

# Merton Council Sustainable Communities Overview and Scrutiny Panel



Date: 26 February 2019

Time: 7.15 pm

Venue: Council Chamber - Merton Civic Centre, London Road, Morden SM4 5DX

## AGENDA

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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

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

### What is Overview and Scrutiny?

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

Scrutiny's work falls into four broad areas:

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

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

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# Agenda Item 3

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## SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

9 JANUARY 2019

(7.15 pm - 10.25 pm)

PRESENT Councillors Councillor Laxmi Attawar (in the Chair),  
Councillor Daniel Holden, Councillor Stan Anderson,  
Councillor Ben Butler, Councillor Joan Henry,  
Councillor Russell Makin, Councillor Nick McLean,  
Councillor Anthony Fairclough, Councillor Tobin Byers and  
Councillor Martin Whelton

Caroline Holland (Director of Corporate Services), Chris Lee  
(Director of Environment and Regeneration), Steve Langley  
(Head of Housing Needs and Strategy), James McGinlay  
(Assistant Director for Sustainable Communities) and Ben  
Stephens (Head of Parking Services)

### 1 APOLOGIES FOR ABSENCE (Agenda Item 1)

There were no apologies received

### 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 agreed.

### 4 CLARION REGENERATION (Agenda Item 4)

At the invitation of the Chair, Cypren Edmunds, Chair of the High Path Resident's Association, gave his thoughts on the regeneration project. Cypren discussed Shelter's 'vision for social housing report' and its relevance to this discussion. He explained that despite the positive attributes of social housing, it is looked down upon by many. He told the Panel that although he had previously articulated concerns about Clarion, previously known as Circle, to senior management they had not been listened to and as such the resident's confidence level is low.

Dave Treanor, local resident, stated he felt that Clarion had committed to a minimal level of affordable housing and far more families could be housed if non-profit rental was made a priority. He urged Clarion and the Council to split the units as half not for profit rental / half for sale.

Nigel Benbow, Councillor for Abbey Ward, spoke on behalf of his residents who had felt previous meetings with Clarion had been very one-sided without any acknowledgement of the residents' unhappiness. Despite asking residents to come forward to talk at this meeting, sadly most have given up, thinking whatever they say, will be ignored. He added that he supports the regeneration but does not want to see current residents and maintenance work being ignored.

Paul Quinn, Director of Merton Regeneration for Clarion Housing, was asked by the Chair to respond to the speakers concerns.

In response to the comments from Mr Treanor, Paul outlined the Section 106 agreement with an arrangement that any surplus money will get reinvested back into Merton.

In response to Cllr Benbow's point around people not being listened to, Paul disputed that as based on the extensive consultation so far, Clarion's feeling is that the great majority of people on the three estates welcome the regeneration plans.

In response to Mr Edmunds, Paul agreed that the Shelter report is very interesting and Clarion are keen to build as much affordable housing as possible.

The Chair thanked the speakers for coming and Paul Quinn for his comments.

Paul Quinn provided an update report on the Clarion Regeneration. He outlined the progress made thus far and the next steps in terms of planning application dates.

Clarion are continuing to run an extensive programme of community engagement.

Clarion recognise there are significant levels of overcrowding in all three sites and all residents, whether homeowner or tenant, will be rehoused in a home of appropriate size.

The Chair asked the panel for any questions of clarification. In response to panel member's questions, Paul Quinn clarified the following;

- A panel member asked how Clarion will manage communication with the wider area that is affected by the works. Paul Quinn responded that Clarion acknowledge the need for ongoing communication and to find new ways of engaging. We have been good at formal consultation of forums and letters, but now plan to extend our use of digital consultations.
- Merton CIL have carried out independent research on how the needs of disabled people can best be met. The intention is to have a bespoke response to each individual we rehome.

- There are currently no plans for regeneration of Laburnum Court.
- With regards to health facilities, GP surgeries and roads - there is a formal trigger in the planning applications and if required we take direction from the health providers on what they need. There are no plans for new roads, and whilst Clarion don't take a position on naming, we are in favour of those that live there being a part of that decision. The Director of Corporate Services pointed out that there is a street naming policy which must be adhered to.
- All Compulsory Purchase Orders are covered by national legislation which Clarion follow.
- With regards to the Large Estates Allocation Fund. Jane Bolton, Head of Housing Services for Clarion, explained that The LEAF fund has not been fully spent in recent years due mainly due to a lack of suitable proposals coming through that meet the criteria for funding (i.e. an environmental improvement or a project that will benefit the wider community), or a lack of support when suggestions are put to residents to vote on. The process needs to be revitalised and our Resident Involvement Team will be active this year.
- Regular discussions have been held with Transport for London about the impact of the Sutton Link extension on the regeneration in order to accommodate the plans.
- The worst overcrowding is in Eastfields with around 36%, High Path is similar but slightly lower and Ravensbury has just under 20% overcrowding.

Councillor Natasha Irons, Ravensbury Ward, asked if there is a contractor on board and what is their history, how many compulsory purchase orders will be needed and what would be done to minimise disruption and how Clarion intend to mitigate the mistrust and negative feelings from residents. Paul Quinn replied that United Living are the main contractor and are very well known. There will be very few CPO's required. We want to engage residents and this will be done by having good relationships with the contractors, keeping residents in the loop and ensuring the first phase of homes are really good so residents will see they are high quality and want to move in to them.

RESOLVED

Clarion Housing were thanked for their report and agreed to return in twelve months with an update on the regeneration.

5 PUBLIC HEALTH AND AIR QUALITY - A REVIEW OF PARKING CHARGES  
2 (Agenda Item 5)

At the invitation of the Chair, the Panel heard representations from Sustainable Merton, LOVE Wimbledon and a local resident.

Diana Sterck from Sustainable Merton explained they fully support the measures set out in the Air Quality action plan but urged the council to use positive communication and other proactive campaigns to encourage changes in driver behaviour instead of pursuing higher parking charges. She asked what action is being taken by the Council on buses as high polluters and fleet vehicles.

Sara Sharp, local resident said that she thought the proposals discriminated against residents in Wimbledon and doubted that the proposals would have an impact on pollution, she thought drivers would seek avoidance measures such as paving over gardens and asked whether there was any evidence that increasing charges would reduce pollution in the borough.

Helen Clark Bell from LOVE Wimbledon said it was regrettable that the business community had not been involved in the development of the strategy so far, questioned the impact that the proposals would have on the level of traffic and whether these proposals would affect trade in the town centre. She quoted that 60% of traffic in Wimbledon is through traffic, and recently Putney changed their buses to Hybrid models and air pollution was reduced by 93%. She requested that the policy of charging for parking after 6pm be reviewed. She also expressed dissatisfaction at the quality of town centre parking, it is not well lit and substandard services are not well maintained.

In response to the speakers, the Director of Environment and Regeneration wished to emphasize that the desired impact of this proposal is improving air quality. Traffic management is one of the methods we have to do it. A lot of work has gone into making the charges proportionate and reasonable and they will be reviewed. The Council will aim to encourage people not to idle in their cars, and do plan to clean up the passenger transport fleet by reducing vehicles where possible and switching to cleaner electric vehicles, we recognise that car parks need to be invested in also and confirmed the business community will have an opportunity to comment during the consultation period.



In response to panel member's questions, the Director of Environment and Regeneration clarified the following;

- The Council are planning three policy changes including the diesel levy, parking charge increase and emissions based scheme. Although we don't currently have an I.T system that can support the emissions based policy at present, we are in the process of procuring one. The Director of Public Health also added there is evidence to support that behaviour change is most effective when done with a multi tool approach.
- All parts of the borough are different but overall Wimbledon has the better access to public transport.
- We are in the process of completing our Local Implementation Plan, looking at the transport in Mitcham, the Sutton Link consultation, bus networks and investing more in cycling infrastructure.
- Although the report states the top polluted roads are in Mitcham and Morden, the Council are seeking to improve air quality across the whole borough.
- He agreed there is a need for further investment in cycling infrastructure.
- Merton will go beyond the statutory duty of twenty one days for a consultation. They have chosen to extend it to twenty eight days and will invite residents to comment also.

A panel member proposed the Panel debate a recommendation to refer the policy to full Council as the Panel considers it to be outside the budget and/or policy framework given there is no evidence presented that the scheme will lead to lower levels of car ownership and reduced vehicle movements.

As highlighted by para 2.2.30 of the report, policy on parking charges cannot solely be a revenue-raising strategy, and yet without the presentation of any evidence-base or analysis, can it really be claimed that when setting the charges, there has been a clear focus on issues such as traffic management and the sustainability objectives? There are also no means or benchmarks to measure the success.

The Chair referred the matter to the Head of Democracy Services who advised that after consultation with the Monitoring Officer, they were both in agreement that the proposal falls within the Budget and Policy Framework. In terms of the Budget Framework, The report sets out that the Council cannot take into account the financial consequence of its powers to make traffic parking orders. It is an irrelevant

consideration which must be ignored (see principle g) in article 13). It would be unlawful to take the financial implications into account and the decision cannot therefor be a budget decision, and cannot be outside the budget framework. It is not outside the Council's policy framework as the proposal falls with the Cabinet's Air Quality strategy and does not run counter to any of the policies approved by full council.

The motion to refer the matter to Council on the basis that the proposal falls outside the Budget and Policy Framework was seconded by Councillor Daniel Holden and formally moved to a vote. Three voted in favour, four against. Motion fell

Councillor Daniel Holden raised a motion that recommended to Cabinet that targeting one half of the borough and not the other is deeply unfair on the residents of Wimbledon and Raynes Park and that until such time that the public transport links, and by association air quality, are improved in Mitcham, the parking tax proposals be rejected. This was seconded by Councillor Nick Mclean and moved to a vote. Three voted in favour, four against. Motion fell.

Councillor Daniel Holden raised a motion that refers back to the Cabinet that a different solution is needed to help bridge the health gap between the East and West of the borough which the current proposal does not achieve was seconded by Councillor Nick Mclean and moved to a vote. Two votes in favour, five against, one abstention. Motion fell.

#### RESOLVED

Panel resolved (five votes for, two against and one abstention) to make the following reference to Cabinet:

The Sustainable Communities Overview and Scrutiny Panel welcomes this opportunity to comment on the report and to raise issues for consideration by Cabinet. The Panel recognises the need to improve public health and air quality in the borough and welcomes this attempt to use the parking charges strategy as one of the levers to address these important issues. The Panel has previously taken an active role in scrutinising air quality issues and has examined the link between air quality, vehicle emissions and traffic speed through pre-decision scrutiny and two call-ins relating to the diesel levy. Cabinet is asked to note that the Panel plans to monitor the implementation of the diesel levy to assess whether the policy is beginning to have an impact on desired outcomes. The Panel also plan to take an active role in contributing to the terms of reference for a review of the levy in 2019/20.

The Panel request that Cabinet should receive additional evidence to demonstrate that increasing parking charges results in a decrease in traffic, and on the link between higher costs for high polluting cars and changing the behaviour of drivers.

The Panel welcomes Cabinet's plan for public consultation on these proposals and recommends that Cabinet share the results with the Panel so that it can contribute additional thoughts prior to a final decision being made by Cabinet.

The Panel also welcomes the review planned 6-12 months after implementation of the new charges (paragraph 2.3.26 of the report) and recommends that the Panel also has an opportunity to carry out pre-decision scrutiny of the findings.

## 6 BUSINESS PLAN UPDATE 2019-2023 (Agenda Item 6)

A panel member asked how saving ENV1819-02 (Parking Services) is low risk and low impact. The Director of Environment and Regeneration replied that an old system is currently used and procurement is about to take place of a newer system that will produce virtual parking permits and be more reliable and efficient.

A panel member asked if the reduction of two time staff is viable given the previous discussions around the Air Quality work. The Director of Environment and Regeneration responded that these will be back office staff, not parking enforcement.

A panel member asked for an elaboration on the assumptions made for the figures in ENV1819-03 (Parking Services). The Director of Environment and Regeneration explained it is an estimate and likely to be different in reality. We applied an increase to the volume of transactions and deflated by at least 20% to reflect the change in behaviour.

Councillor Daniel Holden requested, given the previous agenda item, to formally move that this increase in tax be scrapped and Cabinet find an alternative solution. This was seconded by Councillor Nick Mclean. Two vote in favour, five against and one abstention. Motion fell.

A panel member enquired about the reduction in pay and display machines meters. Director of Environment and Regeneration replied that with over 50% of transactions completed via Ringo and the panned further shift towards digital payments, taking out the redundant machines will have no impact.

A panel member asked the Head of Housing Needs, what changed so that CH57 saving could be replaced? The Head of Housing Needs explained that alternative

savings were found via housing related support/floating support. With the introduction of the Homelessness Reduction Act and an increase in Houses of Multiple Occupation, the original saving was unachievable without impacting the discharge of these functions.

A panel member commented that the alternative savings of CH35/36 seemed a large amount. The Head of Housing Needs replied that it is one they are confident they can achieve without an impact to vulnerable service users.

The Panel agreed to extend the meeting until 22:30.

The Director of Corporate Services drew the Panels attention to the Service Plans.

A panel member asked about SLWP 2022/23. The Director of Environment and Regeneration explained this recognises the life cycle of wheelie bins.

A panel member asked why so much will be spent on Mitcham when it has already been regenerated. The Assistant Director of Sustainable Communities explained the amount is a provisional allocation for future works.

A panel member requested to know what happened to reducing the fleet vehicles by 10% and using the money saved on capital spend on trees. Director of Environment and Regeneration explained it was considered by Cabinet but not accepted. Cabinet recognised the benefits of this proposal but felt it would generate additional maintenance costs.

A panel member queried why Christmas parking is not mentioned in the savings. The Director of Corporate Services clarified that it doesn't have a specific budget. The Director of Environment and Regeneration is still waiting for the analysis to be concluded but could bring it to a future meeting.

RESOLVED

Panel to receive Christmas Parking analysis at future meeting.

7 BUSINESS PLAN 2019-23: SAVINGS PROPOSALS INFORMATION PACK  
(Agenda Item 7)

See item 6

8 COMMERCIALISATION TASK GROUP - ACTION PLAN REVIEW (Agenda  
Item 8)

A panel member asked whether, given the boroughs history with creative arts and film, film rights will be part of the consideration. Director of Environment and Regeneration replied that Communications have a new film right contract.

The Assistant Director of Sustainable Communities gave an annual update report as requested by panel members. Good progress has been made. We are looking at commercialisation opportunities and events through the Greenspaces team, we continue to pursue investment in the Morden area.

A panel member suggested developing a strategy or plan to maximise the brand recognition of Wimbledon to improve tourism/occupancy of hotels. It was discussed that there will be a London Borough of Culture item at April's meeting.

## 9 WORK PROGRAMME (Agenda Item 9)

A panel member requested that two potential items be added to the work programme – Parks and Keep Britain Tidy. The Director of Environment and Regeneration confirmed he was aware of the Wandle Park pilot of removing bins but has not yet seen the impact or the final report.

A panel member asked whether the panel could have an update on the children's playgrounds review. The Director of Environment and Regeneration said there is no review planned, but when undertaken the findings can be brought to panel members.

The Chair recommended that 'Keep Britain Tidy' item could come to March's meeting. Director of Environment and Regeneration agreed.

