms at Streatham (with specific reference to the women’s changing facility and the high numbers of lockers, which are out of use. Leisure Connection has ordered additional locker barrels and keys to ensure that no more than 5% of lockers are out of use when the centre is operational. In terms of the cleanliness of the changing rooms, the cleaning at Streatham Leisure Centre is set to undergo a radical transformation which will involve cleaners accessing the facility at 6am to do a ‘deep clean’ before the centre is open to the public; ‘light cleaning’ will be done throughout the opening times. This cleaning regime should ensure the facility is kept up to satisfactory standards of cleanliness.

- Swimming Club Galas

A representative of the Streatham Swimming Club informed the Head of Service for Sport & Recreation that the club could not stage galas at Streatham Pool because the license required to hold public events in the pool had elapse and a new license had been refused on health and safety grounds. This issue was immediately raised with Leisure Connection Contract Manager and work has begun to address the matters required to renew the license for pool galas. It is anticipated that the license will be renewed by end of September 2005.

The following table gives a summary of complaints received and actions taken to remedy the issues **raised**.

Complaints- Safety	Actions
<p>27<sup>th</sup> July Dear Councillor I thought you might be interested in some more recent issues at the Pool. There are still a large number of lockers out of action in the ladies changing room, the changing rooms are very dirty - with lots of old hair all over the floor, and the changing area looks very grimy. There has been no soap in the ladies toilet area for 5 days now. In addition, the floor surface is lifting off the floor in places, which is creating additional dirt traps.</p> <p>Following my last complaint, I had a very comprehensive response from the operations manager at Leisure Connections – the contractor - which resulted in a free crash course this summer for my daughter. She is currently doing the crash course -which is why we have been visiting the pool a lot recently. However - the summer programme at the Leisure Centre is in chaos as well. The manager appears to have delegated running the summer swimming courses and the Camp Entergy programme to one of the instructors. A programme of courses throughout the summer has been organised, but has not been promoted outside of the pool. Therefore there are very few children signed up to either the crash courses or the camp energy programme. The receptionists are unclear about what to do when people call up now either. My daughter's course has 3 children attending - a situation the staff knew about last week. When I arrived</p>	<p><b>Flooring-</b> as per below complaint actions (24-07-05) <b>Dirty changing rooms-</b> as per below complaint actions (24-07-05)</p> <p><b>Lockers</b></p> <ul style="list-style-type: none"> <li>- Rectification issued 30-06-05</li> <li>- Correspondence from contractor received 12 Lockers replaced 30 July 05</li> <li>- Locker stock take audit received 9-08-05</li> <li>- Correspondence received 12 August stating that the order will be placed for the remaining out of order lockers</li> </ul> <p>Summer Programme</p> <ul style="list-style-type: none"> <li>- Rectification issued 03-08-05 to promote summer sessions</li> <li>- Correspondence received 04-08-05 stating that a mail shot will be sent to residents to promote the sessions</li> <li>- Correspondence received 12-08-05 stating that more mail shots to be sent out.</li> <li>- Meeting held 09-08-05 querying Streatham promotional plan.</li> </ul> <p>Correspondence sent 12-08-05 stating that a trial for Junior and concession membership will begin within 2 weeks</p>

Complaints- Safety	Actions
<p>yesterday, the duty manager said that the course was going to be cancelled as there was not enough children taking part. I was not impressed as you can imagine -and said that I thought it was very unfair on the children to cancel a course half way through - and if they wanted to cancel the course - they should have rang us on Sunday. Fortunately the duty manager agreed to keep the course running until the end of the week -however - the future of the rest of the crash course programme is in some doubt - as is the camp energy scheme -which is quite scandalous – given the lack of sports provision in Streatham this summer.</p> <p>When I spoke to the instructor who organised the programme -he was given no training, support or budget to run or promote the programme. A 6 week programme at any facility requires extensive advertising and promotion. It is particularly disappointing that the Camp Energy scheme has been so badly promoted as this provided good quality sports provision during the summer at reasonable prices - especially if you are a Leisure Card holder.</p> <p>Finally - the level of sports provision being provided in Streatham is appalling low this summer. Whilst there is tennis, football and rugby in other parts of Lambeth - the Sports Development Unit has not provided any provision, either directly - or through its partners -in Streatham. This despite facilities at Streatham Common, Streatham Vale Park, Hillside Gardens and within local schools - as well as the Pool of course. If there is to be any examination of how the pool operates in Streatham, as a resident I would like to see this extended to the lack of sports provision generally in the area, and in particular to young people.</p> <p>I hope this is useful Best wishes Resident</p>	<p>Management</p> <ul style="list-style-type: none"> <li>- Meeting held 09-08-05 requesting investigation into delegation of workloads</li> </ul>

