

Merton Council Sustainable Communities Overview and Scrutiny Panel



Date: 4 September 2018
Time: 7.15 pm
Venue: Committee Rooms C, D & E - Merton Civic Centre, London Road, Morden
SM4 5DX

AGENDA

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

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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

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.

For more information, please contact the Scrutiny Team on 020 8545 4035 or by e-mail on scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

Agenda Item 3

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

SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

21 JUNE 2018

(7.15 pm - 9.45 pm)

PRESENT: Councillors Laxmi Attawar (in the Chair), Daniel Holden, Ben Butler, Joan Henry, Russell Makin, Nick McLean, Anthony Fairclough and Billy Christie

ALSO PRESENT: Councillor Mike Brunt, John Dehaney, Nick Draper (Cabinet member for Community and Culture), Martin Whelton (Cabinet Member for Regeneration, Housing and Transport), Dickie Wilkinson, Charles Baker (Waste Strategy and Commissioning Manager), Annie Baker (SLWP Strategic Partnership Manager), Anita Cacchioli, Cathryn James (Interim Assistant Director, Public Protection), Steve Langley (Head of Housing Needs and Strategy), Chris Lee (Director of Environment and Regeneration), James McGinlay (Assistant Director for Sustainable Communities), Annette Wiles (Scrutiny Officer), Will Graham (Business Support Manager, Veolia), Scott Edgell (General Manager, Veolia Environmental Services UK) and John Haynes (Communication Advisor, South London Waste Partnership)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Cllr Anderson (with Cllr Christie substituting).

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.

Matters arising:

1. It was noted that the planning enforcement update and Panel member data request is included in the new work programme for 2018/2019; and
2. Officers offered to provide a further update on ANPR during the coming year.

4 UPDATE REPORT: ROLLOUT OF THE NEW WASTE SERVICE (WITH A FOCUS ON COMMUNICATION) (Agenda Item 4)

Cllr Brunt, Cabinet Member for Environment and Street Cleanliness, introduced the item. He highlighted that increasing recycling of food waste is key to the success of the new service that will be rolled out from 1 October 2018. Currently, only around a third of Merton's households are recycling food waste. On average around 3kg of

food waste per household per month is recycled in Merton. This is much lower than the borough's surrounding neighbours (ie: Croydon 4.7kg a month, Sutton 7.5 kg and Kingston 6kg). The new service will collect food waste every week.

The new service will be innovative as it will offer kerbside collections of textiles and household batteries once a fortnight. The change in the service aims to increase recycling, save money through switching to residual waste collections every fortnight and make Merton's streets cleaner by using wheeled bins to solve the issue of refuse not currently being contained.

Will Graham, Business Support Manager, Veolia, provided the meeting with a presentation on the communication to Merton's residents of the rollout of the new waste service. This highlighted:

- Residual waste will be collected 26 times a year (from wheeled bins), garden waste 26 times a year, dry mixed paper 26 times a year and food waste 52 times a year;
- As a result of the amount of change to the service, 75% of residents will have a change to the day of their collection;
- Collection of both textiles and batteries from the kerbside will be added to the service;
- There will be three lines of communication to residents: a welcome to the new service leaflet including differentiation for those that will not be part of the standard service, a service information pack which will include stickers for bins and notification of the new day for collections and visits to all houses of multiple occupation to undertake audits of containers to ensure all are being correctly used;
- The initial welcome to the new service leaflet will be distributed from 9 to 20 July 2018. This will include communication to those using blue and purple sacks, for whom there will be no change to their current service. This needs to be carefully communicated as well as information to those for whom there will be a service change;
- A pictorial approach is being taken in communications to support those for whom English is an additional language or who have an additional learning need;
- The communications to residents in flats will be different, reflecting their service is not changing and focusing on the issue of reducing contamination;
- A schedule of roadshows that will take place over the summer has been published. These will focus on explaining the service change to residents face-to-face. A range of other channels will also be used with focus on the issue of contamination; and
- Wheeled bins will be delivered to homes between 30 July 2018 and 28 September 2018 along with the service information pack.

In response to member questions, the following clarification was provided:

- (Cllr Brunt) Merton has learnt from the experience in Sutton and its communication of the service change. This is different from what is being planned in Merton as food waste collections were introduced at this point in Sutton. These are already in place in Merton. However, whilst there were difficulties experienced in Sutton with the service change, the benefits are now being felt as demonstrated

by Sutton achieving 7.5kg of food waste recycling on average per household per month. Merton hopes to achieve this success earlier following the service change. Achieving this success shouldn't be underestimated though given it involves 60k households moving to wheeled bins;

- (Charles Baker, Commissioning Manager, Waste and Fleet Services): there are challenges reaching those for whom the assisted collection service will be appropriate. This is because the service will not simply go to those that already receive an assisted collection. Potentially, there will be new residents who will be eligible. Work is therefore ongoing through appropriate community groups to raise awareness of the service;
- (Will Graham) Advice will be provided on the disposal of existing refuse bins. However, there are no plans for these to be removed by Veolia other than those that were part of the Lavender Fields pilot study. Suggested that existing bins can be made into composters;
- (Will Graham) The service is anticipating an annual 4% churn in residents. It is planned to use the new service leaflet to introduce the service to new residents moving into the borough following the initial rollout. It was mentioned that this might be distributed to new residents with their council tax bill. The website will also continue to carry introductory information;
- (Will Graham) After the first few cycles of the new service, residents who fail to present rubbish correctly will have their container(s) tagged with a reminder of the service requirements. After a second tag, a reminder letter will be sent with this recorded within Veolia's systems. A third tag will generate a visit;
- (Chris Lee, Director of Environment and Regeneration) The LB of Merton has the power to and is already using this power in relation to waste enforcement. There will be an amnesty during the introduction of the new waste service and some tolerance of additional bags of waste being left alongside the new wheeled bins whilst residents get to grips with the new bin size. Thereafter there will be a balance between discretion and appropriate enforcement given the requirements are reasonable;
- (Will Graham) Residents will be directed to the website to order extra and larger bins;
- (Charlie Baker) The process to request a larger bin will be clearly stated in the service rollout communications. The ability to request will be based on a range of criteria including having a household of five or more, or additional clinical waste etc;
- (Chris Lee) Sutton's communication of the new service rollout has been carefully reviewed. As a result, LB Merton is supplementing Veolia's communication plans. The only item in the plan that is not being actioned is the advert on Sky. Additional resource is being made available to supplement the back office operation given an increase in resident calls is anticipated. There will also be a temporary increase in the neighbourhood client officer team;
- (Will Graham) Wheeled bins will be delivered to households taped shut with the start date for usage clearly stated. Until this date, residual waste should continue to be presented in black sacks at the curtilage by 6am on the day of collection. Wheeled bins will need to be stored by households until the new waste service starts;

- (Chris Lee) Based on learning from others, there will be no mixed approach to waste collection (so no households will continue to have black sack collections whilst others begin to receive collections using wheeled bins). Collections using wheeled bins will begin simultaneously for all residents across the borough;
- (John Haynes, Communication Advisor, South London Waste Partnership) To support those who may have difficulties with communication (learning difficulties, English as an additional language etc) a pictorial approach has been taken. This has been informed by the template materials developed by the organisation *Recycle for London*, all of which have been user tested. Where it is not possible to provide differentiated versions of some communications, it will be possible to contact the South London Waste Partnership (SLWP) for help. Proactive work is also ongoing to support residents through community groups;
- (John Haynes) A full range of communication channels is being used to ensure engagement of harder to reach groups. For example, use of social media including sponsored posts;
- (Chris Lee) Communications are being distributed through school bags;
- (John Haynes) Following the new service rollout, it will be possible to run cross regional, harmonised communication campaigns. This will include an annual newsletter;
- (Will Graham) Examples of communications will be shared with Councillors prior to use;
- (Chris Lee) Residents will not have to pay for additional boxes or larger bins where these are needed. After the service rollout, communications will continue through channels such as My Merton, council tax bills and the website;
- (Chris Lee) Currently, Merton's waste service tolerates unlimited residual waste that is collected weekly. Only 50% of residents participate in the food waste service now. It is assumed the remainder put food waste in with residual waste when this should be going to recycling. It is assumed that with the move to fortnightly residual waste collections, having rotting food waste for a longer time period will not be tolerated and this will generate an increase in use of the food waste service. This is supported by the experience in Sutton. Seven litre food caddies are available for kitchen counters. The outdoor caddies hold 23 litres of food waste and will be collected every week, making this a more attractive approach to handling household food waste;
- (Cllr Brunt) Is an optimistic advocate that this will reduce the quantity of rotting food waste in with residual waste;
- (Chris Lee) Noted that ultimately, the aim should be to completely reduce the quantity of food waste; that this should be out of the waste stream altogether;
- (Will Graham) Clarified that it will be possible for textiles and batteries to be presented with residual waste collections at the kerbside for collection but not within residual waste; and
- (Charlie Baker) The communication strategy makes clear that the assisted bins collection exists and how to request to participate in this.

RESOLVED: Members highlighted two areas of concern: support for residents needing assisted collections and residents needing to store wheeled bins for anything up to two months prior to use. They requested that information be provided at the September 2018 meeting on the numbers registering for assisted collections

compared to using this service prior to the rollout. They also asked that Veolia be requested to return to the Panel at its meeting in February 2019 to report on the rollout of the new service.

5 CABINET MEMBER PRIORITIES (Agenda Item 5)

Cabinet Members took it in turn to highlight their priorities and answer member questions.

Cllr Brunt, Cabinet Member for Environment and Street Cleanliness: excited about his new role and making a difference for the community. In addition to establishing a successful food recycling system his focus is on Merton's streets needing to be cleaner. Once the new service is introduced, this will decrease the waste on streets, as this will just be as a result of people dropping litter and fly tipping. On the latter, he aims to improve the functionality of the website for reporting to make this less clunky and more user friendly. However, these reports do go straight into Veolia's vehicles with tips being addressed within hours. Highlighted the need for tips to be reported quickly and addressed before they attract further rubbish. Noted that he is working on the faster removal of Veolia's green street sweeping bags as these can attract further waste to be dumped.

In response to member questions, Cllr Brunt clarified:

- The enhanced call centre supporting the rollout of the new waste service is key. This will be supported with additional resource once the communication of the new service begins;
- Noted that there is a role for ward councillors in supporting the rollout of the new service. They can use their local knowledge to help officers. For example, notifying where there is no front garden for storage of wheeled bins. This will be the key criteria for determining whether a household will be expected to use a wheeled bin;
- Those in flats and shops will not be expected to use wheeled bins. Highlighted that the service provided will fit with need;
- Ward councillors will be provided with a bank of frequently asked questions; and
- Confirmed he is willing to go out on visits with councillors to look at the environment and street cleaning in their wards.

Cllr Draper, Cabinet Member for Community and Culture: focused on looking at support for those with disabilities and inclusion:

- Dementia: Working to make the borough dementia friendly. Library and leisure centre staff have been provided with dementia friendly training. The aim is to provide support that is discrete and effective. Looking at how this might also be applied to Merton's parks;
- Learning disabled: just awarded the contract to deliver training through Merton's libraries including life skills, travel training and work skills. Working for Merton to become a disabled confident employer;
- Diabetes: noted that more advanced cases of diabetes can result in considerable health impacts and disability. Funding has therefore been allocated for a

programme across all Merton's green spaces to encourage healthier lifestyles as a way to prevent and treat Type 2;

- Mental health: supporting outdoor therapies and support offered through Merton's libraries; and
- Physical disabilities: seeking to offer access to sports for those with disabilities including those that are hidden (and for example, may be linked to age). Examples include *walking football* and water sports. These are not known well enough. To be more inclusive, the new leisure centre will use the highest building standards based on the requirements of the Disability Discrimination Act. This will be evaluated with these standards then built into Merton's other leisure facilities.

In response to member questions, Cllr Draper clarified:

- It was a joint decision to reinstate the *Changing Places* adult changing facility in the new Merton Leisure Centre. This happened during the early part of week commencing 18 June 2018. This situation resulted from the process of reconfiguring the leisure centre to remove the plant room off the roof of the building to achieve a half a million pound cost saving. This was a mistake which when it was realised led to the changing facility being reinstated. Reinstating the facility will have cost implications and result in some loss of facilities for staff;
- In 2019, Merton will become one of the 6 boroughs that were awarded Cultural Impact status and will deliver a cultural programme focusing on film. The community will lead the delivery of this festival across the borough; and
- Provision of additional services for disabled residents is achieved in partnership with adult and children's social care. There are limited resources available to support this work.

Cllr Whelton, Cabinet Member for Regeneration, Housing and Transport: this is his third year holding this Cabinet Member brief all be it with a slightly revised portfolio (parking has been added inclusive of the Automatic Number Plate Recognition System and the diesel levy). Will be looking to introduce a 20 mph zone across the borough to fulfil the commitment made in the manifesto. Housing remains one of the biggest issues for the borough and a new housing strategy will be brought forward by the end of the year to address a range of associated issues. Highlighted that the provision of affordable homes remains a priority but this has been frustrated by a loss of central government grants. Regeneration of estates (High Path, Ravensbury and Eastfields) is ongoing and is Clarion's biggest project. The detailed planning applications are just about to come forward and will be a big focus for the remainder of this municipal year. A new local plan is also emerging for which there has been a call for sites. This will be scrutinised by the Borough Plan Advisory Committee. Noted the desired to provide shared ownership homes linked to Merton's own need to retain staff. Having undertaken the regeneration of Mitcham town centre, the focus is now on Morden and the appointment of a development partner that will be subject to scrutiny. Already working with Transport for London as key partners in the Morden regeneration.

