

Merton Council Sustainable Communities Overview and Scrutiny Panel



Date: 30 April 2019
Time: 7.15 pm
Venue: Committee rooms C, D & E - 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

Note on declarations of interest

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

What is Overview and Scrutiny?

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

Scrutiny's work falls into four broad areas:

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

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

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Agenda Item 3

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SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

19 MARCH 2019

(7.15 pm - 9.35 pm)

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

Steve Langley (Head of Housing Needs and Strategy), Chris Lee (Director of Environment and Regeneration), Paul McGarry (FutureMerton Manager) and James McGinlay (Assistant Director for Sustainable Communities)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Cllr Mclean (with Cllr Dean substituting).

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

The minutes of the previous meeting were agreed.

4 CABINET MEMBER PRIORITIES (Agenda Item)

Cabinet Member for Community & Culture - Nick Draper:

Looking back, we have achieved the opening of the new Colliers Wood library, Morden Leisure Centre, arts spaces, recreation grounds. We have begun work on Chapter House and the Canons. Now we are entering a new phase, my priorities are;

- We need to work in partnership and with commercial acumen.
- In Regulatory Services, we are a flagship service for London in Air Quality, alongside Richmond and Wandsworth.
- Look at the possibilities of Shared Frontline Services and pooled resources instead of the flaws.
- Adopt a more business-like attitude to events.
- Work with LoveWimbledon and local residents to for ideas to encourage more growth of Wimbledon Tennis – the biggest tennis tournament in the world.
- Adult Education – Working towards Good, then outstanding, and would like Scrutiny input on how to improve.

In response to Panel Member questions, the Cabinet Member for Community & Culture clarified the following;

- Plans are still ongoing for Merton Borough of Film.
- We are having conversations with the Transitions Task Group Chair on how to move forward with our Adult Education and SEN offer.

- We are exploring different ideas in terms of building on the Wimbledon Tennis brand. Twickenham rugby sell paraphernalia etc.

Cabinet Member for Environment & Street Cleanliness - Mike Brunt:

I have smaller portfolio but it includes high impact areas. Now that refuse collection has been rolled out, I intend to focus on;

- Street Cleaning. We are recruiting three new inspectors. We will focus on high density and high usage roads. Ensure all businesses have a waste collection agreement in place that fits their needs.
- Fly tipping. Abandoned waste. We have confiscated vehicles that have been used to fly tip (and crushed two of these where the owners have failed to come forward). Education residents on the issue. Introducing a new and enhanced system with Veolia – tagging bags, searching through and identifying culprits and issuing penalty notices.
- Local community recycling centres. Work needs to be done so these are used properly.
- Blocks of flats with less than ten flats. The transition has not been smooth for these residents but we are working through this to make the service better.
- Online reporting tool needs to improve so that residents can receive feedback.
- Build on our early successes with recycling. 20% increase in garden waste customers. 58% increase in food waste recycling. Reduction of 330 tonnes per month of waste going to landfill/energy exchange.
- Plastic bottles, cans and glass. Endorse Michael Gove’s deposit scheme for plastics. We need to encourage businesses to change their behaviour.

In response to Panel Member questions, the Cabinet Member for Environment & Street Cleanliness clarified the following;

- Agreed to provide information about cleaners employed today versus the day before the start of the Veolia contract by letter to the questioner.
- We are considering putting together literature for estate agents to pass to new tenants as well as online education tools.
- The energy exchange generates electric which feeds into the national grid and hot water for a local housing estate. The output will be published. A lot of investment has gone into the project and the centre will be open at the end of April. Panel Members expressed an interest in visiting.
- We continue to hold Veolia to account via monitoring the KPI’s and regularly scheduling Veolia’s attendance at my Councillor workshop meetings to discuss ward issues. I feel it’s important for Veolia staff to hear these resident issues.

Cabinet Member for Regeneration, Housing and Transport - Martin Whelton

- Housing. Waiting on announcement of funding from GLA.
- Transforming Morden and building more homes is essential. We are meeting with developers, major construction firms and housing associations.
- More office accommodation in Wimbledon. It’s the second busiest station in Outer London and needs more capacity.
- Local Plan consultation
- Delivering affordable homes
- Housing Strategy
- Clarion estates regeneration – Shortlisted for a number of planning awards

- Parking consultation has just started
- Highways contract

In response to Panel Member questions, the Cabinet Member for Regeneration, Housing and Transport clarified the following;

- With regards to concerns about the challenges of an ageing population and whether there is enough emphasis on homes for older people and sheltered housing – We are carrying out extensive work on strategic housing market assessments which will feed into the Housing Strategy. We are realistic about the targets and we have put representations forward for the examination in public for the draft London Plan.
- Asked how the Schools plan figures, with no additional capacity needed, fit with the London plan - I don't have all the figures but school figures can and do fluctuate. There has been a dip over the past three years.

5 DEVELOPMENT AND PLANNING CONTROL (Agenda Item 3)

James McGinlay summarised the report.

In response to Panel Member questions;

- We have no immediate plans to withdraw Capita support. We use very frugally and it provides resilience.
- Agreed to provide details of how many appeals logged in a year.
- Acknowledged that IT system isn't fit for purpose.
- Explained that neighbour disputes are determined by making an assessment against specific criteria.

6 HOUSING SUPPLY TASK GROUP - MONITORING RECOMMENDATIONS (Agenda Item 4)

Final report shared. All recommendations completed.

Head of Housing Needs agreed the task group recommendations helped to focus minds and added value.

7 UPDATE ON THE IMPACT OF THE HOMELESSNESS REDUCTION ACT (Agenda Item 5)

The Head of Housing Needs summarised the report as the biggest change in homelessness law since 1977. The threat of homelessness has changed from 21 days to 56 and the Council has a statutory requirement to provide a personalised housing plan to each request. This change in law has increased caseload by 55%.

The Head of Housing Needs answered the Panel Member questions about the report;

- Section 2.6 highlights Section 21 - Residents feel that the issuing of Section 21 notices can be used in an aggressive way by landlords in response to resident complaints about minor issues. It's the biggest cause of homelessness in London. The 1988 Housing Act brought in non-fault evictions. Prior to this, it was much harder to evict with regulated tenancies.
- Government are beginning to look at tenure types.

- We have been running a rent deposit scheme for years. 22% still in tenancy. Agreed to share statistics of those in private rented and assisted by Merton.
- The Council carried out an estimated count of 26 rough sleepers in Merton.
- Government have given some funding towards homelessness prevention.
- Government are prescriptive in how to allocate – priority need blind but reasonable preference and helping hand up the list given to certain groups (homeless, overcrowded unsanitary conditions, severe medical issues)

8 TOWN CENTRE REGENERATION - PRESENTATION (Agenda Item 6)

Presentation given by Head of FutureMerton. A copy of which is attached with the minutes

In response to Panel Members questions

- Fully agreed that the Council needs to actively designate spots for delivery drivers on bikes, with the rise of delivery apps and the subsequent road congestion. We are working with Deliveroo and other apps to look at designated bays, as well as mapping the area with LoveWimbledon.
- Concept design for Figges Marsh will be sent to all Councillors shortly.
- Radical rethinking of the transport network in Morden. Looking at bus driver breaks. Rebalancing the ratio of pavements to road.
- We have fed back to those residents who participated in our workshops. There will also be a full public consultation before we cement the design.

9 PERFORMANCE MONITORING (Agenda Item 7)

The Panel appointed Cllr Butler as the new Performance Monitoring Lead.

The full performance figures were unavailable as they were yet to be signed off by CMT. Only Libraries and Housing were provided in time for the meeting.

A panel member asked the Head of Housing Needs for clarification on CRP62 who agreed to come back with the details.

10 WORK PROGRAMME (Agenda Item 8)

Change Cllr Mclean as Performance Monitoring Lead to Cllr Butler.

Panel were reminded to complete the 2019 member survey

Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 30 April 2019

Agenda item: Do not complete

Wards: All

Subject: Accessibility at local stations

Lead officer: Julia Regan, Head of Democracy Services

Lead members: Cllr Martin Whelton (Cabinet Member for Regeneration, Housing and Transport)

Contact officer: Rosie Mckeever, Scrutiny Officer, 0208 545 4035

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. Council resolved at its meeting on 12th September 2018 that the Sustainable Communities Overview and Scrutiny Panel look at undertaking a report as part of its work programme that;
- 1.2. Highlights key accessibility issues at local stations
- 1.3. Outlines positive actions that Merton could take to help to improve access.
- 1.4. The purpose of this report is to give Members further information on this topic.

2 DETAILS

- 2.1. The definition of accessibility is the degree to which a product, device, service, or environment is available to as many people as possible.
- 2.2. The current public transport system can present a range of barriers to its use by disabled and older people. These barriers include the need to frequently plan journeys across a complex network in a high level of detail and in advance, inconsistent levels of staff availability and assistance, and the physical accessibility of stations and interchanges.
- 2.3. Key accessibility issues include:
 - Step free access to stations
 - Facilities available (accessible toilets, seating, induction loop)
 - The environment outside the station (signage and way finding, taxi drop off points, drop crossovers)
 - Nearby bus stop facilities (are they fully accessible, do they have seating, shelter)

- 2.4. Addressing these barriers, to create a more accessible and inclusive public transport system, will enable new trips to be made by disabled and older people, as well as making their current trips easier and quicker.
- 2.5. Merton's Transport Network includes 10 mainline rail stations served by Thameslink, South Western Railway and Southern Rail services. There are also 8 tram stops, 5 tube stations that run along the Northern London Underground line and a network of 28 bus routes. Wimbledon Station serves as a sub-regional transport hub and is served by National Rail train services (South Western mainline), London Underground (District Line), London Trams and bus services. The suburban station at Mitcham Eastfields puts the east of the borough within 25 minutes of central London (Victoria and Blackfriars).
- 2.6. Figures from the 2018 Merton Joint Strategic Needs Assessment:
- In 2018, Merton had an estimated resident population of 209,400.
 - In terms of Merton residents living with a disability, an estimated 10.8% of people in Merton were diagnosed with a long-term illness, disability or medical condition in 2015.
 - 13.5% of Merton 16-64 year olds were recorded as Equalities Act core disabled or work limiting disabled.
 - 10.1% of Merton's working age population (16-64 years) population have a physical disability.
 - An estimated 1,686 older people (65 years and over) have dementia in Merton.

3 POSITIVE ACTIONS MERTON HAS TAKEN

- 3.1. Merton has drafted its third Local Implementation Plan (LIP3) this year. The LIP3 is the Council's main transport strategy and sits alongside the Council's Local Plan and other future strategies. The Local Implementation Plan (LIP) is a statutory document prepared under Section 145 of the GLA Act and sets out how the borough proposes to deliver the Mayor's Transport Strategy (MTS) in its area, as well as contributing to other local and sub-regional goals for the period 2019/20 to 2020/22.
- 3.2. The LIP identifies how Merton Council will work towards achieving the MTS goals of 'healthy streets and healthy people', a 'good public transport experience' and 'new homes and jobs'.
- 3.3. There are 49 objectives in the LIP3. Objectives 33-38 cover how Merton plans for public transport to be safe, affordable and accessible to all.
- LO33: Work towards ensuring that bus stops are fully accessible and that where reasonably possible they are accompanied by shelters and seating.
 - LO34: Work with TfL and other agencies to better understand Assisted Transport Service needs in the borough.

- LO35: Where movement is obstructed on a regular basis the council will look favourably on requests from bus operators to introduce parking controls or physical measures to ensure access.
 - LO36: Where reasonably practical the council will encourage developers to upgrade local bus stop facilities, including the provision of appropriate shelters and seating.
 - LO37: The council will use the planning process to secure complimentary improvements to support better access to public transport facilities
 - LO38: The council will work partners and developers through the planning process to identify and lobby for the provision of step free facilities at stations in the borough, including Raynes Park and Motspur Park.
- 3.4. Further to objective 38, the council has recently supported South Western Railways in its “Access for All” bid to the Department of Transport. The bid was for step free access at both Raynes Park and Motspur Park Stations. Merton pledged to review its capital programme in order to identify whether match funding can be committed should the bid be successful.
- 3.5. The council is also pushing for step free access at Wimbledon Chase Station through the planning process and delivery of a westbound access ramp for Haydon’s Road Station. Opportunity is also available to provide a second step free access for Morden Road Tram Stop.

4 FURTHER POSITIVE ACTIONS MERTON COULD TAKE TO HELP IMPROVE ACCESS

- 4.1. Commission AccessAble to assess Merton’s stations. AccessAble were commissioned to provide detailed online accessibility guides for the local area including restaurants, hotels, cinemas etc. Each entry features information on seating, blue badge bays, step free/level/ramped access, toilets or dementia-friendly trained staff. Morden South station is currently the only station listed. If the remaining tube, train and tram stations in the Merton area were assessed, it may provide further ideas on which stations need to be addressed. Accessable will assess stations when requested to do so. Further information can be found here: <https://www.accessable.co.uk/>
- 4.2. Ensure disability awareness training is available for staff
- 4.3. Larger, bolder signage in the local area for people with impaired vision
- 4.4. Provide more nearby seating areas for people who struggle to stand
- 4.5. Publicise the use of apps that can offer easily accessible information i.e.
- Signly will use the latest software to give people who are deaf or hard of hearing access to essential written travel, disruption and safety notices by delivering signed content directly to their smart phone or tablet. Signly will be developed as part of the Department for Transport’s commitment to

improving journeys for disabled rail passengers. It is one of seven projects, which will receive funding to make their ideas a reality.

