

Merton Council Sustainable Communities Overview and Scrutiny Panel



Date: 20 March 2018

Time: 7.15 pm

Venue: Committee Rooms C, D & E, Merton Civic Centre, London Road, SM4 5DX

AGENDA

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**This is a public meeting – members of the public are very welcome to attend.
The meeting room will be open to members of the public from 7.00 p.m.**

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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

Abigail Jones (Chair)
Daniel Holden (Vice-Chair)
Stan Anderson
Kelly Braund
Michael Bull
David Chung
Russell Makin
John Sargeant

Substitute Members:

Laxmi Attawar
Mike Brunt
Edward Foley
Janice Howard
Abdul Latif

Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

What is Overview and Scrutiny?

Overview and Scrutiny describes the way Merton's scrutiny councillors hold the Council's Executive (the Cabinet) to account to make sure that they take the right decisions for the Borough. Scrutiny panels also carry out reviews of Council services or issues to identify ways the Council can improve or develop new policy to meet the needs of local people. From May 2008, the Overview & Scrutiny Commission and Panels have been restructured and the Panels renamed to reflect the Local Area Agreement strategic themes.

Scrutiny's work falls into four broad areas:

- ⇒ **Call-in:** If three (non-executive) councillors feel that a decision made by the Cabinet is inappropriate they can 'call the decision in' after it has been made to prevent the decision taking immediate effect. They can then interview the Cabinet Member or Council Officers and make recommendations to the decision-maker suggesting improvements.
- ⇒ **Policy Reviews:** The panels carry out detailed, evidence-based assessments of Council services or issues that affect the lives of local people. At the end of the review the panels issue a report setting out their findings and recommendations for improvement and present it to Cabinet and other partner agencies. During the reviews, panels will gather information, evidence and opinions from Council officers, external bodies and organisations and members of the public to help them understand the key issues relating to the review topic.
- ⇒ **One-Off Reviews:** Panels often want to have a quick, one-off review of a topic and will ask Council officers to come and speak to them about a particular service or issue before making recommendations to the Cabinet.
- ⇒ **Scrutiny of Council Documents:** Panels also examine key Council documents, such as the budget, the Business Plan and the Best Value Performance Plan.

Scrutiny panels need the help of local people, partners and community groups to make sure that Merton delivers effective services. If you think there is something that scrutiny should look at, or have views on current reviews being carried out by scrutiny, let us know.

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Agenda Item 3

All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at www.merton.gov.uk/committee.

SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

21 FEBRUARY 2018

(7.20 pm - 9.30 pm)

PRESENT: Councillors Abigail Jones (in the Chair), Daniel Holden, Stan Anderson, Kelly Braund, Michael Bull, David Chung, Russell Makin and John Sargeant

ALSO PRESENT: Councillors Nick Draper (Cabinet member for Community and Culture), Ross Garrod (Cabinet Member for Street Cleanliness and Parking), John Hill (Assistant Director for Public Protection), Anthony Hopkins (Head of Library, Heritage and Adult Education Services), Graeme Kane (Assistant Director of Public Space, Contracting and Commissioning), Chris Lee (Director of Environment and Regeneration), James McGinlay (Assistant Director for Sustainable Communities), John Morgan (Assistant Director, Adult Social Care) and Annette Wiles (Scrutiny Officer) and Scott Edgell (General Manager of Veolia Environmental Services UK)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

There were no apologies for absence.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETINGS (10 AND 16 JANUARY 2018) (Agenda Item 3)

The minutes of both 10 and 16 January 2018 meetings were agreed as true and accurate. It was highlighted that information on the *Prevent* duty and how this relates to adult learning needs to be provided to Panel members (which has happened subsequent to the meeting).

Matters arising

Members took the opportunity to provide verbal feedback on their recent visit to Merton College to look at the adult education provision. It was noted that the visit had been interesting and worthwhile and that it had been beneficial to see the provision first hand. Members who had not been able to attend were encouraged to participate in future visits.

4 UPDATE REPORT: NEW WASTE COLLECTION SERVICE (Agenda Item 4)

Graeme Kane, Assistant Director, Public Spaces, Contracting and Commissioning, introduced the item:

- The change to the waste collection service, that will be implemented in October 2018, is probably the biggest seen in Merton and will necessarily involve considerable effort to ensure this goes as smoothly as possible;
- The flow chart in Appendix A (page 27) provides an overview of all of the workstreams involved in the rollout. This demonstrates the complexity of the work with IT, logistics, communications, vehicles and depots all featured. This chart also provides an overview of the governance arrangements;
- Section 6 (page 23) of the officer report provides key dates and timeframes. This is only a snapshot of the project plan which is extensive and outlines all the dependencies involved in getting the rollout right;
- The project team continues to be in learning mode. This includes paying due regard to the experience of the rollout in Sutton. It was noted that whilst this also required significant changes to the existing waste service, these were different to those that will apply in Merton; food waste collections were added but wheeled bins were already in use. The scrutiny review of the rollout in Sutton has been carefully considered in partnership with Veolia and the other members of the South London Waste Partnership (SLWP). A response to the recommendations made is contained in Appendix B (page 29); and
- Highlighted that this is a big service change and that as a result it is unlikely implementation will be completely without issue but that it is the job of the project team to mitigate against these as much as possible.

In response to member questions, Graeme Kane and Scott Edgell, General Manager of Veolia Environmental Services UK, clarified:

- (Graeme Kane) Communications is a distinct workstream with a dedicated project team that includes Veolia and other members of the SWLP. This meets fortnightly. The fact that a new waste service will be rolled out in October is already being promoted to residents. It has already been featured several times in *MyMerton*, the team has attended community forums and the new service is featured on the Merton website. Gratitude was expressed to members for their continued role in helping promote the new service to residents. More detail on the nature of the new service will be communicated to residents closer to rollout. This will include a bespoke information pack;
- (Graeme Kane) Consideration is already being given to how to work with local groups and individuals able to support the rollout. Meetings are taking place with organisations such as Sustainable Merton;
- (Scott Edgell) Agreed that it is important to consider use of online video for rollout of information to residents. Noted that the communications team is already reflecting WRAP's best practice to ensure use of graphics that will communicate the requirements of the new service and overcome any language barriers; it is key to the success of the project that residents understand the need to remove any containments. Agreed the waste fleet itself might be used to advertise the forthcoming service change;
- (Scott Edgell) Whilst there were issues experienced with the rollout of the new service in Sutton, performance has returned to that experienced previously. Additionally, recycling rates in Sutton have risen from around 30% to 52%, making Sutton joint first amongst London boroughs from recycling. Believes the rollout will be better in Merton because the significantly longer lead-in time is allowing preparation to happen. This includes putting the vehicle fleet in place and addressing issues around productivity;

- (Scott Edgell) Work is already underway to identify those who require additional assistance with their waste collections owing to their physical or medical circumstances eg: the elderly or the frail. Merton already has an Assisted Collection scheme in place and has provided property details to Veolia of those already listed who are now being assessed. Property types and locations are also being considered to see which need different containers where wheeled bins aren't suitable. Noted that the identification of steps is key as can preclude the use of wheeled bins in some circumstances;
- (Scott Edgell) If it is determined that a property is suitable for wheeled bin collections, this can be challenged by the resident but only on grounds of safety. Aesthetic considerations are not a valid basis for challenging this decision;
- (Graeme Kane) There won't be a specific process set out for challenging decisions taken about containers. However, all communications will feature contact details with any resident able to contact the waste team;
- (Scott Edgell) Having learned from the rollout in Sutton, the implementation of the new service will happen at different times for communal flats and kerbside collections;
- (Graeme Kane) ICT integration and the development of online functionality to underpin the service including the new service rollout is continuing with most elements now in place (a benefit of the longer lead-in time). Work continues to finesse this and make it more user-friendly. Residents were thanked for their continued use of the online system and for providing feedback;
- (Scott Edgell) There is an eight week plan for delivery of the wheeled bins with one week of contingency. Learning has been taken from the Sutton experience with more time provided. They will include packs providing details of the new service. It will be made clear to residents when they can start to use their bins. Discussions about the disposal of existing bins that are currently in use are ongoing.
- (Scott Edgell) Issues with the call centre during service rollout in Sutton were caused by requests for 30,000 additional boxes which won't be an issue in Merton. It was also noted that discussions are already taking place with Sutton to learn from its experience of offering a call centre during service rollout;
- (Graeme Kane) The waste team has been working closely with the Business Improvement Team around the development of the new Customer Relationship Management (CRM) system. The objective is to be able to offer residents a range of options for reporting waste issues through the new system. Most of the integrations have been completed with functionality around bulky waste still in development. Work is continually ongoing to make the system as easy to use as possible;
- (Scott Edgell) The contract between Veolia and Merton contains clear service levels that have to be maintained. This means additional resources will be provided to sustain service levels during the new service rollout. It has been decided to base the new rounds on existing patterns to minimise the change for residents;
- (Graeme Kane) Given the extent of the change involved in the new service, it is important to get it right and to reflect on whether the new service provides the right waste solution for Merton. Therefore, whether the wheeled bin is the right solution for dry recyclables is being considered. Keeping this separate from other particulates is very important which is problematic when operatives can't see what is inside the wheeled bin before it is tipped. This needs to be fully considered before the new service rollout; and
- (Scott Edgell) Whilst there is some standardisation across the boroughs participating in the SLWP around the colour of containers and the use of wheeled bins, there is also some differentiation. This reflects how each borough is evolving its service at a different pace

and how each is learning from the other. Therefore is it right to consider a box solution for dry recycling given contaminants such as nappies are sometimes being incorrectly placed in wheeled bins used for dry recycling (which can't be seen before tipping). However, the impact of this solution on productivity also needs to be considered.

RESOLVED: The Panel resolved to receive a further update on the new service rollout in the new municipal year (precise timing to be agreed as part of the scrutiny topic suggestion process).

5 PERFORMANCE MONITORING: WASTE, RECYCLING AND STREET CLEANING (Agenda Item 5)

The Panel received a representation from Marie Davinson of the Battles Area Resident Association (BARA) on Veolia's performance. This highlighted issues with missed collections, street litter, the return of bins to properties, the collection of green sacks, leaf collections, the clearance of gutters and fly tipping. Concern was also expressed about the new service rollout, the amount of containers involved and how those living in different property types, especially flats, will cope with these.

Graeme Kane, Assistant Director for Public Spaces, Contracts and Commissioning, went on to introduce the officer report:

- This is a further update on Veolia's performance under the contract as requested by the Sustainable Communities Overview and Scrutiny Panel through its reference to Cabinet;
- Currently, performance is not where it should be. Merton officers and Veolia are working to address performance issues;
- Highlighted the ongoing campaign to reduce the number of fly tips. Adverts focusing on the fines for fly tipping are being featured on banners on highway railings and caged vehicles etc. Social media is also being used and LBM enforcement officers and those working through the Kingdom contract are issuing fines (in total, 2,697 fines were issued between July 2017 and January 2018). The Council is now also naming and shaming those who haven't paid their fixed penalty notices following court action; and
- There is awareness of difficulties with the online reporting of issues in the same locality. This is being addressed.

Scott Edgell, General Manager of Veolia Environmental Services UK, also responded to the BARA representation:

- Thanks given for the feedback which was highlighted as valuable;
- Staff are currently being trained to ensure box/bin returns;
- Until the new service is rolled-out, additionally resources and some changes will be needed specifically to address litter issues caused by black bags and foxes. Once the wheeled bin/containerised solution is implemented, these issues should be mitigated;
- Merton is a leafy borough. Staff are being trained to sweep and not litter pick. Noted that parked cars can make it difficult to sweep some areas;
- Offered to meet with BARA residents and look at the gutter issue that has been identified; and

- Working to get the frequency by which litter bins are emptied correct but this isn't yet quite right especially for those at bus stops.

Marie Davinson agreed that there had been some improvement in performance over the last couple of weeks.

In response to member questions, Graeme Kane and Scott Edgell clarified:

- (Scott Edgell) Collections from flats do pose a challenge but the number of missed collections from communal flats is not increasing. Currently, collections from flats that are scheduled for the evenings are encountering difficulties because of parked cars which restrict access to sites. There are between 20 – 30 collections from flats that are affected in this way and need to be rescheduled for earlier in the day when parked cars are less of an issue. Veolia is also making vehicles available that are able to access these more challenging sites (they are smaller). This issue with collections from flats was exacerbated over Christmas simply because of the typical increase in waste presented at this time of year (on average waste increases by 30%). There had also been issues with staff schedules over the Christmas period from which Veolia has learnt;
- (Scott Edgell) Changes are being implemented now to address performance issues. The kerbside collection teams are being reconfigured and a new team is being built following one team being dismissed for fraud. The phasing of street cleansing is being reconfigured and additional staff provided. Whilst reported issues are up this reflects that IT systems have been successfully integrated and that a clearer picture of Merton's waste needs is being built. However, this means that reactive work is currently dominating and not leaving enough time for planned work;
- (Scott Edgell) In the interim, prior to the rollout of the new service, street cleansing teams will work alongside kerbside collections rather than Veolia's preferred approach of street cleansers working within dedicated villages (so they get to know their area better). Noted that this is already allowing progress to be made in the east of the borough;
- (Scott Edgell) Prior to the start of the contract, there were 109 street cleansers working in the borough. Now these are down to the mid-70s. However, Veolia also uses more mechanical approaches to street cleansing which can cover three to four times the distance of an individual sweeper although this can be limited by parked cars. Veolia's approach to street cleansing has been independently reviewed (both frequency and methodology) with the judgement that this is probably about right;
- (Scott Edgell) Difficulties in Nelson Road as reported by Cllr Neep were initially addressed by Veolia staff but these were too considerable to be remedied completely in one day. There was then a breakdown in communication. Offered to do more to address if required;
- (Graeme Kane) Financial deductions will be made against Veolia as it is not achieving the contractually required performance. The value of these deductions is being calculated;
- (Scott Edgell) Merton provided Veolia with comprehensive data sets. Given the amount of data, there were some slight errors;
- (Graeme Kane) The figures quoted in points 2.19 and 3.7 measure different things. The figure quoted in 2.19 is for formal complaints where a resident believes something has gone wrong. Whereas 3.7 is the number of recorded service requests (anything from a fly tip to a dead animal on street being reported);

- (Scott Edgell) The contract between Merton and Veolia is for an initial eight year period with the option to extend by 8 years and then a further 8 years;
- (Graeme Kane) The Love Clean Streets and Love My Street Apps work by sending through an email to the street cleansing team that then has to be manually entered into the Council's systems to be accessed by Veolia. It is therefore preferable that this is initially entered by the resident directly through the Council website. Chris Lee, Director for Environment and Regeneration, added that whilst there is no plan for the Council to develop its own app, the mobile version of the Council website is being developed to feature a mapping tool that will link straight into the ECHO system in refuse collection vehicles;
- (Scott Edgell) The Veolia social media team has just appointed a dedicated person for the SWLP. Whilst the 'mucky Merton' hashtag is an important tool, emphasised the importance of properly reporting through the Council website.
- (Graeme Kane) The Council is using a variety of means to address fly tipping including enforcement officers, cameras and mobile cameras, CCTV identification of vehicles and individuals and the issuing of fixed penalty notices. Active resident engagement is also ongoing through letters, door knocking etc. Whilst some residents are fly tipping knowingly, in other cases it might simply be a case of collection days not being known. Posters to raise awareness of fines for fly tipping are put up in known fly tipping locations. Councillors were asked to inform of other areas where fly tipping happens frequently;
- (Scott Edgell) The build up of leaves and detritus will be dealt with through deep cleansing using mechanical sweepers. These can be difficult to use where cars are parked and/or gritting has taken place. This will therefore have to be planned with residents being asked to move vehicles in advance;
- (Scott Edgell) Highlighted that Kingston is a very similar borough to Merton where Veolia is successfully using the same approach to waste under the same management team and with the same vehicles etc. Confident that the same success is possible in Merton but need more time to go through the process of getting the contract better established; and
- (Scott Edgell) Between 20,000 to 26,000 additional food waste caddies need to be delivered to maximise food waste recycling in Merton. Residents need to be further encouraged to recycle food waste and therefore a new advertising campaign is planned.

6 PERFORMANCE MONITORING: LIBRARIES AND HERITAGE ANNUAL REPORT (Agenda Item 6)

Anthony Hopkins, the Head of the Library, Heritage & Adult Education Service, introduced the item highlighting key projects;

- The new libraries operating model has been established since May 2017 and is achieving the required savings whilst retaining all library sites and existing opening hours;
- The new library at Colliers Wood is now open and based on the need for additional stock to be provided is proving a success;
- The arts space at Mitcham Library is open and provided cultural activities for young people;
- The high school library membership scheme is well established;
- The Merton and the First World War memories project is an example of the heritage projects now being achieved in partnership with Merton's libraries;

- Merton's libraries are also now being successfully integrated with other services such as Adult Learning, meaning that provision is now available through libraries; and
- There is a focus on digital skills through Merton's libraries with a particular focus on assisted digital support. Training will be provided to staff and volunteers so that they can help library users.

In response to member questions, Anthony Hopkins clarified:

- Library fees are reviewed annually. The policy in Trafford where no fines are now charged for overdue library books is based on information from abroad where this approach led to increased usage with no impact on book losses. Whilst there is interest in the impact of this policy in Trafford, library fines make a contribution to the library's budget;
- The new library's website is a joint procurement project with 17 other London boroughs which will enhance functionality. There will be a limited amount of downtime for the service whilst the change is being implemented. However, this will be limited and any service disruption will be planned and notification provided in advance;
- The number of library volunteers shows some seasonal variation – numbers are always higher in the summer. The new recruitment campaign for library volunteers is focused on new volunteer roles reflecting the new operating model rather than simply increasing numbers. There will be a volunteer celebration event on 9 March where the contribution of around 150 library volunteers will be recognised and celebrated;
- All Merton's libraries are assessed for access by older and disabled users. Whilst the default approach is to encourage users to self serve this is only where this is reasonable with support being given to those that need it; and
- All Merton's libraries have completed work to make them more dementia friendly including completing environmental assessments in addition to training staff and volunteers as Dementia Friends.

RESOLVED: Members resolved to thank and congratulate officers for the annual report and the success of the new Colliers Wood Library.

7 PERFORMANCE MONITORING: DEPARTMENTAL DATA SET REVIEW (Agenda Item 7)

Chris Lee, Director for Environment and Regeneration, provided an introduction to the item highlighting that this wouldn't focus of waste as this had been covered elsewhere on the agenda:

- (SP041) Service requests replied to in five working days: this is only just below the target demonstrating that despite there now being a high volume of requests, these are being met;
- (SP066/067/065) Waste volumes: residential waste per household was below the maximum threshold in December and is only just above the maximum for the year to date. Municipal solid waste sent to landfill is doing better than the target and household waste recycled and composted is improving and doing better than at the same point last year. There has also been an unexpected expenditure dividend. The new Energy from Waste (EFW) facility at Beddington Lane is being tested with a lower gate fee providing a £150K one off benefit; and

- (SP024) % vacancy rate of property owned by the Council: this is low and significantly better than the target. The debt owned by Council tenants is also better than target although not reflected in the provided figures since billing dates and payment terms affect the report. This shows how the Council is working to maximise the benefit of its assets.

Cllr Holden, in his capacity as performance monitoring lead for the Panel, highlighted the following points as a result of his meeting with officers:

- Library visitor numbers are slightly down but are expected to increase;
- The library partnerships target figure will be removed and updated to something more meaningful as a KPI;
- The income from libraries has jumped up recently;
- Adult Learning enrolments were just under the target last year but are anticipated to increase during this municipal year. It was noted that these figures need to be annualised (rather than reported quarterly) to make them more meaningful;
- Parking permits issued in five working days are likely to be further affected by increasing CPZs and the ongoing impact of the diesel surcharge;
- The PATAS KPIs are being revised and will only feature the cases won in the future;
- Leisure income has been affected by the closure of the Ridgeway Stables;
- Visitor numbers to the Polka Theatre have been affected by an unpopular show;
- Building control applications and income are both down. However, it is thought unlikely that the Council will lose its responsibility for this service; and
- The share of building control cases being retained by the Council has increased which it is thought might be the result of investigations into the Grenfell fire.

In response to member questions, officers clarified:

- (Chris Lee) The decrease in household waste is not as a result of missed bin collections. These are marginal and are caught up so have no impact on overall volumes;
- (John Hill, Assistant Director Public Protection) The focus of food premises inspections is on those deemed high risk;
- (Chris Lee) The business case for the payment of fixed penalty notices is based on a rate of around 61/62% (which means the costs of the Kingdom contract are all covered with no additional cost passed onto the Council). The payment rate has increased over time. This reflects policies such as prosecution of those that don't pay and publicly naming those where prosecutions are successful. However, this has to be balanced against the costs of prosecution and the knowledge that some give false addresses or do not have the money to pay fines;
- (John Hill) The cost of the free Christmas Parking initiative to the Council is around £60K per annum; and
- (Chris Lee) The contract with Capital to address the backlog of building control enforcement cases is just about to start. Highlighted the difficulties of staff recruitment in development control.

8 PERFORMANCE MONITORING: PROGRESS AGAINST THE RECOMMENDATIONS OF THE HOUSING SUPPLY GROUP (Agenda Item 8)

James McGinlay, Assistant Director Sustainable Communities, introduced the item:

- The housing team is to be applauded for Merton having the lowest homelessness figures in London (184 households in temporary accommodation);
- Currently, the Council is consulting on viability assessments. This is in line with the policy of the Mayor of London with viability assessments being made publicly available. A report will go to Cabinet once the consultation is complete;
- As the local plan is reviewed, suggestions are being sought from landowners, residents and any interested parties regarding sites that will have their designation changed and allow for small scale developments; and
- Progress is being made in putting in place the staff for the Local Authority Property Company. Initial designs and planning applications will be forthcoming in the autumn.

In response to a member question, it was clarified that Merton has learnt from other local authorities on their approaches to viability assessments. Officers will review the affordable housing threshold as necessary.

It was noted by the Panel that recommendation 12 was to be reviewed and not removed. James McGinlay to action.

RESOLVED: It was resolved that the Panel will receive one final update on the task group report and recommendations in the new municipal year. This should include a covering report summarising the impact of the report and elaborating on the action taken to achieve the recommendations.

9 WORK PROGRAMME (Agenda Item 9)

The Panel noted the remainder of the work plan for the rest of the municipal year.

Members were reminded to complete the annual scrutiny survey by the deadline of Friday 9 March 2018. It was highlighted that the preference is for this to be completed online.

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E&R Public Protection performance report

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Parking										
CRP 044 Parking services estimated revenue	1,771,334	1,732,305	✓	↑	↑	15,559,392	13,050,804	✓	↓	↑
SP 127 % Parking permits issued within 5 working days	95%	90%	✓	-	↑	80%	90%	✗	↓	↓
SP 258 Sickness- No of days per FTE from snapshot report	1.69	0.66	✗	↓	↓	15.63	6.6	✗	↑	↑
SP 397 % Cases won at PATAS	73.91%	54%	✓	↑	↑	64%	54%	✓	↑	↑
SP 398 % Cases lost at PATAS	20%	21%	✓	↑	↑	25.16%	21%	✗	↓	↓
SP 399 % Cases where council does not contest at PATAS	6.09%	25%	✓	↑	↑	11.23%	25%	✓	↑	↑
SP 417 % Public Spaces CCTV cameras working	94.57%	95%	⚠	↑	↓	96.84%	95%	✓	↓	↓
Regulatory Services										
SP 041 % Service requests replied to in 5 working days	93.88%	96%	⚠	↓	↓	94.51%	96%	✗	↓	↑
SP 042 Income generation by Regulatory Services	£37,726	£15,000	✓	↑	↓	£427,888	£304,000	✓	↑	↑
SP 111 No. of underage sales test purchases	Measured quarterly					74	71	✓	↓	↓
SP 255 % licensing apps. determined within 28 days	Measured quarterly					95.87%	95%	✓	↓	↓
SP 316 % Inspection category A,B & C food premises	Measured Annually					N/A	98	N/A	?	?
SP 418 Annual average amount of Nitrogen Dioxide per m3	Measured Annually					N/A	40	N/A	?	?
SP 419 Days Nitrogen Dioxide levels exceed 200 micrograms per m3	Measured quarterly					0	18	✓	↑	↑
SP 420 Annual average amount of Particulates per m3	Measured Annually					N/A	40	N/A	?	?

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 421 Days particulate levels exceed 50 micrograms per m3	Measured quarterly					7	26			
SP 422 % Food premises rated 2* or below	Measured quarterly					7.78%	15%			

E&R Public Spaces

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Street Cleaning										
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard	12.01%	8.5%				11.78%	8.5%			
CRP 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard	Measured quarterly					14.73%	8.5%			
SP 062 % Sites surveyed below standard for graffiti	Measured quarterly					6.14%	5%			
SP 063 % Sites surveyed below standard for flyposting	Measured quarterly					1.82%	1%			
SP 139 % Sites surveyed below standard for weeds	Measured quarterly					7.72%	12%			
SP 140 % Sites surveyed below standard for Detritus	Measured quarterly					13.94%	13%			
SP 269 % Residents satisfied with street cleanliness	Measured Annually					N/A	57%	N/A		
Waste Services										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000	139.00	75.00				95.90	75.00			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	913	700				6,835	7,000			
SP 064 % Residents satisfied with refuse collection	Measured Annually					N/A	72%	N/A		

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 065 % Household waste recycled and composted (Two Months in Arrears)	36.8%	42%				38.49%	42%			
SP 066 Residual waste kg per household (Two months in arrears)	42.01	45				406.75	405			
SP 067 % Municipal solid waste sent to landfill (Two months in arrears)	57%	59%				51%	59%			
SP 262 % Residents satisfied with recycling facilities	Measured Annually					N/A	70%	N/A		
SP 354 Total waste arising per households (KGs)	67.27	75				662.93	675			
SP 407 % FPN's issued that have been paid	72%	68%				74%	68%			
SP 454 % of fly-tips removed within 24 hours	DNR	90%				DNR	90%			
Leisure										
SP 015 Income generated - Merton Active Plus activity	£0	£3,000				£35,003	£50,000			
SP 251 Income from Watersports Centre	£960	£3,450				£373,665	£368,820			
SP 349 14 to 25 year old fitness centre participation at leisure centres	9,059	9,992				92,976	86,515			
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent	Measured Annually					N/A	45.5%	N/A		
SP 405 No. of Leisure Centre users	81,449	81,440				825,656	718,395			
SP 406 No. of Polka Theatre users	Measured quarterly					52,844	68,000			
Parks										
SP 026 % of residents who rate parks & green spaces as good or very good	Measured Annually					N/A	75%	N/A		
SP 027 Young peoples % satisfaction with parks & green spaces	Measured Annually					N/A	74%	N/A		
SP 032 No. of Green Flags	Measured Annually					5	5			

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 318 No. of outdoor events in parks	0	0				125	126			
Transport										
SP 136 Average % time passenger vehicles in use (transport passenger fleet)	Measured Annually					N/A	85%	N/A		
SP 137 % User satisfaction survey (transport passenger fleet)	Measured Annually					N/A	97%	N/A		
SP 271 In-house journey that meet timescales	Measured Annually					N/A	85%	N/A		

E&R Sustainable Communities

Page 14	PI Code & Description	Jan 2018					2017/18				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Development and Building Control											
CRP 045 / SP 118 Income	116,663	220,000				1,319,433	1,709,080				
CRP 051 / SP 114 % Major applications processed within 13 weeks	100%	67%				71.88%	67%				
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks	67.74%	66%				58.92%	66%				
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks	62.3%	85%				68.44%	85%				
SP 040 % Market share retained by LA	51.25%	54%				51.35%	54%				
SP 113 No. of enforcement cases closed	17	38				183	375				
SP 117 % appeals lost	Measured quarterly					24.5%	35%				
SP 380 No. of backlog enforcement cases	700	650				700	650				

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 414 Volume of planning applications	284	370				3,225	3,710			
Future Merton										
SP 020 New Homes	Measured Annually					N/A	411	N/A		
SP 260 % Streetworks inspections completed	Measured quarterly					25.88%	36%			
SP 327 % Emergency callouts attended within 2 hours	100%	98%				99.63%	98%			
SP 328 % Streetworks permitting determined	100%	98%				99.9%	98%			
SP 391 Average number of days taken to repair an out of light street light	Measured quarterly					1.72	3			
SP 468 Footway & Carriageway condition - unclassified roads non-principal effectiveness condition indicator	Measured Annually					N/A	95%	N/A		
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents	Measured Annually					N/A	30			
SP 476 Number of business premises improved	Measured Annually					N/A	10	N/A		
Property										
SP 024 % Vacancy rate of property owned by the council	Measured quarterly					0.07%	3.3%			
SP 025 % Debt owed to LBM by tenants inc businesses	Measured quarterly					9.07%	8%			
SP 386 Property asset valuations	Measured Annually					N/A	150	N/A		

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Performance Monitoring Report – Sustainable Communities – January 2018

Dept.	PI Code & Description	Polarity	January 2018					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation	Low	165	230				182.9	230	
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions	High	413	375				413	375	
Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year	Low	0	10				2	10	
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation	Low	4	10				2	10	
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months	High	62,450	56,000				62,450	56,000	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line	High	207,864	174,174				207,864	174,174	
Libraries	SP 279 % Self-service usage for stock transactions	High	98%	97%				98%	97%	
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month)	High	294	220				294	220	
Libraries	SP 282 Partnership numbers	High	43	30				43	30	
Libraries	SP 287 Maintain Library Income	High	£346,362	£282,494				£346,362	£282,494	

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Committee: Sustainable Communities Scrutiny and Overview Panel

Date: 20th March 2018

Wards: All

Subject: Performance monitoring of the street cleaning and waste contract delivered by Veolia Environmental Services.

