

MORDEN COMMUNITY FORUM
28 FEBRUARY 2019

(7.15 pm - 9.00 pm)

PRESENT Councillors (in the Chair), Councillor Pauline Cowper

1 WELCOME AND INTRODUCTIONS (Agenda Item 1)

The meeting was held at the Civic Centre, and chaired by Councillor Pauline Cowper. 17 residents attended, as well as four other Councillors, and officers of the council and its partners. The Chair welcomed everyone to the meeting.

2 HEALTHWATCH MERTON (Agenda Item 2)

Erin Cowhig Croft, Information and Outreach Officer for Healthwatch Merton gave a presentation on the role of Healthwatch and the local issues they are currently working on. The presentation is attached to this report.

Locally the main issues Healthwatch are currently looking at:

- Wilson Health Centre
- Local Health and Care Plan
- Health and Wellbeing Strategy
- Improving Healthcare Together 2020-30
- Enter and View on the mental health step-down service
- NHS Long Term Plan

A resident asked about public involvement in a consultation on assisted dying. Erin said she was not aware of any current consultation on this issue but any proposed change in services should result in a public consultation. Erin was also asked about pollution and air quality and explained that Healthwatch's remit covers health and social care services so this would be outside their area but air quality does feature as an important issue for Public Health and will be in the Health and Wellbeing Strategy. Erin also explained that Enter and View visits were usually prompted by reports from service users or carers, for example at Springfield the visit was in response to concerns raised by charity Rethink, the local branch of the national schizophrenia society.

Erin was also asked about Healthwatch's role on the Health and Wellbeing Board. Erin explained that Healthwatch is there to represent the views of residents and service users, not to take a view of their own. The Chair and Manager of Healthwatch attend the Board.

3 OPEN FORUM (Agenda Item 3)

A resident raised the issue of Thames Water Smart Meters and if they result in increased costs. Kris Witherington said that Thames Water had attended the Wimbledon Forum in the past and that they offered advice on how to reduce water usage and therefore costs.

A resident raised concerns about reduced central government support for local authorities and in particular the increased pressure on social care.

A resident asked how residents would be able to find out about decisions taken by Magistrate Courts as these are not covered by local newspapers. It was agreed to approach the Magistrate Court to ask them to attend a future meeting.

A resident asked if anyone else had noticed a strong smell locally and asked if it was associated with the Beddington Energy Recovery Facility. Other residents had noticed a smell.

A resident asked about an unoccupied house on Canon Hill Lane. Councillor Nick McLean said he had been in discussion with officers about this site. The Council has tracked down the company undertaking building works and enforcement action was taking place against a gate built without planning permission.

A resident asked about Crossovers having had a neighbour been given permission to install a crossover at an inappropriate site. It was agreed to check with officers if there was pre-inspection of sites, why the cost of applications had increase significantly as well as a specific issue about a business on Central Road crossing the pavement to park.

A resident said they felt the Diesel Levy was unfair to those in Controlled Parking Zone areas.

A resident asked if the Council had responsibility for enforcing overgrown gardens. Councillor Mark Kenny said the Council would take action if the public highway was affected. Obstructions can be reported to the Council at <https://www.merton.gov.uk/streets-parking-transport/streets-and-pavements/obstructions>. It is also possible to complain about high hedges and this can be done at <https://www.merton.gov.uk/planning-and-buildings/planning/high-hedges-complaints>.

A resident asked if it was compulsory for councillors to attend community forum meetings. Councillor Cowper said it was not compulsory and sometimes the meetings clashed with other events.

4 FORTHCOMING EVENTS AND CONSULTATIONS (Agenda Item 4)

Kris Witherington, Merton Council highlighted a number of consultations and events taking place over the next few months

Heathrow Airport Consultation: Proposed changes to airspace and operations that would result from expanding the airport with an extra runway. Closes 4 March.

<https://afo.heathrowconsultation.com/>

Merton's Transport Plan (LIP3): The plan is in response to the Mayor of London Transport Plan with a focus on improving health, and improving public transport experiences. Consultation from 1 March to 12 April. Details at

<https://www2.merton.gov.uk/transport-streets/transportplanning/lip3.htm>

Morden Leisure Centre: Grand opening 30 March 2019, details to be announced soon.

Morden Morden Regeneration programme: Merton Council are still currently in discussions with the GLA and TfL. The responses to the draft Local Plan, which includes the proposals for the regeneration of Morden town centre, will be published on the council's website by the end of next week. We are also preparing the findings from the public pop-up events and focus groups, which included local primary schools, for publication. Residents can contact the Future Merton team directly or email more.morden@merton.gov.uk with any specific queries.