- 'Welcome' Aboard App: a new service for people living with dementia and rail staff that provides two-way communication and a 'check-in' feature that alerts staff to a passenger's arrival at the station.
- 4.6. The disability equality charity Scope produced a report on public transport in August 2018, Independent Confident Connected, which brought together findings from research, workshops and a poll of 2,000 disabled people from across the country.
- 4.7. 1 in 4 disabled people said that they had been prevented from using public transport by other people's negative attitudes in the last year.
- 4.8. Consider what the Council can do to educate and encourage our residents and passengers to understand the needs of disabled people with physical, mental, cognitive or sensory impairments.
- 4.9. Publicise the enforcement of passenger rights - raising awareness of the obligations on transport operators, the processes for raising concerns or complaints and working with regulators to hold operators to account.
- 4.10. Encourage new ideas and local initiatives e.g. The Travel Buddy project. The Travel Buddy project offers alternative travel support for adults and young people with a learning disability. Travel Buddies are people with a learning disability who teach people how to travel safely, independently and with confidence, including road safety and awareness skills, and how to plan a route.

5 ALTERNATIVE OPTIONS

- 5.1. N/A

6 CONSULTATION UNDERTAKEN OR PROPOSED

- 6.1. The public consultation on the Local Implementation Plan ran from 1 March to 12 April 2019. The views of the relevant statutory bodies; transport organisations; local and residents groups, as well as individuals were sought in particular whether the priorities were agreed with. The findings are yet to be published.

7 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 7.1. None

8 LEGAL AND STATUTORY IMPLICATIONS

8.1. The Local Implementation Plan is a statutory requirement under the Greater London Authority Act 1999 and all London boroughs are required to develop a document setting out how it is going to deliver the Mayor’s Transport Strategy, its priorities and objectives at a local level.

9 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

9.1. This is covered in the LIP3 and associated EQIA’s

10 CRIME AND DISORDER IMPLICATIONS

10.1. There are no crime and disorder implications.

11 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

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

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

12.1. None

13 BACKGROUND PAPERS

13.1. None

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Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 30 April 2019

Wards: Wimbledon Park

Subject: Cappagh Environmental Permit

Lead officer: Alastair Brown, Interim Residential & Pollution Manager

Lead member: Councillor Nick Draper, Cabinet Member for Community & Culture

Project sponsor: Chris Lee, Director of Environment & Regeneration

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

Recommendations:

Panel Members are asked to discuss the Environmental Permit issued under the Environmental Permitting (England and Wales) Regulations 2016 for 8 Waterside Way, Wimbledon and offer comments to the Delegated Officer responsible under the Scheme of Delegation on whether there are grounds to review the Permit.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report was approved for submission by the Chair of Panel, Councillor Laxmi Attawar, following a request from the Vice Chair, Councillor Daniel Holden in order that the Environmental Permit (PPC74/19/V1) issued to Cappagh Public Works Ltd covering the activity of unloading bulk cement from a road tanker into a silo located at 8 Waterside Way can be reviewed. Panel Members are able to question and query all aspects of this Permit. Following this discussion, the Delegated Officer is able to review the said Permit and has the power to maintain, vary or revoke the Permit whilst being mindful of its environmental implications and the terms of the statute under which the Permit was issued.

2 BACKGROUND

- 2.1 The London Borough of Merton received an application dated 03 August 2018 to operate an installation which under the Environmental Permitting (England and Wales) Regulations 2016 at 8 Waterside Way, Wimbledon, requires a Permit to be issued by the Regulator. Depending on the type of process activity, the Regulator is either the Environment Agency or the Local Authority. Local Authorities typically deal with the lessor polluting activities that this application falls within and, therefore, it is the responsibility of Merton Council to determine the application.
- 2.2 The scope of the installation and activity is the unloading of bulk cement from a road tanker into a silo located at 8 Waterside Way. It is a horizontal silo having a capacity of 15m³ which holds up to 26 tonnes.

- 2.3 As part of the application process, a public consultation was undertaken. The application documentation was published on the Council's website and an advert placed in the public notices section in the Wimbledon Times on the 09 November 2018 allowing an extended time-period for representations or comments up to 20 December 2018 to be received.
- 2.4 A total of 36 responses were received during the public consultation. All raised objections. Many of these were based on a lack of confidence in the management of the site and some referred to previous incidents or examples that were felt to support this view. Many objectors raised the possibility of pollution, particularly the potential to impact adversely on local air quality.
- 2.5 The need for a Permit for the use of the horizontal silo at 8 Waterside Way was identified by an officer of the Air Quality Team at Merton Council visiting the site in June 2018 and noting the presence of the silo that appeared to be in use but did not have the necessary Permit.
- 2.6 The officer's visit was in response to a complaint received by the Council after a video was placed on social media. The video had captured a cloud of dust emanating from the Cappagh site in early June 2018. The visit was part of the investigation undertaken by the Council into this incident.
- 2.7 The investigation was inconclusive as to the cause of the dust cloud. However, following discussion with Cappagh, it was considered likely that the cloud was due to a contractor attaching, in error, a road tanker to a vertical silo no longer in use.
- 2.8 For clarity, this vertical silo is not covered by the Permit which is the subject of this Report. The Permit refers only to a horizontal silo located in Unit 8 on the Cappagh site and is in use. The Council understands that the vertical silo, which is in Unit 12, remains unused and, therefore, no Permit is required for this plant in terms of the Regulations.
- 2.9 The Council has recently written to Cappagh regarding the dust incident and advising that the Council, as Regulator, will continue to monitor the site for future incidents and consider enforcement in relation to future incidents as appropriate. Future monitoring will include an inspection regime for compliance with the conditions of the Permit now issued for the horizontal silo and in response to any further complaints from members of the public.
- 2.10 The site had operated a horizontal silo without a Permit. The Regulators Code issued by the Department for Business Innovation and Skills in 2014 advises that regulators provide advice and information to those that they regulate to support their compliance. Cappagh rectified their failure to operate the horizontal silo with a suitable Permit when notified by the Council as Regulator. The legislation provides sufficient safeguards to prevent on-going pollution.

3 MATTERS CONSIDERED DURING THE PERMIT APPLICATION PROCESS

- 3.1 The Part B Permit Application was for one horizontal silo with a 26 tonne capacity which was described in the application documentation and located within Unit 8. Any Permit issued is based only on the operation of this plant and

location and not for any other part of the site. This was the first such application for a Permit for this plant.

- 3.2 The silo is to be used to store cement to dry fill 2/3 specialist HGV's that have a separate storage compartment for dry cement, which is then used to mix on site. As multiple visits can be made to various sites this reduces the need to return to the site for each separate cement load.
- 3.3 There were a high number of objections for a Permit application of this type. Each objection was reviewed. As stated in 2.6 above, many of these were concerning a lack of confidence in the management of the plant and/or site and the potential for pollution. No matters raised, though, would justify a refusal to grant the Permit and, indeed, the conditions that can be attached to a Permit on management controls and emissions to air are designed to address many of the concerns raised by objectors.
- 3.4 Many of the objections received relate to the use of the entire site in general. The Permit application was only for a single plant within the site, that of a horizontal silo. The Regulations under which the Council issues Environmental Permits only allows consideration of this plant and activities and operations relating or associated with it.
- 3.5 Many of the objections received discussed the potential for pollution that the granting of the Permit will create. However, there are other sites that operate similar facilities within Merton and some are within close proximity of residential premises or other sensitive areas. These other sites do not create pollution issues or complaint and may operate a greater number of vehicles specific to this activity.
- 3.6 Part B installations relate to emissions to air and any Permit may contain numerous conditions relating to air pollution control and monitoring. Such sites are subject to periodic inspections to check and assess for compliance. The Permit granted to Cappagh contains standard conditions. These cover matters including maintenance, record keeping, management and emissions to air.
- 3.7 Contravention of any of these conditions may result in the Council taking enforcement action to address such a contravention. If the Council considers there to be a risk or serious pollution from the operation covered by the Permit, then it can instruct the operation to be suspended. Failure to comply with an enforcement or suspension notice is an offence subject to fine or even imprisonment in the event of conviction.

4. ALTERNATIVE OPTIONS

None for the purposes of this report.

5 CONSULTATION UNDERTAKEN OR PROPOSED

None for the purposes of this report. The Permit application was subject to public consultation.

6 TIMETABLE

None for the purposes of this report. The Permit and compliance with conditions will be monitored and the plant subject to periodic inspection.

7 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

None for the purposes of this report.

8 LEGAL AND STATUTORY IMPLICATIONS

A Part B Environmental Permit was granted on 06 March 2019 to Cappagh Public Works Limited in respect of 8 Waterside Way, Wimbledon, London SW17 0HB (the site) (PPC74/19/V1) to operate the loading, unloading and use of a cement silo falling within section 3.1 of Part B (b) of Schedule 1 of the Environmental Permitting (England and Wales) Regulations 2016 (the Regulations). The Council as Regulator has a power delegated to its Director of Environment / Regeneration to consider “on its own initiative” the potential for variation or even revocation. Such actions would involve strict steps to be complied with by officers in taking such action under Regulation 20 or 22 of the Regulations respectively.

The Environmental Permitting (England and Wales) Regulations 2016 set out a list of prescribed processes that have the potential to cause environmental harm. Included within those processes is loading, unloading and use of bulk cement (e.g. a batching plant). Such processes take place at the site. Under Regulation 12(1), “a person must not, except under and to the extent authorised by an environmental permit – (a) operate a regulated facility...”. Following an application, the Regulator may grant the operator an environmental permit authorising the operation of the Regulated Facility by a person authorised to operate that facility (Regulation 13).

For such Regulated Activities the operator has to have a permit from the regulator to carry out certain industrial and commercial processes that cause emissions to the air (known as Part B processes). These processes are considered to pose a potential risk to the air, although they are processes in the Part B category involving smaller industry. It is an offence to operate a Part B process without a permit. Regulations 2, 7 - 9 define the Regulated Facilities and refer to the Regulated Activity as defined in Part B in Section 3.1 in Chapter 3 of Part 1 in Schedule 1 to the Regulations as follows:

“Part B

(a) Storing, loading or unloading cement or cement clinker in bulk prior to further transportation in bulk.

(b) Blending cement in bulk or using cement in bulk other than at a construction site, including the bagging of cement and cement mixtures, the batching of ready-mixed concrete and the manufacture of concrete blocks and other cement products.”

‘Environmental Permits’ set controls and emission standards and thus minimise pollution from certain industrial activities and through tight regulation in order to minimise, and to manage, the environmental impact with inspections of premises to check compliance with conditions and other control

measures arising from the risk they pose locally and from their processes. The conditions of the permit will usually be based on the Best Available Techniques (BAT) and Guidance from the Department for Environment, Food and Rural Affairs (DEFRA).

9 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

None for the purposes of this report.

10 CRIME AND DISORDER IMPLICATIONS

None for the purposes of this report.

11 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

None for the purposes of this report.

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

The Permit (PPC74/19/V1) is enclosed in the appendix.

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copy

LONDON BOROUGH OF MERTON

Permit With Introductory Note
Pollution Prevention and Control Act 1999

Installation Address

Cappagh Public Works Ltd
8 Waterside Way, Wimbledon, London, SW17 0HB

Permit Reference Number

PPC74/19/V1

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Appendix 1 - Site Plan

1 Introductory Note

This does not form a part of the Permit.

The following Permit is issued under Regulation 13 of the Environmental Permitting (England and Wales) Regulations 2016 (as amended) ("the EP Regulations") to operate an installation carrying out an activity listed in Schedule 1, Part 2 of those Regulations, to the extent of the Permit.

General Statutory Requirements

Appeal against permit conditions

Anyone who is aggrieved by the conditions attached to a Permit can appeal to the Secretary of State for the Environment, Food and Rural Affairs. Appeals must be made in accordance with the requirements of Regulation 31.

Appeals should be received by the Secretary of State for the Department for Environment, Food and Rural Affairs. The address is as follows:

The Planning Inspectorate
Environmental Pollution Appeals
Room 4/19 Temple Quay House
2 The Square, Temple Quay
Bristol
BS1 6PN

Proposed change in the operation of the installation

It is a requirement of Regulation 20 of the EP Regulations that if the Operator proposes to make a change in the operation of the installation, the London Borough of Merton shall be notified within 14 days prior to making the change. If the proposed change requires any Permit conditions to be varied, an application for variation will have to be made to London Borough of Merton.

Surrender of the permit

Where an Operator intends to cease the operation of an installation (in whole or in part) the London Borough of Merton shall be informed in writing, such notification must include the information specified in Regulation 24 of the EP Regulations.

Transfer of the permit or part of the permit

Before the Permit can be wholly or partially transferred to another person, a joint application to transfer the Permit has to be made by both the existing and proposed holders, in accordance with Regulation 21 of the EP Regulations. A transfer will not be allowed unless the Regulator considers that the proposed holder will not be the person who will have control over the operation of the installation, or will not ensure compliance with the conditions of the transferred Permit. The London Borough of Merton shall be notified in writing 14 days prior to any change in the Operator's trading name, registered name or registered company address.

Enforcement and Offences

If the London Borough of Merton are of the opinion that you have contravened, or are contravening or likely to contravene a Condition of the Permit it may serve an Enforcement Notice; in accordance with Regulation 36 of the EP Regulations.

If the London Borough of Merton are of the opinion that the operation of an installation or mobile plant involves a risk or serious pollution it must, in certain circumstances, serve a Suspension Notice; in accordance with Regulation 37 of the EP Regulations

The offences detailed in Regulation 38 of the EP Regulations include failing to comply with or to contravene a Condition in a Permit, failing to comply with an enforcement or suspension notice, intentionally to make a false entry in any records to be kept under a condition of a permit.

A person guilty of an offence, upon summary conviction, could be liable (i) to the maximum penalty of a fine exceeding £50,000 and/or six months imprisonment, or (ii) upon conviction to an unlimited fine and/or two years imprisonment.

Confidentiality

The Permit requires the Operator to provide information to the London Borough of Merton. The Council will place the information onto the public registers in accordance with the requirements of the EP Regulations. If the Operator considers that any information provided is commercially confidential, it may apply to the London Borough of Merton to have such information withheld from the register as provided in the EP Regulations. The Operator shall clearly identify the information in question and should specify clear and precise reasons.