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## **Committee: Sustainable Communities Scrutiny and Overview Committee**

**Date: 26th February 2019**

Wards: All

**Subject: Waste and street cleansing service performance report Oct – Dec 2018**

Lead officer: Anita Cacchioli - Interim Assistant Director Public Space

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

Contact officer: Charles Baker – Commissioning Manger Public Space

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### **Recommendations:**

- A. Members are asked to discuss the content of the report and provide officers with any comments regarding their experience, or reports they have received relating to the waste, recycling and street cleaning services.
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### **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

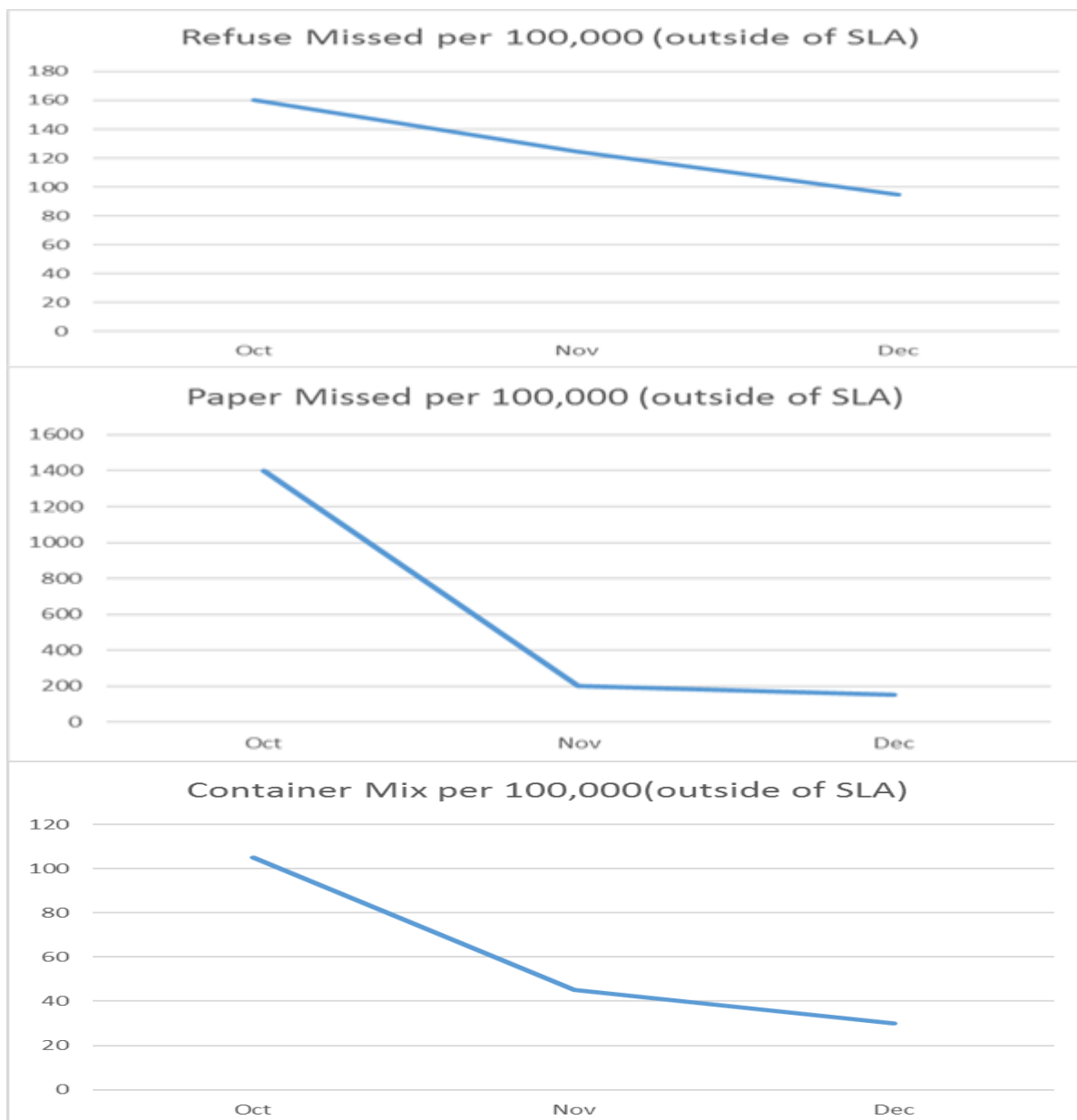
- 1.1. This report is intended to provide Members with an update on the performance of the waste, recycling and street cleaning service following the role out of the new collection service in October 2018.
- 1.2. The contract is managed through the South London waste Partnership (SLWP) team. The Authorised Officer for the contract is the SLWP Strategic Partnership Manager and there is a separate Contract Manager for the Veolia contract within the partnership team. These roles are responsible for the management of the contract across all four of the partner authorities, LB Merton, LB Sutton, LB Croydon and RB Kingston. They are directed by the Management Group which consists of the appropriate Assistant Directors from each borough. Regular contract management meetings are held between SLWP, representatives from each of the boroughs and the contractor in order to oversee and progress the delivery of the contract.
- 1.3. The operational performance of the contract is overseen and managed in a number of different ways in order to maintain and improve performance for the benefit of our residents. Before the commencement of the contracts LBM created a new Neighbourhood Client Team consisting of three experienced Neighbourhood Client Officers (NCOs). Together, they monitor the contract through site visits and daily interaction with the contractors' Neighbourhood Environmental Managers, residents, stakeholders and local Members. They respond to customer requests, queries and complaints in order to resolve waste/ recycling collection, street cleaning or green space issues. They also gather intelligence and information and analyse data held in the Council's customer management system. In addition, they

have access to the contractor's operational management systems in order to determine what resources are being used in order to deliver the services and when. Through their work they are developing strong relationships with key stakeholders as well as intricate knowledge of the wards for which they are responsible. This helps them to pre-empt problems and resolve issues in order to avoid disruption and inconvenience to our residents.

## **2 DETAILS**

- 2.1. The new waste collection service which was introduced in Oct 2018 impacted on every household in the borough and was one of the biggest changes in waste collection our residents have experienced in recent history with approximately 74% of households experiencing a change in the day of collection.
- 2.2. Overall the mobilisation of the collection service has gone well. The new collection service has started successfully with little disruption for the vast majority of residents and customers.
- 2.3. There are currently c68,000 kerbside properties which receive the new waste collection service, resulting in an average of 680,000 collections per month (excluding garden waste). In addition to this there are c16,000 flats, each receiving a weekly communal collection amounting to 128,000 collections per month.
- 2.4. **Waste collection**
- 2.5. Since the service change in October 2018 the response to missed refuse collections has been improving. The change in routes, rounds and collection methodology initially affected our contractor's ability to respond to missed collections within the 24-hour service level agreement (SLA). As expected, since this change, performance has continued to improve and is approaching pre-service change levels of less than 50/100,000 collections.
- 2.6. Since the changes in the recycling service were introduced, requiring residents to separate their recycling material into a wheelie bin for paper and card and a recycling box for plastics, glass and cans etc., the responsiveness of the paper/card collection teams to justified missed collections have improved dramatically.
- 2.7. The paper/card service comes under added pressure from some residents attempting to use their blue lidded recycling container as a second refuse bin. We are currently working with Veolia and have recently implemented a new contamination process which will see contaminated bins tagged and the residents advised on why the collection was not undertaken as scheduled.





2.8. **Recycling Performance**

2.9. Over the first 3 months of the new service we have seen a significant reduction (9%) in the overall volume of general waste being collected. This equates to a monthly reduction of 330 tonnes to landfill. The main contributor to this success is the increase in food waste participation which has seen an increase of 58% or 157 tonnes per month and continues to increase each month.

2.10. The Garden waste service remains popular with our residents and our customer base continues to grow. We currently have 8,906 customers compared to 7,500 last year. Over the last 3 months, following the introduction of the new service, we have collected an additional 526 tonnes (6%) compared to the same period last year.

2.11. The net impact of these changes has resulted in a 45% recycling rate for October. This will reduce over the remaining months due to a seasonal reduction in compostable waste, however, we are confident that the full year effect (2019/20) will see us achieve our stretch target

of 45% recycling performance and position us in the top quartile of all London boroughs.

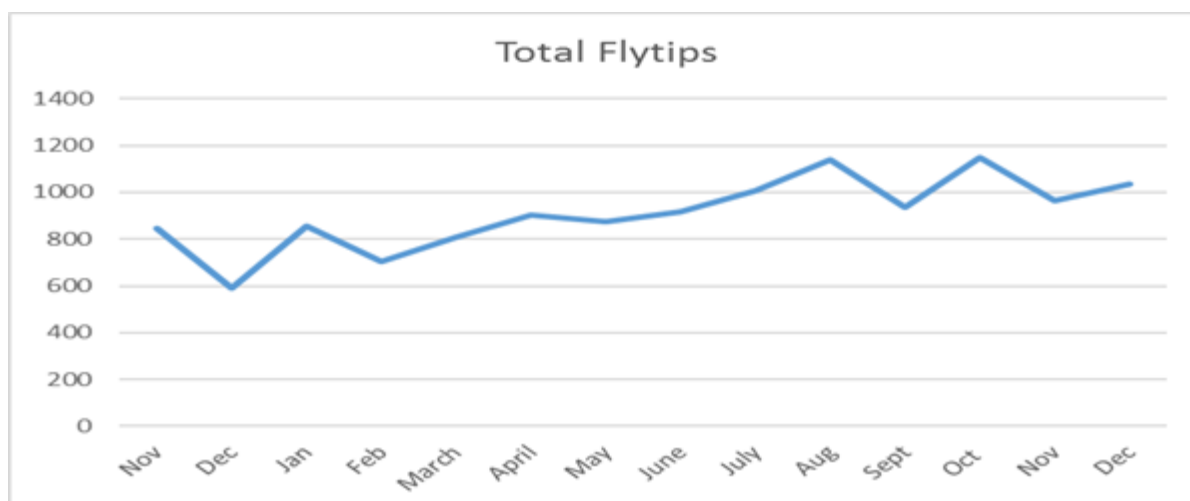
2.12. **Assisted Collection**

2.13. The 'assisted waste' collection service has been promoted as part of the direct communication to every household in advance of the service change. This was again promoted as part of the information pack which accompanied the new wheelie bins.

2.14. As anticipated we have seen an increase in the number of households requiring an 'assisted collection'. Each case is treated on its own merit and no medical assessment is required to be undertaken. To date we have 1003 households registered on the service compared to 544 households registered prior to the service change.

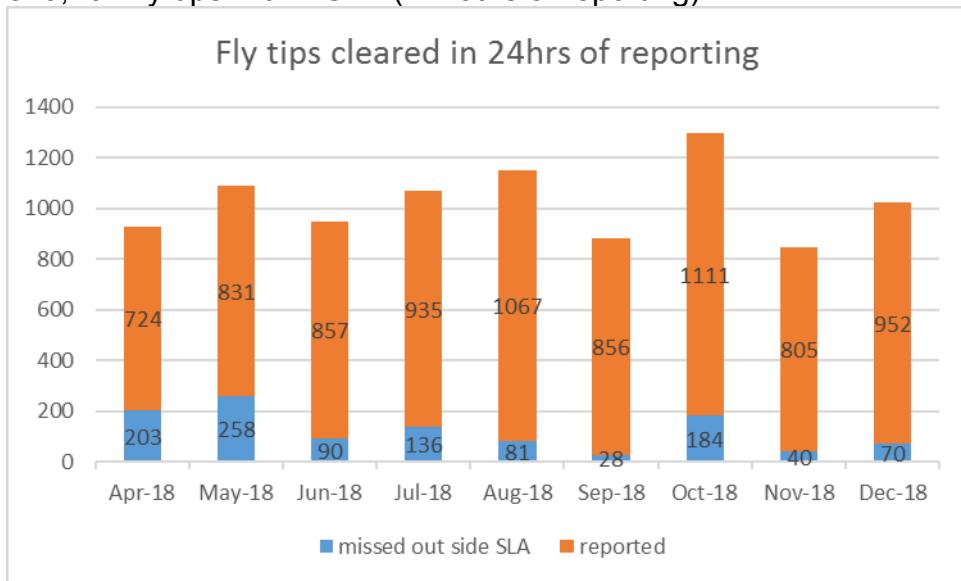
2.15. **Fly tipping**

2.16. Over the past year there has been a significant increase in the number of reported fly tips within the borough. The table below demonstrates the number of public reported fly tips since Nov 2017, when the service was fully integrated with our contractors echo system. There is correlation between the collection service change in Oct 2018 and the spike in fly-tipping activity



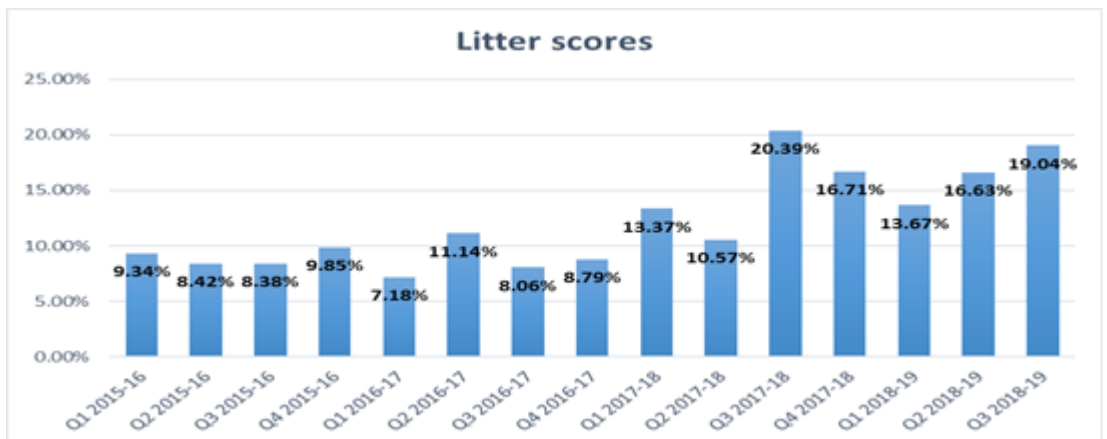
2.17. Our contractor's role in relation to fly tipping is to remove all reported fly tips on public land within the SLA time frame. The table below illustrates Veolia's performance improvement since April 18, the impact of the service change in Oct 18 and their ability to respond within 24hrs. In order to maintain the level of service required, Veolia have supplied additional resource, including two additional response teams, to assist in dealing with the increased volume of fly-tipping. In the three month period Oct – Dec 2018 Veolia have responded to 89%

of 3,162 fly-tips within SLA (24hours of reporting)

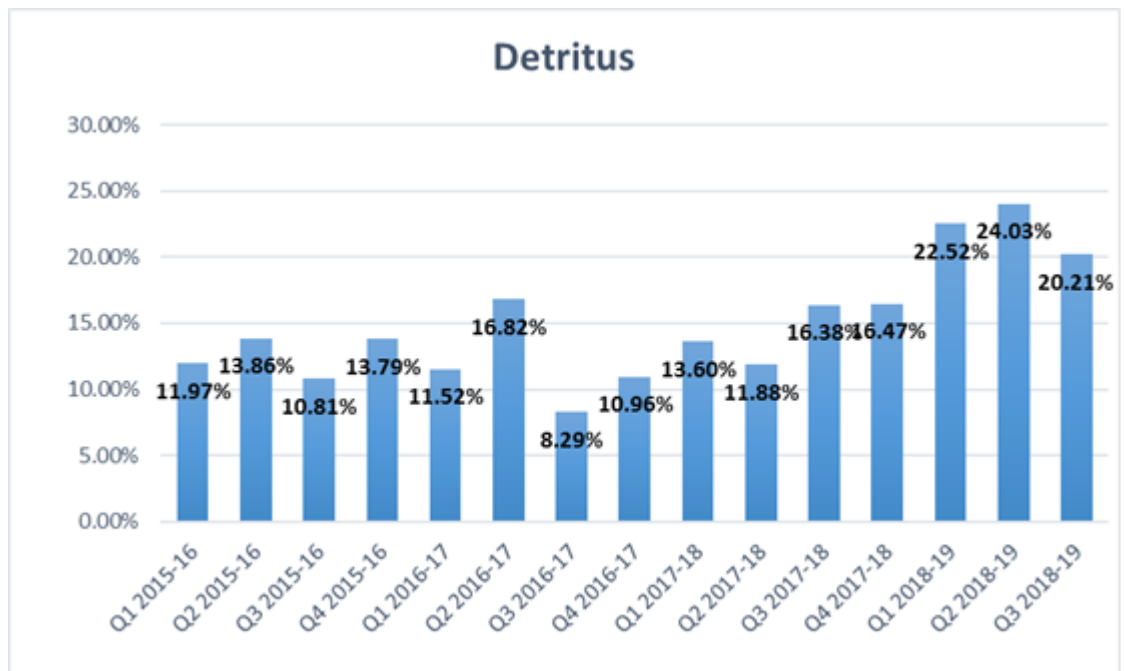


2.18. **Street Cleaning**

2.19. LBM's performance monitoring officer undertakes monthly and quarterly inspections at random across the borough to assess the level of litter and detritus separately. The data from these inspections provides an insight into the street cleanliness of Merton's roads over time. Anything graded B- or above is within the acceptable limits of the contract. The graphs below compare the results of these inspections over time. The scores are based on the former Defra National Indicator 195 for street cleanliness; LBM's performance target is less than 8.5% for litter and less than 13% for detritus; both of which are stricter targets than previous years.



2.20.



2.21.

2.22.

Street cleansing continues to be an area of concern and has continued to be a focus for the client team, Veolia and residents. This includes the management of the street cleaning green sacks. These should be removed by the evening crews on the day of sweeping; this is not always happening and is being addressed by the client team with Veolia.

2.23.

Over this reporting period the full benefit of containerisation has not been realised. Throughout October and November, we continued to accept side waste, which resulted in spillage from the collection process, along with incorrectly presented waste sacks which have continued to be torn open by the wild life.

2.24.

Overflowing litter bins undermine residents' ability and commitment to disposing of their litter responsibly and bring down the overall condition of an area. It is disappointing therefore when the bins are not emptied frequently enough to avoid this occurring. Unfortunately, there have been incidents when bins have been overflowing. This remains a focus for improvement

2.25.

### **Container Delivery**

2.26.

The main operational challenge has come from the delivery of the new wheelie bins and the significant demand for additional food waste and recycling containers. Disappointingly the delivery of the new containers was not completed in advance of the launch of the new service and as such c7,300 properties (151 roads) had not received their wheelie bins prior to the service change in October. The impact of this has meant that over 10% of our residents had not received their container and equally important the information pack which advised them of the changes to the service and if appropriate the new day of collection. This has resulted in waste being presented incorrectly but at no fault of the resident. Whilst some container requests are still outstanding, additional resources continue to be deployed to meet demand.