Social Prescribing: Merton Clinical Commissioning Group is inviting residents and local organisations to celebrate Social Prescribing Day at a free event on Thursday 14 March - 1.30pm - 4.30pm. Find out more about the success of social prescribing in Merton and Wandsworth at Transformation House, 66 St John's Hill, London SW11 1AD. See website for details <https://www.mertonccg.nhs.uk>

Boundary Review: The number of Councillors, Wards and ward boundaries will be reviewed by the Local Government Boundary Commission for England in 2019/20 for the new arrangements to be in place by the 2022 local election. They will be holding a public meeting in Merton to explain the process to resident's groups and voluntary sector organisations on Tuesday 2 April at 7.15pm in the Council Chamber.

Community Infrastructure Levy Ward allocations: Every electoral ward in Merton is to be given a grant of £15k for neighbourhood projects which enhance the local area.

The application process will begin by 1 April and all projects will need to be endorsed by local councillors. <https://www.merton.gov.uk/planning-and-buildings/planning/community-infrastructure-levy/spending-the-levy>

Eastern Electrics: Following the approval for the event license covering 3 and 4 August 2019 they were invited to attend the Community Forum. EE felt the meeting came to soon for them as they haven't sufficiently developed their plans for the event yet. They will be organising their own public meeting in March/April and this will be shared as soon as a date is confirmed.

Antiques Roadshow at Morden Hall Park: On Sunday 2 June Antiques Roadshow will be filming at Morden Hall Park. Entry to the show is free, everyone is welcome, and

no tickets or pre-registration is required. Car parking will be for pre-selected participants only.

<https://www.nationaltrust.org.uk/morden-hall-park/features/antiques-roadshow-is-coming-to-morden-hall-park>.

5 DATE OF NEXT MEETING (Agenda Item 5)

Thursday 10 October 2019 at 7.15pm, Vestry Hall

Thursday 27 February 2019 at 7.15pm, Vestry Hall

Councillor Cowper thanked residents for attending and closed the meeting.

Morden Community Forum

Erin Cowhig Croft

2019

What is Healthwatch Merton?

- Part of a nationwide network with 152 other local Healthwatch
- Here to gather and represent the views of the public
- Health and social care
- Physical and mental health services; primary and secondary care
- Children, young people, adults and older adults
- Link between people and service commissioners/providers
- Improving services with your insight



What isn't Healthwatch?

- A provider of health or social care services
- The NHS, Social Services, the Government, the Department of Health or the Police – we are independent
- Complaints forum or advocacy programme

POhWER – is the NHS Complaints Advocacy service



Website - www.pohwer.net

Email - pohwer@pohwer.net

Phone - 0300 456 2370



Why engage with us?



Find out about opportunities to volunteer on strategic reference groups

Find information about services

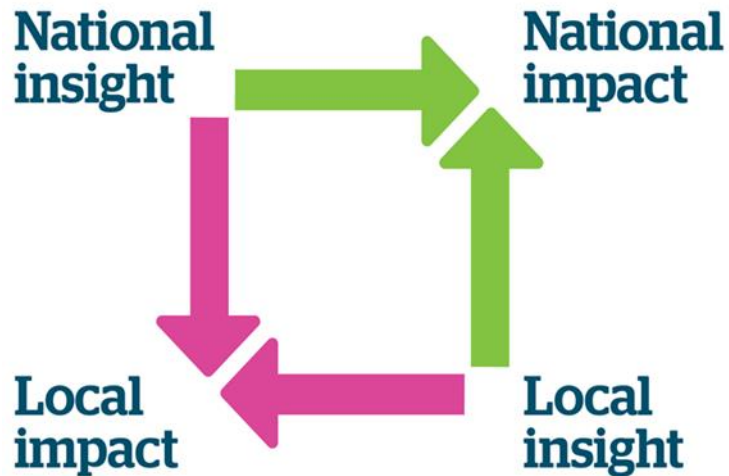
Find out what's happening locally in the near future in Health and Social Care