In response to member questions, Cllr Whelton clarified:

- As all street management decisions can be subject to call-in, the Street Management Advisory Committee will not be reinstated;

- The approach taken on the disposal of sites will balance best use against best value on a case-by-case basis. Noted the Council has a fiduciary duty to achieve the best return for residents. Four development sites have been identified for Merantun;
- The Council is working closely with residents on regeneration for example through the development of the Wimbledon masterplan;
- Whether the target for completion of the Morden regeneration by 2026 will be achieved will largely depend on the condition of the property market. It had been intended that this regeneration would take place during the last decade but this was impeded by the financial crash. Previously expected housing infrastructure funding did not happen. There is a need for realism and pragmatism. It is a big commitment with support already coming forward from the Mayor of London; and
- The Council is working closely with Clarion Housing as demonstrated by meetings held with Ruth Cook, Group Chief Executive, and Paul Quinn, Director of the Merton Regeneration. Given the regeneration will cause major upheaval, it is important residents be kept onside. Whilst the regeneration is ongoing, housing needs and repairs must continue to be addressed. Merton's memorandum of understanding with Clarion including the ten pledges for residents is important in ensuring this happens.

6 PERFORMANCE MONITORING: DEPARTMENTAL DATA SET REVIEW (Agenda Item 6)

Steve Langley, Head of Housing Needs, introduced the performance monitoring report for the Community and Housing Department:

- CRP059/no of people accessing Merton's libraries: noted this as particularly high performing and probably the best in London; and
- CRP061/SP009/no of households in temporary accommodation: this is the lowest number of households in temporary accommodation in London apart from the City of London. There are approximately 80,000 households in temporary accommodation in England, 53,000 of which are in London with only tiny numbers in Merton. Highlighted the support offered to those at risk of homelessness to help with their finances and work done to encourage others to remain within the family home. Noted the new Housing Reduction Act and that the Department remains unsure of how this will affect the service.

In response to a member question, it was agreed to take clarification outside of the meeting on the difference between CRP 059 (the number of people accessing the libraries) and SP480 (library visitor figures).

Chris Lee, Director, Environment & Regeneration, introduced the performance monitoring report for his Department:

- Highlighted that as this is data for April 2018, it is missing both quarterly and annual figures. He also noted that the monthly target figures might not be as accurate as required as this is still to be calibrated and properly profiled in some cases. Suggested it would be better to look at the data in detail in September 2018;

- Noted that on waste and street cleaning, the weekly reports to Councillors are shortly to be reinstated. Also that this service remains under constant focus by officers;
- Performance on the processing of major (CRP 051), minor (CRP 052) and other (CRP 053) planning applications is all above target. Closure of enforcement cases is still below target (SP 113) but the new approach is bearing fruit; and
- SP 414/the volume of planning applications is seen as an indicative measure of the rate of regeneration in the borough. Whilst this is down against target and the short-term trend is down, the longer-term trend is up.

In response to a member question, Chris Lee clarified that on CRP 094/SP 485/the number of fly tips, this is above target but outside the control of the contractor (Veolia). In relation to fly tips, the contractor's performance is judged on how quickly they are removed. The contractor's records of fly tips is improving with improved accuracy contributing to the increased number of reported incidents. The volume of fly tips will only be addressed by changing resident behaviour.

RESOLVED: To appoint Cllr McClean as performance monitoring lead for the Sustainable Communities Overview and Scrutiny Panel.

7 SETTING THE WORK PROGRAMME FOR 2018/2019 (Agenda Item 7)

RESOLVED:

1. To accept the work programme for the Sustainable Communities Overview and Scrutiny Panel as presented;
2. To undertake a task group on reducing the use of single use plastics in Merton; and
3. To receive information about opportunities for scrutiny training from the Centre for Public Scrutiny and the Local Government Association.

Sustainable Communities Scrutiny Panel

4th September 2018

Wards: Borough wide

Re-procurement of Highways Service and Works Contract

Lead officer:

Paul McGarry, Head of FutureMerton

Lead member:

Councillor Martin Whelton, Cabinet Member for Regeneration, Housing & Transport

Project sponsor:

James McGinlay, Assistant Director for Sustainable Communities

Contact officer:

Gary Marshall, FutureMerton Infrastructure Manager

Recommendations:

1. To update the Panel on the timescale, scope and progress of the re-procurement of Merton's Highway service and works contract.
 2. That the panel receive a future report for pre-decision scrutiny in early 2019, prior to a new contract being agreed.
 3. That Scrutiny Panel make comments as they wish on the procurement process and contract generally.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To notify Council members of the upcoming procurement/contract opportunity of the Highway Service and Works Contract as this is a core service that the council has an obligation to provide.

2 DETAILS

- 2.1. Following the two-year extension granted to Merton's Council Highway Works and Service Term Contract, which ends 31st August 2019, Future Merton are undertaking the process of procuring a new Highway Contract, with an indicative start date of April 2019 and indicative contract commencement date of 1st September 2019.
- 2.2. The new Highway Service and Works Contract will be for an initial period of 7 years commencing on the 1st September 2019 with an option to extend by a further 3 years, subject to satisfactory performance.
- 2.3. Going out to full procurement gives the council the opportunity to tailor the scope of works/specification to meet its current needs and requirements while ensuring savings can be realised where possible and identifying any social value benefits.
- 2.4. Therefore, on the 6th July 2018, the procurement board approved the updated gateway 1 report to go out to procurement using the restricted procedure. The original strategy report/business case, was approved on the

15th March 2018, to use the Competitive dialogue to approach the market, however after discussions with legal and commercial services, it was agreed that the competitive dialogue would be too expensive for both the tenderers and the Council.

- 2.5. The Scope of Service that will be included with in the Highway Service and Works Contract can be seen below in Appendix 1

3 ALTERNATIVE OPTIONS

- 3.1. **Calling off the LoHACFramework:** Due to the difficulties experienced by other local authorities (especially in the South) with regards to utilising the LoHAC framework agreement, the framework is currently not allowing new local authorities to call off it. As a result of this, the option of a call off is not considered a viable option.
- 3.2. Although, LoHAC2 is currently in the process of being procured, local authorities are unaware of its context and how this will differ from the original LoHAC framework and the proposed go live date is April 2021 which does not align with Merton's contract end date.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Soft market testing was undertaken in October/November 2017 where the following organisations supported this case study: FM Conway, JB Riney, Kenson Contractors, Volker Highways, Kier Highways, Croydon Council, TfL, Richmond/Wandsworth Councils and the London Borough of Waltham Forest.
- 4.2. Strategy report/business case, has already been circulated and approved by legal, finance and procurement board as part of the procurement board gateway 1 report procedure.
- 4.3. A market engagement event was carried out on the 2nd August 2018 to determine the market interest and a PIN notice (notifying the public of the Councils intention to go out to procurement) was published on the 7th July 2018.
- 4.4. After the tender exercise and a contractor has been identified following evaluation, the proposed award report will go through circulation and approval to procurement board, CMT, LSG and Cabinet, before the successful contractor is notified.

5 TIMETABLE

- 5.1. See Appendix 2 below for indicative timeline.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The indicative whole life value of the project is between £40m to £60m.
- 6.2. There is a dedicated procurement resource to manage the entire process from start to finish to help mitigate any potential challenge in relation to procurement.
- 6.3. There is a dedicated resource to assist with the drafting of the specification that meets the Councils requirements to ensure the right contractor is awarded.

- 6.4. The table below details the funding estimate spent within 2017/18 and 2018/19 on the Highway Service and Works existing contract.

| | Est spend in 17/18 | Est spend in 18/19 |
|------------------------------|--------------------|--------------------|
| LBM Capital | 2,848,500 | 2,844,500 |
| TfL | 2,532,545 | 995,000 |
| S106 | 200,000 | 80,000 |
| Total Capital Budgets | 5,381,045 | 3,839,500 |
| LBM Revenue | 982,330 | 980,600 |
| Total Revenue Budget | 982,330 | 980,600 |
| Total Spend/Budget | 6,563,375 | 4,820,100 |

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. This is a core statutory service that the council has an obligation to provide

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. There are no human rights or equalities implications.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. N/A

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. This will be covered in the procurement documents
- 10.2. Effective maintenance and improvement of the Highway Network will minimise insurance or injury risks to the Council by ensuring that the public highway is safe and serviceable

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

- 11.1. Appendix 1 – Proposed Scope of Service
- 11.2. Appendix 2 – Indicative Procurement Timeline

12 BACKGROUND PAPERS –

- 12.1. Pothole Update / Information

APPENDIX 1

PROPOSED CONTRACT SCOPE (NOT EXHAUSTIVE)

- Structures including bridges, retaining walls, culverts, underpasses
- Pavement surfaces including carriageways, footways and footpaths and anti-skid (planned works and large patches)
- Drainage systems on carriageways and footpath and footways
- Traffic Management
- Street Furniture
- Traffic Schemes
- Emergency and non-emergency response (reactive works – this includes potholes)
- Road Markings
- Resource (Contractors plant, operatives, vehicles etc.)
- Professional Services
- Ad hoc, request only, ground maintenance

APPENDIX 2

INDICATIVE PROCUREMENT TIMELINE RE HIGHWAYS WORKS AND SERVICE CONTRACT

| Activity | Date | Comments |
|--|--------------------------------|---------------|
| Market warming | 2 nd August 2018 | Completed |
| Procurement documents deadline | 25 th September | |
| Portal Prep/data room creation | 10 th October 2018 | |
| Final Specification/contract documents | 24 th October 2018 | |
| OJEU/SQ Publication/contract finder | 5 th November 2018 | |
| Clarification deadline | 9 th November 2018 | |
| Clarification response | 12 th November 2018 | |
| SQ deadline | 19 th November 2018 | |
| Evaluation/compliance checks | 22 nd November 2018 | |
| Selection notification | 23 rd November 2018 | |
| ITT Publication | 29 th November 2018 | |
| Clarification deadline | 3 rd January 2019 | |
| Clarification response deadline | 8 th January 2019 | |
| ITT Return deadline @ 12noon | 18 th January 2019 | |
| Evaluation deadline | 8 th February 2019 | |
| Moderation meeting | 11 th February 2019 | |
| Procurement board | 12 th February 2019 | Verbal update |
| CMT Approval | 5 th March 2019 | |
| LSG Approval | 11 th March 2019 | |
| Cabinet board | 25 th March 2019 | |
| Scrutiny | March 2019 | |
| Standstill Letter | April 2019 | |
| Contract start (Mobilisation) | May – August 2019 | |
| Contract Commencement | September 2019 | |

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BACKGROUND PAPERS - HIGHWAY SERVICE WORKS CONTRACT

POTHOLE UPDATE / INFORMATION

The existing Highway Service and Works Contract includes undertaking repairs on the carriageway such as potholes which falls under the category of reactive maintenance. When looking at the scope of services for the new Highway Service and Works Contract which commences on the 1st September 2019 reactive maintenance once again will be included.

Over a 6 year period an average of 1900 carriageway defects 'potholes' have been reported either via the public or by Merton's Highway Officers, during this period an average of 1600 of these notification have resulted in a repair being undertaken.

When assessing the defects reported, Merton aligns its inspection regime with the code of practice of well maintained highways and has adopted the investigatory levels within this specification. We are currently working towards complying with the newly released Code of Practice which has been renamed the Code of Practice for Well Managed Highway Infrastructure with an anticipated start date of October 2018.

With regards to the increase of carriageway defects that was reported during the inclement weather (Feb/March 2018), working in partnership with our existing term contractor it was identified that Merton's specified response time of 28 days became very difficult to comply with due to the volume of defects issued.

Just for information, from the 28th February for a 6 week period, Merton council received 567 reported carriageway defects. Based on our average carriageway defects that over the 6 year period (as mentioned above) this shows an increase of 250% for this 6 weeks period.

This increase in workload does not just affect the immediate period but has had additional pressure/impact on the contract in subsequent months and we are only now returning to our average workload.

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Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 4 September 2018

Wards: ALL

Subject: Parking update report

Lead officer: Jim Rogers (Head of Parking (Interim))/ Cathryn James (Assistant Director – Public Protection)

Lead member: Martin Whelton (Cabinet Member for Regeneration, Housing & Transport)

Contact officer: Jim Rogers

Recommendations:

- A. That the Panel review and comment on the contents of this report

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The purpose of this report is to provide the Panel with an update on the delivery of service undertaken by the Parking Services team.
- 1.2. That Scrutiny Members comment on the report as they wish

2 DETAILS

2.1. Organisational structure of Parking Services

2.1.1 Parking Services is responsible for managing and enforcing parking regulations within and outside of controlled parking zones across the borough with the exception of red routes which are the responsibility of Transport for London.

2.1.2 Parking Services section is made up of 5 teams with a staffing establishment of 81 officers. The expenditure budget for the year 2017/2018 was in the region of £4,955,000.

2.1.3 Parking Services aim is to:

Support the Mayor of Londons transport strategy by improving traffic flows and compliance of the parking restrictions; this will lead to a reduction in congestion, pollution, improve bus journey times and pedestrian safety within the borough, while contributing to the overall aims of the Air Quality Action Plan and helping to support the public health agenda.

2.1.4 The section currently provides a range services to the following customers and partners including:

- (i) Issue 25,000 Residents permits (parking in on and off street parking spaces)
- (ii) Issue 666 Businesses permits (parking in on street parking spaces)
- (iii) Issue 300,000 visitors permits (parking in on off street parking spaces)
- (iv) LBM staff (parking in on and off street parking)

- (v) Police and the All England Lawn Tennis Association (parking in on and off street parking spaces)
- (vi) Support pedestrians by the enforcement of Pavement Parking
- (vii) Schools safety – enforcing
- (viii) keeping all traffic moving – enforcing Moving Traffic Contraventions (MTC)

2.1.6 The core aim of Parking Services is to provide a service that has a reputation of delivering high quality services for our customers by responding promptly to enforcement and parking. In 2015 the service invested further in customer services by the creation of a dedicated customer services team. In addition to responding to complaints, member enquiries and requests for information, this team has also identified issues arising from customer feedback and implemented new policies/strategies to improve customer satisfaction and engagement, such as the footway parking policy, and the new out of hours line to report illegally parked vehicles.