2.27. Following the changes in waste collection and the frequency of collection, we are pleased to see a significant increase in the number of requests for new containers (recycling box and food caddies). Although this had been anticipated and increased stock levels secured, the level of demand created a back log in deliveries. Following the role out of the new service we continue to experience a high level of demand for the recycling containers and an additional 14,971 requests have been received and delivered.

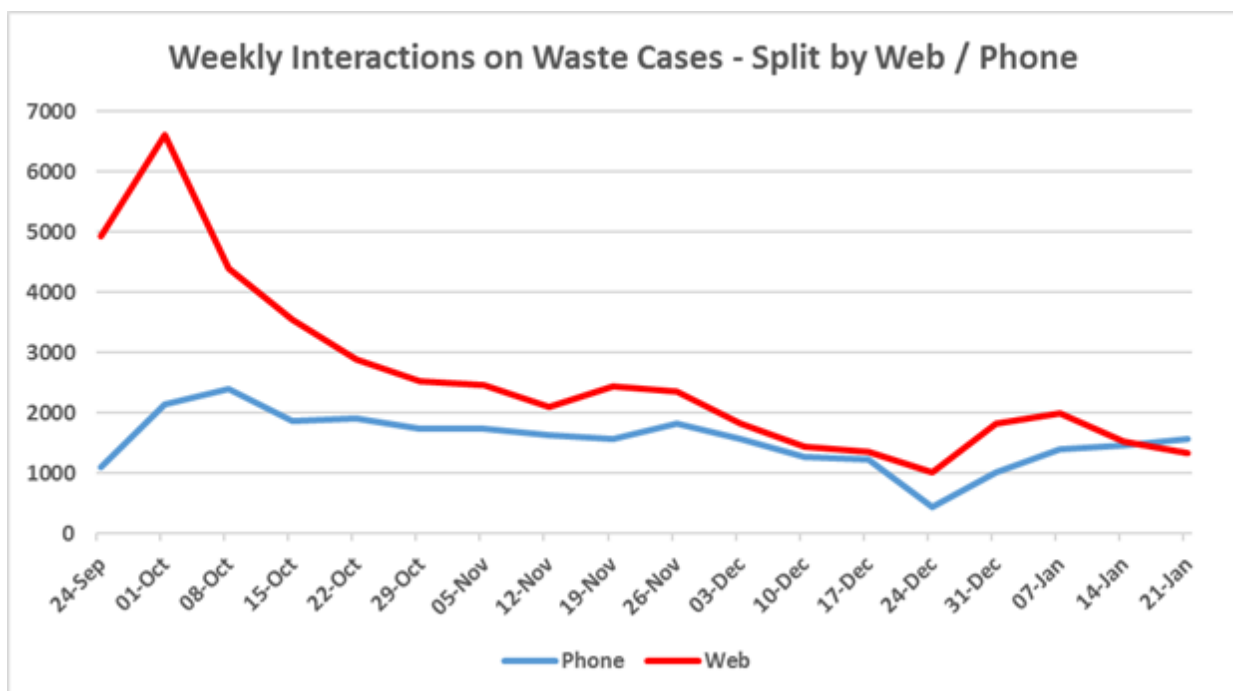
2.28. **Customer Contact**

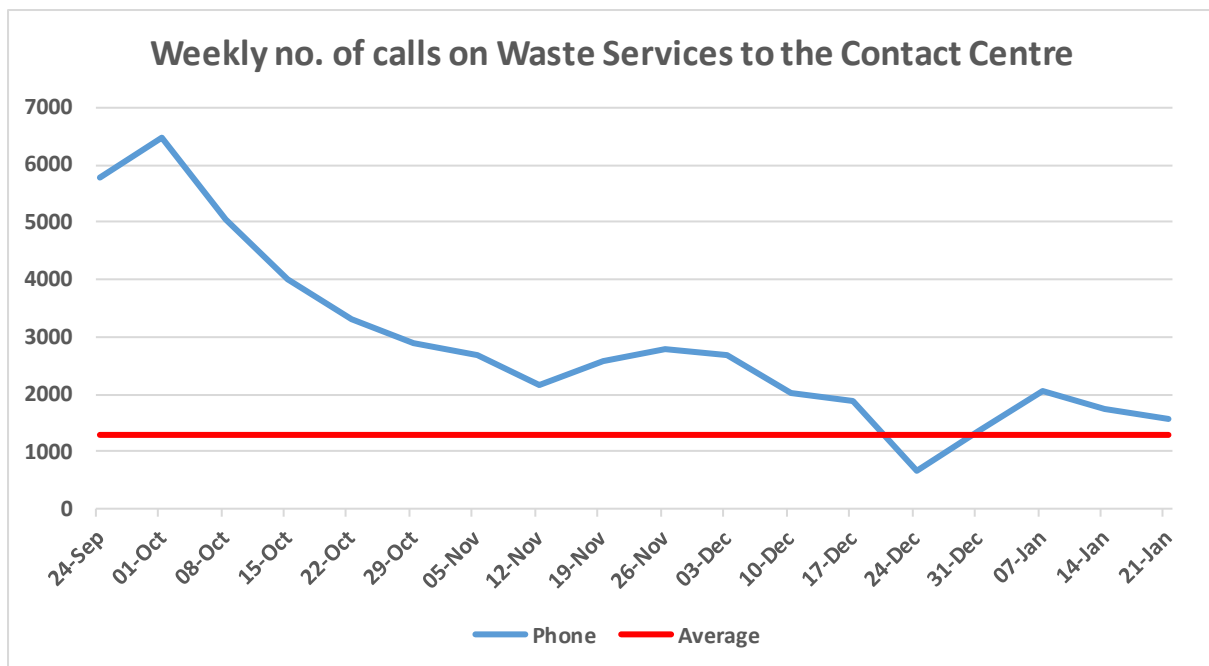
2.29. The Council provides a number of different mechanisms for reporting, including online via the Council's website, other online channels such as Love Clean Streets and by telephone through the Council's contact centre. This is in addition to written complaints and reports of service issues from Members.

2.30. Provision was made to have additional agency resource available to meet the expected increase in demand, following a lessons learnt exercise with colleagues from neighbouring Boroughs. However, no one anticipated the increase being nearly 500% more than the normal demand (on the busiest days within the Contact Centre).

2.31. The Council acknowledges that there remain areas where the online facility can be improved. The Council is undertaking a programme of work to enhance and improve existing online transactions, refine and increase the resilience of the technical functionality implemented, and deliver additional online transactions

2.32. The two tables below illustrate the continual reduction in the volume of calls taken by the call centre and web interactions for waste related request.





### 3 ALTERNATIVE OPTIONS

- 3.1. As part of our internal review process we will assess and reflect on how the mobilisation went. A campaign evaluation has been commissioned and we 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 mobilisation plan for the new waste collection service was 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**

- None

**12 BACKGROUND PAPERS**

- 12.1. None

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## **Committee: Sustainable Communities Overview and Scrutiny Panel**

**Date: 26 February 2019**

Wards: All

Subject: **Terms of Reference for Diesel Levy and Emission based charges review.**

Lead officer: Chris Lee, Director Environment & Regeneration &

Lead members: Cllr Whelton (Cabinet Member Cabinet member for Regeneration, Housing and Transport Cllr Tobin Byers, Cabinet Member for Adult Social Care and Health

Contact officer: Ben Stephens, Head of Parking Services

### **Recommendations:**

1. For Members to discuss and comment on the Terms of Reference for a review of the diesel levy and emission based charging; and agree any reference it wishes to make to Cabinet on 25<sup>th</sup> March 2019.

## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. The Council took the bold decision to introduce the diesel levy surcharge in 2016. The emissions from diesel engines are known to be particularly harmful. At the time of approval, Members requested the effect of the levy be reviewed after 2 years of its operation.
- 1.2. Since its introduction in Merton a number of other London Boroughs have followed Merton's lead with the aim of reducing diesel car usage.
- 1.3. Currently in Merton, the diesel levy is only charged on Permits, but consideration will be given to extending this to pay and display parking and season tickets.
- 1.4. A more recent practice is for councils to use emission based charging as a way of affecting driver behaviour and vehicle ownership. A revised [ emissions based ] charging approach will be considered as part of the review.
- 1.5. Merton parking service already contributes to; and helps deliver the key policies set out in: Merton's Health and Wellbeing Strategy; Merton's Air Quality Action Plan; the Council's Local Implementation Plan; and the Mayor of London's Transport Strategy.

- 1.6. The outcome of the review will further help inform Members of these key strategic issues, which will affect parking policy for the future.

## **2 TERMS OF REFERENCE FOR DIESEL LEVY REVIEW.**

- 2.1.1 The review will explore the impact of the diesel levy and the extent to which it has contributed to a change in diesel car ownership. As an example, the list below sets out some of the considerations the review will look at and the wider issues of car ownership and trends.

### 2.1.2 Wider national trends:

- National Car ownership trends in the short and medium term, such as the uptake of Electric Vehicles, walking and cycling.
- New car sales and type of vehicles now being purchased nationally and locally [ if possible ]. Also the life span of car ownership and effect of long-term trends.
- Percentage of cars in high-low polluting vehicles and trends.
- Other Borough charges and policies.
- Timescale for change.
- Charging options.
- Use of technology to deliver a new charging policy:
  - The greater use of cashless parking systems and improved/modern P&D machines along with other technologies is known to be instrumental in implementing emission based charging and Members are asked to note section 1.12 and the ongoing work in this regard.

### 2.1.3 Local data and review:

- The review team will consider diesel permit sales in Merton over the two years of operation.
- Compare Merton's trends with other boroughs and national trends in diesel vehicle ownership trends over the same period.
- Assessment of the impact on the introduction of the diesel levy
- Explore the case for change.

- 2.1.4 The review will also explore the case for a diesel levy on pay and display (on and off street car parking) by looking at experience and examples elsewhere and how much a levy can be used to reduce diesel vehicle use.

## **2.2. Emission based charging**

2.2.1 Whilst not an existing or proposed levy, Officers wish to explore the case for emission based charging for resident permits and parking charges generally. The review will explore the experience of other councils in implementing such schemes – the benefits and disadvantages of such a scheme and the impact this can have on driver behaviour and air quality.

2.3. **In the context of Merton exiting policies, including:**

2.3.1 **Improved physical and mental health of Merton residents:** In Merton, levels of physical activity has dropped by two percentage points in two years. Furthermore based on Department for Transport statistics for 2016/17 the proportion of adults doing any walking or cycling once a week is 77.9% down from 81.5% for 2015/16.

2.3.2 By supporting the shift to more sustainable and active modes of transport, improving air quality and generally making streets more pleasant places for Merton residents to spend their time, parking policy can help increase the physical and mental health of Merton residents. This can help reduce levels of childhood and adult overweight and obesity; a key issue in Merton. In Merton, one in five children entering reception are overweight or obese and this increases to one in three children leaving primary school in Year 6 who are overweight or obese.

2.3.3 **Healthy places:** The ‘healthy streets’ approach defines a healthy street as one with things to see and do; places to stop and rest; shade and shelter; clean air; and pedestrians from all walks of life. It must be easy to cross; and feel safe, relaxing and not too noisy. Put simply, it needs to be an environment in which people choose to walk and cycle. Action against these indicators ultimately improves health, and parking policy has a role to play for example, by helping improve air quality, and incentivising people to walk, cycle and use public transport.

2.3.4 Example of healthy places and the role parking services can play: Parking Services are already working jointly with Public Health on the School Neighbourhood Approach Pilot (SNAP). This pilot recognises that there is not one solution to complex challenges and that many different government departments hold the levers to improving the urban environment and therefore the public’s health. The pilot involves identifying the levers the Council has to improve the urban environment in the 400 metres around a school, and then working with a selected school to take action on issues that matter to them, such as air quality and an obesogenic environment, with the ultimate aim of reducing health inequalities.

2.3.5 We need to consider what we can do as a borough to ‘make the healthy choice the easy choice’, to improve public services and encourage residents to

choose active travel options more often, and to reduce congestion and improve air quality.

## 2.4. **MERTON AIR QUALITY ACTION PLAN 2018-2023**

2.4.1 Air pollution is recognised, as a major contributor to poor health with more than 9000 premature deaths attributed to poor air quality in London Air pollution is associated with a number of adverse health impacts: it is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. There is also often a strong correlation with equalities issues, because areas with poor air quality are often less affluent.

## 2.5. **Parking and Transport Management**

The role of parking and transport policy to deliver sustainable transport, public health and air quality objectives

2.5.1 Parking management serves a vital strategic and local function in regulating the amount of traffic attracted to an area. This is intended to discourage car use in congested areas where journeys are equally well served by public transport or other sustainable forms of transport, such as walking and cycling. The role of Parking can be very clearly linked to matters of Public Health and air quality.

2.5.2 In line with the Mayor's Strategy to drive a shift away from non-essential car travel, walking and cycling improves the health of Londoners and can achieve considerable economic benefits.

2.5.3 On the 19th November 2018 TfL (in collaboration with partners) published research about the economic benefits of the Healthy Streets Approach.  
<https://tfl.gov.uk/corporate/publications-and-reports/economic-benefits-of-walking-and-cycling>

## 2.6. **PAYMENT METHODS AND CASHLESS PARKING**

2.6.1 The review team will consider the use of P&D and cashless technologies, which will form part of the October 2019 report. The management of any emission based charging or diesel levy is for on and off street charging will be reliant on the use of cashless payments through RingGo and new Pay and Display machines will be needed to evaluate the emissions of any given vehicle at any given time.

2.6.2 Members will in due course be asked to consider a carefully managed rationalisation of Pay and Display machines over the next few years, to achieve a higher percentage of cashless transaction. Cash alternatives will always be possible within the borough, either through local shops selling

parking sessions, which works well in other boroughs, or sale of parking time in advance through a voucher system.

- 2.6.3 In some cases Parking Services will or have removed underutilised machines in cases where an alternative machine is nearby. This work is ongoing and Ward members will be informed if a machine removal is being considered in respective wards.
- 2.6.4 Cashless parking has been in operation in Merton for 4 years. Its introduction and subsequent update has been very successful and well received by customers. Cashless payments now account for 49% of all paid for transactions and this continues to grow. The service is provided by RingGo and the same service is available in 22 of the 32 London boroughs. We have recently extended the contract with RingGo for a further 4 years.
- 2.6.5 There has been a natural conversion by customers towards the use of cashless both locally and nationally. Some boroughs have used a number of initiatives to further increase the use of cashless. This includes removal of machines from locations where there are multiple machines, additional signs at P&D locations, and advertising on the back of P&D machines and tickets to raise awareness.
- 2.6.6 Savings can be achieved by increasing the proportion of parking payments made through cashless systems rather than through the cash-only ticket machines. Which could be as little as 1 user per week.
- 2.6.7 Removing lesser-used ticket machines will reduce maintenance, repair, cash collection and banking charges while also reducing opportunities for theft or criminal damage. Analysis of usage patterns has established that many machines take a trivial amount of cash; some less than £10 per calendar month

### **3 ALTERNATIVE OPTIONS**

- 3.1. The ToR set out above will have been drafted to ensure all options are considered as part of this review. If the Panel wish to extend the ToR to include

### **4 CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1. None required for the purpose of this report.

### **5 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 5.1. None for the purpose of this report.

### **6 LEGAL AND STATUTORY IMPLICATIONS**

- 6.1. None for the purpose of this report.

**7 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

7.1. To be considered as part of the review.

**8 CRIME AND DISORDER IMPLICATIONS**

8.1. Removing cash-only pay and display ticket machines will reduce the frequency of thefts and damage. There are no known other implication, which the ToR would have on crime and disorder, but the review will be minding of this matter during the process.

**9 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

9.1. There are no health and safety implications associated with this report at present.

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

10.1. None –

**11 BACKGROUND PAPERS**

11.1. Diesel levy report 2016

11.2. Public health, air quality and sustainable transport-a strategic approach to parking charges 2



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## Committee: Sustainable Communities Overview & Scrutiny Panel

**Date: 26 February 2019**

Wards: All

**Subject: Air Quality Task Group & Action Plan update**

Lead officer: Director for Environment and Regeneration, Chris Lee

Lead members: Councillor Tobin Byers, Cabinet Member for Adult Social Care and Health. Councillor Martin Whelton, Cabinet Member for Regeneration, Housing and Transport

Contact officer: Jason Andrews, Air Quality & Contaminated Land Manager

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### Recommendations:

That Sustainable Communities Overview and Scrutiny Panel discuss and comment on the content of the report.

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### **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. This report is intended to provide an update of the Councils Air Quality Action Plan 2018 – 2023 and the implementation of the recommendations made by the Air Quality Task Group.