Lead officer: Graeme Kane, Assistant Director of Public Space

Lead member: Cllr Ross Garrod, Cabinet Member for Street cleanliness and Parking

Contact officer: Graeme Kane, Assistant Director of Public Space

Recommendations:

Members are asked to note the contents of the report and provide officers with any comments regarding their experiences, or reports they have received, relating to the waste, recycling, and street cleaning.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. At their meeting on 2nd November 2017, Members of the Sustainable Communities Overview and Scrutiny Panel requested that they receive performance data from the commencement of the contract updated monthly to allow them to readily understand the developing performance of the service. Data has been provided below. This information will be provided to the Panel for the remainder of the municipal year.

2 DETAILS

- 2.1. At their meeting on 2nd November 2017, Members of the Sustainable Communities Overview and Scrutiny Panel requested that they receive performance data from the commencement of the contract updated monthly to allow them to readily understand the developing performance of the service. Data has been provided below. Where possible this information has been included since the beginning of the Veolia contract (3rd April 2017) and includes comparable data from before the contract began and the service was delivered in house. In some cases the way in which the data is collated or defined has changed as a result of the enhanced technology or specification of the current contract and therefore the figures are not comparable with previous years.
- 2.2. **Missed bins**
- 2.3. To enable comparison from one month to another, the performance of missed bins is measured against 100,000 collections. This can be equated to a percentage of bins missed. LBM's performance monitoring target for missed bins per 100,000 collections is 75 or fewer per month.

2017/18	April	May	June	July	Aug	Sept
Missed bins per 100,000 collections	48	68	77	90	75	107
Percentage of collections missed	0.05	0.07	0.08	0.09	0.08	0.11

2017/18	Oct	Nov	Dec	Jan	Feb	March
Missed bins per 100,000 collections	146	123	86	139	93	-
Percentage of collections missed	0.15	0.12	0.09	0.14	0.09	-

- 2.4. The average for the first eleven months is 96 missed bins per 100,000 collections. This is above the target of 75.
- 2.5. Owing to the in-cab technology and improvements to LBM's on-line reporting functions, the system to record missed bins is now more accurate than before the Veolia contract began and the methodology of calculating the number of missed bins has changed. Therefore, the number of missed bins recorded before the Veolia contract is not directly comparable with the current reported performance.
- 2.6. Any snow event presents a challenge to the delivery of waste and street cleaning services. Veolia handled the disruption successfully and communicated well with LBM officers, who in turn informed residents of any delays through the website, contact centre and social media. Whilst some services had to be delayed owing to the inclement weather and road conditions, the service did not suffer as much disruption as some London authorities and the crew caught up with their work during the following weekend or early in the following week. The bulky waste collection service was postponed in order to provide drivers for the main rounds, but these jobs were subsequently picked up.
- 2.7. **Household waste recycled and composted**
The percentage of household waste sent for recycling or composting includes materials collected from the kerbside, Neighbourhood Recycling Centres and the Recycling and Refuse Site. The target for 2016 was 38% and for 2017 is 42%. It is unlikely that the recycling target will be reached in 17/18 though it has been consistently better than the previous year.
- 2.8. The change in autumn 2018 to alternate weekly collections with wheeled bins limiting the capacity of residual waste is expected to bring about a significant increase in the recycling rate. In April this year, Sutton introduced wheeled bins for residual as well as a new food waste service. This resulted in their recycling rate increasing from 38%, 40% and 40% in the months April, May and June 2016 to 53%, 50% and 53% in those same months in 2017. The same increase is not likely in Merton given food waste collections already occur but is an indication that recycling rates are set to increase under the new collection arrangements.

% Household waste recycled and composted (monthly totals)										
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
2016	36.92	36.64	36.75	36.41	37.47	38.03	37.31	32.58	34.87	35.2
2017	40.52	37.21	39.07	38.16	37.98	38.45	39.7	38.62	36.8	36.5

2.9. Fly tips

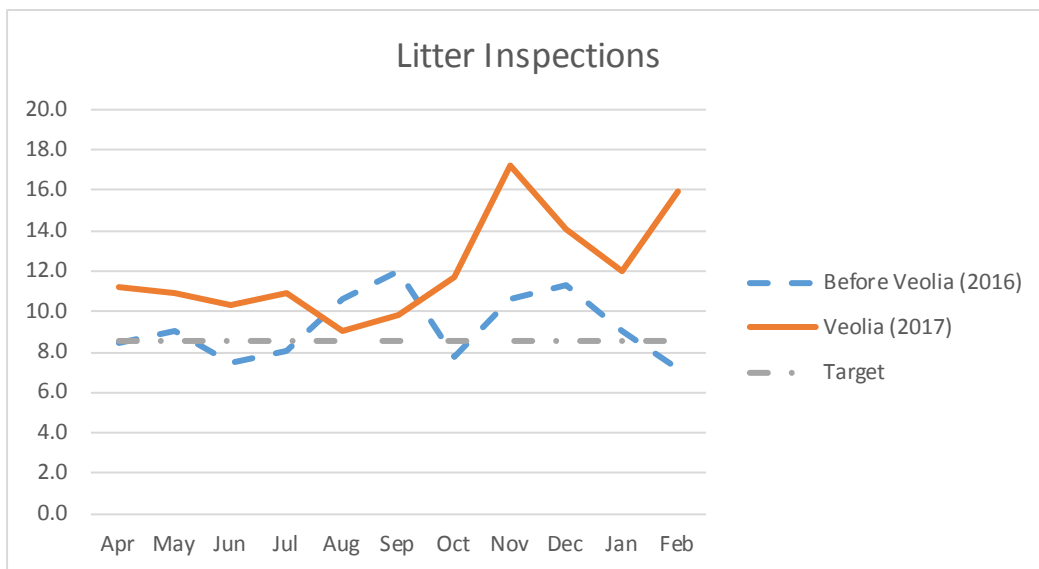
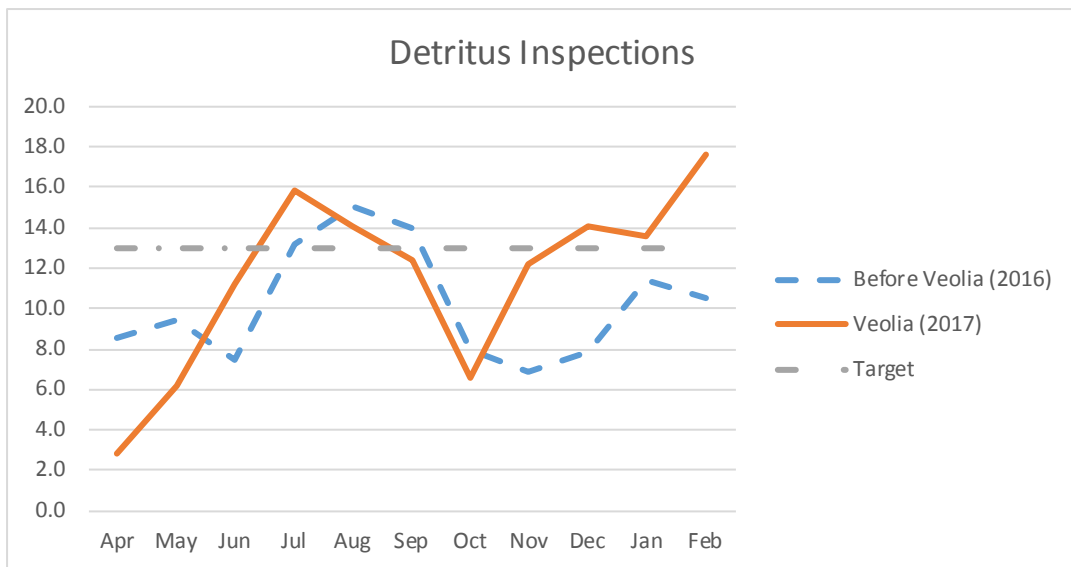
2.10. The table below presents the number of fly-tips reported (previous fly-tip records are not comparable given the changes in data capture and reporting technology). Whilst some reports may be duplicates, it gives an impression of the volume of fly-tips that Veolia are required to clear each month across the borough.

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
2017	600	523	523	629	542	745	832	920	638	913	708

2.11. Street cleaning

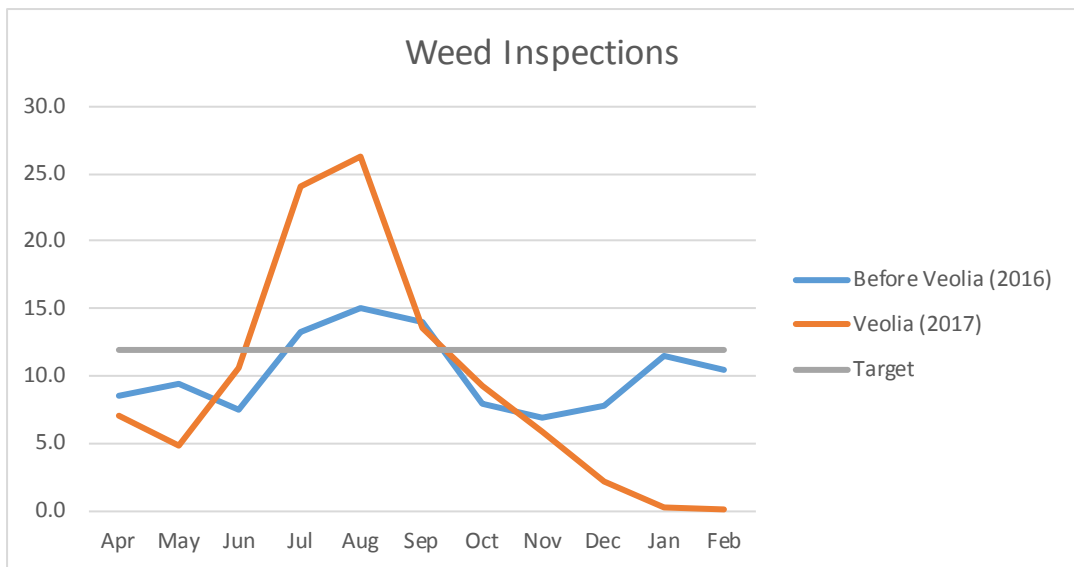
2.12. LBM's Performance Monitoring Officer undertakes monthly and quarterly inspections at random across the borough to assess for litter and detritus separately. The data from these inspections provides an insight into the street cleanliness of Merton's roads over time. The graphs below compare the results of these inspections between April - January 2016 (before Veolia) and April - January 2017 (with Veolia). The scores are based on the former Defra National Indicator 195 for street cleanliness; LBM's performance target are as follows: less than 8.5% of streets inspected should be below a grade B- for litter and less than 13% of streets inspected should be below a grade B- for detritus; both of which are stricter targets than previous years. The contract with Veolia requires streets to be maintained to a grade B or above.

2.13. A great deal of the litter on Merton's streets originates from black bag and recycling collections. Veolia, at their expense, introduced 6 additional litter pickers to follow the recycling collection crews on the day of collection to pick up litter left behind as a result of animals or wind distributing waste across the streets. This arrangement began on 6th March and is expected to improve the performance of street cleanliness.



2.14. Weeds

2.15. The third and final application of weed killer was applied throughout November and December and has been completed. Inspections have indicated that the presence of weeds is within our target: 12% of streets inspected should be below a grade B- for weeds. Veolia have provided the weed spraying schedule for the following year; spraying is currently due to begin in April.



2.16. Collection of street cleaning sacks (green sacks)

2.17. The clearance of green sacks has improved in the last month. The expectation of LBM is that green sacks should be removed from the streets on the same day as they were deposited. Through the inspections of the client team, this situation has improved. Analysis of the fly-tipping reports in February indicates that 10 of the total 708 reports made reference to street cleaning/ green sacks being part of the fly-tipped material, which is 1.4%.

2.18. Winter gritting

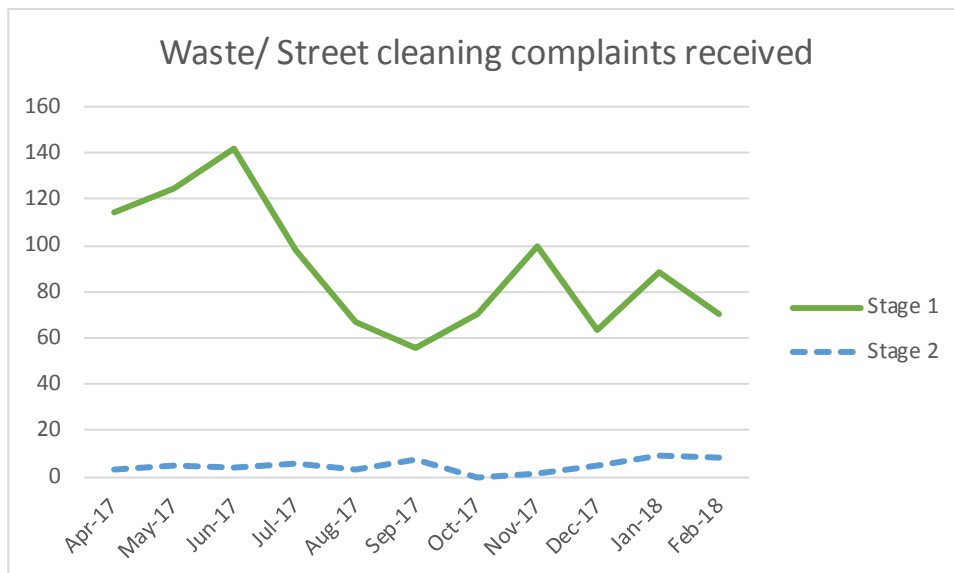
2.19. Veolia provide the winter gritting service in conjunction with LBM's Highways Team. The service has been operating well with the priority routes being gritted at the instruction of LBM Highways Officers when the weather has required it.

2.20. Veolia handled the recent snow event successfully and gritted the roads as required by the officers; often several times a day and through the night. They also deployed their street cleaning crews, who were unable to sweep during the snow period, to grit priority footways and pavements.

2.21. Prolonged periods of cold weather, when gritting is a regular occurrence have a cumulative effect on the daily sweeping of streets because the mechanical sweepers are not deployed on the priority gritting network. This is to avoid a situation where the sweepers are sweeping p the recently laid grit.

2.22. Customer complaints

2.23. The number of customer complaints received per month relating to the waste, recycling and street cleaning service.



3 ICT INTEGRATION

- 3.1. Panel members also requested updates on the integration of Merton's customer relationship management (CRM) system and the contractor's operational systems.
- 3.2. Together with reporting a missed bin, the following street cleaning services are now integrated between LBM's on-line reporting with LBM's Customer Relationship Management (CRM) system and Veolia's operational system (ECHO).
- 3.3. Integrated from 13th October onwards:
 - Fly-tipping
 - Street below grade.
- 3.4. Integrated from 16th November onwards:
 - Bring Bank (Neighbourhood Recycling Bank) Issues
 - Dead Animals
 - Drug Waste on the Street
 - Fly-posting
 - Graffiti
 - Litter Bin Issues
- 3.5. The following services are yet to be integrated:
 - Replacement/ new container
 - Bulky waste collection
- 3.6. Improvements to the reporting system have also included the ability for residents to upload a photograph of up to 2.3MB for all street cleaning reports.
- 3.7. Residents are able to submit reports regarding street cleaning either by phone to the Council's Contact Centre or through the Council's on-line reporting

functions. Reports are also made by LBM's Neighbourhood Client Officers (NCOs) when they are inspecting their areas. The table below provides a breakdown of the way in which reports were made in February (this includes 'cancelled' reports so the number differs from those presented in para 2.9 above)

Report Type	Phone	Web	NCO
Bring Bank Issue	1	1	15
Dead Animal	17	23	1
Drug Paraphernalia		1	
Fly-Posting		1	1
Fly-tipping	284	335	173
Graffiti	4	34	10
Litter Bin Issue	18	29	39
Street Cleaning Veolia Request			1
Street Requires Cleaning	178	257	134
Grand Total	502	681	374
Percentage	32	44	24

- 3.8. This indicates that the largest proportion of reports are made by residents using the Council's on-line report it function. By using these channels, the reports reach the contractor and client team as quickly as possible so problems can be solved as efficiently and effectively as possible. This also ensures all resident reports are logged in CRM and any repeat issues can be identified before they become bigger problems.
- 3.9. Street cleaning reports can be made on-line here: www.merton.gov.uk/street-cleaning
- 3.10. Missed bin reports can also be made on line: www.merton.gov.uk/rubbish-and-recycling/report-a-missed-collection

4 CONTRACT MANAGEMENT AND MONITORING

- 4.1. On a daily basis, the operational performance of the contract is overseen by the Neighbourhood Client Team consisting of three experienced Neighbourhood Client Officers (NCOs). Together, they monitor the contract through site visits and daily interaction with the contractors' Environmental Managers, residents, stakeholders and local Members. They respond to customer requests, queries and complaints in order to resolve waste/ recycling collection, street cleaning or green space issues. They also gather intelligence and information from analysing data held in the Council's customer management system.
- 4.2. Regular contract management meetings are held between South London Waste Partnership (SLWP), representatives from each of the boroughs and the contractors in order to oversee and progress the delivery of the contract.
- 4.3. Weekly operational meetings continue to take place with both contractors and the client team to address immediate services issues. Monthly meetings with senior managers from Veolia and idverde also take place to address strategic and commercial elements of the contract to ensure contract compliance and service delivery.

- 4.4. During the last month there have also been meetings of the Chief Executives of the SLWP authorities with the Regional Director of Veolia as well as meetings between the Cabinet Member of LBM with the Chief Executive of Veolia UK. These meetings have focused on addressing the performance of the contract and seeking to ensure long-term improvements in the standard of street cleanliness.
- 4.5. Within the contract there are mechanisms by which poor performance can be addressed. The Service Performance Indicators provide an insight into how the contract is performing. These indicators are reported and reviewed on a monthly basis. Where performance is below the required standard, financial deductions can be applied to the monthly contract payments. The calculation of the indicators and deductions is reliant on having a fully integrated ICT system, which is progressing but not yet complete. Financial deductions are routinely applied to the contract where appropriate to address poor performance. In July and August, deductions were levied by LBM on Veolia for performance failures. The combined total of these deductions is approximately £13,000. The SLWP are currently withholding 10% of the value of invoices each month until the deductions are calculated for all remaining months.

5 TRAINING AND SUPERVISION

- 5.1. Veolia continue to have additional supervisors and managers to oversee the performance of their street cleaning and waste collection crews. This is intended to be a short-term measure to raise standards of cleaning and behaviour. The crews continue to receive training in relation to ensuring they are aware of the requirements of the 'as is' service specifically the careful replacement of recycling containers to an appropriate position, the collection of waste from the edge of the property, and the avoidance of spilled material onto the pavement or roads.

5.2. CONSULTATION UNDERTAKEN OR PROPOSED

- 5.3. No formal consultation has contributed to the creation of this report.

5.4. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 5.5. There are no financial implications as a result of this report.

5.6. LEGAL AND STATUTORY IMPLICATIONS

- 5.7. There are no legal or statutory implications as a result of this report.

5.8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 5.9. There are no human rights, equalities or community cohesion implications as a result of this report.

5.10. CRIME AND DISORDER IMPLICATIONS

- 5.11. There are no crime or disorder implications as a result of this report.

5.12. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 5.13. There are no risk management or health and safety implications as a result of this report.

5.14. APPENDICES - THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

5.15. None

5.16. **BACKGROUND PAPERS**

5.17. N/A

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Committee: Sustainable Communities Overview and Scrutiny

Date: March 2018

Wards: All

Subject: Planning Enforcement update

Lead officer: Chris Lee, Director of Environment and Regeneration

Lead member: Councillor Martin Whelton

Contact officer: James McGinlay, Head of Sustainable Communities

Recommendations:

- A. To note the performance and nature of the Planning Enforcement Service and comment as appropriate.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To report on the performance and nature of the Planning Enforcement Service in the context of TOM savings proposals and potential changes in the service provision.

2 DETAILS

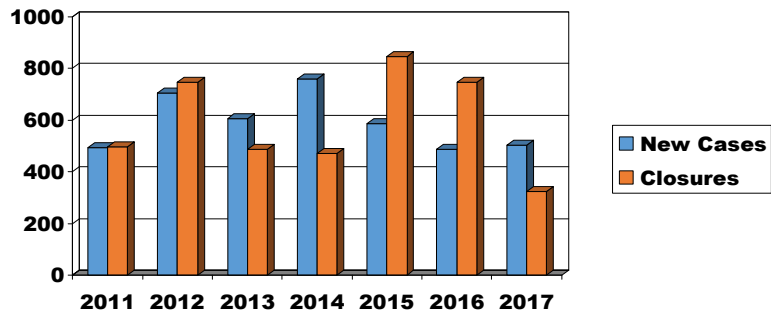
- 2.1. Planning laws are designed to control and manage the development and use of land, buildings and space in the public interest. Planning Enforcement is a vital (albeit non-statutory) part of the planning function and it is needed to ensure that the decisions and policies of the Council as the Local Planning Authority are complied with. Without this, unchecked unauthorised developments and change of use would result in a haphazard development that would damage the built environment.
- 2.2. Given this, the enforcement of planning control is a key area of priority for the Council and its stakeholders.
- 2.3. Parliament has given Councils, as Local Planning Authorities (LPAs) the primary responsibility for taking whatever enforcement action may be necessary, in the public interest, in their administrative area since a private citizen cannot initiate planning enforcement action. Council's have a general discretion to take enforcement action, when they regard it as expedient.
- 2.4. In considering any enforcement action, the decisive issue for the Council should be whether the breach of control would unacceptably affect public amenity or the existing use of land and buildings meriting protection in the public interest;
- 2.5. Enforcement action should always be commensurate with the breach of planning control to which it relates, as an example, it is usually inappropriate to take formal enforcement action against a trivial or technical breach of control which causes no harm to amenity in the locality of the site

- 2.6. Further investigating planning breaches is based on sound planning judgment and covers the entire investigation process, from correctly identifying whether there is a breach of control, to the decision as to what is the appropriate action to take in the context of “Good Practice” advice on enforcement matters.
- 2.7. The general current aim of the service is to ensure that:
1. All enforcement complaints will be treated in confidence and the source of the complaint will be kept confidential. Anonymous complaints cannot be accepted. Residents, who are reluctant or concerned about submitting their details, should contact their Local Councillor who can submit a complaint on their behalf. We will then be able to use the Councillor as the point of contact and they in turn can update the relevant complainant.
 2. All enquiries will be logged and acknowledged. The acknowledgement will include a reference number for that particular enquiry, the name and contact details of the investigating officer and time scale for carrying out an initial site visit.
 3. An initial investigation, including a site visit, will be undertaken within 3, 15 or 20 working days of logging a complaint, depending on the nature and priority of the alleged breach.
 4. The enquirer will be updated within 5 working days after the initial site visit and notified of the outcome of the investigation. If no further action is to be taken, this will be communicated to the customer and the reason for this will be explained.
 5. Some breaches of planning control will not be pursued beyond an initial investigation where subsequent action is found not to be expedient.
 6. Where enforcement action is necessary and expedient, the appropriate notice will be served and action taken.
- 2.8. A breach of planning control occurs when:
- a development or change of use that requires planning permission is undertaken without the required permission being granted - either because the planning application was refused or was never applied for,
- or
- a development that has been given permission subject to conditions breaks one or more of those conditions.
- Some examples include:
- building work, engineering operations, and material changes of use which are carried out without planning permission
 - non-compliance with conditions attached to planning consents
 - developments not carried out in accordance with approved plans
 - failure to comply with a legal agreement attached to a permission or consent.
 - unauthorised demolition within a conservation area

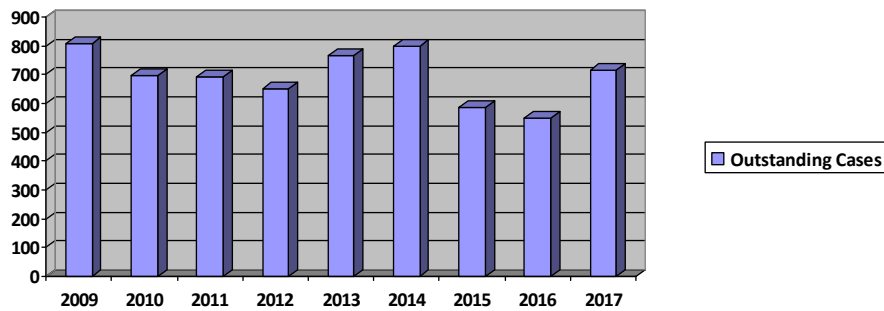
- 2.9. Breaches of planning control are generally not criminal offences, with the exception of:
- unauthorised works carried out to a listed building
 - displaying unauthorised advertisements
 - carrying out unauthorised works to protected trees or trees in conservation areas.
- 2.10. The following examples are not normally breaches of planning control and it is unlikely that enforcement action can be taken using planning powers:
- street parking of commercial vehicles in residential areas
 - sale of vehicles from the highway
 - operating a business from home in certain cases
 - clearing land of bushes and removing trees provided they are not subject to a Tree Preservation Order and are not within a Conservation Area.
- 2.11 Planning enforcement will not investigate the following:
- Neighbour disputes – private not council matter (PNCM)
 - Land boundary or ownership disputes - PNCM
 - Work to party walls – PNCM. The Party Wall Act (1996) produced by the Government, gives relevant advice.
 - Smell, noise and pollution (unless related to a breach of condition attached to a planning permission) as these issues are dealt with by Environmental Health
 - Abandoned cars on the highway. These are dealt with by Street Management.
 - Internal works to buildings. Internal works, which do not involve the conversion of premises into flats, would not normally require planning permission unless it affects a listed building. However, these works may need Building Regulations approval regarding matters of structural safety, drainage, and fire-safety.
 - Obstruction of a private right of way is a civil matter quite separate from enforcement of planning control. It is not a Council matter and it may be necessary to obtain independent legal advice. However, if a new building or a new fence causes the obstruction, Planning Enforcement will need to check whether these structures require planning permission.
 - Encroaching or trespassing – will not normally justify planning enforcement action, or any other action by the Council.
 - Private Trees. Complaints or disputes about trees causing a nuisance to neighbours in private gardens will not be dealt with by Council unless that

2.12 Current performance of the Planning Enforcement Team

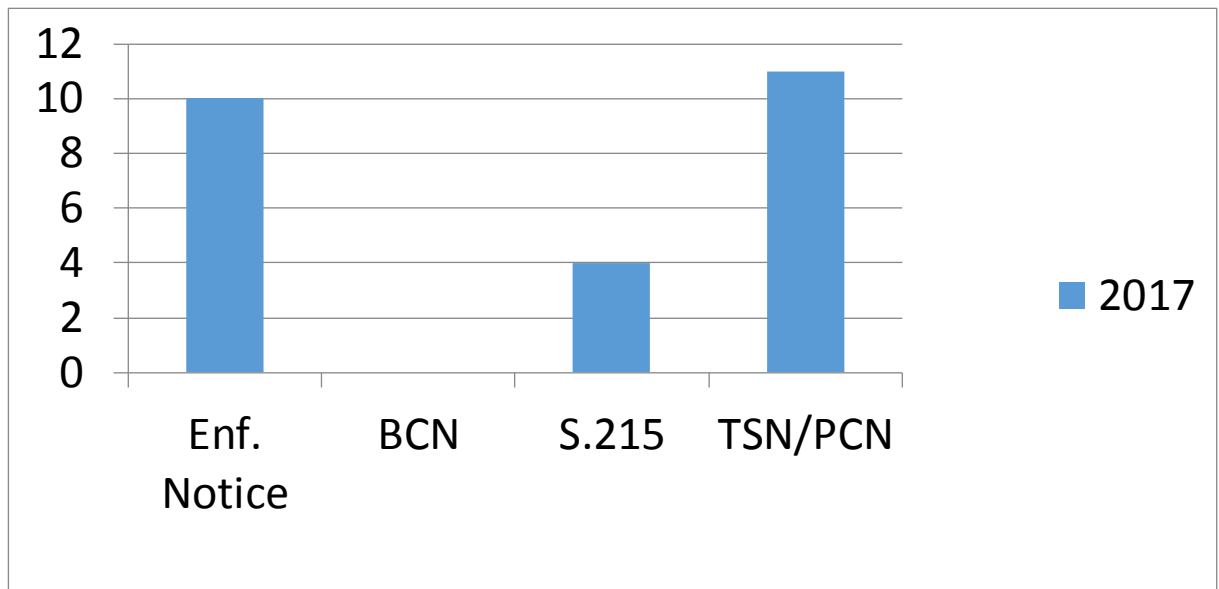
Number of new enforcement cases



Outstanding cases (current caseload)



The exact current back log as of March 2018 is not currently available but will be a very similar to the position at the end of 2017.



ENFORCEMENT NOTICES SERVED.

(BCN= Breach of condition notice)

(TSN/PCN Temporary stop notice/planning contravention notice)

2.13 The team has been working hard in recent years to reduce the backlog of outstanding cases, however, following a succession of successful years, the position has worsened considerably over the last year. The graph directly above shows 26 Enforcement notices served compared with 24 in 2016. By opening more cases than those being closed, the deficit is now 716 at the end of 2017 compared to 551 in 2016. This effectively results in officers carrying an average of 238 cases in 2017 (3FTE) compared to 137 in 2016 (4 FTE). Cases closed per officer are now 108 per officer compared to 186 per officer in 2016. This represents a reduced efficiency per officer however there are mitigating factors:

- During 2017 the team leader Sam Amoako-Adofo left in March and was not replaced as there was a saving of 1 post attributed to the team that year. The FTE was therefore reduced from 4 to 3.
- Although the deputy team leader tried to manage the backlogs in the section there was little support available from the Development Control Manager for much of the year, who was covering the following vacant posts along with his own post: North Team Leader, Admin Team Leader, Enforcement Team leader, Building Control Team Leader. (The North and Admin team leader posts have only recently been successfully filled)
- At the same time, the enforcement team were also down to 2 officers for a considerable period of the year due to another officer resignation and this resulted in additional backlogs that have been very difficult to reverse.

- When officers have such large caseloads it is difficult to close cases due to the pressure of work from the influx of new cases and the problem is compounded by officer turnover in the section.
- At the same time the admin section (who input cases) also had a recruitment issue (now resolved through additional temps) and another process backlog developed for much of 2017 which has now be inputted into the system, hence the large outstanding total.

