

Merton Council

Sustainable Communities

Overview and Scrutiny

Panel



Date: 21 June 2018
 Time: 7.15 pm
 Venue: Merton Civic Centre

AGENDA

Page Number

1	Apologies for absence	
2	Declarations of pecuniary interest	
3	Minutes of the previous meeting	1 - 10
4	Update report: rollout of the new waste service (with a focus on communication) Scott Edgell, General Manager of Veolia Environmental Services UK, will attend the Panel.	11 - 16
5	Cabinet Member priorities <ul style="list-style-type: none"> • Cllr Mike Brunt, Cabinet Member for the Environment and Street Cleanliness; • Cllr Nick Draper, Cabinet Member for Community and Culture; and • Cllr Martin Whelton, Cabinet Member for Regeneration, Housing and Transport 	
6	Performance monitoring: departmental data set review	17 - 24
7	Setting the work programme for 2018/2019 <ul style="list-style-type: none"> • Consider the work programme for 2018/19 – agree items for inclusion; • Consider the methods to be used; • Consider the use of visits and external experts; • Identify a lead member for performance monitoring; • Identify a lead member for budget scrutiny; • Agree a task group topic; • Consider the appointment of co-opted members (Panel/task group); and • Identify the training/support needs of the Panel. 	25 - 72

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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:

Laxmi Attawar (Chair)
Daniel Holden (Vice-Chair)
Stan Anderson
Ben Butler
Joan Henry
Russell Makin
Nick McLean
Anthony Fairclough

Substitute Members:

Nigel Benbow
Mark Kenny
Hina Bokhari
David Dean
Billy Christie

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

20 MARCH 2018

(7.16 pm - 9.40 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 Ross Garrod (Cabinet Member for Street Cleanliness and Parking), Martin Whelton (Cabinet Member for Regeneration, Environment and Housing), Hannah Doody (Director of Community and Housing), Jason Andrews (Environmental Health Pollution Manager), John Hill (Assistant Director for Public Protection), Graeme Kane (Assistant Director of Public Space, Contracting and Commissioning), Chris Lee (Director of Environment and Regeneration), Paul McGarry (FutureMerton Manager), James McGinlay (Assistant Director for Sustainable Communities), Paul Walshe (Parking Services Manager) and Annette Wiles (Scrutiny Officer)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Cllr Draper, Cabinet Member for Community and Culture.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

The minutes of the previous meeting were accepted as a true and accurate record.

4 PERFORMANCE MONITORING (Agenda Item 4)

Hannah Doody, Director for Community and Housing, provided an introduction to the performance indicators for her department:

- CRP 062/SP 035 No of homelessness preventions: highlighted that new legislation comes into effect on 1 April 2018 as a result of the Homelessness Reduction Act. Work is currently underway to predict the resulting demand on the service and put in place a new IT system to manage this. Noted that the service will approach the new requirements by establishing a plan for those at risk of homelessness which has to be put in place within 56 days;
- SP 280 No of active volunteers in libraries: highlighted the high number of library volunteers (above target) supporting the service and how these had recently been thanked at an awards/recognition event; and

- SP 287 Maintain Library Income: again highlighted that this PI is above target. Noted the drive to look at using library community spaces to have an impact on health and wellbeing.

In response to member questions, the Director clarified:

- It was clarified subsequent to the meeting, (for the purpose of the minutes), that the School Library Service is a paid for service. Demand is declining but as the charge made hasn't increased for three years this is thought to be a product of a reduced requirement for physical stock and school budgets being reduced;
- There has been an increase in the number of young people using Merton's libraries. This is particularly where they don't have appropriate space at home and are using the library later in the afternoon for exam preparation. Usage of library services by children and young people continues to increase through successful membership schemes for primary and secondary schools and proactive engagement through cultural activities such as *My Library*;
- Bed and Breakfast accommodation is not an ideal space for temporary provision. Merton works with a range of other temporary accommodation providers;
- Merton has a long history of homelessness prevention which has now been made a statutory duty. This will be approached by working in partnership across the sector, with other providers, to give support to those at risk of homelessness. Often homelessness results from a change in circumstances for example because of the end of a shorthold tenancy, because a landlord wants to sell a property or due to a drop in income. The Council will work with those at risk of homelessness to develop specific/tailored plans to meet their needs. This will include working with those at risk of homelessness for longer than the 56 days required as this is beneficial to all those involved; and
- Rough sleeper numbers are being carefully monitored. There is a precise definition of those who are rough sleepers which means data can only be captured late at night or early in the morning. Numbers of rough sleepers in the borough can often seem higher because of transient numbers during the day many of whom will return to an inner London Borough overnight. The last count conducted in November 2017 identified five rough sleepers in Merton but this exercise will shortly be repeated. Noted the support provided to rough sleepers in the borough during the recent spell of adverse weather. Also the advice provided throughout the year on how to access benefits and other forms of advice.

Chris Lee, Director for Environment and Regeneration, provided an introduction to the performance indicators for his department:

- SP 127 % Parking permits issued within 5 working days: historically this has been a high performing indicator. However, at the start of this municipal year performance was impacted by a high volume of applications for the newly implemented diesel levy. As a result, it has been impossible for the position to be completely caught-up. Arrangements to meet the same level of demand at the start of the next municipal year have been made and tested;
- CRP 045/SP 118 Income from development and building control and SP 414 Volume of planning applications: income from development and building control is under target and this position is unlikely to be recouped before the end of the municipal year. This is directly correlated with the fall in volume of planning

applications (approximately 500 below target). The target for planning applications was met last year. It was noted that the volume of planning applications can be cyclical and that there has been an increase in planning fees which may be having an effect; and

- SP 040% Market share retained by LA: noted that there has been an increase in the share of building control retained by the authority. It has been suggested that this is a post Grenfell Tower effect with a shift back to building control provided by local authorities. If this continues to grow at the same rate next year (20%), this will provide additional income of around £160K which would fund three additional building control officers. It was noted that income received from building control has to be reinvested in the service.

In response to member questions, the Director clarified (with additional comments from officers as noted):

- The noted increase in fitness centre participation by 14 to 25 year olds and the number of leisure centre users may be down to seasonal factors (the New Year fitness drive). However, there is no other detail to explain this increase;
- Sickness in the parking service was explained as being affected by seasonal factors as workers are out in all weathers and subject to colds etc. Assaults on staff are also a factor as is chronic long term illness. However, this performance indicator is skewed more than previously so as a result, action plans are being produced;
- John Hill, Assistant Director for Public Protection, added that it is important to give managers confidence to address staff sickness issues. Training is therefore being provided and sickness levels are coming down month on month;
- It is thought likely that the council will exceed its annual target for the number of new homes; and
- John Hill explained that the percentage of PATAS cases lost actually represents a fraction of the total number of fixed penalty notices issued and there is no one discernible common issue explaining why these cases have been lost.

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

Graeme Kane, Assistant Director for Public Space, Contracting and Commissioning, introduced the item. This is the final in the monthly reports provided to the Panel at the request of members. Highlighted that the rate of missed bins remains higher than desired. Also that the recent snow event had presented a challenge to the service. Gritting and bin collections had been prioritised with resources reallocated from street cleaning, (it is too dangerous to provide this element of the service during the snow in addition to not wanting to remove grit that has been spread). Veolia performed well during the adverse weather conditions which provided reassurance; it worked closely with and under the direction of the Council's Highways Maintenance Team and proved to be reliable, professional and on time.

The trend in the recycling rate remains largely unchanged. It is unlikely that this will improve until the new service provision comes into place in autumn 2018. However, greater use of the garden waste service with the start of growing season may see

some increase. Noted that the volume of fly tips is not a reflection of Veolia's performance; it is judged on the speed at which fly tips are removed. The enforcement team continues to investigate and fine where it can identify those that are fly tipping.

To address litter issues caused by the continuation of the bag service (until the new service provision in the autumn) in addition to crews dropping litter, Veolia is providing six additional litter pickers who will attend to streets following collections. This approach started this month and the impact will start to be seen. This will then allow street cleaners to do detailed cleaning work.

Green sweeper rubbish sacks should be removed from streets within 24 hours. Expressed gratitude to residents who highlight where these remain on street for longer and noted that these reports are then addressed by the Neighbourhood Client Team. Analysis of fly tipping reports show that only seven out of the 708 reports made in February mention green sweeper rubbish sacks. Therefore, this is perceived to be a bigger issue than is the case.

Council officers continue to work closely with Veolia. Neighbourhood Client Officers are undertaking joint inspections with their Veolia counterparts and identifying solutions to issues. Meetings are also taking place with the Veolia Contract Manager and the UK General Manager. Noted that the service is starting to see improvements.

In response to member questions, the Assistant Director clarified:

- December 2017 is the anomaly in the missed bin figures where this dropped for the last two weeks on the month with the focus on Christmas and the New Year;
- Consent forms for the removal of graffiti from private property are issued by both Merton's Neighbourhood Client Team and Veolia with the organisations working closely to ensure these are completed. A charge is made for the removal of graffiti from private property. The Assistant Director noted the need to provide further briefings to the Council's customer contact centre to ensure it is aware of these arrangements;
- Fly tipping is happening in all sizes right across the borough. Likely that residents currently have no way to contain items and that this will be improved by the rollout of wheeled bins this autumn. The speed at which tips are being addressed is being challenged by the volume of reports. The percentage of fly tips removed within 24 hours in January 2018 was 51%*, (this figure has been supplied for the minutes as it was missing from the report);
- It isn't thought likely that fly tipping will lessen as a result of the integration of requests for bulky item removal to the online service. The average wait for a bulky item collection depends on where a resident lives as collection slots are arranged according to the resident's standard waste/recycling collection day and popularity of the service differs from one area to the next. Currently the average wait is less than a week for Monday, Tuesday, Wednesday and Friday collections and three weeks for a Thursday collection, where collections are very popular;
- Noted the issue of street sweeping in Hillside for further exploration; and

- Online reports to the service are being monitored with work ongoing with Veolia to ensure those that have been open for too long are addressed and closed. Noted the issue of the online system not accepting more than one report per location.

* Note: Veolia is currently providing two additional fly-tip collection vehicles which do not have on-board computers to record the time at which a fly-tip is collected. Therefore, the statistics are not able to reflect whether these fly-tip reports have been collected within 24 hours and will be under reporting the number of collections made within 24 hours.

Several members praised the work of the Neighbourhood Client Team which the Assistant Director committed to pass on. Praise for the work of the street sweeper for Garth Road and Lynmouth Avenue was also noted.

Cllr Jones, in her capacity as Chair of the Panel, highlighted that it would need to determine how it will continue to monitor Veolia's performance in the new municipal year. Also, she thanked the Assistant Director for his work given this was his last meeting before leaving Merton for a new role.

6 UPDATE REPORT: PLANNING ENFORCEMENT (Agenda Item 6)

James McGinlay, the Assistant Director for Sustainable Communities, introduced the item. He highlighted that suspected breaches of planning can be reported anonymously. Each report is then prioritised to determine the response period that applies. Broadly, reports fall into one of two categories: where there is a suspect breach of a given planning consent or where there has been no application for planning permission.

Currently, the number of backlog cases is exceeding the target (by approximately 50 cases). A significant number of these will require no further action because they are not breaches and in instances of actual breaches, an assessment will be taken of community impact before deciding what further action is taken. In cases where there is no further action, there needs to be transparency with the original complainant on the reasons. Noted that there is a good quantity of reported breaches that are actually neighbour disputes or relate to other council services (such as environmental health or parking). Any internal changes to a building are not a planning enforcement issue but a matter for building regulations.

There has been an increase in the backlog of cases signifying a decline in performance during 2017. This has been caused by two factors; 1) a reduction in the size of the planning enforcement team and 2) difficulties in recruiting to vacant planning enforcement positions. As a result, there has been exploration of alternative ways to resource the team and this month work will start with Capita to stabilise the backlog.

It is also planned to use technology to increase productivity. This will include a mobile solution to allow officers to work on site more easily and still progress cases. Additionally, it is planned to develop an online reporting facility which will allow for

better screening of submissions. This will filter out those cases where they are not a breach and prevent further build up of cases.

A collaboration with other councils (Sutton and Kingston) has been and continues to be explored. However, it is hard to see how this will provide benefit given each borough has its own policies and difficulties recruiting into the planning enforcement team.

In response to member questions, the Assistant Director clarified:

- Recognised the need to make the system more transparent. This will include communicating updates/outcomes to appropriate Councillors to avoid their enquiries causing additional work to the enforcement team. There will be a process review including how to provide feedback to members for example when a case is closed;
- Additionally, the new online reporting system will allow filtering to stop cases being reported where there hasn't been a breach. However, the procurement process is only just starting with delivery 12 months away;
- Difficulties in recruiting officers to the planning enforcement team aren't just as a result of the salary level. There is a requirement that all planning enforcement officers have to be qualified planners and planning enforcement isn't such an attractive career option as the others open to those these qualifications. Campaigns are happening nationally and pan-London to highlight planning enforcement as a worthwhile career;
- Further work is currently underway to understand the full breakdown of planning enforcement cases to inform the development of a new protocol/policy, to ensure that the team has the right staffing and that this is reflected in the new e-forms which will be developed; and
- Collaboration with other boroughs could be beneficial but not where they are all under the same pressures (ie: a lack of staffing). Peaks in demand across a number of services have been analysed and this has shown that the services tend to be busy at the same times. It is these issues rather than any lack of financial incentive that is limiting the ability to achieve a collaboration.

RESOLVED: That the Panel be routinely supplied with trend data on the number of planning enforcement cases that are six months old or more.

7 PERFORMANCE MONITORING: ANPR UPDATE REPORT (Agenda Item 7)

Paul Walshe, Head of Parking and CCTV Services, introduced the item. He noted that the Automatic Number Plate Recognition system (ANPR) had been introduced in 2016 but had been subject to technical difficulties. These are now resolved and the system is working well. ANPR is being used to catch motoring contraventions and to modify driving behaviour. Where ANPR is successful in stopping motoring contraventions, cameras are moved to new locations. Highlighted that it is also the aim of ANPR to have a positive impact on air quality.