Responsibility under workplace health and safety legislation

This Permit is given in relation to the requirements of the EP Regulations. It must not be taken to replace any responsibilities you may have under Workplace Health and Safety legislation.

Contacting the London Borough of Merton

If you wish to contact the local authority regarding any matters related to this permit contact:

London Borough of Merton, 14th Floor Civic Centre, Morden, Surrey, SM4 5DX

Email: ehhealth@merton.gov.uk

Phone: 020 8545 3025

Fax: 020 8545 4025

End of Introductory Note

2 Permit To Operate A Part B Installation

LONDON BOROUGH OF MERTON

**The Environmental Permitting (England and Wales) Regulations 2016
(as amended)**

Permit Reference Number: PPC74/19/V1

London Borough of Merton ("the Regulator") in exercise of the powers under Regulation 10 of the The Environmental Permitting (England and Wales) Regulations 2016 (as amended) hereby permits:

Cappagh Public Works Ltd ("the Operator") whose registered office address is Cappagh House, Waterside Way, Wimbledon, London, SW17 0HB.

to operate a concrete batching activity falling within Section 3.1 Part B (b) of Schedule 1 of the The Environmental Permitting (England and Wales) Regulations 2016 subject to the conditions of this Permit at the following installation address:

8 Waterside Way, Wimbledon, London, SW17 0HB.

Signed



An Authorised Officer of the London Borough of Merton

Date

6th March 2019

3. Description of Permitted Installation

Cappagh Public Works Ltd is permitted to operate the loading, unloading and use of a cement silo at the site situated at Waterside Way, Wimbledon, London, SW17 0HB.

The installation is a 26 tonne capacity cement silo. The activities identified with foreseeable emission are:

- Bulk Cement delivery
- Cement distribution
- Maintenance of the cement silo

Bulk cement shall be delivered by a contractor. The hoses used during the delivery of cement are supplied by the contractor.

Bulk cement and other cementitious materials will be stored in the silo. The silo will be fitted with audible high-level alarms to warn of overfilling. Venting of air from tankers during delivery shall be at a rate which will avoid overpressurisation of the silo. Venting of air from the tanker at the end of a delivery shall be through the silo.

Cement is distributed from cement silo into the distribution vehicle on an unspecified number of occasions per day dependent upon workload requirements.

Transfer of cement, other than delivery to site storage, shall be by means of enclosed auger screw through a shoot that is kept to a height that reduces the dust from escaping. Charging the silo will be made means of hose couplings sealed to stop discharge.

The silo is fitted with filters to reduce the escape of dust while loading and unloading.

The location and site boundary of the installation is attached as Annex 1.

4 Conditions of the Permit

Extent of the Installation

1. The Permitted Installation shall be limited within the installation boundary as outlined in red on the site plan (LBM/EPA/074) attached as Annex 1.

Management Techniques

Operational Matters

2. The Permitted Installation shall be managed in an efficient and effective manner that facilitates the reduction and prevention of emissions to air. A structured environmental management system shall be established and implemented at the installation. This can be a published standard or a tailor made in-house management system (see explanatory notes).

3. All staff, in particular those who supervise the installation, shall be fully conversant with the requirements of the Permit. A copy of this permit shall be made available at all times for reference by all staff carrying out work subject to the requirements of the Permit.

Training

4. Staff at all levels shall receive the necessary training, supervision and instruction in their duties relating to the Permit. Training shall include:

- (a) Awareness of their responsibilities under the permit
- (b) All potential environmental effects from normal and abnormal operations
- (c) Operating instructions, in particular reverse air jet filter units and the cement silo management system
- (d) Procedures to minimising emissions during start up, shutdown and abnormal events operation silo overfilling or over-pressurisation.

A record of training shall be provided for each person who has duties relating to the permit in accordance with Condition 8.

Maintenance

5. All plant, equipment and technical means shall be used in operating the Permitted Installation shall be maintained in good operational condition.

6. Appropriate preventative maintenance shall be employed on all plant, buildings and equipment concerned with the control of emissions to air. A written maintenance schedule shall be established for the installation to include the maintenance of pressure relief valves, reverse air jet filters and high-level warning systems. Maintenance records shall be kept in accordance with Condition 8.

7. Essential spares and consumables shall be held (or available locally at short notice) for all plant and equipment concerned with the control of emissions to air. Alternatively:

- (a) A service contract for the plant, which includes a priority attendance requirement for arrestment plant failure, shall be held with a suitable contractor; or
- (b) The Company shall employ a mobile service and repair engineer carrying essential spares and consumables.

Record Keeping

8. Records shall be kept in a logbook of all visual assessments, abnormal emissions, staff training, maintenance, equipment inspections and malfunctions. Records shall include the time and date of the assessments and inspections, the result, and the name of the person undertaking the assessment or inspection. The records shall be:

- (a) Maintained in a legible and orderly fashion
- (b) Located on site
- (c) Kept by the operator for at least two years
- (d) Made available for inspection by an authorised officer of the London Borough of Merton during compliance inspections.

Emission Limits, Monitoring And Other Requirements

Visible Emissions

9. There shall be no visible emissions arising from the process beyond the site boundary.

10. A visual assessment of emissions shall be made frequently and at least once per day during operations. The time, location and results of the assessment shall be recorded in the site logbook as required by Condition 8. The abnormal emissions procedure detailed in Condition 13 shall be adhered to in the event of a visible emission.

11. A visual assessment of any particulate matter emissions shall be made during each cement delivery from the storage silo inlet and outlet. The start and finish time of the delivery and results of the visual assessment should be recorded in the site logbook as required by Condition 8. The abnormal emissions procedure detailed in Condition 13 shall be adhered to in the event of a visible emission.

Emissions from arrestment plant

12. New or replacement arrestment plant with an exhaust flow of over 110 m³/min should be designed to achieve the limit of 50 mg/m³ for particulate matter when functioning correctly.

Abnormal Emissions

13. In the case of abnormal events, malfunction or breakdown leading to visible emissions the operator shall adopt the following procedure:

- (a) Investigate and undertake remedial action immediately;
- (b) Adjust the process or activity to minimise those emissions; and
- (c) Promptly record the events and action taken in the site logbook.

The Environmental Health Manager of the London Borough of Merton shall be informed without delay if there is an emission that is likely to have an effect on the local community or in the event of the failure of key abatement plant.

Process Operations

Silo

14. Bulk cement and other cementitious material shall only be stored in a single storage silo.

15. The Operator shall maintain a cement silo management system, which continuously monitor for the correct operation of silo dust arrestment units, pressure relief devices, and high-level alarms. Staff shall receive training related to the operating procedures associated with the cement silo management in accordance with Condition 4.

16. The vents associated with the cement storage silo shall be fitted with suitably sized reverse air-jet cartridge filter units for the arrestment of particulate matter. The cleaning operation of the reverse air jet filters shall be interlocked to ensure their operation during charging of the silo. The silo shall not be filled without the arrestment plant fitted and operational.

17. The reverse air-jet cartridge filter units serving the cement silo shall be inspected at least once a month for correct operation and shall be maintained in accordance with manufacturers' instructions. Where defects occur, corrective action shall be taken as soon as practicable and no delivery to the silo shall take place until the arrestment equipment is operating correctly. A record of this inspection and any remedial action shall be made in the site logbook in accordance with Condition 8.

18. All practical measures to prevent the over-pressurisation of the silos shall be undertaken. The seating of the pressure relief valves fitted to the cement silo shall be inspected at least once a month or in the event of any adverse emissions from the cement silos. Should it appear that the valve has become unseated, the delivery shall cease and no further delivery shall take place until the valve has been re-seated. The results of the check, together with any remedial action, shall be detailed in the logbook in accordance with Condition 8.

19. The high-level indicators and alarm systems fitted to the cement silo shall be maintained in working order to prevent overfilling. A record of all alarm triggers shall be kept in the logbook in accordance with Condition 8. Alarm testing shall be included in the installation maintenance programme.

20. The unloading of cementitious material into storage silo shall be supervised at all times by a competent member of staff. In the event of the high-level alarm system associated with the storage silo being activating during unloading, the tank driver shall cease unloading immediately. Unloading shall only continue once normal operating conditions reconvene.

21. Transfer lines for pressure delivery of powders to the cement silos shall be checked for correct and secure connection prior to any discharge of materials. Tank drivers shall be made aware of this procedure and what measures to follow in the event of abnormal emissions by clearly legible signs situated next to all filling connections.

22. If visible emissions of particulate matter arise from ducting, pipe work, pressure relief valves or dust arrestment units during silo filling, the operation shall cease. The abnormal emission procedure detailed in Condition 13 shall be adopted.

23. The silo shall be installed with automatic protection systems to control the delivery of material from the tanker to the silo thereby reducing incidences of over-pressurisation.

24. The reverse air-jet cartridge filters units to be fitted to the cement storage silos shall be designed to operate to an emission standard of less than 10 mg/m³ for particulate matter. The local authority shall be informed in writing of any new or replacement silo filter unit being installed. The technical specifications of the filter unit shall be provided.

Loading areas

25. A rubber sock chute system shall be used for loading material into truck mixers. The condition of the rubber sock shall be inspected at least once a month. The results of the inspection and any remedial action required shall be recorded in the logbook required in condition 8.

26. Regular inspection and maintenance of fitted filtration equipment shall be undertaken as part of installation maintenance schedule, with a record made in the logbook required by condition 8.

Stockpiles And Aggregate Delivery

27. All deliveries of aggregates shall be supervised by the plant supervisor and carried out so as to minimise the emission of dust.

28. Aggregate shall only be delivered and contained within four storage bays. Aggregate shall not be piled higher than the external walls of the bays and shall not be forward of the bay. Deliveries shall be undertaken in a careful manner so as to ensure dust emissions are minimised.

29. Dust suppression, through water spraying, shall be available in the storage areas where dry material is located. Water sprays shall be suitably positioned to prevent the generation of airborne dust.

30. Deliveries to silo from road vehicles should only be made using tankers with an on board (truck mounted) relief valve and filtration system. Use of alternative techniques may be acceptable provided that they achieve an equivalent level of control with regard to potential for emissions to air.

31. All transfer points shall be fully enclosed to minimise the generation of airborne dust.

32. Transfer of cement, other than delivery to site storage, shall be by no means of enclosed auger screw through a shoot that is kept to a height that reduces the dust from escaping. Charging the silo will be made by means of hose couplings sealed to stop discharge.

Conveying

33. Maintenance of conveyor systems shall be included in the installation maintenance schedule.

Roadways And Transportation

34. The access roads and trafficked areas around the installation buildings shall be hard-surfaced and kept clean by vacuum or wet cleaning to ensure that dust emissions are minimised. These areas shall be dampened whenever dry weather may result in dust emissions.

35. To prevent dust being carried off site, wheel cleaning shall take place prior to vehicles leaving the site. An adequate supply of water shall be available at installation for dust suppression.

Fugitive Emissions

36. The regular cleaning of the site shall be undertaken in accordance with the maintenance programme referred to in Condition 6.

37. Dusty waste shall be stored in closed containers.

38. The clearing of spillages and general yard cleaning shall be undertaken as necessary to prevent fugitive dust emissions. This shall be undertaken by vacuum or wet handling methods. Major spillages shall be dealt with using a vacuum cleaning system, available at short notice on the same day that the spillage occurs, provided measures to minimise emissions, such as dampening, are taken immediately. Staff shall receive suitable instruction with regard to dealing with spillages in accordance with Condition 4.

End of Conditions

5 Explanatory Notes

Environmental Management System

The adoption of an environmental management system (EMS) is recommended as a key method for controlling emissions to air and thereby achieving compliance with permit conditions. This can be a simple in-house structured system that ensures LAPPC considerations are taken into account in the day-to-day running of a process or for larger companies an accredited EMS such as ISO14001 or EMAS.

A clear structure of responsibilities for all levels of staff carrying out duties related to the Permit shall be demonstrable and ideally be documented. Operators are encouraged to create a manual containing all information pertaining to environmental matters at the Installation for example, copy of the Permit, operation procedures/work instructions with regard to controlling emissions, staff training documentation, site maintenance programme, inspection records and incident reports such as abnormal emissions or complaints. The environmental management system shall be reviewed annually to ensure a continuous level of environmental improvement.

Continuous monitoring

Maintenance of monitoring equipment shall include the correct functionality of audible and visual alarms systems.