2.1.7 Similarly in respect of appeals against PCN's issued performance has improved as demonstrated below:

Appeals successfully defended at adjudication by Parking Year ending March 2016

55%

Appeals successfully defended at adjudication by Parking Year ending March 2017

58%

Appeals successfully defended at adjudication by Parking Year ending March 2018

63%

2.1.8 The results of the resident's survey are one key indicator for Parking Services service delivery, congestion continues to be one of the key issues with parking enforcement and the issue of parking permits being some of the most effective measures in managing and reducing congestion.

Parking Services comprises several teams each of which have responsibility for the delivery of different elements of Parking services provided by the Council. Set out below is a brief description of these component service areas:

- (i) Civil Enforcement Team: The enforcement team includes Civil Enforcement Officers, who issue PCNs (Penalty Charge Notices) on-street and ANPR reviewing officers who check CCTV footage of potential contraventions and issue PCNs (Penalty Charge Notices) on the basis of that evidence.
- (ii) The permits team processes parking permits, yellow line waivers and bay suspensions
- (iii) The PCN processing and Debt Recovery team process the Penalty Charge Notices issued for parking and traffic contraventions, which involves responding to

representations, preparing evidence for the independent tribunal, and enforcing unpaid penalty charges using the county court and enforcement agents (formerly known as bailiffs).

(iv) The customer relations team answers FOI requests and complaints and manages public consultations.

(v) The technical officers, responsible for the maintenance and operation of all on street and off street pay and display machines, maintaining and expecting on street signs and markings and erecting suspension notices

2.1.9 One of the key objectives of the Parking TOM (Target Operating Model) is to improve the flow of traffic through the borough, manage the supply of available parking space and to provide the customer with value for money services with a strong emphasis on customer care. In order to deliver these objectives the service has implemented a number of significant new programmes aimed to transform the manner in which Parking Services are delivered in Merton. These projects, are ANPR, RINGO Cashless payments, procurement of new back office systems, School marking enforcement, a review of the diesel levy, a review of the provision of free parking in council managed car parks in the run up to Christmas 2018 and an out of hours service to report illegally parked vehicles . A detailed consideration of the success/progress of the implementation of each of these three projects is set out below:

2.2. ANPR (Automatic Number Plate Recognition) project

2.2.1 This project, implement in 2016, involved the installation of cameras that use Automatic Number Plate Recognition (ANPR) technology to automatically monitor and enforce bus lanes, banned turns and yellow box junctions at 39 locations across the borough. This number rose to 46 locations in August 2018.

2.2.2 The objectives of the project were threefold:

- a) To reduce congestion and bus journey times around the borough;
- b) To improve safety outside schools (by enforcing school entrance markings more effectively)
- c) To increase the efficiency of the parking enforcement team by automating the process of identifying potential contraventions of traffic regulations;

2.2.3 The planned 'go-live' date for the ANPR system was 27 June 2016. On that date all of the cameras had been installed and the back-office infrastructure was in place to allow for the transmission and storage of the video clips provided by the enforcement cameras.

2.2.4 There has been a rolling programme of review which has identified areas where compliance has improved. These cameras have been moved to new locations, and further locations for enforcement have been identified, resulting in the total number of locations currently enforced by ANPR rising to 46. We are constantly reviewing the improvements in compliance at all locations and identifying new locations for enforcement where motorists are breaching traffic regulations .

2.2.5 The introduction of the ANPR system has now made it possible to capture a greater number of motorist contraventions. This has also enabled more civil enforcement officers to be redeployed out on street, thereby enabling the service through it's advisory and enforcement capacity to deliver a greater degree of overall pedestrian and road user safety throughout the borough.

2.2.6 Further work has been undertaken to review the use of ANPR cameras to enforce school keep clear markings, and further details of this are addressed below in section 2.3.

2.3 School keep clear enforcement

2.3.1 Part of the scope of the original ANPR project was to increase our ability to enforce school keep clear markings at the start and end of the school day across the borough, through the use of foot patrols and ANPR camera vehicles. There are 67 primary schools throughout the borough and 32 Civil Enforcement Officers (CEO) working shifts to cover enforcement between the hours of 7am and 11pm Monday to Saturday, and 11am – 5pm on Sundays.

2.3.2 The use of foot patrols at school drop off and collection times is effective in deterring motorists from stopping/parking on the school keep clear markings, compliance is only improved at times when Civil Enforcement Officers (CEO) are visible. However, given the number of primary schools in comparison to the number of CEOs, we are unable to attend every school every day.

2.3.3 In July 2018 trials were undertaken to test the effectiveness of movable ANPR cameras at school keep clear marking locations. 2 types of cameras were trialled; fully automated ANPR cameras and semi automated ANPR cameras. Semi automated cameras have pre-set enforcement protocols, but require the guidance of a viewing officer to determine if a possible contravention is occurring.

2.3.4 During the trials, it was noted that the fully automated ANPR cameras recorded a significant number of 'false' contraventions as the system was unable to distinguish between vehicles stopped in traffic on the school keep clear markings, and those that stopped on the keep clear markings for the purpose of parking or allowing passengers to board/disembark.

2.3.5 The outcome of the trials showed that the semi automated cameras were more effective for this type of enforcement.

2.3.6 It has been agreed that Parking Services will invest in 6 re-deployable, semi automated cameras that will follow a rotation schedule ensuring a presence outside every school for at least 2 weeks during the school year.

2.3.7 During the first school year the cameras would be deployed to every primary school in the borough following the planned rotation schedule. This will help us determine which schools have the lowest compliance. Starting from the second year we would focus on the least compliant schools.

2.3.8 This project is being sponsored by the director for Environment and Regeneration, and is subject to a bid to the capital board for funding.

2.3.9 There is a 12 week lead in period for the delivery and installation of the ANPR cameras for School keep clear marking enforcement so it is anticipated that this enforcement will commence in November 2018 subject to resources being made available.

2.4 Cashless parking (RingGo)

2.4.1 The cashless pay by phone parking service was initially launched in all Council operated car parks in October 2014 and then rolled out to all on-street parking bays in 2015.

2.4.2 The service allows motorists to pay for parking without the need to carry cash – instead they pay with a credit/debit card on the RingGo app, or by phoning RingGo.

2.4.3 Motorists pay a small fee for the convenience of using the RingGo service, typically 20p, and have the option to receive additional notifications e.g. 10 minute warning prior to their paid for time expiring, at a cost of 10p per message.

2.4.4 Any new parking bays (for instance in a new zone) are added to the RingGo service so that motorists always have the choice of paying by cash or RingGo.

2.4.5 There are currently 374 RingGo locations throughout the borough with new locations being added on each occasion a new Controlled Parking Zone (CPZ) is implemented.

2.4.6 The proportion of motorists using cashless parking is steadily increasing. In the financial year 2017/18, there were 550,000 RingGo transactions for on street parking, with an average value of £2.65 per transaction, compared to 400,000 RingGo transactions for on street parking in 2016/17, with an average value of £2.83 per transaction. This is an increase of 150,000 transactions per year or 37.5%.

2.4.7 Similarly, there has been an increase in the number of motorists using RingGo to pay for parking in the Councils off street parking places. In the financial year 2017/18, there were 300,000 Ringo transactions for off street parking, with an average value of £3.30 per transaction, compared to 220,000 transactions in the previous year, with an average value of £3.55 per transaction. This is an increase of 80,000 transactions per year or 36%.

2.4.8 The proportion of motorists making cash payments for on street parking is decreasing, with there being 890,000 cash transactions for on street parking in the financial year 2017/18, with an average value of £1.26 per transaction, compared to 950,000 cash transactions for on street parking on 2016/17, with an average value of £1.34 per transaction. This represents a decrease of 60,000 transactions per year or 6.5%.

2.4.9 The service is exploring the longer term benefits of a shift to cashless across further aspects of the service and this is in hand and will be discussed further in due course.

2.5. Procurement of new back office systems

2.5.1 Parking Services currently use a PCN Processing system to issue and process Penalty Charge Notices (PCN) for parking contraventions, bus lane contraventions and moving traffic contraventions.

2.5.2 In the financial year 2017/18, the Council issued and processed 158,000 PCNs across the various enforcement streams, and in keeping with the appropriate legislation and statutory time frames. Permit Gateway was used to issue 25,000 permits to residents and businesses, and 300,000 half day and full day visitors permits.

2.5.3 Parking Services received 53,362 phone calls from customers in 2017/18. 37353 (70%) of these calls were in relation to permit enquiries.

2.5.4 While both systems currently provide limited on-line functionality, technological advances within the industry allow customers to 'self serve' for both PCN representations and permit issues to a much greater degree, provide facilities for virtual permits, cashless parking, emission based charging and better reporting, allowing for more efficient use/direction of enforcement resources.

2.5.5 The implementation of new PCN and permits systems in 2019 would provide further benefits to both the authority and the customer as it will allow for many processes which require the customer to have contact with the permits team e.g. changing vehicle details on a permit, to be automated, as well as PCN appeal self service facilities guiding customers through the PCN appeals process and advising what information to provide in support of their representations. This will result in a better quality of representations, potentially a reduction in the number of representations received, and a reduction in the number of unnecessary contacts e.g. requesting proof of loading.

2.5.6 A project group has already been commissioned, including officers from the Business Improvements team, to review current back office processes, and a draft specification document has been produced for autumn 2018

2.5.7 It is expected that the exercise to procure new back office systems will commence in late 2018/19, and the new systems will be in operation in 2019/20.

2.6. Diesel Levy

2.6.1 Air Pollution is now considered a social, political and health priority, the Mayor of London is consulting on urgent measures to address poor air quality and describes the problem as a 'public health emergency', after it was revealed that almost 10,000 Londoners die from long-term exposure to air pollution every year. These measures are not only for the Mayor to address but it is expected that every tier of government take the action they can to assist. Even if this includes difficult and controversial decisions.

2.6.2 The government has been successfully challenged for non-compliance with its Air Quality objects and the new government Action Plan was recently rejected by the high court's following a further challenge. It is therefore a priority that every tier of government takes the action that it can to help address this urgent problem.

2.6.3 Merton, like many local authorities has historically and presently failed to comply with the air quality objectives and the measures previously taken by the authority have had little impact in driving down pollution.

2.6.4 The Diesel Levy is one of a number of measures proposed as part of the Councils new Air Quality Action Plan.

2.6.5 If people change from the most polluting vehicles it will have an impact in and outside our borough.

2.6.6 This approach shows leadership, and indicates a direction of travel for diesel

2.6.7 The diesel levy was introduced in April 2017.

2.6.8 The diesel levy was set at £150 per vehicle per year, in addition to the relevant permit charge, and it was agreed that the levy would be phased in over a 3 year period with levy costing £90 in the financial year 2017/18, £115 in the financial year 2018/19 and then £150 in the financial year 2019/20.

2.6.9 Prior to the introduction of the diesel levy, a review of all vehicles that had permits issued to them was undertaken to determine their fuel type, with the finding that of the total number of vehicle specific permits issued, 34% were issued to diesel vehicles.

2.6.10 The decision taken by the London Borough of Merton, particularly in light of the emissions testing scandal, was that the diesel levy would be charged to all diesel engine vehicles until such time as real world testing on those newer diesel engines purported to have lower emission levels had been undertaken and certified.

2.6.11 Local authorities have very few legislative avenues through which they can attempt to influence a motorists choice of vehicle. However, parking permits do provide us with a route to encourage motorists towards more environmentally friendly cars and alternative forms of transport.

2.6.12 A review of the effectiveness of the levy will be undertaken in its third year of implementation, which is the financial year 2019/20.

2.7 Free Christmas Parking

2.7.1 Historically, the London Borough of Merton have provided free weekend parking in all town centre car parks with the exception of Coombe Lane car park, Raynes Park, in the 4 weekends before Christmas.

2.7.2 All town centre car parks have Saturday charging hours, however, only the Wimbledon Town Centre car parks have Sunday charges..

2.7.3 The purpose of providing free parking during these weekends has been to promote the use of our town centres by residents and visitors, and to encourage the use of our local businesses, thereby improving the local economy.

2.7.4 The cost to the Council to provide free parking in town centre car parks over the course of these weekends is £60k, with a breakdown of the cost being £14k per Saturday and £1k per Sunday. The cost is significantly less on the Sundays because

only the Wimbledon Town Centre car parks have Sunday charges, for which a flat fee of £2.50 is payable

2.7.5 Reviews of the parking demand in Hartfield Road car Park, Broadway Car Park and St Georges Road car park were undertaken by patrolling CEOs in December 2017, showing little turnover in the parking spaces, with many vehicles remaining parked from before 9am, until late.

2.7.6 In December 2017, CEOs interviewed 450 motorists benefitting from the free parking to determine the purpose of their visit to Wimbledon and their thoughts on the free parking.

2.7.7 While the overall feedback was positive, with 75% of motorists advising they were planning on shopping in Wimbledon, it should be noted that the feedback only came from motorists who had successfully secured a free parking space.

2.7.8 The low turnover in parking spaces meant many motorists were unable to find parking after 10am, resulting in them having to seek alternative parking, abandoning their journey, or travelling to other town centres in neighbouring boroughs. 33% of motorists questioned indicated that they were planning to park for 3 or more hours.

2.7.9 10% of motorists questioned indicated that they would be happy to pay for their parking if it meant there was a greater chance of securing a parking space, or that free parking should only be for a limited period of time, for the same reason.

2.7.9 The low turnover in parking spaces in the councils town centre car parks leads to increased traffic on the roads, resulting in increased congestions, and as a result of this, increased pollution.

2.7.10 Feedback from business partners has indicated that the free Christmas parking has not resulted in increased footfall to their businesses beyond that expected at this time of year, particularly as more shopping activities are done online.

2.7.11 Options for alternative arrangements for Christmas Parking are attached as appendix 1. A final decision on the arrangements for Christmas 2018 will be reviewed as part of the budget setting process during the autumn.