### **2 BACKGROUND**

- 2.1 Air pollution is recognised as a major contributor to poor health with more than 40,000 premature deaths attributed to poor air quality across the UK each year, with over 9000 attributed to poor air quality in London.
- 2.2 Air pollution is associated with a number of adverse health impacts: it is recognised as a contributing factor in the onset of heart disease and cancer. Additionally, air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. There is also often a strong correlation with equalities issues, because areas with poor air quality are often less affluent.
- 2.3 Public Health England estimate that 6.5% of mortality in Merton is attributable to poor air quality.
- 2.4 Air quality has been identified as a priority both nationally and within London, where pollution levels continue to exceed both EU limit values and UK air quality objectives. Merton along with nearly all London boroughs continues to breach the legally binding air quality limits for both nitrogen dioxide (NO<sub>2</sub>) and particulate matter (PM<sub>10</sub>).
- 2.5 The air quality monitoring network run by Merton has shown that the UK annual mean NO<sub>2</sub> objective (40µg/m<sup>3</sup>) continues to be breached at a number of locations across the borough including Colliers Wood, Morden, Tooting and South Wimbledon. In some locations the NO<sub>2</sub> concentration is also likely to be in excess of the UK 1-hour air quality objective (200µg/m<sup>3</sup> not to be exceeded more than 18

times per year) which indicates a risk not only to people living in that area but also for those working or visiting the area.

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

### 3 LEGAL FRAMEWORK

3.1 The UK Government and the devolved administrations are required under the Environment Act 1995 to produce a national air quality strategy. This strategy sets out the UK's air quality objectives and recognises that action at national, regional and local level is needed, depending on the scale and nature of the air quality problem.

3.2 Part IV of the Environment Act 1995 and Part II of the Environment (Northern Ireland) Order 2002 requires local authorities in the UK to review air quality in their area and designate air quality management areas (AQMA) if improvements are necessary. Where an air quality management area is designated, local authorities are also required to work towards the Strategy's objectives prescribed in regulations for that purpose. An Air Quality Action Plan (AQAP) describing the pollution reduction measures must then be put in place. These plans contribute to the achievement of air quality limit values at local level.

3.3 In the past few years the UK government has been successfully challenged by environmental lawyers from Client Earth. These challenges have been predominantly around the measures within the governments Clean Air Strategy and the implementation process and time periods. The government has recently revised its Clean Air Strategy. The revised Strategy refers to the strengthening of existing powers where necessary and the introduction of new powers for Local Authorities to further reduce air pollution from key areas such as transport, the home, farming and industry. Details of amended Local Authority powers will follow in the new Environment Bill and associated clean air legislation.

3.4 Although legal challenges on air quality have been levelled at central government, the same challenge and recommendations can equally be applied to any Local Authorities air quality responsibilities. These challenges, along with the emerging health impact of poor air quality<sup>1</sup> have given the agenda added impetus over the past few years.

As well as the legal responsibility, a Local Authority has a duty to ensure the health and wellbeing of its residents, visitors and businesses.

Table A. Summary of National Air Quality Standards and Objectives

| Pollutant                          | Objective (UK)   | Averaging Period | Date <sup>1</sup>     |
|------------------------------------|--|------------------|-----------------------|
| Nitrogen dioxide - NO <sub>2</sub> | 200 $\mu\text{g m}^{-3}$ not to be exceeded more than 18 times a year  | 1-hour mean      | 31 Dec 2005           |
|                                    | 40 $\mu\text{g m}^{-3}$  | Annual mean      | 31 Dec 2005           |
| Particles - PM <sub>10</sub>       | 50 $\mu\text{g m}^{-3}$ not to be exceeded more than 35 times a year   | 24-hour mean     | 31 Dec 2004           |
|                                    | 40 $\mu\text{g m}^{-3}$  | Annual mean      | 31 Dec 2004           |
| Particles - PM <sub>2.5</sub>      | 25 $\mu\text{g m}^{-3}$  | Annual mean      | 2020                  |
|                                    | Target of 15% reduction in concentration at urban background locations | 3 year mean      | Between 2010 and 2020 |
| Sulphur Dioxide (SO <sub>2</sub> ) | 266 $\mu\text{g m}^{-3}$ not to be exceeded more than 35 times a year  | 15 minute mean   | 31 Dec 2005           |
|                                    | 350 $\mu\text{g m}^{-3}$ not to be exceeded more than 24 times a year  | 1 hour mean      | 31 Dec 2004           |
|                                    | 125 $\mu\text{g m}^{-3}$ not to be exceeded more than 3 times a year   | 24 hour mean     | 31 Dec 2004           |

Note: <sup>1</sup> by which to be achieved by and maintained thereafter

#### 4. AIR QUALITY IN MERTON

4.1 Pollution in Merton comes from a variety of sources. It includes pollution originating outside the borough, and, in the case of particulate matter, a significant proportion of this comes from outside London and beyond the UK. Of the pollution that originates inside the borough the main sources of NOx are road transport (57.1%), domestic gas boilers (18.8%) and Non-Road Mobile Machinery NRMM (11.6%) – Figure 1. The main sources of particulate matter (PM<sub>2.5</sub>) are road transport (51.6%), NRMM (17.7%) and industry (10.3%) – Figure 2. The main sources of particulate matter (PM10) are road transport (50.4%), re-suspended dust from roads and surfaces (19.9%) and NRMM (10.3%) – Figure 3.

Figure 1

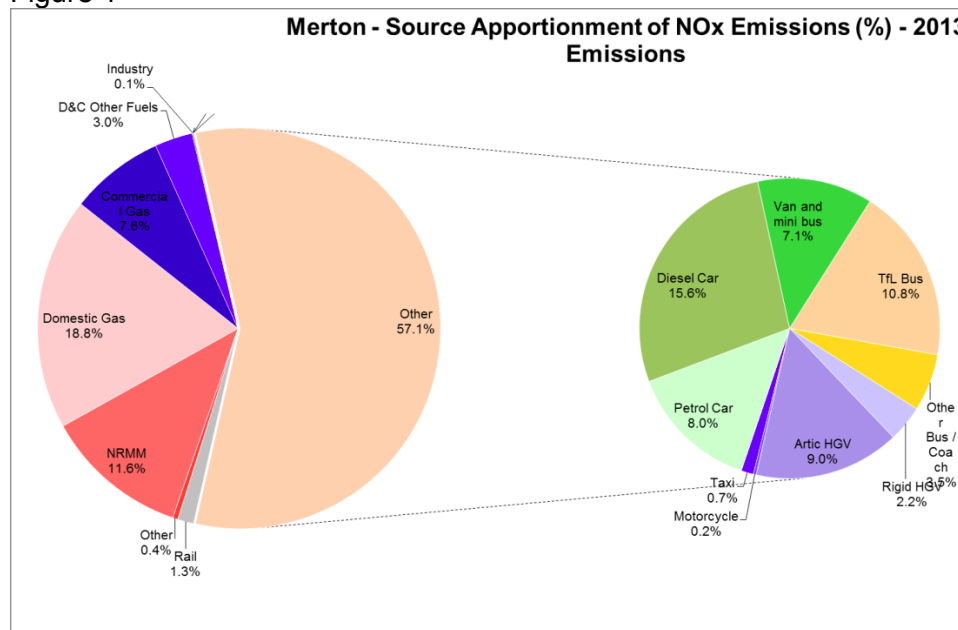


Figure 2.

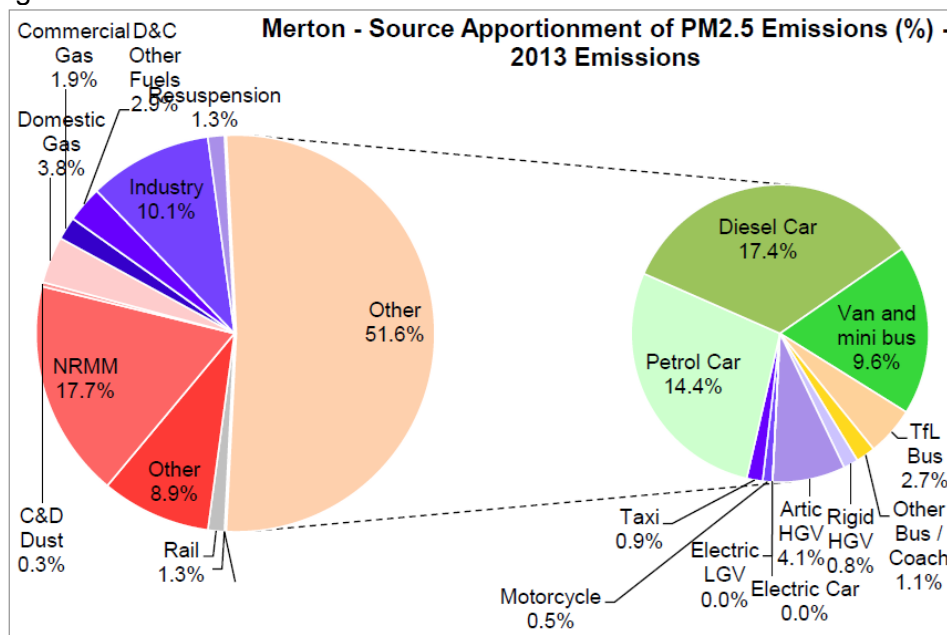
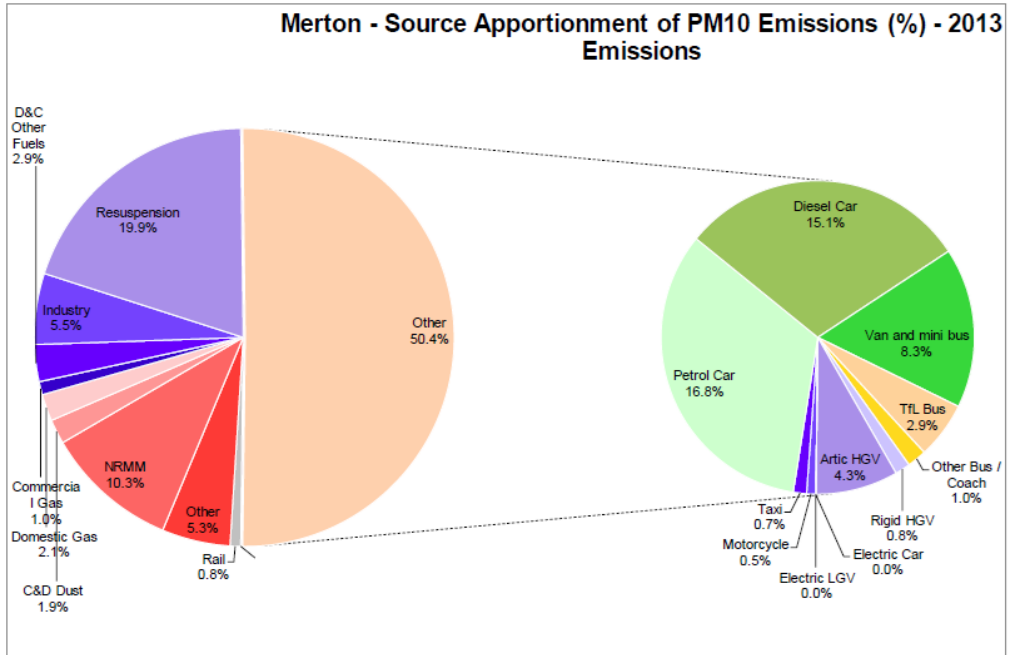
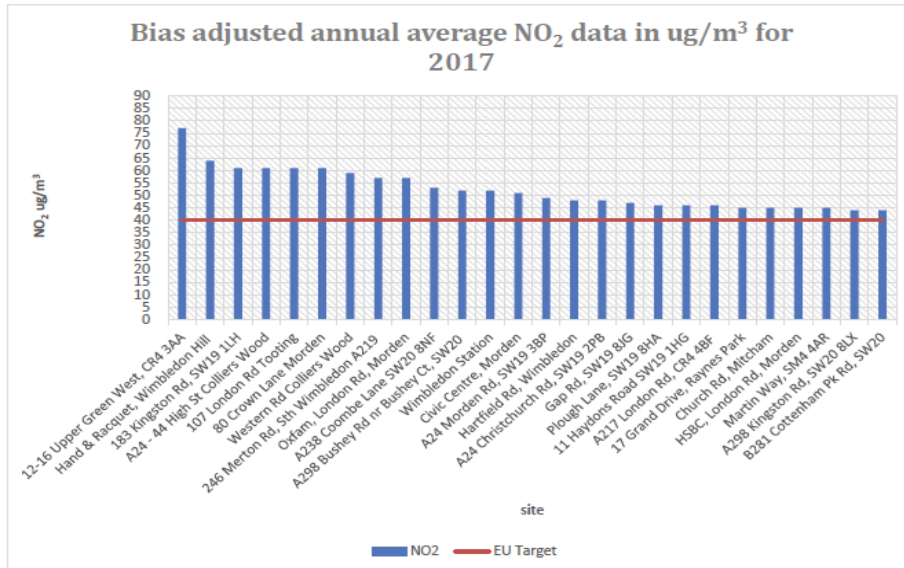


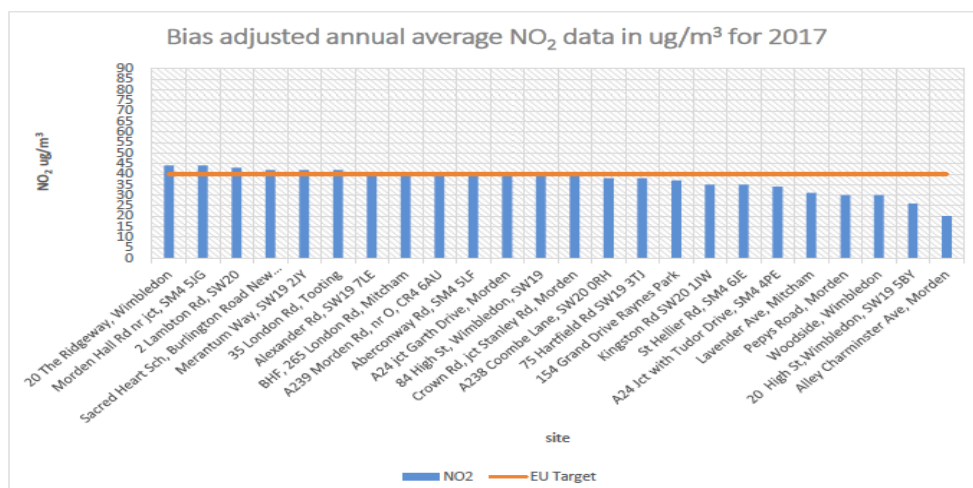
Figure 3



4.2 In respect of **road transport** sources, the London Atmospheric Emissions Inventory (LAEI) source apportionment data for the borough indicates that diesel vehicles contribute to approximately 90% of the NO<sub>x</sub> emissions and 80% of the PM<sub>10</sub> emissions (based on 2013 modelled data). This supports the evidence from the dispersion modelling which indicates that the highest concentrations of both NO<sub>2</sub> and PM<sub>10</sub> are most closely associated with the main traffic routes and road junctions within the borough.

Figure 1: Nitrogen Dioxide Bias Adjusted Annual Average Concentrations for all sites for 2017 (split over 2 graphs)





## 5 AIR QUALITY TASK GROUP UPDATE

5.1 In 2017, Merton convened a cross-party group specifically charged to review air quality in the borough, with a view to considering current action and improvements the Council should implement. This Air Quality Task Group heard from a number of experts and worked closely with the Environmental Health Pollution Team Manager.

5.2 The final report of the Air Quality Task Group was presented to the Sustainable Communities' Overview and Scrutiny Panel in February 2018.

5.3 The recommendations of the Air Quality Task Group being:

- *The task group supports the use of Local Implementation Plan funding to deliver the Air Quality Action Plan.*
- *Better use should be made of section 106 monies to support air quality measures.*
- *That the Environmental Health team conduct a review of the impact of emissions from bonfires held in private gardens and on construction sites with a view to tighter restrictions, excluding cultural events.*
- *The task group supports the rollout of electric charging points across the borough, including utilising additional funding where available.*
- *Ensure that air quality measures are embedded in the Local Plan and that Council adopts the Draft Air Quality Supplementary Planning Guidance for Merton.*
- *In recognition of Merton's work to coordinate a South London wide construction emission initiative, Merton should award certificates recognising good practice to developers that comply with the council's standard.*
- *The Environmental Health team to provide training for colleagues in planning team and Councillors on the planning committee on air quality issues, so that informed decisions on planning applications can be made where there is an air quality component.*

5.4 In response to the recommendations the Council drafted a new Air Quality Action Plan 2018 -2023 which incorporated many of the task groups recommendations.

