

COUNCIL – 13th JULY 2026

BUSINESS FROM THE ORDINARY COUNCIL MEETING ON 2nd MARCH 2026

Report of the Borough Solicitor

This report relates to the unconsidered motions and the responses to written Council questions from the Council meeting held on 2nd March 2026.

1. Background

The Constitution advises that where motions have not been dealt with at the conclusion of the meeting of the Council, they fall without discussion and are passed onto the relevant Cabinet Member or Committee Chair whose response is then to be provided to the next meeting of the Council. Also, the responses to written questions that were provided for last ordinary Council meeting are to be circulated as part of the next meeting's agenda for information. These responses are then noted at that next meeting without debate.

2. Responses to motions

At the meeting of the Council held on 2nd March 2026, there were three motions that were not considered due to lack of time. As the Constitution requires, these motions were passed to the relevant Cabinet Member or Committee Chair, who is required to report back to the next meeting of the Council. A copy of the motions and the responses are attached at Appendix A to this report.

3. Responses to written questions from Councillors

The written questions from Councillors and the responses from Cabinet Members linked to the Council meeting on 2nd March 2026 are attached as Appendix B.

4. Recommendation

That the report be noted.

UNCONSIDERED MOTIONS

Appendix A

- 1. To consider the following motion, notice of which was given by Councillor Steve Adams and which was seconded by Councillor Andrew Parkinson**

This Council notes:

That since last year and following the Conservative motion at the 2025 budget meeting calling for the reduction in dependency on agency staff, the figures on this expense within the corporate performance report show that this element of staffing has stubbornly remained within an insignificant rounding margin. This notwithstanding the commitment made in the Labour amendment to the Conservative motion which read:

The Council resolves to make greater efforts to drive down additional costs of staffing by reducing the reliance on agency hiring. By more use of existing technology, the Council also commits to making efficiency savings where permissible and enhancing staff productivity and development.

This Council also notes:

That the overall staff levels have risen slightly despite the promise of efficiency savings delivering greater productivity. This all adds to the pressure for Council Tax to rise and is not sustainable in the current financial climate.

The Council therefore resolves:

To make good on the previous commitments, reduce the levels of agency staff and reduce overall staff numbers.

RESPONSE BY CABINET MEMBER FOR FINANCE AND COST OF LIVING

In March 2025, tighter controls on recruitment and agency usage were introduced across the Council. These measures aimed to reduce overall spend, improve vacancy management, and ensure greater scrutiny of workforce decisions.

The changes introduced have resulted in a £7.5 million reduction in agency spend from 2024/2025 to 2025/2026.

This has been achieved by a weekly cap on agency hours, a greater focus on workforce planning, introduction of new approvals processes for agency assignments and ensuring all agency workers take leave during shut down periods (such as Christmas and Easter).

In May 2025 agency workers made up over 10% of the workforce. Through the targeted work of the Council this has reduced to 7.7% in May 26. The number of agency placements has also reduced from 546 to 425 during this time.

As we move into our next MTFs, we will continue to focus on reducing agency usage wherever possible.

2. To consider the following motion, notice of which was given by Councillor Sagal Abdi-Wali and which was seconded by Councillor Joseph Ball

This council notes:

- That residents who live on Camden's estates are at the heart of our borough and our communities.
- The Council believes thriving local democracy depends on residents having real power to shape the places they live. Our Estates and Neighbourhoods Mission is rooted in backing resident-led change, strengthening community connections, and building pride in place.
- "People and Place: Camden" puts this approach into practice. It is a 12-month programme delivered by Camden Council, in partnership with the charity Footwork, supporting nine resident- and community-led projects with tailored support (including mentorship, peer learning and workshops) and a £5,000 grant for each project.
- The programme is funded through partnership investment, including £30,000 from the Labour Mayor of London and the Labour Government through the UK Shared Prosperity Fund, enabling resident-led ideas to be developed and delivered locally.

This council further notes:

- The nine selected projects reflect what residents and community groups want to improve locally, including:
 - Retrofit Reimagined (Hilgrove Estate): transforming former council garages into a welcoming community hub, with free community facilities and affordable workspaces supporting youth activities, food initiatives, creative projects and social gatherings.
 - Citizen's Assembly on a Greener Neighbourhood (Swiss Cottage & South Hampstead area): bringing residents together through a Citizen's Assembly to shape local action on creating a greener neighbourhood.
 - Bloom Along the Railway and Belong: opening access to an unused green strip of land along a railway, rewilding it to create a space of connection and safety, and creating opportunities for growing food and herbs.
 - Rewild the Ends (Kentish Town including College Gardens, Castlehaven, Clarence Way and Peckwater Estate): rewilding everyday spaces through food growing, regenerative crafts, citizen science and habitat creation, to increase greening and nature connection.
 - Football for All in Camden (starting with Market Road pitches): exploring how football facilities can become more accessible, community-led spaces, improving everyday access to quality pitches and multi-use games areas.