2.8 Out of hours telephone service

2.8.1 A review of concerns raised by customers highlighted that many customers wanted to contact Parking Services by telephone, outside of normal office hours to report illegally parked vehicles.

2.8.2 While customers could email parking@merton.gov.uk to report these matters outside of normal office hours, requests for enforcement sent in this manner would not be viewed until the next working day when administrative officer reviewed and actioned the incoming emails

2.8.3 While site visits would be undertaken the following day, or the following evening, the majority of these visits were too late to address concerns raised by residents.

2.8.4 On Wednesday 1 August 2018, Parking Services extended the hours of operation of the dedicated phone line for reporting illegally parked vehicles.

2.8.5 Illegally parked vehicles can now be reported by calling 020 8545 4461, option 3 between the hours of 7am to 10pm, Monday to Saturday, and on Sundays from 11.45am to 4pm. Outside of normal office hours, calls will go directly to the Civil Enforcement Officer (CEO) mobile patrol, which will increase the likelihood of officers getting to the location while the illegally parked vehicle is still there.

3 ALTERNATIVE OPTIONS

3.1 The alternative to the ANPR system would be to revert back to a manual process for identifying contraventions. This would do little to reduce congestion or bus journey times and would divert resources from the important task of enforcing school zigzag markings. The Council would need to significantly increase capacity of enforcement officers to monitor and enforce the 46 ANPR locations

3.2 The re-procurement of contemporary processing and permit systems is necessary for Parking Services to be able to offer customers services such as cashless parking and virtual permit environments and fundamentally improve our service to our customers.

3.3 Consideration could be given to either reducing the number of Christmas weekends during which free parking is offered in the Council managed carparks, or offering free parking on Sundays only.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. None at this time

5 TIMETABLE

5.1 There is a 12 week lead in period for the delivery and installation of the ANPR cameras for School keep clear marking enforcement so it is anticipated that this enforcement will commence in November 2018.

5.2 The out of hours telephone line for reporting illegally parked vehicles went live on 1 August 2018.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. The cost of the ANPR cameras and installation of columns for their support to enforce school keep clear markings is expected to cost £230k, subject to approval from the Councils capital board.

6.2. Reducing the number of Christmas free parking weekends in the month of December would realise expected savings of C.£14k per Saturday and C.£1k per Sunday.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. These projects contribute to the Council's statutory duty to provide parking facilities, manage the flow of traffic, and improve bus journey times, as well as contributing to the Councils Air Quality Action Plan.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION

IMPLICATIONS

8.1. None

9 CRIME AND DISORDER IMPLICATIONS

9.1. None – parking/traffic enforcement is decriminalised.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1 As more motorists comply with the traffic regulations congestion should improve and this will contribute to reduced emissions and cleaner air.

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

Appendix 1 – Alternative arrangements for free Christmas Parking

Appendix 2 – Parking Services performance data 01/04/2018 – 30/06/2018

Appendix 1

Cost of providing free parking for Christmas 2018, based on provision in previous years;

| Date | Cost |
|---------------------------|------|
| Saturday 1 December 2018 | £14k |
| Sunday 2 December 2018 | £1k |
| Saturday 8 December 2018 | £14k |
| Sunday 9 December 2018 | £1k |
| Saturday 15 December 2018 | £14k |
| Sunday 16 December 2018 | £1k |
| Saturday 22 December 2018 | £14k |
| Sunday 23 December 2018 | £1k |
| Total | £60k |

Option 1

| Date | Cost |
|---------------------------|------|
| Saturday 15 December 2018 | £14k |
| Sunday 16 December 2018 | £1k |
| Saturday 22 December 2018 | £14k |
| Sunday 23 December 2018 | £1k |
| Total | £30k |

Option 2

| Date | Cost |
|-------------------------|------|
| Sunday 2 December 2018 | £1k |
| Sunday 9 December 2018 | £1k |
| Sunday 16 December 2018 | £1k |
| Sunday 23 December 2018 | £1k |
| Total | £4k |

Option 3

| Date | Cost |
|---------------------------|------|
| Sunday 2 December 2018 | £1k |
| Sunday 9 December 2018 | £1k |
| Sunday 16 December 2018 | £1k |
| Saturday 22 December 2018 | £14k |
| Sunday 23 December 2018 | £1k |
| Monday 24 December 2018 | £7k |
| Total | £25k |

| Option 4 | Cost |
|-----------------|-------------|
| No Provision | £0 |
| Total | £0 |

Appendix 2

Performance data

Parking Permits issued 01/04/2018 – 30/06/2018

| | |
|--|-------|
| Annual Visitor Address Permit | 765 |
| Annual Visitor Address Permit - New Zone/Extension | 49 |
| Borough Wide Permit | 4 |
| Borough Wide Permit 1 | 1 |
| Business Address Parking Permit | 47 |
| Business Diesel Vehicle New Zones/Exts | 2 |
| Business Diesel Vehicle Other Zones | 36 |
| Business Diesel Vehicle W1-5 | 16 |
| Business Parking Permit | 6 |
| Business Petrol Vehicle Other Zones | 47 |
| Business Petrol Vehicle W1-5 | 25 |
| Civic Centre Car Park | 10 |
| Coty Permit | 110 |
| Donhead Prep School Teacher Permit | 10 |
| Dundonald Primary School Teacher Permit | 3 |
| Essential User Permit | 43 |
| Essential User Permit CEO | 5 |
| Holy Trinity teacher permits | 1 |
| Housebound/Carer Permit | 282 |
| Kings College School Teacher Permit | 15 |
| Mitcham Town Centre Car Parks Season Ticket | 86 |
| Morden Town Centre Car Parks Season Ticket | 254 |
| MSS Permit | 34 |
| NHS Permit | 132 |
| Police Permit | 7 |
| PPT Permit | 10 |
| Queen Road Car Park - Police Permit | 35 |
| Queens Road Car Park Season Ticket | 110 |
| Resident Address Permit -New Zone/Extension | 2 |
| Resident Diesel Vehicle Permit | 1,498 |
| Resident Diesel Vehicle Permit New Zones/Exts | 84 |
| Resident Electric Vehicle Permit | 14 |
| Resident Electric Vehicle Permit New Zones/Exts | 4 |
| Resident Petrol Vehicle Permit | 3,540 |
| Resident Petrol Vehicle Permit New Zones/Exts | 256 |
| Residents Address Permit | 74 |
| Residents Parking Permit | 1 |
| Special Events Permit | 115 |
| The Norwegian School Teacher Permit | 4 |

| | |
|--|------|
| Trades Diesel Vehicle Permit | 48 |
| Trades Permit | 6 |
| Trades Petrol Vehicle Permit | 20 |
| Ursuline Prep School Teacher Permit | 1 |
| Wimbledon College Prep School Teacher Permit | 4 |
| Wimbledon College Teacher Permit | 1 |
| York Close Staff Permit (Payroll) | 15 |
| Zipcar Permit | 12 |
| Totals | 7844 |

Visitors Permits

| | |
|------------------------------|------|
| 10 Full Day Visitor Permits | 968 |
| 20 Full Day Visitor Permits | 489 |
| 30 Full Day Visitors Permits | 149 |
| 40 Full Day Visitors Permits | 62 |
| 50 Full Day Visitors Permits | 135 |
| Total | 1803 |

| | |
|--|------|
| 10 Half Day Visitor Permits | 823 |
| 10 Half Day Visitor Permits - (W3/W4) | 38 |
| 10 HD Visitor Permits - CW4 | 1 |
| 10 Visitor Permits - RPC/ RPC1 | 9 |
| 20 Half Day Visitor Permits | 693 |
| 20 Half Day Visitor Permits - (W3/W4) | 49 |
| 20 HD Visitor Permits - CW4 | 1 |
| 20 Visitor Permits - RPC/ RPC1 | 25 |
| 30 Half Day Visitor Permits | 319 |
| 30 Half Day Visitors Permits (W3/W4) | 27 |
| 30 Visitor Permits - RPC/ RPC1 | 16 |
| 40 Half Day Visitor Permits | 90 |
| 40 Half Day Visitors Permits - (W3/W4) | 18 |
| 40 Visitor Permits - RPC/ RPC1 | 5 |
| 50 Half Day Visitor Permits - (W3/W4) | 22 |
| 50 Half Day Visitors Permits | 181 |
| 50 HD Visitor Permits - CW4 | 1 |
| 50 Visitor Permits - RPC/ RPC1 | 13 |
| Total | 2331 |

Permits issued within 5 working days – 95%

Penalty Charge Notices (PCN)

PCNs issued 01/04/2018 – 30/06/2018

ANPR Review team

| Total ANPR clips received Apr-18 | | Total ANPR clips received May-18 | | Total ANPR clips received Jun-18 | | Total Clips Received | |
|----------------------------------|----------------|----------------------------------|----------------|----------------------------------|----------------|----------------------|----------------------|
| 18909 | | 22328 | | 12495 | | 53732 | |
| PCNs Issued | Clips Rejected | PCNs Issued | Clips Rejected | PCNs Issued | Clips Rejected | Total PCNs Issued | Total clips Rejected |
| 6474 | 12435 | 6768 | 15560 | 3712 | 8783 | 16954 | 36778 |

PCNs issued by Foot patrol

| Apr-18 | May-18 | Jun-18 | Total |
|--------|--------|--------|-------|
| 5449 | 5905 | 6391 | 17745 |

Total PCNS issued by foot patrol and ANPR - **34699**

Penalty Charge Notice Processing

Appeals

| | |
|---|-----|
| Total number of Appeals to London Tribunals | 213 |
| Not contested by LBM | 24 |
| Successfully defended by LBM | 137 |
| Defended but lost by LBM | 52 |

Debt Registration

| | |
|-----------------------|------|
| Debt cases registered | 3904 |
| Warrants registered | 3080 |

Customer Services

| | Total | Responded to on time |
|--------------------|-------|----------------------|
| Stage 1 complaints | 16 | 16 |
| FOI/SAR | 23 | 20 |
| Member Enquiries | 25 | 23 |

Finance

01/04/2018 – 30/06/2018

| | April | May | June | Actual/rec |
|---------------|------------|------------|------------|------------|
| Income | £1,445,862 | £1,649,069 | £1,458,303 | £4,553,234 |

Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 4th September 2018

Wards: ALL

Subject: Waste collection Service – Progress update

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 discuss and comment on the plans to continue to communicate the changes in the waste collection service and the current progress to date in distributing the new wheelie bins.
2. The panel note the increase in 'Assisted Collection' requests and supporting policy guide lines for this service.

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 activities undertaken to date and progress in the distribution of new containers.

2 DETAILS

- 2.1. Communication - The proposed service change will impact on 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 role out of the new service Veolia and council officers have been working collectively to implement the agreed communications plan which is designed to reach every household in the borough.
- 2.2. The first direct line of communication has been completed with all house holds receiving information advising them of the new waste collection service and the introduction of wheelie bins. For communal collections and flats above shops residents have been informed that there are no changes to their current service.
- 2.3. Along with the new wheelie bins all house holds will receive a second information pack advising them of the day of collection plus a calendar illustrating the frequency for each collection (see Appendix 1) We estimate that approximately 74% of house hold will experience a change in their scheduled day of collection. (See Appendix 2 for new day of collection Map)

- 2.4. Following the last collection of the current service households will receive a post card which will remind them of the new collection service and advise them to start using the new wheelie bins.
- 2.5. Frequently asked questions continue to be collated and updated on our website. (See Appendix 3)
- 2.6. Four road shows have been well attended and resident questions/ concerns addressed. Where these have not been possible to resolve, details have been taken and a site visit requested. The main area of concern has been space for the new wheelie bins and request for smaller / larger containers.
- 2.7. Assisted Collection – Given the extra weight / size of the bin there will be a need to review the assisted collection policy and ensure that all residents who meet the new criteria are provided with an assisted collection. This will include support to residents with either physical or mental disabilities including Dementia. The aim of this policy will be to ensure all Households have access to the waste collection service. Each case will be treated on its own merits and no medical assessments will be required to be undertaken.
- 2.8. The assisted collection service has been promoted as part of the first direct line of communication to all households. This will again be promoted as part of the second information pack which will be delivered along side the new bins. To date we have seen an increase of 8% in the number of requests for the ‘Assisted Collection Service’
- 2.9. The table below illustrates the increase in Assisted Collections by month since March 2018. We anticipate that this will continue to increase as residents receive their new wheelie bins.

| 2018 Assisted Collections | March | April | May | June | July | Aug |
|---------------------------|-------|-------|------|------|------|-----|
| Total properties | 503 | 514 | 534 | 537 | 541 | 544 |
| % Increase | | 2.1% | 3.9% | 0.6% | 0.7 | 0.5 |

3 ALTERNATIVE OPTIONS

- 3.1. As part of our internal review process we will asses and reflect on our communications strategy. A campaign evaluation will be undertaken to evaluate the lessons learned from the roll out of the new service. Date to be confirmed.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. The communications strategy and mobilisation of the new waste collection service has been developed following the lessons learned from the service change in Sutton.

5 TIMETABLE

- 5.1. The time table is contained within the report

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None, for the purposes of this report .

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 – Example of Leaflet 2
- Appendix 2 – Map illustrating new day of collection
- Appendix 3 – FAQ and summary of service change

12 BACKGROUND PAPERS

12.1. None

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Property type: **House**
Round: **Friday A**

Welcome to your NEW RECYCLING AND RUBBISH COLLECTION SERVICE

From October, your
collection day will be:

FRIDAY



 **recycle**
for London





WELCOME to your new recycling and rubbish

Your recycling and rubbish collections are changing.

From October 2018, **Friday** will be your recycling and rubbish collection day - see the collection timetable on page seven for details.

Your first collection under the new service will be made on **Friday 5th October**. Until then you should continue to put your recycling and rubbish out on your current collection day.

We will send you a postcard to let you know when to start using your new bins - please store them safely until then.