Complaints- Safety	Actions
<p>Yesterday (Sunday 24 July), I went to Streatham Swimming Pool and was absolutely horrified by the state of the ladies changing rooms. The smell was horrendous, the bins were overflowing, the lockers, cubicles, toilets and showers were absolutely filthy. More dangerously the linoleum around the shower area was ripped and sticking up, as was part of the tubing which anybody could trip over. Anybody with even with the most basic understanding of leisure management would realise that this should be dealt with immediately and in the meantime fenced off to prevent accidents. It had obviously been in this state for some weeks at least.</p> <p>Sometimes, it would be fair to say that those that use the pool are often responsible for the state of the changing facilities, but from what I saw yesterday, responsibility lay squarely with the management. I was using the pool at 3.00 pm but the list on the wall stated that the changing rooms had not been looked at since 9.00 am that morning, and I could well believe it. I would also doubt that those big overflowing bins had been emptied that day on the days previous, it would also explain the vile smell. I did try to speak to somebody, but there was nobody at the Reception Desk.</p> <p>I think it is appalling that anyone should be asked pay with their entrance fees and council tax for such a poor service - both filthy and dangerous. It is not such a big area, and I cannot see that it is particularly difficult to keep clean, it really is inexcusable. I would be really grateful if somebody could look into this matter and deal with it.</p> <p>I look forward to hearing from you. Kind regards, Resident</p>	<p><b>Flooring</b></p> <ul style="list-style-type: none"> <li>- Rectification issued on 01-04-05 regarding the repair of the changing room flooring</li> <li>- Default issued 25-05-05 for failure to rectify the flooring during site inspection</li> <li>- Correspondence from contractor on 14-07-05 to say a quote will be received the following day</li> <li>- Default issued on 02-08-05 for failure to rectify the flooring during site inspection</li> <li>- Meeting held 9<sup>th</sup> August and told that flooring will be repaired before the end of the Aug.</li> </ul> <p><b>Cleaning</b></p> <ul style="list-style-type: none"> <li>- Rectification issued on 26-07-05 asking for the Changing rooms to be checked on a regular basis.</li> <li>- Default issued 03-08-05 for failure to check and sign off cleaning rota</li> <li>- Correspondence sent from Contractor 02-08-05 claiming the cleaning hours will be changed to allow cleaners in early morning to deep clean</li> <li>- Meeting held 09-08-05, New rotas issued to cleaning staff.</li> </ul> <p><b>Staffing</b></p> <p>Correspondence sent from Contractor 02-08-05 claiming that there will always be female members of staff on duty to ensure the changing rooms can be checked</p>

Complaints- Safety	Actions
<p><b>General user complaint</b> 10 May 05</p> <p>Dear Sirs</p> <p>I am writing to complain in the strongest terms about the appalling lack of customer care and management at Streatham Leisure Centre. I have been a loyal customer at Streatham Leisure Centre for 8 years, and regularly hold Lambeth Leisure Cards for myself and my family. I strongly support the existence of local leisure facilities -and indeed have made strong representations about the necessity to have a well run swimming pool and associated dry side facilities in Streatham. My 9 year old son has learnt to swim at the pool - and is now a very strong swimmer having just passed his Challenge 2 certificate at school, and is at Level 10 in the after school swimming lessons. My 5 year old daughter also learnt to swim at Streatham Pool, and until recently, we had an excellent standard of swimming lessons for her too.</p> <p>However, my patience with the inept management at the swimming pool is fast running out, leaving me with a potentially sad situation of not wanting my children to be taught at the swimming pool in the future.</p> <p>My daughter started level 2 after Easter - she has already passed level 2 but as she was -and still is - the smallest in her class - I thought it best for her to remain at level 2 until September - when she would then go up to level 3. This was in order for her to develop confidence - and indeed to grow a bit so she could touch the bottom when she moved up the poolside into a more advanced class. The lessons started on Tuesday April 12th. I will now take you through the sorry course of events from that date:</p> <p>April 12th - Water cold and not enough space for the lessons. Parents were told that there was a problem with the boilers and should be repaired soon.</p> <p>I was told that the class would have more space the following week</p> <p>April 19th - Water even colder - children crying at the end as it was so cold.</p> <p>NO increase in space so I complained in writing about the two issues. Received written</p>	<ul style="list-style-type: none"> <li>- Rectification issued 25-05-05 to repair the dosing machine</li> <li>- Rectification issued 25-05-05 to ensure all staff are trained in class cancellation procedures.</li> <li>- Correspondence sent to Contractor 12-05-05 regarding space issue. Responded to on 12-05-05 stating that the ropes have been positioned to allow 0.75m tolerance for each child.</li> <li>- Correspondence sent to resident stating that the boiler issues have been resolved on the 13 August 2005 from contractor</li> </ul>