In response to member questions, the Head of Service clarified:

- Feedback from drivers about road layouts that they believe has contributed to their motoring contravention is passed onto the Highways Maintenance team and it has led to some changes being made;
- Boxed junctions all have adequate signage as per the legal requirements. It remains the case that if a driver can't see a way to exit the boxed junction, then they should not enter. This is the case at all times of day;
- There has been a 200% increase in the number of moving motoring contraventions caught as a result of ANPR. The rate of appeals lodged since the introduction of ANPR has halved. This is because for each contravention captured an evidence package is provided which can be shared with the driver making it much more difficult to appeal;
- A trial of ANPR cameras for use outside schools to enforce parking requirements is about to go ahead. This will be used to determine whether or not Merton will purchase these types of cameras for ongoing use; and
- Decisions about whether or not to relocate a camera will be determined on the number of contraventions caught. Where these go down to single figures in a month moving the camera will be considered. However, it will need to be established that the drop in contraventions is down to ANPR having changed behaviours and not for another reason (such as the camera being faulty).

John Hill, Assistant Director for Public Protection, highlighted that Merton's use of ANPR is ground breaking – the borough is the first in London to use the technology in this way. He also thanked Adrian Rutkowski for his work. Adrian is on secondment to the ANPR team as a technical adviser.

8 CABINET RESPONSE AND ACTION PLAN: AIR QUALITY TASK GROUP (Agenda Item 8)

Jason Andrews, Environmental Health Manager, introduced the item. The Air Quality Action Plan (AQAP) has been written to reflect the look and feel and of the Merton coordinated Love Clean Air Website, it also attempts to engage residents and highlight how individuals can participate in air quality improvement in Merton. The input of the Air Quality Task Group to the Action Plan was highlighted with thanks given to the Panel for its contribution which resulted in a much more coordinated Air Quality Action Plan.

In response to member questions, it was clarified:

- (Cllr Garrod, Cabinet Member for Street Cleanliness and Parking) As stated in the AQAP, any review of the diesel parking surcharge will be shared with the Panel. It will be for any new administration to make decisions about the scope of the review and whether consideration will be given to Borough wide or localised Clean Air Zones (CAZs);
- (Chris Lee, Director Environment and Regeneration) The diesel surcharge will be reviewed after two years and will be subject to pre-decision scrutiny by the Panel before progressing to Cabinet. Highlighted that a key aspiration of the diesel surcharge is to promote a change in resident behaviour away from the most polluting vehicles;

- (Jason Andrews) As the Environmental Health Manager for two out of the three boroughs in the Regulatory Partnership, has great awareness of what is happening in other authorities. Merton is seen as leading the way. For example, other boroughs are still at the stage of considering a diesel surcharge, a key recommendation from the GLA for local authorities to tackle air pollution; and
- (Jason Andrews) A range of measures will be used to assess the success of the AQAP. Highlighted the difficulty of using ambient readings of air quality given this is affected by factors from outside the borough. Therefore, will use direct emission measurement from the 'tail-pipe' to show the overall reduction of pollution in the borough over the coming years, though ambient monitoring will still take place. This monitoring has increased from 20 to 50 locations in the borough over the past year.

RESOLVED: the Panel resolved to receive an update six monthly on the task group recommendations. One of these updates should be timed to coincide with and provide an update on the AQAP after a year as part of the formal reporting of the borough's actions to tackle air quality to its governing body.

Cllr Jones, in her capacity as Chair of the Panel, took the opportunity to thank John Hill, the Assistant Director for Public Protection, for this contribution to the Panel as he departs from the Council.

9 UPDATE REPORT: TOWN CENTRE REGENERATION (Agenda Item 9)

Paul McGarry, Head of futureMerton, provided members with an update presentation on town centre regeneration. In response to member questions, the Head of Service provided the following clarification:

- It hasn't been feasible to put a facility in place in Wimbledon's car parks to count and digitally display the number of vacant spaces on road signs. This is because the car parks have a range of different owners and a variety of operational formats (Pay and Display, Barrier Entry etc). However, all Wimbledon's car parks now have new standardised signage that displays the total number of parking spaces available in each car park. The signage also lists all car parks with consistent naming;
- Sites have been suggested as a possible first phase of the Morden redevelopment. This features a number of existing car parking sites and therefore it will be important to complete a review of parking in Morden before progressing further;
- Additional local shopping parades have been identified for refurbishment. There is now a blueprint for this approach set out in Merton's Shopfront Design Guidance which can be utilised once external funding is secured for the work;
- Confirmed that the Council is successfully working with the local business community to deliver the town centre regeneration strategy. For example, Centre Court and Love Wimbledon made a contribution to the costs of the new car parking signage in Wimbledon;
- Confirmed that the road surface in Mitcham town centre had been restored to its previous condition following gas works; and

- Noted that it is still the intention to look at public toilet provision in Mitcham town centre (using Section 106 monies). Also, that there are already several venues in the area that are part of the community toilet scheme and publicised on the Council's website.

RESOLVED: The Panel resolved to thank officers for the presentation and all that has been achieved in delivering work to date on the town centre regeneration. The success of these schemes, particularly Mitcham and Colliers Wood, over the last four years has been highlighted through the presentation which looked at both before and after pictures of the regeneration works.

10 PLANNING THE PANEL'S 2018-19 WORK PROGRAMME (Agenda Item 10)

Members highlighted three issues for consideration for the work programme for the next municipal year:

- Pre-decision scrutiny of the renewal of the Highway Maintenance contract,
- An update on and performance monitoring of the Diesel Levy;
- A focus on roads and pot holes.

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Committee: Sustainable Communities Scrutiny and Overview Panel

Date: 21st June 2018

Wards: ALL

Subject: Waste collection Service – Communications Campaign

Lead officer: Anita Cacchioli Assistant Director Public Space

Lead member: Cllr Mike Brunt, Cabinet Member for the Environment and Street Cleanliness

Contact officer: Charles Baker – Commissioning Manger Waste and Fleet Services

Recommendations:

-
1. The panel note the plans to communicate the changes in the waste collection service and the introduction of wheelie bins.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. In line with the procurement and commencement of the waste and street cleaning contract with Veolia, a new waste collection service will be introduced from 1st October 2018.
- 1.2. This report aims to update the panel on the communication strategy informing all residents of the new waste collection service.

2 DETAILS

- 2.1. Households will continue to receive weekly collections, with two collections (food and recycling) one week and three collections (food, recycling and general waste) the following week. Each household will be provided with, one wheelie bin for non-recyclable household waste along with a wheelie bin for paper and card; they will continue to use their existing recycling box for plastics, glass and cans and their caddy for food waste.
- 2.2. The service is designed to encourage recycling and reduce the volume of general waste along with assisting in helping keeping our streets cleaner.
- 2.3. The proposed service change will affect every household in the borough and is the biggest change in waste collection they have experienced in recent years. In order to minimise the disruption and to support the roll out of the new service Veolia and council officers have been working collectively to design and implement a communications and engagement plan which will reach every household in the borough.
- 2.4. Communication is a distinct work stream with a dedicated project board which includes Veolia , lead communication adviser from SLWP and the Head of Communication in Merton.
- 2.5. The range of communication methods is varied, with the core material being managed by Veolia. This will be further supported by additional communication material which will be under the direct management of our communications team.

2.6. The service changes will be communicated to all households that will be experiencing a change via three ‘direct lines’ of communication:

- Service Information Pack 1 - summary leaflet sent 4-8 weeks prior to the new bins being delivered
- Service Information pack 2 - detailed service information pack delivered with the new bins
- Post card - Reminder postcards/bin hangers delivered on last collection day of the current service.

2.7. Other activity included as ‘core activity’ includes:

- Roadshows - to take place in August The Locations / dates will be advertised in the first information pack.
- Additional Veolia communications resource (4 FTEs for three months)
- Campaign evaluation.

Key Activities

Service Information Pack 1	<p>9th July – 20th July</p> <p>Information pack will be delivered to each house hold containing generic information regarding the new waste collection service. This will be accompanied by a covering letter. This will be tailored for Communal properties and non standard house holds</p>
Service Information Pack 2	<p>30th July – 21st Sept</p> <p>Information pack will be delivered at the same time as the new wheelie bins.</p> <p>The pack provides greater detail on the new service and advises residents of any day change and a printed calendar will show the frequency of collection per waste stream.</p>
Bin hanger / postcard	<p>Delivered to each household following last day of collection under the current service.</p> <p>This advises them to start to use the new containers</p>
Road Shows	<p>Wimbledon Piazza – Wed 8th August</p> <p>Morden Sainsbury's – Tue 14th Aug.</p> <p>HRRC Garth Road – Thu 16th Aug</p> <p>Mitcham Market – Sat 25th Aug</p>

Container Delivery	New wheelie bins will be delivered between 30th July – 21st September . This provides 1 week contingency before the new service commences.
Merton new waste service begins	1st October 2018
Campaign Evaluation	Date to be confirmed

See appendix 1 for additional communication options currently under consideration

3 ALTERNATIVE OPTIONS

- 3.1. The Council could decide not to put its own additional communications capacity into this project but this would run the risk of residents not understanding the new arrangements and benefitting fully from the service change.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. The communications strategy has been developed following the lessons learned from the service change in Sutton.
- 4.2. At the end of the service roll out a campaign evaluation will be conducted

5 TIMETABLE

- 5.1. The time table is contained within the report

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The core activities listed in this report which is provided by Veolia form part of the core service. The communication package delivered by the contractor is estimated to be c £78,000.
- 6.2. The enhance communication plan, which is managed by our communications team is estimated to cost an additional £50,000. This will be funded for the current Waste Services revenue budget.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. There are no legal and statutory implications as a result of this report

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

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

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. There are no crime and disorder implications as a result of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

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

- 11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- Appendix 1 – Additional communication options
- 12 BACKGROUND PAPERS**
- 12.1. None

Appendix 1 - Supporting Communication Channels

This document summarises the additional communication channels currently being considered to support the core activities promoting the changes in the waste collection service.

Below is a table summarising the channels that the Council may want to consider using to support the core activity

Activity
<p>Email footers Digital artwork available for boroughs to add footers to all corporate emails.</p>
<p>Organic social media Digital artwork is available to support organic social media activity - use Sutton service change campaign social media schedule as a guide Animated gif digital artwork available to support.</p>
<p>Contact centre briefings Briefings for borough contact centre staff at two key stages: 1. Just before Direct line 1 communications is delivered 2. Just before service change takes effect Veolia/SLWP comms to provide support</p>
<p>Web content Boroughs to provide updates to web content at two key stages: 3. Just before Direct line 1 communications is delivered 4. Just before service change takes effect Veolia/SLWP comms to provide support.</p>
<p>Community group engagement Targeted briefings/engagement with recognised community groups, including:</p> <ul style="list-style-type: none"> ● Environmental groups ● Faith Groups ● Resident Associations ● Staff groups <p>x</p>
<p>Staff communications Boroughs to consider how best to communicate the service changes to staff - particularly those who support vulnerable residents (social care etc). Plans to highlight the role council staff can play as advocates for the service change .</p>
<p>Resident magazine - editorial Articles in resident magazines</p>
<p>Envelope messaging Include a service change message on the franking marks of outgoing post</p>
<p>Briefing pack for elected Members Guide to the Veolia contract for Councillors</p>

Posters/leaflets

Make posters and leaflets available in local libraries, council reception areas, Neighbourhood notice boards etc.

Paid-for social media

Short animations available for use in paid-for social media advertising.
Animated gif digital artwork available to support.

House number stickers

Could be made available in local libraries for residents to use on their new bins
Guide cost: £2,000

Outdoor advertising - six sheets

Boroughs have preferential rates with JCDecaux

Outdoor advertising - six sheets: additional

Additional six sheet and 'Street Talk' sites available to boroughs at commercial rate

Sky AdSmart

Targeted Sky TV advertising - TV adverts delivered to Sky TV customers that live in the boroughs. Could re-format the advert used in the Sutton campaign (would require a new voiceover and and freeze frame).

Sutton campaign delivered: 30-second ad, 94,000 views from 14,000 households.

Cost: £6,000.

Animated service film

Short film for use on website / social media channels providing a summary of the new service. Could use film created for Sutton as a starting point.