Specifically:

- *There is a wider access to funding for air quality actions in the borough. Air Quality measures are central to our LIP 3 application. Section 106 funding has*

*been opened to bidding for air quality measures and recently paid for the creation of anti-idling signs for the borough. This funding will be accessible for the coming period of the action plan.*

- *We have recruited a new senior air quality officer through the Diesel Levy, this post has been active for 4 months and is starting to make an impact on many of the measures in our Plan.*
- *We are currently working with our Air Quality Cluster Group colleagues to review the impact of bonfires on air quality. Central government is committed to the review of air quality legislation, we are part of those discussions and this will likely include bonfires and wood burners.*
- *Merton remains committed to the roll out of electric charging points across the borough. (See point 9.3)*
- *The ground breaking work carried out by Merton has now been funded jointly London boroughs and the Mayor of London for the next three years, this work will now cover the whole of London. It is also a cornerstone of the Mayors Environment Strategy. (See point 7.3)*
- *This is an ongoing commitment and will be developing from April 2019.*

## **6. OUR PRIORITIES**

6.1 In recognition of the public health priority of the air quality agenda and the need to comply with the national air quality objectives within the Merton, the Council reviewed what actions we can and will take to tackle air pollution in the borough. Merton is not alone in this, many London boroughs have now, or are considering, a complete refresh of their action plans and a move towards many of the measures that Merton have and are continuing to implement.

6.2 Although there are limited measures we can take as an authority to directly influence polluting traffic, we have used the powers available to us to tackle this problem. These actions included the introduction of a diesel levy, this was based upon the realisation that diesel vehicles (particularly cars) contribute to a disproportionate amount of NO<sub>2</sub> within the borough. This was also one of the few levers that the Council can use to try to tackle one of the main causes of toxic gases within the borough. We are also currently reviewing parking charges in the borough as an additional measure to influence the move towards active travel, public transport and away from the most polluting vehicles.

6.3 The priorities for the new AQAP 2018-2023 are:

- *Establish and maintain an effective air quality group to ensure that the implementation of AQAP measures is coordinated effectively between relevant Council services;*
- *Encourage the uptake of low emission vehicles and review and consider the introduction of an emissions-based parking levy, and review the effectiveness of such a measure over the next two years;*
- *To identify the key causes of traffic congestion within our Air Quality Focus Areas and pollution 'hotspots' and to determine effective measures for improving traffic flow through those areas using detailed air quality and traffic management modelling tools;*

- *To evaluate the air quality benefits and feasibility of introducing ‘mini’ Ultra-Low Emission Zones in the areas of the borough identified as having the poorest air quality;*
- *To provide guidance to developers on the impact of development on air quality and ensure that approved schemes include effective mitigation and maximise the opportunity to improve infrastructure for sustainable transport options;*
- *To formalise anti-idling enforcement in order to minimise emission from vehicles around key locations such as schools, taxi-ranks, Air Quality Focus Areas and hotspots;*
- *To continue to work with schools, parents and students to improve awareness of AQ and to optimise parents’ and children’s desire and opportunity to adopt sustainable travel options;*
- *To review Merton’s air quality monitoring network to ensure that it effectively identifies areas of poor air quality, and provides accurate data to enable us to evaluate air quality trends and the impact of AQAP measures.*

## **7. LEADING THE AIR QUALITY AGENDA**

7.1 Merton is now recognised as one of the leading Local Authorities for its work on air quality, leading on innovative and ground breaking initiatives that extend beyond our borough boundaries.

7.2 We have made brave and sometimes controversial decisions to tackle pollution in our borough, something we will continue to do. We have implemented a diesel levy linked to our parking permit system and are coordinating our air quality work with internal partners and shaping policies that can push behavioural issues such as parking and planning.

7.3 We are delivering industry leading regional and national initiatives such as our work reducing pollution from the construction industry in London. This project in partnership with the Mayor of London is directly tackling the most polluting equipment on large construction sites throughout South London. The project has been so successful that it will be extended to cover all London boroughs from April 2019 and funded by the Mayor of London in partnership with the London boroughs. This scheme is the world’s first Low Emission Zone for the construction industry and can be applied throughout the UK and other major cities across the world.



7.4 We are a key partner in the ‘School Neighbourhood Approach Pilot - (SNAP)’, formerly ‘Schools Superzones’. Colleagues from 3 different directorates; Children, Schools and Families, Environment & Regeneration, and Public Health are collaborating to shape a local ‘whole systems’ approach to improve the environment in and around a school across broad themes: The food around us; Moving around; Feeling safe; Spaces and places (includes air quality); and Communications and enablers.

7.5 Our new expanded joint Regulatory Services Partnership (RSP) spans three important London boroughs and brings together officer expertise and good practice in the air quality industry. It will provide for air quality initiatives across a wider geographical area,

give a greater voice for lobbying and could attract considerable resourcing through grants and other funding.

## 8. AIR QUALITY ACTION PLAN UPDATE (FEB 2019)

### 8.1 In 2018, Merton published its new Air Quality Action Plan 2018 – 2023 (AQAP)

This was developed in response to recommendations made by the 2017 Air Quality Task Group.

This new AQAP received a warm welcome from both the air quality industry and the public alike.

It was innovative in its design and the way in which it communicated this vital agenda to all levels of the community.

This Action Plan is a living document subject to constant review and evaluation and will continually incorporate best practice and developing technologies in the world of air quality.

The Plan is split into **nine** separate themes and contains some 70 action points.



### 8.2 Theme - Monitoring Air Quality (Action Points 1- 9)

All actions are on target as of January 2019. In addition, we have installed a further monitoring device as part of a London wide pilot scheme aimed at gathering real-time pollution levels. We are also working with a major multinational company to test and pilot the use of smart monitors. These could potentially provide cheap real-time data on air quality within the borough.

To facilitate the change to smarter monitoring the refresh of lamppost columns in Merton will include plugin facilities for new devices.

### 8.3 Theme - Reducing Emissions from Building & Developments (Action Points 10 – 22)

All actions measures are on target, AQ will form a stand-alone part of the Local Plan, this is currently undergoing consultation. Initial feedback has been very positive.

We have been awarded our first Section 106 payment specifically relating to Air Quality.

Funding from the diesel levy has enabled us to employ a new Air Quality Officer to help deliver our new Action Plan and build close relationships with partners including planning colleagues, and strengthening links between the planning agenda and air quality.

There have been a number of recent challenges to the planning process on the basis of air quality, officers have noted that there is a lot of misunderstanding about air quality in the borough, a subject we will need to work to clarify over the next year or so.

### 8.4 Theme - Reducing Emissions from Road Transport (Actions 23 -32)



All action measures are on target. The Plan is aligned closely with the review of the parking charges throughout the borough and the AQ team is working closely with Public Health colleagues to ensure that the review of parking is closely aligned to both the health agenda and air quality initiatives.

The Council is in the process of finalising its draft third Local Implementation Plan (LIP), which sets the course as to how we will meet the Mayor's Transport Strategy and incorporates a number of delivery targets, including targets on car ownership and air quality. The LIP funding of £1.5m for 2019/20 will focus on Vision Zero and Healthier Streets and covers 18 individual initiatives. Vision Zero aims to ensure that deaths and serious injuries from all road collisions are eliminated and Healthy Streets/Healthy People sets out to rebalance our streets and environment. Improving the street environment and promoting healthier lifestyles through more walking and cycling will be essential in delivering these outcomes.

The Council is committed to extending 20MPH speed limit zones throughout the borough, although the direct benefit to reducing air pollution is generally unclear, these zones do assist in creating an environment that is attractive to walking and cycling and improved safety.

In 2019-2020 the Pollution Team will be funding a study into 20MPH zones and air quality as part of its wider work throughout the partnership boroughs.

#### **8.5 Theme - Raising Awareness (Action Point 33-39)**

Merton has funded the hosting of the Love Clean Air website for the next five years and subscribed to airTEXT for the next two years. We held a successful Clean Air Day which was also supplemented by additional school's days.

Closer links are being established with our Public Health colleagues and nearly all initiatives are joint actions between the teams. Regular meetings are ongoing at officer level to explore links between Public Health & Air Quality teams.

#### **8.6 Theme – Working Together (Action Point 40-48)**

A borough-wide steering group has not been established yet. There are current discussions to use the existing Environment Sub Group as a foundation for the steering group. Initial discussions are positive and the formal proposal will be put to the group in Jan/Feb 2019.

The Council supports the Mayor's Transport Strategy proposals to clean the bus fleet but believes the target of doing this in outer London by 2041 is not ambitious enough. The Council will continue to lobby to see this target brought forward' and for more all-electric buses to be placed on outer London streets sooner. Briefing sessions for Councillors and Planning colleagues will be an action picked up in February.

#### **8.7 Theme – Leading by Example (Action Point 49 – 54)**

A new air quality officer paid for through the Diesel Levy has been appointed, bringing further experience in delivering air quality initiatives to the borough.

Parking Services is fundamentally reviewing its fleet of vehicles. This project is aimed at reducing the number of vehicles and move towards the use of public transport. The remaining fleet will be all electric and secured through procurement in 2019/20.

#### **8.8 Theme – Innovation & Technology (Action Points 55-58)**

We are currently piloting an initiative with a multinational company around the deployment of new real-time air quality monitors.

Officers played an active role in the industry annual conference on new monitoring technologies.

Merton has applied for a number external grants relating to air quality and will be leading on a London wide initiative to reduce emissions from construction sites.

#### 8.9 **Theme – Tackling Pollution (Action Point 59-64)**

Anti-idling signage was due to be installed by officers of the Air Quality Team, however this was delayed due to public liability issues. A private contractor has now been tasked with installing signage throughout the borough. There are currently 113 signs to be installed in 20 locations throughout the borough. This includes schools, taxi ranks and level crossings.

We are currently considering additional locations in the borough.

Merton has submitted an application to the Mayors Air Quality Fund to be a member of a pan-London anti-idling project, which includes on-street enforcement against idling. If the application is successful, Merton has a commitment to commence enforcement activities later in 2019.

#### 8.10 **Theme – Our Schools (Action Point 65 – 70)**

The new programme of school audits will start in April 2019; we will aim to cover at least three schools a year.

The Mayors primary school air quality audit programme is now in the completion stage and we are working closely with Merton Abbey Primary school.

We are currently working with parking colleagues to pilot and implement pedestrian streets outside schools which will restrict traffic at certain times of the day to reduce pollution and increase safety.

The air quality team will be working along with Public Health colleagues leading in a school's project called 'SNAP'. This not only looks at air quality but also includes health and well-being initiatives (see section 7.4). A number of schools are being considered for the project and negotiations are underway.

### 9.0 **ADDITIONAL BOROUGH ACTIVITIES IMPROVING AIR QUALITY**

9.1 All departments in the Council can and are taking steps to improve air quality in the borough, this includes creating a local environment which is attractive to cycling, walking and active lifestyles.

9.2 **Car Clubs** – There are currently 3 car club providers in the borough. Each uses a different operating model. The Blue City scheme provides 5 - 6 all electric cars operating between Source London electric vehicle charging points; Enterprise Cars run a traditional car club from dedicated on-street bays with about 200 Merton members and by far the largest is Zip Car Flex with around 60 flex cars operating in the borough on a daily basis plus a small number of dedicated bays. Launched between April and June 2017 the Flex scheme now has over 5000 Merton members. This so called floating car club model is expanding rapidly across London. New operators are expected to come to Merton in 2019 further expanding the car club offer. Each floating car club vehicle can replace up to 13 privately owned vehicles. The Council is expected to generate between £80k and £100k per annum. London has a target of 1,000,000 car club members by 2025. Merton would like to double the number of car club members by 2021/2022. Many car club operators have ambitions to move towards all electric fleets.

- 9.3 **Electric Vehicle Charging Points** - There are currently 70 publically accessible charge points (7kw) spread across the borough, which are able to charge a typical electric vehicle in 3-4 hours. A further 31 charge points are in the process of being commissioned by Source London and should be operational by the end of March 2019.
- 9.4 **Transport for London** – We are continuing to work in partnership with TfL on a number of joint initiatives aimed tackling traffic and transport with a view to prioritising active transport and creating an environment attractive to walking and cycling. In partnership with TfL we are supporting a network of 20 rapid chargers (50KW) across Merton which will be capable of charging a vehicle in 15- 30 minutes. This includes two chargers on London Road, Morden and a third on Colliers Wood High Street is currently going through the planning process. These rapid chargers are mainly aimed at taxi and other high usage vehicles but can be used by any motorist. As part of the Go Ultra Low City Scheme (GULCS) Merton proposes to trial a number of lamp column chargers in 2019 aimed at overnight parking. The Council is now ahead of target to deliver 125 publically assessable charge points by 2020/21.
- 9.5 **Road Safety Education & Travel plans** - FutureMerton Road Safety Education Team provide a range of programmes and training for school children and the local community. Partnership working with schools, Met Police and Cycling Instructor provides events such as Changing Places for pedal cyclists and motorcyclists, advising on blind spots and road positioning. Other road safety training programmes are Kerbcraft, practical on road child pedestrian training modules for year 2 pupils, and Junior Travel Ambassadors and Youth Travel Ambassador projects which promote sustainable travel and healthier lifestyle choices. These are also part of the TfL Stars School Travel Plan Programme. Currently Merton has 33 schools engaged or achieving Stars Accreditation, of which 10 are Gold Level, 8 Silver Level, 11 Bronze Level and 3 are engaged and working toward accreditation. Air Quality is also of concern as it affects children’s health i.e. asthma, lung infections and events have been provided in 2 schools to raise awareness of pollution and emissions on health and how to reduce levels by reducing car engine idling and car usage.
- 9.6 **Bikeability cycle training** is provided to school children and adults at beginner, improver and commuter levels. Balance Bike is valuable training for younger children who cannot cycle and we provide training bikes in socio-economic areas for school children. Scooter training is a popular pre-cursor to cycle training as it develops balance skills as progression to cycle training. Cycle training for adults increased by 6% in 2017 and numbers in the group training sessions at weekends have also increased.
- 9.7 **School Safety** –as well as supporting schools to develop their school travel plans we have an annual rolling programme to introduce road safety and access improvements outside schools. Interventions include localised 20mph speed limits; vertical deflections such as a speed table and buildouts; review of existing parking restrictions including school keep clear zigzag markings; school children alert lights; other school related road markings etc. Last year we made safety improvements outside nine schools. The Councils wider roll out of 20mph speed limits will help create a street environment where people feel safer to walk and cycle thereby supporting improved health outcomes for everyone.
- 9.8 **Accessibility** - As part of our annual accessibility programme we regularly respond to requests made from vulnerable road users. Last year we introduced safe crossing points such as central islands, zebra crossings and pedestrian phase at existing signals in seven locations across the borough. We have also introduced a number of footway widening schemes and pram ramps.

- 9.9 **Cycle schemes** - In partnership with the Mitcham Common Conservators, last year we introduced a much-needed shared space (pedestrians and cyclists) along Croydon Road and in recent months we completed a similar route along Beddington Lane. Through LIP3, the Council is intending to deliver new safer cycling routes.
- 9.10 **Controlled Parking Zones (CPZ)** - During last financial year we introduced 9 CPZs across the borough which included new zones and the extension of zones in Wimbledon Village, Raynes Park, Colliers Wood, Mitcham and Morden. Extending the CPZ's means that the borough can apply actions such as the diesel levy to more vehicles in the borough.
- 9.11 **Morden town centre** - Merton council is working in partnership with TfL to design and deliver public realm improvements with the Mayor's Healthy Streets agenda being a core priority. As part of our shared public realm with TfL in Morden, we are committed to relocating the bus stands at Morden station to drastically improve air quality and provide new public space.
- 9.12 **Greener Borough** - Merton is fortunate to have abundant green spaces and parks with a rich biodiversity and mix of trees, including along many of our streets. Trees can help to improve air quality and mitigate climate change and through screening helps to support a more appealing walking environment and improve physical and mental health. The Council will continue to seek ways to maintain and enhance our green infrastructure.
- 9.13 **Public Health** - A key theme for the Health and Wellbeing Strategy, which is currently being refreshed to cover 2019-24 (led by the Health and Wellbeing Board), is **Healthy Place**. We want to focus on how we can create an environment that allows all Merton residents to flourish. This will include a vision to make walking and cycling easier and more accessible options in the borough.

## 10. FUTURE STEPS AND PRIORITIES

- 10.1 The AQAP is a 'live' document that brings together actions that the Council as a whole can and should be taking to tackle air pollution in the borough. It is subject to changes and challenges facing the boroughs need to tackle this public health concern.
- 10.2 The AQAP will run for the next 4 years and will focus on delivering the actions and reviewing these actions on a regular basis. It will incorporate changes in the air quality agenda and embrace new innovations and technologies.
- 10.3 The plans to introduce a new extended ULEZ in London although welcomed for tackling polluting vehicles needs to be assessed carefully, we need to ensure that the impact on our borough is positive and that action we take compliment or may even help expand the zone and its ambitions.
- 10.4 The governments new Clean Air Strategy 2019 suggests new powers for Local Authorities, whilst we welcome this, there will be a resourcing issue that needs to be considered and active discussions are currently underway throughout Councils to define what these powers will look like and how these could be used to address the air quality agenda.
- 10.5 The possibility of Heathrow expansion will impact upon a significant number of London boroughs. In Merton the direct impact of air pollution and noise is significantly less than other boroughs, however we need to ensure that we fully engage in the consultation process and ensure the best outcome for our borough for both air quality and noise. We will encourage residents to have their say on this important subject.