- Falcon Laundry Rooms: bringing unused laundry rooms back into community use through a resident-led, self-funding model, exploring flexible uses such as drying rooms, repair/storage spaces, small studios or meeting rooms.
- Bucklebury and Beyond (Regent's Park Estate): unlocking space for creativity and growing, including a resident-designed community garden, strengthening the future of the Neighbourhood Makeshop, and piloting new ways for residents to decide together on regeneration.
- Loos for Kilburn (Kilburn High Road & Grange Park): creating a permanent network of open and accessible toilet facilities.
- 107 Kingsgate Community Centre: bringing new life to a derelict community centre as a welcoming, resident-led space supporting local activities, connection and shared use through coordination, programming and partnerships.

This council resolves:

1. To welcome and celebrate "People and Place: Camden" as a clear example of Camden Council's belief that resident-led change is at the heart of thriving local democracy. People in our communities should have the support and power to improve their neighbourhoods.
2. To support and champion the nine selected projects, recognising that they will deliver practical, visible improvements residents can use and feel.
3. To promote awareness of the programme across Camden, encouraging more residents and community groups on estates and in neighbourhoods to get involved, learn from these projects, and bring forward future ideas aligned with the Estates and Neighbourhoods Mission.
4. To place on record that this is the power of partnership when Camden has a Labour council working with an aligned and supportive Mayor and Government, aligning mission-driven local leadership with investment including UK Shared Prosperity Fund support and City Hall funding.

RESPONSE BY CABINET MEMBER FOR BETTER HOMES AND HOMELESSNESS PREVENTION

I want to thank the Leader of the Council for bringing this motion in her previous role as Cabinet Member for Better Homes, and to reaffirm Camden's commitment to supporting and enabling resident-led projects to transform their estates and neighbourhoods.

Camden is delivering on this ambition in a variety of ways. Our *Ambitions for Housing Participation* is our new approach to participation for our council tenants. It builds on our shared vision for the borough, *We Make Camden*. *We Make Camden* sets out what we want to collectively achieve across the borough and one of its missions is that 'By 2030, Camden's estates and their neighbourhoods are healthy, sustainable and unlock creativity.' Enabling residents to shape their own environment is a key part of that mission.

As part of that new approach, we are making some changes to create opportunities for every tenant to be an active citizen, to bring tenants closer to decision making, and to build community power. These changes include increasing diversity in community representation in District Management Committees, scaling our Community Champions programme, continuing to improve our resident panels, and more.

The *People and Place: Camden* programme is unique in this context – providing comprehensive support to community leaders of nine projects. We know that the built environment sector can feel inaccessible to residents and can be difficult to navigate and understand. Through expert mentoring, peer support, and opportunities to visit inspiring community-led development projects in other places, this programme will build the capability of participants to lead transformative change in their own neighbourhoods.

Participants have already shared how valuable the programme is – highlighting the networks they are building, the relationships they are forming, and the skills and passion within the cohort. As an example of how the programme is building connections to the growing national movement around community led development, is that in June the cohort visited Makespace in Oxford to see the growing spaces, community centres and affordable workspaces that have been unlocked for the community. Some participants also attended a gathering hosted by Civic Square in Birmingham that will explore how community groups can work with planning, contract construction firms, work with architects, design appropriate governance structures, and take a regenerative approach to building. It is exactly these technical skills that so often present a barrier to communities being involved on an equal footing in built environment projects.

3. To consider the following motion, notice of which was given by Councillor Judy Dixey and which was seconded by Councillor Tom Simon

This council has committed to being an inclusive, Age-friendly, Disabled-friendly Borough:

- It notes the importance of ensuring the safety of all road users, in particular cyclists, to encourage active travel; however pedestrians and cyclists should ideally not share space, for the safety of both.
- It further notes the danger and alarm caused by Shared Use Bus Boarders (SUBBs) to vulnerable bus users, as evidenced by the fact that there are announcements within the bus, on arrival at these bus stops.
- The government has requested all local authorities to pause the installation of new SUBBs, which the council has agreed to, and transport projects in development have taken out SUBBs from their plans.
- The National Federation of the Blind in the UK has stated that existing SUBBs pose an immediate danger for blind and partially sighted people in particular around the location of the new Moorfields (at St Pancras) and in various other locations in Camden.

- SUBBs have the potential to undermine the freedom of vulnerable people in using our public transport system.
- We recognise that, while better than a SUBB, the Floating Island Bus Stop design is still a cause of concern for vulnerable bus passengers and a design solution needs to be found.