2.15 **Staffing structure**

Deputy team leader: Ray Littlefield

Enforcement officer: Corral Henry

Enforcement officer; George Atta-Adutwum

The Enforcement team leader also normally manages the tree officers who are generally not subject to this report but do occasionally become involved in unauthorised tree work issues:

Rose Stepanek , Tree officer

Nick Hammick, Tree officer (part time, shared with greenspaces)

- 2.16 The enforcement team (specifically planning enforcement officers) was reduced from 5.5 Officers to 4 FTE in 2009 and then to 3 FTE in 2017 and the tree officers reduced from 2 to 1.5 in 2011. Notwithstanding this reduction the team successfully improved performance and efficiency over recent years due to improved use of technology, increased efficiency and hard work. However, last year there was a significant deterioration in the service for the reasons given earlier in this report.

2.17 **Analysis of current the caseload of complaints in Merton**

32% of all complaints result in the closure of the enforcement case in the 'no breach' classification. Unfortunately, it is not possible at this time to analyse and split other types of complaints numerically. However, in terms of potential reduced investigation requirements, the no breach type is clearly the most critical. Whilst it is acknowledged residents genuinely feel there has been a breach, it often transpires that there has not been. Clearly this is an aspect of the work load that requires targeted attention to try to reduce investigations. (See below) However, it is recognised that residents and Councillors alike are extremely reluctant to accept that investigations should not be undertaken in every case without any testing and filtering first.

2.18 **Future service enhancements planned**

- **Implement mobile working solutions:** The re-procurement of M3 is progressing and should provide a cloud based solution that will allow appropriate equipment to embed full mobile working.
- **Use of eforms;** these are in the later stages of being developed. They will be electronic form filled in by complainants which then pass

directly onto the back office systems without the need to take telephone calls. They can also be used to 'filter' complaints to ensure efficient operation.

- **New Protocol/policy.** Its aim will be to reduce enforcement investigations. With 31% of cases resulting in no breach, methods and procedures should be deployed to try and identify such cases earlier in the process by requiring complainants to properly justify why they consider why there is a breach. This will be through education in having more informative webpages and criteria checks on the complaints form before a complaint is accepted for processing. A new formal enforcement policy is being devised to securely establish the set criteria.
- **Shared Service** investigation with Kingston and Sutton. The final report recommended that best practice can be shared through collaboration. Themes identified relevant to enforcement is the functioning of the website and also common recruitment collaboration. In reality there has been very limited collaboration due to pressure of work in all 3 boroughs. There will be opportunities for further collaboration towards potential shared service models in future years.

3 ALTERNATIVE OPTIONS

3.1. Team Structure:

3.2. The reduction in staffing over recent years has resulted in an extremely challenging performance issue in the team. Planning enforcement is not a statutory service although is well perceived and received by Councillors and the public alike. The previous scrutiny report gave option of the team being adjusted by removing either the Team leader or the deputy. The saving was taken and the team reduced from 4 to 3. However, efficiencies through technology (mobile working) and readjusted investigation policies have yet to be fully realised.

3.3. The previous report concluded there would be extremely challenging issues with regard to enforcement investigations being undertaken in a timely manner by the reduction in staff and this has been realised. Significant efficiency improvements will be required over and above those already implemented. Fully implemented Mobile and flexible working, including the necessary devices needed for investigation, are being fully investigated with a view to implementation. In addition, the re-procured IT M3 system is highly likely to be cloud based thereby facilitating better flexible/mobile working opportunities and efficiencies. Demonstrations with IT suppliers are still on-going but likely to be concluded by April. Response times to certain types of complaint still need to be reviewed and agreed and some more minor types of investigation, especially those where it can be demonstrate that there is likely to be no breach, must be dropped altogether.

Collaboration with Sutton\Kingston

3.4. Initial investigations identified synergies between authorities. Initial collaboration would assist with a move towards a more formal shared

service potential in future years without the 'big bang' negative impacts. Merton, Sutton and Kingston each have separate websites, enforcement policies, IT systems and recruitment services. By identifying the best practice in each borough and by formally collaborating, efficiencies could be realised.

3.5. Due to the backlogs, the section is looking at utilising a new contract with Capita which is being entered into to undertake a small proportion of planning application assessments. Assistance may be sought to assist with the Enforcement backlog subject to funding.

3.6. **Cross Department working**

3.7. Planning Enforcement is part of the council's Enforcement Review Task Group now renamed the Locations Board. They work closely with Environmental Health, social services, the police and other emergency services when required. Examples of work include coordinated actions to secure an environmental clear up of a local estate. Joint working is also undertaken on prosecution techniques, the Proceeds of Crime Act and training on enforcement relevant cross team issues.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. None

5 TIMETABLE

5.1. None

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. Any reduced enforcement investigation capability may result in more Ombudsman awards against the council.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None

9 CRIME AND DISORDER IMPLICATIONS

9.1. Any reduction in service may reduce the ability to take legal action against breaches of planning control

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

None

12 BACKGROUND PAPERS

12.1. None

Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 20th March 2018

Wards: All

Subject: ANPR (Performance monitoring update)

Lead officer: Paul Walshe (Head of Parking & CCTV)/ John Hill (Assistant Director – Public Protection)

Lead member: Councillor Ross Garrod (Cabinet Member for Street Cleanliness & Parking)

Contact officer: Paul Walshe/Adrian Rutkowski

Recommendations:

A. That the Panel discuss and comment on the contents of the report.

PURPOSE OF REPORT AND EXECUTIVE SUMMARY

The purpose of this report is to provide the panel with an update on the implementation and progress of the ANPR (Automatic Number Plate Recognition) enforcement system for bus lane and moving traffic contraventions which was introduced in June 2016.

1. Background

1.1 In 2015 a contract for the provision of an ANPR enforcement system and the maintenance of public space protection CCTV cameras was awarded to Tyco Integrated Fire & Security Ltd following a competitive 2-stage procurement process in which 5 firms returned complete tender submissions. Of the 5 submissions Tyco's bid achieved the highest score on the quality criteria and was also the considered to be the most competitively priced bid.

1.2 In respect of the ANPR system, the objectives of the project were essentially threefold:

- To increase the efficiency of the parking enforcement team by automating the process of identifying potential contraventions of traffic regulations – bus lanes and moving traffic offences
- to reduce congestion, bus journey times and pollution around the borough;
- to improve safety outside schools (by enforcing school entrance markings more effectively).

1.3 The ANPR system was implemented as part of a process to achieve a greater level of automation of service delivery. The existing system for identifying these contraventions was very labour intensive, requiring human operators to monitor live CCTV images, and inefficient; because those operators could only monitor 2 or 3 locations at a time. This meant that many contraventions were being missed with the

outcome being that the enforcement scheme did not deliver the desired effect of improved motorist behaviour and compliance with the parking regulations-

1.4 Moving to an ANPR-based system reflects the wider aspirations of Parking Services TOM (Target Operating Model) which seeks to deliver services with greater efficiency and at reduced cost. In the case of ANPR the benefits of moving towards this automated system would improve efficiency – rather than a human operator watching live CCTV images and manually recording details of any contraventions, ANPR cameras constantly and automatically monitor each location, and send an ‘evidence pack’ over the 4G network to be reviewed by the CCTV reviewing team. The ‘evidence pack’ includes the video clip of the alleged contravention as well as time/date/location data, all of which would previously have been input by an operator. The evidence packs also provide more robust and accurate evidence in any appeal against the issue of a PCN.

2. Implementation

2.1 The ANPR System went live on June 27th 2016 with 39 cameras enforcing 41 contraventions. The initial period following implementation proved to be challenging. and camera performance was not to the standard that had been specified in the contract awarded. Working in partnership with the contractors It took until January 2017 before the ANPR system had reached a level that was deemed acceptable by officers. As part of the drive to achieve a fully functional system, new software was introduced that automatically monitors the performance and reliability of the each of the cameras. This has proved extremely effective, has helped with recognizing problems and fixing them as soon as they appear. The end result is that Parking services now has one of the best and most modern ANPR systems in UK.

2.2 As part of the implementation of the ANPR camera system, Parking Services has also acquired 2 vehicles which are both equipped with ANPR cameras. This enables these vehicles to be deployed to monitor School Keep Clear markings and other moving traffic contraventions at locations where it is not possible to install fixed ANPR cameras. The use of these vehicles also allows for an immediate response to parking enforcement issues and has proved to be a particularly effective enforcement option.

3. Results

3.1 Currently Parking Services has 44 ANPR cameras operational including 39 cameras that were installed as part of the original roll-out programme in 2016 and 5 additional cameras installed in October 2017. The system allows a degree of flexibility so that fixed ANPR cameras can be moved from one location which may have higher rates of compliance to newly identified areas of the borough where traffic contraventions are high and compliance needs to be achieved. Since the introduction of ANPR cameras in July 2016, 10 of them were moved to new locations due to reaching high compliance. The full list of cameras and their locations can be found in **Appendix 1**

4. Number of contraventions.

4.1 Table 1 below shows the change in PCN's captured in the last 3 financial years. Starting with the year 2015/16 pre ANPR and 2016/17 onwards post ANPR. The 2016/2017 column includes non ANPR data for April to June as the ANPR enforcement did not start until July 2016.

Table 1. ANPR PCNs

	2015/16	2016/17	2017/18 forecasted
Bus lane	7,919	21,551	21,777
MTC	24,670	56,221	66,607
Total	32,589	77,772	88,384

4.2 The data shows a significant increase in number of issued PCNs since the introduction of ANPR. The full breakdown of the number of PCNs and revenue generated can be seen in **Appendices 2 and 3**

5. Compliance

5.1 The ANPR system was implemented with the specific objective of utilising a digital system of enforcement in order to improve motorist behaviour and increase motorist compliance with the relevant traffic regulations. In the last year we have seen significant effects of compliance;

5.2 Table 2 (below) shows the effects of compliance between based on 34 cameras which stayed in the same location from January 2017 until January 2018. In July 2016 the base line number of ANPR cameras was 39. Between January 2017 and January 2018, 5 of them were deployed to new locations where compliance was low.

In addition we installed a further 5 (new) ANPR cameras in October 2017 at new enforcement locations.

Table 2. Compliance

		January 2017	January 2018
Bus lanes	9 cameras	53 PCNs/day	56 PCNs/day
Box junctions	15 cameras	85 PCNs/day	65 PCNs/day
Illegal turns	10 cameras	97 PCNs/day	67 PCNs/day
Overall	34 cameras	235PCNs/day	188 PCNs/day

5.2.1 The table shows that overall there is a decrease of 19.5% between January 2017 and January 2018 on the number PCNs captured. It is expected that this trend will continue, and the service will continue to move cameras to new locations when high levels of compliance are reached, thus achieving the projects aims of reducing congestion and pollution. Reducing traffic congestion, ensuring the free flow of traffic and improving air quality were key issues raised in the most recent residents' survey. The introduction of the ANPR system has already contributed significantly toward addressing such concerns and has helped progress towards achieving a number of objectives of the recently approved Air Quality Action Plan (2017-2022) specifically aimed at improving air-quality within the Borough.

6. Appeals against bus lane and moving traffic PCNs

6.1 The ANPR system provides for digital evidence of motorist non-compliance when a case is contested at appeal. Digital evidence is considered to be more reliable, robust and accurate and serves to strengthen the Council's case at appeal.

6.2 In the 19 months since ANPR cameras were introduced until the end of January 2018, 719 PCN's (0.48% of 147,872 issued PCNs), were lodge for appeal at the London Tribunals.

Of that number, 689 appeals were heard with the Council winning 467 of those appeals which represents a success rate 67.8%.

In the 19 months prior to introduction of ANPR enforcement, we received 433 appeals, (0.97% of 44,493 issued PCNs) successfully winning 278 which represents a success rate of 64.2%.

6.3 With the introduction of ANPR this allowed us to post clips of contraventions online that are easily accessible by the drivers receiving the PCN. That resulted in significant reduction of appeals against bus lane and moving traffic PCNs, even though the number of PCNs has more than doubled after ANPR system started operating.

6.4 Prior to the introduction of the ANPR system Merton was achieving mid-table position in respect of its appeals performance. However, it is expected that this upward trend for the Council's success rate at appeal will continue as ANPR becomes more embedded. Indeed this is borne out by the very latest month's performance, referred to above in para 6.2, showing an overall success rate of 67.8% at appeal, which, should it continue, would place Merton in the top quartile of London Boroughs in respect of PATAS appeal performance.

7. ALTERNATIVE OPTIONS

The existing system is now operating well and there are no plans to replace it in the foreseeable future, new locations are identified based upon evidence of non-compliant motorist behaviour.

8. CONSULTATION UNDERTAKEN OR PROPOSED

None for the purposes of this report.

9. TIMETABLE

None for the purposes of this report.

10. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

None for the purposes of this report save for the fact that the system is more efficient and has reduced costs per case in comparison with the non-automated system where staff monitored CCTV or attended on site in CCTV cars to capture these offences.

11. LEGAL AND STATUTORY IMPLICATIONS

The Council is legally entitled to enforce Moving Traffic and Bus Lane parking contraventions under the TMA 2004 (Traffic Management Act 2004 and all amendments). The Council was not required to advertise the placing of the ANPR cameras since traffic enforcement was already taking place at these locations through CEO monitoring. Signage is however displayed at all of the ANPR locations advising that enforcement cameras are operating at any given location.

12. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

None for the purposes of this report.

13. CRIME AND DISORDER IMPLICATIONS

Parking and traffic enforcement is decriminalised, meaning that it is a civil matter and there is no involvement with the police or courts (except for debt recovery, which is carried out through the county courts).

14. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

None for the purposes of this report.

15. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

APPENDIX 1. Camera locations

APPENDIX 2. Monthly ANPR PCNs

APPENDIX 3. ANPR Revenue 2016-17 and 2017-18

APPENDIX 1. Camera locations

- 39 cameras that began operating in July 2016. The cameras marked in grey are no longer in the original locations

Camera no	Start date	Location	Type
975	2/7/16	Eagle House - Armfield Crescent	Bus lane
976	1/7/16	London Road/ Bond Road	Box junction
977	1/7/16	London Road/ Linden Place	No U-turn
978	1/7/16	Upper Green East	Bus lane
979	1/7/16	Kingston Road/ Montague Road	Box junction
980	11/7/16	Haydons Road/ Haydon Park Road	Box junction
981	5/7/16	Coombe Lane/ Waitrose car park	No right turn
982	1/7/16	Kingston Road/ Gladstone Road	No right turn
983	5/7/16	London Road/ Lavender Avenue	No right turn
984	1/7/16	Hartfield Road (Graham Road and Beulah Road)	Bus lane
985	1/7/16	Haydons Road / Cromwell Road	Box junction
986	1/7/16	London Road/ Armfield Crescent	Box junction
987	5/7/16	Wimbledon Hill Road	Bus lane
988	1/7/16	Hartfield Road/ Hartfield Crescent	Bus lane
989	5/7/16	London Road/ Broadway Gardens	Box junction
990	1/7/16	London Road/ Figgess Marsh	Bus lane
991	5/7/16	Hartfield Road (Herbert Rd and Graham Road)	Bus lane
992	4/7/16	Kingston Road/ Palmerston Road	No right turn
993	1/7/16	Tamworth Lane/ Grove Road	Box junction
994	1/7/16	Russell Road/ Kingston Road	No right turn
995	1/7/16	Worple Road/ Wimbledon Hill Rd	Bus lane
996	1/7/16	Kingston Road/ Dorset Road	Box junction
997	3/7/16	Alexandra Road/ Wimbledon Hill Road	No right turn
998	5/7/16	Wimbledon Hill Road/ Worple Road	No left turn
999	1/7/16	Queens Road/ Centre Court	Compulsory left turn
1000	1/7/16	The Broadway/ Queens Road	Bus lane
1001	1/7/16	London Road/ Finborough Road	Bus lane

1002	1/7/16	London Road/ St. Marks Road	Bus lane
1003	25/7/16	Quicks Road/ Merton Road	No right turn
1004	1/7/16	London Road/ Baron Grove	No right turn
1005	1/7/16	St. Marks Road	No entry
1006	17/8/16	Coombe Lane/ Durham Road	Box junction
1007	1/7/16	London Road/ Langdale Avenue	Bus lane
1008	7/7/16	Western Road/ Bond Road	Box junction
1010	6/7/16	Durnsford Road/ Bassett House	Box junction
1011	16/7/16	Morden Road/ The Path	No U-turn
1012	1/7/16	Durnsford Road/ Weir Road	Box junction
1013	1/7/16	Worple Road the Downs	Box junction
1014	1/7/16	Queens Road	Restricted Route

- 5 additional cameras installed in October 2017

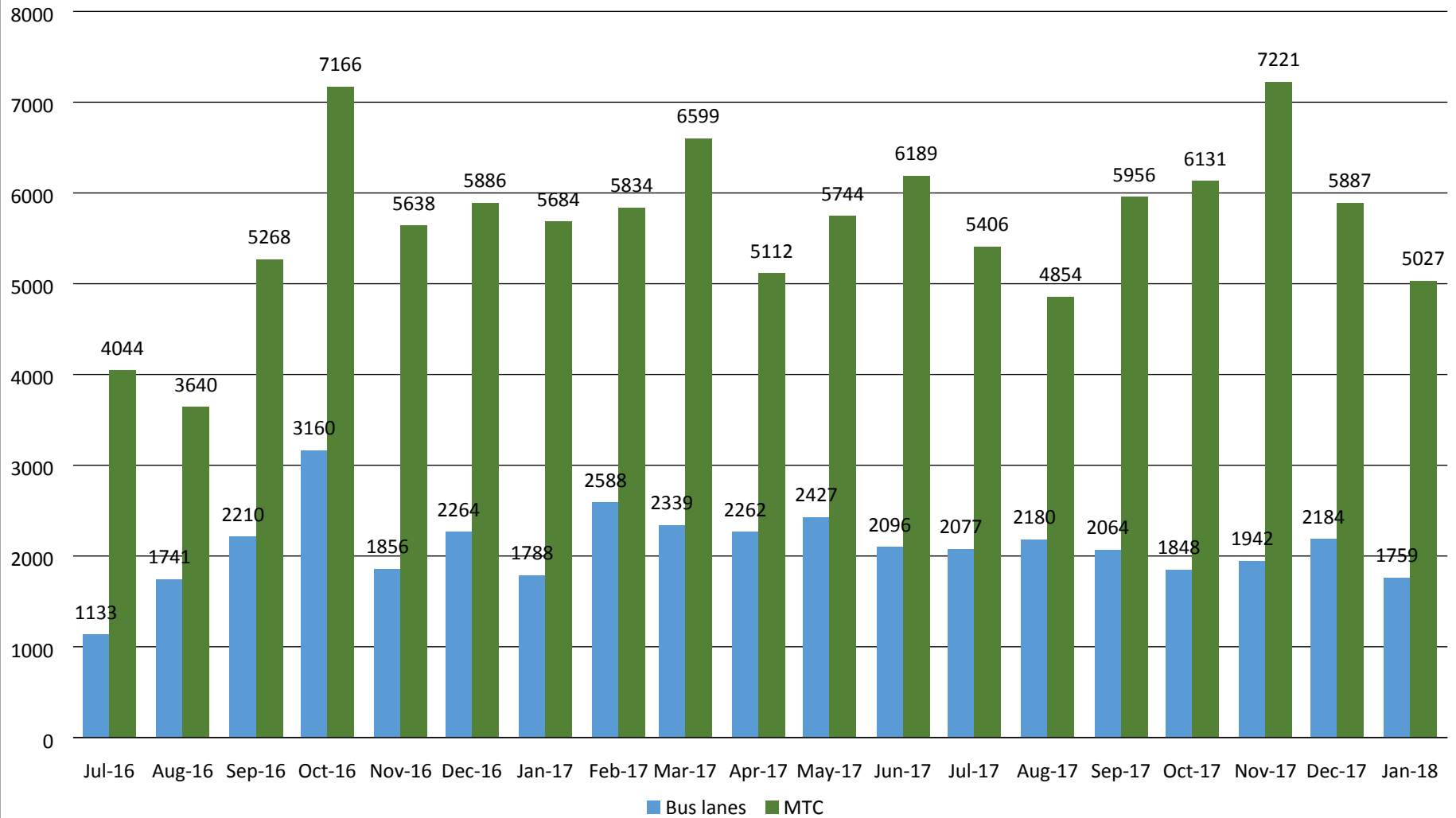
Camera no	Start date	Location	Type
1438	10/10/17	Armfield Crescent/ London Road	Box junction
1439	25/10/17	Grand Drive/ Coppice Close	Box junction
1440	6/10/17	West Barnes Lane/ Camberley Avenue	Box junction
1441	6/10/17	Coombe Lane/ Raynes Park Bridge	Box junction
1442	10/10/17	Durnsford Road/ Bassett House 2	Box junction

- Cameras moved to new locations

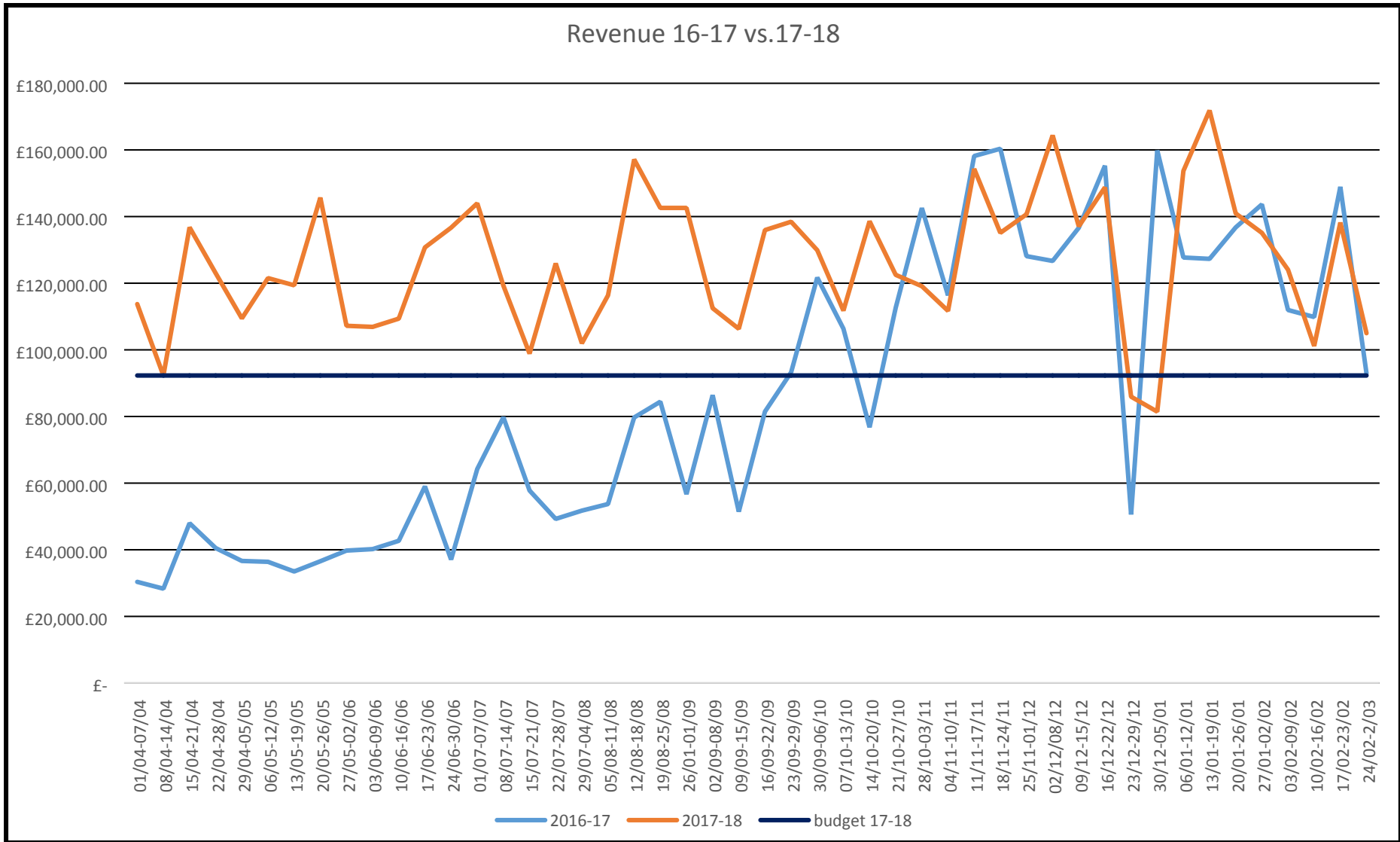
Previous location	New location	Date moved
London Road/ Linden Place	Kingston Rd/Morden Rd no right turn	5/9/17
St. Marks Road	Morden Road/ The Path box junction	2/12/16
Worple Road/ The Downs	Streatham Rd/ Graham Rd box junction	25/1/17
London Road/ Baron Grove	Tudor Drive/ Lynmouth Ave box junction	26/1/17
Alexandra Rd/ Wimbledon Hill	Martin Way/Mostyn Rd box junction	31/8/17
Kingston Rd/ Palmerston Rd	Martin Way/ Links Avenue box junction	5/9/17
Gladstone Rd/ Kingston Road	Morden Road/ Milner Road box junction	6/9/17
London Road/ Langdale Avenue	Grand Drive/ Church Walk box junction	24/10/17
London Rd/ Finborough Rd	London Rd/ Upper Green East bus lane	15/11/17
Armfield Cres/ London Road	Lower Green/ Church Rd box junction	5/1/18

APPENDIX 2. Monthly ANPR PCNs

Monthly ANPR PCNs from July 2106 until January 2018



APPENDIX 3. ANPR Revenue 2016-17 and 2017-18



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Committee: Sustainable Communities O&S Panel

Date: 20 March 2018

Wards: All

Subject: Cabinet response to recommendations made by the Air Quality Task Group and final Air Quality Action Plan 2018 - 2023

Lead officer: Chris Lee, Director, Environment and Regeneration

Lead member: Cllr Ross Garrod, Cabinet Member for Cleanliness and Parking

Contact officer: Jason Andrews, EH Pollution Manager

RECOMMENDATIONS:

- The Panel to discuss and comment on amendments to the Air Quality Action Plan 2018-2023, incorporating recommendations and observations of the Air Quality Task Group.
 - Approve the Final Air Quality Action Plan for publication.
-

1. PURPOSE OF REPORT

- 1.1 To consider the final recommendations of the Air Quality Task Group, and where necessary embed these into the final Air Quality Action Plan 2018/23.

2. BACKGROUND

- 2.1 Air pollution is recognised as a major contributor to poor health with more than 40,000 premature deaths attributed to poor air quality across the UK each year. It has been identified as a priority both nationally and within London, where pollution levels continue to exceed both EU limit values and UK air quality standards. Pollution concentrations in Merton continue to breach the legally binding air quality limits for both Nitrogen Dioxide (NO₂) and Particulate Matter (PM₁₀).
- 2.2 This priority has resulted in establishing or a Merton specific cross-party task group to review what actions we need to take as a council and contribute to the drafting and consultation of a new Air Quality Action Plan for the borough.

3. RECOMMENDATIONS AND RESPONSE

Recommendation of Air Quality Task Group	Cabinet Member Response	Action Taken
The Sustainable Communities and Overview and Scrutiny Panel to conduct pre-decision scrutiny on the scope of any reviews on parking levies.	Agreed	Embedded in Action Point 33
An Air Quality Officer to be appointed to help to implement the Air Quality Action Plan and provide expertise across the council.	Agreed	Embedded in Action Point 55
The task group supports the use of Local Implementation Plan funding to deliver the Air Quality Action Plan	Agreed	Embedded in Road Transport Theme and to be discussed at DMT
Better use should be made of Section 106 monies to support air quality measures	Agreed	Embedded in Action Point 24
That the Environmental Health Team conduct a review of the impact of emissions from bonfires held in private gardens and on construction sites.	Agreed and the scope must allow for cultural celebrations such as November the 5 th .	Embedded in Action Point 62
The task group supports the rollout of electric charging points across the borough, including utilising additional funding where available.	Agreed	Embedded in Action Point TBC
Ensure that air quality measures are embedded in the Local Plan and that council adopts the Draft Supplementary Planning Guidance for Merton and Richmond.	Agreed but as the Action Plan is not live until 2020 we need to adopt a New Planning Guidance as soon as possible even if this falls before the Local Plan.	Embedded in Action Point 10 & 11
Merton should award certificates recognising good practice to developers	Agreed	To be followed up with the Pollution

that comply with the council's standards		Team as part of the NRMM funding for 2018/19
The Environmental Health team to provide training for the planning team and councillors on the planning committee on air quality issues.	Agreed	Embedded in Action Point 43

4. COMMENT FROM THE CABINET MEMBER

- 4.1 I would like to take this opportunity to thank my colleagues with their work as part of the Air Quality Task Group. I recognise their contribution to developing a better Action Plan and a more robust monitoring network. Tackling air quality is such an important area of work and I know that this is a cross-party priority for Merton.

5. CONSULTATION UNDERTAKEN OR PROPOSED

- 5.1 A 6-week public consultation was undertaken. The consultation was part of the statutory process for the implementation of an AQAP including:
- 5.2 The targeted engagement of partners and statutory bodies with an interest in air quality
- 5.3 A borough wide six-week online publication of the draft plan and accompanying online survey
- 5.4 The targeting of some community groups that had engaged us on the subject of air quality.
- 5.5 This resulted in 155 responses and 6 group or organisation responses.

6. TIMETABLE

- 6.1 Air Quality Action Plan to be published 30th March 2018

7. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 7.1 The Air Quality Action Plan will require an investment in resources to deliver the plan over the next 5 years, these resources will be dependent upon the final options adopted.
- 7.2. Many of these measures will already be influenced and implemented within the Councils capital and revenue commitments over the next 5 years.
- 7.3. Infrastructure measures are limited to the available grant funding streams.
- 7.4. A small number of measures have a direct consultancy cost and funding will need to be secured internally.
- 7.5. This plan will require a revenue staffing commitment to at least 1 FTE to deliver, coordinate and feedback measures and work with partners to deliver the Plan. Estimated cost is £48,000 (including on costs). This will be funded by revenue generated from the vehicle emissions charge.