Useful References

The Environmental Permitting (England and Wales) Regulations 2016

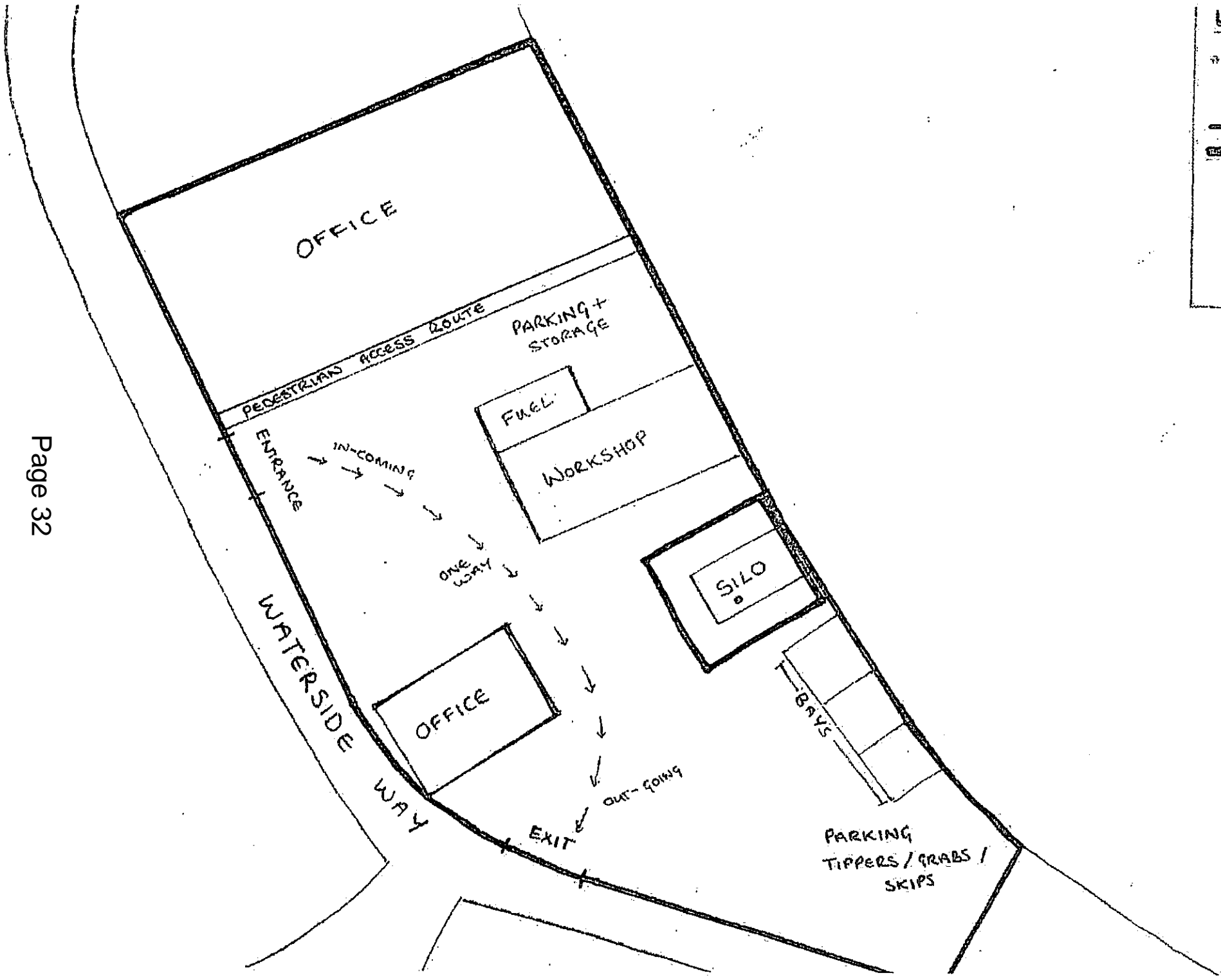
- The Secretary of State's Guidance PG 3/1 (12) "Blending, Packing, Loading, Unloading and Use of Bulk Cement", Department of the Environment, Food and Rural Affairs.
- Secretary of State's Guidance (England and Wales): General Guidance Manual on Policy and Procedures for A2 and Part B Installations.

APPENDIX 1

SITE PLAN

LEGEND

- POINT SOURCE EMISSION AREA
- SITE BOUNDARY
- PERMIT BOUNDARY



Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 30 April 2019

Wards: All

Subject: Merton Adult Learning Annual Report 2017/18 (academic year)

Lead officer: Anthony Hopkins; Head of Library, Heritage & Adult Education Service

Lead member: Councillor Nick Draper; Cabinet Member for Community & Culture

Contact officer: Anthony Hopkins; Head of Library, Heritage & Adult Education Service

Recommendations:

-
1. That the Scrutiny Panel note the progress made following the transition to a commissioning model for the delivery of adult learning in the borough.
 2. That the Scrutiny Panel note and discuss the feedback from Ofsted following the last inspection and the services preparedness for its next inspection.
 3. That the Scrutiny Panel note the proposed changes to funding for adult learning following the devolution of funds from the Education Skills Funding Agency (ESFA) to the Mayor of London's office.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. Following the Cabinet decision of 16 February 2015 Merton launched its new commissioning model for adult learning in September 2016. The strategic rationale for moving to a commissioning model was to ensure that the grant received from the ESFA maximised its investment in Merton residents, supporting them to develop new skills and improve their life chances. The change also ensured that the service could be managed within the funding allocation received to ensure the sustainability of adult learning in the borough.
- 1.2. The strategic objectives for the service were agreed by Cabinet on 19 September 2016:
- 1.3. *"The London Borough of Merton is committed to providing high quality and sustainable adult learning in order to improve the social, economic, health and wellbeing of our residents. We will deliver this through a strategic investment approach: commissioning provision to the best providers in the field and by developing sophisticated evidence based approaches to what we deliver.*
- 1.4. *We aim to reduce inequalities across the borough by focussing a significant proportion of our investment on those most socially and / or economically disadvantaged whilst providing a broad range of learning opportunities to develop all of our resident's skills."*

- 1.5. Commissioning of services was originally in 5 lots, which have been streamlined to better suit the strategic objectives of the Council, and to reflect the provider market. Contracts are currently in place with the following providers:
- a) South Thames College Group – Main adult learning contract. Accounts for approximately 80% of the ESFA allocation for Merton.
 - b) GSS (Global Solution Services) – A new contract awarded for the provision of community based accredited learning courses.
 - c) RHACC (Richmond and Hillcroft Adult and Community College) – Contract for the provision of courses for learners with learning difficulties and/or learning disabilities (LLDD).
 - d) A range of smaller providers are also commissioned on an annual basis to deliver community based family learning and employability programmes.
- 1.6. The commissioned model of service was inspected by Ofsted in November 2017, a year into the new model. It followed a previous inspection, when the borough was a provider of adult learning, where the service was judged to 'Require Improvement'. 2017's inspection judged the service to still 'Require Improvement' but noted progress made. The Ofsted inspectors commented that, *“Leaders and managers have taken bold and effective steps to restructure the service through subcontracting arrangements. In doing so leaders and managers have secured the long-term future of adult education for local residents.”*
- 1.7. The details of this report have been summarised under the headings used by Ofsted inspectors to provide the Scrutiny Panel with insight into progress made since the last inspection and to highlight areas of further work. A more detailed analysis of performance is undertaken each year by the adult learning service as part of the SAR (Self-Assessment Report) process. The statements in this report have been externally moderated by a peer group of adult and community learning providers and the ESFA Intervention Team. Ofsted have also reviewed the SAR.

2 DETAILS

2.1. Overall Effectiveness

2.2. Since the last inspection leaders have been driving the pace of improvement in the service particularly around performance management and quality improvement. This has resulted in greater collaboration with providers and a better understanding of priorities. The establishment of a new quality framework has resulted in improvements in teaching, learning and assessment.

2.3. Learners make good progress on courses through the support provided by tutors in meeting individual learning needs, resulting in high pass rates across the provision.

- 2.4. The LLDD provision has been further developed and provides a broader curriculum for learners to learn and develop skills including employability skills and to live safely and more independently. New provision has been developed in collaboration with Adult Social Care such as tailored courses at the Gables supported living centre. Commissioning of LLDD services is now fully complete and for the first year since being a commissioning service no direct delivery will be undertaken by the Adult Learning team. This enables the team to focus further on improvement actions highlighted.
- 2.5. Community based learning has been further developed to improve the learning opportunities in priority areas and to better meet borough priorities around skills development. In priority wards more learners are enrolling on courses and achievement has increased.
- 2.6. Better collaboration with providers has resulted in the removal of duplication and increasing the focus on evaluation and impact of processes.
- 2.7. There has been excellent feedback from learners who confirm they enjoy their learning and feel safe.
- 2.8. **Leadership and Management**
- 2.9. Governance structures have been further strengthened to provide greater support and challenge. This includes the embedding of an Adult Learning Advisory Panel that consists of members and officers along with representatives from the business, voluntary and community sectors of the borough. Annual progress reports are circulated to Sustainable Communities Overview & Scrutiny Panel, CMT and DMT.
- 2.10. Working with providers a more evaluative approach is taken that focuses on impact, progress, action planning and target setting.
- 2.11. There is a focus on activities to make learners aware of keeping themselves safe from radicalisation and extremism including new guidance and training around items such as county lines.
- 2.12. The new commissioning model has enabled the service to develop the curriculum to better meet the needs of Merton residents including better embedding of employability content in courses and the development of new provision.
- 2.13. New performance management tools implemented by providers have seen a significant improvement in the quality of teaching, learning and assessment.
- 2.14. **Quality of Teaching, Learning and Assessment**
- 2.15. Since the last Ofsted inspection officers have been working closely with its providers to improve the quality of teaching and learning. As the majority of the provision is with South Thames College Group (STC) the responsibility has mainly been with them and officers have worked collaboratively with STC's management team to drive performance up. This has resulted in significant improvements in tutor performance.
- 2.16. In community learning in particular (which accounts for approx. 70% of the provision) there are experienced teachers with excellent subject knowledge, meaning that learners develop good and sometimes excellent technical skills. In accredited provision significant support has been put into ESOL and

Functional Skills and these two areas have the most significant increases in learner achievement.

- 2.17. Family Learning provision has been further developed and innovative programmes have been delivered in priority areas such as healthy eating, living more independently and school readiness. New programmes have been developed working collaboratively with Council services such as Adult Social Care, Early Years and Public Health.
- 2.18. Tutors have high expectations of learners and set challenging work.
- 2.19. **Personal Development, Behaviour and Welfare**
- 2.20. Learners enjoy their learning, attend well and are willing to learn. As a result, most progress and achieve well.
- 2.21. Learners gain skills that help them progress onto further learning or other career opportunities. They gain confidence and improve their wellbeing.
- 2.22. Learners complete high standards of work on community learning courses. Maths, English and employability are well embedded into courses.
- 2.23. Learners make progress to support their children with the curriculum and to improve their health and wellbeing.
- 2.24. Learners on LLDD courses have a good understanding of living in modern Britain and understand how to keep themselves safe. This can be seen in learners' work in classes and lesson plans.
- 2.25. **Outcomes for Learners**
- 2.26. The table below summarises end of academic year performance:

Measure	Total Academic Year 2016/17	Target	Total Academic Year 2017/18	Trend
Number of unique learners funded by the ESFA	1,850	1,983	2,032	▲
Number of enrolments funded by the ESFA	3,504	3,691	3,598	▲
Overall achievement on accredited courses	74%	85%	74%	▶
% of new learners per annum	73%	50%	71%	▼
% of learners from deprived wards	29%	27%	29%	▶
% retention rate per annum	96%	93%	91%	▼
% of end of course evaluations where teaching and learning is rated as good and above	99%	95%	99%	▶
Average cost per learner	£285	£241	£374	▼

- 2.27. Learner numbers have increased and are now above figures previously achieved when the service was a direct provider.
- 2.28. Achievement rates have increased in priority accredited provision such as ESOL and Functional Skills. Retention issues, particularly on GCSE

courses, have had an impact on overall achievement and improvement plans are in place with STC to address this.

- 2.29. Community Learning outcomes are excellent with achievement at 91.5% and retention at 95.2%
- 2.30. New learner numbers were expected to decline but are still above target. This reflects where providers are progressing learners onto new courses within their provision.
- 2.31. Progression pathways have been developed to complement the commissioned provision and to maximise the wider offer provided by providers and other training providers in the borough.
- 2.32. The average cost per learner has increased this year due to one off commissioning undertaken to develop the provider market and to commission more specialist provision. LLDD costs have also increased to more accurately reflect what the market can manage. One off costs have been incurred for the procurement of a new management information system (MIS) to improve data quality and better forecast achievement levels. Some additional staffing costs to support with Ofsted readiness and maternity cover have all been managed within the ESFA grant. A refinement of marketing plans and new guidance for providers is expected to see learner numbers continue to grow.
- 2.33. Intervention and support that enabled learners to stay on programmes was good and is reflected in a 3-year high in Pass rates in qualifications (i.e. those who complete their courses are likely to achieve good grades in their exams). The majority of learners who successfully complete their qualifications continue to study at a higher level.
- 2.34. A good programme for visually impaired learners was commissioned to assist with gaining confidence, reducing isolation and developing skills for employment.
- 2.35. **Feedback from Monitoring Visit**
- 2.36. A 'Support and Challenge' visit by Ofsted took place on 8 November 2018. Termly visits made by the ESFA Intervention Team also monitor the services progress made from the last inspection.
- 2.37. Areas for further development in this academic year include:
 - a) Ensure that observations of teaching, learning and assessment concentrate on the progress that learners are making.
 - b) Consider what managers need to record from their observations of teaching, learning and assessment.
 - c) Implement the new management information system to improve the timeliness of data returns and to assist with better forecasting of retention and achievement.
 - d) Improve initial assessment processes so that learners are more appropriately placed on accredited learning courses.

3 ALTERNATIVE OPTIONS

- 3.1. The London Borough of Merton undertook an extensive consultation process before deciding upon its commissioning model. All options of delivery were considered and the new model has achieved financial sustainability and a more developed curriculum to better meet the needs of Merton residents.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Feedback and evaluation is gathered from all learners. Learner feedback is very high with 99% of learners rating teaching and learning as good or above.
- 4.2. A tutor survey was undertaken across providers to identify tutor support needs and to gather their views. Actions from this survey are incorporated into the service and provider's Quality Improvement Plans (QIP).
- 4.3. Ofsted have published proposals to replace the current Common Inspection Framework (CIF) with the Education Inspection Framework (EIF). The new framework is likely to be used for the next inspection of the adult learning service.

5 TIMETABLE

- 5.1. The Adult Learning Service Plan was reviewed at the Sustainable Communities Overview & Scrutiny Panel on 9 January 2019 and details key project and timelines.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. Merton Adult Learning relies solely on its grant received from the ESFA and any other external funds it can draw on. The full ESFA allocation of ££1,253.550 was spent in 2017/18.
- 6.2. From the 2019/20 academic year onwards funds will be devolved from the ESFA to the Mayor of London and new commissioning principles are being established. There are unlikely to be substantial changes in grant arrangements to begin with. The Mayor of London has produced his 'Skills for Londoners Strategy' that sets out his plans for the development of adult and community learning along with wider thinking around the further education sector.
- 6.3. All adult learning provision is delivered in the borough at community venues and arranged by providers.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. The main statutory basis for the adult learning service is section 15B of the Education Act 1996. This section empowers local authorities to secure the provision for their area of full-time or part-time education suitable to the requirements of persons who have attained the age of 19, including provision for persons from other areas. It includes power to secure the provision of training, including vocational, social, physical and recreational training, and of organised leisure time occupation which is provided in

connection with the provision of education or training. The authority may do anything which appears to them to be necessary or expedient for the purposes of or in connection with the exercise of their functions under this section. In exercising their functions, the authority must in particular have regard to the needs of persons with learning difficulties or disabilities.