This council calls on:

The Cabinet Member for a Sustainable Camden

1. To commit to removing all SUBBs at the earliest opportunity and publish now a timetable for doing so;
2. To press Transport for London, and the Department of Transport to find better design solutions for addressing cycle lanes around bus stops;
3. To work with Blind and Disabled charities to improve the travel experience on our public transport network for all passengers

RESPONSE BY CABINET MEMBER FOR PLANNING AND A SUSTAINABLE CAMDEN

This Council is committed to being an inclusive, age-friendly and disabled-friendly borough, where residents and visitors can use Camden's streets and transport network safely, confidently and independently.

Accessibility to Camden's transport network is a key objective of our Transport Strategy, which recognises the Council's role alongside Transport for London and other bodies in delivering a system that is accessible and inclusive for all. Throughout the planning and delivery of our transport schemes, we engage and work with disabled residents through Camden's Disability Oversight Panel to understand the barriers disabled people face in using our streets and transport network.

A high proportion of the points raised by residents relate to public transport, which is provided by Transport for London. We are therefore working with TfL to develop and deliver a recurring annual forum where disabled residents can voice their concerns about Camden and London's public transport system.

As part of the most recent three-year Camden Transport Strategy Delivery Plan, the Council reviewed bus performance, safety and accessibility issues within Camden. The outcome of that review was a series of actions, including implementing audible announcements on buses, bus stop improvements to remove obstructions, and installing bus shelters. These actions will improve safety and the user experience for disabled residents and will be progressed over the next few years.

The Council carefully considers and designs all aspects of the road network to ensure the safety of pedestrians and other road users. Road Safety Audits are undertaken on all relevant schemes to ensure designs operate safely for all users. Camden's designs are compliant with current Department for Transport standards

and are kept under review to ensure alignment with the latest guidance and best practice.

It is important to be clear that the original motion relates specifically to Shared Use Bus Boarders, rather than bus stop bypasses more broadly. Camden currently has approximately 33 bus stop bypasses and 13 Shared Use Bus Boarders across the borough. Shared Use Bus Boarders have only been implemented where it has not been possible to accommodate a bus stop bypass within the available highway space, and in line with national guidance.

Cycle lane infrastructure around bus stops plays an important role in enabling safer cycling by removing the need for cyclists, including children, older people and disabled people cycling, to merge into live traffic around buses at stops. Without this arrangement, these users would be required to interact more directly with general traffic, which presents a greater level of risk and can act as a barrier to cycling.

The Council has taken a cautious and site-specific approach to the use of Shared Use Bus Boarders. There are locations where, following consultation and assessment, we have chosen not to proceed with Shared Use Bus Boarders where it was not considered appropriate, for example on Haverstock Hill southbound/downhill.

The Government's request to pause new Shared Use Bus Boarder installations is noted as a temporary measure while further review is undertaken. In line with this, Camden does not currently have plans to introduce new Shared Use Bus Boarders. Camden has had Shared Use Bus Boarders installed for approximately 15 years. In that time, there have been no reported collisions at these sites, which forms an important part of the Council's ongoing monitoring of their safety. While we continue to review each location, the Council does not propose removing existing Shared Use Bus Boarders.

While concerns have been raised by some groups, Shared Use Bus Boarders form part of established national design guidance. Related bus stop bypass designs have been subject to detailed research and testing, including by the Transport Research Laboratory. Both Shared Use Bus Boarders and bus stop bypasses are also widely used in cities across the world where cycling and active travel are well established, reflecting long-standing practice in balancing the needs of different users.

As part of individual schemes, the Council regularly undertakes accessibility audits to identify barriers to the easy use of our streets by disabled people. Those audits feed directly into street improvements, such as wider pavements, dropped kerbs, safer junctions and other public realm improvements. We will also shortly be consulting on an improved walking connection between St Pancras and King's Cross stations and the new Moorfields Eye Hospital on St Pancras Way. There is currently one location in the borough where space exists to upgrade a Shared Use Bus Boarder to a bus stop bypass. This is on Royal College Street, where a Shared Use Bus Boarder installed approximately 15 years ago is being considered for conversion to a bypass as part of emerging proposals linked to the new Oriel Eye Hospital. This would be delivered alongside wider walking and accessibility improvements, subject to consultation.

Comprehensive Equality Impact Assessments are undertaken for relevant schemes to support this balanced approach. It is also important to consider the wider road safety context, where the greatest risks to both pedestrians and cyclists arise from motor traffic. The Council's approach to street design and policy reflects this, seeking to reduce those risks while maintaining accessibility and usability for all.

Officers met with the National Federation of the Blind UK at the Council's offices in March 2024 and remain open to continued dialogue with them, as well as with all disability and accessibility groups. The Council consults with a wide range of disability representative groups as part of our established governance processes, and seeks to balance a range of perspectives and the needs of all vulnerable road users. The Cabinet Member would also welcome the opportunity to meet with the National Federation of the Blind UK and other disability organisations in the borough, alongside relevant officers, to discuss these issues further and ensure that lived experience continues to inform the Council's approach.