Do not place your new wheelie bins out for collection before Friday 5th October - **they will not be emptied**.

We appreciate that when your service changes it will take a few weeks for you (and us) to get used to things. During this time, we'll collect excess rubbish placed next to or on top of your bin. Once the new service has settled down, we'll start to only collect rubbish that is stored inside the new wheelie bin with the lid closed.

BENEFITS of the new service

✔ Boost recycling

More space for recycling and restricted space for rubbish will encourage us all to recycle more and do 'our bit' for the planet. This new service is expected to boost Merton's recycling rate from 37% to over 45%.

✔ Cleaner streets

The new wheelie bins will reduce spillages on collection day and stop recycling from blowing down the road on windy days, helping to keep our streets clean.

✔ Save money

The changes will improve efficiency and save up to £1.6million per year; money that will be used to protect our vital services.





Rubbish collection service

SEE PAGES
4 & 5 FOR
DETAILS

Weekly recycling collections



Food waste - collected every week:

Food waste will continue to be collected every week from your **existing food waste bin**. If your food waste bin is missing or damaged, you can order a replacement: merton.gov.uk/recycling

Recycling - collected on alternate weeks:

From October, recycling will be collected on alternate weeks: **paper and card** one week; **plastics, glass, cans and cartons** the next.



Store **paper and card** in your **new wheelie bin with the blue lid**.

In your pack you'll find a 'paper and card' sticker - put this on the lid of your new wheelie bin as a handy reminder of what goes in.



Store **plastics, glass, cans and cartons** in your existing recycling boxes. If your recycling boxes are missing or damaged, you can order a replacement: merton.gov.uk/recycling

In your pack you'll find a 'plastics, glass, cans and cartons' sticker - put this on your recycling box as a handy reminder of what goes in.

Fortnightly rubbish collections



Rubbish - collected every two weeks:

Your **rubbish** (non-recyclable household waste) will be collected on a fortnightly basis from your **new wheelie bin with the grey lid**. From October, we will only collect rubbish from this bin.

Collection time



By 6am on your collection day leave your recycling and rubbish containers at the edge of your property close to the public pavement so they can be seen by our collection crews.





FOOD WASTE

Collected:
every week

YES PLEASE



All cooked and uncooked food



Dairy products:
cheese and eggs



vegetables

Turn to page six for more hints and tips on how to use your food waste bin

PAPER & CARD

Collected:
alternate weeks

YES PLEASE



NEW BIN



Newspapers and magazines



Card and cardboard



Toilet paper

Flatten down large cardboard boxes before putting them in the bin

Plastics, glass, cans and cartons

Collected:
alternate weeks

YES PLEASE



Plastic bottles



Plastic pots, tubs, trays etc.



Glass

Empty and rinse all containers. Squash plastic bottles. Remove caps

Rubbish

Collected:
every 2 weeks

YES PLEASE



NEW BIN



Non-recyclable rubbish



Dirty cardboard



Paper

Only rubbish placed in this wheeie bin (with the lid closed) will be collected

Textiles & shoes

Collected:
every week

YES PLEASE



NEW SERVICE



Clothes and linen



Shoes (tied together)

Place textiles in a tied plastic carrier bag next to or on top of your bins.





Fruit and vegetable peelings



Tea bags & coffee grounds



Meat and fish bones

food waste collection service.

NO THANKS

- Plastic bags
- Packaging
- Oil or liquids



Toilet and kitchen roll tubes



Egg boxes



Junk mail and catalogues

in the bin.

NO THANKS

- Dirty cardboard (e.g. pizza boxes)
- Shredded paper
- Tissues & paper towels
- Food & drink cartons (these go in your recycling box)



Glass jars and bottles



Cans, tins, aerosols and tin foil



Food and drinks cartons

move film lids from plastic pots, tubs and trays.

NO THANKS

- Plastic bags
- Plastic film
- Crisp packets
- Hard plastics (toys etc)
- Polystyrene



Plastic bags and film



Polystyrene



Nappies (in a tied bag)

d) will be collected.

NO THANKS

- Anything recyclable
- Electrical items
- Hazardous waste
- DIY waste

Batteries
Collected:
every week

YES PLEASE

NEW SERVICE



Household batteries

NO THANKS

- Duvets
- Pillows and cushions
- Curtains
- Car batteries

Place batteries in an untied plastic carrier bag.





FOOD WASTE COLLECTION

Recycling food waste reduces smells and frees up space in your rubbish bin.

Food waste is collected **every week** for recycling.

You should already have a kitchen caddy and an outside food waste bin (with a lockable lid).

Kitchen caddy



Outside food bin



If your kitchen caddy or outside food bin are missing or damaged, order a replacement as soon as possible: merton.gov.uk/recycling

Recycling food waste in three easy steps:

1 **Line** your kitchen caddy with old newspaper or a compostable liner (available to buy at supermarkets)



2 **When** your kitchen caddy is almost full, tie the top of the liner (or fold over the newspaper) and put it in your outside food bin (remembering to lock the lid)



3 **Place** your food bin out for collection every week on your collection day (by 6am).



Why recycle food waste?



Any food waste you place out for recycling is taken to a special processing plant in Chertsey, Surrey, where it is used to generate electricity to power homes. It also produces a fertiliser which can be used by farmers.

Recycling just six tea bags can produce enough electricity to boil a kettle for another cuppa!

One truck-load of food waste can generate enough electricity to power 20,000 TVs for one hour.





YOUR COLLECTION DAY: FRIDAY

FOOD

Every week



**RECYCLING:
PAPER & CARD**

Alternate weeks



**RECYCLING:
PLASTICS, GLASS,
CANS & CARTONS**

Alternate weeks



RUBBISH

Every 2 weeks



2018

October

| | | | | |
|----|---|---|---|---|
| 05 | ✓ | ✓ | | ✓ |
| 12 | ✓ | | ✓ | |
| 19 | ✓ | ✓ | | ✓ |
| 26 | ✓ | | ✓ | |

November

| | | | | |
|----|---|---|---|---|
| 02 | ✓ | ✓ | | ✓ |
| 09 | ✓ | | ✓ | |
| 16 | ✓ | ✓ | | ✓ |
| 23 | ✓ | | ✓ | |
| 30 | ✓ | ✓ | | ✓ |

December

| | | | | |
|-----|---|---|---|---|
| 07 | ✓ | | ✓ | |
| 14 | ✓ | ✓ | | ✓ |
| 21 | ✓ | | ✓ | |
| 31★ | ✓ | ✓ | | ✓ |

2019

January 2019

| | | | | |
|-----|---|---|---|---|
| 07★ | ✓ | | ✓ | |
| 12★ | ✓ | ✓ | | ✓ |
| 18 | ✓ | | ✓ | |
| 25 | ✓ | ✓ | | ✓ |

February

| | | | | |
|----|---|---|---|---|
| 01 | ✓ | | ✓ | |
| 08 | ✓ | ✓ | | ✓ |
| 15 | ✓ | | ✓ | |
| 22 | ✓ | ✓ | | ✓ |

March

| | | | | |
|----|---|---|---|---|
| 01 | ✓ | | ✓ | |
| 08 | ✓ | ✓ | | ✓ |
| 15 | ✓ | | ✓ | |
| 22 | ✓ | ✓ | | ✓ |
| 29 | ✓ | | ✓ | |

April

| | | | | |
|----|---|---|---|---|
| 05 | ✓ | ✓ | | ✓ |
| 12 | ✓ | | ✓ | |
| 19 | ✓ | ✓ | | ✓ |
| 26 | ✓ | | ✓ | |

May

| | | | | |
|----|---|---|---|---|
| 03 | ✓ | ✓ | | ✓ |
| 10 | ✓ | | ✓ | |
| 17 | ✓ | ✓ | | ✓ |
| 24 | ✓ | | ✓ | |
| 31 | ✓ | ✓ | | ✓ |

June

| | | | | |
|----|---|---|---|---|
| 07 | ✓ | | ✓ | |
| 14 | ✓ | ✓ | | ✓ |
| 21 | ✓ | | ✓ | |
| 28 | ✓ | ✓ | | ✓ |

July

| | | | | |
|----|---|---|---|---|
| 05 | ✓ | | ✓ | |
| 12 | ✓ | ✓ | | ✓ |
| 19 | ✓ | | ✓ | |
| 26 | ✓ | ✓ | | ✓ |

August

| | | | | |
|----|---|---|---|---|
| 02 | ✓ | | ✓ | |
| 09 | ✓ | ✓ | | ✓ |
| 16 | ✓ | | ✓ | |
| 23 | ✓ | ✓ | | ✓ |
| 30 | ✓ | | ✓ | |

September

| | | | | |
|----|---|---|---|---|
| 06 | ✓ | ✓ | | ✓ |
| 13 | ✓ | | ✓ | |
| 20 | ✓ | ✓ | | ✓ |
| 27 | ✓ | | ✓ | |

October

| | | | | |
|----|---|---|---|---|
| 04 | ✓ | ✓ | | ✓ |
| 11 | ✓ | | ✓ | |
| 18 | ✓ | ✓ | | ✓ |
| 25 | ✓ | | ✓ | |

November

| | | | | |
|----|---|---|---|---|
| 01 | ✓ | ✓ | | ✓ |
| 08 | ✓ | | ✓ | |
| 15 | ✓ | ✓ | | ✓ |
| 22 | ✓ | | ✓ | |
| 29 | ✓ | ✓ | | ✓ |

★ Changes to your collection day at Christmas and New Year. Collections will take place up to three days later than usual and include a Saturday collection.





USING your bins

Missed collections

If we miss your collection by mistake, please let us know **within 2 days**. Report it online at: merton.gov.uk/recycling

Your old bins

If you've previously purchased your own bin to store rubbish between collections, from October you'll no longer need this. You could consider re-using your old bin around the home or garden. If you want to recycle your old bin, you can take it to the Garth Road Household Reuse and Recycling Centre.

Bulky waste

Bulky waste collections can be booked online: merton.gov.uk/recycling

Assisted collections

If you are receiving an assisted collection, this will continue. If you don't currently have an assisted collection but are worried about moving the new bins, please let us know: merton.gov.uk/assisted-collection or 020 8274 4902.

Excess rubbish

All non-recyclable household waste must be placed inside the rubbish wheelie bin and the lid kept shut. Once the new service has settled down, excess rubbish placed on top of or next to your bin will not be collected. If you live in a household of five or more, or have a medical condition that means you generate additional rubbish, you may be eligible for a larger bin. Please get in touch. Further details available at: merton.gov.uk/recycling

Christmas trees

We'll be collecting your real Christmas trees for recycling. Remove all decorations and pot - put out for collection before Monday 7th January 2019.

Advisory notices

If you put the wrong item in the wrong bin, we will let you know by attaching an advisory notice. The offending item (or items) will usually be left behind for you to dispose of correctly.

FIND OUT MORE AT MERTON.GOV.UK/RECYCLING

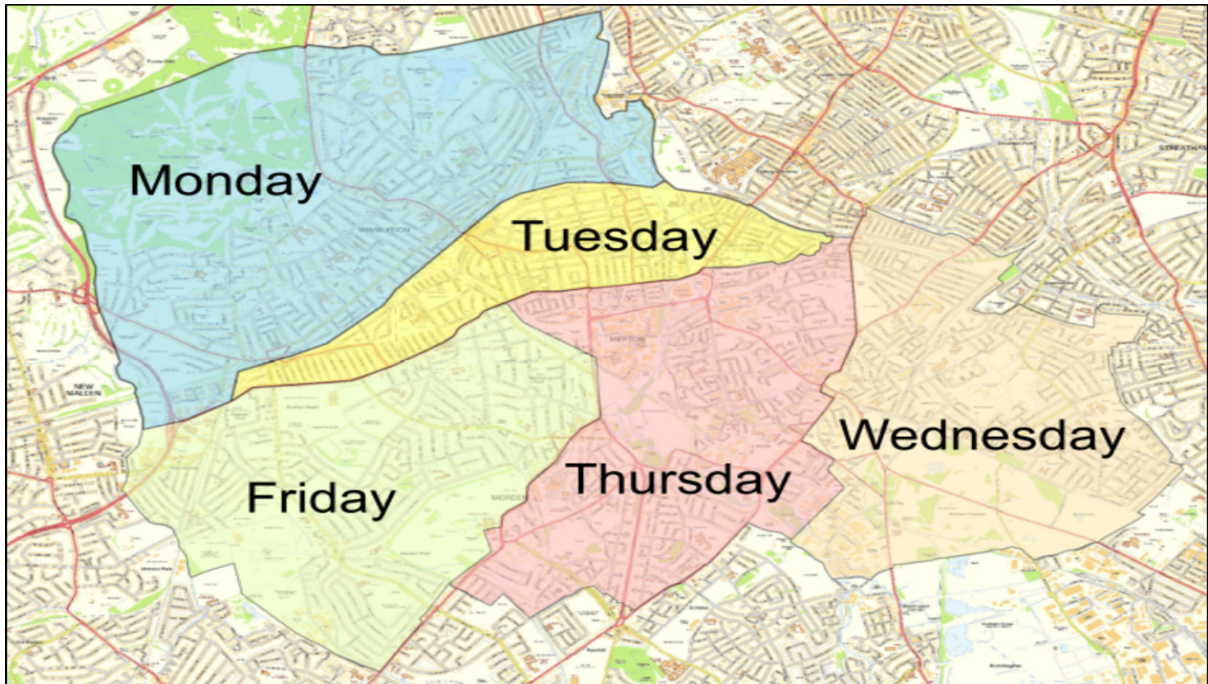


Working together to tackle waste

CROYDON
Delivering for Croydon



Appendix 2 – Map illustrating new day of collection



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Appendix 3

FAQ – New Waste Collection Service October 2018

The following frequently asked questions are available on the Merton Council web site. Waste collection changes October 2018.

What's changing?