- 7.6. Additionally, Merton's Local Implementation Plan funding (LIP) needs to be accessible by the Pollution Team to fund borough specific air quality actions.

8. LEGAL AND STATUTORY IMPLICATIONS

The Council has declared the borough as an Air Quality Management Area (AQMA) and as such has a statutory duty to produce and update an Air Quality Action Plan.

9. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 9.1. A recent study into poor air quality highlights the fact that inequalities in exposure to air pollution are mainly an urban problem, suggesting that measures to reduce environmental air pollution inequality should focus on cutting vehicle emissions in deprived urban neighbourhoods. Poor air disproportionately impacts on the old, the young and those suffering underlying health conditions.
- 9.2. The Council's New Air Quality Action Plan for 2018-2023 proposes a number of measures aimed at tackling air quality across the borough with a particular focus on hotspots where we know that air quality is at its worst.

10. CRIME AND DISORDER IMPLICATIONS

None

11. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

None

12. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

Appendix 1 – Revised Air Quality Action Plan 2018-23
Appendix 2 - Final Report and Recommendations arising from the Air Quality Task Group

13. BACKGROUND PAPERS

Not Applicable

London Borough of Merton Air Quality Action Plan 2018 - 2023



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1. The Council's Commitment to Air Quality

Air pollution is recognised as a major contributor to poor health with more than 40,000 premature deaths attributed to poor air quality across the UK each year, and an associated annual health cost to society estimated to be £15 billion. Air pollution is associated with a number of adverse health impacts: it is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. There is also often a strong correlation with equalities issues, because areas with poor air quality are often less affluent.

Air quality has been identified as a priority both nationally and within London, where pollution levels continue to exceed both EU limit values and UK air quality standards. Pollution concentrations in Merton continue to breach the legally binding air quality limits for both Nitrogen Dioxide (NO₂) and Particulate Matter (PM₁₀). The air quality monitoring network run by Merton has shown that the UK annual mean NO₂ objective (40µg/m³) continues to be breached at a number of locations across the borough including Colliers Wood, Morden, Tooting and South Wimbledon. In some locations the NO₂ concentration is also in excess of the UK 1-hour air quality objective (60µg/m³) which indicates a risk not only to people living in that area but also for those working or visiting the area.

Pollution in Merton comes from a variety of sources. It includes pollution originating outside the borough, and, in the case of particulate matter, a significant proportion comes from outside London and even outside the UK. Obviously the Council has limited control over this, however local sources are primarily from road transport and from development/buildings.

There are a number of UK and London focused initiatives, both ongoing and planned, which will have an impact on air quality within Merton, but it is clear that local action is also required to ensure that the health and wellbeing of local communities is protected. This Air Quality Action Plan identifies a number of measures through which emissions can be reduced at a local level.

In order to achieve the necessary improvement in air quality, there needs to be a firm commitment and continued cooperation across the relevant departments and services within the Council to ensure that actions are implemented effectively and efficiently. We will also continue to work collaboratively with neighbouring authorities, the Greater London Authority and Transport for London in pursuing shared air quality improvement initiatives and responsibilities.

The London Borough of Merton is committed to reducing the exposure of people in Merton to poor air quality. This updated Air Quality Action Plan identifies Merton Council's priorities for tackling air quality over the next 5 years and is supported by the departmental Heads of Service for Environmental Health, Transport, and Planning; the Director of Public Health and Cabinet members.



2. Foreword: Councillor Ross Garrod, Cabinet Member for Environment



One of the greatest environmental challenges we face is air pollution. On a daily basis we are reminded of the social and economic cost of poor air quality. Almost 10,000 of our fellow Londoners are dying prematurely each year and it is costing the UK economy £54 billion a year. It is all of our duty whether as individuals, local government or national government to do our bit to improve the air that we breathe.

Merton is one of the greenest boroughs in London with over 100 parks and greenspaces but we too have toxic air. As Cabinet Member responsible for Air Quality I am determined to do everything within my power to introduce measures to tackle this issue.

Already as a local authority we are leading the way through the introduction of the Diesel Levy to target the most polluting vehicles using our roads. We are also providing the facilities such as increased electrical car charging points and cycle pathways to make it easier for people to make the transition to cleaner and greener lifestyles.

The Air Quality Action Plan outlines the steps we as a local authority will be taking to do our bit to tackle this serious issue. But it must be acknowledged that we cannot do it alone and I would welcome ideas from residents, schools and community groups identifying action they can take to compliment the Council's action plan. Together we can help improve the air we breathe.



Foreword: Dagmar Zeuner, Director of Public Health



Air pollution is recognised as a major contributor to poor health with more than 9,000 premature deaths attributed to poor air quality in London every year. Poor air quality does not just have an adverse impact on health but also on the economy and the environment of our city.

We know that the greatest impact of air pollution is felt by the most vulnerable: the young, the elderly and people with heart and respiratory conditions. Furthermore, people living in more deprived areas tend to be exposed to higher concentrations of air pollution, often because their homes or local schools are located near busy roads with higher concentrations of vehicle emissions.

As with other outer-London boroughs, driving still remains the biggest contributor to air pollution in Merton. Other everyday activities such as heating our homes are also contributors to air pollution, but we can't just stop these activities overnight as they are an essential part of everyday lives. Therefore we must look at innovative ways that we can take action at a local level to reduce air pollution and minimise the risk to our population.

Public Health Merton works across the Council with colleagues in Planning, Education, Leisure and Regulatory Services to demonstrate the links between health and wellbeing, and how working together we can find better solutions to complex problems like air quality. Merton's new Air Quality Action Plan (AQAP) is a good example of how we seek to ensure that health and wellbeing are embedded into all Merton Council's plans and strategies.

The AQAP sets out a framework to improve the health and wellbeing of local residents, people who work in the borough and those who visit the borough by way of a number of measures. These include promoting sustainable travel, providing guidance to developers on the impact of new development on air quality and looking at enforcement measures that could be taken by the Council in order to minimise emission from vehicles around key locations such as schools.

We are committed to reducing the exposure of people in Merton to poor air quality, in order to improve health and wellbeing for all of those who live, work or visit the borough.



3. Introduction

This Air Quality Action Plan (AQAP) has been produced as part of our duty under the London Local Air Quality Management statutory process and in recognition of the legal requirement on the local authority to work towards air quality objectives under Part IV of the Environment Act 1995. It outlines the action we will take to improve air quality in the London Borough of Merton between 2018 and 2023 and replaces the previous action plan which ran from 2004 to 2017. Highlights of successful projects delivered through the past action plan are included in Appendix C.

Air quality monitoring and dispersion modelling data which provides information on the nature and extent of the air pollution problem in the borough is presented in Appendices D and E. This includes information supplied from the London Atmospheric Emissions Inventory and includes maps of pollution concentrations for NO₂, PM₁₀ and PM_{2.5} for the borough, together with source apportionment charts which can be used to identify the relative proportions of local emission sources.

This report outlines the actions that Merton Council will deliver over the period 2018-2023 in order to reduce concentrations of pollution, and exposure to pollution, thereby positively impacting on the health and quality of life of residents and visitors to the borough. We recognise that there are a large number of air quality policy areas that are outside our influence (such as Euro standards, national vehicle taxation policy, taxis and buses), and so we will continue to work with and lobby regional and central government on policies and issues beyond Merton's influence.



4. Merton's Air Quality Priorities

This AQAP is updated in line with new GLA guidance to reflect changes in local air quality management (LAQM) and to ensure that local measures are current, effective and sufficiently targeted to address the GLA air quality focus areas and any other air quality 'hotspots' identified within the borough.

There have been a number of significant air quality actions implemented at both local level and by the Greater London Authority and Transport for London since publication of Merton's first AQAP, including implementation of the Low Emission Zone; the introduction of the Sustainable Design and Construction and Control of Dust and Emissions Supplementary Planning Guidance; highway and public transport improvements and investment in a wide range of sustainable transport initiatives. Many of these are likely to have

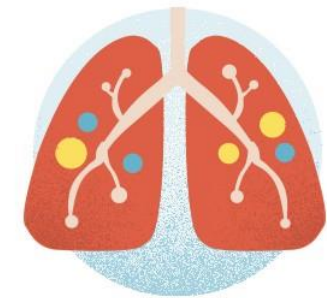


had an impact on air quality within the borough, however despite these improvements air quality in Merton remains poor in a number of locations.

The Local Air Quality Management system for London (LLAQM) acknowledges that boroughs cannot solve the problem of air quality alone but says they do have a central role to play in improving air quality through the use of key levers such as parking, planning and local roads together with very specific knowledge of the communities that they serve.

The GLA Technical Guidance (LLAQM.TG16) states that it is important that the updating process focuses on the effective implementation and delivery of measures developed to address the specific local air quality issues, and are part of an integrated package of measures linking with other key policy areas, notably:

- Land-use planning and sustainable development;
- Transport Planning, promoting sustainable transport, local transport management, integration with Local Implementation Plans (LIPs);
- Climate change policies in relation to carbon management and reduction of greenhouse gas emissions;
- Low Emission Strategies providing an integrated approach to promoting emission reduction strategies covering both air quality and climate change;
- Public Health Outcomes (PHO) policy areas to promote health and wellbeing; and
- Education programmes to promote health and wellbeing and also the principles of sustainability.



The source apportionment data identifies road transport as contributing more than 50% of the overall emissions of NO_x and particulate matter within the borough. The dispersion modelling and Focus Area maps (Appendix D) also identify the areas experiencing the highest concentration of pollutants where there is relevant exposure. In the majority of cases these areas extend along the key transport links where there are high volumes of traffic, both local and through traffic.

One of the key measures to reduce emissions from traffic in the Air Quality Focus Areas and 'hotspots' is the proposed 'Detailed assessment of traffic management solutions'. This will require a detailed local review of key traffic routes and analysis of traffic data to evaluate the benefit of potential junction improvements, re-routing options, improved signalling, and new parking/ loading restrictions in the boroughs' Air Quality Focus Areas and 'hotspots'. The assessment will use air quality modelling assessment methods to prioritise appropriate traffic management scenarios based on air quality benefit, feasibility and cost-effectiveness in close liaison with the Transport department and TfL.



Merton is limited in how much it can achieve directly in reducing traffic on the TfL red routes through the borough, but there is potential to include AQAP measures to identify and address local causes of congestion and to lobby GLA and TfL to extend the principles of the planned Ultra-Low Emission Zone to the GLA focus areas and local pollution 'hot-spots' within the borough.

The updated AQAP is linked to the Merton Council Sustainable Transport Strategy and Local Implementation Plan (LIP2) which covers the period 2011 – 2031. The plans include measures to improve cycling/walking infrastructure and generate associated promotional events, additional electric vehicle charging infrastructure and car club facilities. A number of major projects for delivery through LIP2 include a scheme to re-route heavy goods traffic around South Wimbledon, with additional schemes to improve traffic flows, transport linkages, cycle facilities and pedestrian access for Mitcham, Colliers Wood and Morden.

Merton is keen to encourage the uptake of low emission vehicles and will be promoting this through a range of measures including the introduction of an emissions-based parking levy for residents living within the borough. The AQAP also explores opportunities to reduce emissions from delivery and service vehicles and to enhance/optimize new and existing electric vehicle charging infrastructure through the Local Implementation Plan and Supplementary Planning Guidance.

It is recognised that the predicted increase in population across London and the requirement for additional housing and infrastructure across the region is likely to have an impact on traffic growth and air quality. To manage and minimise the impact of these changes the updated AQAP includes adoption of Supplementary Planning Guidance to inform developers on the impact of development on air quality, and ensure that approved schemes include effective mitigation and maximise the opportunity to improve infrastructure for sustainable transport.

Merton will also be working in partnership with 14 other boroughs to develop a Non-Road Mobile Machinery (NRMM) 'toolkit' to enable contractors to evaluate and minimise emissions from NRMM sources.

It is also important to build on existing successes generated by the previous AQAP. Emissions from school traffic and the benefits of active travel for school children has been the focus of the existing STARS project and the CleanerAir4Schools project funded through the Mayor's Air Quality Fund. The updated AQAP includes a package of measures designed to continue the work with schools, parents and pupils with the objective of further improving awareness of air quality and optimise parents' and children's desire and opportunity to adopt sustainable travel options.



4.1 Priorities for the Updated AQAP 2018 - 2023

- Establish and maintain an effective air quality steering group to ensure that the implementation of AQAP measures is coordinated effectively between relevant Council services;
- Encourage the uptake of low emission vehicles through the introduction of an emissions-based parking levy for residents living within the borough, and review the effectiveness of the measure over the next two years;
- To identify the key causes of traffic congestion within our Air Quality Focus Areas and pollution 'hotspots' and to determine effective measures for improving traffic flow through those areas using detailed air quality and traffic management modelling tools;
- To evaluate the air quality benefits and feasibility of introducing 'mini' Ultra-Low Emission Zones in the areas of the borough identified as having the poorest air quality;
- To provide guidance to developers on the impact of development on air quality and ensure that approved schemes include effective mitigation and maximise the opportunity to improve infrastructure for sustainable transport options;
 - To formalise anti-idling enforcement in order to minimise emission from vehicles around key locations such as schools, taxi-ranks, Air Quality Focus Areas and hotspots;
 - To continue to work with schools, parents and students to improve awareness of AQ and to optimise parents' and children's desire and opportunity to adopt sustainable travel options;
 - To review Merton's air quality monitoring network to ensure that it effectively identifies areas of poor air quality, and provides accurate data to enable us to evaluate air quality trends and the impact of AQAP measures.



5.1 Monitoring and Reporting of Air Quality

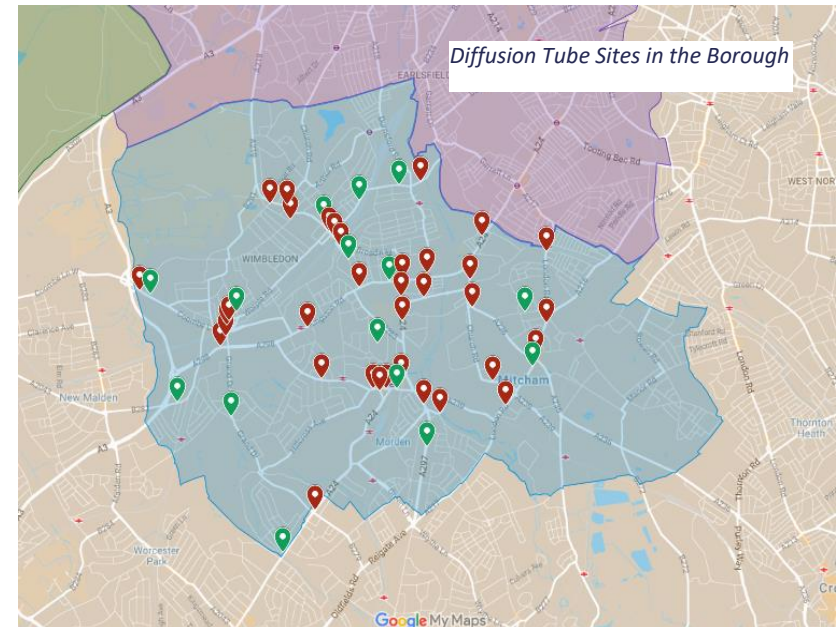
Why we monitor air quality



We monitor air quality to comply with our responsibility as an Air Quality Management Area (AQMA). By monitoring air quality around the borough, we can assess our compliance with the air quality objectives and evaluate the effectiveness of policies and projects. This can also help to provide information and alerts for residents, workers and visitors when pollution levels are high.

Monitoring also provides information on long-term trends in pollution levels, as well as more detailed and complex information. As well as collecting data on our own air quality levels, sharing this information beyond our borough is important to identify national and regional trends.

As part of an established London-wide network of monitoring, we provide pollution data in 'real-time' to inform the public and help them reduce their exposure to potentially harmful air pollution, particularly during episodes of very poor air quality.



What is already being done

We measure air pollution in a number of ways in our borough. We have recently established one of the most comprehensive diffusion tube networks in London and have two automated monitoring stations that measure priority pollutants, and a number of hand-held analysers used for specific projects. In 2017 we also invested in new automated monitoring of NO₂ in the Civic Centre.

As part of the controls around some large construction sites, we are modelling the impact and contribution of non-road plant and equipment. We sometimes require site specific monitoring from developers to ensure they are minimising their impact on neighbours.



What we will do

Monitoring and reporting of air quality is a vital function of the Local Authority. We will continue to ensure that our monitoring regime is fit for purpose and reflects the needs of the borough. We will make all monitoring data available on the Council website, in an accessible form every year, ensuring good links are available for real-time monitoring results from our automatic monitoring stations.

We do recognise that there is a real desire in the borough from both groups and individuals to become involved in air quality monitoring and reporting. Not only does this type of ‘citizen science’ generate interest and awareness, it can add real value when focusing on area specific problems, and also taps into valuable sources of local knowledge.

This type of citizen science will be supported, encouraged and where possible funded by the local authority. We will also allow groups access to monitoring equipment and where possible offer expert guidance, where these efforts positively contribute to tackling poor air quality.

Action measures associated with monitoring

Monitoring Air Quality	What we will do	Responsibility for delivery	Timetable
Action 1	Make available on the Council website all monitoring data in an accessible form.	EH Pollution Team	Ongoing
Action 2	Continue to annually review our diffusion tube network and identify additional priority locations.	EH Pollution Team	Ongoing
Action 3	Positively encourage and support citizen science activities where these actively contribute to identify and tackling air quality in the borough.	EH Pollution Team	Ongoing
Action 4	Invest in hand-held monitoring equipment that can be used by citizen science groups and schools.	EH Pollution Team	April 2018 – then annually
Action 5	Seek additional funding for a refresh and update of our monitoring network including grant funding, Section 106 and Community Infrastructure Levy.	EH Pollution Team	September 2018 and annually.
Action 6	Produce and update an interactive map of diffusion data that can be contributed to by groups and citizen science activities.	EH Pollution Team	September 2018
Action 7	Assess and incorporate new technology in the world of air quality.	EH Pollution Team	Annually
Action 8	We will commission modelling of air quality in the borough up to 2022, by Kings College London, including predicted trends and contributing sources.	EH Pollution Team	April 2019
Action 9	Map Focus Areas & air quality ‘hotspots’ on planning GIS mapping to ensure these areas are highlighted.	EH Pollution Team/IT	April 2019



3.2 Reducing Emissions from Buildings and New Developments

Why this is important

Domestic and commercial heating is one of the main sources of NO₂ and a significant source of Particulate Matter (PMs) emissions. Therefore, minimising emissions from gas boilers and energy use can contribute significantly towards reducing poor air in the borough.

Emission reductions from gas consumption can be achieved in a number of ways, including the use of newer low NO_x boilers, improving heating management and increasing thermal insulation.



New developments are important to social growth and the economic stability of our borough. These can sometimes prove beneficial to air quality by replacing old, polluting and inefficient buildings with modern energy-efficient structures and state of the art heating systems. Furthermore, there is an opportunity for the Council to request measures to help tackle air quality through the planning process, including cycling infrastructure, electrical charging points and green planting.

The construction phase of any new development can produce high levels of localised pollutants, including PMs and NO₂.

As well as our statutory environmental powers, the Land-use Planning system plays a central role in managing the environmental impacts of new development, during both the construction and use phases, to help deliver improvements in air quality.

This is achieved by requesting that measures or 'conditions' be placed on applications for new developments as part of the planning process. This helps ensure that these developments do not have a negative impact on local air quality, and that exposure to air pollutants for new occupiers do not breach air quality standards.



We recognise that this can be difficult to achieve with some large scale developments. Often social/economic need can seem to take precedence, however a scheme of mitigation can be requested where direct pollution reductions cannot be achieved locally but will improve air quality in the borough as a whole. Alternatively, the Council does maintain the right to refuse a planning application on the basis of air quality.



What is already being done

There are requirements on new developments to meet all best practice planning guidance available, including the GLA's 2014 Control of Dust and Emissions during Construction and Demolition SPG, and the GLA's 2014 Sustainable Design and Construction SPG, which requires new developments to be 'air quality neutral'.

We realise that the Council's policies need to reflect our responsibilities and desire to tackle air pollution. We are embedding a strong statement around air quality into our New Local Plan. This measure will provide officers with greater authority to challenge developers wishing to build in the borough, and request mitigation and/or payment towards tackling air quality.

We are leading on delivering cleaner construction throughout the south of London, involving 14 local authorities. This project is funded by the Mayor of London and supported by South London councils. It directly tackles non-road construction equipment by removing the most polluting equipment from sites and working with the construction industry to ensure that less polluting equipment is used. We have currently inspected around 400 major sites and are delivering around 85% compliance rates.

The Non Road Mobile Machinery or (NRMM) project is now considered an important part of the Mayor of London's Environment Strategy and the London Plan. The Council was also nominated by the National Air Quality Awards 2017 for its work in this area.

The information gathered by this project around equipment used on sites in London and their impact on air quality will help influence policy for many years to come.



We have developed a new Code of Practice for the Construction and Demolition Industry. This provides simple and easy to use guidance, incorporating new air quality initiatives such as Construction Logistics Planning to minimise impact on traffic around large sites, and sets requirements for plant and equipment emissions.

This is now being adopted across a number of London boroughs and helps council officers in providing clear and simple planning conditions for controlling emissions from developments.



What we will do

We will create a new Supplementary Planning Document (SPD) built on national and regional guidance and good practice, and bespoke to our own ambitions to improve long-term air quality in the borough.

This will provide information to developers and Council planners on what we expect of new developments and how they must contribute to tackling air quality.

We will continue our industry-leading work in the area of delivering cleaner construction by influencing policy regionally and nationally, and working with DEFRA and the construction industry on future policy changes.

We are also acutely aware that smaller developments including refurbishments and extensions can have a significant impact on nearby neighbours. This work often falls outside the scope of controls that larger developments are subject to. We will explore with our Planning colleagues and other partners how these can be better controlled and ensure we have the resources for quicker and more proactive enforcement.



Although the Council has little control over pre-existing properties and their contribution to poor air quality, we will try to influence this important area by drafting and publicising guidance for home owners around the steps that they can take, not only to reduce their impact upon air pollution but also to save money.



Action measures associated with Reducing Emissions from Building & Developments

Reducing Emissions From Buildings	Action	Who is responsible	By when
Action 10	Ensure that air quality is a vital part of the Council's New Local Plan.	EH Pollution/Future Merton	November 2018
Action 11	Adoption of New AQ Supplementary Planning Guidance to ensure emissions from new development are minimised and effective mitigation is integrated into the scheme of design.	EH Pollution Team/Planning Team	November 2018
Action 12	Ensure air-quality-neutral development is required, and request where applicable an air quality assessment.	EH Pollution	Ongoing where possible
Action 13	Work with key partners in the GLA to explore the feasibility and delivery of air-quality-positive development particularly around our Focus Areas.	EH Pollution/GLA/AQ Cluster Group/Planning	April 2019
Action 14	Ensure that new development contributes to funding air quality measures in the borough through Section 106 and CIL payments.	EH Pollution Team/Planning Team	January 2019
Action 15	Ensure that new development have a scheme of mitigation for tackling air quality including traffic reduction and low emissions strategies.	EH Pollution Team/Planning Team	January 2019
Action 16	Produce and promote guidance to homeowners on what they can do to their homes to help reduce pollution in the borough.	EH Pollution Team/Coms Team	January 2019
Action 17	Consider how we can extend the provision of vehicle charging to smaller residential development to ensure the borough is ready for electric vehicles.	EH Pollution Team/Planning Team	April 2019
Action 18	Continue to run our NRMM Project across the south of London and extend this to other boroughs.	EH Pollution Team	Ongoing until April 2019
Action 19	Seek additional funding from DEFRA/GLA/Construction Industry to promote good practice on construction sites.	EH Pollution Team	April 2018/April 2019
Action 20	Request adoption of new techniques that have proven to be beneficial to air quality, such as Construction Logistics and Delivery and Service Planning.	EH Pollution Team	September 2019
Action 21	Review the Council's allocation of the Section 106 and CILs budget to see if this can provide funding to benefit air quality measures.	EH Pollution/Planning Team/Finance Team	Ongoing
Action 22	Continue to request robust and enforceable measures to minimise the impact of developments during the construction phase.	EH Pollution Team/Planning Team.	Ongoing

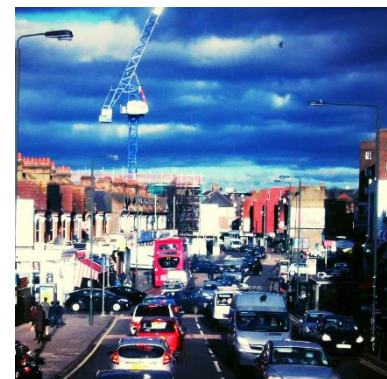


3.3 Reducing Emissions from Road Transport

Why is this important

Road transport accounts for approximately 60% of emissions of NO₂ in our borough. This contribution increases significantly when closer to busy main roads, Transport emissions contribute heavily to air pollution in the borough, as well as being a major contributor to London wide pollution.

Tackling pollution from road transport is predominantly carried out in two ways. The first and most effective way is to reduce our use of vehicles, and move towards more sustainable and active modes of transport, such as cycling, walking and public transport. This also has positive health and lifestyle benefits beyond just the reduction of air pollution.



As a borough we can help to create an environment that is welcoming and promotes walking and cycling as a means of travel, as well as for leisure and to promote healthy lifestyles.

In addition, the second way is to tackle road transport itself by trying to move away from the most polluting vehicles and to build infrastructure that provides for the electric vehicle revolution which is starting to emerge.

There are some areas in the borough where we have little influence, such as Transport for London's road network, which consists of many of the busiest and more polluting roads in the borough. We also have no direct control over the movement of black cab taxis or buses through the borough, which again falls under the control of TfL. We strive to work with, and apply pressure on our colleagues, and lobby for the best outcomes for our borough. This is something that we will continue to do, at every opportunity.

We recognise that people own and choose to use private vehicles, whether this is for convenience, necessity or by choice. We need to consider what we as a borough can do to encourage our residents and visitors to move away from polluting vehicles.

The Mayor of London is taking similar action with the new and proposed Ultra Low Emissions Zones which have the ambition to push the change toward cleaner vehicles as quickly as possible.



What is already being done

We have a good history of promoting the move to cycling and walking in the borough, including the construction of new cycling routes, the provision of cycling facilities and the introduction of on-street cycle parking facilities. We have implemented the Safer Routes to School/Walking Bus scheme via School Travel Plans and the implementation of London Cycle Network.

In 2016 we created cycling and walking maps in the borough and supported London Walkit.com, a walking strategy to promote walking as a sustainable transport mode and to help guide walkers to use less polluted routes.

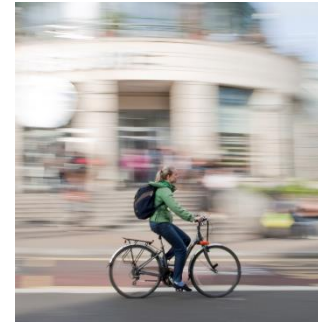
To date we have introduced 56 Controlled Parking Zones and we have an active waiting and loading programme

We also strongly support the use and managed expansion of Car Clubs as a method of reducing the number of vehicles in our borough

We promote School Travel Plans and are members of TfL STARS school travel plan accreditation scheme. As part of a number of initiatives we support schools to operate Safer Routes to School, Walk on Wednesdays, walking bus, cycling, use scooters etc..

Merton's ambition (by 2021/22) is to facilitate 125 electric vehicle charge points across the borough, including fast, rapid and residential charge points.

Following an in-depth study in 2016/17, we took the difficult step of introducing a diesel surcharge linked to our parking permit system, this was one of the few actions we as a council could take to influence the move away from the most polluting vehicles in our borough. We are already seeing a national reduction of 30% less uptake in diesel vehicles, and it is specifically this type of brave action that is pushing this change.



What we will do

We accept that there is much more to do to tackle road transport and combat the impact of increasing population and congestion on our roads. In conjunction with council's third Local Implementation Plan (LIP3) the council will look to development a wider plan to reduce traffic impacts across the borough.

Creating an environment which promotes cycling and walking is vital, including a change to infrastructure and green planting.

Tackling road transport impacts and adopting of best practice aimed at fleet and service vehicles will also play a role.

We will continue to lobby those transport sources outside our control.

We will review our diesel surcharge to ensure that this is pushing change and reducing emissions in the borough. We will review areas of law and any new emerging controls available to us that can have a bearing on what sort of vehicles are in the borough or pass through it. This includes exploring the possibility of Clean Air Zones and a Merton Specific Ultra Low Emission Zone, especially in our Air Quality Focus Areas.

We will carry out in-depth air quality audits in these areas, which will review traffic and building sources, traffic management, parking, obstructions and deliveries. We will also assess the contributions made by individual vehicle types and their impact upon air quality, which will then influence what actions can be taken in these areas over the coming years.



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Merton would need to empower and encourage those who live, visit and work in Merton make the right choices around private vehicle type and help them to reduce their impact

We will therefore support and promote the GLA's vehicle checker site. This site provides information on emissions from vehicles including types and manufacturers, and is based on real-world emissions testing.