The Council will therefore continue to pause new Shared Use Bus Boarder installations while the further national review is undertaken; continue to work with Transport for London and the Department for Transport on the range of design solutions for addressing cycle lanes around bus stops; and continue to work with blind and disabled charities to improve the travel experience on our public transport network for all passengers.

ENDS

APPENDIX B

RESPONSES TO WRITTEN QUESTIONS FROM COUNCILLORS

QUESTION 1

TO THE: CABINET MEMBER FOR FINANCE AND COST OF LIVING

BY: COUNCILLOR JAMES SLATER

Please can the Cabinet Member provide the number of households, people of working age and pensioners supported through the cost-of-living fund and council tax support scheme, broken down by ward in the 2025 calendar year?

REPLY

Below is the table (Table 1) showing the split of pension age and working age cases in receipt of Council Tax Support. Please note the figure is based on the live Council Tax Support claims as at 31 December 2025.

In addition to only using the live caseload figures at 31 December 2025 to cover the fact people may have moved from working age to pension age claimants in the calendar year, this prevents possible data corruptions such as:

- Prevention of double counting where a household moved within the borough (and therefore wards) within the year;
- Prevent double counting if a household moved out of the borough temporarily and then back in;
- Prevention any other possible inaccuracies in the data such as a household getting full support initially and then part or no support where circumstances changed or retrospective information came to light of undeclared income, etc. There could also be periods within the year where income fluctuated (temp work; zero hours contracts; etc.) and therefore they were eligible for full or partial support for relevant short periods as a result.

Table 1

Ward	Working age households			Pension age households			Total household live claims within each ward
	Full CTS	Partial CTS	Sub-Total working age households	Full CTS	Partial CTS	Sub-Total pension age households	
Belsize	259	68	327	142	30	172	499
Bloomsbury	424	117	541	277	79	356	897
Camden Square	476	186	662	207	59	266	928
Camden Town	430	169	599	164	52	216	815
Fortune Green	545	192	737	271	65	336	1,073
Frognaal	138	55	193	74	26	100	293
Gospel Oak	730	271	1,001	375	126	501	1,502
Hampstead Town	76	33	109	111	25	136	245
Haverstock	760	374	1,134	401	112	513	1,647
Highgate	494	161	655	236	79	315	970
Holborn and Covent Garden	700	287	987	315	121	436	1,423
Kentish Town North	349	126	475	154	46	200	675
Kentish Town South	558	213	771	275	80	355	1,126
Kilburn	915	400	1,315	567	124	691	2,006
Kings Cross	678	298	976	287	87	374	1,350
Primrose Hill	416	166	582	363	89	452	1,034
Regents Park	737	324	1,061	343	100	443	1,504
South Hampstead	443	180	623	186	52	238	861
St Pancras and Somers Town	947	462	1,409	427	135	562	1,971
West Hampstead	537	171	708	271	61	332	1,040

Totals	10,612	4,253	14,865	5,446	1,548	6,994	21,859
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Cost of Living Fund distribution for the calendar year 2025

Ward	Number of Grants Approved	Total Award Amount	% Of Total
St Pancras and Somers Town	458	£181,598.00	12%
Haverstock	382	£153,500.00	10%
Kilburn	327	£122,003.00	8%
Regent's Park	319	£122,400.00	8%
Gospel Oak	303	£111,700.00	7%
King's Cross	281	£107,400.00	7%
Camden Square	226	£86,000.00	6%
Holborn & Covent Garden	223	£79,900.00	5%
Kentish Town South	233	£88,400.00	6%
Camden Town	153	£58,300.00	4%
Fortune Green	125	£47,450.00	3%
South Hampstead	134	£50,300.00	3%
Highgate	131	£52,700.00	3%
West Hampstead	113	£42,350.00	3%
Primrose Hill	105	£38,200.00	3%
Bloomsbury	118	£42,050.00	3%
Kentish Town North	90	£32,900.00	2%
Frognal	63	£23,100.00	2%
Belsize	50	£17,300.00	1%
Hampstead Town	36	£13,400.00	1%
Out of Borough	151	£55,300.00	4%
Total	4021	£1,526,251.00	100.00%

- We are currently unable to provide household data for the full year. Since migrating to a new system in the second half of last year, unique household identifiers are not yet present on the new system to obtain a household number. Work to centralise the data across the two systems is currently ongoing and will enable the reporting of household information. We expect to be able to provide accurate household numbers towards the end of April.
- All awards given are to residents above 16 years of age, we do not currently break down award data by age.
- The data given relates only to grants made out the Camden Cost of Living Fund and does not include grants made under the Household Support Fund.

QUESTION 2

TO THE: CABINET FOR PLANNING AND A SUSTAINABLE CAMDEN

BY: COUNCILLOR MATT COOPER

What is the number of EV charging points and cycle hangars installed across the borough since 2022 with a breakdown of each ward, and what is the council able to do to expand their provision?