Guide cost: £5,000

Drop-down banners on lamp-columns

Dept.	PI Code & Description	Polarity	Apr 2018					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
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	65,138	56,000				65,138	56,000	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line	High	19,980	17,326				19,980	17,326	
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation	Low	170	230				170	230	
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions	High	47	38				47	38	
Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year	Low	2	10				2	10	
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation	Low	8	10				8	10	
Libraries	SP 279 % Self-service usage for stock transactions (libraries)	High	98%	97%				98%	97%	
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month)	High	288	230				288	230	
Libraries	SP 287 Maintain Library Income	High	£37,610	£14,050				£37,610	£14,050	
Libraries	SP 480 Visitor figures - physical visits to Libraries	High	88,320	100,000		n/a	n/a	88,320	100,000	

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E&R Public Protection performance report April 2018

PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend			
Parking													
CRP 044 Parking services estimated revenue	1,445,462	1,134,453				1,445,462	1,134,453				1,445,462	1,134,453	
SP 127 % Parking permits issued within 5 working days	95%	95%				95%	95%				95%	95%	
SP 258 Sickness- No of days per FTE from snapshot report (parking)	1.15	0.66				1.15	0.66				1.15	0.66	
SP 417 % Public Spaces CCTV cameras working	94.23%	98%				94.23%	98%				94.23%	98%	
SP493 Number of cases won at London Tribunals	41	41				41	41				41	41	
Regulatory Services													
SP 041 % Service requests replied to in 5 working days (Regulatory Services)	95.89%	97%				95.89%	97%				95.89%	97%	
SP 042 Income generation by Regulatory Services	£21,429	£75,000				£21,429	£75,000				£21,429	£75,000	
SP 111 No. of underage sales test purchases	Quarterly measure					N/A	100	N/A			N/A	100	N/A
SP 255 % licensing apps. determined within 28 days	Quarterly measure					N/A	95%	N/A			N/A	95%	N/A
SP 316 % Inspection category A,B & C food premises	Annual measure					N/A	99	N/A			N/A	98	N/A
SP 418 Annual average amount of Nitrogen Dioxide per m3	Annual measure					N/A	40	N/A			N/A	40	N/A
SP 420 Annual average amount of Particulates per m3 (Annual)	Annual measure					N/A	40	N/A			N/A	40	N/A
SP 422 % Food premises rated 2* or below (Quarterly)	Quarterly measure					N/A	15%	N/A			N/A	15%	N/A
SP494 Nitrogen dioxide diffusion tube monitoring sites in the borough exceeding national levels	Quarterly Measure					N/A	0	N/A			N/A	0	N/A

E&R Public Spaces April 2018

PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
	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 (Monthly)	10.57%	8%				10.57%	8%				10.57%	8%	
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT)	Quarterly measure					N/A	8.5%	N/A			N/A	8.5%	N/A
SP 062 % Sites surveyed below standard for graffiti	Quarterly measure					N/A	5%	N/A			N/A	5%	N/A
SP 063 % Sites surveyed below standard for flyposting	Quarterly measure					N/A	1%	N/A			N/A	1%	N/A
SP 139 % Sites surveyed below standard for weeds	Quarterly measure					N/A	11%	N/A			N/A	12%	N/A
SP 140 % Sites surveyed below standard for Detritus	Quarterly measure					N/A	10%	N/A			N/A	13%	N/A
SP 269 % Residents satisfied with street cleanliness	Annual measure					N/A	57%	N/A			N/A	57%	
Waste Services													
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	95.64	50.00				95.64	50.00				95.64	75.00	
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	891	700				891	700				891	700	
SP 064 % Residents satisfied with refuse collection	Annual measure					N/A	73%	N/A			N/A	72%	
SP 065 % Household waste recycled and composted (One Month in Arrears)	NMTP	46%	NMTP			NMTP	46%	NMTP			NMTP	46%	NMTP
SP 066 Residual waste kg per household (One month in arrears)	NMTP	41	NMTP			NMTP	41	NMTP			NMTP	540	NMTP
SP 067 % Municipal solid waste sent to landfill (waste	NMTP	65%	NMTP			NMTP	65%	NMTP			NMTP	59%	NMTP

PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend			
management & commercial waste) (One month in arrears)													
SP 262 % Residents satisfied with recycling facilities	Annual measure						72%	N/A	?	?	N/A	70%	?
SP 354 Total waste arising per households (KGs) (One Month in arrears)	NMTP	80	NMTP	?	?	NMTP	NMTP	NMTP	?	?	NMTP	910	NMTP
SP 407 % FPN's issued that have been paid (Monthly)	74%	70%	✓	-	-	74%	70%	✓	-	↑	74%	70%	✓
SP 454 % of fly-tips removed within 24 hours (Monthly)	72%	90%	✗	↑	↑	72%	90%	✗	↑	↑	72%	90%	✗
Leisure													
SP 015 Income generated - Merton Active Plus activity	£2,000	£9,000	✗	↑	↓	£2,000	£9,000	✗	↓	↓	£2,000	£9,000	✗
SP 251 Income from Watersports Centre (Monthly)	£17,905	£15,000	✓	↑	↓	£17,905	£15,000	✓	↓	↓	£17,905	£15,000	✓
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ars)	Annual measure					N/A	80%	N/A	?	?	N/A	45.5%	?
SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	8,971	8,690	✓	↑	↓	8,971	8,690	✓	↓	↓	8,971	8,690	✓
SP 405 No. of Leisure Centre users (monthly)	80,034	85,300	✗	↓	↓	80,034	85,300	✗	↓	↓	80,034	85,300	✗
SP 406 No. of Polka Theatre users (Quarterly)	Quarterly measure					N/A	N/A	N/A	?	?	N/A	94,600	N/A
Parks													
SP 026 % of residents who rate parks & green spaces as good or very good (annual) (ars)	Annual measure					N/A	76%	N/A	?	?	N/A	75%	?
SP 027 Young peoples % satisfaction with parks & green spaces (annual) (ars)	Annual measure					N/A	75%	N/A	?	?	N/A	74%	?
SP 032 No. of Green Flags (annual)	Annual measure					N/A	6	N/A	?	?	N/A	6	?
SP 318 No. of outdoor events in parks (Monthly)	0	8	✗	-	↓	0	8	✗	↓	↓	0	8	✗

PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend			
Transport													
SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	?	?	N/A	85%	?
SP 137 % User satisfaction survey (transport passenger fleet) (annual)	Annual measure					N/A	97%	N/A	?	?	N/A	97%	?
SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	?	?	N/A	85%	?

E&R Sustainable Communities April 2018

Page 22	PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend			
Development and Building Control														
CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	121,817	175,000				121,817	175,000				121,817	175,000		
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	67%				100%	67%				100%	67%		
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	80.65%	67%				80.65%	67%				80.65%	67%		
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control)	89.22%	80%				89.22%	80%				89.22%	80%		
SP 040 % Market share retained by LA (Building Control)	48.97%	54%				48.97%	54%				48.97%	54%		
SP 113 No. of enforcement cases closed (Monthly)	20	37				20	37				20	37		
SP 117 % appeals lost (Development & Building Control)	Quarterly measure					N/A	N/A	N/A	?	?	N/A	35%	N/A	

PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend			
SP 380 No. of backlog enforcement cases (Monthly)	731	650				731	650				731	650	
SP 414 Volume of planning applications (Monthly)	296	370				296	370				296	370	
Future Merton													
SP 020 New Homes (annual)	Annual measure					N/A	435	N/A			434	411	N/A
SP 260 % Streetworks inspections completed (Quarterly)	Quarterly measure					N/A	37%	N/A			32.79%	36%	N/A
SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	100%	98%				100%	98%				100%	98%	
SP 328 % Streetworks permitting determined (Monthly)	100%	98%				100%	98%				100%	98%	
SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Quarterly measure					N/A	3	N/A			N/A	3	N/A
SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual)	Annual measure					N/A	95%	N/A			N/A	95%	N/A
SP 475 NEW FOR 2018/19 BUT ALREADY 2020 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Annual measure					N/A	30	N/A			N/A	30	N/A
SP 476 NEW FOR 2018/19 BUT ALREADY 2020 Number of business premises improved (Annual)	Annual measure					N/A	10	N/A			N/A	10	N/A
Property Management													
SP 024 % Vacancy rate of property owned by the council	Quarterly measure					N/A	3.3%	N/A			N/A	3.3%	N/A
SP 025 % Debt owed to LBM by tenants inc businesses	Quarterly measure					N/A	8%	N/A			N/A	8%	N/A
SP 386 Property asset valuations (annual)	Annual measure					N/A	150	N/A			N/A	150	N/A

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Committee:	Sustainable Communities Overview and Scrutiny Panel
Date:	21 June 2018
Wards:	All
Subject:	Sustainable Communities Overview and Scrutiny Panel Work Programme 2018/19
Lead officer:	Annette Wiles, Scrutiny Officer
Lead member:	Cllr Laxmi Attawar, Chair of the Sustainable Communities Overview and Scrutiny Panel
Contact officer:	Annette Wiles: annette.wiles@merton.gov.uk , 020 8545 4035

Recommendations:

That members of Sustainable Communities Overview and Scrutiny Panel:

- i. Consider their work programme for the 2018/19 municipal year, and agree issues and items for inclusion (see draft in Appendix 1);
 - ii. Consider the methods by which the Panel would like to scrutinise the issues/items agreed;
 - iii. Identify a Member to lead on performance monitoring on behalf of the Panel;
 - iv. Identify a Member to lead on budget scrutiny on behalf of the Panel;
 - v. Agree on an issue for scrutiny by a task group and appoint members to the Task Group (Appendix 5);
 - vi. Consider the appointment of co-opted members for the 2018/19 municipal year, to sit on the Panel and/or on the Task Group;
 - vii. Consider whether they wish to make visits to local sites and engage with topic experts; and
 - viii. Identify any training and support needs.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to support and advise Members to determine their work programme for the 2018/19 municipal year.
- 1.2 This report sets out the following information to assist Members in this process:
 - a) The principles of effective scrutiny and the criteria against which work programme items should be considered;
 - b) The roles and responsibilities of the Sustainable Communities Overview and Scrutiny Panel;
 - c) The findings of the consultation programme undertaken with councillors and co-opted members, Council senior management, voluntary and community sector organisations, partner organisations and Merton residents;
 - d) A summary of the discussion by councillors at a topic selection workshop held on 4 June 2018; and

e) Support available to the Sustainable Communities Overview and Scrutiny Panel to determine, develop and deliver its 2018/19 work programme.

2. **Determining the Sustainable Communities Overview and Scrutiny Panel Annual Work Programme**

- 2.1 Members are required to determine their work programme for the 2018/19 municipal year to give focus and structure to scrutiny activity to ensure that it effectively and efficiently supports and challenges the decision-making processes of the Council, and partner organisations, for the benefit of the people of Merton.
- 2.2 The Sustainable Communities Overview and Scrutiny Panel has a specific role relating to housing, environmental sustainability, culture, enterprise and skills, libraries and transport scrutiny and to performance monitoring that should automatically be built into their work programmes.
- 2.3 The Sustainable Communities Overview and Scrutiny Panel may choose to scrutinise a range of issues through a combination of pre-decision scrutiny items, policy development, performance monitoring, information updates and follow up to previous scrutiny work. Any call-in work will be programmed into the corporate calendar as required.
- 2.4 The Sustainable Communities Overview and Scrutiny Panel has six scheduled meetings over the course of 2018/19, including the scheduled budget meeting (representing a maximum of 18 hours of scrutiny per year – assuming 3 hours per meeting). Members will therefore need to be selective in their choice of items for the work programme.

Principles guiding the development of the scrutiny work programme

- 2.5 The following key principles of effective scrutiny should be considered when the Panel determines its work programme:
- **Be selective** – There is a need to prioritise so that high priority issues are scrutinised given the limited number of scheduled meetings and time available. Members should consider what can realistically and properly be reviewed at each meeting, taking into account the time needed to scrutinise each item and what the session is intended to achieve.
 - **Add value with scrutiny** – Items should have the potential to ‘add value’ to the work of the council and its partners. If it is not clear what the intended outcomes or impact of a review will be then Members should consider if there are issues of a higher priority that could be scrutinised instead.
 - **Be ambitious** – The Panel should not shy away from carrying out scrutiny of issues that are of local concern, whether or not they are the primary responsibility of the council. The Local Government Act 2000 gave local authorities the power to do anything to promote economic, social and environmental well being of local communities. Subsequent Acts have conferred specific powers to scrutinise health services, crime and disorder issues and to hold partner organisations to account.

- **Be flexible** – Members are reminded that there needs to be a degree of flexibility in their work programme to respond to unforeseen issues/items for consideration/comment during the year and accommodate any developmental or additional work that falls within the remit of this Panel. For example, Members may wish to question officers regarding the declining performance of a service or may choose to respond to a Councillor Call for Action request.
- **Think about the timing** – Members should ensure that the scrutiny activity is timely and that, where appropriate, their findings and recommendations inform wider corporate developments or policy development cycles at a time when they can have most impact. Members should seek to avoid duplication of work carried out elsewhere.

Models for carrying out scrutiny work

2.6 There are a number of ways the Sustainable Communities Overview and Scrutiny Panel can deliver its work programme. Members should consider which of the following options is most appropriate to undertake each of the items they have selected for inclusion in the work programme:

Item on a scheduled meeting agenda/ hold an extra meeting of the Panel	<ul style="list-style-type: none"> ■ The Panel can agree to add an item to the agenda for a meeting and call Cabinet Members/ Officers/Partners to the meeting to respond to questioning on the matter ■ A variation of this model could be a one-day seminar-scrutiny of issues that, although important, do not merit setting up a 'task-and-finish' group.
Task Group	<ul style="list-style-type: none"> ■ A small group of Members meet outside of the scheduled meetings to gather information on the subject area, visit other local authorities/sites, and speak to service users, expert witnesses and/or Officers/Partners. The Task Group can then report back to the Commission with their findings to endorse the submission of their recommendations to Cabinet/Council ■ This is the method usually used to carry out policy reviews
The Panel asks for a report then takes a view on action	<ul style="list-style-type: none"> ■ The Panel may need more information before taking a view on whether to carry out a full review so asks for a report – either from the service department or from the Scrutiny Team – to give it more details.
Meeting with service Officer/Partners	<ul style="list-style-type: none"> ■ A Member (or small group of Members) has a meeting with service officers/Partners to discuss concerns or raise queries. ■ If the Member is not satisfied with the outcome or believes that the Panel needs to have a more in-depth review of the matter they take it back to the Panel for discussion
Individual Members doing some initial research	<ul style="list-style-type: none"> ■ A member with a specific concern carries out some research to gain more information on the matter and then brings his/her findings to the attention of the Panel if s/he still has concerns. ■ A new model of scrutiny review has recently been developed and trialled; a rapporteur review where an individual member undertakes a review with the

2.7 Note that, in order to keep agendas to a manageable size, and to focus on items to which the Panel can make a direct contribution, the Panel may choose to take some “information only” items outside of Panel meetings, for example by email.

Support available for scrutiny activity

2.8 The Overview and Scrutiny function has dedicated scrutiny support from the Scrutiny Team to:

- Work with the Chair and Vice-Chair of the Panel to manage the work programme and coordinate the agenda, including advising officers and partner organisations on information required and guidance for witnesses submitting evidence to a scrutiny review;
- Provide support for scrutiny members through briefing papers, background material, training and development seminars, etc;
- Facilitate and manage the work of the task and finish groups, including research, arranging site visits, inviting and briefing witnesses and drafting review reports on behalf on the Chair; and
- Promote the scrutiny function across the organisation and externally.