The changes will include:

- A different collection day for around three-quarters of households. Your new collection day will be printed on the information pack attached to one of your new wheelie bins, when it is delivered in August or September.
- Recycling collected on an alternate weekly basis: paper and card one week (from a new wheelie bin); plastics, glass, cans and cartons the next (from existing recycling boxes).
- Rubbish (non-recyclable waste) collected every two weeks from a new wheelie bin.
- Textiles collected for recycling every week.
- Household batteries collected for recycling every week.

Food waste

We will continue to collect food waste every week. If your kitchen caddy or outside food waste bin are missing or damaged, please [order a new food waste container](#).

Why we're making these changes

The changes have been introduced to:

- **Boost Merton's recycling rate** from 37% to over 45% within 12 months, making us one of the best recycling boroughs in London.
- **Keep our streets clean.** New wheelie bins will reduce spillages on collection day and store your recycling and rubbish more securely between collections, reducing litter.
- **Save money.** The new service will save up to £1.6 million per year; money that will be used to protect our vital services.
- **Increase efficiency and help the environment.** Around three-quarters of households in Merton will see their collection day change. This will help us make the collection rounds more efficient and reduce the amount of time collection vehicles are out on the road, which is good for the environment.

Information leaflets

These leaflets were delivered to homes in July 2018. The information in these leaflets is also available on this web page.

[Leaflet for houses](#)

[Leaflet for small blocks of flats and converted flats](#)

[Leaflet for larger blocks of flats with communal \(shared\) bins](#)

Visit a roadshow event

To find out more about the new service visit one of our roadshow events to speak face-to-face with Merton Council officers and representatives from Veolia, our waste collection contractor. We will be pleased to answer questions you may have regarding the new collection service.

Wimbledon Town Centre

Wednesday 8 August 2018, 11am–4pm

The Piazza, Wimbledon, SW19 1QB

Morden

Tuesday 14 August 2018, 12 noon–4pm

Sainsbury's Morden, London Road, Morden, SM4 5HT

Morden

Thursday 16 August 2018, 12 noon–4pm

Garth Road Household Reuse and Recycling Centre, 63–69 Amenity Way, off Garth Road, Morden, SM4 4AX

Colliers Wood

Wednesday 22 August 2018, 2pm–7pm

Colliers Wood Plaza, outside the Tube station

Mitcham

Saturday 25 August 2018, 11am–4pm

Mitcham Market, Mitcham Town Centre (next to Mitcham Clock Tower)

Receiving, using and storing your new wheelie bins

Receiving your bins

Your new wheelie bins will be delivered in August or September. They will be left at the front of your property. With more than 120,000 bins to distribute, this is going to take some time. It means you may receive your bins a number of weeks before you can start using them. We're sorry for any inconvenience.

Using your bins

When your bins are delivered, you will also receive an information pack. This will tell you when to start using them, ahead of the first collections taking place at the start of October.

Dimensions of the new wheelie bins

Wheelie bin for paper and card:

- Volume: 180 litres
- Height: 1060mm
- Width: 543mm
- Depth including hinge: 680mm

Wheelie bin for rubbish:

- Volume: 180 litres
- Height: 1000mm
- Width: 480mm
- Depth including hinge: 740mm

[Request a larger wheelie bin](#)

Storing your bins

We know that there is no 'one size fits all' solution for bins so we have surveyed the borough and will be delivering the best combination of bins for different property types depending on the different space available. Please store these bins until the new service starts on 1 October and continue to use your current collection service until then. If you genuinely do not have a permanent space to store the bins, telephone 020 8274 4902 and we'll re-assess your property. With more than 120,000 bins to distribute, this is going to take some time.

Help with moving your bins

If you currently receive an assisted collection service, this will continue. If you don't currently have an assisted collection, but think you may struggle with the new bins

(and there's no-one in your household that can help you), please [apply for an assisted collection](#).

Your questions answered

About your new wheelie bins

What if I don't have space to store the new bins until I start using them? Can't you deliver them later?

With more than 120,000 new bins to distribute across the borough, this is going to take some time. We're sorry for any inconvenience.

Will you collect general waste that doesn't fit in the rubbish bin or is put in the recycling bin?

We understand it may take some time to get used to the new service, during this time we will collect excess rubbish placed on top or next to the bin. Once the service is established, we will only collect rubbish (non-recyclable household waste) that is presented for collection in the new wheelie bin, with the lid closed. If rubbish is put in the recycling bin it will be identified as being contaminated and the waste will not be collected by the crew. An advisory note will be left requesting that non-recyclable waste is removed before the next collection.

I live in a small block of flats and we use wheelie bins. Will I have to share bins with my neighbours?

Possibly - every small block of flats (purpose-built and converted) is different. We'll look at each block individually and put in the combination of bins that works best given the space available. Sometimes that may mean sharing bins with the neighbours in your building.

Do I need to be in when the new wheelie bins are delivered?

No, you do not. We will leave the bins outside your home.

What should I do with my old bins?

If you've previously purchased your own wheelie bin to store rubbish between collections, from October you will no longer need it. You could find another use for it around the home or garden. If you want to recycle your old bin, you can take it to the [Garth Road Household Reuse and Recycling Centre](#).

Can I buy my own bin and use it?

No, only recycling and rubbish stored in bins, boxes and bags provided by Merton Council will be collected.

Why do I have to have wheelie bins?

There are a number of advantages to wheelie bins. Not only can they store more recycling and keep the paper dry, but they also keep the waste secure – reducing issues with windblown litter and spillages, and improving the appearance of our streets.

I don't produce enough rubbish to fill a wheelie bin, do I have to have them?

You will still require the bins in order to have your waste collected. However, you are not required to present them for each collection, simply present them, on the correct

collection day, when they are full. We advise that you present your outdoor food waste bin weekly, even if it is not full, to ensure food is collected regularly.

About the new recycling service

Why separate paper and card from other recycling?

Items like tins, cans and bottles may have liquid residue inside so keeping paper and card separate from these items keeps it clean. The lid on the new wheelie bins will also help to keep the paper and card dry. Good quality, clean and dry paper and card can be recycled into a wide range of high quality paper products. Lower quality paper and card can only be recycled into things like tissue paper.

What evidence is there that these changes will deliver results?

Councils with the highest recycling rates in England typically run a service with restricted capacity for non-recyclable general waste (rubbish). A prime example is neighbouring Sutton Council. They had a new collection introduced in April 2017 and are predicting a recycling rate for this year of 50% - one of the highest recycling rates in London.

About the new collection service

What measures are in place to ensure services don't suffer?

As with any major service change, we expect there to be a period of adjustment while our crews and residents get used to using the new service. This is expected to last for a maximum of 12 weeks. Please help us by reporting any [missed collections](#). Beyond this, measures are in place to ensure that our residents continue to receive a high quality service. Both Merton Council and the South London Waste Partnership will be monitoring the ongoing performance of the service closely to ensure that it continues to deliver for residents.

| | STAKE HOLDER | ACTION / PROGRESS | TIMELINE | STAT US |
|---|---------------------|--|--|----------------|
| <p>Recommendation 1 Highways Team to strengthen advice and guidance for residents who wish to implement crossovers. This could be incorporated into the London Plan and should include; guidance around porous materials and water retention. The team could improve the links to construction advice from Merton’s design guides. Good practice designs from London Councils and central government should also be made available to residents.</p> | Cabinet | <i>Departments are compiling best practice and these will be supplied as a set of links for applicants to access. Only in the few cases where Internet access is still not being used will these be printed and posted. If email is used then we will email.</i> | <i>On-going Expected date for completion August 2018</i> | G |
| <p>Recommendation 2 Merton crossover policy to be reviewed to ensure it complies with plain English guidance. The revised policy should be sent to community forums for comments and feedback.</p> | Cabinet | <i>The Current criterion has been re-written and will be passed to community groups for their comments</i> | <i>On-going September 2018</i> | G |
| <p>Recommendation 3 Highways team to hold information sessions with councillors about crossover policy.</p> | Cabinet | <i>Work towards this will be increased when the criterion and guidance has been through the community groups.</i> | <i>To be arranged Sept 2018</i> | A |
| <p>Recommendation 4 Council to consider extending Short Frontage Agreements Garden Depth from 4.0 Metres to 4.3 Metres. (paragraph 8.12) Also to consider extending Standard Depth from 4.5 Metres to 4.8Metres</p> | Cabinet | <i>Work has been completed and the policy is awaiting Community Group approval but all new applications are already being assed against the new criterion</i> | <i>Completed</i> | G |

| | | | | |
|--|---------|--|--|---|
| <p>Recommendation 5 Highways Team to adopt and implement effective enforcement action to tackle the rise in illegal crossovers. Consideration should be given to other enforcement measures such as Community Protection Orders.</p> | Cabinet | <p><i>Properties are already being recorded where they are crossing illegally and a robust post has been identified which is also ready for installations. This is a wooden post with recessed reflective band.</i></p> | <p>Ready for Implementation. Funding cost Centre still to be confirmed</p> | R |
| <p>Recommendation 6 Highways Team to conduct a review of fees charged for crossovers to ensure these covers the full cost of managing the service. Revised fees should include an additional pot of money to pay for enforcement action. Additional funding could be identified from transport related budgets.</p> | Cabinet | <p><i>Increase to £200 Fee non refundable and no count towards construction cost, further £100 Technical services fee for those progressing to construction. £200 Technical services fee for CPZ applications.</i></p> | <p>Application process started June 2018</p> | G |
| <p>Recommendation 7 Highways Team to take action to reduce parking stress caused by the rise of crossover applications in controlled parking zone areas. A limit of 2.5 annual permits will be issued per bay. Once this is reached no further crossovers should be allowed in that zonal area.</p> | Cabinet | <p><i>Departments have been updating current records to reflect the CPZ coverage of the borough. This includes updating all bay number details and permit provision details. This has been used to assess parking stress in high use Zones. Calculation in Appendix B1 is robust and fair.</i></p> | <p>Complete - Data accepted by Committee in previous report</p> | G |
| <p>Recommendation 8 Highways Team to implement a process to manage the increase in applications for crossovers when a controlled parking zone is proposed.</p> | Cabinet | <p><i>Applications will be put on hold It has been agreed that the point in time that the Ward members agree the boundary, or new boundary, of a CPZ immediately prior to informal consultation.</i></p> | <p>Agreed and has been included in Criteria from June 2018</p> | G |

Performance Monitoring Report ~ Sustainable Communities ~ June & Quarter 1 2018

| Dept. | PI Code & Description | Polarity | June 2018 | | | | | YTD Result | Annual YTD Target | YTD Status |
|--------------------------|--|----------|-----------|---------|--------|-------------|------------|------------|-------------------|------------|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Libraries | CRP 059 / SP 008 No. of people accessing library by borrowing item or using a peoples network terminal at least once in previous 12 months | High | 70,054 | 56,000 | ✓ | ↑ | ↑ | 70,054 | 56,000 | ✓ |
| Libraries | CRP 060 / SP 009 No. of visitors accessing the library service on line | High | 55,999 | 52,750 | ✓ | ↑ | ↓ | 55,999 | 52,750 | ✓ |
| 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 | 264 | 230 | ✓ | ↓ | ↓ | 264 | 230 | ✓ |
| Libraries | SP 287 Maintain Library Income | High | £112,930 | £61,860 | ✓ | ↑ | ↓ | £112,930 | £61,860 | ✓ |
| Libraries | SP 480 Visitor figures - physical visits to Libraries | High | 284,848 | 100,000 | ✓ | ↑ | ↑ | 560,252 | 300,000 | ✓ |
| Housing Needs & Enabling | CRP 061 / SP 036 No. of households in temporary accommodation | Low | 172 | 230 | ✓ | ↑ | ↑ | 172.33 | 230 | ✓ |
| Housing Needs & Enabling | CRP 062 / SP 035 No. of homelessness preventions | High | 122 | 113 | ✓ | ↑ | ↓ | 122 | 113 | ✓ |
| Housing Needs & Enabling | SP 037 Highest No. of families in Bed and Breakfast accommodation during the year | Low | 1 | 10 | ✓ | ↑ | ↑ | 2 | 10 | ✓ |
| Housing Needs & Enabling | SP 038 Highest No. of adults in Bed and Breakfast accommodation | Low | 7 | 10 | ✓ | - | ↓ | 7.33 | 10 | ✓ |

| Dept. | PI Code & Description | Polarity | Quarter 1 2018/19 | | | | | YTD Result | Annual YTD Target | YTD Status |
|--------------------------|---|----------|-------------------|--------|--------|-------------|------------|------------|-------------------|------------|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Housing Needs & Enabling | SP 277 Social Housing Lets | High | 66 | 50 | ✓ | ↓ | ↓ | 66 | 50 | ✓ |
| Housing Needs & Enabling | SP 360 No. of enforcement / improvement notices issued | High | 26 | 13 | ✓ | ↓ | ↓ | 26 | 13 | ✓ |
| Housing Needs & Enabling | SP 361 No. of Disabled Facilities Grants (DFG) approved | High | 20 | 12 | ✓ | ↓ | ↓ | 20 | 12 | ✓ |