- 7.2. The authority does not therefore have a statutory duty to maintain an adult education service but must in considering whether to provide a service and what service to provide take account in particular of the needs of people with learning difficulties or disabilities.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. A significant proportion of Adult Learning's investment is on those most socially and / or economically disadvantaged whilst providing a broad range of learning opportunities to develop all resident's skills. Focussed programmes are developed that identify priority needs and use a wide range of sources to inform commissioning principles.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. No implications identified for the purpose of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. No implications identified for the purpose of this report.

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

- None included

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Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 30 April 2019

Wards: All

Subject: Library & Heritage Service Annual Report 2018/19

Lead officer: Anthony Hopkins – Head of Library, Heritage & Adult Education Service

Lead member: Councillor Nick Draper – Cabinet Member for Community and Culture

Contact officer: Anthony Hopkins

Recommendations:

-
1. That the Sustainable Communities Overview & Scrutiny Panel note progress made with the Library & Heritage Service in the last financial year, review performance and discuss key projects.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The Library & Heritage Service annual report sets out the key achievements that have been delivered over the last year and highlights future projects. It also provides a summary of performance.
- 1.2. Merton's Library & Heritage Service continues to be a high performing and cost efficient service. It has kept all of its libraries open and has extended the opening hours of all of them over the last 10 years.
- 1.3. The main projects delivered over the last year include:
 - Installation of the new Library System Platform (LSP) including the launch of a new customer website with enhanced features
 - Further expansion of the cultural offer in libraries through the development of the Merton Arts Spaces.
 - Work to make our libraries more dementia and autism friendly and the development of new services to promote prevention to support people to live fuller and healthier lives.
 - Development of assisted digital services including universal credit and UK Visa Support services.
 - Completion of centenary events for World War One and the women's suffrage movement.
 - Further development of the schools and libraries membership scheme particularly around the offer for high schools.
- 1.4. The report details have been summarised under the objectives of 'Libraries Deliver: Ambition for Public Libraries 2016 – 2021', the DCMS's 5-year strategy for public libraries in England.

2 DETAILS

2.1. **Increased Reading and Literacy**

2.2. *Reading and literacy are two of the most fundamental skills in life. Libraries give everyone free access to books and literature regardless of age, disability, wealth or education. This access makes libraries a catalyst for improved reading and literacy skills.*

2.3. **Schools and Libraries Membership Scheme**

2.4. Merton has a unique schools and libraries membership scheme that all school age children aged 5 - 14 are signed up to. The scheme has been further developed this year to include a new activity programme for high school children including talks from local entrepreneurs and music and cultural activities that link to the learning and reading offer.

2.5. The schools and libraries membership scheme is also being further developed in collaboration with SEND schools to provide a more focussed offer for them.

2.6. Merton participated in the national Summer Reading Challenge for children aged 4 – 12 years. This year's scheme saw an increase in take up of 19% with 3,169 children participating despite there being a national decline.

2.7. **Adult Literacy Projects**

2.8. With Arts Council England funding the City of Stories initiative is a pan-London project administered by the London Borough of Merton in collaboration with literacy development charity Spread the Word. It has positioned libraries as a place to discover and create stories by:

- Celebrating and promoting short stories to readers across London libraries;
- Engaging London's diverse communities with telling their own stories;
- Supporting the development of London's emerging short story writers.

2.9. Participants took part in free creative writing workshops and short story competitions; free reading events in libraries; and read new work by City of Stories writers-in-residence and competition winners.

2.10. In 2018, 42 writing workshops took place in 21 boroughs including Merton. 313 writers participated with 21 winners and 41 highly commended writers. Their stories, along with new work from the writers in residence, are published in a new City of Stories anthology. Two writers went on to be selected for Spread the Word's PLATFORM scheme for emerging talented writers.

2.11. **Library Connect**

2.12. Library Connect is Merton's own pop up library solution. It is used in localities to drive up library usage and raise awareness of the offer. Over the last year 1,382 visitors attended Library Connect events, an increase of 43% from the previous year.

2.13. **Cultural and Creative Enrichment**

2.14. *Cultural and creative opportunities enrich lives. They are important in developing local quality of life, sense of place and individual wellbeing. Libraries are well placed to extend cultural engagement because of their use by all social groups and their role as inclusive cultural hubs within communities.*

2.15. **Merton Arts Space**

2.16. Merton has two established Arts Spaces in Wimbledon and Mitcham libraries. These spaces enhance the cultural offer through libraries and have flexible lighting, sound and stage facilities to enable professional productions in community settings. A wide range of cultural events across different artistic disciplines has been delivered.

2.17. In 2018/19 an estimated 116,975 visitors were drawn to activities in the Arts Spaces. The Arts Spaces contribute to income generation when used out of normal opening hours for commercial purposes and a £38,000 income generation saving is included in this year's MTFS.

2.18. **World War One and Women's Suffrage Centenary Events**

2.19. The Heritage Service commemorated the centenary of World War 1 through the Carved in Stone project. This included a programme of events, talks and exhibitions at library and community venues; guided walks of wartime sites; archive film screenings; the creation of school resource packs, a Merton at War trail and special events to film family war stories. Volunteers researched the biographies of over 600 local combatants and aspects of life on the Home Front, which have been made available via the Carved in Stone website, together with over 1,500 digitised documents. The Heritage Service also assisted Merton schools, churches and museums in staging events to honour local war dead, including the laying of memorials to two Merton VCs. Staff also helped to organise the 'Battle's Over' event on Armistice Day, combining readings, music and acts of commemoration.

2.20. For the centenary of women's suffrage events included a public debate featuring esteemed suffrage historians; an exhibition and guided walk about the local suffrage movement; a series of local history talks; a specially commissioned touring play ('Rebellious Women') by Attic Theatre Company; screenings of archive suffragette footage and a re-enactment of a suffragette garden party. Partnering with Digital Drama on the 100 Banners project, a banner making workshop attended by Helen Pankhurst and Philippa Bilton (a relative of suffragette Emily Wilding Davison) was held. The resulting banners were featured in the 2018 March4Women and a suffrage themed gathering at the Royal Albert Hall.

2.21. **Improved digital access and literacy**

2.22. *Public libraries provide a trusted network of accessible locations with free WiFi, computers, and other technology. As the world becomes more digital, access to technology and the ability to operate confidently and safely are ever more important.*

2.23. *Trained library staff, supported by volunteers, help local people use online services covering areas like benefits, business, health and wellbeing. They*

also provide the training and support individuals need to become independent users of digital services.

2.24. **Assisted Digital Support**

2.25. The Library & Heritage Service focusses its support on those most in need who potentially have limited access or knowledge of the Internet and other IT applications. In order to support residents, it provides a broad range of one to one and group IT support.

2.26. As part of the development of its assisted digital offer staff and volunteers have been trained in supporting customers with Universal Credit and other government services. Libraries also play an important role in supporting customers with online Council services and are part of a national project to provide support for UK Visa applicants.

2.27. **Library Services Platform (LSP)**

2.28. Libraries have recently replaced their core ICT infrastructure with a new system provided by Sirsi Dynix. Working collaboratively with the London Libraries Consortium (LLC), a consortium consisting of 16 London boroughs, a new platform has been procured that provides customers with improved web services including better personalisation of customer interests. The new solution also provides features such as a customer app and better integration with online services such as the borough's e-books and online reference resources.

2.29. Over the course of the contract the platform will be further developed to include additional features for customers. The platform will also be able to better promote the broad range of activities and events delivered in libraries.

2.30. **Self-Service Technology**

2.31. Self-service technology continues to be an important element of the libraries delivery model and accounted for 98% of customer transactions in 2018/19.

2.32. Self-service technology is being enhanced to enable customers to pay for photocopying and printing via card payments or via Apple or Android pay. Wi-Fi printing is also being introduced so that customers can print documents from their own devices via a new solution called Princh.

2.33. **Healthier and Happier Lives**

2.34. *Councils have a responsibility for their communities' social wellbeing and for public health. They increasingly focus on preventative work, helping people manage their own health to reduce both the burden on the NHS and health inequalities. By extending joint working and sharing resources with health providers, public libraries will become increasingly important partners, leading to users having healthier and happier lives.*

2.35. **Prevention services**

2.36. Collaboration has been strengthened with partners to provide better support to assist people in living healthier and happier lives. This has included the introduction of new standards of service to make our buildings more dementia and autism friendly and enhancing the information offer. Other examples include the opening of Merton's first fully dementia friendly library at Colliers Wood and a new sensory children's library in Morden.

- 2.37. 'Tuned In', a facilitated music project held in the Wimbledon Arts Space takes place every Monday evening. The project engages mainly with men over the age of 50 to improve social integration and health outcomes of participants. Health and exercise advice are provided by project partners such as GLL, One You Merton and the Fulham Foundation.
- 2.38. **Health Offer**
- 2.39. The service works collaboratively with Public Health, other health providers and Adult Learning colleagues to promote a range of initiatives to link in messages around good personal health. This includes supporting initiatives to raise awareness of health matters such as healthy eating, sexual health, diabetes and smoking cessation.
- 2.40. **Stronger, More Resilient Communities**
- 2.41. *Libraries are open to everyone. Their staff understand their community's needs and are trusted to provide reliable guidance and support on a wide range of issues when people need help. So they're vital to help public service's reach out into communities.*
- 2.42. **Volunteering**
- 2.43. Merton's volunteering numbers are some of the highest of any UK library authority with 545 volunteers contributing 27,437 hours in 2018/19. Whilst numbers remain high a campaign to recruit additional volunteers is underway to promote new roles to further support with the delivery of services.
- 2.44. **Widening the community offer**
- 2.45. The library service provides a wide range of activities and events working in partnership with organisations from the community, business and health sectors. It also organises events to coincide with national initiatives such as LGBTQ Month, Black History Month, World Book Day and Dementia Awareness Week and supports borough events such as Wimbledon Bookfest and Merton Arts Trail.
- 2.46. **Greater Prosperity**
- 2.47. *The prosperity of an area is crucial for residents' wellbeing and quality of life. We want everyone to have the opportunity to participate in and benefit from this. Libraries support business to start up and grow by providing information and working with local economic development organisations to signpost businesses to sources of support and advice.*
- 2.48. **Employability and skills support**
- 2.49. Libraries provide a range of employability support services working with training providers. Examples include CV writing workshops, job clubs and other skills training.
- 2.50. The use of library services is integral for a number of community based courses and in a more informal way through sessions such as one to one IT support and other activities delivered by partners and volunteers.
- 2.51. Wimbledon Library hosts 'Wimbletech', an organisation that provides space, advice and support for start-up companies and co-workers and is part of

Merton's Inward Investment Strategy. It currently has almost 200 resident members.

2.52. **Helping Everyone Achieve Their Full Potential**

2.53. *Libraries raise people's aspirations and promote lifelong learning, supplementing formal education provided through schools, colleges and adult education. This is increasingly important given the accelerated pace of change in the workplace and the world more generally, meaning that skills and knowledge need more frequent updating.*

2.54. **Online Services**

2.55. A range of services are provided in libraries to encourage lifelong learning and the service works closely with schools, colleges and adult education to complement the borough offer.

2.56. With the introduction of the new LSP online services have been enhanced and mean that customers have improved access to resources such as e-books and online reference resources.

2.57. **Adult Learning Services**

2.58. Following the commissioning of adult learning services libraries are increasingly being used as venues for training. This includes a high proportion of courses in priority areas such as courses for people with learning disabilities and community based employability and language courses. Housing providers use libraries for their community training programmes too. The library setting provides an excellent environment for people to develop their skills and utilise the free resources available to them.

3 PERFORMANCE

3.1. The most recent 2018/19 KPI performance is summarised below:

Service Plan #	Description of performance measure	2017/18	2018/19	Target
SP08	No. of people accessing the library service by borrowing an item or using a People's Network terminal at least once in the previous 12 months.*	65,154	71,648	56,000
SP09	Number of visitors accessing the library service online	250,011	234,486	220,000
SP279	Monthly transactions - Staff and Self-service*	98%	98%	97%
SP280	Active volunteering numbers in libraries	293	276	230
SP287	Increase income generation*	£361,512	£360,086	£317,167
SP480	Visitor Numbers (year to date comparison with 2017/18 figures)	1,088,515	1,124,613	1,200,000

3.2.

*SP08, SP279 and SP287 are YTD February 2019 performance information. All other indicators are end of year figures

3.3. Performance has remained stable across the service with a significant increase in the number of active users of Merton's libraries meaning that Merton still retains the highest user to resident ratio of any London borough. All other targets apart from the visitor figures target are either the highest in London or represent top quartile performance.

- 3.4. A new KPI for visitor figures has been included this year and whilst the target has not been met there has been an overall increase of 3% on previous year's figures and work continues to improve performance.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Merton Library User Survey

- 4.2. The last Library & Heritage Service customer survey was undertaken in October 2016 with the next survey to be completed later this year. The responses showed high levels of customer satisfaction with:

- 99% of respondents feeling that libraries are a safe place.
- 97% of respondents rated the choice of books as very good (36%), good (43%) or satisfactory (18%).
- 99% of respondents rated the information provision in libraries as very good (39%), good (48%) or satisfactory (12%).
- 99% of respondents rated the events in libraries as very good (33%), good (44%) or satisfactory (22%).
- 54% of respondents required staff support with 100% of those requiring support rating staff support as very good (71%), good (25%) or satisfactory (4%).
- Taking everything into account 100% of respondents were satisfied with the service with 60% rating it as very good, 34% as good and 6% as satisfactory.