2.9 The Sustainable Communities Overview and Scrutiny Panel will need to assess how it can best utilise the available support from the Scrutiny Team to deliver its work programme for 2018/19.

2.10 The Panel is also invited to comment on any briefing, training and support that is needed to enable Members to undertake their work programme. Members may also wish to undertake visits to local services in order to familiarise themselves with these. Such visits should be made with the knowledge of the Chair and will be organised by the Scrutiny Team. Additionally, Members may wish to seek the input of acknowledged subject experts.

2.11 The Scrutiny Team will take on board the views of the Sustainable Communities Overview and Scrutiny Panel when developing the support that is provided.

3. Selecting items for the Scrutiny Work Programme

3.1 The Sustainable Communities Overview and Scrutiny Panel sets its own agenda within the scope of its terms of reference. It has the following remit:

- 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.

- 3.1 The Scrutiny Team has undertaken a campaign to gather suggestions for issues to scrutinise either as agenda items or task group reviews. Suggestions have been received from members of the public, councillors and partner organisations including the Merton Voluntary Service Council. The Scrutiny Team has consulted departmental management teams in order to identify forthcoming issues on which the Panel could contribute to the policymaking process.
- 3.2 A description of all the suggestions received is set out in Appendix 2.
- 3.3 The councillors who attended a “topic selection” workshop on 4 June 2018 discussed these suggestions. Suggestions were prioritised at the workshop using the criteria listed in Appendix 3. In particular, participants sought to identify issues that related to the Council’s strategic priorities or where there was underperformance; issues of public interest or concern and issues where scrutiny could make a difference.
- 3.4 A note of the workshop discussion relating to the remit of the Panel is set out in Appendix 4.
- 3.5 Appendix 1 contains a draft work programme that has been drawn up, taking the workshop discussion into account, for the consideration of the Panel. The Panel is requested to discuss this draft and agree any changes that it wishes to make.
- 4. Task group reviews**
- 4.1 The Panel is invited to select an issue for in-depth scrutiny and establish a task group. Topics identified for potential task group review at the workshop on 4 June 2018 are set out for further review and discussion in Appendix 5.
- 5. Co-option to the Panel membership**
- 5.1 Scrutiny Panels can consider whether to appoint non-statutory (non-voting) co-optees to the membership, in order to add to the specific knowledge, expertise and understanding of key issues to aid the scrutiny function. Panels members may also wish to consider whether it may be helpful to co-opt people from “seldom heard” groups.
- 6. Public involvement**
- 6.1 Scrutiny provides extensive opportunities for community involvement and democratic accountability. Engagement with service users and with the public can help to improve the quality, legitimacy and long-term viability of recommendations made by the Panel.
- 6.2 Service users and the public bring different perspectives, experiences and solutions to scrutiny, particularly if “seldom heard” groups such as young people, disabled people, people from black and minority ethnic communities and people from lesbian gay bisexual and transgender communities are included.
- 6.3 This engagement will help the Panel to understand the service user’s perspective on individual services and on co-ordination between services. Views can be heard directly through written or oral evidence or heard indirectly through making use of existing sources of information, for example from surveys. From time to time, the Panel/Task Group may wish to carry out engagement activities of its own, by holding discussion groups or sending questionnaires on particular issues of interest.

- 6.4 Much can be learnt from best practice already developed in Merton and elsewhere. The Scrutiny Team will be able to help the Panel to identify the range of stakeholders from which it may wish to seek views and the best way to engage with particular groups within the community.

7. ALTERNATIVE OPTIONS

- 7.1 A number of issues highlighted in this report recommend that Panel members take into account certain considerations when setting their work programme for 2018/19. The Sustainable Communities Overview and Scrutiny Panel is free to determine its work programme as it sees fit. Members may therefore choose to identify a work programme that does not take into account these considerations. This is not advised as ignoring the issues raised would either conflict with good practice and/or principles endorsed in the Review of Scrutiny, or could mean that adequate support would not be available to carry out the work identified for the work programme.
- 7.2 A range of suggestions from the public, partner organisations, officers and Members for inclusion in the scrutiny work programme are set out in the appendices, together with a suggested approach to determining which to include in the work programme. Members may choose to respond differently. However, in doing so, Members should be clear about expected outcomes, how realistic expectations are and the impact of their decision on their wider work programme and support time. Members are also free to incorporate into their work programme any other issues they think should be subject to scrutiny over the course of the year, with the same considerations in mind.

8. CONSULTATION UNDERTAKEN OR PROPOSED

- 8.1 To assist Members to identify priorities for inclusion in the Panel's work programme, the Scrutiny Team has undertaken a campaign to gather suggestions for possible scrutiny reviews from a number of sources:
- a. Members of the public have been approached using the following tools: articles in the local press, My Merton and Merton Together, request for suggestions from all councillors and co-opted members, letters to partner organisations and to a range of local voluntary and community organisations, including those involved in the Inter-Faith Forum and members of the Lesbian Gay and Transgender Forum;
 - b. Councillors have put forward suggestions by raising issues in scrutiny meetings, via the Overview and Scrutiny Member Survey 2018, and by contacting the Scrutiny Team direct; and
 - c. Officers have been consulted via discussion at departmental management team meetings.

9. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 9.1 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.

10. LEGAL AND STATUTORY IMPLICATIONS

- 10.1 Overview and scrutiny bodies operate within the provisions set out in the Local Government Act 2000, the Health and Social Care Act 2001 and the Local Government and Public Involvement in Health Act 2007.
- 10.2 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.

11. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 11.1 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 engagement. The reviews will involve work to consult local residents, community and voluntary sector groups, businesses, hard to reach groups, partner organisations etc and the views gathered will be fed into the review.
- 11.2 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.

12. CRIME AND DISORDER IMPLICATIONS

- 12.1 In line with the requirements of the Crime and Disorder Act 1998 and the Police and Justice Act 2006, all Council departments must have regard to the impact of services on crime, including anti-social behaviour and drugs. Scrutiny review reports will therefore highlight any implications arising from the reviews relating to crime and disorder as necessary.

13. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 13.1 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.

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

- 14.1 Appendix 1 – Sustainable Communities Overview and Scrutiny Panel draft work programme 2018/19
- 14.2 Appendix 2 – Summary of topics relating to the Sustainable Communities Overview and Scrutiny Panel's remit suggested for inclusion in the scrutiny work programme
- 14.3 Appendix 3 – Selecting a Scrutiny Topic – criteria used at the workshop on 4 June 2018
- 14.4 Appendix 4 – Notes from discussion of topics relating to the remit of the Sustainable Communities Overview and Scrutiny Panel, Scrutiny Topic Selection Workshop on 4 June 2018

14.5 Appendix 5 – Task group options as identified at the workshop on 4 June 2018.

15. BACKGROUND PAPERS

15.1 None

Draft work programme 2018/2019

21 June 2018 (agenda deadline: 12pm 13 June 2018)

Item/Issue
• Cabinet Member priorities (x three)
• Update report: rollout of the new waste service (with a focus on comms)
• Performance monitoring
• Agreement of task group: housing (private rented sector focus), Type 2 Diabetes prevention and/or plastic reduction
• For approval: work programme.

4 September 2018 (agenda deadline: 12pm 24 August 2018)

Item/Issue
• Performance monitoring
• Pre-decision scrutiny: highways contract (inclusion of pot hole info)
• Update report: parking (including free Christmas parking)
• Update report: rollout of the new waste service
• Presentation of action plan: crossovers task group
• Task group (TBC): approval of terms of reference
• Work programme

1 November 2018 (agenda deadline: 12pm 24 October 2018)

Item/Issue
• Pre-decision scrutiny: budget/business planning (round 1)
• Pre-decision scrutiny: Morden redevelopment joint venture partner selection
• Update report: Merantun
• Performance monitoring: grounds maintenance (including any update info on Merton's parks)
• Scrutiny review: environmental enforcement
• Performance monitoring
• Update report: public space protection orders
• Work programme

9 January 2019 (agenda deadline: 12pm 31 December 2018)

Item/Issue
• Scrutiny of external body: Clarion Housing Group (focus on regeneration)
• Pre-decision scrutiny: budget/business planning (round 2)
• Annual report: Merton Adult Education
• Cabinet Member priorities (including an verbal update from Cllr Draper on the RSP)
• Performance monitoring: commercialisation task group recommendations
• Performance monitoring
• Work programme

26 February 2019 (agenda deadline: 12pm 18 February 2018)

Item/Issue
• Annual Report: Library and Heritage Service
• Review: diesel levy (if Cabinet proceeds with review)
• Update report: Air Quality Action Plan
• Performance monitoring: air quality task group recommendations
• Update report: electric cars
• Performance monitoring
• Task group (TBC): presentation of draft final report
• Work programme

19 March 2019 (agenda deadline: 12pm 11 March 2019)

Item/Issue
• Performance monitoring
• Update report: housing task group recommendations
• Update report: homelessness reduction act
• Update report: planning enforcement update
• Update report: London Borough of Culture
• Performance monitoring: crossover task group recommendations
• Update presentation: town centre regeneration
• Work programme

Forward Plan Items

These are items, currently on the Forward Plan for decision, which the Panel may wish to consider:

Sustainable Drainage (SUDS) Design and Evaluation Supplementary Planning Document (SPD)

Merton Council and 15 other local authorities across England have worked with Robert Bray Associates and McCloy Consulting to produce Sustainable Drainage Systems (SuDS) Supplementary Planning Document (SPD). The SPD set out approaches to the design and evaluation of SuDS with easy to understand and practical information for all those involved with the development process.

SuDS provide a way of managing rainwater by mimicking natural drainage and are a requirement for all new major developments. To ensure successful and affordable Sustainable Drainage Systems, they should be fully integrated from the start of the design process along with other aspects of development design.

The SPD is for developers, architects, landscape architects or anyone who plans to build or redevelop (both residential and commercial) in Merton. It creates a shared vision of SuDS for all involved in the development process, enabling design and evaluation to meet agreed standards and ensuring that SuDS are maintainable now and in the future.

The SPD follows the design process from concept, through outline, to detailed design and provides the reader with an easy to follow, step by step, process. The SPD is in conformity

with statutory requirements such as the National Planning Policy Framework (NPPF); as well as CIRIA's 2015 SuDS Manual and other recognised guidance.

The SPD will not be introducing a new local plan policy but will provide further guidance to Merton's Local Plan policy DM F2 Sustainable urban drainage systems (SUDS) and; wastewater and water infrastructure. Thus the guidance will assist the planning officers as part of the decision making process.

Decision type: Key

Reason Key: Affects more than 1 ward;

Decision status: For Determination

Notice of proposed decision first published: 25/05/2018

Decision due: 25 Jun 2018 by Cabinet

Lead member: Cabinet Member for Regeneration, Housing and Transport

Lead director: Director of Environment and Regeneration

Contact: Ann Maria Clarke, Planning Officer, Environment and Regeneration

Email: ann.clarke@merton.gov.uk.

Consultation process

6 Week public consultation on the SPD in 2018.

Ravensbury Garages site

Proposed disposal of site.

Decision type: Key

Reason Key: Significant expenditure or savings;

Decision status: For Determination

Notice of proposed decision first published: 12/06/2018

Exempt information notice

It is anticipated that this report will contain information which is exempt from publication and during discussion of this information the public may be excluded from the meeting.

View the reasons for the exemption

Representations on exempt information

If you wish to make representations that the public should not be excluded from the meeting during discussion of this item please write to Democracy Services Manager London Borough of Merton, 8th Floor, Civic Centre, London Road, Morden, SM4 5DX or email democratic.services@merton.gov.uk stating the reasons why you think the discussion should be held in public.

Decision due: 11 Jul 2018 by Director of Environment and Regeneration

Lead member: Deputy Leader and Cabinet Member for Finance

Lead director: Director of Environment and Regeneration

Contact: Howard Joy, Property Management & Review Manager, ENVR

Email: howard.joy@merton.gov.uk.

Documents to be considered: Officer report.

28 St Georges Road, Wimbledon

Proposed disposal of site.

Decision type: Key

Reason Key: Significant expenditure or savings;

Decision status: For Determination

Notice of proposed decision first published: 12/06/2018

Exempt information notice

It is anticipated that this report will contain information which is exempt from publication and during discussion of this information the public may be excluded from the meeting. View the reasons for the exemption

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Email: howard.joy@merton.gov.uk.

Documents to be considered: Officer report.

Topic suggestions received in relation to the remit of the Sustainable Communities Overview and Scrutiny Panel 2017/18

The following topics have been suggested by residents, members and officers:

- Budget/business planning
- Cabinet Member priorities
- Performance monitoring
- Mitcham Common Conservators

Housing and Community:

- Clarion Housing Group (formerly Circle Housing)
- Homelessness
- Housing
- Library and Heritage Service Annual Report
- London Borough of Culture
- Merton Adult Education Annual Report

Public Protection:

- Air Quality
- Diesel Levy Implementation
- Parking
- Regulatory Services Partnership

Public Space:

- Diabetes (Type 2) Prevention
- Environmental Enforcement
- Grounds Maintenance
- Leisure Centres
- Merton Transport Services
- Plastic Reduction
- Public Parks
- Public Space Protection Orders
- Waste, Recycling and Street Cleaning

Sustainable Communities:

- Development Control
- Electric Cars
- Highways Contract
- Implementation of the Recommendations of the Commercialisation Task Group
- Implementation of the Recommendations of the Crossovers Task Group
- Local Plan
- Merantun
- Planning enforcement
- Town Centre Regeneration

BUDGET/BUSINESS PLANNING	
Who suggested it?	This is a standing, annually returning item.
Summary	<p>Members are asked to consider all aspects of the budget that relate to the appropriate elements of the departmental budgets for Community & Housing and Environment & Regeneration. This can include:</p> <ul style="list-style-type: none"> • Amendments to previously agreed savings; • New departmental saving proposals; • Budget growth proposals; • The resulting impact on the Medium Term Financial Strategy; and • Relevant service plans.
Scrutiny type	Pre-decision scrutiny
Timing	This takes place in two rounds; <u>1 November 2018 and 9 January 2019</u> (agreed)
Guidance	<p>Caroline Holland, Director of Corporate Services, will provide training before the January meeting giving a detailed guide to the Medium Term Financial Strategy. <u>All members are encouraged to attend.</u> This includes those who have attended previously as guidance is provided on the current financial position.</p> <p>Guidance is also available produced by the Local Government Association: Scrutiny of finance – Councillor workbook.</p>
Expert(s)	Caroline Holland, Director of Corporate Services, will attend both meetings.