10.6 In 2019 onward we intend to actively take those steps available to us as an authority to tackle this problem rigorously. This will include reviewing and levying polluting activities where we can, reviewing policy and charging mechanisms to incentivise change. We will consider what new regulatory framework is available to us to tackle through traffic in the borough and specifically in our focus areas and locations of poor air quality.

**11. ALTERNATIVE OPTIONS**

None for the purposes of this report.

**12. CONSULTATION UNDERTAKEN OR PROPOSED**

None for the purposes of this report. The air quality action plan was subject to public consultation.

**13. TIMETABLE**

None for the purposes of this report. The progress of the Air Quality Action Plan is set out in this report

**14. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

None for the purposes of this report.

**15. LEGAL AND STATUTORY IMPLICATIONS**

None for the purposes of this report. Air quality management is a statutory duty for local authorities

**16. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

None for the purposes of this report.

**17. CRIME AND DISORDER IMPLICATIONS**

None for the purposes of this report.

**18. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

None for the purposes of this report.

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

Air Quality Action Matrix Feb 2019

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## Merton AQAP Action Matrix

| No.                           | Action   | Implementation Date | Cost     | Funding                    | RAG Status | Comments   |
|-------------------------------|--|---------------------|----------|----------------------------|------------|--|
| <b>Monitoring Air Quality</b> |  |                     |          |                            |            |  |
| 1                             | Make available on the Council website all monitoring data in an accessible form.   | Ongoing             | Staffing | Revenue                    | GREEN      | 2017/18 Annual Status Report (ASR) approved by GLA/DEFRA                                       |
| 2                             | Continue to annually review our diffusion tube network and identify additional priority locations.   | Ongoing             | £3K PA   | Revenue Goods and Services | GREEN      | Expanding through Citizen Science Programme  |
| 3                             | Positively encourage and support citizen science activities where these actively contribute to identify and tackling air quality in the borough    | Ongoing             | £1K PA   | Revenue Goods and Services | GREEN      | As above we are funding locations of diffusion tubes.  |
| 4                             | Invest in hand-held monitoring equipment that can be used by citizen science groups and schools.   | Ongoing             | £3K PA   | MAQF                       | GREEN      | Additional equipment to be confirmed March 2019  |
| 5                             | Seek additional funding for a refresh and update of our monitoring network including grant funding, Section 106 and Community Infrastructure Levy. | Ongoing             | £20K     | Section 106 CIL            | GREEN      | Not required at this time. Pending review under 2018 ASR                                       |
| 6                             | Produce and update an interactive map of diffusion data that can be contributed to by groups and citizen science activities.                       | September 2018      | Staffing | Revenue                    | GREEN      | Map complete to be taken to the new AQ focus group   |
| 7                             | Assess and incorporate new technology in the world of air quality.   | Ongoing             | Staffing | Revenue                    | GREEN      | Annual monitoring conference meeting held. Piloting new scheme 2018-2019. New Project for 2019 |

|  |   |               |            |         |       |   |
|--|---|---------------|------------|---------|-------|---|
| 8  | We will commission modelling of air quality in the borough up to 2022, by Kings College London, including predicted trends and contributing sources.                        | April 2019    | £7K        | TBC     | GREEN | Borough specific data required  |
| 9  | Map Focus Areas & air quality 'hotspots' on planning GIS mapping to ensure these areas are highlighted  | April 2019    | Staffing   | Revenue | GREEN | Map currently produced by parking   |
| <b>Reducing Emissions from Building &amp; Developments</b> |   |               |            |         |       |   |
| 10   | Ensure that air quality is a vital part of the Council's New Local Plan.  | November 2018 | Staffing   | Revenue | GREEN | Response made to consultations AQ now in Local Plan   |
| 11   | Adoption of New AQ Supplementary Planning Guidance to ensure emissions from new development are minimised and effective mitigation is integrated into the scheme of design. | November 2018 | £1K Design | MAQF    | AMBER | Part complete but cannot be used until adoption of Local Plan. Need to serve the RSP remit. |
| 12   | Ensure air-quality-neutral development is required, and request where applicable an air quality assessment  | Ongoing       | Staffing   | Revenue | GREEN | Ongoing   |
| 13   | Work with key partners in the GLA to explore the feasibility and delivery of air-quality-positive development particularly around our Focus Areas.                          | April 2019    | Staffing   | Revenue | GREEN |   |
| 14   | Ensure that new development contributes to funding air quality measures in the borough through Section 106 and CIL payments.  | January 2019  | Staffing   | Revenue | GREEN | First Section 106 £11.5K  |
| 15   | Ensure that new development have a scheme of mitigation for tackling air quality including traffic reduction and low emissions strategies.                                  | Ongoing       | Staffing   | Revenue | GREEN |   |



|   |  |                       |          |         |       |  |
|---|--|-----------------------|----------|---------|-------|--|
| 16  | Produce and promote guidance to homeowners on what they can do to their homes to help reduce pollution in the borough.                                 | April – December 2019 | £2K      | Unknown | GREEN | Possible grant funding                               |
| 17  | Consider how we can extend the provision of vehicle charging to smaller residential development to ensure the borough is ready for electric vehicles.  | April 2019            | Staffing | Revenue | GREEN | Part of the new SPD                                  |
| 18  | Continue to run our NRMM Project across the south of London and extend this to other boroughs.   | April 2019            | £889K    | MAQF    | GREEN | Funded by MAQF and will go London wide in April 2019 |
| 19  | Seek additional funding from DEFRA/GLA/Construction Industry to promote good practice on construction sites.   | April 2019            | £5K      | MAQF    | GREEN | Funded as part of above                              |
| 20  | Request adoption of new techniques that have proven to be beneficial to air quality, such as Construction Logistics and Delivery and Service Planning. | Ongoing               | Staffing | Revenue | GREEN | All introduced as part of New AQ Post                |
| 21  | Review the Council's allocation of the Section 106 and CILs budget to see if this can provide funding to benefit air quality measures                  | Ongoing               | Staffing | Revenue | GREEN | Internal meetings underway                           |
| 22  | Continue to request robust and enforceable measures to minimise the impact of developments during the construction phase                               | Ongoing               | Staffing | Revenue | GREEN | Now with new AQ officer                              |
| <b>Reducing Emissions from Road Transport</b> |  |                       |          |         |       |  |
| 23  | Commitment to a cycle Quiet-way between Clapham Common & Wimbledon forming the Merton section of the Wandle trail.                                     | Ongoing               |          |         | GREEN | Needs update   |
| 24  | Review funding available through Section 106 and CILs around transport and travel infrastructure.  | November 2018         | Staffing | Revenue | GREEN | Discussions ongoing and open funding stream          |

|                          |  |                       |          |                   |       |  |
|--------------------------|--|-----------------------|----------|-------------------|-------|--|
| 25                       | Carryout a borough wide cycling network audit to review and update the network.  | Ongoing               | Staffing | LIP (£1.5m)       | GREEN | £1.5m is currently being spent on 18 initiatives with a focus on Cycling, Walking and Pedestrian safety. |
| 26                       | Programme of installing bicycle infrastructure   | April 2019            | Staffing | LIP               | GREEN | As above   |
| 27                       | Feasibility study to consider the use of Clean Air Zones (CAZ's) or a Merton Specific Ultra Low Emission Zone for Focus Areas and beyond.  | April 2019            | £10K     | Parking account   | GREEN |  |
| 28                       | Air Quality Audit traffic and congestion in our three air quality focus areas.   | April 2019            | £10K     | LIP               | GREEN |  |
| 29                       | Support and promote the use of a cleaner vehicle checker to inform the public of cleaner vehicle choice.   | November 2018         | Staffing | Revenue           | AMBER | Needs press team input   |
| 30                       | Lobby for Cleaner Buses and Taxis  | November 2018/Ongoing | Staffing | Revenue           | GREEN | Ongoing through TFL Meetings   |
| 31                       | Introduce Air Quality initiatives, benefits and monitoring in the new South Wimbledon Junction design and build.   | March 2020            | Staffing | LIP               | GREEN |  |
| 32                       | Review the impact of our diesel levy* and consider a review of parking and charges to help reduce combustion engine vehicle use and the consequent emissions.<br><i>*Note: The Sustainable Communities and Transport Overview and Scrutiny Panel to conduct pre-decision scrutiny on the scope of any reviews on parking levies.</i> | November 2019         | Staffing | Parking Account   | GREEN | Terms of reference drafted and to be approved.   |
| <b>Raising Awareness</b> |  |                       |          |                   |       |  |
| 33                       | We will continue to support, fund and promote airText and other health based initiatives in the borough.   | Ongoing/2023          | £2K PA   | Grant underspends | GREEN |  |

|                         |   |                          |          |         |       |  |
|-------------------------|---|--------------------------|----------|---------|-------|--|
| 34                      | We will continue to support and update information on our Love Clean Air Website.   | Ongoing/2023             | Staffing | Revenue | GREEN |  |
| 35                      | We will review and update our own corporate website to include themed initiatives.  | Ongoing/2023             | Staffing | Revenue | GREEN |  |
| 36                      | We will play an active and co-ordinating role in national and regional campaigns such as National Clean Air Day.                          | Ongoing/2023             | Staffing | Revenue | GREEN |  |
| 37                      | Continue to aspire to London's Cleaner Air Borough status award.  | June 2018 - 2023         | Staffing | Revenue | GREEN |  |
| 38                      | Ensure that the good work and best practice we are delivering is publicised and disseminated to colleagues in the air quality industry.   | Ongoing                  | Staffing | Revenue | GREEN |  |
| 39                      | Work closely with our Public Health colleagues around joint health benefits.  | Ongoing                  | Staffing | Revenue | GREEN |  |
| <b>Working Together</b> |   |                          |          |         |       |  |
| 40                      | Establish a borough-wide air quality group.   | September 2018           | Staffing | Revenue | RED   | 3month slippage due to resourcing. Will propose the use of the Environment Sub Group as a foundation in February |
| 41                      | Establish an internal steering group within the local authority.  | September 2018           | Staffing | Revenue | GREEN | Ongoing but group needs extending.   |
| 42                      | Provide internal training sessions on air quality to internal partners and Cllrs  | November 2018 – 6monthly | Staffing | Revenue | GREEN | New AQ role responsibility   |
| 43                      | Co-ordinate air quality funding and lobby national government to provide further financial and strategic support for local authorities to | Ongoing                  | Staffing | Revenue | GREEN |  |

|                         |   |                         |          |         |                                 |   |
|-------------------------|---|-------------------------|----------|---------|---------------------------------|---|
|                         | improve air quality.  |                         |          |         |                                 |   |
| 44                      | Lobby TFL for action on cleaner buses and taxis in our Air Quality Focus Areas.   | Ongoing                 | Staffing | Revenue | GREEN                           |   |
| 45                      | The Director of Public Health (DPH) to be kept fully updated on air quality status and initiatives.   | Ongoing                 | Staffing | Revenue | GREEN                           |   |
| 46                      | Public Health teams to support engagement and projects aimed at local stakeholders (businesses, schools, community groups and healthcare providers).              | Ongoing                 | Staffing | Revenue | GREEN                           | Joint SNAP project and pedestrian only streets pilot underway |
| 47                      | All air quality policies to be signed off by the DPH and to form close links to Public Health objectives.   | Ongoing                 | Staffing | Revenue | GREEN                           |   |
| 48                      | Make air quality part of The Health & Wellbeing Strategy / Joint Strategic Needs Assessment (JSNA) – the DPH to be retained as a member of the AQ steering group. | Ongoing                 | Staffing | Revenue | GREEN                           | Review for 2019   |
| <b>Working Together</b> |   |                         |          |         |                                 |   |
| 49                      | Review our procurement contracts for outsourced transport services and incorporate policies to establish the best and most cost effective fleet possible.         | April 2019 - Annually   | Staffing | Revenue | GREEN                           | Parking commissioning of new fleet underway Move to electric. |
| 50                      | Review our maintenance and servicing arrangements for our buildings to ensure that these are as energy efficient and cost effective as possible.                  | April 2019 - Annually   | Staffing | Revenue | Needs update from commissioning |   |
| 51                      | Ensure all new build and extensions within the council portfolio are to the highest, most efficient standards possible within the allocated budget.               | Ongoing                 | Staffing | Revenue | Needs update from commissioning |   |
| 52                      | Encourage more walking, cycling and use of public transport for council business and review active travel plan for all staff.                                     | December 2018 - ongoing | Staffing | Revenue | GREEN                           |   |

|                                    |  |                                   |                 |             |       |  |
|------------------------------------|--|-----------------------------------|-----------------|-------------|-------|--|
| 53                                 | Review staff parking to reduce the use of personal vehicles.   | April 2019                        | Staffing        | Revenue     | GREEN | Project currently underway.  |
| 54                                 | Recruit an Air Quality Officer, funded by our Diesel Surcharge.  | September 2019                    | £50K PA         | Diesel Levy | GREEN | Miar now in place  |
| <b>Innovation &amp; Technology</b> |  |                                   |                 |             |       |  |
| 55                                 | We will work closely with our Public Health colleagues to keep up-to-date with the latest research relating to air quality and health. | Quarterly Meetings                | Staffing        | Revenue     | GREEN | Meeting monthly  |
| 56                                 | We will work closely with Kings College, GLA and APRIL (Air Quality Expert Group) to review the latest monitoring techniques           | 6 Monthly                         | Staffing        | Revenue     | GREEN |  |
| 57                                 | Apply for grant schemes and incorporate new technologies and best practice.  | December 2018 - Annually          | Staffing        | Revenue     | GREEN | Applications underway  |
| 58                                 | Disseminate and publicise our ground-breaking work around schools, NRMM and wood burning appliances.                                   | Ongoing                           | Staffing        | Revenue     | GREEN |  |
| <b>Tackling Pollution</b>          |  |                                   |                 |             |       |  |
| 59                                 | Anti-idling to be adopted as an enforcement action in the borough with associated signage in problem areas.                            | June 2018 – Enforcement September | £3K for signage | Revenue     | AMBER | Signage now installed, new enforcement plan to be drafted. 3 Anti idling days arranged for March |
| 60                                 | Start partnership working with the GLA and surrounding boroughs on anti-idling campaigns.  | April 2019                        | Staffing        | Revenue     | GREEN | Joint project grant applied for and internal discussions   |

|                    |   |   |          |         |       |   |
|--------------------|---|---|----------|---------|-------|---|
|                    |   |   |          |         |       | underway  |
| 61                 | Work with neighbouring boroughs to consider tighter restrictions on bonfires.   | April 2019 - 2020   | Staffing | Revenue | GREEN |   |
| 62                 | Conduct campaigns relating to wood burning appliances and seek additional funding from DEFRA to carry out an impact assessment and explore further controls | April 2019  | Staffing | Revenue | GREEN |   |
| 62                 | Deliver cleaner construction throughout South London through our NRMM project and extend this nationally.   | Ongoing   | £889K    | Revenue | GREEN | Funded by MAQF/GLA and Match funding from London Boroughs             |
| 64                 | Assess and inspect newly installed CHPs to ensure compliance with planning conditions   | September 2018  | Staffing | TBC     | AMBER | No staff for this function. Awaiting new structure 2019/2020          |
| <b>Our Schools</b> |   |   |          |         |       |   |
| 65                 | Maintain our ongoing commitment to school travel plans and the STARS review.  | Ongoing   | Staffing | Revenue | GREEN |   |
| 66                 | Carry out audits of schools in the most polluted areas of the borough and help provide a scheme of mitigation where necessary and possible.                 | Ongoing and will commit to three per year FROM April 2019 | Staffing | Revenue | GREEN | New structure and staffing arrangements in April 2019                 |
| 67                 | Review and assess annually the necessity for audits at schools and nurseries in areas subject to high levels of pollution.                                  | September 2018  | Staffing | Revenue | GREEN | List of schools to audit now complete. New Audits start in April 2019 |
| 68                 | Incorporate schools in areas of poor air quality into our monitoring network and regime.  | Ongoing   | Staffing | Revenue | GREEN | Abbey Mills is the first  |

|    |   |         |          |         |       |   |
|----|---|---------|----------|---------|-------|---|
| 69 | Joint working arrangements with Public Health partners around schools to deliver joint health benefits. | Ongoing | Staffing | Revenue | GREEN | SNAP Pilot underway                                     |
| 70 | Work with and provide specialist advice and support to schools around air quality issues.               | Ongoing | Staffing | Revenue | GREEN | Measure now extended to pedestrian streets with parking |

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## **Sustainable Communities Overview and Scrutiny Panel**

**26 February 2019**

Wards: Borough wide

### **Electric Vehicle Infrastructure**

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:

Chris Chowns, Transport Planner, FutureMerton

### **Recommendations:**

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1. To update Panel Members on the progress and actions Merton Council is taking to support greater use of Electric vehicles, making the borough friendly for electric cars.
- 

## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. This report is to update the Panel on the Council's activities to promote electric vehicle usage, offering a wider range of sustainable travel choices to our businesses and residents.