REPLY

We remain determined to deliver as many secure spaces for people to keep their bike, and places for people to charge their electric car, across the borough. The table below shows installations of both to date, by Ward, since 2022.

Ward	Electric Vehicle Charging Points	Cycle Hangars
Belsize	37	23
Bloomsbury	18	8
Camden Sq	13	10
Camden Town	7	14
Fortune Green	18	15
Frognal	26	2
Gospel Oak	25	14
Hampstead Town	66	9
Haverstock	18	16
Highgate	28	18
Holborn & Covent Garden	5	14
Kentish Town North	7	15
Kentish Town South	24	12
Kilburn	16	13
King's Cross	7	15
Primrose Hill	15	12
Regent's Park	12	6
South Hampstead	36	26
St Pancras & Somers Town	9	19
West Hampstead	31	36
Total	418	297

With the installations above delivered since 2022, there are now, in total 651 on-street Electric Vehicle Charging Points in Camden, and 512 cycle hangars.

Officers continue to identify opportunities to expand these facilities further. The next phase of cycle hangars has recently been consulted on which seeks to deliver a further 107 bike hangars and 1 cargo bike hanger. A further phase, with another 105 hangars, is scheduled for consultation in early summer 2026. With respect of Electric Vehicle Charging Points, the Council has recently secured circa £1m of Government

Local Electric Vehicle Infrastructure (LEVI) funding, which will install a minimum of a further 500 lamp column charging points.

QUESTION 3

**TO THE: CABINET MEMBER FOR PLANNING AND A SUSTAINABLE
CAMDEN**

BY: COUNCILLOR IZZY LENGA

Please can the Cabinet Member provide an update on how much money has Camden Council charged electric bike/ scooter companies for seized bikes since introducing our policy?

REPLY

Overcrowded bays and irresponsible bike parking are continuing issues which the Council is actively working to reduce through approaches to influence users' behaviour as well as hire companies' behaviour.

We commenced removal operations in March 2025. Through these operations I am pleased to say we have removed and impounded 1,488 bikes and charged the companies £246,450 to date.

QUESTION 4

**TO THE: CABINET MEMBER FOR BEST START FOR FAMILIES AND
CHILDREN**

BY: COUNCILLOR REBECCA FILER

How many children across Camden are set to benefit from free breakfast clubs and the additional support funded by the Government?

REPLY

The Council commissioned Magic Breakfast to deliver the Camden School Breakfast Programme since 2022. The latest data from Autumn 2025 shows that 3,089 pupils in Camden eat a free breakfast in the 25 schools supported by Magic Breakfast. Magic Breakfast will continue to work closely with schools to maintain the uptake of school breakfast and will identify schools with lower uptake figures to support them to provide a breakfast service that is appealing and accessible to pupils, with the aim of increasing uptake. Magic Breakfast is provided as a universal service in the participating schools, which means that there is no limit to the number of children that can take up breakfast in supported schools.

Unlike other breakfast programmes, Magic Breakfast provides schools with breakfast food and offers ongoing engagement and support to participating schools in Camden, which schools value, and enables a broader approach to addressing hunger at the start of the day. This support enables schools to test and learn from a variety of delivery methods with the aim of increasing uptake and improving the pupil

experience of the programme. The impact of this support has enabled several schools to increase the uptake of breakfast. One example of the impact on uptake can be seen in the secondary school, **La Sainte Union**, whose senior leadership team has experimented with a variety of delivery methods. One recent method that they tried is Grab & Go breakfast stations at the school gates so that pupils that miss the breakfast club can still grab food before classes. As a result, they have the highest uptake of school breakfast among participating secondary schools with, 43% of the school roll eating. In comparison, in participating primary schools' uptake of school breakfast is high, with some schools serving up to 97% of pupils on roll.

Qualitative data collected from Magic Breakfast supported schools demonstrates the positive impact that this programme has had on pupils:

- *“Before the introduction of the school breakfast program, [Pupil A] frequently arrived at school tired and unable to focus. Teachers noted she was often withdrawn during morning lessons. After the school began offering free breakfast to all students, she started eating regularly each morning. Within weeks, her teachers reported a noticeable improvement in her concentration, participation, and energy levels”* - School staff member

From April 2026, seven Camden primary schools will receive support from the national free breakfast club offer, five of which currently receive support from Magic Breakfast. Data from Autumn 2025 shows that 861 pupils and 72% of all pupils on roll (combined figures across the 5 schools) were eating breakfast every day across the 5 Magic Breakfast supported schools that will be transferring over to the national scheme.

We are currently unable to comment on the number of pupils that will take up or benefit from free breakfasts under the national scheme from April 2026.

QUESTION 5

TO THE: CABINET MEMBER FOR BETTER HOMES

BY: COUNCILLOR TOMMY GALE

Can the Cabinet Member update on the Traffic Management Order programme for estates, including the impact of enforcement on parking safety and accessibility, and a breakdown number of homes on those estates with managed parking now?