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Public Protection performance report

| PI Code & Description | Jul 2018 | | | | | 2018/19 | | | | | YTD Status |
|---|--------------------------|-----------|--------|-------------|------------|-----------|-----------|--------|-------------|------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend | |
| Parking | | | | | | | | | | | |
| CRP 044 Parking services estimated revenue (Monthly) | 1,631,402 | 1,143,650 | ✓ | ↑ | ↑ | 6,184,236 | 4,954,122 | ✓ | ↓ | ↓ | ✓ |
| LER PARK 01 % of cases won at London tribunal | 72% | 55% | ✓ | ↑ | ↑ | 65.25% | 55% | ✓ | ? | ? | ✓ |
| SP 493 Number of cases won at London tribunals (Monthly) | 39 | 45 | ✗ | ↓ | ↓ | 170 | 176 | ✗ | ? | ? | ✗ |
| SP 127 % Parking permits issued within 5 working days (Monthly) | 95% | 95% | ✓ | - | ↑ | 95.5% | 95% | ✓ | ↑ | ↑ | ✓ |
| SP 258 Sickness- No of days per FTE from snapshot report (parking) | 1.44 | 0.66 | ✗ | ↓ | ↑ | 4.29 | 2.64 | ✗ | ↑ | ↑ | ✗ |
| Regulatory Services | | | | | | | | | | | |
| SP 041 % Service requests replied to in 5 working days | 97.91% | 97% | ✓ | ↑ | ↑ | 95.41% | 97% | ✗ | ↑ | ↑ | ✗ |
| SP 042 Income generation by Regulatory Services (Monthly) | £22,191 | £50,000 | ✗ | ↓ | ↓ | £141,778 | £195,000 | ✗ | ↓ | ↓ | ✗ |
| SP 111 No. of underage sales test purchases (Quarterly) | Quarterly measure | | | | | 12 | 22 | ✗ | ↓ | ↓ | ✗ |
| SP 255 % licensing apps. determined within 28 days (Quarterly) | Quarterly measure | | | | | 91% | 97% | ✗ | ↓ | ↓ | ✗ |
| SP 316 % Inspection category A,B & C food premises (annual) | Annual measure | | | | | ? | 99 | ? | ? | ? | ? |
| SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual) | Annual measure | | | | | ? | 40 | ? | ? | ? | ? |
| SP 420 Annual average amount of Particulates per m3 (Annual) | Annual measure | | | | | ? | 40 | ? | ? | ? | ? |
| SP 422 % Food premises rated 2* or below (Quarterly) | Quarterly measure | | | | | 6% | 10% | ✓ | ↑ | ↑ | ✓ |
| SP 494 Nitrgen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly) | Quarterly measure | | | | | 25 | 0 | ✗ | ? | ? | ✗ |

Sustainable Communities Panel – July Performance

| PI Code & Description | Jul 2018 | | | | | 2018/19 | | | | | 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) | 21.22% | 8% | | | | 14.76% | 8% | | | | |
| LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly) | Quarterly measure | | | | | 13.67% | 8% | | | | |
| SP 062 % Sites surveyed below standard for graffiti (Quarterly) | Quarterly measure | | | | | 9.12% | 5% | | | | |
| SP 063 % Sites surveyed below standard for flyposting (Quarterly) | Quarterly measure | | | | | 1.21% | 1% | | | | |
| SP 139 % Sites surveyed below standard for weeds (Quarterly) | Quarterly measure | | | | | 20.51% | 11% | | | | |
| SP 140 % Sites surveyed below standard for Detritus (Quarterly) | Quarterly measure | | | | | 22.52% | 10% | | | | |
| SP 269 % Residents satisfied with street cleanliness (annual) (ars) | Annual measure | | | | | | 57% | | | | |
| Waste Services | | | | | | | | | | | |
| CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly) | 131.00 | 50.00 | | | | 101.25 | 50.00 | | | | |
| CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly) | 1,012 | 700 | | | | 3,713 | 2,800 | | | | |
| SP 064 % Residents satisfied with refuse collection (annual) (ars) | Annual measure | | | | | | 73% | | | | |
| SP 065 % Household waste recycled and composted (One Month in Arrears) | 37.8% | 46% | | | | 38.03% | 46% | | | | |
| SP 066 Residual waste kg per household (One month in arrears) | 47.03 | 41 | | | | 143.14 | 123 | | | | |
| SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (One month in arrears) | 63% | 65% | | | | 63% | 65% | | | | |
| SP 262 % Residents satisfied with recycling facilities (annual) (ars) | Annual measure | | | | | | 72% | | | | |

Sustainable Communities Panel – July Performance

| PI Code & Description | Jul 2018 | | | | | 2018/19 | | | | | YTD Status |
|---|-------------------|----------|--------|-------------|------------|----------|----------|--------|-------------|------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend | |
| SP 354 Total waste arising per households (KGs) (One Month in arrears) | 74.32 | 75 | ✓ | ↑ | ↓ | 227.02 | 230 | ✓ | ↑ | ↑ | ✓ |
| SP 407 % FPN's issued that have been paid (Monthly) | 73% | 70% | ✓ | - | ↓ | 73% | 70% | ✓ | ↓ | ↓ | ✓ |
| SP 454 % of fly-tips removed within 24 hours (Monthly) | 85% | 90% | ⚠ | ↓ | ↑ | 85% | 90% | ✗ | ↑ | ↑ | ✗ |
| Parks | | | | | | | | | | | |
| LER OS 01 Parks Quality Management Score (PQMS) | 4.8 | 5 | ⚠ | ↑ | ↑ | 4.74 | 5 | ✗ | ? | ? | ✗ |
| SP 026 % of residents who rate parks & green spaces as good or very good (annual) (ars) | Annual measure | | | | | ? | 76% | ? | ? | ? | ? |
| SP 027 Young peoples % satisfaction with parks & green spaces | Annual measure | | | | | ? | 75% | ? | ? | ? | ? |
| SP 032 No. of Green Flags (annual) | Annual measure | | | | | 6 | 6 | ✓ | ↑ | ↑ | ✓ |
| SP 318 No. of outdoor events in parks (Monthly) | DNR | 35 | DNR | ? | ? | 72 | 50 | ✓ | ↓ | ↓ | ✓ |
| Leisure | | | | | | | | | | | |
| SP 015 Income generated - Merton Active Plus activity (Monthly) | £3,506 | £6,000 | ✗ | ↑ | ↑ | £6,278 | £22,000 | ✗ | ↓ | ↓ | ✗ |
| SP 251 Income from Watersports Centre (Monthly) | £141,500 | £140,850 | ✓ | ↑ | ↑ | £228,510 | £200,850 | ✓ | ↓ | ↓ | ✓ |
| SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ars) | Annual measure | | | | | ? | 80% | ? | ? | ? | ? |
| SP 349 14 to 25 year old fitness centre participation at leisure centres | 8,738 | 9,105 | ⚠ | ↑ | ↓ | 34,704 | 35,328 | ✗ | ↓ | ↓ | ✗ |
| SP 405 No. of Leisure Centre users (monthly) | 86,489 | 105,000 | ✗ | ↓ | ↑ | 339,692 | 398,302 | ✗ | ↓ | ↓ | ✗ |
| SP 406 No. of Polka Theatre users (Quarterly) | Quarterly measure | | | | | 17,763 | 22,000 | ✗ | ↓ | ↓ | ✗ |

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Sustainable Communities Panel – July Performance

| PI Code & Description | Jul 2018 | | | | | 2018/19 | | | | | 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 | Annual measure | | | | | ? | 85% | ? | ? | ? | ? |
| SP 137 % User satisfaction survey (transport passenger fleet) | Annual measure | | | | | ? | 97% | ? | ? | ? | ? |
| SP 271 In-house journey that meet timescales | Annual measure | | | | | ? | 85% | ? | ? | ? | ? |
| Development and Building Control | | | | | | | | | | | |
| CRP 045 / SP 118 Income (Development and Building Control) | 215,646 | 175,000 | | | | 614,964 | 660,000 | | | | |
| CRP 051 / SP 114 % Major applications processed within 13 weeks | 100% | 67% | | | | 80% | 67% | | | | |
| CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly) | 93.55% | 67% | | | | 89.06% | 67% | | | | |
| CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly) | 100% | 80% | | | | 91.63% | 80% | | | | |
| SP 040 % Market share retained by LA (Building Control) (Monthly) | 46.82% | 54% | | | | 49.51% | 54% | | | | |
| SP 113 No. of enforcement cases closed (Monthly) | 22 | 38 | | | | 78 | 150 | | | | |
| SP 117 % appeals lost (Development & Building Control) (Quarterly) | Quarterly measure | | | | | 12.5% | 35% | | | | |
| SP 380 No. of backlog enforcement cases (Monthly) | 785 | 650 | | | | 785 | 650 | | | | |
| SP 414 Volume of planning applications (Monthly) | 604 | 370 | | | | 1,482 | 1,480 | | | | |
| Future Merton | | | | | | | | | | | |
| SP 020 New Homes (annual) | Annual measure | | | | | | 435 | ? | ? | ? | ? |
| SP 260 % Streetworks inspections completed (Quarterly) | Quarterly measure | | | | | 32.76% | 37% | | | | |

Sustainable Communities Panel – July Performance

| PI Code & Description | Jul 2018 | | | | | 2018/19 | | | | | YTD Status |
|--|-------------------|--------|--------|-------------|------------|---------|--------|--------|-------------|------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend | |
| SP 327 % Emergency callouts attended within 2 hours | 100% | 98% | | | | 100% | 98% | | | | |
| SP 328 % Streetworks permitting determined (Monthly) | 100% | 98% | | | | 100% | 98% | | | | |
| SP 391 Average number of days taken to repair an out of light street light | Quarterly measure | | | | | 1.59 | 3 | | | | |
| SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual) | Annual measure | | | | | | 95% | | | | |
| SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual) | Annual measure | | | | | | 30 | | | | |
| SP 476 Number of business premises improved (Annual) | Annual measure | | | | | | 10 | | | | |
| Property | | | | | | | | | | | |
| SP 024 % Vacancy rate of property owned by the council (Quarterly) | Quarterly measure | | | | | 0.2% | 3.3% | | | | |
| SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly) | Quarterly measure | | | | | 4% | 8% | | | | |
| SP 386 Property asset valuations (annual) | Annual measure | | | | | | 150 | | | | |

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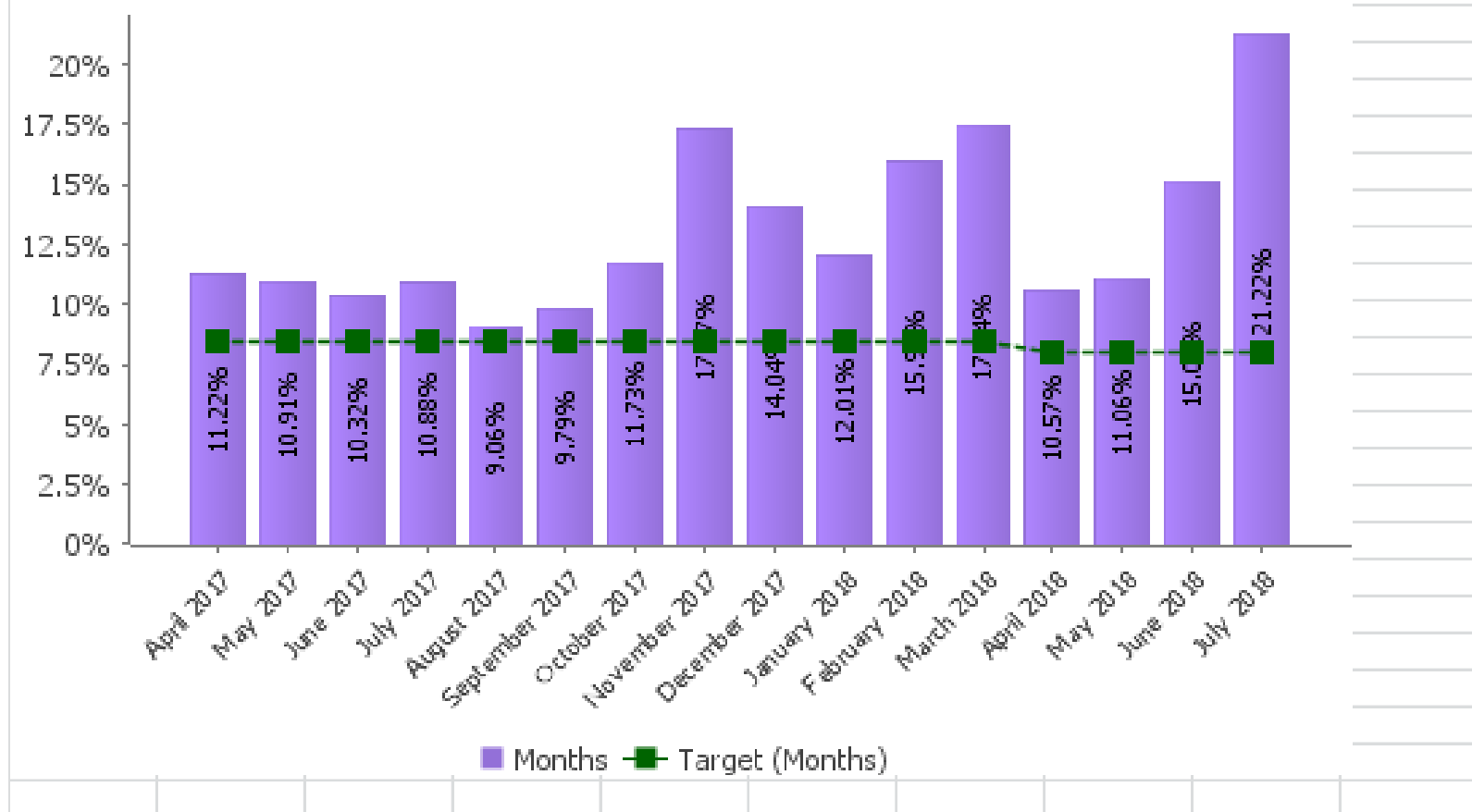
Street Cleansing monthly

2018-19

2017-18

| Short Name | April 2018 | May 2018 | June 2018 | July 2018 | April 2017 | May 2017 | June 2017 | July 2017 | YTD |
|--|------------|----------|-----------|-----------|------------|----------|-----------|-----------|--------|
| | Value | Value | Value | Value | Value | Value | Value | Value | Target |
| % of sites surveyed on local street inspections for litter that are below standard (Monthly) | 10.57% | 11.06% | 15.09% | 21.22% | 11.22% | 10.91% | 10.32% | 10.88% | 8% |

CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)





Sustainable Communities Work Programme 2018/19

This table sets out the Sustainable Communities Panel Work Programme for 2018/19; the items listed were agreed by the Panel at its meeting on 4 June 2018. This Work Programme will be considered at every meeting of the Panel to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