## **2 DETAILS**

- 2.1. The Sustainable Communities Overview and Scrutiny Panel has overseen the Air Quality Task Group and its final report in February 2018 which concluded, amongst other actions to improve air quality; that the task group supports the rollout of electric charging points across the borough, including utilising additional funding where available.
- 2.2. Merton is recognised as one of the leading Local Authorities for its work on air quality leading on innovative and ground breaking initiatives that extend beyond our borough boundaries.
- 2.3. We have made brave and sometimes controversial decisions to tackle pollution in our borough, something we will continue to do. We have implemented a diesel levy linked to our parking permit system and are coordinating our air quality work with internal partners and shaping policies that can push behavioural issues such as parking and planning.

### **Mayor's Transport Strategy**

- 2.4. The Council is in the process of finalising its draft third Local Implementation Plan (LIP), which sets the course as to how Merton will meet the Mayor's

Transport Strategy and incorporates a number of delivery targets, including targets on car ownership and air quality.

- 2.5. The LIP funding of £1.5m for 2019/20 will focus on Vision Zero and Healthier Streets and covers 18 individual initiatives. Vision Zero aims to ensure that deaths and serious injuries from all road collisions are eliminated and Healthy Streets/Healthy People sets out to rebalance our streets and environment. Improving the street environment and promoting healthier lifestyles through more walking and cycling will be essential in delivering these outcomes.

### **3 SUPPORTING ELECTRIC VEHICLE INFRASTRUCTURE**

- 3.1. As demand for electric vehicles grows more charging points will be implemented across the borough. What is increasingly clear is that there is not a one size fits all solution and that a mix of charging products and solutions will need to be rolled out. The rapid pace of development of battery technology also presents some major challenges for the future. Merton takes a pragmatic approach and is rolling out a number of charging options to motorists.
- 3.2. There are currently 70 publically accessible charge points (7kw) spread across the borough, which are able to charge a typical electric vehicle in 3-4 hours. A further 31 charge points are in the process of being commissioned by Source London and should be operational by the end of March 2019.
- 3.3. In partnership with Transport for London, we are supporting a network of 20 rapid chargers (50KW) across Merton which will be capable of charging a vehicle in 15- 30 minutes. This includes two chargers on London Road, Morden and a 3rd on Colliers Wood High Street is currently going through the planning process.
- 3.4. These rapid chargers are mainly aimed at taxi and other high usage vehicles but can be used by any motorist. As part of the Go Ultra Low City Scheme (GULCS) Merton proposes to trial a number of lamp column chargers in 2019 aimed at overnight parking.
- 3.5. The Council is now ahead of its annual target to deliver 125 publically accessible charge points by 2020/21.
- 3.6. Another recent development is that the Source London charge points can now be accessed via an app on a pay as you go basis, thereby improving accessibility by removing the need for residents to or business to register for membership.

#### **On-street bays**

- 3.7. The Council receives enquiries from residents about running charging cables from homes, across the pavement to on-street parking bays.
- 3.8. In terms of trailing power cables over the footway, including when using rubber matting the prevailing consensus is that councils cannot endorse permitting trailing cables as policy as they effectively represent an obstruction of the highway and potential trip hazard. This could be a particular problem for vulnerable users and the partially sighted.

- 3.9. We recognise that this limits some people's ability to charge vehicles and we are working with TfL and London Councils to identify practical solutions to this issue including lap-post charging.

### **Column Charging**

- 3.10. New electric vehicle charging products are coming to the market place and many London boroughs are beginning to install lamp column chargers to supplement existing dedicated on-street charging units. These units are ideal for overnight charging in quieter locations where residents do not have off-street parking. The lower installation costs also mean energy charges can be lower. The latest equipment also supports standard type 2 charging cables supplied with most electric vehicles. Whilst longer term operational issues and maintenance costs of lamp column chargers still need to be assessed. This remains something the council would like to trial and will need to be co-ordinated in any lamp-column renewal projects.

### **Car Clubs and E-Car Clubs**

- 3.11. There are currently 3 car club providers in Merton. Each uses a different operating model.
- 3.12. Blue City provides 6 all electric cars operating between Source London electric vehicle charging points.
- 3.13. Enterprise Cars run a traditional car club from dedicated on-street bays with about 200 Merton members.
- 3.14. By far the largest is Zip Car Flex with around 60 flex cars operating in the borough on a daily basis plus a small number of dedicated bays. Launched between April and June 2017 the Flex scheme now has over 5000 Merton members. This so called floating car club model is expanding rapidly across London.
- 3.15. New operators are expected to come to Merton in 2019 further expanding the car club offer. Each floating car club vehicle can replace up to 13 privately owned vehicles. The Council is expected to generate between £80k and £100k per annum working in partnership with car-club providers to promote a network of accessible bays.
- 3.16. London has a target of 1,000,000 car club members by 2025. Merton would like to double the number of car club members by 2021/2022. Many car club operators have ambitions to move towards all electric fleets.
- 3.17. As part of the Morden parking review, Merton Council is currently considering the benefits of rolling out electric pool-car vehicles and the corporate use of flexible car clubs as part of the Council's essential staff transportation options.

## **4 ALTERNATIVE OPTIONS**

- 4.1. None for the purpose of this report

## **5 CONSULTATION UNDERTAKEN OR PROPOSED**

- 5.1. None for the purpose of this report

- 6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**
- 6.1. None for the purpose of this report
- 7 LEGAL AND STATUTORY IMPLICATIONS**
- 7.1. None for the purpose of this report
- 8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
- 8.1. None for the purpose of this report
- 9 CRIME AND DISORDER IMPLICATIONS**
- 9.1. None for the purposes of this report.
- 10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
- 10.1. None for the purpose of this report
- 11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- 11.1. None
- 12 BACKGROUND PAPERS**
- 12.1. None

## E&R Public Protection performance report

| PI Code & Description  | Jan 2019           |           |        |             |            | 2018/19    |            |        |             |            |
|--|--------------------|-----------|--------|-------------|------------|------------|------------|--------|-------------|------------|
|  | Value              | Target    | Status | Short Trend | Long Trend | Value      | Target     | Status | Short Trend | Long Trend |
| <b>Parking</b>   |                    |           |        |             |            |            |            |        |             |            |
| CRP 044 Parking services estimated revenue (Monthly)   | 1,661,481          | 1,732,305 |        |             |            | 15,637,156 | 14,050,803 |        |             |            |
| LER PARK 01 % of cases won at London tribunal  | 69                 | 55        |        |             |            | 65.2       | 55         |        |             |            |
| SP 127 % Parking permits issued within 5 working days (Monthly)  | 96%                | 95%       |        |             |            | 95.4%      | 95%        |        |             |            |
| SP 258 Sickness- No of days per FTE from snapshot report (parking)   | 1.69               | 0.7       |        |             |            | 11.06      | 6.68       |        |             |            |
| SP 493 Number of cases won at London tribunals (Monthly)   | 38                 | 45        |        |             |            | 382        | 446        |        |             |            |
| <b>Regulatory services</b>   |                    |           |        |             |            |            |            |        |             |            |
| SP 041 % Service requests replied to in 5 working days   | 92.18%             | 97%       |        |             |            | 93.18%     | 97%        |        |             |            |
| SP 042 Income generation by Regulatory Services (Monthly)  | £24,482            | £35,000   |        |             |            | £383,743   | £470,000   |        |             |            |
| SP 111 No. of underage sales test purchases (Quarterly)  | Measured quarterly |           |        |             |            | 72         | 76         |        |             |            |
| SP 255 % licensing apps. determined within 28 days (Quarterly)   | Measured quarterly |           |        |             |            | 87.87%     | 97%        |        |             |            |
| SP 316 % Inspection category A,B & C food premises (annual)  | Measured Annually  |           |        |             |            | N/A        | 99         | N/A    |             |            |
| SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)   | Measured Annually  |           |        |             |            | N/A        | 40         | N/A    |             |            |
| SP 420 Annual average amount of Particulates per m3 (Annual)   | Measured Annually  |           |        |             |            | N/A        | 40         | N/A    |             |            |
| SP 422 % Food premises rated 2* or below (Quarterly)   | Measured quarterly |           |        |             |            | 5.2%       | 10%        |        |             |            |
| SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly) | Measured quarterly |           |        |             |            | 19         | 0          |        |             |            |

## E&R Public Spaces

| PI Code & Description  | Jan 2019           |        |        |             |            | 2018/19 |        |        |             |            |
|--|--------------------|--------|--------|-------------|------------|---------|--------|--------|-------------|------------|
|  | Value              | Target | Status | Short Trend | Long Trend | Value   | Target | Status | Short Trend | Long Trend |
| <b>Street Cleansing</b>  |                    |        |        |             |            |         |        |        |             |            |
| CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)            | 20.92%             | 8%     |        |             |            | 16.43%  | 8%     |        |             |            |
| CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor   | 930                | 700    |        |             |            | 9,803   | 7,000  |        |             |            |
| LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly) | Measured quarterly |        |        |             |            | 16.57%  | 8%     |        |             |            |
| SP 062 % Sites surveyed below standard for graffiti (Quarterly)  | Measured quarterly |        |        |             |            | 8.04%   | 5%     |        |             |            |
| SP 063 % Sites surveyed below standard for flyposting (Quarterly)  | Measured quarterly |        |        |             |            | 1.48%   | 1%     |        |             |            |
| SP 139 % Sites surveyed below standard for weeds (Quarterly)   | Measured quarterly |        |        |             |            | 12.65%  | 11%    |        |             |            |
| SP 140 % Sites surveyed below standard for Detritus (Quarterly)  | Measured quarterly |        |        |             |            | 22.22%  | 10%    |        |             |            |
| SP 269 % Residents satisfied with street cleanliness (annual) (ars)  | Measured annually  |        |        |             |            | N/A     | 57%    | N/A    |             |            |
| SP 407 % FPN's issued that have been paid (Monthly)  | 70%                | 70%    |        |             |            | 72.2%   | 70%    |        |             |            |
| SP 454 % of fly-tips removed within 24 hours (Monthly)   | 12%                | 90%    |        |             |            | 47.2%   | 90%    |        |             |            |
| <b>Waste Services</b>  |                    |        |        |             |            |         |        |        |             |            |
| CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)            | 95.00              | 50.00  |        |             |            | 115.50  | 50.00  |        |             |            |
| SP 064 % Residents satisfied with refuse collection (annual) (ars)   | Measured annually  |        |        |             |            | N/A     | 73%    | N/A    |             |            |
| SP 065 % Household waste recycled and composted (One Month in Arrears)   | 40.42%             | 46%    |        |             |            | 38.49%  | 46%    |        |             |            |
| SP 066 Residual waste kg per household (One month in arrears)  | 41.09              | 41     |        |             |            | 395.05  | 369    |        |             |            |

| PI Code & Description  | Jan 2019           |        |        |             |            | 2018/19  |          |        |             |            |
|--|--------------------|--------|--------|-------------|------------|----------|----------|--------|-------------|------------|
|  | Value              | Target | Status | Short Trend | Long Trend | Value    | Target   | Status | Short Trend | Long Trend |
| SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (One month in arrears) | 5%                 | 65%    |        |             |            | 38%      | 65%      |        |             |            |
| SP 262 % Residents satisfied with recycling facilities (annual) (ars)  | Measured annually  |        |        |             |            | N/A      | 72%      | N/A    |             |            |
| SP 354 Total waste arising per households (KGs) (One Month in arrears)                                       | 67.79              | 75     |        |             |            | 631.26   | 680      |        |             |            |
| <b>Greenspaces</b>   |                    |        |        |             |            |          |          |        |             |            |
| LER OS 01 Parks Quality Management Score (PQMS)  | 5                  | 5      |        |             |            | 4.88     | 5        |        |             |            |
| SP 026 % of residents who rate parks & green spaces as good or very good                                     | Measured annually  |        |        |             |            | N/A      | 76%      | N/A    |             |            |
| SP 027 Young peoples % satisfaction with parks & green spaces (annual)                                       | Measured annually  |        |        |             |            | N/A      | 75%      | N/A    |             |            |
| SP 032 No. of Green Flags (annual)   | Measured annually  |        |        |             |            | 6        | 6        |        |             |            |
| SP 318 No. of outdoor events in parks (Monthly)  | 3                  | 0      |        |             |            | 238      | 131      |        |             |            |
| <b>Leisure</b>   |                    |        |        |             |            |          |          |        |             |            |
| SP 015 Income generated - Merton Active Plus activity (Monthly)  | £148               | £500   |        |             |            | £10,521  | £39,500  |        |             |            |
| SP 251 Income from Watersports Centre (Monthly)  | £300               | £1,200 |        |             |            | £401,499 | £363,900 |        |             |            |
| SP 325 % Residents rating Leisure & Sports facilities Good to Excellent                                      | Measured annually  |        |        |             |            | N/A      | 80%      | N/A    |             |            |
| SP 349 14 to 25 year old fitness centre participation at leisure centres                                     | 9,155              | 9,992  |        |             |            | 79,923   | 86,515   |        |             |            |
| SP 405 No. of Leisure Centre users (monthly)   | 84,548             | 90,000 |        |             |            | 806,729  | 911,882  |        |             |            |
| SP 406 No. of Polka Theatre users (Quarterly)  | Measured quarterly |        |        |             |            | 62,697   | 60,626   |        |             |            |
| <b>Transport</b>   |                    |        |        |             |            |          |          |        |             |            |
| SP 136 Average % time passenger vehicles in use (transport passenger fleet)                                  | Measured annually  |        |        |             |            | N/A      | 85%      | N/A    |             |            |
| SP 137 % User satisfaction survey (transport passenger fleet) (annual)                                       | Measured annually  |        |        |             |            | N/A      | 97%      | N/A    |             |            |
| SP 271 In-house journey that meet timescales (transport passenger fleet)                                     | Measured annually  |        |        |             |            | N/A      | 85%      | N/A    |             |            |

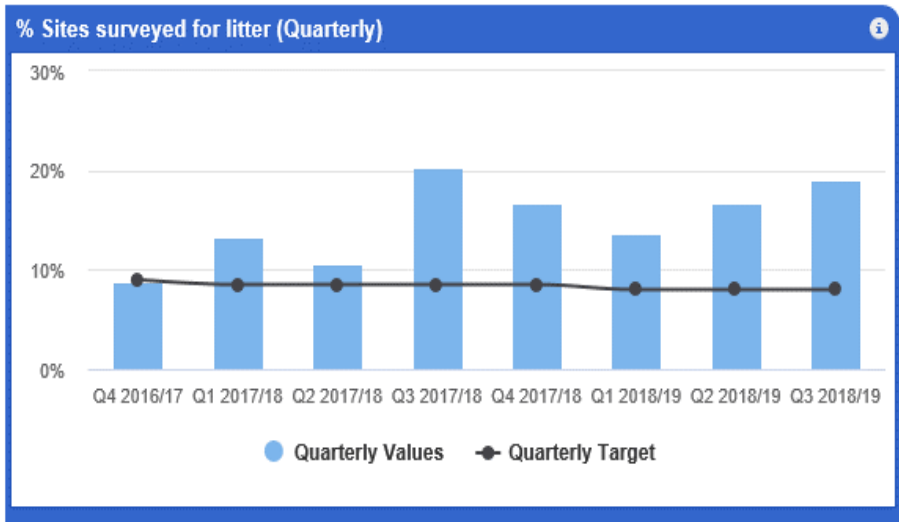
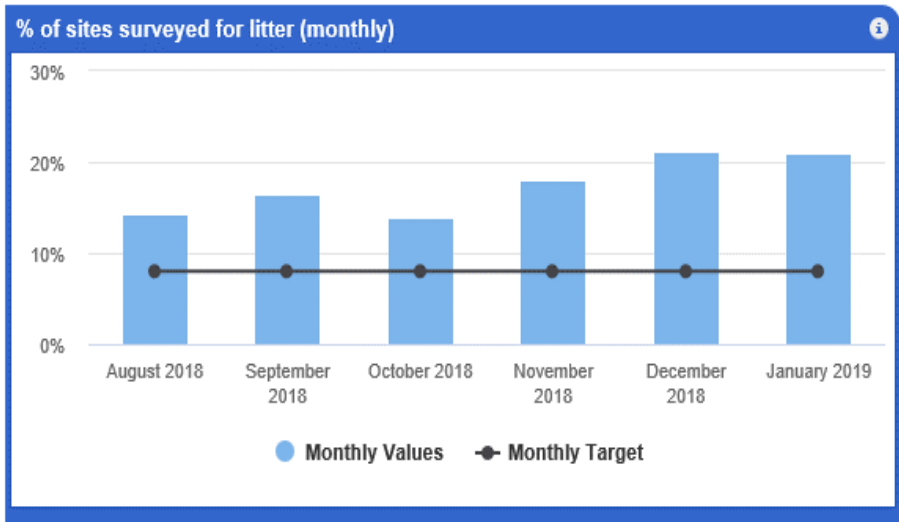
## E&R Sustainable Communities