5 TIMETABLE

- 5.1. The Library & Heritage Service Plan 2019/20 outlines key projects to be delivered and was presented at the Sustainable Communities Overview & Scrutiny Panel on 9 January 2019.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The Library & Heritage Service has a controllable budget of £2,187,000. It has one savings objective for this year to generate £38,000 of additional income through use of the Merton Arts Spaces.
- 6.2. The Library & Heritage Service has 7 libraries and a Heritage & Local Studies Centre based on the second floor of Morden Library. All libraries have either seen significant redevelopment works or new libraries have been built since 2005 apart from West Barnes Library. There is a pause in the West Barnes Library redevelopment proposals to allow for further consultation to be completed regarding Cross Rail 2 as it has an impact on potential plans to redevelop the site.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. The Council is required to provide a 'comprehensive and efficient' library service, addressing the 'needs of adults and children', according to the Public Libraries and Museums Act of 1964. Local authorities have a statutory duty to make provision for a library service but may decide on how this is to be done.
- 7.2. Certain aspects of the service must be provided for free including free lending of books, free access to information and free library membership.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. Libraries hold a unique place within the community as a public space that is open to all. Where customers cannot make it to libraries a Home Visits Library Service provides books and other materials to people's homes. Increasingly Library Connect is also used as a way of engaging with underrepresented groups.
- 8.2. Residents from BAME backgrounds make the most effective use of libraries with high proportions in particular of Asian and Black British people.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. None identified for the purpose of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. No specific issues identified in this report. A risk register is maintained for projects detailed in the Library & Heritage Service Plan.

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

- None included for the purpose of this report.

Committee: Overview & Scrutiny Panel Sustainable Communities & Transport

Date: 30 April 2019

Wards: All Wards

Subject: London Borough of Culture

Lead officer: Christine Parsloe, Leisure & Culture Development Manager

Lead member: Councillor Nick Draper, Cabinet Member for Community & Culture

Contact officer: Christine Parsloe, Leisure & Culture Development Manager

Recommendations:

- A. To note the progress being made in the delivery of Merton's involvement in the Mayor of London's 'London Borough of Culture' initiative
 - B. Receive an update of the plans and priorities for the future delivery of this programme.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. This report updates members about the London Borough of Culture programme, the Impact Award made by the Mayor and the related Community Infrastructure Levy award. It updates members on delivery so far and the plans for the future including creating a sustainable partnership for a range of cultural work across the borough.

2 DETAILS

2.1. Background

- 2.1.1 In 2016 the Mayor of London invited boroughs to bid for the status of London's Borough of Culture (LBOC). In partnership with several local creative businesses, the Council decided to bid. A programme, entitled *Common Ground* was created. It reflected key concerns and ambitions in Merton, most notably the need to 'bridge the gap' in participation and cultural engagement. It also built on the known ambitions for a cinema in the east of the borough.
- 2.1.2 The Mayor had invited boroughs to include one exemplar project in these bids. In Merton, this was a film programme called FilmMerton which incorporates a series of film seasons and commissioning new work.
- 2.1.3 The borough did not win the full LBOC status: the feedback was that the Mayoral team did not feel Merton was quite ready to host such large-scale events throughout the year, but that the Council and its partners had put together a robust and intriguing bid which highlighted diversity, ambition and opportunity in unexpected ways.
- 2.1.4 The borough did win Mayoral support for FilmMerton. The Cultural Impact Award, as it is known, brought with it three key benefits: some money, significant profile and open doors from potential partners.

2.1.5 The Mayoral support was not sufficient to deliver the programme. The Council agreed to invest some of the Neighbourhood Funding created by the Community Infrastructure Levy (CIL). This is discussed in more detail below (para 6).

2.2. **Governance and Partnership**

2.2.1 The impetus for *Common Ground* came both from the Council and some key local partners. Those partners have now come together in a steering group, known as the Cultural Advisory Group (CAG) which is responsible for overseeing delivery of FilmMerton and wider cultural ambitions. It has adopted a set of Terms of Reference (Appendix 1) and committed to completing their annual review in May 2019.

2.2.2 CAG has a regular calendar of monthly meetings at which it shapes its strategy for the future and considers reports on progress to date, primarily this has been focussed on the delivery of Film Merton. Membership includes

- Conrad Murray, Artistic Director, Beatbox Academy
- Greg Vincent, Morrisons Law
- John Merriman, Crown Lane Studios
- Kristina Burton, Mitcham Town Community Trust / SHINE Merton
- Somayeh Aghnia, Geeks
- Councillor Janice Howard
- Councillor Linda Kirby
- Christine Parsloe, Leisure & Culture Development Manager

2.2.3 The CAG it continually reviews its membership and ways of working to maximise effective participation and leadership. It does not have a formal legal existence, although it has discussed the formation of an entity which would enable it to hold contracts in its own right. This is an ongoing debate which will be revisited in the coming months. CAG members presented its work to the Merton Partnership away day last year.

2.2.4 In officers' experience, the Merton CAG represents a new and important approach and opportunity. Unlike many such steering groups it is business led, which has enabled an innovative and energetic attitude. The Group is strongly committed to values of inclusion, economic and civic participation and long-term thinking. Both CAG and Councillors have been keen to see it evolve into a partnership which can continue to lead on cultural delivery and ambition for Merton.

2.2.5 CAG has already travelled a considerable distance. From its beginning in 2016, it has

- Put together the *Common Ground* bid with support from a very wide range of community partners and organisations
- Won the resources and profile attached to FilmMerton and the wider CIL programme
- Engaged many different partners and participants through innovative outreach and discussion (see para 4)

- Held a successful and inclusive launch event at Wimbledon Theatre in late November 2018
- Implemented FilmMerton, a brand new programme
- Determined its approach to other cultural interventions over the next 15 months.

2.3. FilmMerton

2.3.1 The outcomes and targets which form part of the funding agreement with the Greater London Authority are attached at Appendix 2. There are four core outcomes:

O1	<i>To create ambitious and inclusive new work</i>
O2	<i>Build the audience for film in the east of the borough to support the ambition for a new cinema</i>
O3	<i>Building groups and communities who have taken and can take leadership roles in expanding cultural and civic participation in the east of Merton</i>
O4	<i>Put Merton, and particularly Mitcham, on the map as open to and excited by emerging immersive technologies in augmented and virtual realities to support economic development objectives</i>

2.3.2 The programme has five main strands:

- Community film seasons, where community groups curate short seasons of films alongside local events to build the audience. These happen in a range of venues across the borough
- Commissioning four new short films, 2 from young people (18-25) who are emerging film makers in the borough and 2 from more established film makers. All have strong 'Merton' threads, will be filmed here in Merton and will offer opportunities for local people both in front and behind the camera
- Working with volunteers to deliver events and grow skills
- A festival, to be held in March 2020, with the working title *Mitcham Reality*, celebrating and showcasing augmented and virtual reality
- Evaluation and reflection so the programme can inform other and future work.

2.3.3 CAG produce a monthly report for the GLA. A recent report is attached at Appendix 3 – FilmMerton GLA Monthly Update: Jan/February 2019.

2.3.4 CAG has, with the support of the Council, procured consultancies to deliver the programme. The first film seasons were held in January and the film-makers commissioned in February. It is therefore early days to comment on the overall achievement of targets, but Members may wish to note the following:

2.3.5 **Film seasons** - The plan is to deliver 12 film seasons curated by community groups and a further 12 film seasons by guest curators.

2.3.6 So far 13 community seasons are confirmed with ten community groups choosing the films, showing the interest in the programme across the borough. These groups are:

- Lantern Arts – Food On Film
 - South Mitcham Community Centre – Inspirational Films
 - Dementia Alliance – Dementia
 - Focus 41 x 2 seasons - Inspirational Black Women/ Celebrating Black Britain
 - Friends of Pollards Hill Youth Centre x 2 – Hidden Stories/Black History Month
 - Soul Productions – Gangs & Peer pressure
 - SHINE on Saturdays – Shiny Movies: Friendship
 - MVSC/All Star Barbers – Barbershop Quintet
 - Korean British Cultural Exchange – K-Pop
 - Colliers Wood Film Collective x 2– Immerse Yourself
- 2.3.7 Community groups will be offering an eclectic range of films on everything from cake to K-Pop and representing a diverse range of local communities and their concerns/interests. These include older people suffering from dementia, young people's views on gang culture and peer pressure, and black women overcoming trauma and abuse through inspiring female role models.
- 2.3.8 The community panels are primarily from Mitcham and Pollards Hill with 3 from Raynes Park and Colliers Wood. As seasons are confirmed a range of venues are being identified, attracting new audiences and opening up new spaces.
- 2.3.9 Seasons are accompanied by events and talks generated by the community groups themselves.
- 2.3.10 FilmMerton's first season, Food on Film, was brought together by Lantern Arts in Raynes Park. The season started at the end of January with a special launch, continued into February and finished at the end of March. At the time of writing there have been 3 screenings, each attracting more than 20 people. Most attendees have been over 60yrs old, with the exception of the 10 children who came to see Willy Wonka. 85% of attendees to date have been women and 90% White British.
- 2.3.11 The following community film season showcased 'Inspirational Black Women.' This film season began on 7 March with a women-only screening to celebrate International Women's Day, closely followed by a season of screenings which uncovered the Hidden Stories of Black and minority ethnic history. This season completed in April. The second showing in this season, on 24 March at Pollards Hill Youth Centre, had a diverse audience of over 50 people.
- 2.3.12 Eight guest curator seasons have been confirmed so far with recent additions including the comedian Jo Brand. Publicity and marketing for these events continues to grow. Members will understand that in working with high profile curators, CAG and the delivery team are having to enter into personal agreements to manage the timing of announcements.
- 2.3.13 **Commissioning new work** - Film Merton includes commissioning new films: two from 18-25 year-old film makers living in the borough, and two from more established film makers from anywhere. All four films are required to be 'about' Merton.
- 2.3.14 At the time of writing rapid progress has been made:

- Advertisement of short film commissions (November-January) in a wide range of local and national outlets generated 56 submissions
- Longlist processing refined the 56 submissions to a shortlist of 31
- Shortlist processing by a selection panel led to interviews of 5 established filmmakers and 3 projects submitted to Young Merton Filmmaker categories
- 2 films were selected in the established filmmaker category and 2 in the young Merton filmmaker category. All were selected by unanimous decision of the selection panel
- Filmmakers have now been appointed to the project
- The two winning filmmakers in the Young Merton filmmaker category plus all runners up were invited to British Film Institute (BFI) Future Film Festival as a development opportunity. 6 young people attended the Festival on the weekend of 16 February.

2.3.15 All Filmmaker submissions were monitored for equalities and diversity and the following results evidence a diverse response to the opportunity.

Characteristic	Breakdown
Age	16-24: 4 25-29: 3 30-34: 3
Disability/health condition	None declared
Ethnicity	Black African: 1 Dual heritage: 3 White British: 4 White other: 2
Religion/belief	None: 8 Christian: 1 Prefer not to say: 1
Sex	5 female 5 male
Sexual orientation	Bisexual: 1 Heterosexual: 7 Prefer not to say: 2
Socio-economic background (not a protected characteristic)	a) Went to university: 9 (of 10) b) First generation of family to attend university: 4 (out of 9) c) Attended state school: 7 d) Attended independent school: 3
Postcode	SW19: 4 SW20: 1 SM4: 2 Out of borough (despite terms): 2

2.3.16 Two of the runners up to the Young Merton filmmaker category have expressed interest in being mentored or getting work experience on the 2 film commissions by the established filmmakers which the delivery team are now facilitating.

- 2.3.17 At the time of writing, the augmented reality commission and the festival are in preparatory stages. The evaluation strand is underway and will include both creative recording (currently through photography) and statistical evaluation.
- 2.3.18 **Volunteers** - The Film Merton programme has an important commitment to working with volunteers. Advertising used the MVSC network as well as libraries and spreading information across the networks cultivated during *Common Ground* and in the call-outs for films seasons. At the time of writing 20 volunteers have become involved in roles including stewarding film seasons and participating in the selection process for film makers.
- 2.3.19 The volunteers comes from across the borough, including Mitcham, Raynes Park and Colliers Wood. The majority (17) are over 60, and they are split 8 women and 12 men. Seven are from black and ethnic minority communities and one from a white non-British background, whilst the others are unknown.
- 2.3.20 **Partnerships** - A key objective of the programme is to forge new partnerships, build audiences and support investment in Merton. Although it is early days, a strong new relationship has already emerged with the British Film Institute who have contributed staff time and leadership. This contribution includes chairing the panel which chose the film makers and enabling all the young applicants to participate in the BFI young film makers events and networks for the year.
- 2.3.21 With support from officers in FutureMerton, the CAG has also been reaching out to potential investors in cinema. There have been early and positive discussions with independent cinema operators elsewhere in London. These discussions will continue.
- 2.3.22 The Cultural Advisory Group (CAG) is itself an important partnership. Its core membership, besides Councillors represents businesses, schools and creative practitioners. As noted at paragraph 2 above, this is a new approach in the borough and is already achieving significant steps.

2.4 Cultural Advisory Group - Future Work Programme

- 2.4.1 CAG has a robust commitment to working in ways which empower people, puts participation at the heart of commissioning and decision making, and which supports innovation to address tough problems. These priorities inform both the work the group is doing and the way it works.
- 2.4.2 When the bid was made for LBOC and a council partnering contribution using CIL, it included a number of key elements which forms the basis for the current and future work programmes:
- FilmMerton delivery
 - Commissioning new creative work
 - Support to the creative and cultural sector
 - Enabling governance and support
- 2.4.3 FilmMerton delivery is now well underway and the CAG is now giving due consideration as to its options for both new work and support to the sector. Current proposals under consideration focus on promoting the borough's diverse and exciting range of musicians.