CABINET MEMBER PRIORITIES	
Who suggested it?	This is a standing annual (possibly bi-annual) item.
Summary	<p>The Cabinet Members for Community and Culture, Regeneration, Environment and Housing and Cleanliness and Parking to present their priorities, progress against these to the Panel, and provide the opportunity for Panel members to ask questions.</p>
Scrutiny type	Executive oversight
Timing	<u>21 June 2018</u> (agreed) - also possibly at 9 January 2019 meeting for an update

PERFORMANCE MONITORING	
Who suggested it?	This is a standing item, taken at every meeting.

Summary	<p>The performance report features a range of key performance indicators from the Environment & Regeneration and Community & Housing Departments. This therefore acts as a health check for the Panel and as such is over and above the more detailed thematic reports scheduled to the Panel.</p> <p><u>In accordance with the accepted recommendations contained in the commercialisation task group report, the Panel should receive performance reports from the Environment and Regeneration Department following large-scale events.</u></p>
Scrutiny type	Performance monitoring
Timing	<u>Taken every meeting (agreed).</u>
Guidance	<ul style="list-style-type: none"> • Putting financial and performance management information to good use (Centre for Public Scrutiny) • Performance management – councillor workbook (Local Government Association) • Using evidence in scrutiny: Centre for Public Scrutiny
Expert(s)	Every year the Panel can decide to appoint a lead member for monitoring performance data who will work closely with officers to build their understanding of the data and drive the effectiveness of performance monitoring. It is within the Panel's gift to determine whether or not to appoint a performance lead for this year and then for them to determine how they may wish to work in order to support the Panel in this aspect of its work.

MITCHAM COMMON CONSERVATORS	
Who suggested it?	As previously, this has been suggested by Mitcham Cricket Green Community & Heritage.
Summary	<p>Mitcham Cricket Green Community & Heritage has suggested the need for the effectiveness of Mitcham Common Conservators to be independently reviewed. It states that this is long overdue and feels it is necessary based on its belief that the Conservator's representations at planning do not appear to have the best interests of the Common at heart, there is limited transparency around its operation, its Management Plan expired in 2012 and it feels there is a lack of effective community representation on the Conservator body. The Council has also raised the cleanliness of Mitcham Common with the conservators. The conservators comprise Cllrs from Merton, Sutton, Croydon and the Corporation of the City of London.</p>
Scrutiny type	Oversight of an external body.

CLARION HOUSING GROUP (FORMERLY CIRCLE HOUSING)	
Who suggested it?	Continuation of the Panel's scrutiny of the borough's leading social housing provider. Members and a resident have also requested this through the topic suggestion process with the latter making a particular reference to estates regeneration.
Summary	<p>The Panel continued its scrutiny of Clarion during the last municipal year despite the provisions of the transfer agreement having expired (rpt and mins). A verbal offer to continue to attend scrutiny has also been secured.</p> <p>Now that the merger between Circle Housing and Affinity Sutton has happened, the focus of member interest continues to be on both repairs to existing stock and the regeneration of estates. Members will want to ensure that improvements to the repairs process have been maintained and to understand what progress is being made on estates regeneration. On the latter, the only topic suggestion received is from Merton Abbey School and highlights that their families 'don't have enough clarity on the regeneration program'. (This may have improved with the regeneration week held in partnership between Clarion and Merton Abbey School during March 2018.) The importance of the regeneration project is highlighting by the fact that Merton is currently building 400 new homes a year when this needs to be 1,300 a year with an emphasis on locations closer to public transport.</p> <p>The approach of collating and preparing questions for Clarion in advance of the meeting, for its response to be printed as part of the agenda, has worked well over the last two years and is recommended for further use. As in previous years, there would be benefit in inviting all councillors who have Clarion residents in their wards to contribute to the questions and to attend the meeting.</p> <p><u>Given this scrutiny will be of an external body, the Panel may find it useful to plan its questioning across political parties.</u> This was trialled in the last municipal year and found to be beneficial, allowing for a better use of the time available and more effective questioning.</p> <p>Additionally, this would be a good issue on which to engage with local residents with Panel members promoting the session through their Twitter accounts. Hearing the resident's voice as part of this session may be a key target for this year's scrutiny. Additionally, it may be beneficial to be able to offer Clarion more time to allow for a more informative session.</p>

	<p>Members will need to determine if one session in the municipal year is sufficient with the forthcoming regeneration, or if Clarion should be invited to attend at least twice in this year. Two sessions would allow repairs to existing stock and plans for regeneration to be taken separately, leading to a dedicated focus.</p> <p>The Panel may like to consider if it has an interest in engaging with other social landlords operating in the borough and inviting them to attend a session.</p>
Scrutiny type	Performance monitoring of an external provider
Guest(s)	<p>Representatives from Clarion Housing Group. The Panel may want to consider inviting other social landlords operating in the borough.</p> <p>Additionally, representatives from tenant scrutiny panels and tenant associations to provide direct representations based on their knowledge of Clarion's service. There are examples of scrutiny panels that work very closely with tenant scrutiny.</p>
Visit	To High Path (and/or the other estates) to look at the proposed regeneration.

HOMELESSNESS	
Who suggested it?	As with last year's topic suggestion process, there have been several mentions regarding homelessness. These have come from members (two topic suggestions specifically mentioning an increase in homelessness and rough sleeping in the borough with one focusing on Wimbledon Town Centre).
Summary	<p>During the last municipal year, the Panel touched on homelessness at several points. A presentation was provided on housing and homelessness prevention as part of the workshop that looked at care leaver accommodation (rpt and mins - item 4). Additionally, the Panel takes figures on households in temporary accommodation, homelessness preventions, families and adults in Bed and Breakfast accommodation as part of its performance monitoring at every meeting with Merton reporting very low figures (of the 54,370¹ households in temporary accommodation in London just 165² are in Merton). Reference has also been made to the survey of rough sleepers in Merton that is undertaken in order to formally record numbers (last recorded as five in Merton).</p> <p>It has also been highlighted through these updates that the</p>

¹ Surveyed in March 2018

² As of January 2018

	<p>Homelessness Prevention Act came into force on 3 April 2018 and requires Councils to provide homelessness assistance to any UK citizen or person with the right to reside. The Department has briefed the Panel on preparations made to meet the requirements of the new Act.</p> <p>Given member perceptions of an increase in homelessness/rough sleeping in the borough and the new Act, the Panel may wish to take an update item on this later in the year once there is more experience of working under the provisions of the new Act. In the meantime, members may welcome the formally recorded number of rough sleepers being shared through the routine performance monitoring report so that they can begin to quantify the numbers involved and understand any emerging trends.</p>
Scrutiny type	Scrutiny review
Timing	19 March 2019 – suggested in order to provide sufficient time to build up experience/knowledge of working under the provisions of the new Homelessness Prevention Act.
Expert(s)	The Council works with Spear , funded through the GLA, to provide support for rough sleepers. Members may wish to hear from a representative of Spear about its experience of working with Merton’s rough sleeping population.
Visit	To YCube for the Panel to experience first hand this innovative housing solution for those who are homeless.

HOUSING	
Who suggested it?	Housing has received several mentions by residents and by members through the topic suggestion process which seems to indicate that this remains an issue in which there is much interest.
Summary	<p>The Panel undertook a scrutiny review of housing supply (through a task group) reporting in September 2015 (here). Since this time, the Panel has regularly reviewed progress against the recommendations of the task group (here, here – item 7 - and here – item 8). However, provision of sufficient housing in the borough remains one of the most pressing issues.</p> <p>Resident topic suggestions received include:</p> <ul style="list-style-type: none"> • Asking for the impact of the buy-to-let market and houses of multiple occupation (including overcrowding, poor conditions and the effect on the local community) to be addressed; and • Prosecution of rogue landlords who illegally evict and use retaliatory eviction when tenants complain of disrepair.

	<p>Topic suggestions from members are:</p> <ul style="list-style-type: none"> • How can the Council ensure that there are as few empty homes as possible and that they are empty for as short a time as possible; and • What are the problems faced by private renters in Merton and what can the Council do to support them. <p>Additionally, there has been a call from a member to look at housing need and provision whilst Merton Abbey School has raised the issue of unsuitable accommodation caused by issues such as damp, mice and overcrowding all of which can have an impact on school attendance and attainment.</p> <p>Officers have suggested receiving an update report covering housing needs and vulnerable people in addition to houses in multiple occupation. This might be extended to look at issues around rough sleeping and the new Homelessness Prevention Act.</p> <p>Additionally, officers have recommended taking an item on housing in association with the local plan given the critical nature of this for the allocation of land and the supply of housing.</p> <p>Members have requested a further and final report on progress against the recommendations of the housing supply task group. Given the importance of this issue and its profile with residents, members will need to determine if this will be sufficient or if a more substantive scrutiny review is needed.</p> <p>The Panel may also wish to receive an update on the reference made last year regarding care leaver accommodation. This will primarily be monitored by the Children and Young People Overview and Scrutiny Panel but this Panel may also wish to understand the progress being made.</p>
Scrutiny type	Scrutiny review: task group
Expert(s)	Andrew Boff, London Assembly Member and the Chair of the Assembly's Housing Committee

LIBRARY AND HERITAGE SERVICE ANNUAL REPORT	
Who suggested it?	This is a standing item but one resident has emphasised the value of Merton's libraries through topic suggestion process.
Summary	The Panel will take its usual annual report on library and heritage services. This provides the Panel with the

	opportunity to review progress made with the service in the last financial year, examine performance and discuss key projects. The Panel took this item in the last municipal year (rpt and mins – item 6).
Scrutiny type	Executive oversight/performance monitoring
Timing	<u>26 February 2019</u> (suggested – to occur a full year after the last report was received by the Panel)
Visit	All Panel members were invited to the opening of the Colliers Wood Library in February 2018 which seems to have met the request for a visit.

LONDON BOROUGH OF CULTURE	
Who suggested it?	Members of the Community and Housing Departmental Management Team and a resident through the topic suggestion process.
Summary	Merton has been successful through the London Borough of Culture initiative (funded by the Mayor of London) in securing funding to bring film to the whole of Merton, creating spaces for pop-up cinemas across the borough. Officers have suggested providing an update report on the borough of culture bid which could include other cultural activity that is being supported. This would additionally address a resident request to look at existing arts provision and integration in the community through the arts.
Scrutiny type	Performance monitoring.
Experts	Councillors and/or officers from the London Borough of Waltham Forest which has won outright the London Borough of Culture competition for 2019. The borough's bid emphasises that it will make culture an integral part of the borough's future, delivered to every corner of the borough and open to everyone.

MERTON ADULT EDUCATION ANNUAL REPORT	
Who suggested it?	This is a standing item. It has also been suggested by a resident through the scrutiny topic suggestion process.
Summary	Cabinet agreed in February 2016 to move to a commissioning approach for adult education. There has also been a change in location (from Whately Avenue to Merton College). Since these changes were implemented, the service has been inspected by Ofsted (Nov 2017) receiving a requires improvement judgement. This was reported in the last municipal year (rpt and mins – item 6). Ofsted highlighted the following areas for improvement:

	<ul style="list-style-type: none"> • On courses leading to qualifications, the proportion of learners who successfully complete their studies is declining and is too low. • Since the previous inspection, leaders and managers have not managed to improve the quality of teaching, learning and assessment. • Staff do not provide learners with enough information about how to keep themselves safe and the risks posed by extremism and radicalisation. • Tutors do not use the results of the assessments of learners' skills well enough to teach lessons which meet the needs of all learners. • Managers do not ensure that their evaluation of the quality of provision is matched closely enough to the evaluation by managers at their main subcontractor. As a result, managers do not have a full overview of the areas for improvement. <p>The resident topic suggestion received also highlights the outcome of the Ofsted inspection and expresses fear that this might lead to the demise of the service.</p> <p>Members will need to determine whether the usual annual report/update will be sufficient to allow it to monitor progress against the areas for improvement as identified by Ofsted. This will also be informed by the timetable for re-inspection.</p> <p>It was resolved by the Panel when it took the item on adult learning during the last work programme that it would look at the <i>Prevent</i> duty as part of its work programme for the new municipal year. Information on how the duty is met by the service was provided to members following the meeting. Members will need to decide if this was sufficient or if they would like to spend more time looking at this, understanding the duty, how it is being delivered by Merton's Adult Learning and whether this has improved in line with Ofsted's requirements. This could be addressed in the annual report.</p>
Scrutiny type	Executive oversight/performance monitoring
Timing	<u>9 January 2019</u> for the annual report - to allow time for performance data to become available from the last academic year.
Visit	Members took part in a visit to Merton College in February 2018. However, it was also noted that the Panel may value a visit to provision for vulnerable students which is provided in a separate venue.