Action measures associated with Reducing Emissions from Road Transport

Reducing Transport Pollution	Action	Responsibility for delivery	Timetable
Action 23	Commitment to a cycle Quietway between Clapham Common & Wimbledon forming the Merton section of the Wandle trail.	Future Merton	Ongoing
Action 24	Review funding available through Section 106 and CILs around transport and travel infrastructure.	EH Pollution/Future Merton	By November 2018
Action 25	Carryout a borough wide cycling network audit to review and update the network.	Future Merton	Ongoing and dependent upon LIP
Action 26	Programme of installing bicycle infrastructure.	Future Merton	Ongoing and dependent upon LIP April 2019
Action 27	Feasibility study to consider the use of Clean Air Zones (CAZ's) or a Merton Specific Ultra Low Emission Zone for Focus Areas and beyond.	EH Pollution Team/Future Merton	April 2019
Action 28	Air Quality Audit traffic and congestion in our three air quality focus areas.	EH Pollution/Merton	November 2018
Action 29	Support and promote the use of a cleaner vehicle checker to inform the public of cleaner vehicle choice.	Future Merton/EH Pollution Team	November 2018
Action 30	Lobby for Cleaner Buses and Taxis.	Future Merton/EH Pollution	April 2020
Action 31	Introduce Air Quality initiatives, benefits and monitoring in the new South Wimbledon Junction design and build.		
Action 32			



Action 33	<p>Review the impact of our diesel emission surcharge and consider a review of parking and charges to help reduce combustion engine vehicle use and the consequent emissions.</p> <p>Note: <i>The Sustainable Communities and Overview and Scrutiny Panel to conduct pre-decision scrutiny on the scope of any reviews on parking levies.</i></p>	EH Pollution/Parking Services	November 2018
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3.4 Raising Awareness

Why the issue is important

Raising awareness about the issue of air quality is vital. It not only engages and educates but enables people to make informed decisions about how they can positively contribute to tackling the problem.

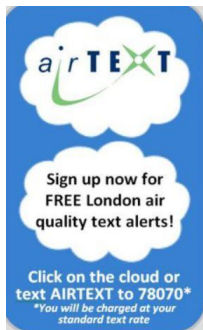
It's also important to note that air quality is not under the exclusive control of law makers and authorities, but linked to everything we do in our daily lives. From the materials we consume, heating our homes, the way in which we travel and even the deliveries to our homes, all contribute to the problem.

Informing people about local air quality can also help to protect those members of the community who are most sensitive to the health impacts of air pollution. Increasing public understanding of the sources and effects of air pollution can motivate lifestyle changes which can help improve air quality and have other beneficial health effects.

Small changes to behaviour can help members of the public reduce their direct exposure to poor air quality. For example, by travelling on quieter, less polluted routes away from busy roads, personal exposure to air pollution can be dramatically reduced.



What is already being done

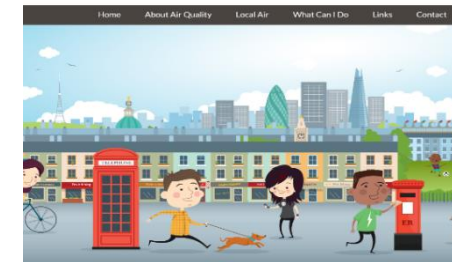


We have been part of the airTEXT service for many years. This service alerts pre-registered individuals with air quality sensitive illnesses (such as asthma and COPD) to take medication and precautions on days of poor air quality. This is a service which we will continue to support and promote, and have funded for the next few years.

For the past few years we have been raising awareness of the contribution to poor air quality that wood burner appliances can have during the winter months. This involves writing to all suppliers and retailers in the borough which supply wood burners and/or fuel to remind them of their responsibilities, and asking that their customers are properly informed about air quality when they purchase fuel.



We are also the founding member of a London-wide air quality network that co-ordinates communications and messages through a website called Love Clean Air (<http://lovecleanair.org/>). This site not only provides information on what boroughs are doing to promote cleaner air, but is also an educational resource for schools and children. We also regularly promote cycling schemes, events and walking campaigns.



What we will do

We will continue to build on this good work, however we are aware that much more needs to be done.

Action measures associated with Raising Awareness:

Raising Awareness	Action	Responsibility for delivery	Timetable
Action 34	We will continue to support, fund and promote airText and other health based initiatives in the borough.	EH Pollution Team	Ongoing and over the next 5 years
Action 35	We will continue to support and update information on our Love Clean Air Website.	EH Pollution Team	Ongoing and over the next 5 years
Action 36	We will review and update our own corporate website to include themed initiatives.	EH Pollution Team/ Coms Team/IT Service	December 2018
Action 37	We will play an active and co-ordinating role in national and regional campaigns such as National Clean Air Day.	EH Pollution Team/Coms Team	Ongoing and reviewed annually
Action 38	Continue to aspire to London's Cleaner Air Borough status award.	EH Pollution Team/GLA Air Quality Team	Annual award June 2018
Action 39	Ensure that the good work and best practice we are delivering is publicised and disseminated to colleagues in the air quality industry.	EH Pollution Team/Coms Team	Ongoing
Action 40	Work closely with our Public Health colleagues around joint health benefits.	EH Pollution/Public Health	Ongoing



3.5 Working Together

Why this is important

Whilst local authorities can monitor air pollution, raise awareness and take some direct action, some important regional, national and European controls remain outside our influence. This includes legislative changes, measures associated with national taxation and those relating to vehicle manufacturing/testing.

Also as a London council some important areas within the borough are not within our direct control, and need to be addressed at a regional level. Examples include public transport, taxis and non-borough-managed roads.

We also need to be aware that we are surrounded by other local authorities and some measures that we introduce can impact upon our neighbours, just as their actions can impact upon us.

That said, it is important that we make our voice heard at every level of government and that we take steps to ensure the best outcomes for our borough.

On a local level we work closely with surrounding boroughs both through our South London Air Quality Cluster Groups and more widely with our governing bodies such as the GLA and DEFRA, all to ensure that we are using best practice and are keeping up-to-date with changes to the air quality agenda. This also gives us an opportunity to express concerns or raise questions around new policy and any impact on our borough.



We need to ensure that we work closely and in co-operation with our internal partners that directly affect and contribute to cleaner air, including teams such as Highways, Transport, Procurement Commissioning, Parks and Greenspaces.

Through the consultation of this new Action Plan we have become aware of the number of very active and influential local groups that are also tackling air quality through lobbying, citizen science and promoting cycling and cleaner transport. These are groups that we want to work very closely with over the coming years. We will set up a group with the single ambition of tackling air quality. This will also provide a clear, influential voice for lobbying for changes outside our direct control.



A Critical Partner - Public Health Professionals

Local Authorities now have embedded Public Health services. This is a valuable resource that can help link strategies and policies together to ensure overall health benefits for the borough. The links between active travel and healthy lifestyles complement the air quality agenda in so many ways.

Our Director of Public Health will ensure that local air pollution is assessed and appropriately prioritised, as well as playing a critical leadership role in making air pollution a strategic priority for the borough. The Director will ensure we have shared goals, with purposeful co-ordinated action across local government services and local health services, while working closely with the community.

What is already being done

Our officers and councillors are active participants of a number of local and regional groups where air quality forms part of the agenda.

Our officers are active members of co-ordinated air quality groups such as the Air Quality Cluster Groups. They meet regularly with the GLA to discuss new initiatives, sharing resources and the dissemination of best practice.

There are a number of technical and advisory groups that deal with some of the more scientific components of air quality, of which we are active members.

To deliver the measures in this action plan it is vital that we work together. Local government funding has been reduced over the past few years so joining resources and ensuring partnership working is necessary for the success of this plan.

The Council has a number of funding streams for air quality measures, including revenue, capital, the Local Implementation Plan, the Community Infrastructure Levy, Section 106 arrangements, GLA and Mayor Funding, as well as national initiative funding. This funding is limited and we have a better chance of success if we combine and co-ordinate bids, or if teams are working together towards the same objectives.

Our Councillors also regularly attend air quality meetings with public groups to answer questions. We are active members of 'London Councils' where important issues such as the ULEZ are discussed regionally and responded to with a co-ordinated and united voice.



What we will do

We will establish a 'Steering Group' for air quality in the borough consisting of elected members, council officers from key departments and important community groups.

It is proposed that this group will meet every six months and will have the remit of taking action on air quality. It will be necessary to draft terms of reference for members and assign responsibilities. We hope that this influential and co-ordinated group will have a direct and positive contribution, both locally through identifying and assessing the effectiveness of local measures, and regionally through lobbying.

We will also establish an internal group of officers to ensure that air quality is a wider consideration in the decision making process in all areas of the Council's work.

We will provide training and support to colleagues in other departments with regard to what they can do in their everyday work to foster good air quality.

We will continue to disseminate our good practice from our industry-leading work on construction, wood burning initiatives and schools projects.

Action measures associated with Working Together.

Working together	Action	Responsibility for delivery	Timetable
Action 41	Establish a borough-wide air quality group.	EH Pollution Team	By September 2018
Action 42	Establish an internal steering group within the local authority.	EH Pollution Team	By September 2018
Action 43	Provide internal training sessions on air quality to internal partners and Cllrs	EH Pollution Team	By November and then every six months
Action 44	Co-ordinate air quality funding and lobby national government to provide further financial and strategic support for local authorities to improve air quality.	Council wide	Ongoing
Action 45	Lobby TFL for action on cleaner buses and taxis in our Air Quality Focus Areas.	EH Pollution Team/Public Health Team	Ongoing
Action 46	The Director of Public Health (DPH) to be kept fully updated on air quality status and initiatives.	EH Pollution Team/Public Health Team	Ongoing
Action 47	Public Health teams to support engagement and projects aimed at local stakeholders (businesses, schools, community groups and healthcare providers).	EH Pollution Team/Public Health Team	Ongoing
Action 48	All air quality policies to be signed off by the DPH and to form close links to Public Health objectives.	EH Pollution Team/Public Health Team	Annually



Action 49	Make air quality part of The Health & Wellbeing Strategy / Joint Strategic Needs Assessment (JSNA) – the DPH to be retained as a member of the AQ steering group.	EH Pollution Team/Public Health	Ongoing
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3.6 Leading by Example

Why this is important

As the local authority with responsibilities for air quality we have a duty to be leading by example. Air quality should be a material consideration in all our actions from our buildings, goods and servicing, to travel and the vehicles we use.

We need to ensure that the vehicles we own and use in the borough for Council activities are as clean as possible and signed up to the latest fleet recognition schemes, with drivers trained about their contribution to air quality.

Our buildings need to be as energy efficient as possible, using the cleanest possible heating systems, with the delivery and servicing to these buildings being as efficient as possible and aimed at reducing air pollution in the borough.

Even for those services we now commission or share, we need to ensure that there is a commitment to improving air quality in the borough.



What is already being done

Our commitment to reduce transport emissions is reinforced through guidance to staff carrying out Council duties. We actively encourage the use of Oyster cards for business travel on public transport, and the use of personal cycles. Secure cycle facilities are provided at our Civic Centre, together with showers and changing rooms to encourage commuter cycling. We are a corporate car club member and have electric bikes and cars available to staff for their site visits.

As a sign of our commitment to air quality we will use funding from the Diesel Surcharge to recruit an Air Quality Officer to help deliver this air quality action plan.



What we will do

We will take steps to ensure that air quality is considered in all areas of our work. Where we have no direct control, we will use all of our abilities to influence change.

Action measures associated with Leading by Example.

Leading By Example	Action	Responsibility for delivery	Timetable
Action 50	Review our procurement contract for outsourced transport services and incorporate policies to establish the best fleet possible.	EH Pollution Team/Finance Team	April 2019/Annually
Action 51	Review our maintenance and servicing arrangement for our buildings to ensure that these are energy efficient and where necessary retro-fit heating sources.	EH Pollution Team/Facilities Management	April 2019/Annually
Action 52	Ensure all new build and extensions within the council portfolio are to the highest, most efficient standard.	EH Pollution Team/Facilities Team	Ongoing
Action 53	Encourage more walking, cycling and use of public transport for council business and review active travel plan for all staff.	Future Merton	Ongoing and December 2018
Action 54	Review staff parking to reduce the use of personal vehicles.	Parking Services Team	April 2019
Action 55	Recruit an Air Quality Officer, funded by our Diesel Surcharge.	EH Pollution Team	May 2019



3.7 Innovation and Technology

Why this is important

The world of air quality is constantly changing with new initiatives, new focuses and improved scientific understanding.

Keeping up-to-date with changes in technology and current thinking around the health impacts of pollution is vital. It gives us opportunities to review monitoring and develop better techniques that improve the delivery, impact and performance of services.

The move towards 'smarter' modern cities also provides a great opportunity to use the power of personal mobile technology to inform and influence behaviour around pollution hot spots and during episodes of poor air quality, as well as providing up to date information.



Monitoring technology has remained unchanged for many years, with the use of diffusion tubes and automated stations. We are currently seeing a revolution in smaller, cheaper monitoring equipment, some of which we have tested in our borough.

Although many of these prove to be inaccurate or not certified for legal purposes, we need to join agencies such as DEFRA and the GLA in looking objectively at devices which can enhance and improve the flow of information.

Changes to the way in which boroughs tackle pollution and interpret legislation is also important. The sharing of this good practice can improve our own approach to reducing pollution and raising awareness.



What is already being done

We have invested in a significant number of hand-held and deployable monitoring devices. These not only help us in assessing complaints and the impact of poor air, but are vital for project work and mapping air quality at a local level.

Our officers regularly attend seminars and training sessions, where information and the latest good practice in the field of air quality can be exchanged.

We also lead in key areas of tackling air quality and provide help, advice and support through important London-wide projects such as our NRMM, schools and wood burner projects.

We actively support and promote a number of smartphone apps and websites to provide updated air quality information, including:

- *air*TEXT: a free service for the public providing 3-day forecasts of air quality, pollen, UV and temperature across Greater London. This is intended for residents with breathing difficulties or heart problems who are most susceptible to poor air quality. Residents can sign up for free: <http://www.airtext.info/>



 **Air quality, UV, pollen and temperature forecasts for Greater London and the South East** 

- We work closely with Kings College London; data from our automated air quality stations is downloaded every hour and available via the London Air website or via the London Air app <https://www.londonair.org.uk/LondonAir/Default.aspx>
- We promote <http://walkit.com> for low pollution walking routes in our activities, communications and on our website.



What we will do

We will ensure that we keep up to date and participate in appropriate trials and the assessment of new technologies, including the exploration of opportunities around personal mobile technology.

We will continue to play a role in developing and delivering new initiatives and sharing good practice both with, and learning from, colleagues in the air quality industry.

We will work closely with our colleagues in Public Health to review and update the latest information and research in the field of air quality and health, which will help determine the joint action and campaigns we can undertake.

We will continue our support of airText and Londonair and ensure links are available to useful websites and apps via the Council website.

We will continue to investigate the role and benefits of pollution alerts in public locations.

Action measures associated with Working Together.

Innovation and Technology	Action	Responsibility for delivery	Timetable
Action 56	We will work closely with our Public Health colleagues to keep up-to-date with the latest research relating to air quality and health.	EH Pollution Team/Public Health Team	Quarterly Meetings
Action 57	We will work closely with Kings College, GLA and APRIL (Air Quality Expert Group) to review the latest monitoring techniques.	EH Pollution Team	Every six months
Action 58	Apply for grant schemes and incorporate new technologies and best practice.	EH Pollution Team	December 2018 and Annually
Action 59	Disseminate and publicise our ground-breaking work around schools, NRMM and wood burning appliances.	EH Pollution Team	Ongoing



3.8 Tackling Pollution in Our Borough

Why this is important

As a Local Authority we have a number of direct policy and legislative controls for tackling air quality. These cover a number of service areas including Environmental Health/Regulatory Services, Public Health, Planning, Parking and Highways.

Some of this legislation and its controls are 'adoptable' or 'discretionary' whereas others are statutory requirements of the Council. However, all are dependent on resourcing, staffing and expertise.

At a time of considerable reduction in local government funding we need to ensure that we are resourcing, investing in and safeguarding those areas of our work that will best deliver outcomes which tackle air quality in the borough.

What is already being done

We have an excellent history of awareness campaigns, activities, controls and partnership working to promote air quality.

We are leading in the field of construction for the south of London where we are working in partnership with the GLA and the construction industry. We operate both in an advisory and an enforcement capacity. This work will help shape emission controls on major sites for many years to come. It also provides training and guidance to a large number of authorities and to the construction industry. We are now seeking to link this work to national initiatives through DEFRA funding.

We have an active and responsive Pollution Team that respond to reported concerns and complaints, taking action to deal with local air pollution, such as dust, smoke, fumes and other emissions.



Some industrial processes also contribute to air pollution. We have a statutory duty to regulate emissions into the air from some industrial processes in accordance with the Environmental Permitting Regulations. This legislation requires site operators to adopt the best emission control practices in order to protect local air quality.

What we will do

We are acutely aware that some of the actions that have traditionally been treated as awareness raising need to be embedded in the Council's enforcement processes. We also need to consider how the many different enforcement services can work actively together to identify and address local pollution.

Actions associated with tackling pollution in our Borough

Tackling Pollution in our Borough	Action	Responsibility for delivery	Timetable
Action 60	Anti-idling to be adopted as an enforcement action in the borough with associated signage in problem areas.	EH Pollution Team/Highways Team	Signage by June 2018 throughout the borough, enforcement plan by September 2018.
Action 61	Start partnership working with the GLA and surrounding boroughs on anti-idling campaigns.	EH Pollution/Volunteer Groups	April 2018
Action 62	Work with neighbouring boroughs to consider tighter restrictions on bonfires.	EH Pollution Team/Cluster Group	By April 2019 By April 2020
Action 63	Conduct campaigns relating to wood burning appliances and seek additional funding from DEFRA to carry out an impact assessment and explore further controls.	EH Pollution Team/DEFRA	By April 2019
Action 64	Deliver cleaner construction throughout South London through our NRMM project and extend this nationally.	EH Pollution Team/GLA/DEFRA	Ongoing
Action 65	Assess and inspect newly installed CHPs to ensure compliance with planning conditions.	EH Pollution Team/Planning Team	By September 2018



3.9 Our Schools

Why this is important

Our children are considered a vulnerable group whose developing lungs make them particularly susceptible to air pollution. A study commissioned by the Mayor of London showed that 802 schools, nurseries, and colleges were within 150 metres of an area breaching the annual objective limits for air pollution in London.

As a local authority we need to ensure that we are continually assessing the impact on this vulnerable group and taking steps to minimise their exposure to air pollution, including where necessary:

- Moving school entrances/ play areas away from busy roads;
- Enforcing no engine idling schemes around schools;
- Imposing changes to local roads to restrict polluting vehicles around schools;
- Pedestrianising roads near school entrances;
- Introducing green infrastructure around schools to absorb / disrupt pollutant dispersion;
- Formalising walking buses for large numbers of children, by funding a paid walking bus 'conductor' similar to the school crossing supervisor;
- Schools travel plans;
- Filtration and ventilation where applicable.

It is important to note that not all of these actions are required of every school but the measures will be tailored to individual schools.



What is already being done

We also have one of our two schools in priority areas being audited by the Mayor as part of a London-wide campaign with the results due to be published soon. Our air quality specialists worked very closely with the auditors and supplemented their work by providing air quality monitoring.

What we will do

Schools will form a standalone part of this air quality action plan and we must ensure that the actions being taken are continually reviewed and monitored to adapt to any potential changes in air pollution around our schools. We will carry out some of the first in-depth assessments of air quality around three schools in the most polluted areas of the borough. This will provide us with a picture of how pollution impacts schools in sensitive areas and influence measures that can be taken by these schools to help minimise exposure.

We will support and provide advice to schools on any matters or concerns related to air quality and reducing exposure for pupils.

For schools that have been audited, where necessary, we will help to provide funding for measures such as screening and green planting.

We will also aim to have schools in areas of high pollution incorporated into our monitoring and reporting regime.

We will work closely with our Public Health partners to deliver the joint health benefits of active travel and healthy lifestyles.

We will consider activities such as Very Important Pedestrian (VIP) days to promote walking and cycling around some of our schools and as part of wider campaigns. Where more proactive measures are needed to protect children we will take steps to control traffic and parking around our schools.



Actions associated with Schools

Our Schools	Action	Responsibility for delivery	Timetable
Action 66	Maintain our ongoing commitment to school travel plans and the STARS review.	Transport Team	Ongoing
Action 67	Carry out audits of schools in the most polluted areas of the borough and provide a scheme of mitigation where necessary.	EH Pollution Team/GLA	September 2018
Action 68	Review and assess annually the necessity for audits at schools and nurseries in areas subject to high levels of pollution.	EH Pollution Team/Future Merton/GLA	June 2018
Action 69	Incorporate schools in areas of poor air quality into our monitoring network and regime.	EH Pollution Team	Ongoing
Action 70	Joint working arrangements with Public Health partners around schools to deliver joint health benefits.	EH Pollution Team/Public Health Team	Ongoing
Action 71	Work with and provide specialist advice and support to schools around air quality issues.	EH Pollution Team	Ongoing

7. Responsibilities and Commitments

This AQAP was prepared by the Environmental Health Department of Merton Council and with the support and agreement of the following service areas:

- *Environmental Health – LB Merton*
- *Public Health Merton*
- *Spatial Planning Policy*
- *Future Merton Commissioning*
- *School Travel Planning*
- *Sustainability and Climate change*
- *Development Control*
- *Strategic Policy & Research*
- *Transport Planning*
- *Parking Services*
- *Road Safety & Smarter Travel*



This AQAP has been approved by:

Councillor Ross Garrod, Cabinet Member for Environment

AQ Measures approved by the Air Quality Scrutiny Panel

This AQAP will be subject to an annual review, appraisal of progress and *reporting to the relevant Council Committee*. Progress each year will be reported in the Annual Status Reports produced by Merton Council, as part of our statutory London Local Air Quality Management duties.

If you have any comments on this AQAP please send them to:

Jason Andrews MCIEH MOIL MstLM

EH Pollution Manager

Regulatory Services Partnership

London Boroughs of Merton and Richmond upon Thames

Civic Centre, London Road, Morden SM4 5DX

jason.andrews@merton.gov.uk





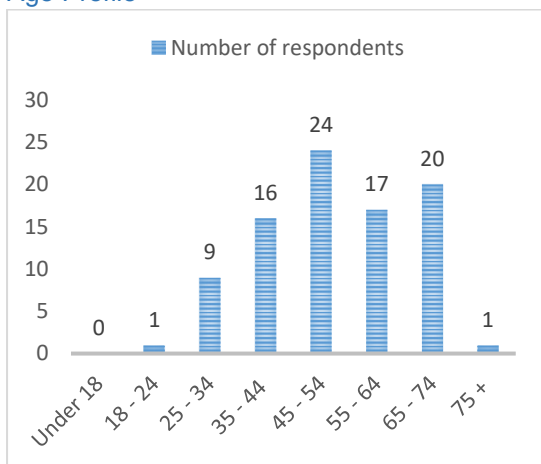
Appendix A: Consultation Analysis

This document summarises the responses to the Council’s Air Quality Action Plan consultation. The action plan proposed a number of actions covering distinct areas of policy.

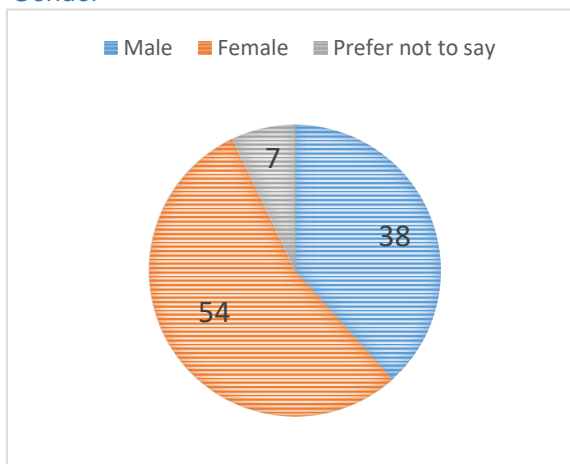
This consultation ran for a period of 6 weeks and resulted in 155 responses.

1. Response demographic

Age Profile

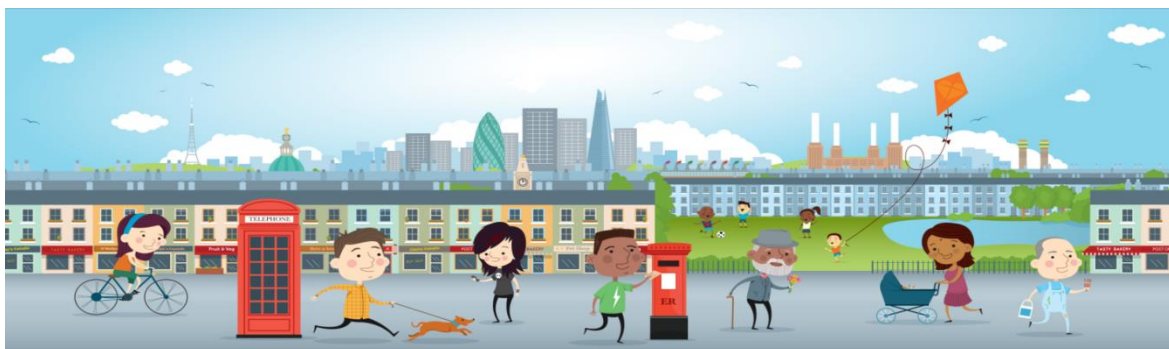
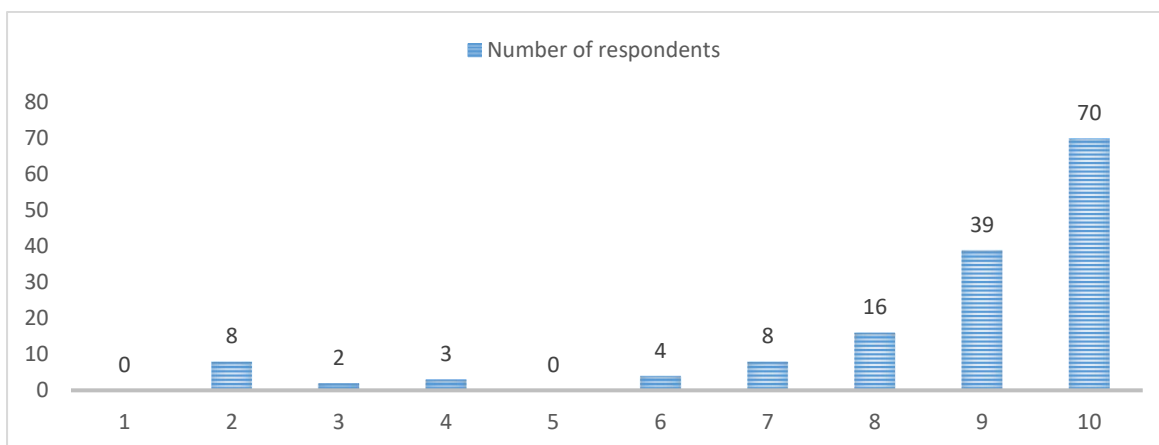


Gender



2. Concern for Air Quality

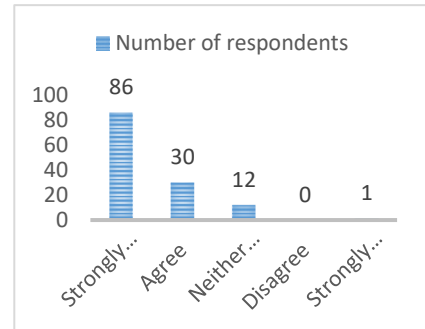
Question; “To what extent are you concerned about air quality in Merton?”



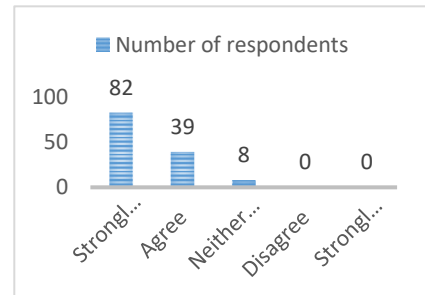
3. The Action Plan proposed measures to tackle poor Air Quality

Question; “To what extent do you agree or disagree with the proposed actions the Council could take?”