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

Chair: Cllr Laxmi Attawar

Vice-chair: Cllr Daniel Holden

Scrutiny Support

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

Annette Wiles, Scrutiny Officer

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

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

Meeting date: 21 June 2018 (*Deadline for papers: 12pm, 13 June 2017*) **COMPLETE**

| Scrutiny category | Item/issue | How | Lead member and/or lead officer | Intended outcomes |
|-------------------------------|---|---|---|--|
| Executive oversight | Cabinet Member priorities | Verbal update | <ul style="list-style-type: none"> Community and Culture Environment and Street Cleanliness Regeneration, Housing and Transport | To allow members to understand current priorities and consider how these should inform the work programme. |
| Scrutiny Review | South London Waste Partnership – communication of the new service rollout | <ul style="list-style-type: none"> Written update report Presentation | <ul style="list-style-type: none"> Anita Cacchiloi, Interim Assistant Director, Public Space, Contracting and Commissioning Charles Baker, Waste Strategy and Commissioning Manager Scott Edgel, CEO, Veolia | To understand how the new service rollout will be communicated to residents. |
| performance monitoring | Performance monitoring | Basket of indicators plus verbal report | <ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration Steve Langley, Head of Housing Needs | To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as |

| | | | | |
|-----------------------------------|--|----------------|---------------------------------|---|
| | | | | necessary. |
| Setting the work programme | <p>To agree the Panel's work programme and consider:</p> <ul style="list-style-type: none"> • a thematic approach to the work programme; • appointing topic leads; • getting the best from performance monitoring; • the Panel's use of task groups; • opportunities for pre-decision scrutiny; and • monitoring task group recommendations. | Written report | Annette Wiles, Scrutiny Manager | To enable the Panel to agree the draft 2017/18 work programme and select a subject for task group review. |

Meeting date: 4 September 2018 (**Deadline for papers:** 12pm, 24 August 2018)

| Scrutiny category | Item/issue | How | Lead member and/or lead officer | Intended outcomes |
|---|-----------------------------------|---|--|---|
| Performance monitoring | Performance monitoring | Basket of indicators plus verbal report | <ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration Representative from Community and Housing (TBC) | To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as necessary. |
| Pre-decision scrutiny | Highways and maintenance contract | Written report | <ul style="list-style-type: none"> James McGinlay, Assistant Director – Sustainable Communities Paul McGarry, Head of futureMerton | Work on re-letting the contract will begin in September 2018. The Panel will therefore have the opportunity to comment on proposals before the start of this work and before a recommendation is made to Cabinet. |
| Performance monitoring/scrutiny review | Parking update report | Written report | <ul style="list-style-type: none"> Cathryn James, Interim Assistant Director, Public Protection Jim Rogers, Business & Customer Services Manager | To be provided with updates on a variety of matters including Christmas parking, cashless parking, ANPR, improved parking facilities in selected borough parks |

| | | | | |
|-----------------------------------|--|-----------------------|---|---|
| | | | | etc. |
| Scrutiny Review | South London Waste Partnership – new service rollout | Written update report | <ul style="list-style-type: none"> Anita Cacchiloi, Interim Assistant Director, Public Space, Contracting and Commissioning Charles Baker, Waste Strategy and Commissioning Manager | A further update on the new service rollout in the weeks leading up to implementation. Members have asked numbers registering for assisted collections compared to using this service prior to the rollout. |
| Scrutiny review/task group | Crossovers task group – Cabinet response and action plan | Written report | <ul style="list-style-type: none"> Paul McGarry, head of <i>futureMerton</i> Steve Cooper, Principal Highway Officer | To provide the Panel with a response to the report and recommendations of the crossovers task group following Cabinet consideration. |
| Setting the work programme | Work programme 2017/18 | Written report | Annette Wiles, Scrutiny Officer | To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider. |

Meeting date: 1 November 2018 (*Deadline for papers: 12pm, 24 October 2018*)

| Scrutiny category | Item/issue | How | Lead member and/or lead officer | Intended outcomes |
|-------------------------------|---|----------------|---|--|
| Pre-decision scrutiny | Budget/business plan scrutiny (round 1) | Written report | <ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration Hannah Doody, Director for Community and Housing Caroline Holland, Director of Corporate Services | To discuss and comment on the Council's budget proposals at phase 1. |
| Pre-decision scrutiny | Morden re-development | Written report | <ul style="list-style-type: none"> James McGinlay, Assistant Director – Sustainable Communities Paul McGarry, Head of <i>futureMerton</i> Eben Van Der Westhuizen, Policy Planner | For the Panel to comment on the selection of a joint venture partner before this decision is considered by Cabinet. |
| Performance monitoring | Merantun | Presentation | <ul style="list-style-type: none"> James McGinlay, Assistant Director – Sustainable Communities Paul McGarry, Head of <i>futureMerton</i> | Briefing to allow members to understand and scrutinise the progress that has been made with the local authority housing company. |

| | | | | |
|-------------------------------|--|---|---|---|
| Performance monitoring | South London Waste Partnership – Lot 1 (grounds maintenance) | Written update report | <ul style="list-style-type: none"> • Anita Cacchiloi, Interim Assistant Director, Public Space, Contracting and Commissioning • Doug Napier, Greenspaces Manager • Representative from idverde | This is the Panel's opportunity to focus on Lot 1 of the partnership having spent considerable time last year looking at Lot 2. Performance under the contract will be the main focus. If possible, members would also like update info on Merton's public parks and tree watering/maintenance. |
| Scrutiny review | Environmental enforcement | Written report | <ul style="list-style-type: none"> • Anita Cacchiloi, Interim Assistant Director, Public Space, Contracting and Commissioning • Pat DeJesus, Waste Engagement & Enforcement Manager | The Panel has touched on the work of this team on several occasions over the last municipal year. This item will provide the opportunity to understand the team's remit in more detail. |
| Performance monitoring | Performance monitoring | Basket of indicators plus verbal report | <ul style="list-style-type: none"> • Chris Lee, Director of Environment and Regeneration • Representative from Community and Housing (TBC) | To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as necessary. |

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|-----------------------------------|---------------------------------------|----------------|----------------------------------|--|
| Scrutiny review | Public space protection orders update | Written report | Doug Napier, Greenspaces Manager | To allow members to understand what progress has been made with the implementation of public space protection orders. |
| Task group | Single use plastics | Written report | Task group chair (TBC) | The task group will bring its draft terms of reference to the Panel for its approval prior to commencing its work. |
| Setting the work programme | Work programme 2017/18 | Written report | Annette Wiles, Scrutiny Officer | To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider. |

Meeting date: 9 January 2018 (*Deadline for papers: 12pm, 31December 2018*)

| Scrutiny category | Item/issue | How | Lead member and/or lead officer | Intended outcomes |
|-------------------------------|--|---|---|---|
| Performance monitoring | Clarion Housing Group: regeneration | Responses to members' questions to be printed as part of the agenda | Representatives from Clarion Housing Group will be invited to attend the session and answer member questions. | This session will be used to focus on Clarion's estates regeneration. |
| Pre-decision scrutiny | Budget and business planning (round 2) | Report | <ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration | To comment on the budget and business plan proposals at phase |

| | | | | |
|-------------------------------|---|----------------|--|--|
| | | | <ul style="list-style-type: none"> • Hannah Doody, Director for Community and Housing • Caroline Holland, Director of Corporate Services | 2 and make any recommendations to the Commission to consider and co-ordinate a response to Cabinet. |
| Performance monitoring | Merton Adult Education | Written report | Anthony Hopkins, Head of Libraries and Culture Services | To give the Panel the opportunity to assess the performance of Merton's Adult Education service after two full academic years of operation under the commissioning model and a year following re-inspection by Ofsted. |
| Executive oversight | Cabinet Member priorities | Verbal update | <ul style="list-style-type: none"> • Community and Culture • Environment and Street Cleanliness • Regeneration, Housing and Transport | To allow members to understand current priorities and consider how these should inform the work programme. To include a verbal update by Cllr Draper on the Regulatory Services Partnership. |
| Scrutiny review | Commercialisation task group – action plan review | Written report | Chris Lee, Director of Environment and Regeneration | For the Panel to monitor the implementation of the recommendations it made and were accepted by Cabinet. |

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|-----------------------------------|------------------------|---|--|---|
| Performance monitoring | Performance monitoring | Basket of indicators plus verbal update | <ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration A representative from C&H | To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as necessary. |
| Setting the work programme | Work programme 2017/18 | Written report | Annette Wiles, Scrutiny Officer | To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider. |

Meeting date: 26February 2019 (*Deadline for papers: 12pm, 18 February 2019*)

| Scrutiny category | Item/issue | How | Lead member and/or lead officer | Intended outcomes |
|-------------------------------|--------------------------------------|----------------|--|--|
| Performance monitoring | Libraries and heritage annual report | Written report | Anthony Hopkins, Head of Library and Heritage Services | To provide the annual report on the libraries service and to inform members of any proposed future development of the service. |

| | | | | |
|---|---|----------------|---|---|
| Scrutiny review/pre-decision scrutiny | Diesel levy implementation | Written report | Chris Lee, Director of Environment and Regeneration | If Cabinet proceeds with a review of the levy after two years of operation. To allow members to have an opportunity to review and comment before this proceeds to Cabinet for its decision. |
| Performance monitoring | Update: waste, recycling and street cleaning | Written report | <ul style="list-style-type: none"> Anita Cacchiloi, Interim Assistant Director, Public Space, Contracting and Commissioning Charles Baker, Waste Strategy and Commissioning Manager | To allow Panel members to closely monitor performance under the contract following the rollout of the new service. |
| Scrutiny review | Air quality task group – monitoring recommendations | Written report | <ul style="list-style-type: none"> Cathryn James, Interim Assistant Director, Public Protection Jason Andrews, Environmental Health Manager (Pollution) | To provide the Panel with an update on the implementation of the task group's recommendations. |
| Scrutiny review/performance monitoring | Air Quality Action Plan | Written report | <ul style="list-style-type: none"> Cathryn James, Interim Assistant Director, Public Protection Jason Andrews, Environmental Health Manager | Members requested an update be provided on the implementation of the Air Quality Action Plan as updated during the last municipal year. This is to be provided alongside the update on |

| | | | | |
|---|------------------------|---|---|---|
| | | | (Pollution) | the air quality task group. |
| Scrutiny review/performance monitoring | Electric cars | Written report | <ul style="list-style-type: none"> James McGinlay, Assistant Director – Sustainable Communities Paul McGarry, Head of <i>futureMerton</i> | This item is for members to understand the progress being made in making the borough friendly for electric cars. |
| Performance monitoring | Performance monitoring | Basket of indicators plus verbal update | <ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration A representative from C&H | To highlight to the Panel any items of concern where under performance is evident and for the Panel to make any recommendations or request additional information as necessary. |
| Task group | Single use plastics | Written report | Task group chair (TBC) | For the task group to present its final report in draft format for approval by the Panel prior to progressing to Cabinet. |
| Setting the work programme | Work programme 2017/18 | Written report | Annette Wiles, Scrutiny Officer | To amend/agree the Panel's work programme and accommodate any pre-decision or other items that the Panel may wish to consider. |

Meeting date: 19 March 2019 (**Deadline for papers:** 12pm, 11 March 2019)

| Scrutiny category | Item/issue | How | Lead member and/or lead officer | Intended outcomes |
|-------------------------------|---|---|---|---|
| Performance monitoring | Performance monitoring | Basket of indicators plus verbal report | <ul style="list-style-type: none"> Chris Lee, Director of Environment and Regeneration A representative from C&H | To highlight to the Panel any items of concern where under performance is evident and to make any recommendations or request additional information as necessary. |
| Scrutiny review | Monitoring the implementation of the recommendations of the housing supply task group | Written report | <ul style="list-style-type: none"> Steve Langley, Head of Housing Needs and Strategy James McGinlay, Assistant Director – Sustainable Communities | For the Panel to monitor the implementation of the recommendations it made and were accepted by Cabinet. The Panel agreed that this would be the final review of this task group with the report providing a summary of all impact. |
| Scrutiny review | Update on the impact of the homelessness reduction act | Written report | <ul style="list-style-type: none"> Hannah Doody, Director for Community and Housing Steve Langley, Head of Housing Needs and Strategy | Close to a year after implementation, members will be provided with an update on the impact of the homelessness reduction act. |

| | | | | |
|-----------------------------------|---|----------------|--|---|
| Performance monitoring | Development and planning control | Written report | James McGinlay, Assistant Director – Sustainable Communities | Members have ongoing concerns regarding staffing levels in the enforcement team. The report will focus on operational capacity, performance and challenges facing the service. This is an update following the report received in the last municipal year and will include data on cases that are more than six months old. |
| Scrutiny review | London Borough of Culture | Written report | <ul style="list-style-type: none"> Anita Cacchiloi, Interim Assistant Director, Public Space, Contracting and Commissioning Christine Parsloe, Leisure and Culture Development Manager | Members to be provided with a briefing on the delivery of Merton's involvement in the London Borough of Culture initiative throughout 2019. |
| Scrutiny review/task group | Crossovers task group – review of implementation of recommendations | Written report | <ul style="list-style-type: none"> Paul McGarry, head of <i>futureMerton</i> Steve Cooper, Principal Highway Officer | To provide the Panel with an update on the implementation of the task group's recommendations. |
| Performance monitoring | Town centre regeneration | Presentation | Paul McGarry, Head of <i>futureMerton</i> | To provide a progress update on the delivery of the town centre |

| | | | | |
|------------------------|-----------------------------|----------------|---------------------------------|---|
| | | | | regeneration programme. |
| Scrutiny review | Topic suggestions 2019/2020 | Written report | Annette Wiles, Scrutiny Officer | To seek suggestions from the Panel to inform discussions about the Panel's 2019/20 work programme |

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