AIR QUALITY	
Who suggested it?	Panel members and residents through the topic suggestion process.
Summary	<p>In September 2016, the Panel commissioned a task group to look at how to improve air quality in Merton. This was timely as it coincided with the review of the Merton Air Quality Action Plan (AQAP). The task group focused on the role of the planning system, reducing pollution at construction sites as well as how to make effective use of monitoring and enforcement. The final task group report (here) was presented to the Panel at its January 2018 meeting before progressing to Cabinet and an action plan being presented to the Panel at its March 2018 meeting (here).</p> <p>As a result of the discussion on the action plan, the Panel agreed to take an update on this after six months (suggested for the 1 November 2018 meeting) and on the AQAP after a year (suggested for the 26 February 2019 meeting).</p> <p>These updates will give Panel members the opportunity to address the representations received on air quality from both residents and members as part of this year's topic suggestion process including:</p> <ul style="list-style-type: none"> • Strengthening restrictions on bonfires in residential areas during daylight hours; • The link between air quality and traffic pollution/speed/idling; • The impact of new retail areas with associated traffic on air quality; and • Air quality legal limits being exceeded in Mitcham.
Scrutiny type	Performance monitoring
Timing	9 January 2019 (monitoring the implementation of the task group recommendations and to be timed with the update on diesel levy) and 26 February 2019 (monitoring performance against the AQAP).

DIESEL LEVY IMPLEMENTATION	
Who suggested it?	This is a continuation of the Panel's previous work on the diesel levy which includes pre-decision scrutiny and two call-ins.
Summary	A levy charge for all diesel vehicles that have a Resident, Business or Trade parking permit has been implemented. The objective of the scheme is to improve local air quality and consequently improve health outcomes. During the 2016/17 municipal year, the Sustainable Communities Panel undertook

	<p>pre-decision scrutiny of this policy, with the Panel's input resulting in a three year phased approach to the implementation that started in 2016/2017. An initial call-in of the decision was heard by the Commission and a subsequent call-in was heard by the Panel.</p> <p>Minutes of the Panel's pre-decision scrutiny of the levy can be found here. Minutes of the two call-ins can respectively be found here and here.</p> <p>The Panel's on-going involvement will be to monitor the implementation and consider whether there is evidence to demonstrate that the policy is beginning to have an impact on desired outcomes. It was too early in the implementation of the levy for this to happen 2017/2018 and therefore it has been deferred to 2018/2019.</p>
Scrutiny type	Executive oversight/performance monitoring
Timing	9 January 2019 meeting (as suggested by officers)
Guidance	Using evidence in scrutiny : Centre for Public Scrutiny

PARKING	
Who suggested it?	Members of the Environment & Regeneration Departmental Management Team, members and residents through the topic suggestion process.
Summary	<p>This is a broad area of interest which potentially warrants more than one agenda item on the Panel's work programme:</p> <ul style="list-style-type: none"> • <u>Cashless parking</u>: the department will be working towards the implementation of cashless parking during the municipal year. As a result the Departmental Management Team has suggested this come to the Panel for pre-decision scrutiny (timing to be determined); • <u>Free Christmas Parking</u>: the free Christmas Parking offer has been a topic of interest for the Panel over at least the last two years. The Department Management Team has suggested that this come to the Panel for review well in advance of the Christmas period (the 4 September 2018 meeting is suggested). There was a brief verbal update report made to the Panel during the last municipal year (here); • <u>Automatic Number Plate Recognition (ANPR)</u>: this was implemented in the 2016/2017 municipal year to increase the efficiency of the parking enforcement team by automating the process of identifying potential contraventions of traffic regulations. The Panel received an update on the system late in the last municipal year (report and mins). The Panel will need to determine if this

	<p>is sufficient for the current time given there appears to be no specific issues with the performance of this service. However, members did seem interested to learn more about plans to trial the use of ANPR to enforce parking outside of the borough's schools (on which a scrutiny topic suggestion has been received this year and in previous years);</p> <ul style="list-style-type: none"> • <u>Improved parking facilities in selected borough parks</u>: this came to the Panel as the subject of a call-in during the last municipal year (report and mins) and aims to tackle congestion in parks and green spaces; make the borough's parks safer; prioritise the parking needs of genuine park users; and improve the attractiveness of Merton's parks. The Panel recommended to the Cabinet Member, who agreed, that these parking charges be reviewed in a year to ensure they are having the desired impact. It is assumed that this first anniversary will happen during this municipal year. The Panel will want to schedule the review into its work programme to ensure this happens; • <u>Other</u>: there has also been a number of other parking related topic suggestions from residents: <ul style="list-style-type: none"> ○ Enforcement of disabled bays (although the resident mistakenly believes that the Council can enforce disabled bays on private property, ie: in supermarkets car parks); ○ A variety of frustrations with on-street parking. For example in St Helier Ave, resident parking affected by commuter parking, the controlled parking around Raynes Park shopping centre resulting in unused capacity during the day and difficulties about access for emergency vehicles caused by parking. Additionally, a member has called for a 'review of parking provision/CPZ arrangements and permits'; ○ A call for a review of Essential User Permits which it is suggested are being used to facilitate commuting to work by car and therefore are not essential; ○ The request for 20/30 mins of free parking for trades people; and ○ Tackling illegal fly parking where parking is happening on sites that aren't designated for car parking.
Scrutiny type	Potentially executive oversight, performance management and pre-decision scrutiny
Timing	The meeting on 4 September 2018 for Christmas Parking.
Guest(s)	This is dependent on the topics selected. However, there is scope for hearing from other Councils on the impact of cashless parking offer, Merton retailers with experience of the free Christmas parking, schools involved in the ANPR school parking trial, friends groups involved in measures to improve parking facilities in parks and residents affected by on-street parking provision.

REGULATORY SERVICES PARTNERSHIP	
Who suggested it?	Members of the Environment & Regeneration Departmental Management Team.
Summary	<p>Since 2014, the Regulatory Services Partnership (RSP) has delivered shared regulatory services on behalf of Merton and Richmond Councils. Expansion of the shared service to include Wandsworth is progressing. The Panel has already subjected the expansion to pre-decision scrutiny through the provision of an update report in March 2017, the minutes from which can be reviewed here. Members of the Departmental Management Team have suggested that five years on from the commencement of this shared service, it should be subject to review.</p> <p>This would also allow the one topic suggestion received in this area to be picked-up. This highlights noise pollution from industry and helicopters in addition to there being too many fast food restaurants in the borough.</p> <p>However, this is a largely uncontentious area and given the need for the Panel to prioritise its work, it is questionable how profitable it would be to focus on the partnership. It should also be noted that the work of the partnership is reviewed by the Joint Regulatory Service Committee.</p>
Scrutiny type	Performance monitoring
Timing	19 March 2019 (to allow the current restructure proposals to come to fruition).
Guidance	Guidance might be provided by the Shared Services Task Group and its 2015 report .

PUBLIC SPACE

DIABETES (TYPE 2) PREVENTION	
Who suggested it?	Members of the Environment & Regeneration Departmental Management Team.
Summary	<p>The Public Health team is currently developing an initiative aimed at stopping the increase in the number of Merton residents at risk of or diagnosed with Type 2 Diabetes. It is employing a cross department approach, looking at a variety of ways that the growth in Type 2 might be stopped.</p> <p>Members of the Environment & Regeneration Departmental</p>

	<p>Management Team have suggested looking at how Merton’s physical infrastructure might positively contribute to supporting residents to achieve health lives and to make the best choices with implications for leisure, parks, licensing, town planning and other services and functions.</p> <p>Diabetes UK, which has a major focus on Type 2 prevention, highlights the role of local authorities: “Public health should be at the forefront of the planning process because having towns and cities where it is easy to walk or cycle and plenty of parks and open spaces can make a real difference to people's activity levels, helping reduce obesity.</p> <p>There may also be area-specific action councils can take – promoting local markets or considering the health implications of licensing schemes, for example” (Barbara Young, chief executive, Diabetes UK).</p>
Scrutiny type	Scrutiny review: potentially an update report provided jointly by officers from the Public Health, Public Spaces and Sustainable Communities teams. Alternatively, this might lend itself to a task group which would allow members to look at this issue in greater depth and make recommendations.

ENVIRONMENTAL ENFORCEMENT	
Who suggested it?	Residents through the topic suggestion process.
Summary	<p>The Environmental Enforcement team is an in-house service that sits as part of Public Spaces and works alongside Veolia and its delivery of the waste contract. It has responsibility for investigation and prosecution of fly-tipping, removal of abandoned cars, reporting of graffiti, working with residents to get alley gates installed and the enforcement of dog orders when these come into effect.</p> <p>The Panel has touched on the work of the team on numerous occasions during the last municipal year as part of its scrutiny of Veolia and the waste contract. This has specifically been in reference to fly-tipping and efforts being taken to prevent this through investigation, fines and prosecution. A dedicated item would allow the Panel to look at this in greater depth to better understand how the team works, its relationship with the Kingdom enforcement team and the work of the Neighbourhood Client Officers. A dedicated item could also explore what are considered to be the causes of fly-tipping in Merton and how this compares with neighbouring boroughs.</p> <p>This item could address the two topic suggestions received</p>

	<p>that highlighting the issue of abandoned vehicles. These reflect the increase in the number of abandoned vehicles in the borough. The item could explore the causes and how the team deals with cases.</p> <p>To provide some context, the latest annual figures on fly-tipping for England were reported by DEFRA in October 2017 (here). This includes a report of fly tipping incidents and actions taken by local authorities in 2012 to 2017 (here).</p>
Scrutiny type	Scrutiny review/update report
Timing	4 September 2018 (suggested by officers)
Guests	As reflected on social media, there has been resident interest in fly-tipping. It is likely that should this item proceed, there will be a number of residents interested in making representations.

GROUNDS MAINTENANCE	
Who suggested it?	Members of the Environment & Regeneration Departmental Management Team in addition to residents and a member through the topic suggestion process.
Summary	<p>The contract for grounds maintenance was let on 1 February 2017 (again through the South London Waste Partnership). However, the focus on the performance of the waste contract during the last municipal year means that performance under this contract wasn't a specific focus for the Panel. Members of the Environment & Regeneration Departmental Management Team suggest this be addressed.</p> <p>This would also allow the Panel to address the request from a resident to look at the effectiveness of the contract and its impact on voluntary groups. Additionally, this item might pick-up a resident request to look at tree watering and care (and possibly a member request to look at street trees). This could be achieved by the Panel requesting an update report from officers in addition to requesting the attendance of representatives from Idverde and seeking feedback/representations from friends/parks groups.</p>
Scrutiny type	Performance monitoring of an external provider. <u>Given this scrutiny will be of an external body, the Panel may find it useful to jointly plan its scrutiny of the contractor.</u>
Timing	4 September 2018 (suggested by officers as the optimal time for review).
Guest(s)	<ul style="list-style-type: none"> • Representatives from Idverde; • Representatives from resident groups/associations, to receive direct feedback on the quality of the service; and

	<ul style="list-style-type: none"> • Friends/parks groups.
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LEISURE CENTRES	
Who suggested it?	Members through the scrutiny topic suggestion process.
Summary	The Panel has provided considerable oversight of the development of the new leisure centre. It last came to the Panel at its meeting in June 2016 (here). The facility will open to the public in late 2018.
Scrutiny type	Executive oversight/performance management
Visit	A request has been made by members to visit the new leisure centre when it is open to the public. It is assumed that all Councillors will be invited to a public opening event. The Panel will need to determine if this will suffice for its purposes. If a bespoke visit is required, this can be organised. Where a bespoke visit is required, it would be beneficial for the Panel to be explicit about the aims so these can be accommodated.

MERTON TRANSPORT SERVICES	
Who suggested it?	A member through the topic suggestion process
Summary	This isn't something that the Panel has looked at in the recent past although Merton's fleet was touched on briefly as part of the discussion regarding the implementation of the diesel levy. The member has requested to look at the operation and finances of the service which covers legal and regulatory compliance, fulfilment of service level agreements with departments across council for provision of vehicles and a the in-house passenger fleet, maintenance and repairs and the provision of training and operational safety.
Scrutiny type	Scrutiny review

PLASTIC REDUCTION	
Who suggested it?	Picking up on the interest members have expressed in plastic reduction. Local organisations such as Sustainable Merton are also looking to the Council to show leadership in this area and suggested by members of the Departmental Management Team for Environment & Regeneration.
Summary	Now seems to be the moment when there is focus on plastic reduction as its impact on the environment (sea, air quality and even the food we eat) comes to the fore. This provides the opportunity for the Council to consider its role in supporting reduction in use in the borough. The Panel could look at improving recycling rates (which have remained stagnant during the last municipal year) and how residents

	might be encouraged to switch away from single use plastics. A scrutiny review might also explore how the Council can encourage less plastic use through initiatives such as public water fountains, looking at the use of plastics within Council buildings (for example, the provision of wet wipes to clean desks and plastic knives and forks provided by the catering contractor) as well as influencing the behaviour of contractors and providers of outsourced services.
Scrutiny type	Scrutiny review; this might lend itself to a task group which would allow members to look at this issue in greater depth and make recommendations.

PUBLIC PARKS	
Who suggested it?	Residents through the topic suggestion process.
Summary	<p>Last year the Panel looked at facilities for physical activity in children's playgrounds (here). This covered:</p> <ul style="list-style-type: none"> • What playground facilities exist in Merton's public parks; • Any improvements made to these recently or that are being planned; • How the public health strategy to increase the number of children and young people, and their families, who are regular users of parks, open spaces, informal recreation space and allotments is being achieved and what impact this has already had; and • Parental views of Morden's facilities in parks for children's physical activity. <p>The resident topic suggestions request the Panel look at greater park provision for children especially in the Wimbledon Hillside and Village areas and highlight the need to better protect Merton's parks.</p> <p>Officers have suggested that it is too soon to provide an update on physical activity in children's playgrounds and some aspects of Merton's parks will be picked-up in the item on grounds maintenance.</p>
Scrutiny type	Scrutiny review/update report
Guest(s)	Friends/parks groups.

PUBLIC SPACE PROTECTION ORDERS	
Who suggested it?	A resident through the topic suggestion process.
Summary	This was covered in last year's work programme with the Panel being provided with a briefing on public space protection orders with a specific focus on dog controls (here). These give the Council the power to prohibit behaviour within

	<p>a geographical area (they are currently also being used in Merton for the control of drinking).</p> <p>The issue of dog fouling has again been raised through the topic suggestion process (on this occasion by one resident). An update on dog control orders would provide an opportunity to understand how this new form of enforcement power is progressing.</p>
Scrutiny type	Scrutiny review/update report
Timing	1 November 2018 (suggested by officers).