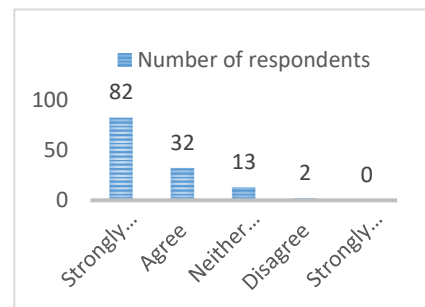
Reducing the impact of new developments on air quality



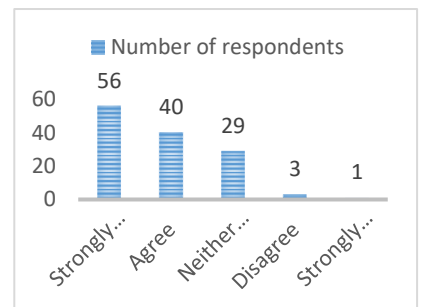
Ensuring enforcement of cleaner construction policies



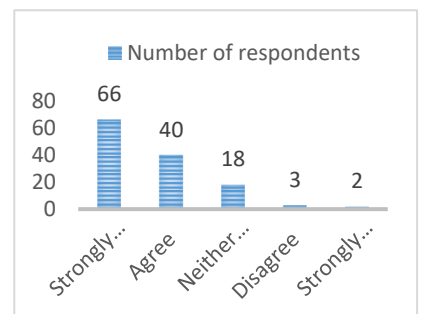
Mapping focus areas and air quality hotspots on planning GIS maps



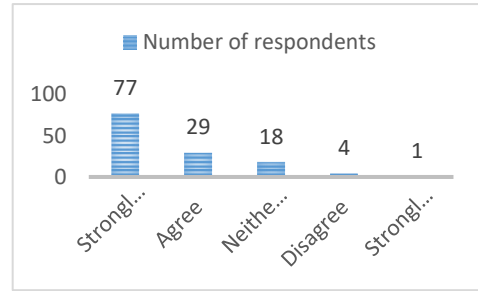
Enforcing CHP and biomass air quality policies



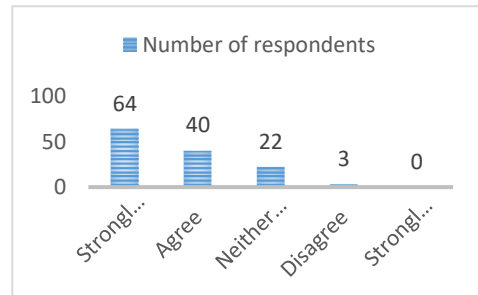
Enforcing air quality neutral policies



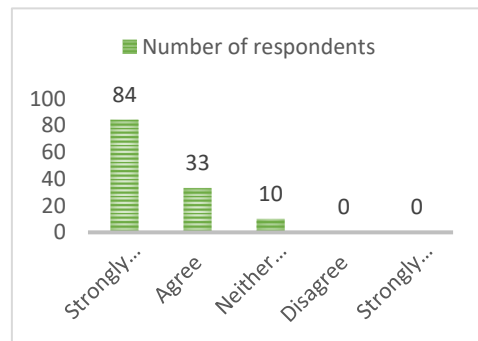
Ensuring that smoke control zones are fully promoted and enforced



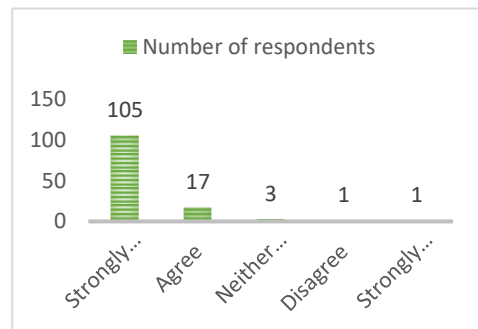
Promoting and delivering energy-efficient retrofitting projects in workplaces and homes



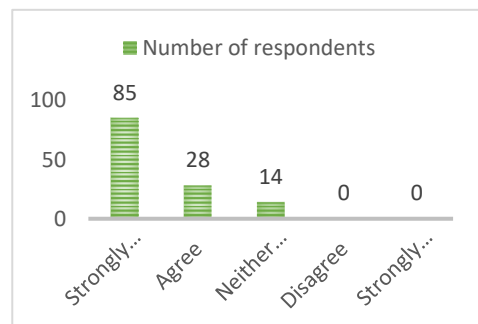
Working more closely with public health colleagues to tackle air quality



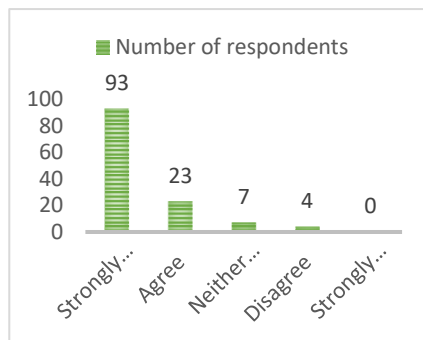
Working more closely with transport colleagues to tackle air quality



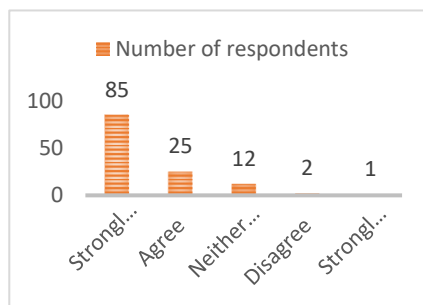
Promoting health and air quality initiatives



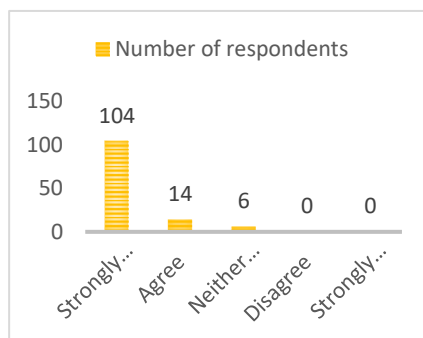
Reviewing air quality at schools by updating school travel plans and reviewing STARS accreditation in line with new initiatives



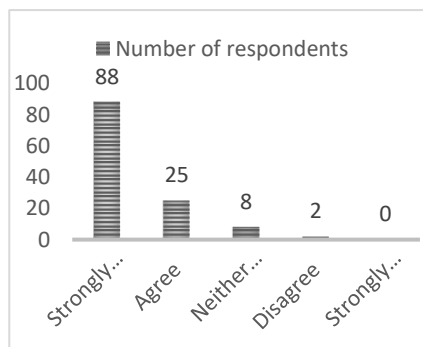
Updating Merton's procurement policies to include a requirement for suppliers with large fleets to have attained silver Fleet Operator Recognition Scheme (FORS) accreditation / EcoStars accreditation scheme



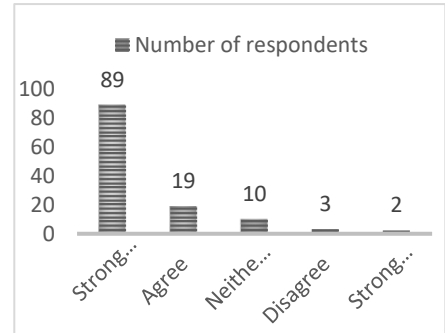
Ensuring Merton's own fleet of vehicles comply with the best possible emissions standards



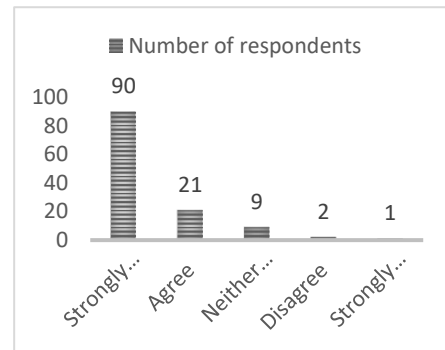
Conducting a detailed assessment of traffic management solutions for air quality focus areas and pollution hotspots



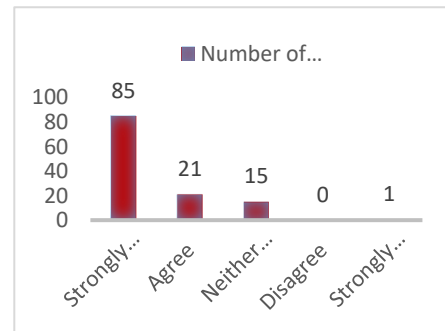
Considering possible implementation of CAZs in parts of the borough



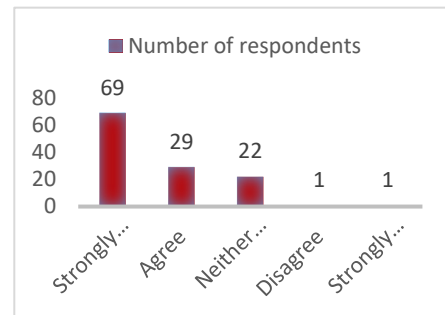
Undertaking audits of air quality in and around Merton schools subject to poor air quality



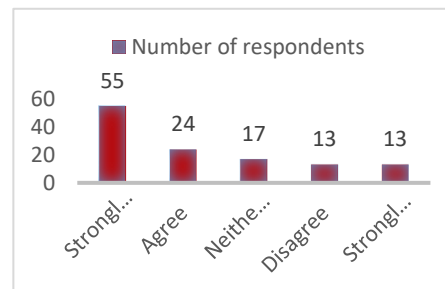
Formalising anti-idling enforcement



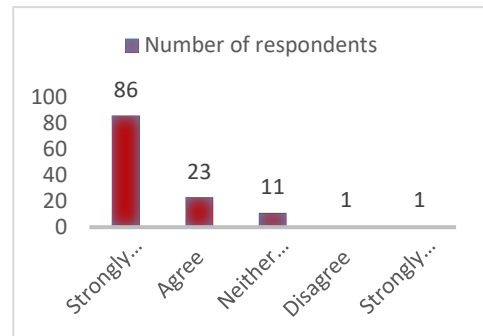
Expand electric vehicle charging infrastructure



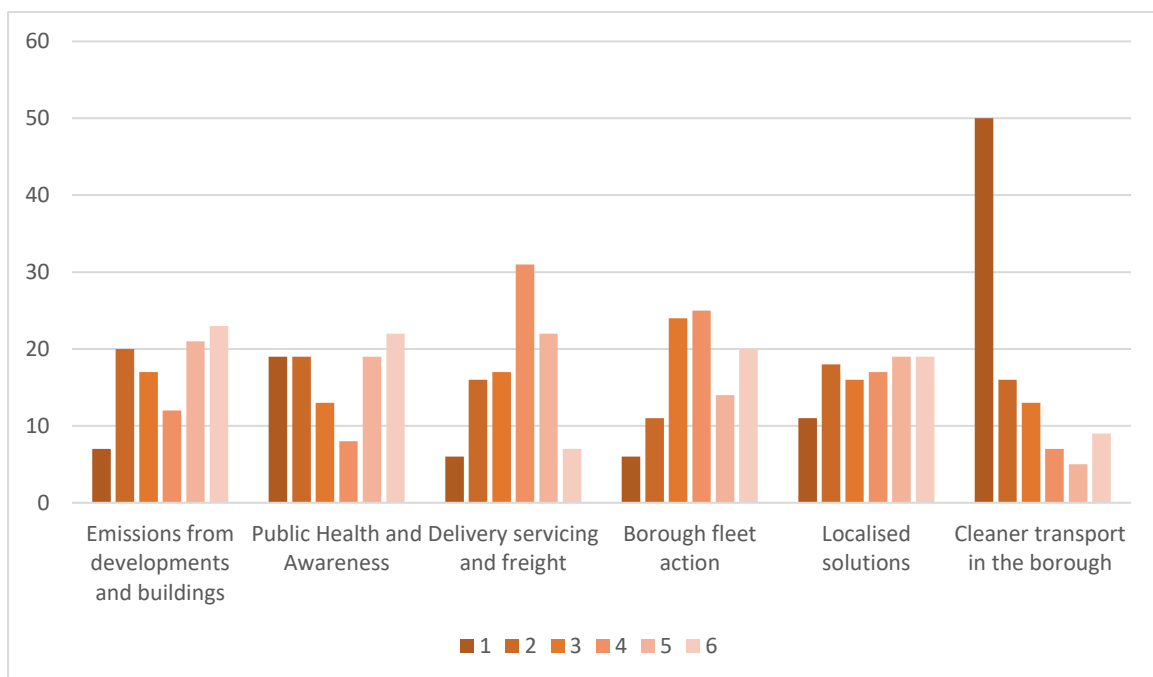
Extending use of an emissions-based parking levy for residential and business permits in Merton



Providing infrastructure to support walking and cycling across the borough



4. Ranking of categories in order of importance (1 being most important and 6 being least),



5. Here's what you said

- ULEZ
 - Expand to outer boroughs, including Merton (x3)
 - Have car-free days in the borough or certain areas
- Schools' air quality
 - Tackle engine idling and driving to school (x10)
 - More education on the subject (x2)
- Speeding
 - More enforcement of speed limits
 - Remove speed bumps
 - 20mph zones (x5)
- Parking
 - De-centralise parking in Wimbledon. Pedestrianise Broadway or only buses (x4)
 - Increase parking charges (x2)



infrastructure, greener and safer walking and cycling routes, strong and enforceable anti-idling measures with public awareness campaign. The local AQ strategy needs to be implemented as a priority in the shortest possible time frame, which includes working with TfL to switch to clean buses ASAP. Air pollution is a silent killer and needs to be treated by Merton Council as the health emergency that it is. Thank you.

1. As three leading community organisations in Mitcham we welcome Merton's Air Quality Action Plan and the opportunity to propose further measures to improve air quality in the area. Air pollution is an issue which respects no boundaries and requires an area wide approach. We have come together to provide this broad perspective for Mitcham.

2. Both Mitcham Cricket Green Community and Heritage and Mitcham Society have undertaken air quality monitoring in the area in collaboration with Friends of the Earth and Sustainable Merton. The results confirm that Mitcham's air quality is regularly in breach of World Health Organisation limits. The results for Cricket Green are summarised in our air quality blog and the Mitcham Society surveyed the previously pedestrianised stretch of London Road through Fair Green in June/July 2016 to get readings of 32.51 µg/m³, 31.03 µg/m³ and 31.23 µg/m³ at these points. These and other results have been collated on the Merton hotspots map. Mitcham Common, the grounds of The Canons and Park Place and many of Mitcham's Town Greens act as air quality reservoirs providing both areas of relatively low air pollution and trees and other natural methods for reducing particulates.

3. We welcome the intention to address air quality in Merton and the proposals to extend the Ultra Low Emission Zone to Merton. Nevertheless, we believe the draft Air Quality Action Plan lacks the ambition and measures necessary to address the scale of the problem facing the area.

4. We believe further measures are needed and these should include:

- Targets for improving air quality year on year to 2022
- A network of air quality monitoring stations – particulates and NO_x – throughout the Mitcham area, including on Mitcham Common as well as along the roads that pass through it, with data made publicly available in a timely manner
- Zero emission or hydrogen buses on all routes through Mitcham Town Centre and its designation as a Low Emission Bus Zone
- A ban on heavy lorries running on Church Road between Lower Green West and Benedict Wharf as part of the measures to address "hot spots"
- Changed traffic flow at Lower Green West to remove the existing "roundabout" configuration and reconnect it to Lower Green East
- Improved pedestrian permeability in Mitcham Town Centre and Cricket Green – including enhanced pedestrian crossings and reduced crossing times
- A requirement in all travel plans for schools and new development to demonstrate how they will contribute to improvements in air quality, and a commitment from Merton Council to monitor and enforce these travel plans
- Investment in a behavioural change programme to raise awareness of individual actions to improve air quality
- Enforcement against idling cars and lorries which extends beyond any plans to act on idling outside schools
- Community consultation over the location of a network of well-designed electric vehicle charging points in Mitcham as an alternative to the current process whereby Merton Council submits planning applications to itself ahead of any community engagement
- Active programme of succession planting of trees and hedges throughout Mitcham to conserve and enhance tree cover, especially along major routes
- Stronger connections between Mitcham and the Wandle Trail and open spaces, including Willow Lane Industrial Estate
- Active promotion of Mitcham Common as a source of health and wellbeing with relatively better air quality including:
 - Promotion of healthy walks
 - Opening up the Ecology Centre as an affordable location for hosting community-led activity promoting health and well being
 - Management and planting along the fringes to filter particulates.

5. We look forward to contributing to monitoring, delivery and review of the Action

Appendix B: Successful projects delivered through Action Plan 2004 -2017

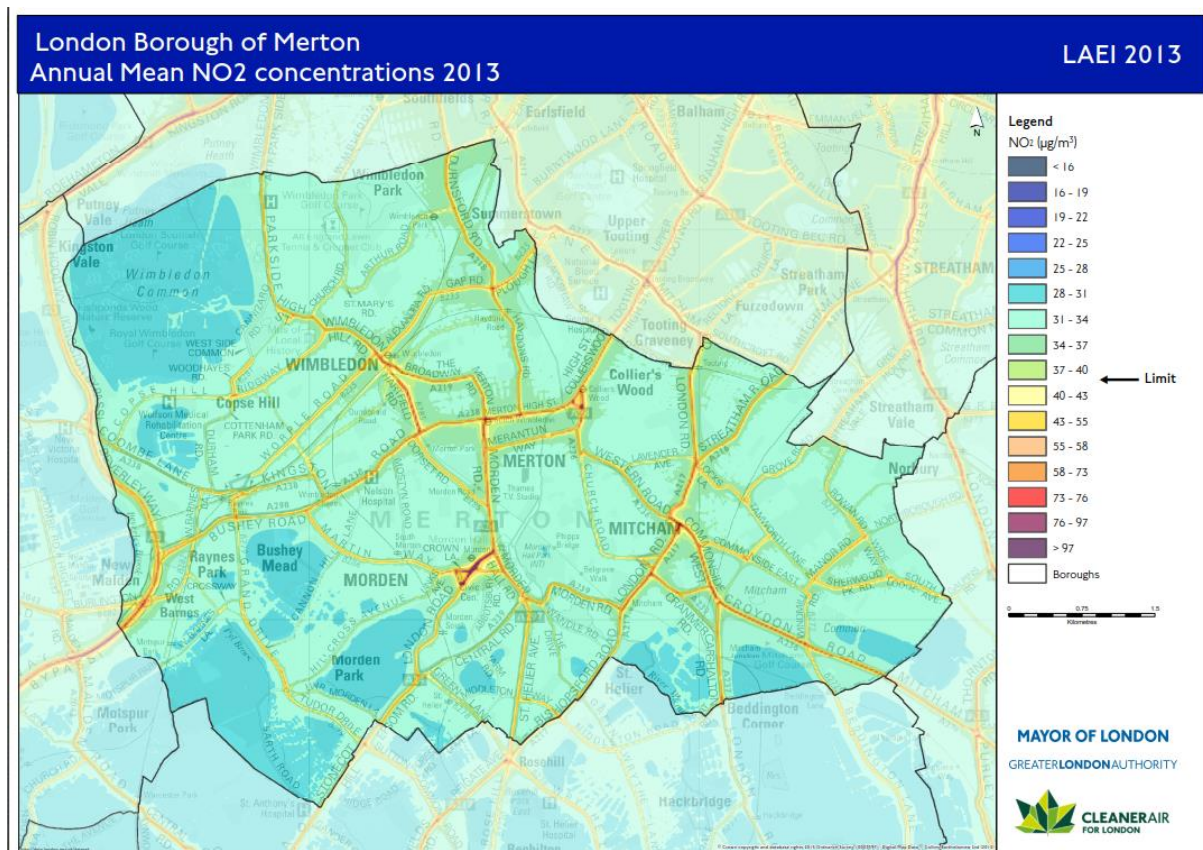
- Introduction of car clubs across borough currently operated by Zipcar and City Car Club (Action No 8)
- Introduction of Controlled Parking Zones including 4 new zones and 73 waiting and loading reviews in 2015/16 (Action No 10)
- Signed up to Walkit.com walking strategy in 2010 (Action No 15)
- Implemented Safer Routes to School/Walking Bus scheme via School Travel Plans (Action No 16)
- Implementation of London Cycle Network (Action No 17)
- Provision of 90 on-street cycle parking facilities via Local Implementation Plan
- Participated in CleanerAir4Schools – joint project between Croydon, Merton, Richmond and Wandsworth including ‘walk once a week campaign’, School Travel Plan champions training events held in three schools in each borough(Mayor’s Air Quality Fund project 2015 - 2017)
- Provision of electric vehicle charging infrastructure including 21 new charge points installed in 9 locations across the borough during 2016.
- AQ project at Willow Lane Industrial Estate, Mitcham. Funded through Mayors Air Quality Fund (2013 -16). Project increased green infrastructure through planting schemes; enhanced road/gully cleansing to reduce re-suspension of dust; delivered sustainable travel training & support and raised awareness of air quality to approximately 150 local businesses.

Appendix C: Summary of current air quality in Merton

The UK Air Quality Strategy (AQS), released in July 2007, provides the overarching strategic framework for air quality management in the UK and contains national air quality standards and objectives established by the Government to protect human health. The AQS objectives take into account EU Directives that set limit values which member states are legally required to achieve by their target dates.

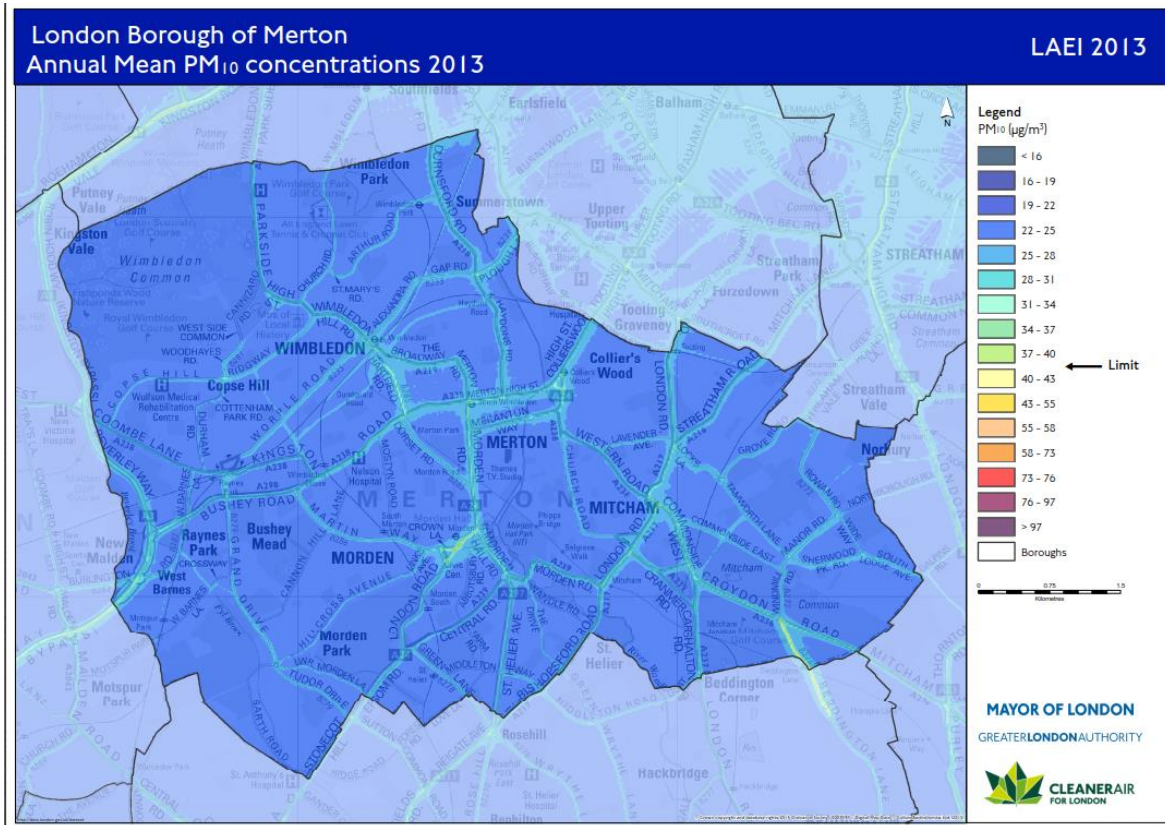
Merton borough is meeting the national AQS objectives for all pollutants other than for Nitrogen Dioxide (NO₂). Based on limited monitoring data Merton is also meeting the current objectives for Particulate Matter (PM₁₀ and PM_{2.5}), however pollutant dispersion modelling indicates that levels of PM₁₀ are likely to be exceeding the annual mean objective at specific locations. As both PM₁₀ and PM_{2.5} are damaging to health at any level, this remains a pollutant of concern.

Figure 1: Modelled map of annual mean NO₂ concentrations (from the LAEI 2013)



The modelled NO₂ concentrations clearly identify the contribution of road traffic emissions with exceedance of the NO₂ annual mean objective closely correlated with the main transit routes and busy junctions within the borough.

Figure 2: Modelled map of annual mean PM₁₀ (from the LAEI 2013)



Exceedance of the PM₁₀ annual mean objective also extends along the main transport links. The main areas of concern are in the centre of Morden and a section of the B272 Beddington Lane in the south east corner of the borough.

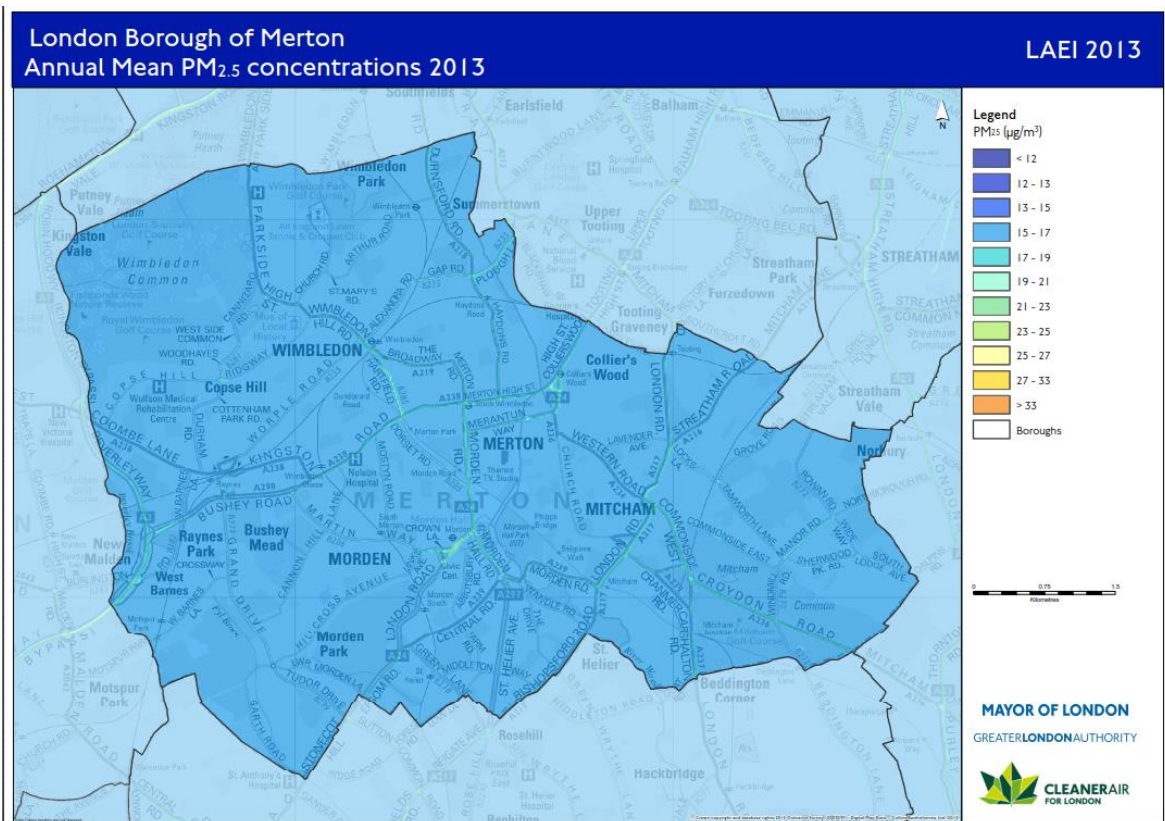


Figure 3: Modelled map of annual mean PM_{2.5} (from the LAEI 2013)

PM_{2.5} concentrations are not currently monitored in Merton but the dispersion model identifies elevated concentrations along the main transit routes and in the town centres within the borough, as would be expected. There is no regulatory standard applicable to English local authorities in respect of PM_{2.5} however, the EU Ambient Air Quality Directive (2008/50/EC) does set out air quality standards including an exposure reduction obligation, a target value and a limit value (25µg/m³ by 2020). The GLA has introduced a 'PM_{2.5} borough role' for air quality teams to consider how existing and new priority actions can help reduce PM_{2.5} levels in their area, and to work collaboratively to align any new measures with the objectives of the borough Public Health team.

Public Health Outcomes Framework

The current Public Health Outcomes Framework (PHOF), produced by Public Health England, provides an indication of differences in life expectancy and healthy life expectancy between communities. The fraction of mortality attributable to particulate air pollution (Indicator 3.01) for Merton borough is as follows:

Region/community	Particulate air pollution (Indicator 3.01)(Feb 2017)
London Borough of Merton	5.3
London Region	5.6
England	4.7

Source: Public Health Outcomes Framework – Public Health England (website accessed March 2017)

The PHOF data indicates that the fraction of mortality attributable to particulate air pollution is slightly below the average value for the London region but is higher than the average for England.

For other pollutants Nitrogen Dioxide (NO₂) concentrations remain in excess of the UK Air Quality Objectives at a number of locations across the borough. Monitoring during 2015 indicated that the annual mean NO₂ objective of 40µg/m³ was exceeded at several locations including Colliers Wood, Morden, Tooting and South Wimbledon. At monitoring sites in Tooting and High Street, Merton the NO₂ concentration was measured in excess of 60µg/m³ which is indicative of an exceedance of the 1-hour Air Quality Objective. This short term objective represents a risk to individuals spending as little as an hour in the area of exceedance and is therefore significant not just for people living in that area but also for those working or visiting the area.

AQMAs and Focus Areas

In Merton an Air Quality Management Area (AQMA) has been declared for the whole borough.

The AQMA has been declared for the following pollutant's:

- Nitrogen Dioxide - we are failing to meet the EU annual average limit for this pollutant at some of our monitoring stations and modelling indicates it is being breached at a number of other locations. We may also be breaching the UK 1-

hour Air Quality Objective based on measured concentration for NO₂ being in excess of 60µg/m³ at some locations within the borough.

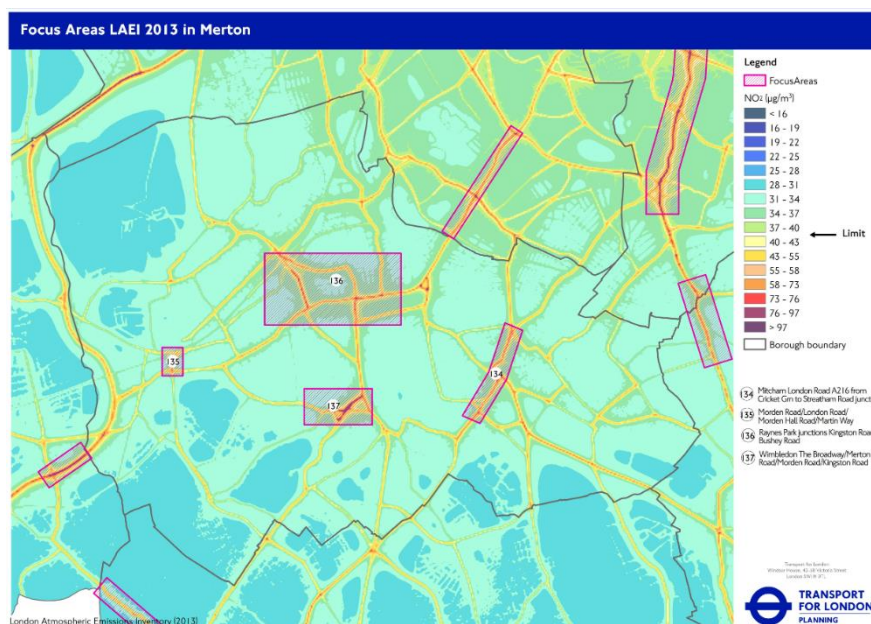
- Particulate Matter (PM₁₀) – whilst monitoring data from the automatic monitoring station at South Wimbledon indicates we are complying with the UK Objectives and EU Limits, the wider modelling data indicates that we are likely to be breaching the 24-hour and annual mean PM₁₀ Objectives at a number of locations across the borough. We are also exceeding World Health Organisation air quality guideline for this pollutant, and we have a formal responsibility to work towards reductions of PM_{2.5}.