REPLY

Phase 1 of the Traffic Management Order (TMO) programme has now been completed across nine housing estates, bringing 2,324 homes under managed parking arrangements. The estates included are Amptill Square (379 homes), Ossulston Street Estates 1 & 2 (427 homes), Russell Nurseries (186 homes), South End Close (140 homes), Harben Road (134 homes), West End Sidings (232 homes), Bourne Estate (592 homes) and Agar Grove (234 homes).

The impact of enforcement under these TMOs has been clear and measurable. Civil Enforcement Officers can act against obstruction, parking outside marked bays and unauthorised use, ensuring that access routes remain available for emergency services and essential operations. From the date of implementation, the number of PCN's issued each month on phase 1 estates shows an overall downward trend, confirming that parking compliance is improving.

Additionally, there have been no recorded access incidents affecting emergency services, refuse collection or operational access across these estates. This demonstrates a sustained improvement in parking safety and estate accessibility. The Council recognises that, on some estates now under Traffic Management Order enforcement, unauthorised and nuisance parking persists in the evenings. Historically, Parking Operations have had limited enforcement during these hours because the borough's controlled hours do not extend into the evening.

In addition to the new estate parking controls, many of Camden's controlled parking zones are having their enforceable hours extended into the evenings and funding has been approved to increase enforcement during those extended periods. Our enforcement supplier is currently recruiting new officers, who will begin working at the start of the new financial year.

Building on experience from Phase 1, Phase 2 has been structured into delivery packets to ensure a more manageable implementation approach. The estates identified for the first packet of Phase 2 are: Alexandra and Ainsworth Estate, Hillgrove Estate 1 and Hillgrove Estate 2.

Detailed parking layout designs have been commissioned for the first packet of phase 2, and a Non-Key Executive Decision is expected to be signed off shortly to enable the next stage of delivery.

Statutory consultations are expected to commence immediately following the conclusion of the pre-election period. Installation of new signage and road markings will be delivered in packets as already described, to ensure timely and efficient implementation.

Supporting:

- A breakdown of Phase 1 estates is provided at Appendix A.
- Number of PCN's issued monthly by estate is provided at Appendix B.