WASTE, RECYCLING AND STREET CLEANING	
Who suggested it?	Residents and a member through the topic suggestion process. (This remains the most frequently suggested topic.)
Summary	<p>The contract for waste, recycling and street cleaning was let to Veolia on 3 April 2017 (through the South London Waste Partnership). Since this time the Panel has maintained its interest in the contract both in terms of performance management and mobilisation of the new service provision (due to be implemented in autumn 2018).</p> <p>Issues with performance resulted in Panel members working with local residents to raise these directly with Veolia (Scott Edgell, General Manager of Veolia Environmental Services UK, attended the Panel twice during the last municipal year). Members received an update report from officers on performance at each of its last three meetings (Jan, Feb and Mar).</p> <p>Details on the new service provision were provided to the Panel at its February 2018 meeting (here) and it has already been agreed to have an update on communication of the rollout to residents at the Panel meeting on 21 June 2018 (Scott Edgell has been invited to attend with invites to others involved in the communication of the service change being considered).</p> <p>Beyond this, members need to agree to what extent they wish to sustain their oversight of the contract both in terms of performance management and the rollout. Frequency and the level of detail required need to be considered. (Does the Panel continue to require an update on performance at every meeting?)</p> <p>This will allow the issues raised by residents through the topic</p>

	<p>suggestion process to be addressed. These largely focus on performance management including:</p> <ul style="list-style-type: none"> • Emptying of litter bins; • Streets not swept; • Leaves not removed; • Fly tipping; and • Graffiti. <p>Residents continue to raise questions through the topic suggestion process about how the new service rollout will work whilst the Panel has noted that the level of recycling remained static in Merton during the last municipal year. A member has suggested looking at what action is and can be taken to reduce the incidence of fly tipping.</p> <p>Officers have raised two additional areas of possible focus:</p> <ul style="list-style-type: none"> • The impact of the new service rollout on Neighbourhood Recycling Centres and what this means for the service they provide; and • Planning for better provision of plastics recycling in anticipation of a deposit return scheme being introduced. Please see dedicated topic suggestion.
Scrutiny type	Performance monitoring of an external provider. Given this scrutiny will be of an external body, the Panel may find it useful to jointly plan its scrutiny of the contractor.
Timing	It has been agreed by the Panel (on the suggestion of officers) to have an item on communication of the new service rollout at the meeting on 21 June 2018 (with Scott Edgell attending). Additional scrutiny requirements to be determined although it is thought likely that Panel will want a further update in September 2018 prior to the new service rollout.
Guidance	The Panel has been informed by the scrutiny review conducted by Sutton Council looking at preparations for and the initial implementation of the new waste collection service across the borough in April 2017 (here). This was also delivered by Veolia through the South London Waste Partnership.
Guest(s)	<ul style="list-style-type: none"> • Representatives from Veolia; • Representatives from resident groups/associations, to provide direct feedback on the quality of the service; • Representatives from WRAP, specialists in reuse and recycling.
Visit	Members have requested a visit to Veolia/Vindor facility to better understand the process for disposing of recycling and residual waste. If a site visit is agreed, it would be beneficial for the Panel to be explicit about the aims so these can be accommodated.

SUSTAINABLE COMMUNITIES

DEVELOPMENT CONTROL	
Who suggested it?	A local organisation through the topic suggestion process.
Summary	<p>During the 2016/2017 municipal year, members provided scrutiny of the initial consideration of a planning shared service. The due diligence phase highlighted a range of issues that challenged the viability of a planning shared service and therefore further development was suspended (minutes of the discussion are here – item 6).</p> <p>The Government has also been consulting on changes to the National Planning Policy Framework. This deals at length with housing delivery and affordable housing before going on to look at issues relating to place-making, transport, conservation and sustainability.</p> <p>It is Mitcham Cricket Green Community & Heritage that has made this topic suggestion broadly under the title of consultation and access to planning applications with specific reference to use of Planning Explorer, neighbour notifications, information provided by applicants, Planning Lists, amendments being made to planning applications and how the public is notified of these, opportunities to comment on planning conditions, the reduction in the opportunity for the public to speak at the Planning Applications Committee, the loss of webcasting for the Planning Applications Committee, the lack of influence of public representations, the inconsistency of availability of viability assessments and the transparency of the Design Review Panel.</p> <p>An officer report allowing the planning process to be subject to scrutiny review would be well timed and could respond to many of the points made. It is suggested that this be timed to coincide with the update report on Planning Enforcement.</p>
Scrutiny type	Scrutiny review
Timing	26 February 2019 (suggested by officers)
	A representative of Mitcham Cricket Green Community & Heritage which has made the topic suggestions related to development control.

ELECTRIC CARS

Who suggested it?	The Panel resolved to receive an item on electric cars in the new work programme as a result of its discussion of the budget in January 2018.
Summary	<p>The Panel didn't take a substantive item on electric cars during the last administration although these were touched on in the context of car clubs (with a planned 10/15% of vehicles intended to be ultra low emission) and in discussing the diesel levy, which aims to improve local air quality and consequently improve health outcomes.</p> <p>In discussing the budget in January 2018, members wanted to better understand how use of electric cars is being encouraged and whether there are opportunities for a commercial income through provision of charging points. Members considered this would be feasible as it is assumed commercial providers will be generating a return through provision of charging points at service stations etc. As of January 2018, the government funding initiative for the installation of electric car charging points remained underused with only five councils applying.</p> <p>Members need to determine if this is an item about what the Council is doing to encourage electric car ownership, is focused on exploring a potential opportunity for commercial income or both. Depending on what is determined, it may be beneficial to address this item as part of the focus on the diesel levy or review of the recommendations from the commercialisation task group.</p>
Scrutiny type	Scrutiny review.

HIGHWAYS CONTRACT	
Who suggested it?	Members of the Environment & Regeneration Departmental Management Team and a member through the topic suggestion process.
Summary	<p>The Highways Works and Services Term Contract is currently held by F M Conway. During the 2016/2017 municipal year, the Panel was consulted on extending the contract for up to a further two years. This was unanimously supported by the Panel with the contract extended until 31 August 2019 (minutes of the discussion are here – item 7).</p> <p>It was initially intended that pre-decision scrutiny of the decision to re-let the contract would take place in the last municipal year (March 2018) but the timing slipped and it is recommended this happen early in the new municipal year.</p>

	A member through the topic suggestion process has asked that there be some review of pot holes in the borough. This might be done under this item. Currently, there is a tolerance of 20% for pots holes on residential roads compared to just 5% for main roads. Looking at the issue of pot holes may provide a chance to review this and consider how repairs to roads are prioritise with users in mind. For example, prioritising the outsides of roads to protect more vulnerable users such as cyclists.
Scrutiny type	Pre-decision scrutiny.
Timing	4 September 2018 (suggested by the Department).

IMPLEMENTATION OF THE RECOMMENDATIONS OF THE COMMERCIALISATION TASK GROUP	
Who suggested it?	This is a continuation of the Panel's existing work in monitoring the implementation of the task group's recommendations.
Summary	<p>The task group's report was accepted by Cabinet (December 2016) and a departmental action plan on how to achieve the recommendations was received by the Panel in February 2017 (here – item 8). A report of progress against the action plan was last received by the Panel at its meeting in January 2018 (rpt and mins). It is a recommendation of the task group that the Panel have a focus on commercial activity annually.</p> <p>This might also provide the opportunity to consider a member suggestion that scrutiny should consider how to maximise the exploitation of tourism, sport, music and heritage in the borough.</p> <p>Should the Panel request a further update, it should take this opportunity to determine if this is sufficient and therefore the end of its monitoring of the implementation of the recommendations or if a further report is required.</p>
Scrutiny type	Scrutiny review (task group)
Timing	4 September 2018 (suggested by officers)

IMPLEMENTATION OF THE RECOMMENDATIONS OF THE CROSSOVERS TASK GROUP	
Who suggested it?	This is a continuation of the Panel's existing work on crossovers. Additionally, a resident topic suggestion on this issue has been received.
Summary	Crossovers are the technical term for a dropped kerb, allowing residents to drive across the pavement and access a property

	<p>or off-street parking. Information about Merton’s crossovers policy can be found here.</p> <p>The Panel received the task group’s final report at its meeting in November 2017 (here – item 7). The recommendations allow for a gradual change in strategy and an improvement for residents.</p> <p>Cabinet requested that it review the resulting action plan for implementation of the task group’s recommendations before this be presented to the Panel. As a result, the Panel isn’t due to receive the action plan until its meeting in June 2018 at the earliest.</p> <p>This would also allow members to pick-up the issue highlighted by one resident through the topic suggestion process regarding removal of obsolete dropped kerbs.</p>
Scrutiny type	Scrutiny review: task group
Timing	The action plan for implementing the task group’s recommendations to come to the 21 June 2018 meeting.

LOCAL PLAN	
Who suggested it?	Members of the Environment & Regeneration Departmental Management Team and is a continuation of the Panel’s existing work in this area.
Summary	<p>Merton’s local plan comprises the following elements:</p> <ul style="list-style-type: none"> • Core planning strategy • Sites and policy plan and policies map • South London Waste Partnership Plan • Local development scheme • Estates local plan • Statement of community involvement • Sustainability appraisal • Supplementary planning documents • Annual monitoring report • Sustainable transport strategy and local implementation plan <p>During the last municipal year, the Panel took an item on the Local Plan for pre-decision scrutiny. This focused on the consultation on the Local Plan that the department wished to conduct (rpt and mins – item 6). Now that this has been undertaken, the Departmental Management Team has suggested the outcomes of the consultation be reviewed by the Panel. Officers will consult the Borough Plan Advisory</p>

	Committee on the detail but wish to also consult with the Panel.
Scrutiny type	Pre-decision scrutiny
Timing	To be informed by officers and the timetable for taking the decision to Cabinet. Ideally, this would provide the opportunity for pre-decision scrutiny.

MERANTUN	
Who suggested it?	This is a continuation of the Panel's existing interest in this subject and has been the subject of one member topic suggestion.
Summary	<p>Merton has established its own property company, Merantun. This aims to generate an on-going income for the Council from housing development and rent for anything up to 30 years.</p> <p>The Panel last received an update presentation on Merantun in September 2017 (pres and mins – item 6). Issues highlighted during the discussion included identification of initial sites for development, the governance structure of the company, arrangements for staff secondment, the appointment of a non-executive finance director and the quantity of properties that will be affordable.</p> <p>One member has suggested looking at how the housing company can be used to increase the supply of social and affordable homes.</p> <p>An update presentation would provide an opportunity for members to review these issues and monitor Merantun's performance. Given members were last provided with an update on this in September 2017, it is recommended that this update be provided early in the scrutiny year.</p>
Scrutiny type	Performance monitoring.
Timing	1 November 2018.
Visit	Potential visit to the initial sites for development.

PLANNING ENFORCEMENT	
Who suggested it?	This is a continuation of the Panel's existing work on building control.
Summary	During the last municipal year, the Panel took an update report item on planning enforcement (rpt and mins). This looked at the reasons for the backlog of cases and the efforts being made to change working practices to address the

	<p>backlog. The Panel resolved that it should be routinely supplied with trend data on the number of planning enforcement cases that are six months old or more. It needs to be determined what constitutes routinely in this context (every six months?).</p> <p>Taking a brief update item on planning enforcement would allow this data to be supplied and to check progress on achieving the proposed changes to working practices.</p>
Scrutiny type	Scrutiny review/update report.
Timing	26 February 2019 (suggested by officers)
Guests	A representative of Mitcham Cricket Green Community & Heritage which has made the topic suggestions related to building control.

TOWN CENTRE REGENERATION	
Who suggested it?	Continuation of the Panel's interest in scrutinising the on-going town centre regeneration programme. Additionally, various aspects of this have been raised by residents and members through the scrutiny topic suggestion process.
Summary	<p>The Panel has taken (at least annually) updates on the on-going town centre regeneration in Wimbledon, Raynes Park, Morden, Mitcham and Colliers Wood and it is suggested that this continue during this municipal year. This has previously taken the form of a presentation by officers which it is proposed be repeated as this seems to have worked well (see here for the minutes of the last presentation – item 9). This would also provide the opportunity to address the representations received during the scrutiny topic suggestion process from residents:</p> <ul style="list-style-type: none"> • The lack of a variety of shops and public toilets specifically in Mitcham town centre; and • A call for a continuation of the regeneration of Colliers Wood High Street. <p>Additionally, there may be a need for a specific focus on the Morden redevelopment. The Panel received a briefing on this in the last municipal year (the report and minutes are exempt but can be provided on request). As a result of this, the Panel made the following recommendation to Cabinet: “The Panel notes the scale, impact and opportunities of the planned Modern Regeneration Project. It recommends to Cabinet that Merton Council should maintain sufficient control of the project. Panel members believe that merely retaining planning authority status, without an active share in the Joint Venture itself, would be unlikely to provide sufficient effective control”.</p>

	<p>It is therefore suggested that the Panel take another presentation from officers providing an update on the whole regeneration programme and that this focus on the outcomes the programme has achieved over the municipal year. The Panel might want to focus on Morden as a separate item providing the opportunity to look in-depth at the joint venture including pre-decision scrutiny of the selection of the joint venture partner.</p>
Scrutiny type	Performance monitoring
Timing	19 March 2019 meeting for the update presentation. This will be exactly a year since the Panel last received an update and will allow progress made during the intervening period to be highlighted. A separate item for the Morden Redevelopment will need to be informed by the timetable for this work.
Visit	Panel members may want to visit one (or more) of the town centres that have benefitted from regeneration to see this first hand.

Selecting a Scrutiny Topic – criteria used at the workshop on 20 June 2017

The purpose of the workshop is to identify priority issues for consideration as agenda items or in-depth reviews by the Panel. The final decision on this will then be made by the Panel at its first meeting on 4 July 2017.

All the issues that have been suggested to date by councillors, officers, partner organisations and residents are outlined in the supporting papers.