An Air Quality Focus Area is a location that has been identified as having high levels of pollution and human exposure. There are four focus areas in the borough. These are in the main centres of Mitcham, Morden, Raynes Park and Wimbledon.

Figure 4: London Borough of Merton GLA Focus Areas (2013)

Focus Area Ref.	Location
Focus Area 134	Mitcham - London Road A216 from Cricket Green to Streatham Road junction
Focus Area 135	Morden - Morden Road/London Road/Morden Hall Road/Martin Way
Focus Area 136	Raynes Park - junction Kingston Road/Bushey Road
Focus Area 137	Wimbledon - The Broadway/Merton Road/Morden Road/Kingston Road

Figure 5: Map of London Borough of Merton Focus Areas (2013)



Appendix D: Sources of Pollution in Merton

Pollution in Merton comes from a variety of sources. It includes pollution originating outside the borough, and, in the case of particulate matter, a significant proportion of this comes from outside London and beyond the UK.

Of the pollution that originates *inside* the borough the main sources of NO₂ are transport (57.1%), domestic gas boilers (18.8%) and static non-road mobile machinery (11.6%). The main sources of particulate matter are road transport (50.4%), re-suspended dust from roads and surfaces (19.9%) and static non-road mobile machinery (10.3%). (See figures 6, 7 and 8 below).

In respect of the transport sources the LAEI source apportionment data for the borough indicates that diesel vehicles contribute approximately 90% of the NO_x emissions and 80% of the PM₁₀ emissions (based on 2013 modelled data). This supports the evidence from the dispersion modelling (Figures 1, 2 & 3) which indicates that the highest concentrations of both NO₂ and PM₁₀ are most closely associated with the main traffic routes and road junctions within the borough.

Figure 6: NO_x Emissions by source and vehicle type (from the LAEI 2013)

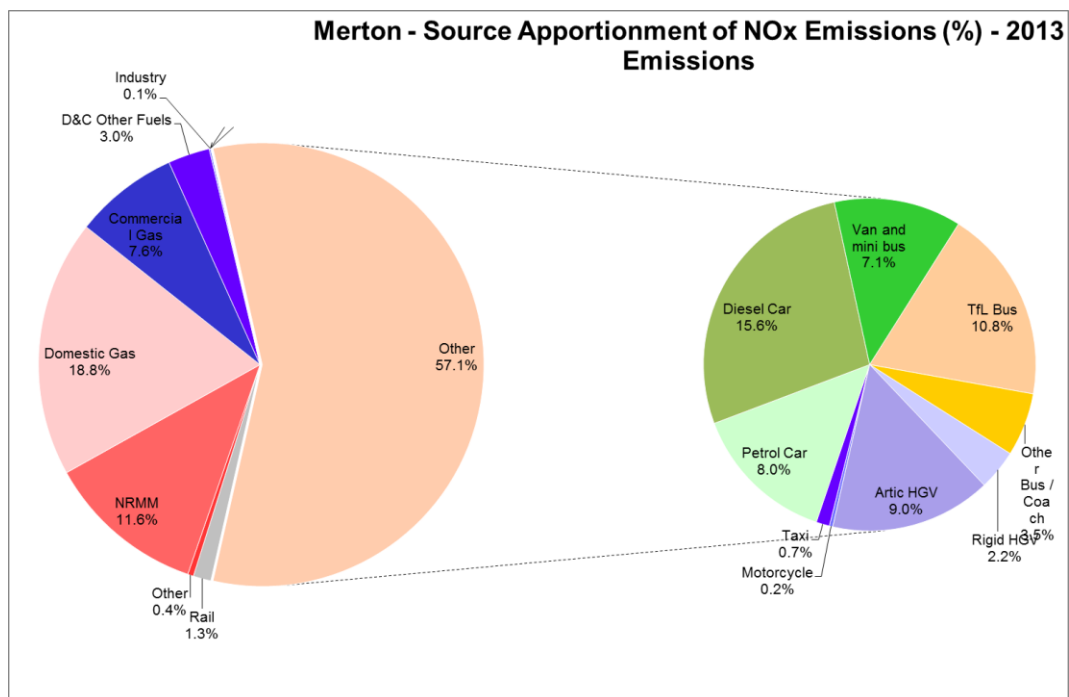


Figure 7: PM10 Emissions by source and vehicle type (from the LAEI DATE?)

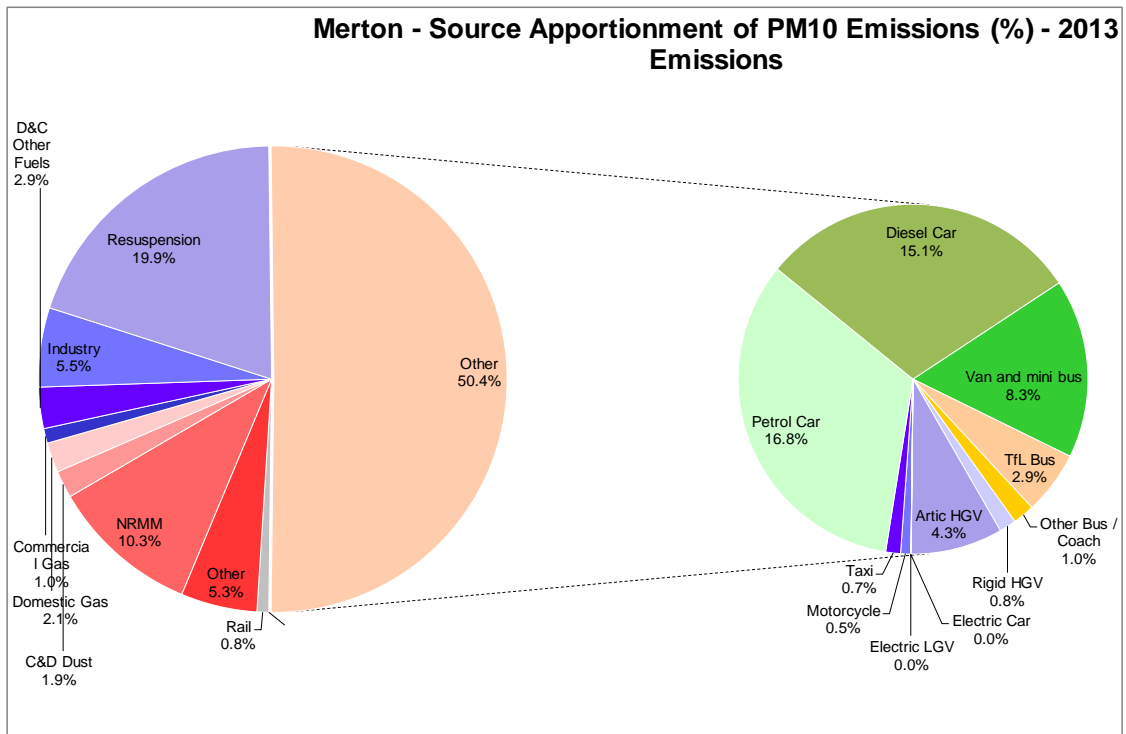
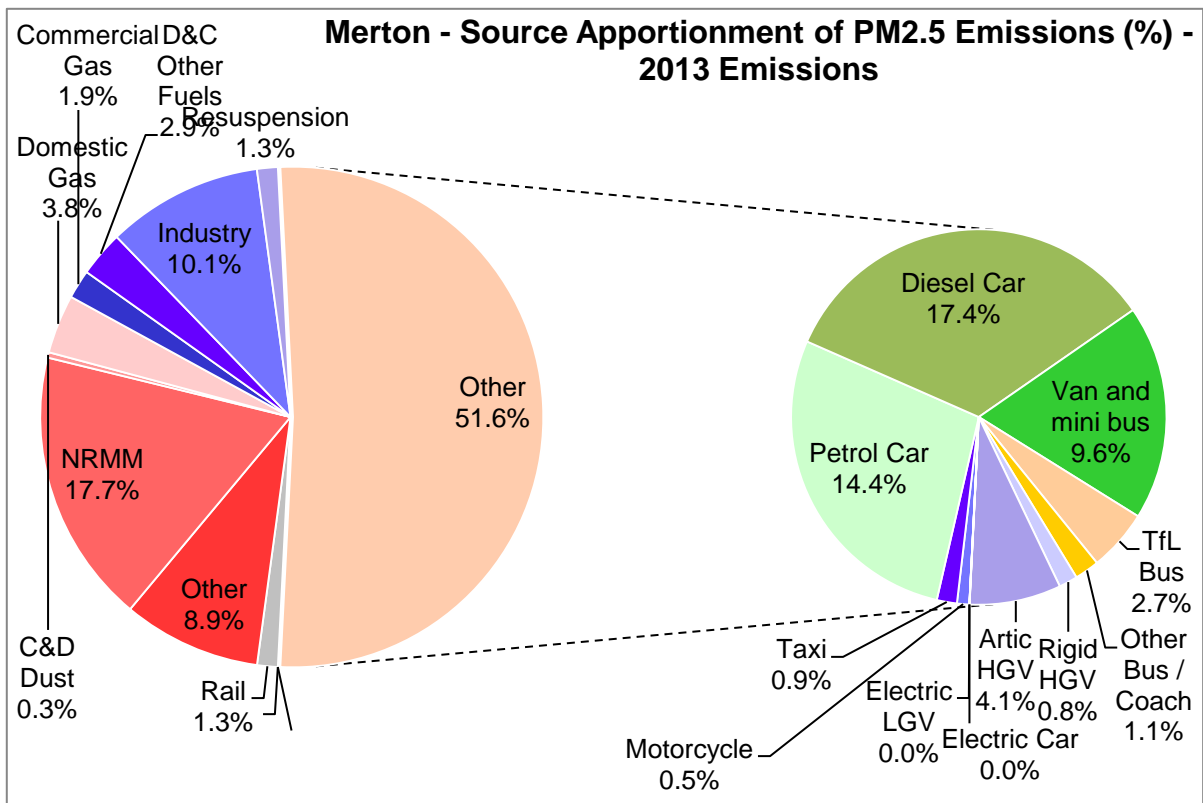


Figure 8: PM2.5 Emissions by source and vehicle type (from the LAEI 2013)



Most NO_x from transport sources comes from diesel cars (15.6%) followed by HGVs (rigid and articulated) with combined emissions of 11.2%, TfL buses (10.8%), petrol

cars (8%) and vans/minibuses (7.1%). In terms of targeting particular vehicle types for selection of action plan measures, the borough source apportionment data does not identify any clear dominance in terms of vehicle use type but indicates that diesel vehicles across all use types are contributing 92% of the total road-NO_x emitted. This suggests that AQAP actions need to address emissions from all vehicle types but focus on those which are diesel powered. This includes general measures which aim to reduce traffic volume and improve traffic flow but also more specific measures to increase the proportion of low emission vehicles in the general fleet such as increasing the number of electric cars and vans, improving emission standards for local bus and taxi fleets and reviewing freight and delivery practices to minimise emissions in areas with poorest air quality.

The predominant source of non-transport-related NO_x emissions is commercial and domestic gas which contributes 26.4% of total NO_x emissions, and non-road mobile machinery which contributes 11.6%. Merton is limited when it comes to reducing domestic gas NO_x emissions as the Council no longer has any housing stock, however the Merton Air Quality Supplementary Planning Guidance document and GLA Air Quality Neutral policy for London boroughs provide some controls on heating appliances for new and redeveloped properties and businesses.

For non-road mobile machinery (NRMM), Merton has jointly commissioned an NRMM emissions study to identify compliant machinery and develop a checklist for contractors, which will be used to improve emissions from machinery and equipment operated on development sites.

Similarly for particulate matter, the dominant source of emissions is transport and within that sector diesel powered vehicles collectively contribute more than 80% of PM₁₀ emissions. Measures to address transport sources generally, and to reduce reliance on diesel fuels, will have a positive impact on PM₁₀ and PM_{2.5} emissions. One additional source of particulate matter is the re-suspension of dust from roads and commercial and development sites. For development sites re-suspension of particulate matter is controlled to some extent by use of the Sustainable Design and Construction and Control of Dust and Emissions Supplementary Planning Guidance, and for highways sources, existing street cleansing regimes will have some benefit.

Appendix E: Development and Implementation of Merton's AQAP

Consultation and Stakeholder Engagement

In updating the action plan we have worked with other local authorities, agencies, businesses and the local community to improve local air quality. Schedule 11 of the Environment Act 1995 requires local authorities to consult the bodies listed in Table 3.1. In addition, we have undertaken the following stakeholder engagement:

The response to our consultation stakeholder engagement is given in Appendix A.

Table 3.1 Consultation Undertaken

Yes/No	Consultee
Yes	The Environment Agency
Yes	Transport for London and the Mayor of London (who will provide a joint response)
Yes	All neighbouring local authorities
Yes	Other public authorities as appropriate
Yes	Bodies representing local business interests and other organisations as appropriate

Steering Group

An AQAP steering group was convened and a meeting to review the first draft of the updated AQAP held on 5th June 2017. Representatives from the following departments attended:

- Public Health - Merton
- Environmental Health – LB Merton
- Environmental Health – LB Richmond upon Thames – adjoining authority/shared EH service
- Spatial Planning Policy
- Future Merton commissioning
- School Travel Planning
- Sustainability and Climate Change
- Development Control
- Strategic Policy & Research
- Transport Planning
- Parking Services
- Road Safety & Smarter Travel

A review of the draft AQAP was undertaken with suggested amendments incorporated into a revised document. The steering group were broadly supportive of the identified measures. Securing adequate resources was identified as a key requirement for ensuring successful implementation and completion of measures. Opportunities for increased collaborative working between the AQ team, Planning, Transport and the Sustainability team were identified and the format for effective liaison discussed. The need to share information effectively was identified in order to

ensure that AQ impacts are assessed and mitigated/reduced where possible. Information on existing and planned projects was shared and the AQAP revised to reflect those areas of work.

Appendix F: Acronyms

AQAP	Air Quality Action Plan
AQMA	Air Quality Management Area
AQO	Air Quality Objective
BEB	Buildings Emission Benchmark
CAB	Cleaner Air Borough
CAZ	Central Activity Zone
EV	Electric Vehicle
GLA	Greater London Authority
LAEI	London Atmospheric Emissions Inventory
LAQM	Local Air Quality Management
LLAQM	London Local Air Quality Management
NRMM	Non-Road Mobile Machinery
PM ₁₀	Particulate matter less than 10 micron in diameter
PM _{2.5}	Particulate matter less than 2.5 micron in diameter
TEB	Transport Emissions Benchmark
TfL	Transport for London

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Final Report and Recommendations arising from the Air Quality Task Group

Membership

Councillor Daniel Holden (Chair)

Councillor Michael Bull

Councillor David Chung

Councillor Abigail Jones

Councillor Abdul Latif

Introduction

Although air quality has improved in recent years, greater public awareness of the impact means that it has moved up the political and public agenda. There is greater urgency to tackle air pollution given it is the largest environmental risk to public health, particularly amongst vulnerable groups such as the elderly, young children and those with existing respiratory conditions. ¹ Air pollution is the most significant factor impacting on public health after smoking. ²

Poor air quality also damages the environment and contributes to climate change. NO₂ contributes to acidification of soil and water which impacts on animal and plants and biodiversity. ³

The pollutants of concern are mainly from road transport; and include nitrogen oxides NO₂ and particles PM₁₀ and PM_{2.5}. It is thought that these pollutants contribute to an additional 9,400 premature deaths in London alone. Reducing these emissions is one of the biggest environmental challenges the UK is facing, as many locations in the UK currently fail to meet the statutory targets. Merton along with almost all London Boroughs is also failing these national objectives.

Since there is both a national and local focus on reducing emissions and encouraging sustainable travel, this review decided to focus on improving air quality at construction sites which has a significant impact across the borough.

Merton also began refreshing its Air Quality Action Plan (AQAP). This task group used this opportunity to examine the future strategic direction to be taken to improve air quality in the borough. The AQAP was subject to a public consultation and the task group wanted to ensure that the views of local residents were at the centre of this updated approach.

¹ Every breath we take: the lifelong impact of air pollution. Royal College of Physicians, February 2016.

² Lethal and Illegal London's Air Pollution Crisis, Institute of Public Policy Research, July 2016

³ Improving air quality in the UK: tackling nitrogen dioxide in our towns and cities, Department for Environment Food and Rural Affairs May 2017.

Recommendations

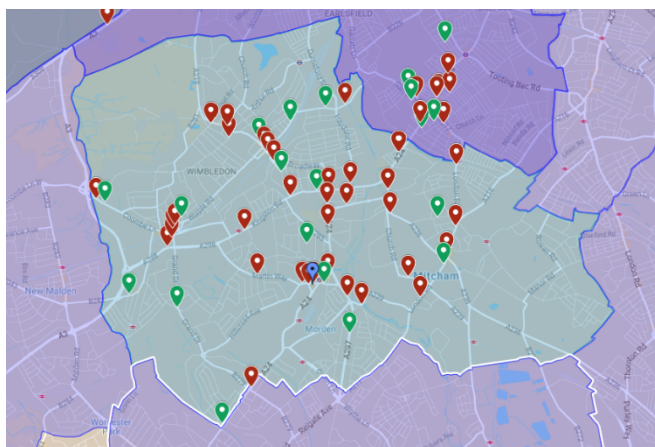
1. The Sustainable Communities and Overview and Scrutiny Panel to conduct pre-decision scrutiny on the scope of any reviews to parking levies.
2. An Air Quality Officer to be appointed to help to implement the Air Quality Action Plan and provide expertise across the council. This will be appointed from existing resources, such as the diesel surcharge.
3. The task group supports the use of Local Implementation Plan funding to deliver the Air Quality Action Plan.
4. Better use should be made of 106 monies to support air quality measures.
5. That the Environmental Health team conduct a review of the impact of emissions from bonfires held in private gardens and on construction sites with a view to tighter restrictions, excluding cultural events..
6. The task group supports the rollout of electric charging points across the borough, including utilising additional funding where available.
7. Ensure that air quality measures are embedded in the Local Plan and that council adopts the Draft Air Quality Supplementary Planning Guidance for Merton.
8. In recognition for Merton's work to coordinate a South London wide construction emission initiative, Merton should award certificates recognising good practice to developers that comply with the council's standard.
9. The Environmental Health team to provide training for colleagues in planning team and Councillors on the planning committee on air quality issues, so that informed decisions on planning applications can be made where there is an air quality component.

Early successes for the task group

The task group was pleased that as it embarked upon this review it was able to raise the profile of air quality issues in the council. As a result of highlighting concerns, the following measures were implemented before this task group review was completed:

- A new air quality monitor was installed at the civic centre. This will ensure the council meets its statutory obligations to measure emissions across the borough; and
- The Environmental Health team has increased the number of 'diffusion tubes and locations throughout the borough'. This will mean we are more effective at capturing the level of pollutants better across the borough

Diffusion tube locations in Merton 2017



Air Quality in Merton

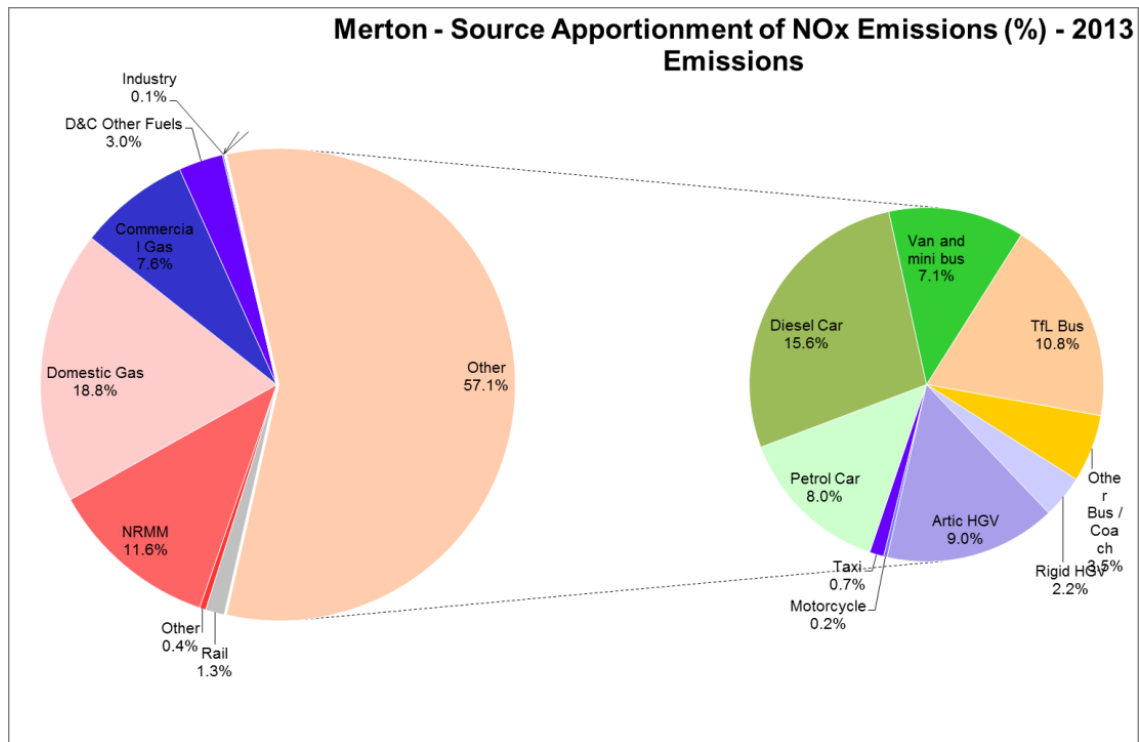
Pollution in Merton comes from a variety of sources. This includes pollution from sources outside the borough, and, in case of particulate matter, a significant proportion comes from outside of London and even the UK. Obviously for these

sources the council has limited control; however, local sources are primarily from road transport and from buildings. ⁴

In 2013, 6.4% of mortality was attributable to particular air pollution in Merton slightly lower than London (6.7%) as an outer London borough, but higher than England (5.3%). Current monitoring indicates that the annual mean nitrogen dioxide objective continues to be exceeded at roadside and nearby locations. ⁵

All of Merton has been designated an air quality management area (AQMA) due to poor air quality. These AQMAs were declared in 2003 and 2000 respectively.

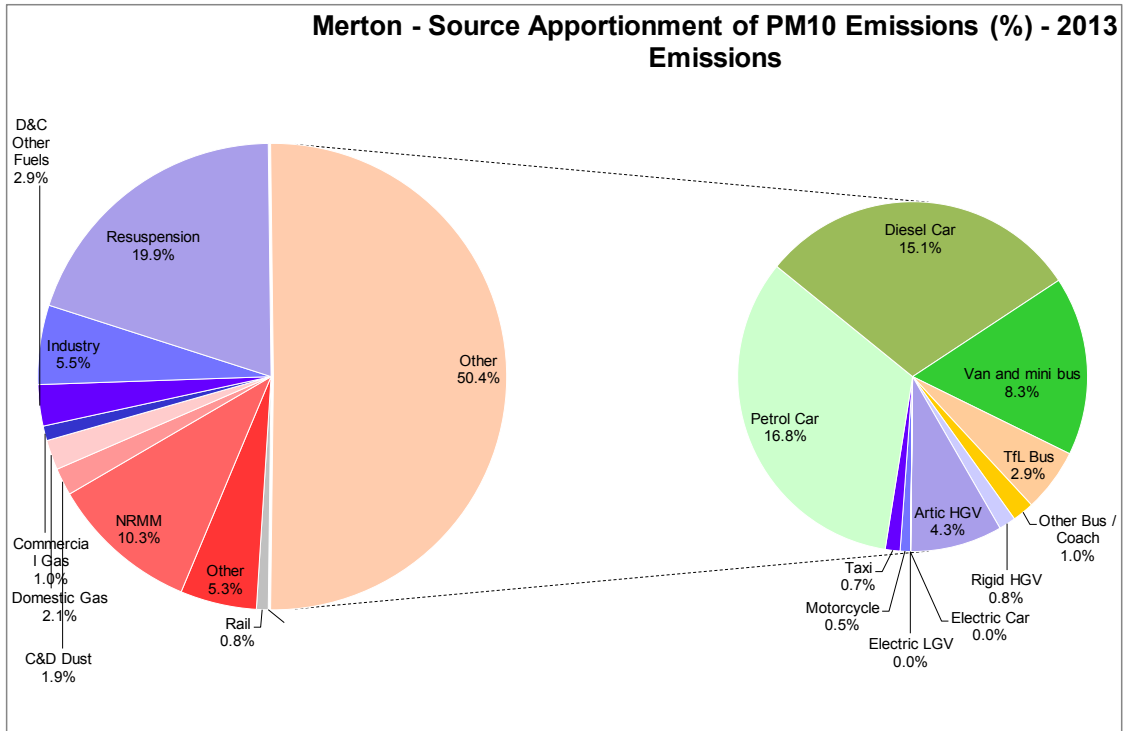
Sources of NOx in Merton



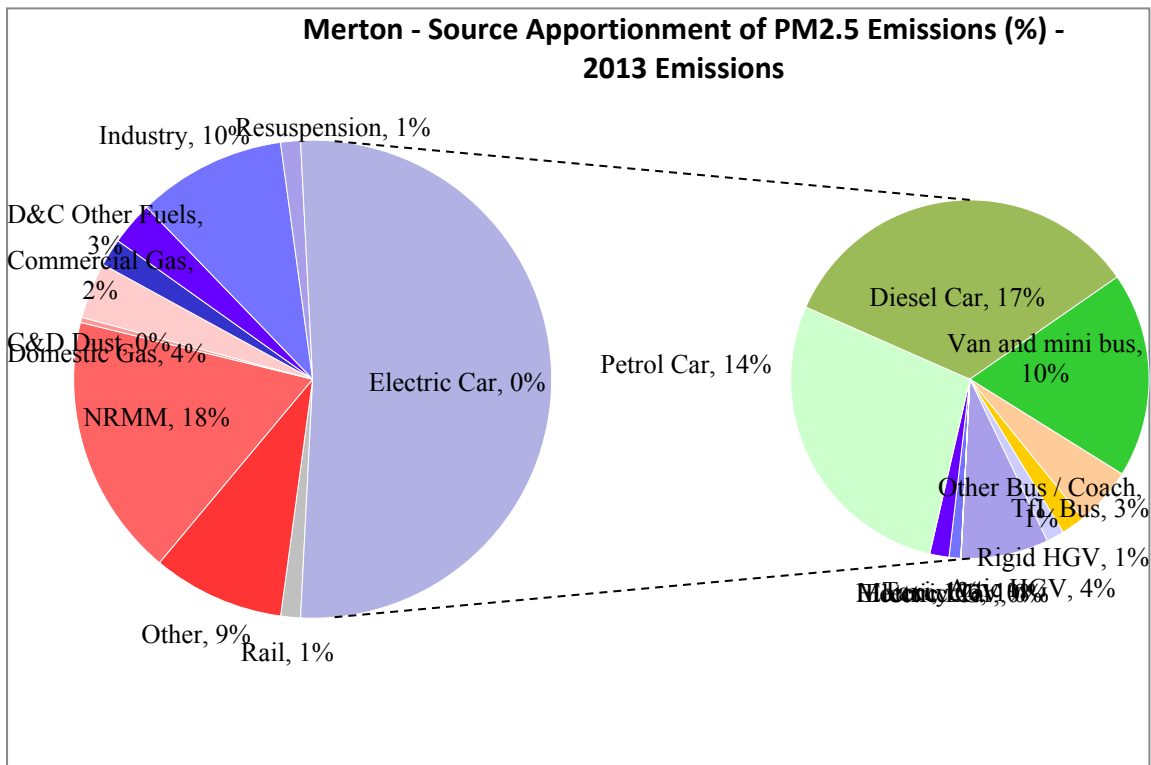
⁴ Merton Air Quality Action Plan 2017-2022

⁵ Merton Joint Strategic Needs Assessment 2015

Sources of PM10 in Merton



Sources of PM2.5 in Merton



The

Air Quality Strategy for England, Scotland, Wales and Northern Ireland

The Air Quality Strategy for England, Scotland, Wales and Northern Ireland (2007) sets out air quality objectives and policy options to improve air quality in the UK. The objectives are policy targets often expressed as a maximum ambient concentration not to be exceeded, either without exception or with a permitted number of exceedances, within a specified timescale. Local authorities have a legal duty to work towards achieving these air quality objectives.

National Air Quality Plan

The Government's 2015 Air Quality Plan to achieve the EU limit values for nitrogen dioxide (NO₂) introduced a programme of mandatory and voluntary Clean Air Zones (CAZs) outside London.

London Local Air Quality Management Framework

The air quality objectives, set out in the Air Quality (England) Regulations 2000 as amended by the Air Quality Regulations 2002, provide the statutory basis for the air quality objectives under the local air quality management (LAQM) system.

Air quality in London is devolved to the Mayor of London, who has powers to intervene and direct local authorities in Greater London. In support of these devolved powers, the Mayor established the London LAQM system (LLAQM) in 2016 for the coordinated discharge of the Mayor's and Boroughs' responsibilities.

Defra and the Greater London Authority require local authorities to report on the pollutants of greatest concern to the health of Londoners. These are NO₂, particulate matter (PM₁₀ and PM_{2.5}) and sulphur dioxide (SO₂).

The Greater London Authority (GLA) identified Air Quality Focus Areas in 2014. These are locations that not only exceed the EU annual mean limit value for NO₂ but are also locations with high human exposure. The Focus Areas were defined to address concerns raised by boroughs within the Local Air Quality Management process and forecasted air pollution trends. This is not an exhaustive list of London's hotspot locations, but where the GLA believe the problem to be most acute.