Show us your areas of concern

Contribute to positive change in the services you use



Where we put information to use



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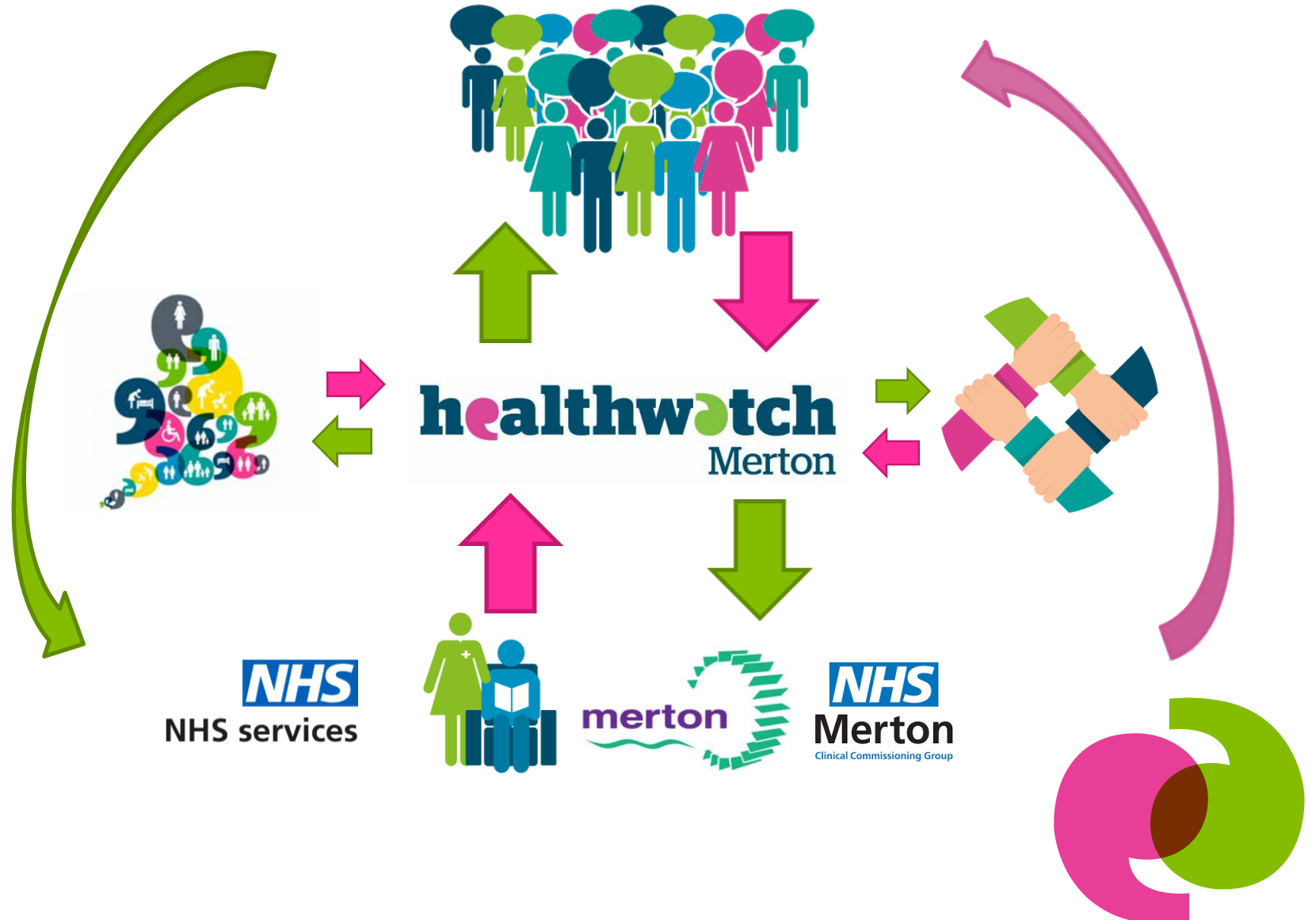


- National – HWE and network
- Local – Merton and SW London level
- Individual – Services and providers