Further suggestions may emerge from discussion at the workshop.

Points to consider when selecting a topic:

- Is the issue strategic, significant and specific?
- Is it an area of underperformance?
- Will the scrutiny activity add value to the Council's and/or its partners' overall performance?
- Is it likely to lead to effective, tangible outcomes?
- Is it an issue of community concern and will it engage the public?
- Does this issue have a potential impact for one or more section(s) of the population?
- Will this work duplicate other work already underway, planned or done recently?
- Is it an issue of concern to partners and stakeholders?
- Are there adequate resources available to do the activity well?

Note of the Sustainable Communities Overview and Scrutiny Panel topic selection meeting on 4 June 2018

Attendees:

Councillors: Stan Anderson, Laxmi Attawar (Chair), Hina Bokhari, Nick Draper (Cabinet Member for Community and Culture), Daniel Holden (Vice Chair), Peter Southgate and Martin Whelton (Cabinet Member for Regeneration, Housing and Transport)

Officers: Anita Cacchioli (Interim Assistant Director- Public Space), Anthony Hopkins (Head of Library, Heritage and Adult Education Services), Cathryn James (Interim Assistant Director - Public Protection), Steve Langley (Head of Housing Needs), Chris Lee (Director Environment and Regeneration) and Annette Wiles (Scrutiny Officer and note taker)

Budget/business planning

AGREED to continue to consider the budget and business plan and to make full use of the two stages in November and January.

Cabinet Member priorities

AGREED to invite Cabinet Members to the June meeting to ask them to provide a short update on their priorities. To be repeated in January if there is sufficient time in the work programme.

Noted the need to prioritise an update from Cllr Brunt, the Cabinet Member for Environment and Street Cleanliness, at the meeting in June given the forthcoming service change. Also, that Cllr Byers, Cabinet Member for Adult Social Care and Health, now has responsibility for air quality and therefore should be invited to those meetings where this will feature.

Performance monitoring

AGREED to retain this as a standing item. It was highlighted that the Panel has previously benefited from having a member designated as performance monitoring lead. The Panel is required to agree annually whether or not to retain this post and to make a suitable appointment if retained.

Mitcham Common Conservators

AGREED not to add this item to the Panel's work programme. Given this would be scrutiny of an external body, over which it is unclear that the Council has any influence, it was agreed that this would not be the best use of the Panel's time.

HOUSING AND COMMUNITY

Clarion Housing Group (formerly Circle Housing)

AGREED to invite Clarion to the Panel for a session focused on its plans for regeneration. Noted the improvement in Clarion's performance on repairs but that if this were to change during the year, then it would be possible to invite Clarion to the Panel to specifically address this.

Homelessness

AGREED to take an item providing the Panel with an update on the implementation of the Homelessness Reduction Act, from which any further actions might be determined.

Housing

AGREED to explore this as a topic for a task group with a specific focus on the experience of those residents in the private rented sector. Noted that Cabinet will be receiving a new housing strategy towards the end of the year to which the work of a task group might contribute. Also, that the Council is exploring options for a landlord licensing scheme.

This item to be developed further for consideration as a task group at the first meeting of the Panel.

Library and Heritage Service Annual Report

AGREED to take this item as usual with an update report.

London Borough of Culture

AGREED to take an update report. It was noted that this would involve the third party organisation that is working on behalf of Merton to deliver its bid.

Merton Adult Education Annual Report

AGREED to take the usual update report.

PUBLIC PROTECTION

Air Quality

AGREED to take an update report on the implementation of the Air Quality Action Plan and the recommendations of the air quality task group.

Diesel Levy Implementation

AGREED to take this for pre-decision scrutiny should Cabinet progress with the review of the levy. It was agreed that it would make sense for this to come to the Panel at the same time as the update report on air quality.

Parking

This is an area of considerable activity. As a starting point, it was AGREED to take an update report at the September 2018 meeting providing members with an overview including addressing the issue of free Christmas parking.

Regulatory Services Partnership

AGREED to take a verbal update from Cllr Draper, Cabinet Member for Community and Culture, on the operation of the Regulatory Services Partnership.

PUBLIC SPACE

Diabetes (Type 2) Prevention

AGREED to explore this as a potential topic for a task group to be delivered in partnership with the Healthier Communities and Older People Overview and Scrutiny Panel. It was highlighted that the focus would be on how the Council's resources, such as its leisure centres and parks, can be used to support residents to change their lifestyles to either prevent or treat Type 2 (a social prescribing approach). It was suggested that there will be

other Councils that will have already explored this issue and from which Merton might learn.

This item to be developed further for consideration as a task group at the first meeting of the Panel.

Environmental Enforcement

AGREED to take an update item on the operation of this team.

Grounds Maintenance

AGREED to take an update report on the operation of the contract by Idverde for performance monitoring purposes.

Leisure Centres

AGREED that members would visit the new leisure centre at the point of it opening to the public as part of the visit being organised for all members.

Merton Transport Services

AGREED that this item would not be added to the work programme given transport services have already been reviewed by the Commission.

Plastic Reduction

AGREED to explore this as a potential item for a task group with a focus on how the Council can reduce its use of plastic and demonstrate community leadership on this increasingly high profile topic. It was suggested that the Council would benefit from having a designated Cllr champion for plastic reduction.

This item to be developed further for consideration as a task group at the first meeting of the Panel.

Public Parks

AGREED that any update on Merton's parks should be included in the update item on the ground maintenance contract.

Public Space Protection Orders

AGREED that there should be a brief update item on Public Space Protection Orders.

Waste, Recycling and Street Cleaning

AGREED that there should be updates on the planned new service rollout at both the June and September meetings.

SUSTAINABLE COMMUNITIES

Commercialisation Task Group

AGREED to take an update item on the implementation of the recommendations of the commercialisation task group.

Crossovers Task Group

AGREED to take the action plan for the implementation of the recommendations of the crossovers task group and to monitor this as required during the municipal year.

Development Control

AGREED not take this as an item this year.

Electric Cars

AGREED to take an update on the Council's support for use of electric cars. If possible, this should be taken at the same time as the items on air quality and the diesel levy.

Highways Contract

AGREED to take this item for pre-decision scrutiny and to include information on pot holes.

Local Plan

AGREED not to take the local plan as an item as this will be monitored by the Borough Plan Advisory Committee.

Merantun

AGREED to take an update item on the operation of Merantun, the local authority property company.

Planning enforcement

AGREED to take an update item for performance monitoring to look at the backlog of cases and progress changing working practices to address this.

Town Centre Regeneration

AGREED to take the usual update/review item at the end of the municipal year. In addition, to have an item focused on the Morden redevelopment. Timing for the latter will be informed by when key decisions need to be taken (ie: the selection of the Joint Venture partner) and hopefully allowing the Panel to undertake pre-decision scrutiny.

Task group options as identified at the workshop on 4 June 2018

Single use plastics

Single-use plastics, or disposable plastics, are used only once before they are thrown away or recycled. These items are things like plastic bags, straws, coffee stirrers, fizzy drinks, water bottles and most food packaging. These items are not widely recycled and have a damaging impact on our health and the environment.

Petroleum based plastic is not biodegradable and in the process of breaking down, it releases toxic chemicals which make their way into our food and water supply.

These toxic chemicals have been linked to cancer, infertility, birth defects, impaired immunity and many other ailments. Recent studies found that 72% of U.K tap water samples were contaminated with plastic fibres, and a third of all fish caught off the British coast contained plastic. (surfers against sewage; www.sas.org.uk)

As a local authority there are a number of levers we can use to reduce the usage of single use plastics. The council can also act as a community leader and encourage our residents and local businesses to do the same.

The task group could:

- Review the council's procurement of single use plastics and consider suitable alternatives where and when appropriate.
- Review how to reduce the use of single use plastics by council staff and visitors in council buildings
- Review how to reduce the use of single use plastics in council parks and other recreational facilities.
- Consider how the council can work with partner organisations, local businesses and residents to encourage a reduction in the use of single use plastics across the borough.
- The task group could consider the feasibility of a plastic free network, that could provide business support, practical guidelines and advice to help local businesses transition from single use plastics to sustainable alternatives;
- To look at alternatives to single use plastics and best practice from other local authorities.
- To consider if the council should seek to obtain 'Plastic Free Status'

Housing: the experience of residents in the private rented sector

At the topic suggestion workshop for the Sustainable Communities Overview and Scrutiny Panel, members requested scoping a task group on the experience of Merton residents in the private rented sector. Members want to explore what else the Council can do to support residents in the private rented sector.

Cllr Whelton, Cabinet Member for Regeneration, Housing and Transport has responsibility for housing strategy, developing relations with Housing Association and promoting the needs of tenants and leaseholders. At the workshop, he highlighted Cabinet will receive a new housing strategy towards the end of the year, to which the work of a task group could contribute.

Broadly, a task group could:

- understand how the private rented sector is regulated;

- examine in depth the issues faced by those in the private rented sector in Merton;
- look at what support the Council is already providing;
- explore best practice advice on the support the Council might offer such as the *House Proud* report by the LGiU which looks at how Councils can raise standards in the private rented sector;
- make comparisons with the support offered by other Councils; and
- make recommendations on how the support offered by Merton might be enhanced with an estimation of the impact. This will need to be accompanied by an understanding of the cost implications of any recommendations and how these will be funded.

Please note: The scrutiny office has consulted with Steve Langley, the Head of Housing Needs. He highlighted that this subject provides little opportunity for a task group to make recommendations. This is because the private rented sector is regulated by statute (the Housing Act 2004 and associated regulations) and not policy. Steve also expressed concern about consulting tenants in private rental on the issues they face. This may build expectation that the Council will be able to act in areas that are regulated. Additionally, Merton Council no longer has its own housing stock. Steve has offered to provide a briefing looking at housing and homelessness, after which members can consider this issue again and how they want to proceed.

Private rented sector in Merton

The private rented sector in Merton is larger than the average across England and on par with the rest of the London. This equates to approximately 21K households:

	Merton	London	England
Tenure: Owned: Owned outright %	25.6	21.1	30.6
Tenure: Owned: Owned with a mortgage or loan %	33.7	27.1	32.8
Tenure: Shared ownership (part owned and part rented) %	0.9	1.3	0.8
Tenure: Private rented: Private landlord or letting agency %	23.5	23.7	15.4
Tenure: Private rented: Other %	1.3	1.3	1.4
Tenure: Social rented: Rented from council (Local Authority) %	3.7	13.5	9.4
Tenure: Social rented: Other %	10.4	10.6	8.3
Tenure: Living rent free %	1.0	1.3	1.3

Source: ONS Census 2011

The issues faced by private renters in Merton

Some of the issues faced by residents in the private rented sector were highlighted through the topic suggestion process:

- The negative impact of the buy-to-let market and houses on multiple occupation on the local community and their effect on housing supply;
- Illegal and retaliatory evictions when tenants complain of disrepair; and
- Private sector properties remaining empty despite demand.

A task group would want to understand these issues fully and might use a variety of means including:

- Talking to housing officers about the variety of issues raised with the Council by those in the private rented sector;
- Consulting with third party agencies that support residents in the private rented sector such as the Citizens Advice Bureau;
- Desk research to access existing studies that already quantify issues faced by residents in the private rented sector. For example, the recent Housing of Commons Library briefing on whether private sector landlords are refusing to let to Housing Benefit claimants; and
- Directly consulting with private sector residents about the issues they face. This could be done through an online survey. Alternatively, an evidence gathering session of the task group could be held. Residents in the private rented sector in Merton could be invited to attend.

What support does the Council already offer?

Understanding what support the Council already offers is critical, as it will have an effect on the impact the task group can have. Merton has very low levels of households and individuals in temporary accommodation. Of the 54,370 households in temporary accommodation in London in March 2018, just 165 were in Merton. The Council takes the following action to support residents in the private rented sector that includes:

- Legal advocacy
- A sanctuary scheme
- Repossession fund
- Rent Deposit Scheme
- Severe weather emergency protocol
- Targeted housing allocation scheme
- Increasing housing supply by working with private landlords
- Improving conditions in the private rented sector under (HSSRS) Housing Act 2004

The Council is exploring a landlord registration scheme.

Type 2 Diabetes

Type 2 Diabetes affects 3.8 million people in England, with a further 5 million at high risk. In Merton 6% of adults were diagnosed in 2015/16 and this is predicted to rise significantly to 15,300 adults. The condition can lead to complications such as cardiovascular disease, blindness, kidney failure and amputations. The costs associated with diabetes currently accounts for 9% of the annual NHS budget.

It is well documented that lifestyle changes such as healthy weight management, increasing physical activity and smoking cessation can help to prevent Type 2 Diabetes and reduce the chance of developing further complications.

The Healthier Communities and Older People Overview and Scrutiny Panel conducted a task group review on diabetes in 2016, this specifically focussed on prevention of Type 2

Diabetes in the South Asian Community as statistics highlighted that this is the most affected group. In June 2017, the Health and Wellbeing Board agreed diabetes as a priority for 2017/18 and to adopt a whole system approach (WSA) across the life course. Rather than a focus on diabetes as a specific disease, the aim of this approach is to use it as an exemplar for a whole system preventative approach because it lends itself to clinical, non-clinical and prevention approaches.

A further task group on diabetes could have a significant impact and contribute to the programme of work being led by the Health and Wellbeing Board. This panel could consider how the structures within the sustainable communities remit such as parks, open spaces and leisure facilities can contribute to improving lifestyles for those living with or at risk of developing Type 2 Diabetes.

The task group could:

- Review the current approach in parks, open spaces and leisure centres to support people with Type 2 Diabetes.
- Review the partnership approach between the council, NHS and community groups to support physical activity for people with Type 2 Diabetes.
- Meet with the affected groups and hear their views.
- Look at evidence from Sport England/ Diabetes UK on how to increase physical activity within in this group.
- Consider good practice in other local authorities
- Review the current support and advice available for people with Type 2 Diabetes on the importance of physical activity

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