2.5 Summary

2.5.1 In deciding to bid for the LBOC title, and making a significant investment through CIL, the Council made a strong statement of commitment to cultural success in the borough, predicated on taking a new approach to ‘bridging the gap’ and on innovative business leadership. This approach has already seen notable successes as detailed in this report and includes a breadth of engagement in the programme, including people from a wide range of communities and across the borough.

3 ALTERNATIVE OPTIONS

3.1. The Council considered very carefully before bidding for LBOC and decided to proceed given the commitment of partners, especially in the ascent CAG, and the benefits of profile it offered.

3.2. At the time of considering the CIL allocation, the Council identified three options before deciding to fund the CAG to deliver Film Merton and lay the groundwork for longer term sustainability:

Option	Detail	Outcome
1	To deliver the whole Common Ground programme (2.1m) without further support from the Mayor, using LBM resources	Rejected - as beyond available budgets
2	To not deliver Film Merton, returning the resources to the Neighbourhood Fund and rejecting the award from the GLA	Rejected - as would fail to fulfil community ambitions and commitments made in bidding for the award
3	To only fund the Cultural Advisory Group to the minimum required to deliver Film Merton with no support to its sustainability in future	Rejected - as not investing in community ambition and aspiration at this time, when Cabinet have already committed the resources for investment in cultural activities which support bridging the gap, community empowerment and economic opportunity

3.3. CAG, including council members and with officer advice, continues to carefully consider options for delivery within the framework of the funding available and the agreements reached with the GLA. Options considered for specific strands of work are influenced by impact on community engagement and bridging the gap, support to the profile of the borough, the opportunities to create excellent work and strengths within the cultural sector.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. During the preparation of writing the council’s bid for LBOC – ‘*Common Ground*,’ consultation included:

- Numerous one-to-one and small group discussions with stakeholders including practitioners, schools, cultural groups, venues, creative businesses and community groups
 - A series of meetings testing the emerging programme
 - Use of the existing consultation evidence and assessment of information from the national Audience Finder database
 - Analysis against material relevant to bridging the gap e.g. on cultural activity, education and health.
- 4.2. For the bid itself an information pack was produced summarising all of the statistical evidence – this evidence was a large pack of information.
- 4.3. In preparing for the delivery of Film Merton, consultation has continued in the following ways:
- Detailed discussion with a wide range of community groups on community seasons, identifying film makers and preparing for the augmented reality app
 - Targeted meetings with key stakeholders e.g. the Youth Parliament
 - Recruitment of volunteers both through the MVSC networks and open meetings
 - Discussions with potential businesses about investment in cinema facilities in Mitcham.
- 4.4. CAG has also continued wider consultation on future planning including:
- Consultation meetings open to the public in South Wimbledon and Mitcham
 - Ongoing specific discussions with interested groups and stakeholders
 - Growing publicity and attention to the programme from both print and online media.
- 4.5. On 26 November CAG launched both FilmMerton and wider work with a red-carpet event at New Wimbledon Theatre. Almost entirely funded by sponsorship, this event brought together different communities and in particular showcased performers who would not normally sing or dance on that stage. The formal event was followed by an impromptu session in the piano bar which was strongly welcomed by younger singers and players.
- 4.6. CAG is strongly committed to both consultation and reflection, using time at monthly meetings to consider recent consultation and use it to shape the next steps in their work.

5 TIMETABLE

- 5.1. The Council submitted its bid for the LBOC programme at the end of November 2017 after 3 months of intensive preparation. The Cultural Impact Award was announced in February 2018. By October 2018, the delivery team had been appointed, the first call-outs for community seasons were in place, CAG's terms of reference formalised, and the CIL allocation agreed.
- 5.2. The launch of the FilmMerton programme took place in November 2018 and the first of the community film seasons started in January 2019, with the established and young filmmakers commissions all being in place for February 2019.

- 5.3. The FilmMerton programme will now roll-out over the next 18 months and CAG will commence the planning and delivery of the other outcomes for this project.
- 5.4. The FilmMerton programme must be completed by March 2020, and CAG is currently confirming the dates of the Mitcham Reality Festival which will finish the programme.
- 5.5. CAG and the Council have been strongly committed to building a sustainable and long-term platform for culture. In developing the timetable for other work, CAG is carefully considering the momentum of FilmMerton and how best to build on it during 2020 and beyond.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The clear long term objective for CAG is to demonstrate effective delivery against the strategic aims of bridging the gap, and to deliver support to the sector without reliance on public sector resources.
- 6.2. The main sources of funding are:
- CIL funding from L B Merton - £ 213,000
 - Cultural Impact Award Funding from the GLA - £ 40,000
 - Income Raised During Programme Delivery - £ 5,600
- 6.3. The breakdown of the budget as agreed in the CIL decision is:

Item	£	Comments
FilmMerton	185,600	Detailed budget agreed by CAG and review monthly: includes £40,000 from the GLA and a fundraising target of £5,600
Business development for the sector	8,000	A proposal for this strand of work will be advertised through the council's procurement portal
Community Commissions	40,000	This will be subject to detailed further proposals to be agreed by CAG
Cultural Leadership Development	22,000	This mirrors the sum allocated in the Common Ground bid and covers governance costs and limited support for delivery over the two years from April 2018 to April 2020
Contingency	3,000	To enable additional marketing etc. as required
Total Expenditure	£ 258,600	

- 6.4. CAG keeps its budget under close review and has identified both the strategic objective of long term sustainability and short-term objectives for fundraising and partnership. Opportunities include:

- Sponsorship: in cash or in kind. Even at this early stage, CAG has shown success in this arena, as the launch has shown
 - Commercial income: possibilities include ticket sales; sale of Intellectual Property (IP) etc. At this time, CAG has shown a marked inclination to see any such income go directly to the community group which generates it. It would be possible, however, to consider whether there is IP generated by CAG which itself has value, if not now, then in the future
 - Charitable funds: there are a range of trusts and charities which support cultural work, although it can require time (money, investment) to make the application
 - Public sector funds: CAG fully recognises the unlikelihood of future public sector support given the constraints on the sector.
- 6.5. The proposed work programme is currently covered with the approved income except for the £5,600 to be generated from the programme. This income is expected to be generated and the oversight is in place to ensure that the programme is delivered within the committed resources. However, for any additional projects or programmes CAG may decide to do or if CAG chose to create a larger programme they would also commit to fundraising to meet those additional ambitions.
- 6.6. The commissioning element of CAG's work offers its own specific opportunities for CAG to invite proposals where match funding is a prerequisite - whether from communities or practitioners.
- 6.7. CAG has used a proportion of its budget both to commit to a stipend for the Chair, which enables small business owners to play a prominent role in its work, and for consultancy for a Critical Friend who is both supporting the group and ensuring delivery of this work programme. These costs are contained within the Cultural Leadership Development budget line.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. Expenditure of funding from the GLA must always be compliant with the terms of the grant agreement under which it is provided including lawful procurement as appropriate to level of expenditure whether under the Council's Standing Orders or under the Public Contracts Regulations 2015.
- 7.2. South London Legal Partnership is available to assist the Council in carrying out legal and advisory services in relation to the CAG.
- 7.3. Under the CIL Regulations the Neighbourhood Fund, must be spent on local projects to support the demands development places on the borough. Government guidance states that local authorities should engage local communities and agree with them how to best spend the Neighbourhood Fund and that the cost of administering the fund should be reasonable and proportionate to the amount of funding received.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. The delivery of Film Merton is being monitored to measure the engagement across communities, with a particular view to the overriding objective of 'bridging the gap'. At the time of writing, only one film season has started so it is too soon

to measure impact. It is clear from the applications and appointments for film making that communities not usually engaging with such opportunities have been attracted, including from ethnic minority and younger groups, and from the eastern half of the borough.

- 8.2. This is an issue of particular concern to CAG and funders and influences programme design and consultation.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. There are no specific crime and disorder implications.
- 9.2. Members may wish to note that some of the community groups have identified disorder and related issues to be highlighted in their seasons, such as Soul Productions who are curating a season connected to gangs and peer pressure. As seasons are connected to community events, this will be a valuable opportunity to work with young people around strategies to resist such pressure.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. There are no specific risk management or health and safety implications. The delivery team are working closely with specific venues and community groups to ensure health and safety requirements are properly managed.

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

Appendix 1 - Merton's Cultural Advisory Group – Terms of Reference

Appendix 2 - GLA Grant – FilmMerton: Objectives, Targets and Outcomes

Appendix 3 - FilmMerton GLA Monthly Update: April 2019

12 BACKGROUND PAPERS

- 12.1. Merton's – '*Common Ground*' bid.
- 12.2. CIL report

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APPENDIX 1

MERTON CULTURAL ADVISORY GROUP - TERMS OF REFERENCE

Purpose

The Cultural Advisory group exists to grow the cultural life of Merton, particularly working to

- bridge the gap between the two halves of the borough,
- promote the success of the cultural and creative sectors
- commission and showcase excellent creative work in and about Merton
- empower and skill local communities through culture

Role

- Supporting cultural development and strategic position of Merton
- In all its work, support the Merton Partnership priorities to bridge the gap
- Establish itself as the economic development lead partner for CCIs across Merton, creating a programme, developing networks and relationships and working with the EWG for that sector
- Represent and advocate for culture in Merton including identifying and recruiting ambassadors for Merton
- Working with agencies in the borough in creating investment and subsidy opportunities for culture in Merton (excluding sport)
- To support fundraising for cultural programmes (and lead where agreed with project lead partners)
- Overseeing such grants programmes for arts in the community as may be available, ensuring a robust process of consideration and making recommendations on awards
- Work towards its own sustainability, independent of public funding, as a cultural partnership or network for Merton
- To adopt relevant protocols and agreements to build clear ways of working, advice and guidance, which will support these Terms of Reference

Specific responsibilities for the Cultural Impact Award

- Oversee the delivery of the London Mayor's Cultural Impact Award within Agreements with LBM and the GLA
- Advise and steer all aspects of the programme, ensuring it meets the core objectives of the borough and the GLA regarding inclusiveness, ambition and legacy, and fits with the funding
- Ensure the various panels and groups are able to do their job and include time for reflection and evaluation in their activities
- Broker and deal with conflicts between organisations if these emerge during the programme
- Manage and lead on communications regarding the programme, in line with the relevant Agreements and protocols

Membership

The core role of the Group is cultural leadership for Merton, and its roots are in the creative and commercial sectors of the borough which came together to promote the Merton proposal for the London Borough of Culture. Membership reflects both the core role and history and so the majority of members are from those sectors, as business owners and creative practitioners.

Membership is by invitation of existing members, especially the Chair, save for the Council nominees.

The Chair is chosen by the members of the Group in agreement with the Council's representatives and will not normally be a member or officer of the Council.

Membership will be reviewed at least annually, having regard to the ongoing work of the Group, overlaps with other bodies, and the capacity of existing and potential members of the Group.

The Council's largest two political groups will each nominate one member to the Cultural Advisory Group. The Council's relevant Lead Officer (normally the Leisure and Culture Development Manager) will be an ex officio member. Other officers and advisers may attend from time to time as invited by the Group.

<i>Current membership (April 2019)</i>	
John Merriman (Chair)	Crown Lane Studios
Somayeh Aghnia	Geeks
Conrad Murray	Actor, performer, musician and Artistic Director, Beatbox Academy
Greg Vincent	Morrisons Solicitors
Kristina Burton	Mitcham Town Community Trust / SHINE Merton
Cllr Janice Howard	Conservative nominee
Cllr Linda Kirby	Labour nominee
Christine Parsloe	Council's Lead Officer
<i>Regular supporters</i>	
Rebecca Cresta	Rebecca Cresta Photography
Debbie Sage	Council comms/marketing support
Sarah Tanburn	Consultant
Sarah Williams	Council Economic Development lead

APPENDIX 2

GLA GRANT - FILMMERTON: OBJECTIVES, TARGETS AND OUTCOMES

Context

Appendix 1 to the Agreement between L B Merton and the GLA requires clear outcomes and outputs.

Objectives

FilmMerton has four central objectives. They are not separately prioritised and activities within the programme will support more than one.