Where we sit

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NHS
NHS services



NHS
Merton
Clinical Commissioning Group

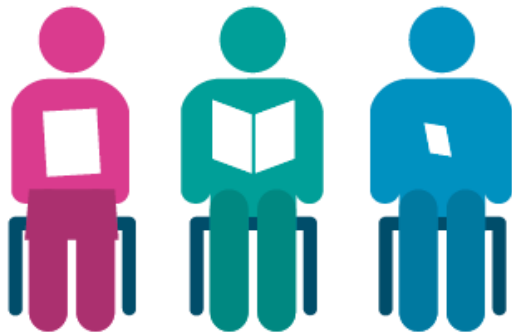


Types of information we get

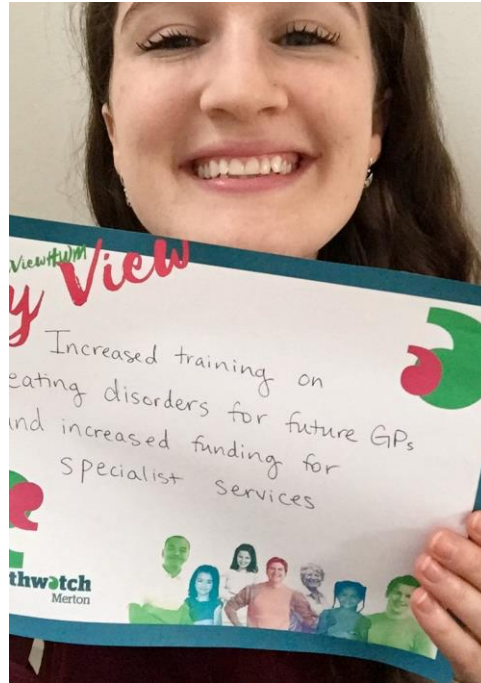
Experience

Opinion

WAITING ROOM



#MyViewHWM



Our day-to-day

- **Signposting service**
Getting information out there - helping people
- **Meeting with local groups**
Looking for unheard voices and stories
- **Attending public events**
Raise the profile of Healthwatch Merton
- **Going where H&SC are being talked about**
Keeping in the loop – both ways!



Previous Projects and Impact

- **Enter and View reports**
- **St Helier Engagement**
- **Adult Social Care Report**
- **GP Services Report**



Information & Communication



- **Newsletter**
Goes out to over 2000 people (please sign up!)
- **Leaflet Library**
We keep a stock of current information about services relevant to the Health & Wellbeing of people in Merton
- **Infoline/Info inbox**
Enquiries, suggestions, complaints, requests for escalation - from public *and* professionals
- **Social Media**





What's happening locally?



- **Wilson development – our Chair is on the CRG**
- **Enter and View on Beecholme (and others)**

- **Local Health and Care Plan**
- **Merton Health and Wellbeing Strategy Refresh**

- **Improving Healthcare Together 2020-2030**



Local story

Start well

Services for children, young people and families

Live well

Mental health and managing long-term conditions

Age well

Dementia care, joined up care for people with multiple conditions, and integration of Health and Social Care

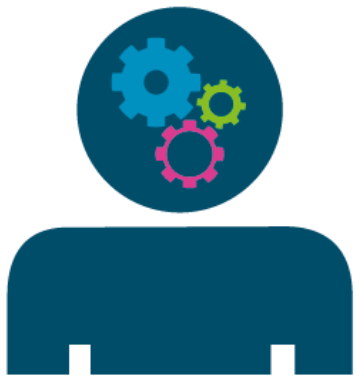


National Story - NHS Long-term Plan



- Care closer to home - networked Primary Care and Community Services
- Digitally-enabled primary and outpatient care available to all
- Priority areas: cancer, cardiovascular disease, maternity and neonatal health, mental health, learning disability, stroke, diabetes and respiratory care
- Supporting people to make informed decisions about their care and management of their conditions
- Increased NHS focus on prevention and health inequalities
- Reduce pressure on emergency services - Same day emergency care

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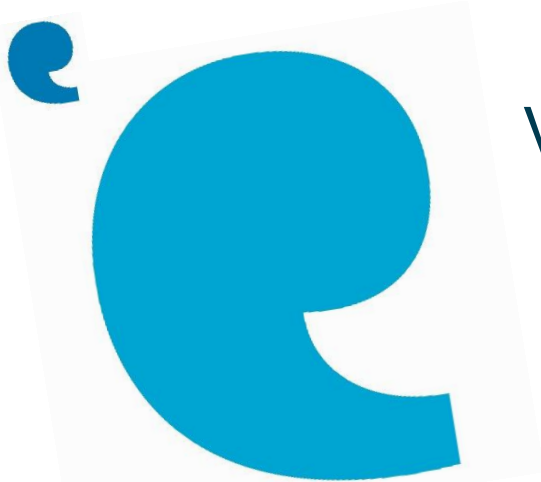
Your Voice Counts

www.healthwatchmerton.co.uk

info@healthwatchmerton.co.uk

020 8685 2282

Vestry Hall, London Road,
Mitcham CR4 3UD



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