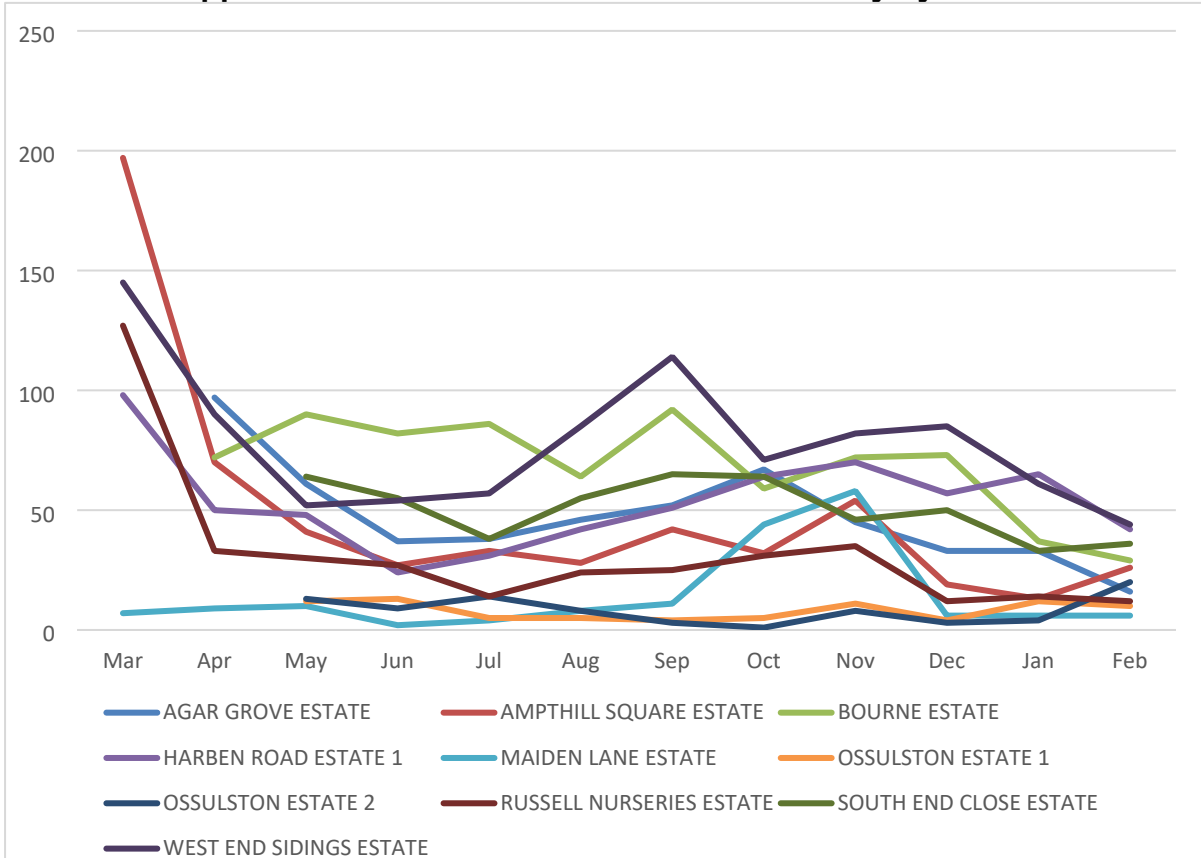
Appendix A – Phase 1 Estates

Estate	Number of Properties	Number of Parking Spaces	PCNs Issued under TMO*	Recorded Access Incidents**
Amphill Square Estate	379	147	582	None
Ossulston Street Estates 1 & 2	427	88	164	None
Russell Nurseries Estate	186	68	384	None
South End Close Estate	140	74	507	None
Harben Road Estate	134	82	642	None
West End Sidings	232	118	940	None
Bourne Estate	592	77	752	None
Agar Grove Estate	234	47	525	None
Total	2324	701	4671	None

*PCN totals reflect enforcement activity undertaken under the Traffic Management Orders.

**Access incidents refer to recorded cases of obstruction affecting emergency services, refuse collection or other essential access.

Appendix B – Number of PCNs issued monthly by estate



	AGAR GROVE ESTATE	AMPTHILL SQUARE	BOURNE ESTATE	HARBEN ROAD ESTATE	MAIDEN LANE ESTATE	OSSULSTON ESTATE 1	OSSULSTON ESTATE 2	RUSSELL NURSERIES	SOUTH END CLOSE ESTATE	WEST END SIDINGS	Grand Total
Mar		197		98	7			127	1	145	575
Apr	97	70	72	50	9			33		90	421
May	61	41	90	48	10	12	13	30	64	52	421
Jun	37	27	82	24	2	13	9	27	55	54	330
Jul	38	33	86	31	4	5	14	14	38	57	320
Aug	46	28	64	42	8	5	8	24	55	85	365
Sep	52	42	92	51	11	4	3	25	65	114	459
Oct	67	32	59	64	44	5	1	31	64	71	438
Nov	45	54	72	70	58	11	8	35	46	82	481
Dec	33	19	73	57	6	4	3	12	50	85	342
Jan	33	13	37	65	6	12	4	14	33	61	278
Feb	16	26	29	42	6	10	20	12	36	44	241
Grand Total	525	582	756	643	619	81	83	384	507	940	4671

QUESTION 6

TO THE: CABINET MEMBER FOR BETTER HOMES

BY: COUNCILLOR NANOUCHE UMEADI

How does the Council ensure that individuals without internet access can still effectively report a council repair?

REPLY

The Council provides residents with various ways to engage with the Housing Repairs Contact Centre. We understand that some residents may not have access to online services or social media, so we offer the option to report repairs by phone.

The Housing Repairs Contact Centre has established itself as a leader in providing a range of options for reporting repairs. In the financial year 2021/22, the centre handled over 290,000 calls, with less than 10% of repair requests submitted online. We recognised that these call volumes could not be sustained and introduced other easier to use options for residents such as SMS messaging, webchat and WhatsApp.

By the end of this financial year (2025/26), we anticipate over 90% of repairs will be raised online, this now includes the ability to raise emergency repairs online.

This shift has allowed us to prioritise phone lines for residents without internet access, thereby enhancing service efficiency and reducing complaints about contact methods.

To further improve our services, we are launching a major enhancement programme led by our residents' panel. Key elements include overhauling our popular WhatsApp service to significantly reduce wait times and integrating AI to improve responsiveness and efficiency.

In line with our commitment to transparency, we are introducing a live webpage on the Camden website. This will provide real-time updates on current wait times across all channels, enabling residents to choose the quickest method to report repairs.

The Housing Repairs Contact Centre is committed to evolving its services to meet the needs of our residents. Through these anticipated improvements and our ongoing commitment to transparency, we aim to provide efficient and accessible support for all repair requests. The changes we are implementing are guided by resident feedback and input from our residents' panel. We are dedicated to making decisions that reflect our values of openness and transparency. Listening to our residents, who have the power to influence our decisions, and maintaining accountability are fundamental to our future commitments.

QUESTION 7

TO THE: CABINET MEMBER FOR PLANNING AND A SUSTAINABLE CAMDEN

BY: COUNCILLOR NINA DE AYALA PARKER

How many fines has the community and environment enforcement team issued for environmental offences in 2025?

REPLY

Since 2024 the Community Safety & Enforcement Service has worked closely with Environment Services to ensure offences reported to the Council are tackled proportionately. Throughout 2025, the Community Safety Enforcement Team issued 2,105 Fixed Penalty Notices (FPNs) for environmental offences.