| PI Code & Description   | Jan 2019           |         |        |             |            | 2018/19   |           |        |             |            |
|---|--------------------|---------|--------|-------------|------------|-----------|-----------|--------|-------------|------------|
|   | Value              | Target  | Status | Short Trend | Long Trend | Value     | Target    | Status | Short Trend | Long Trend |
| <b>Development and Building Control</b>   |                    |         |        |             |            |           |           |        |             |            |
| CRP 045 / SP 118 Income (Development and Building Control) (Monthly)  | 374,541            | 175,000 |        |             |            | 1,594,880 | 1,535,000 |        |             |            |
| CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)                                     | 100%               | 67%     |        |             |            | 78.57%    | 67%       |        |             |            |
| CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)                         | 86.36%             | 67%     |        |             |            | 85.1%     | 67%       |        |             |            |
| CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly) | 88.07%             | 80%     |        |             |            | 92.69%    | 80%       |        |             |            |
| SP 040 % Market share retained by LA (Building Control) (Monthly)   | 48.1%              | 54%     |        |             |            | 50.41%    | 54%       |        |             |            |
| SP 113 No. of enforcement cases closed (Monthly)  | 384                | 38      |        |             |            | 600       | 375       |        |             |            |
| SP 117 % appeals lost (Development & Building Control) (Quarterly)  | Measured quarterly |         |        |             |            | 25.25%    | 35%       |        |             |            |
| SP 380 No. of backlog enforcement cases (Monthly)   | 868                | 650     |        |             |            | 868       | 650       |        |             |            |
| SP 414 Volume of planning applications (Monthly)  | 290                | 370     |        |             |            | 3,648     | 3,700     |        |             |            |
| <b>Future Merton</b>  |                    |         |        |             |            |           |           |        |             |            |
| SP 020 New Homes (annual)   | Measured Annually  |         |        |             |            | N/A       | 435       | N/A    |             |            |
| SP 260 % Streetworks inspections completed (Quarterly)  | Measured quarterly |         |        |             |            | 32.49%    | 37%       |        |             |            |
| SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)                            | 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)                        | Measured quarterly |         |        |             |            | 1.47      | 3         |        |             |            |



| PI Code & Description  | Jan 2019           |        |        |             |            | 2018/19 |        |        |             |            |
|--|--------------------|--------|--------|-------------|------------|---------|--------|--------|-------------|------------|
|  | Value              | Target | Status | Short Trend | Long Trend | Value   | Target | Status | Short Trend | Long Trend |
| SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual) | Measured Annually  |        |        |             |            | N/A     | 95%    | N/A    | ?           | ?          |
| SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)       | Measured Annually  |        |        |             |            | N/A     | 30     | N/A    | ?           | ?          |
| SP 476 Number of business premises improved (Annual)   | Measured Annually  |        |        |             |            | N/A     | 10     | N/A    | ?           | ?          |
| <b>Property</b>  |                    |        |        |             |            |         |        |        |             |            |
| SP 024 % Vacancy rate of property owned by the council (Quarterly)   | Measured quarterly |        |        |             |            | 0.07%   | 3.3%   | ✓      | ↓           | ↑          |
| SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)  | Measured quarterly |        |        |             |            | 3.43%   | 8%     | ✓      | ↑           | ↑          |
| SP 386 Property asset valuations (annual)  | Measured Annually  |        |        |             |            | N/A     | 150    | N/A    | ?           | ?          |

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## 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: -

Rosie McKeever, Scrutiny Officer

Tel: 020 8545 4035; Email: [rosie.mckeever@merton.gov.uk](mailto:rosie.mckeever@merton.gov.uk)

For more information about overview and scrutiny at LB Merton, please visit [www.merton.gov.uk/scrutiny](http://www.merton.gov.uk/scrutiny)

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

| Scrutiny category                       | Item/issue   | How   | Lead member and/or lead officer   | Intended outcomes  |
|---|--|---|---|--|
| <b>Holding the executive to account</b> | Cabinet Member priorities  | Verbal update   | Cabinet Member for Community and Culture; Cabinet Member for Environment and Street Cleanliness; Cabinet Member for Regeneration, Housing and Transport | To allow members to understand current priorities and consider how these should inform the work programme.             |
| <b>Holding the executive to account</b> | South London Waste Partnership – communication of the new service rollout  | <ul style="list-style-type: none"> <li>• Written update report</li> <li>• Presentation</li> </ul> | Anita Cacchioli, Interim Assistant Director, Public Space, Contracting and Commissioning<br><br>Scott Edgel, CEO, Veolia                                | To understand how the new service rollout will be communicated to residents.   |
| <b>Performance management</b>           | Performance monitoring   | Basket of indicators plus verbal report   | Chris Lee, Director of Environment and Regeneration<br><br>Steve Langley, Head of Housing Needs   | To highlight any items of concern and for the Panel to make any recommendations or to request additional information . |
| <b>Setting the work programme</b>       | Sustainable Communities Overview and Scrutiny Panel work programme 2018/19 | Written report  | Annette Wiles, Scrutiny Officer   | To agree the work programme and select a subject for task group review.  |

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

| Scrutiny category                       | Item/issue   | How                                     | Lead member and/or lead officer  | Intended outcomes   |
|---|--|---|--|---|
| <b>Holding the executive to account</b> | Highways and maintenance contract                        | Written report                          | James McGinlay, Assistant Director – Sustainable Communities                             | Pre-decision scrutiny - opportunity to comment on proposals prior to re-letting the contract. |
| <b>Holding the executive to account</b> | Parking update report                                    | Written report                          | Cathryn James, Interim Assistant Director, Public Protection                             | Update to include Christmas parking, cashless parking, ANPR, parking in parks                 |
| <b>Holding the executive to account</b> | South London Waste Partnership – new service rollout     | Written update report                   | Anita Cacchioli, Interim Assistant Director, Public Space, Contracting and Commissioning | Update to include numbers registering for assisted collections                                |
| <b>Performance management</b>           | Performance monitoring                                   | Basket of indicators plus verbal report | Councillor Nick McLean<br>Chris Lee, Director of Environment and Regeneration            | To highlight any items of concern, make recommendations and/or request additional information |
| <b>Scrutiny reviews</b>                 | Crossovers task group – Cabinet response and action plan | Written report                          | Paul McGarry, head of <i>futureMerton</i>  | To receive Cabinet response and action plan.  |
| <b>Setting the work programme</b>       | Work programme 2018/19                                   | Written report                          | Annette Wiles, Scrutiny Officer  | To review work programme and agree any changes  |

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

| Scrutiny category                       | Item/issue   | How                   | Lead member and/or lead officer   | Intended outcomes  |
|---|--|-----------------------|---|--|
| <b>Budget scrutiny</b>                  | Budget/business plan scrutiny (round 1)                      | Written report        | Caroline Holland, Director of Corporate Services                            | To discuss and refer any comments to the O&S Commission              |
| <b>Holding the executive to account</b> | Morden re-development  | Verbal update         | Paul McGarry, Head of <i>futureMerton</i>                                   | Pre-decision scrutiny prior to selection of a joint venture partner. |
| <b>Holding the executive to account</b> | Merantun   | Presentation          | Paul McGarry, Head of <i>futureMerton</i>                                   | Update on progress.  |
| <b>Holding the executive to account</b> | South London Waste Partnership – Lot 1 (grounds maintenance) | Written update report | Anita Cacchioli, Interim Assistant Director<br>Representatives from idverde | Performance under the contract will be the main focus.               |
| <b>Holding the executive to account</b> | Environmental enforcement                                    | Written report        | Anita Cacchioli, Interim Assistant Director                                 | Opportunity to understand the team's remit in more detail.           |
| <b>Holding the executive to account</b> | Public space protection orders                               | Written report        | Doug Napier, Greenspaces Manager  | Progress update  |
| <b>Scrutiny reviews</b>                 | Single use plastics  | Written report        | Task group chair (TBC)  | To agree task group's terms of reference                             |
| <b>Setting the work programme</b>       | Work programme 2018/19                                       | Written report        | Stella Akintan, Scrutiny Officer  | To review work programme and agree any changes                       |



Meeting date: 9 January 2019 (**Deadline for papers: 12pm, 31December 2018**)

| Scrutiny category                | Item/issue  | How   | Lead member and/or lead officer  | Intended outcomes   |
|----------------------------------|---|---|--|---|
| External scrutiny                | 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.   |
| Budget scrutiny                  | Budget and business planning (round 2)            | Report  | Chris Lee, Director of Environment and Regeneration.<br>Hannah Doody, Director for Community and Housing<br>Caroline Holland, Director of Corporate Services | To comment on the budget and business plan proposals at phase 2 and make any recommendations to the Commission to consider and co-ordinate a response to Cabinet. |
| Holding the executive to account | Vehicle emissions and parking charges             | Report  | Cathryn James, Interim Assistant Director of Public Protection   |   |
| Scrutiny review                  | Commercialisation task group – action plan review | Written report  | Chris Lee, Director of Environment and Regeneration  | To monitor the implementation of the task group's recommendations.  |
| Setting the work programme       | Work programme 2018/19                            | Written report  | Rosie McKeever, Scrutiny Officer   | Standing item   |

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

| Scrutiny category                | Item/issue  | How                                     | Lead member and/or lead officer   | Intended outcomes   |
|----------------------------------|---|---|---|---|
| Holding the executive to account | Diesel levy implementation                                | Written report                          | Chris Lee, Director of Environment and Regeneration                               | Pre-decision scrutiny on review of the levy.  |
| Holding the executive to account | Waste, recycling and street cleaning: performance update: | Written report                          | Charles Baker, Waste Strategy & Commissioning Manager<br>Scott Edgel, CEO, Veolia | To monitor performance following the rollout of the new service and to seek resident feedback on the service. |
| Holding the executive to account | Highways and maintenance contract                         | Written report                          | Paul McGarry, Head of FutureMerton/James McGinlay?                                | As agreed by Panel in Sep 2018 - pre-decision scrutiny of contract specification and procurement process      |
| Scrutiny review                  | Air quality task group – monitoring recommendations       | Written report                          | Cathryn James, Interim Assistant Director, Public Protection                      | To monitor the implementation of the task group's recommendations.  |
| Holding the executive to account | Air Quality Action Plan                                   | Written report                          | Cathryn James, Interim Assistant Director, Public Protection                      | Update report   |
| Holding the executive to account | Electric cars?  | Written report                          | James McGinlay?   | Briefing on progress  |
| Performance management           | Performance monitoring                                    | Basket of indicators plus verbal report | Councillor Nick McLean<br>Chris Lee, Director of Environment and Regeneration     | To highlight any items of concern, make recommendations and/or request additional information                 |

Plus - Standing item on scrutiny work programme

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  |
|---|--|----------------|--|--|
| <b>Holding the executive to account</b> | Cabinet Member priorities                              | Verbal update  | Cabinet Members for Community and Culture; Environment and Street Cleanliness; Regeneration, Housing and Transport | To understand current priorities in relation to Panel work programme. To include an update on the Regulatory Services Partnership. |
| <b>Holding the executive to account</b> | Development and planning control                       | Written report | James McGinlay, Assistant Director – Sustainable Communities   | Focus on operational capacity, performance and challenges facing the service.  |
| <b>Scrutiny review</b>                  | Housing supply task group – monitoring recommendations | Written report | Steve Langley, Head of Housing Needs and Strategy  | Final review – report to provide a summary of all impact.  |
| <b>Holding the executive to account</b> | Update on the impact of the homelessness reduction act | Written report | Steve Langley, Head of Housing Needs and Strategy  | Update report  |
| <b>Scrutiny review</b>                  | Crossovers task group – monitoring recommendations     | Written report | Paul McGarry, Head of <i>futureMerton</i>  | To monitor the implementation of the task group's recs.  |
| <b>Holding the executive to account</b> | Town centre regeneration                               | Presentation   | Paul McGarry, Head of <i>futureMerton</i>  | Progress update  |
| <b>Scrutiny review</b>                  | Single use plastics                                    | Written report | Task group chair (TBC)<br>Aidan Mundy?   | Draft report for approval by the Panel prior to progressing to Cabinet.  |

**Plus** - Standing items on performance management and scrutiny work programme

Meeting date: 30 April 2019 (Deadline for papers: 12pm, 22 April 2019)

| Scrutiny category                | Item/issue                           | How                                     | Lead member and/or lead officer   | Intended outcomes   |
|----------------------------------|--------------------------------------|---|---|---|
| External scrutiny                | Accessibility of local stations      |   |   | To respond to reference from Council  |
| Holding the executive to account | Merton Adult Education               | Written report                          | Anthony Hopkins, Head of Library, Heritage and Adult Education Service        | Update on performance of the service  |
| Holding the executive to account | Libraries and heritage annual report | Written report                          | Anthony Hopkins, Head of Library, Heritage and Adult Education Service        | Annual report and information on any proposed future development of the service.                  |
| Holding the executive to account | London Borough of Culture            | Written report                          | Christine Parsloe, Leisure and Culture Development Manager                    | Briefing on Merton's involvement in the London Borough of Culture initiative 2019.                |
| Performance management           | Performance monitoring               | Basket of indicators plus verbal report | Councillor Nick McLean<br>Chris Lee, Director of Environment and Regeneration | To highlight any items of concern, make recommendations and/or request additional information     |
| Setting the work programme       | Topic suggestions 2019/20            | Written report                          | Rosie McKeever, Scrutiny Officer  | To seek suggestions from the Panel to inform discussions about the Panel's 2019/20 work programme |

## **Sustainable Communities Overview and Scrutiny Panel**

**26 February 2019**

Wards: Borough wide

### **Reprocurement of Highways Services, Maintenance 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:**

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1. To update the Panel on the timescale, scope and progress of the re-procurement of Merton's Highway Services and Works contract.
- 

## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. This report follows on from the report to the Panel on 4<sup>th</sup> September 2018 setting out the procurement process and indicative scope of the Highway Services Contract.
- 1.2. The notes of the meeting and member discussion are available to view at
- 1.3. <https://democracy.merton.gov.uk/ieListDocuments.aspx?CId=157&MIId=3153&Ver=4>

## **2 DETAILS**

- 2.1. Following a two-year extension granted to Merton Council's Highway Works and Service Term Contract, which ends 31<sup>st</sup> August 2019, Future Merton have now started the process of procuring a new Highway Contract, with an indicative contract start date of start date of June 2019 and indicative contract commencement date of 1<sup>st</sup> September 2019.
- 2.2. The new Highway Service and Works Contract will be for an initial period of 7 years commencing on the 1<sup>st</sup> September 2019 to September 2026 with an option to extend by a further 3 years to 2029, 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 of the service, while ensuring savings can be realised where possible and

identifying any social value benefits. The revised scope also accounts for integration with the Council's new digital asset management system which will drive further efficiencies in mobile working and inspections.

2.4. An indicative Scope of Service was presented to the Panel on 4<sup>th</sup> September 2018. In the intervening period, the team have developed a full service specification for the procurement; attached as Appendix 1 to this report.

2.5. The Appendix is a confidential paper as the Council is in the ITT process.

### **3 ALTERNATIVE OPTIONS**

3.1. None for the purpose of this report - discussed on 4<sup>th</sup> September 2018

### **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. A market engagement event was carried out with potential bidders on the 2<sup>nd</sup> August 2018 to determine the market interest and attract a wider range of bidders on the market.

4.3. 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**

| <b>Activity</b>                           | <b>Date</b>   |
|---|---|
| OJEU/SQ/Contract Finder Publication       | 1 <sup>st</sup> – 4 <sup>th</sup> February 2019     |
| Clarification deadline                    | 15 <sup>th</sup> February 2019                      |
| Clarification response deadline           | 19 <sup>th</sup> February 2019                      |
| SQ Return deadline                        | 28 <sup>th</sup> February 2019                      |
| SQ Evaluation deadline                    | 8 <sup>th</sup> March 2019                          |
| SQ outcome notification & ITT Publication | 11 <sup>th</sup> March 2019                         |
| ITT Clarification deadline                | 5 <sup>th</sup> April 2019                          |
| ITT Clarification response deadline       | 10 <sup>th</sup> April 2019                         |
| ITT Response deadline                     | 19 <sup>th</sup> April 2019                         |
| ITT Evaluation deadline                   | 3 <sup>rd</sup> May 2019                            |
| CMT Report Approval                       | 7 <sup>th</sup> May 2019                            |
| Procurement board                         | 14 <sup>th</sup> May 2019                           |
| LSG/Cabinet Approval                      | 15 <sup>th</sup> May 2019                           |
| Standstill notification                   | 16 <sup>th</sup> – 26 <sup>th</sup> May 2019        |
| Pre contract meeting                      | 27 <sup>th</sup> – 29 <sup>th</sup> May 2019        |
| Contract start & Mobilisation             | 1 <sup>st</sup> June - 31 <sup>st</sup> August 2019 |
| Contract commencement                     | 1 <sup>st</sup> September 2019                      |
|   |   |

## **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. The table below details the funding estimated spent within 2017/18 and 2018/19 on the Highway Service and Works existing contract.

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

## **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. None for the purposes of this report.

## **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 (Commercially Confidential)

## **12 BACKGROUND PAPERS –**

- 12.1. None

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