Ref	
O1	<i>To create ambitious and inclusive new work</i>
O2	<i>Build the audience for film in the east of the borough to support the ambition for a new cinema</i>
O3	<i>Building groups and communities who have taken and can take leadership roles in expanding cultural and civic participation in the east of Merton</i>
O4	<i>Put Merton, and particularly Mitcham, on the map as open to and excited by emerging immersive technologies in augmented and virtual realities to support economic development objectives</i>

Outcomes

Ref	Outcome	Objectives supported
OC1	Demonstrable growth in film audience in eastern half of the borough	O2
OC2	New groups and individuals in the community engaged with cultural activity leading to overall growth in activity	O1,O2, O3
OC3	New groups with ongoing cultural capacity through decision making and commissioning	O1, O2,O3
OC4	New commissions in film and immersive technology which are welcomed by key audiences including both communities and creative practitioners	O1, O3, O4
OC5	New partnerships with the film sector, including cinema operators, heritage groups, film clubs, film makers, producers and distributors to take forward future work towards a permanent cinema in the east of the borough	O1,O4
OC6	A successful immersive (VR and AR) festival <i>Mitcham Reality</i> which engages the community with those new technologies	O2, O3, O4
OC7	<i>Mitcham Reality</i> has capacity to become a regular fixture and is engaged with other festivals across London and beyond	O1, O2, O3, O4
OC8	A robust and accessible evaluation which enables communities, funders and the cultural leadership of Merton to build on success for future activities	O3

OC9	A reputation for Merton as borough where exciting cultural activities, led by and empowering local communities and producing amazing work, will be found	O1,O3,O4
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Targets/outputs

<i>Ref</i>	<i>Outcome</i>	<i>Objectives</i>
T1	Achieve target growth in film audience (established in relation to baseline to be determined in late 2018)	O2
T2	At least 8 robust community panels, representing at least 32 people) engaged in curating film seasons with support and mentoring, building a long term and informed cadre of film fans, by February 2020	O2, O3
T3	At least (say 10 per film for 96 films) 960 film goers for the film seasons of which at least 25% (240) saying they are seeing a film they would not otherwise have seen by February 2020	O2, O3
T4	At least three new groups in the community actively engaged in cultural commissioning and decision making that are not so engaged at September 2018, by December 2019, in ways which outlast the individual commission or season	O3
T4	Positive community and critical reception for the newly commissioned work	O1, O4
T5	Ambitious and high profile programme of guest curated seasons well received by audiences	O2,O4
T5	A well-attended and watched <i>Mitcham Reality</i> in 2020	O4
T6	Full funding for FilmMerton as envisaged at May 2018 achieved by December 2018.	O3
T7	Further funding attracted to expand the programme, either to extend film seasons or create additional new work	O1,O2, O3
T8	At least three robust partnerships created with film industry partners to sustain through Film Merton and beyond, and in particular to support creating a cinema in Mitcham by September 2019.	O1,O4

Budget Milestones:

For funding to be released under the Agreement:

M1: Signature of that Agreement, anticipated 15 September 2018: £30,000

M2: Acceptance of monitoring reports from L B Merton, accepted as satisfactory by the GLA, on 30 June 2019 and 30 November 2019 of progress against these targets and activities set out in the Project Plan: £10,000

FilmMerton GLA Monthly Update: April 2019

Item	Activity in last month: <i>Summary of key targets in project plan for period</i>	Activity Next Month	Key Activity next 3 months
Key Dates (even if indicative)	<p>*MMCK: 12/3 Attended CAG meeting;13/3 sent email re: webpage proposal; prepared for Hidden Stories; 14/3 attended Hidden Stories opening film;18/3 sent copy to Town and Leisure magazine; 19/3 discussed My Merton article with Hannah; 20/3 worked on What's On April-June with Karen;21/3 discussed film season with Francesca Martinez;22/3 Had telephone meeting with Justine Simons re film season; 25/3 liaised with Mitcham Fire Station re use as venue; 29/3 contacted Abby Burford re news release; 2/4sent CAG dates for diary; prepared and sent advert for Mayor's Ball programme; 3/4 prepared for Hidden Figures screening; Attended film screening and collected What's On postcards from printers.</p> <p>**DD: General/Marketing/Evaluation: Attended CAG meeting 12 March. Attended Audience Agency meeting 12 March.</p>	<p>MMCK: 14/5/CAG Meeting; 15/5 GLA monthly monitoring due; film screenings in May; scheduling, marketing and publicity; monitor budget expenditure; identify funding sources - ongoing</p> <p>DD: General/Marketing/Evaluation: Send briefing report to CAG meeting 9th April.</p>	<p>MMCK: Marketing upcoming seasons effectively ensuring that they reach as wider audience as possible; monthly CAG meetings; attend regular meetings in the community; monthly GLA monitoring reports; monitor and manage the budget</p> <p>DD: Attend CAG meetings, ongoing funding opportunities to extend & lengthen programme</p>
Comms plans already in place	<p>Ongoing work with artist Karen Baker to design a range of tools i.e. leaflet for guest curator seasons; develop online presence via twitter, Facebook and webpage; liaising with photographer, Rebecca Cresta, to capture project development.</p>	<p>CAG make decision on webpage option; secure media exposure for community groups and project in general, ongoing; establish an online platform as reference point for project.</p>	

Updated contacts for Comms colleagues or PR support	Nothing to report	Nothing to report	
Programme and Project Planning	<p>MMCK: 13/2 discussed website with Karen Baker and a mock-up sent to CAG;13/3 spoke with Proscreens and Nzingha about screening; 15/3 Created table of films and licences needed; 20/3 prepared for Hidden Stories 2nd screening; 22/3 spoke with Nzingha re film feedback; 25/3 chased community groups for What's On deadline; 26/3 confirmed room bookings with Merton Arts Space; 27/3 sent end of year invoices to LB Merton; paid for film licence;1/4 contacted producers Marjorie Prime re screening licence; 2/4 drafted GLA Monthly Report, programme update and budget reviewed .</p> <p>DD: Short Films: Contracts signed and first payments made. Liaised with BFI re: free loan of camera kit to Matvi Khosho</p> <p>Reality Festival: Free venue at General Giles Social Club secured for 6 & 7 March 2020.</p> <p>AR App: Continued discussions with Guidigo (location based AR platform) and plans developing for having community members help develop content with DD.</p>	<p>MMCK: distribute What's On postcard as widely as possible;focus on seasons for April-June making sure that marketing, room bookings and events are in place; raise profile of project by trying to gain national media exposure i.e. radio, printed press, establish an interactive, comprehensive online page; keep abreast of budget by regular monitoring and forecasting.</p> <p>General/Marketing/Evaluation: Attend CAG meeting 9th April.</p> <p>Short Films: Advise filmmakers on local casting opportunities. Pursue Christine's contacts at council re: FilmFixer for location fee waivers etc. Set up mentor meeting for Matvi Khosho.</p> <p>Reality Festival: Festival dates and venue confirmed. R&D schedule and programming.</p> <p>AR App: Continued R&D content creation and set up community group involvement.</p>	<p>MMCK: <i>Work with the community and partners to raise project's profile i.e. through talks, social media, publicising seasons etc; support community groups and guest curators to deliver successful and inclusive events and screenings</i></p> <p>DD: Short Films: <i>finalise details of Young Merton Filmmakers & runners up involvement in BFI Film Futures Festival Feb.</i></p> <p>Reality Festival: <i>branding designed for Festival selected laurels; secure key venue.</i></p> <p>AR App: <i>Industry judges & community judging panel for AR Festival invited; identify local stories/community input.</i></p>
Governance and Staffing / Recruitment	Nothing to report		

Where help/ support is required	Nothing to report this month		
Anything Else to Note	Hidden Stories season in March was a great success. Approximately 150 people attended the 3 films largely from the Pollards Hill estate but with a good demographic mix across age and ethnic background.		

***Maureen Mckarkiel Arts Consultancy – responsible for managing and delivering the community/curator film seasons**

**** Digital Drama – responsible for Content and Film Festival**

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E&R Public Protection performance report

PI Code & Description	Feb 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	YTD Status	Short Trend	Long Trend
Parking										
CRP 044 Parking services estimated revenue (Monthly)	1,339,541	1,121,099				16,976,697	15,171,902			
LER PARK 01 % of cases won at London tribunal	65	55				65.18	55			
SP 127 % Parking permits issued within 5 working days (Monthly)	97%	95%				95.55%	95%			
SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	1.64	0.66				12.7	7.34			
SP 493 Number of cases won at London tribunals (Monthly)	35	43				417	489			
Regulatory Services										
SP 041 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)	91.04%	97%				93.02%	97%			
SP 042 Income generation by Regulatory Services (Monthly)	£14,961	£19,380				£378,704	£489,380			
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						99			
SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Measured Annually						40			
SP 420 Annual average amount of Particulates per m3 (Annual)	Measured Annually						40			
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	Feb 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Street Cleaning										
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	21.21%	8%				16.85%	8%			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	749	700				10,552	7,700			
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						57%			
SP 454 % of fly-tips removed within 24 hours (Monthly)	23%	90%				45%	90%			
Waste Services										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	85.00	50.00				112.73	50.00			
SP 064 % Residents satisfied with refuse collection (annual) (ars)	Measured Annually						73%			
SP 065 % Household waste recycled and composted (One Month in Arrears)	40.79%	46%				38.74%	46%			
SP 066 Residual waste kg per household (One month in arrears)	46.47	45				441.52	414			
SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (One month in arrears)	4%	65%				34%	65%			
SP 262 % Residents satisfied with recycling facilities (annual) (ars)	Measured Annually						72%			

PI Code & Description	Feb 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 354 Total waste arising per households (KGs) (One Month in arrears)	77.14	75				708.4	755			
SP 407 % FPN's issued that have been paid (Monthly)	70%	70%				72%	70%			
Greenspaces										
LER OS 01 Parks Quality Management Score (PQMS)	5	5				4.94	5			
SP 026 % of residents who rate parks & green spaces as good or very good (annual)	Measured Annually						76%			
SP 027 Young peoples % satisfaction with parks & green spaces (annual) (ars)	Measured Annually						75%			
SP 032 No. of Green Flags (annual)	Measured Annually					6	6			
SP 318 No. of outdoor events in parks (Monthly)	1	0				239	131			
Leisure										
SP 015 Income generated - Merton Active Plus activity	£1,384	£2,000				£11,905	£41,500			
SP 251 Income from Watersports Centre (Monthly)	£1,535	£500				£403,034	£364,400			
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ars)	Measured Annually						80%			
SP 349 14 to 25 year old fitness centre participation at leisure centres	9,062	8,125				88,985	94,640			
SP 405 No. of Leisure Centre users (monthly)	79,708	85,710				886,437	997,592			
SP 406 No. of Polka Theatre users (Quarterly)	Measured quarterly					62,697	60,626			
Transport										
SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Measured Annually						85%			
SP 137 % User satisfaction survey (transport passenger fleet) (annual)	Measured Annually						97%			
SP 271 In-house journey that meet timescales (transport passenger fleet)	Measured Annually						85%			

SP 456 Average days lost to sickness absence - Transport (Monthly)	3.06	0.88				34.63	9.63			
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E&R Sustainable Communities

PI Code & Description	Feb 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Development and Building Control										
CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	49,954	175,000				1,444,834	1,710,000			
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	67%				80.01%	67%			
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	88.89%	67%				85.31%	67%			
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	95.59%	80%				92.86%	80%			
SP 040 % Market share retained by LA (Building Control) (Monthly)	47.68%	54%				50.17%	54%			
SP 113 No. of enforcement cases closed (Monthly)	31	37				631	412			
SP 117 % appeals lost (Development & Building Control) (Quarterly)	Measured Quarterly					25.25%	35%			
SP 380 No. of backlog enforcement cases (Monthly)	538	650				538	650			
SP 414 Volume of planning applications (Monthly)	261	370				3,909	4,070			
Future Merton										
SP 020 New Homes (annual)	Measured Annually						435			
SP 260 % Streetworks inspections completed (Quarterly)	Measured Quarterly					32.49%	37%			
SP 327 % Emergency callouts attended within 2 hours (traffic & highways)	97.3%	98%				99.84%	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	Measured Quarterly					1.47	3			

PI Code & Description	Feb 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					?	95%	?	?	?
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Measured Annually					?	30	?	?	?
SP 476 Number of business premises improved (Annual)	Measured Annually					?	10	?	?	?
Property Management										
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					?	150	?	?	?

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Sustainable Communities – February 2019

Dept.	PI Code & Description	Polarity	Feb 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	170	230				171.5	230	
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	426	412				426	412	
Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)	Low	2	10				1.3	10	
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	10	10				8.8	10	
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	71,648	56,000				71,648	56,000	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	214,937	200,233				214,937	200,233	
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	98%	97%				98%	97%	
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	275	230				275	230	
Libraries	SP 287 Maintain Library Income (Monthly)	High	£357,091	£338,617				£357,091	£338,617	
Libraries	SP 480 Visitor figures - physical visits to Libraries (Monthly)	High	1,019,825	1,100,000				1,019,825	1,100,000	

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Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 30 April 2019

Agenda item:

Wards: All

Subject: Planning the Panel's 2019/20 work programme

Lead officer: Julia Regan, Head of Democracy Services

Lead member: Councillor Laxmi Attawar, Chair of the Sustainable Communities Overview and Scrutiny Panel

Contact officer: Rosie Mckeever, Scrutiny Officer

Recommendations:

- A. That the Panel reviews its 2018/19 work programme (set out in the appendix), identifying what worked well, what worked less well and what the Panel would like to do differently next year;
 - B. That the Panel suggests items for inclusion in the 2019/20 work programme – both agenda items and potential task group review topics;
 - C. That the Panel advises on agenda items for its meeting on 27 June 2019.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

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

2. DETAILS

Identifying issues for the 2019/20 work programme

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

- Enterprise and skills, including regeneration, employment, adult education and libraries; and
 - Transport.
- 2.4 The scrutiny officers are currently gathering suggestions for issues to scrutinise, either as Panel agenda items or task group reviews. Suggestions are being sought from members of the public, councillors and partner organisations including the police, NHS and Merton Voluntary Service Council. The council's departmental management teams have been consulted in order to identify forthcoming issues on which the Panel could contribute to the policymaking process.
- 2.5 The Panel is therefore invited to suggest items for inclusion in the 2019/20 work programme – both agenda items and potential task group review topics.
- 2.6 All the suggestions received will be discussed at the Panel's topic workshop on 20 May 2019. As in previous years, participants will be asked to prioritise the suggestions using criteria so that the issues chosen relate to:
- The Council's strategic priorities;
 - Services that are underperforming;
 - Issues of public interest or concern; and
 - Issues where scrutiny could make a difference

Planning the first meeting of the 2019/20 municipal year

- 2.7 A note of the workshop discussion and draft work programme will be reported to the first meeting of the Panel in the new municipal year. The Panel will be requested to discuss this draft and agree any changes that it wishes to make.
- 2.8 The Panel is asked to advise on any other items that it would be helpful to include on the agenda for its 21 June 2018 meeting.

3. ALTERNATIVE OPTIONS

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

4. CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1 To assist Members to identify and prioritise a work programme for 2019/20, the Scrutiny Team will undertake a consultation programme with Panel Members, co-opted members, members of the public, LB Merton Officers, public sector partners and Voluntary and Community Sector organisations to determine other issues/items for Members' consideration for inclusion in the Panels 2019/20 work programme.

5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

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

6. LEGAL AND STATUTORY IMPLICATIONS

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

7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

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

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

8. CRIME AND DISORDER IMPLICATIONS

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

9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

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

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

- 10.1 2018/19 work programme

11. BACKGROUND PAPERS

- 11.1 None

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