These fines relate to offences such as fly-tipping, littering, breaches of waste presentation requirements, and other environmental crimes where enforcement action was considered necessary and proportionate.

QUESTION 8

TO THE: CABINET MEMBER FOR BETTER HOMES

BY: COUNCILLOR NANCY JIRIRA

Noting the large number of council homes that were left without heating and hot water over the winter, please set out how the compensation scheme for those left without heating and/or hot water operates. Please also specify how many claims and how many payments have been made over the last 3 months?

REPLY

The Council has a large number of communal heating networks providing heating and hot water to over 14,000 homes. The Council is acutely aware that in recent weeks some systems have not performed as well as they should. It is fully focussed on mobilising capital works to replace a number of older systems as part of its £670m Housing Investment Strategy, and it is also working with the current contractor to complete orders that have been raised. New contractors will be in place from April 2026 and the Council is working with the incoming contractors to make sure they are ready to fulfil their requirements from the outset.

Where there is an interruption to service, the Council's Remedies Policy ([Appendix 1 – Housing Repairs](#)) sets out amounts of, and entitlement to, compensation following a supply failure of landlord-controlled heating, hot water, or bulk gas.

Tenants who experience the loss of landlord-controlled heating, hot water, or bulk gas supply for a period of at least 3 consecutive days will be entitled to a refund

based on the gross weekly service charge made to them for the period of the supply loss (including the initial 3 days).

Leaseholders are billed on actual usage, rather than by a fixed weekly charge, and a refund is therefore not applicable. Similarly, tenants with individual heating & hot water systems are not charged for usage by Camden, and a refund is therefore not applicable.

In addition to the above, we also offer compensation to both tenants and leaseholders for a supply loss of more than 5 consecutive days, where Camden controls the heating, hot water, or gas supply, and where we have not provided alternative source(s).

Loss of only hot water attracts compensation of £1 per day. Loss of only heating attracts compensation of £2.50 per day. Loss of both heating and hot water attracts compensation of £3.50 per day where the system is landlord-controlled, or £3.80 per day for an individual system. Compensation is paid for the entire period of supply loss including the initial 5 days.

Residents can apply for a heating rebate and/or compensation online by searching "heat rebate" at camden.gov.uk and completing the online form to provide details of the outage and the claim period. Residents who do not have access to the internet can phone the Housing Repairs Contact Centre and a member of the team will complete the form on their behalf.

Once a claim form has been submitted, the Housing Repairs team will cross-check the details submitted by the resident with records held on internal systems to confirm the nature and period of the supply loss. Once a claim is approved, a credit will be applied to the tenant's rent account or the leaseholder's service charge account accordingly.

Details of the relevant policy are published at camden.gov.uk/complaints and details of the claim process are published at camden.gov.uk/claim-a-heating-rebate-or-compensation.

In the period 17 Nov 2025 to 15 Feb 2026 there have been 420 claims accepted. In respect of which, payments totalling £58,179.06 were made.

QUESTION 9

**TO THE: CABINET MEMBER FOR PLANNING AND A SUSTAINABLE
CAMDEN**

BY: COUNCILLOR STEVE ADAMS

With the overdue, highly disruptive and potentially hazardous Haverstock Hill Cycle Lane works looking like continuing until at least the middle of the year, what was the total cost of the first version of this unwanted project and what is the projected final cost of the current scheme?

REPLY

The Haverstock Hill Cycle Lane scheme aligns with the Council's goal to create healthier, greener, safer streets and enables residents to make more sustainable travel choices.

Haverstock Hill and Rossllyn Hill form a key route between Hampstead & Belsize Park and Camden Town. Introducing permanent, segregated cycle lanes and upgraded pedestrian crossings, urban greening and improved public realm provides an alternative, healthy and sustainable option of travel to and from key trip attractors along this corridor

The cost of implementing the Haverstock Hill Cycle Lane trial scheme was £705,433, and the projected cost of implementing the permanent scheme is £2,551,264. It is noted that, in the final public consultation on the permanent proposals, a **majority of respondents (55%)** agreed or strongly agreed with making the trial measures permanent, compared with **42%** who disagreed or strongly disagreed.

QUESTION 10

**TO THE: CABINET MEMBER FOR PLANNING AND A SUSTAINABLE
CAMDEN**

BY: COUNCILLOR LORNA JANE RUSSELL

Could Camden please provide a list of all road works in Highgate ward for the last three years, broken down by year and by road.

Please indicate how many days the roads were affected, the reason for each of these works, and the company carrying out the works.

REPLY

Throughout the year hundreds of road works take place across all wards in Camden, undertaken by a range of companies. As the request require some time to respond to, a spreadsheet of all the road work data requested for the Highgate ward will be provided.

ENDS