Complaints- Safety	Actions
<p>response saying that there were problems with the boilers but would be repaired soon. NO mention of space issue.</p> <p>April 26th - Water warmer. NO increase in space for the class. I complained again in writing and verbally - with the back up of 2 other parents- and was given verbal assurances that more space would be provided, but nothing in writing.</p> <p>May 3rd - Small increase in space - but still not enough for 8 children. there is still insufficient space for the children to stand next to each other on the wall within the length of pool allocated. This raises health and safety issues as well as issues regarding the enjoyment by the children, and how much they will actually learn... There are 2 other classes on at the same time - level 6 and 10 I think - both of whom have large amounts of space. A small loss of space for them would have a negligible effect - but would increase the quality of experience for level 2 immensely.</p> <p>At this stage I should add that the teacher in level 2 - Gemma - is very good and I have no problems with her standard and style of teaching. However, she has been given no support by management or staff at the pool - in fact on several occasions she has been left to fit the dividing ropes in the pool with no assistance from other members of teaching staff or lifeguards.</p> <p>May 10th - we arrived in time for the 4.30 lesson - and my daughter got changed and made her way to the pool side. Gemma had told me last week that she wouldn't be here today - and that there would be another member of staff teaching the children. However, no cover had been provided. . When we walked in at 4.25pm there was no notice in reception saying that there was no teacher for level 2 so we got my daughter changed, and it was only when I put my head around the door to check my daughter had arrived at the poolside did I realise that there was no teacher for the 4.30 lesson either. Indeed, I met other parents who had arrived for the 4pm level 2 which Gemma also teaches, and the children had sat by the poolside for a considerable period of time before they were told to go back and get changed.</p>	

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<p>So - why was there no notice in reception stating that there was no lesson?  Why has it not been made clear what the alternative arrangements for the missing lesson are? We should be receiving a refund for this lesson at the least.  Why wasn't there cover arranged for the teacher - when she knew she wouldn't be there - and parents knew this as well?  Why - when I asked other staff members what was going on - no one could help me and no one was aware of the issues? this shows a distinct lack of team work, customer care and basic management practice.  So - on top of all the issues re pool temperature and lack of space, I have had to contend with a cancelled lesson and very disappointed daughter. I hope you can understand my complete frustration at the poor level of service provided by the pool management and staff over the last 5 weeks. Every week for 5 weeks I have had to deal with one issue or another, and it is having a negative impact on my daughter, her desire to swim, and my wish to be at the pool as I feel that every week there is going to be one issue or another to resolve  .....</p> <p>I would like some responses to the points I have made above, and some practical examples as to how the quality of service will be improved for my daughter and her classmates and positive and constructive reassurances to show that the above situations will not happen again.</p> <p>I look forward to hearing from you very soon with your suggestions.  Yours faithfully  Resident</p>	
<p>12 July 05  I write on behalf of <b>a resident</b>, regarding the quality of service at Streatham Leisure Centre, specifically the swimming pool. Although I understand a private company is responsible for the day to day running of the building it is still a Council owned facility.</p>	<p><b>Late opening</b></p> <ul style="list-style-type: none"> <li>- Rectification issued 26-07-05 to ensure staff are on site</li> <li>- Correspondence sent from contractor stating that a meeting was held with all Streatham staff held on 31-07-05 regarding lateness' and</li> </ul>

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<p>I am dismayed to hear that problems such as those Mr A has mentioned are happening on such a regular basis:</p> <ul style="list-style-type: none"> <li>• The pool not opening at 8:00am as lifeguards were late or did not turn up (most leisure facilities open their pools at 6:30-7:00am so not to be open at 8:00am is quite frustrating for many users)</li> <li>• Boiler problems - the pool temperature not being warm enough (although I understand this happens, it seems to happen too often)</li> <li>• Chemical levels - the pool being shut because the chemical levels were not correct (again, I understand this can happen but I would like to know whether the pool is manually dosed or mechanically dosed)</li> </ul> <p>- No answers given at all for the pool not being open on time, just that it was not open</p>	<p>sickness policies</p> <p><b>Dosing Machine</b></p> <ul style="list-style-type: none"> <li>- Rectification issued 25-05-05 to repair the dosing machine as manually dosing pool which resulted in pool closures</li> </ul> <p><b>Boilers</b></p> <ul style="list-style-type: none"> <li>- Correspondence sent 12-05-05 claiming that one boiler has been repaired</li> </ul>

### **Question 3**

**Given the publication of the GLA Transport Committee report on Parking Enforcement in London (June 2005: <http://www.london.gov.uk/assembly/reports/transport/parking.pdf>) which reveals that the current period (the observation period) for loading and unloading in Lambeth is two minutes, and ongoing concerns expressed in the media that Lambeth's Parking Enforcement Policy is draconian, will Lambeth adopt a longer observation period consistent with fairness and best practice?**

**Questioner: Stephen Govier**

This question was submitted after the date necessary to ensure publication of an answer with these papers. A response is still expected to be delivered at the meeting.