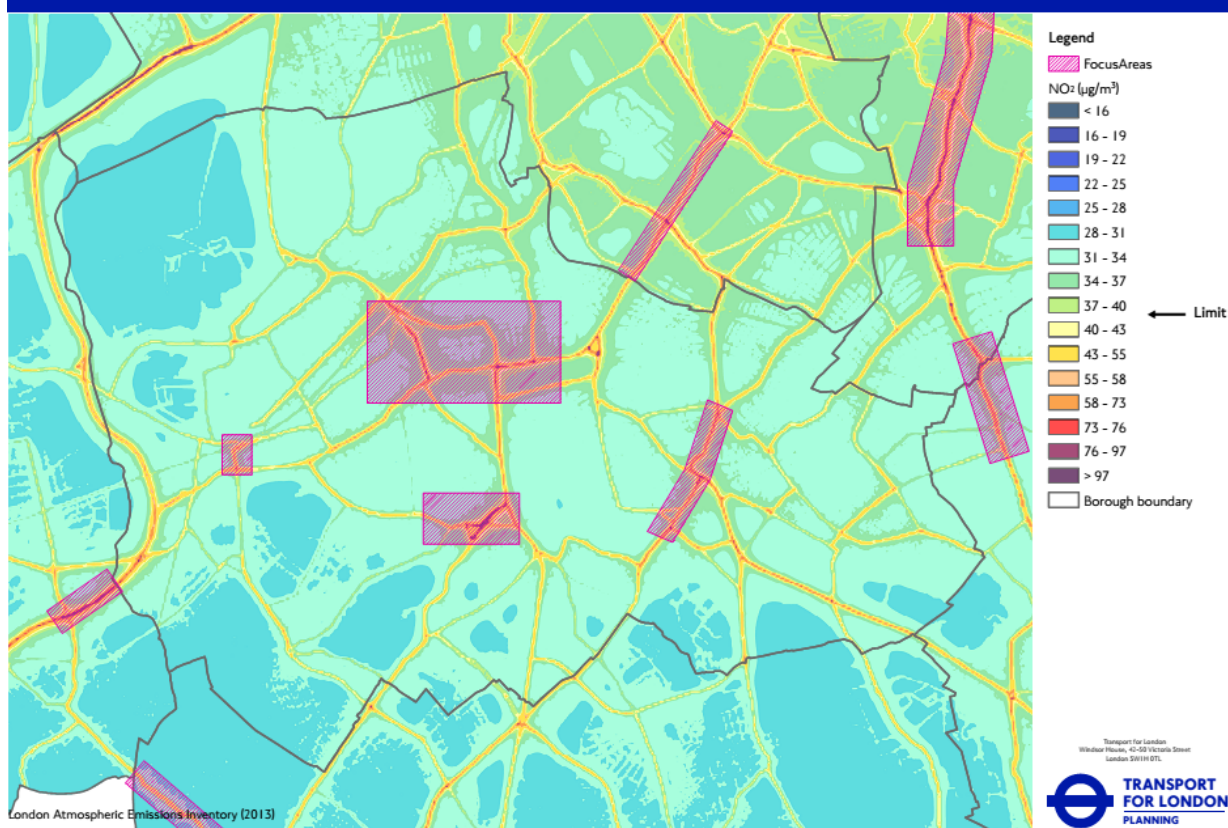
On the 11th August the Mayor of London, launched his [draft Environment Strategy](#) for consultation

The Mayor's office states that for the first time these plans combine strategies for each aspect of London's environment, including air quality, into one holistic document. Alongside air quality, this draft strategy also addresses green infrastructure, climate change mitigation and energy, waste, adapting to climate change, and ambient noise.

When finalised, this strategy will replace the [2010 Mayor's Air Quality Strategy](#) produced by Boris Johnson.:

Merton's Air Quality Focus areas

Focus Areas LAEI 2013 in Merton



Task group comments on the Air Quality Action Plan

One of the main aims of this task group was to oversee the development of the new Air Quality Action Plan (AQAP). This covers the period 20187-2023 and it aims to reduce concentrations and exposure to pollution. The task group met with officers to discuss the draft plan before it went to consultation. This was an opportunity to raise issues of concern and highlight additional measures that task group members wished to see in the AQAP. As a result of these early discussions task group members highlighted the importance of:

- New and innovative ways to tackle air pollution such as re-routing cars from pollution hotspots using phone apps and electronic signage
- Identifying opportunities to increase the numbers electric charging points especially within new developments
- Use of school travel plans to tackle air quality

The task group met with the Environmental Health Pollution Manager to discuss the results of the consultation. They were informed that the consultation ran for a period of six weeks and there were a total of 155 responses. Officers reported that although they had hoped for a higher response rate, some of the replies were from organisations rather than individuals therefore this reflects the views of a larger group.

Task group members were pleased to note that responders were overwhelmingly positive about the measures within the AQAP. Although a task group member highlighted that the question on “extending use of an emissions based parking levy for residential and business permits in Merton” attracted the highest number of people ‘strongly disagreeing’.

The task group discussed each of the measures in turn and unanimously supported the majority of the actions. However, there were some concerns regarding action points 15, 19 and 20. These are set out in the table below:

AQAP – Specific actions to be considered

Action ID	Description	Comments
Action 15	Mini Ultra-Low Emission Zone status for Air Quality Focus Areas and in pollution hotspots in Merton	This could follow from the above measure and will also be dependent on the Mayors project
Action 19	Emissions based parking levy for residential and business parking permits in Merton.	There is a commitment to review parking in as many ways possible to reduce vehicle use and reduce emissions. The present parking surcharge and possibly extend the scheme to incorporate all vehicles parked in the borough
Action 20	Provision of infrastructure to support walking and cycling across the borough	This is currently underway but needs to be publicised in the AQAP

Action 15

Some task group members emphasised the importance of implementing measures that incentivise and encourage people to help reduce air pollution. There are already strategies in place to tackle pollution over the longer term. Any new emission zone could contribute to difficulties in driving around London.

Action 19

Some task group members welcomed a review of this policy to see how effective it had been and if it needed to be amended. It was highlighted that the Sustainable Communities Overview and Scrutiny Panel had called for a review of the diesel levy given that it had attracted some controversy and it was a new council policy.

Some task group members did not support this measure as they felt the wording of the comment suggested this could lead to additional charges for petrol cars. It was thought that increasing costs would be punitive and would not serve to reduce emissions from cars nor would it motivate people to buy new cars to avoid the permit charges. Task group members expressed concern about penalising car users as an

approach but believe the emphasis should be on promoting new technologies such as electric cars. New measures are encouraging transition to emission friendly transport which, over time will have the desired impact. It was thought that the council should not put additional burdens on car users.

Commented [JA1]: Not sure I agree with this as increasing charges for Polluting activities is an established approach of emission management, the important thing is that this is effective and as fair as possible.

Other task group members felt that parking permit charges are one of the tools councils can use to influence behaviour change and inform decisions when buying their next car. The task group were able to come to a consensus on this issue and agreed that they wished to consider the scope of the review at the Sustainable Communities Panel.

Recommendation

1. The Sustainable Communities and Overview and Scrutiny Panel to conduct pre-decision scrutiny on the scope of any reviews to parking levies.

Action 20

Some task group members expressed concerns about infrastructure to support walking and cycling as they felt there should be additional resource for extra cycle lanes rather than reduce the existing road infrastructure.

Funding for the air quality action plan

The task group wanted reassurance that there will be sufficient funding to deliver the projects within the AQAP. Therefore they supported the suggestions put forward by officers, such as making use of Local Implementation Funding and Section 106 monies. The task group also support proposals to recruit an air quality officer to carry out this work and provide advice and support on air quality across the council, particularly to help planning officers.

Recommendations

2. An Air Quality Officer to be appointed to help to implement the Air Quality Action Plan and provide expertise across the council. This will be appointed from existing resources, such as the diesel surcharge.
3. The task group supports the use of Local Implementation Plan funding to deliver the air quality action plan.
4. Better use should be made of 106 monies to support air quality measures.

The task group supports concerns from the public outlined in the AQAP regarding the impact of bonfires and while they emphasised their support for the councils annual cultural events, they were concerned that there needs to be more guidance on the pollutants from bonfires as well as the impact of burning different fuel sources. The Environmental Health Pollution Manager said that a number of other councils in

South London are conducting a review of bonfires and Merton could join this process as well as consider its own local issues.

Recommendations

5. That the Environmental Health team conduct a review of the impact of emissions from bonfires held in private gardens and on construction sites with a view to tighter restrictions excluding cultural events

Electric vehicle rollout

Merton should be at the forefront of the electric vehicle roll out by increasing the number of charging points. The task group was pleased to be informed that the council will roll out twenty-five new points this year and twenty five points next year. There are various funding pots that the council should seek to benefit from such as the £8 million Transport for London Source London charging point roll out scheme. In the recent budget the Chancellor announced funding for electric vehicle charging points, once the details become clearer the council should maximise these opportunities.

The task group is pleased the draft Supplementary Planning Guidance calls for all new developments to incorporate the electric vehicle charging requirements set out in the London Plan. This sets out percentages for charging facilities in residential developments, employee parking and shopping facilities.

Recommendation

6. The task group supports the rollout of electric charging points across the borough, including utilising additional funding where available.

Improving air quality at construction sites

Construction activities which affect air pollution include preparation, demolition excavation, as well as tunnelling works building operations structural alteration and maintenance and transportation of materials from site to site. These activities produce dust, smoke and other pollutants, including those arising from diesel

engines. The aim of air quality measures is to protect site workers as well as the local community from the impact⁶.

The task group met with the Development Control Section Manager to discuss how planning regulations ensure measures are in place to improve air quality at construction sites. He reported that monitoring pollution requires expensive equipment as small particles are harmful but are barely visible and difficult to measure unlike other pollutants such as bonfire smoke. Responsibility for these costs should be made explicit in the planning documents.

Officers highlighted that the success of improving air quality in this area is dependent on joint collaboration between planning and environmental health teams. The task group believe that councillors on the planning committee, and in the planning team would benefit for training on air pollution issues.

The task group was told by the Environmental Health team they had received funding from the GLA to run an audit of pollution on construction sites across South London boroughs. The audit looks at the diesel engines of the heavy construction equipment, records emissions and makes recommendations about acceptable levels. The audit acts as a form of enforcement as well as providing advice and consultancy. Compliance levels varies between sites, some are defined as cold and are not adhering to air pollution regulations, while other sites are more aware and aim to comply.

The audit is aiming to encourage construction sites to become compliant before more stringent enforcement measures are introduced by the GLA in 2020. The audit is having an impact, environmental issues are rising up the agenda, compliance is currently at 80%. Audits are serving as a good way to educate people without using enforcement. The task group believes that good practice should be recognised and would like developers to be given a certificate of achievement if they meet the required standards.

The Environmental Health Pollution Manager reported that all the concerns regarding air pollution at constructions sites can be addressed through the Local Plan and the Air Quality Supplementary Planning Guidance (SPG).

The Local Plan sets out the priorities for the development of the borough and will be used for making decisions on planning applications. Merton is currently consulting on the development of a new Local Plan. This task group supports the approach taken by Richmond Council that ensured air quality measures are fully embedded in the Local Plan. Merton should take this approach and the council will then be able to incorporate the SPG within this document.

A task group member was concerned that the SPG it is not as influential as full planning guidance and can be challenged by a developer. It was reported that the

⁶ Merton Code of Practice 2017

guidance is in line with is the GLA and will not present an additional burden on developers.

Recommendations

7. Ensure that air quality measures are embedded in the Local Plan and that council adopts the Draft Supplementary Planning Guidance for Merton.
8. In recognition for Merton's work to coordinate a South London Wide construction emission initiative, Merton should award certificates recognising good practice to developers that comply with the council's standard.
9. The Environmental Health team to provide training for colleagues in the planning team and Councillors on the planning committee on air quality issue, so that informed decisions on planning applications can be made where there is an air quality component.

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Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 20 March 2018

Agenda item:

Wards: All

Subject: Planning the Panel's 2018/19 work programme

Lead officer: Julia Regan, Head of Democracy Services

Lead member: Councillor Abby Jones, Chair of the Sustainable Communities Overview and Scrutiny Panel

Contact officer: Annette Wiles; annette.wiles@merton.gov.uk; 020 8545 4035

Recommendations:

- A. That the Panel reviews its 2017/18 work programme (set out in the appendix), identifying what worked well, what worked less well and what the Panel would like to do differently next year;
 - B. That the Panel suggests items for inclusion in the 2018/19 work programme – both agenda items and potential task group review topics;
 - C. That the Panel advises on agenda items for its meeting on 21 June 2018.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 To enable the Panel to plan its work programme for the forthcoming municipal year and, in particular, to agree agenda items for the first meeting of the municipal year.

2. DETAILS

Identifying issues for the 2018/19 work programme

- 2.1 At the beginning of each municipal year, each Overview and Scrutiny body determines the issues it wishes to build into its work programme for the forthcoming year. The Overview and Scrutiny bodies have specific roles relating to budget and business plan scrutiny and performance monitoring, and these should automatically be built into the work programme.
- 2.2 In addition to this, Overview and Scrutiny bodies may choose to build a work programme which involves scrutinising a range of issues through a combination of pre-decision scrutiny items, policy development reviews carried out by task groups, performance monitoring, on-going monitoring items and follow up to previous scrutiny work.
- 2.3 The remit of the Sustainable Communities Overview and Scrutiny Panel is as follows:
 - housing, including housing need, affordable housing and private sector housing;
 - environmental sustainability, including energy, waste management, parks and open spaces and the built environment;

- culture, including tourism, museums, arts, sports and leisure;
- enterprise and skills, including regeneration, employment, adult education and libraries; and
- transport.

2.4 The scrutiny officers are currently gathering suggestions for issues to scrutinise, either as Panel agenda items or task group reviews. Suggestions are being sought from members of the public, councillors and partner organisations including the police, NHS and Merton Voluntary Service Council. The council's departmental management teams have been consulted in order to identify forthcoming issues on which the Panel could contribute to the policymaking process.

2.5 The Panel is therefore invited to suggest items for inclusion in the 2018/19 work programme – both agenda items and potential task group review topics.

2.6 All the suggestions received will be discussed at the Panel's topic workshop on 4 June 2018. As in previous years, participants will be asked to prioritise the suggestions using criteria so that the issues chosen relate to:

- the Council's strategic priorities;
- services that are underperforming;
- issues of public interest or concern; and
- issues where scrutiny could make a difference

Planning the first meeting of the 2018/19 municipal year

2.7 A note of the workshop discussion and draft work programme will be reported to the first meeting of the Panel in the new municipal year. The Panel will be requested to discuss this draft and agree any changes that it wishes to make.

2.8 The Panel is asked to advise on any other items that it would be helpful to include on the agenda for its 21 June 2018 meeting.

3. ALTERNATIVE OPTIONS

3.1 The Panel can select topics for scrutiny review and for other scrutiny work as it sees fit, taking into account views and suggestions from officers, partner organisations and the public.

4. CONSULTATION UNDERTAKEN OR PROPOSED

4.1 To assist Members to identify and prioritise a work programme for 2018/19, the Scrutiny Team will undertake a consultation programme with Panel Members, co-opted members, members of the public, LB Merton Officers, public sector partners and Voluntary and Community Sector organisations to determine other issues/items for Members' consideration for inclusion in the Panels 2018/19 work programme.

5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

5.1 There are none specific to this report. Scrutiny work involves consideration of the financial, resource and property issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific financial, resource and property implications.

6. LEGAL AND STATUTORY IMPLICATIONS

- 6.1 Scrutiny work involves consideration of the legal and statutory issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific legal and statutory implications.

7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 7.1 It is a fundamental aim of the scrutiny process to ensure that there is full and equal access to the democratic process through public involvement and engaging with local partners in scrutiny reviews. Furthermore, the outcomes of reviews are intended to benefit all sections of the local community.

- 7.2 Scrutiny work involves consideration of the human rights, equalities and community cohesion issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific human rights, equalities and community cohesion implications.

8. CRIME AND DISORDER IMPLICATIONS

- 8.1 Scrutiny work involves consideration of the crime and disorder issues relating to the topic being scrutinised.

9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 9.1 There are none specific to this report. Scrutiny work involves consideration of the risk management and health and safety issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific risk management and health and safety implications.

10. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- 10.1 2018/19 work programme

11. BACKGROUND PAPERS

- 11.1 None

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Sustainable Communities Work Programme 2017/18

This table sets out the Sustainable Communities Panel Work Programme for 2017/18; the items listed were agreed by the Panel at its meeting on 4 July 2017. This Work Programme will be considered at every meeting of the Panel to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

The work programme table shows items on a meeting-by-meeting basis, identifying the issue under review, the nature of the scrutiny (pre-decision, policy development, issue specific, performance monitoring, partnership related) and the intended outcomes.

Chair: Cllr Abby Jones

Vice-chair: Cllr Daniel Holden (also performance monitoring lead)

Scrutiny Support

For further information on the work programme of the Sustainable Communities Scrutiny Panel please contact: -

Annette Wiles, Scrutiny Officer

Tel: 020 8545 4035; Email: annette.wiles@merton.gov.uk

For more information about overview and scrutiny at LB Merton, please visit www.merton.gov.uk/scrutiny

Meeting date: 4 July 2017 (*Deadline for papers: 12pm, 26 June 2017*) **COMPLETE**

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Performance monitoring	Merton's response to the Grenfell Tower fire	Verbal update	Simon Williams, Director for Community and Housing	To allow members to ask questions about Merton's response.
Executive oversight	Cabinet Member priorities	Verbal update	<ul style="list-style-type: none"> Community and Culture Regeneration, Environment and Housing 	To allow members to understand current priorities and consider how these should inform the work programme.
Performance monitoring	Performance monitoring	Basket of indicators plus verbal report	<ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration Simon Williams, Director for Community and Housing 	To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as necessary.
Scrutiny review	Facilities for physical activity in children's playgrounds	Written report	Doug Napier, Greenspaces Manager and Hilina Asrress, Senior Public Health Principal	To understand how these departments are working together to maximise the benefit provided by Merton's playgrounds for children's health.

Performance monitoring/scrutiny review	South London Waste Partnership – Phase C <ul style="list-style-type: none"> Update report Ride along 	<ul style="list-style-type: none"> Written update report Verbal update on ride along 	<ul style="list-style-type: none"> Graeme Kane, Assistant Director, Public Space, Contracting and Commissioning Cllr John Sargeant 	To understand performance since the contracts were let and to undertake a scrutiny review of the service in another borough to inform the rollout of the service in Merton.
Setting the work programme	Agreeing the work programme for 2017/18	Written report	Annette Wiles, Scrutiny Manager	To enable the Panel to agree the draft 2017/18 work programme.

Meeting date: 5 September 2017 (*Deadline for papers: 12pm, 25 August 2017*) **COMPLETE**

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
<u>Scrutiny review IN PARTNERSHIP WITH CYP</u>	Housing deep dive: <ul style="list-style-type: none"> Provision for care leavers and homeless Progress against the housing supply task group recommendations Safety issues Local Authority Property Co presentation 	<ul style="list-style-type: none"> Housing paper Workshops Update report on the housing supply task group Presentation on the Local Authority Property Co 	<ul style="list-style-type: none"> Steve Langley (as previously provided to CYP) Officers from Housing, <i>futureMerton</i> and Children Schools and Family to support both workshops. Steve Langley and James McGinlay James McGinlay and Paul McGary 	To allow the Panel to focus in depth on the issue of housing in Merton.

Setting the work programme	Work programme 2017/18	Written report	Annette Wiles, Scrutiny Officer	To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider.
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Meeting date: 11 October 2017 (*Deadline for papers: 12pm, 2 October 2017*) **COMPLETE**

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Scrutiny review	Call- in: proposals for improving parking facilities in selected borough parks	Written report	<ul style="list-style-type: none"> • Graeme Kane, Assistant Director, Public Space, Contracting and Commissioning • Doug Napier, Leisure and Culture Greenspaces Manager 	<ul style="list-style-type: none"> • Refer the decision back to the Cabinet Members for Regeneration, Environment and Housing and Community and Culture for reconsideration; or • Determine that the matter is contrary to the policy and/or budget framework and refer the matter to Full Council; or • Decide not to refer the matter back to the Cabinet Members for Regeneration and,

				Environment and Housing and Community and Culture, in which case the decision shall take effect immediately.
Performance monitoring	Performance monitoring	Basket of indicators plus verbal update	<ul style="list-style-type: none"> • Chris Lee, Director of Environment and Regeneration • A representative from C&H 	To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as necessary.
Performance monitoring	Eastern Electric post event performance update	Written report	<ul style="list-style-type: none"> • Graeme Kane, Assistant Director, Public Space, Contracting and Commissioning 	To understand the performance achieved by this new event held in Morden Park.
Pre-decision scrutiny	Local plan	Written report	<ul style="list-style-type: none"> • James McGinlay, Assistant Director – Sustainable Communities • Paul McGarry, Head of <i>futureMerton</i> • Tara Butler, Programme Manager (deputy FM manager) 	The core strategy will be refreshed toward the end of 2017 and in parallel with the Mayor's plan. This item will enable members to be consulted prior to proposals going to Cabinet for approval.

Executive oversight	Christmas parking update report	Verbal	<ul style="list-style-type: none"> • John Hill, Assistant Director – Public Protection • Paul Walshe, Head of Parking and CCTV Services 	The potential to make changes to how the free Christmas parking scheme operates in the borough was suggested through the budget process last year. This is to provide members with an update on why no changes will be made to the scheme.
Setting the work programme	Work programme 2017/18	Written report	Annette Wiles, Scrutiny Officer	To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider.

PTLC: SCHEDULED FOR 17 OCTOBER 2017

Meeting date: 2 November 2017 (*Deadline for papers: 12pm, 25 October 2017*) **COMPLETE**

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Pre-decision scrutiny	Budget/business plan scrutiny (round 1)	Written report	<ul style="list-style-type: none"> • Chris Lee, Director of Environment and Regeneration • Hannah Doody, 	To discuss and comment on the Council's budget proposals at phase 1.

			Director for Community and Housing <ul style="list-style-type: none"> • Caroline Holland, Director of Corporate Services 	
Performance monitoring	South London Waste Partnership – Phase C performance monitoring	Written report	Graeme Kane, Assistant Director, Public Space, Contracting and Commissioning	To verify the performance of the services now they have both been let including the financial savings to be realised by the Council. It is recommended that the report reflect the motion agreed by Full Council in Sept 2016.
Pre-decision scrutiny	Morden re-development	Written report	<ul style="list-style-type: none"> • James McGinlay, Assistant Director – Sustainable Communities • Paul McGarry, Head of <i>futureMerton</i> • Eben Van Der Westhuizen, Policy Planner 	The core strategy will be refreshed toward the end of 2017 and in parallel with the Mayor of London's plan. This item will enable members to be consulted prior to proposals going to Cabinet for approval.
<u>Scrutiny review IN PARTNERSHIP WITH THE COMMISSION</u>	Public space protection orders	Written report	Doug Napier, Greenspaces Manager	To allow members to understand how these will work.

Scrutiny review	Crossover task group – draft final report	Written report	The chair of the task group (Cllr David Chung)	To give the Panel the opportunity to consider the findings and agree the recommendations of the task group before these are taken to Cabinet for its approval.
Setting the work programme	Work programme 2017/18	Written report	Annette Wiles, Scrutiny Officer	To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider.

Meeting date: 10 January 2018 (*Deadline for papers: 12pm, 2 January 2018*) **COMPLETE**

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Performance monitoring (including trend data on waste, recycling and street cleaning)	Performance monitoring	Basket of indicators plus verbal update	<ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration A representative from C&H 	To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as necessary.

Performance monitoring	Clarion Housing Group: repairs and regeneration	Responses to members' questions to be printed as part of the agenda	Representatives from Clarion Housing Group will be attending the session and answer member questions.	This session will be used to focus on Clarion's record on repairs and regeneration following on from the company's appearance before the Panel in Sept and Nov 2016 (prior to the merger). Additionally, there will be a focus on safety.
Call-in	Decision to award the construction works for Merton Hall	Written report	<ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration Tom Procter, Service Manager Contracts & School Organisation 	The Cabinet decision made on 11 December 2017 to award the construction works for Merton Hall has been called-in by Councillors for further scrutiny.
Performance monitoring and pre-decision scrutiny	Update: waste, recycling and street cleaning	Written report	<ul style="list-style-type: none"> Graeme Kane, Assistant Director, Public Space, Contracting and Commissioning 	To allow Panel members to closely monitor performance and to consider the issue of bin size options prior to the rollout of the new service.

ADDITIONAL MEETING: 16 January 2018 (*Deadline for papers: 12pm, 8 January 2018*) **COMPLETE**

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
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Executive oversight	Cabinet Member priorities	Verbal update	Street Cleanliness and Parking	To allow members to understand current priorities and consider how these should inform the work programme.
Pre-decision scrutiny	Budget and business planning (round 2)	Report	<ul style="list-style-type: none"> • Chris Lee, Director of Environment and Regeneration • Hannah Doody, Director for Community and Housing • Caroline Holland, Director of Corporate Services 	To comment on the budget and business plan proposals at phase 2 and make any recommendations to the Commission to consider and co-ordinate a response to Cabinet.
Performance monitoring	Merton Adult Education	<ul style="list-style-type: none"> • Written report • Visit to South Thames College (25 January 2018) 	Anthony Hopkins, Head of Libraries and Culture Services	To give the Panel the opportunity to assess the performance of Merton's Adult Education service after a full academic year of operation under the commissioning model and following re-inspection by Ofsted.
Scrutiny review	Air Quality task group – draft final report.	Written report	The chair of the task group (TBC)	To give the Panel the opportunity to consider the findings and agree the recommendations of the task group before these are taken to Cabinet for its approval.

Scrutiny review	Commercialisation task group – action plan review	Written report	Chris Lee, Director of Environment and Regeneration	For the Panel to monitor the implementation of the recommendations it made and were accepted by Cabinet.
Scrutiny review	Presentation of the action plan in response to the care leaver accommodation reference to Cabinet	Written report	<ul style="list-style-type: none"> • Yvette Stanley, Director, Children Schools and Families, • Mark Gywnne, Interim Head of Policy, Planning & Performance 	For the Panel to review the action plan in response to its reference to Cabinet.
Setting the work programme	Work programme 2017/18	Written report	Annette Wiles, Scrutiny Officer	To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider.

Meeting date: 21February 2018 (*Deadline for papers: 12pm, 13 February 2018*) **COMPLETE**

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Performance monitoring	Performance monitoring	Basket of indicators plus verbal update	<ul style="list-style-type: none"> • Chris Lee, Director of Environment and Regeneration • A representative from C&H 	To highlight to the Panel any items of concern where under performance is evident and for the Panel to

				make any recommendations or request additional information as necessary.
Performance monitoring	Libraries and heritage annual report	<ul style="list-style-type: none"> • Written report • <u>Visit to Colliers Wood Library (15 February 2018)</u> <u>Cancelled: all members invited to official opening</u> 	Anthony Hopkins, Head of Library and Heritage Services	To provide the annual report on the libraries service and to inform members of any proposed future development of the service.
Update report	South London Waste Partnership – Phase C new service provision PLUS performance monitoring	<ul style="list-style-type: none"> • Written report 	Graeme Kane, Assistant Director, Public Space, Contracting and Commissioning	To consult with members at the point that the new service is being prepared for implementation.
Scrutiny review	Crossovers task group – Cabinet response and action plan Deferred: Cabinet has requested to see the action plan prior to it coming to scrutiny. Will come to scrutiny in the new municipal year.	Written report	<ul style="list-style-type: none"> • Paul McGarry, head of future Merton • Steve Cooper, Principal Highway Officer 	To provide the Panel with a response to the report and recommendations of the crossovers task group following Cabinet consideration.
Scrutiny review	Monitoring the implementation of the recommendations of the housing supply task group	Written report	<ul style="list-style-type: none"> • Steve Langley, Head of Housing Needs and Strategy • James McGinlay, Assistant Director – Sustainable 	For the Panel to monitor the implementation of the recommendations it made and were accepted by Cabinet.

			Communities	
Setting the work programme	Work programme 2017/18	Written report	Annette Wiles, Scrutiny Officer	To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider.

Meeting date: 20 March 2018 (*Deadline for papers: 12pm, 12 March 2018*)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Performance monitoring	Performance monitoring	Basket of indicators plus verbal report	<ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration A representative from C&H 	To highlight to the Panel any items of concern where under performance is evident and to make any recommendations or request additional information as necessary.
Performance monitoring	Waste, recycling and street cleaning	Written report	Graeme Kane, Assistant Director, Public Space, Contracting and Commissioning	To monitor trend data and address performance issues.
Pre-decision scrutiny	Highways and maintenance contract Deferred until June 2018 to allow more	Written report	James McGinlay, Assistant Director—Sustainable	Work on re-letting the contract will begin in September 2018. The Panel will therefore

	detail to be available.		Communities	have the opportunity to comment on proposals before the start of this work and before a recommendation is made to Cabinet.
Performance monitoring	ANPR	Written report	John Hill/Paul Walshe	To monitor performance 18 months after installation.
Performance monitoring	Development and planning control	<ul style="list-style-type: none"> Written report 	James McGinlay, Assistant Director – Sustainable Communities	Members have ongoing concerns regarding staffing levels in the enforcement team. The report will focus on operational capacity, performance and challenges facing the service.
Performance monitoring	Town centre regeneration	Presentation	Paul McGarry, Head of <i>futureMerton</i>	To provide a progress update on the delivery of the town centre regeneration programme.
Scrutiny review	Air quality task group – Cabinet response and action plan	Written report	Chris Lee, Director of Environment and Regeneration	To provide the Panel with a response to the report and recommendations of the air quality task group following Cabinet consideration of its report.

Performance monitoring	Diesel levy implementation Deferred until the next municipal year to allow a full year of operation prior to review.	Written report	Chris Lee, Director of Environment and Regeneration	To monitor the effect of the diesel levy close to a year after its implementation.
Scrutiny review	Topic suggestions 2018/2019	Written report	Annette Wiles, Scrutiny Officer	To seek suggestions from the Panel to inform discussions about the Panel's 2018/19 work programme

TBC (as required):

- Leisure centres
- Wimbledon and Crossrail2

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