

Full Council

13 September 2017

Wards: All

Strategic Theme Report: Sustainable Communities

Lead officer: Chris Lee, Director for Environment & Regeneration

Lead members: Cllr Martin Whelton, Cabinet Member for Regeneration, Environment & Housing

Cllr Ross Garrod, Cabinet Member for Street Cleanliness & Parking

Cllr Nick Draper, Cabinet Member for Community & Culture

Contact officer: James McGinlay, Assistant Director for Sustainable Communities

Recommendation:

A. That Council note the content of this report.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The Environment & Regeneration department provides a co-ordinated approach to managing the public realm, as well as the regeneration of our town centres and neighbourhoods. It aims to maintain and improve the local environment and economy of the borough by delivering quality services and by creating regeneration and sustainability partnership initiatives.
- 1.2. Each meeting of Council receives a report on updating progress against one of the council's strategic themes.
- 1.3. The ambition for the Sustainable Communities theme is outlined in the council's Business Plan 2016-2020 *'to create a more sustainable borough, one which is less reliant on fossil fuel and which reduces its negative impact on the environment and climate change in particular'*
- 1.4. The main portfolio holder is Councillor Martin Whelton although this theme also covers the work of Cllrs Ross Garrod and Cllr Nick Draper for their respective cabinet portfolios. The Sustainable Communities Overview and Scrutiny Panel continues to exercise its statutory function
- 1.5. This report provides an update to Council on the key Sustainable Communities initiatives that the department is delivering for the continued benefit of our residents and business.

2 DETAILS

- 2.1. This report provides an overview of the following main areas of work;
 - Public Space
 - Air Quality
 - Sustainable Travel

- Regeneration & Placemaking
- Development & Building Control

PUBLIC SPACE

- 2.2. The Phase C procurement conducted by Environment & Regeneration concluded earlier this year. The tender included two lots. Lot 1 for waste collection and street cleaning services, awarded to Veolia. Lot 2 for greenspaces and grounds maintenance, awarded to idVerde. Both are leading providers in their field.
- 2.3. A new division called Public Space, led by a new Assistant Director, was created to oversee these new contracts and the services they deliver. The creation of the new division to deliver these fundamental contracts indicates the high importance LB of Merton puts on maintaining a high quality public realm to support the vibrancy and economy of the local community.

Neighbourhood Client Officers (NCOs)

- 2.4. A new team of three Neighbourhood Client Officers (NCOs) forms part of the Public Space division. The NCOs are responsible for monitoring and managing the new contracts on a daily basis. Each NCO is responsible for monitoring performance and resolving issues in their allocated wards. They are continuing to build strong relationships with their counterparts within Veolia and idVerde so they can resolve issues in partnership. The NCOs provide a vital role in working closely with stakeholders and maintaining the public realm.

Street cleaning

- 2.5. A major benefit brought about by the new contract is the greater use of technology in scheduling the cleaning rounds and responding to problems. Residents are able to report street cleaning issues through the Council's website. This information is passed directly to Veolia's team who can immediately allocate the work to a vehicle in the area using the in-cab devices. The driver can then use this device to confirm with the control room that the work is complete. This brings about quicker resolutions and greater ability to manage the performance of the service, which ultimately contributes towards a cleaner public realm.
- 2.6. A further benefit of the contract is its focus on maintaining a consistent standard of cleanliness across the borough rather focusing on a required frequency of cleansing. The contract requires all streets to be maintained to the required level and for Veolia to return any failing streets to this level within a max 24 hours of a report.
- 2.7. Monitoring and inspections, together with reports from residents and Members, indicate that the standard of street cleanliness in the town centres has improved since the new contract. The use of new sweeper vehicles enables Veolia to reach high standards of cleaning in a more efficient and responsive manner. The standard of residential streets is also improving with

some pockets where concern remains. These streets are under close monitoring and the focus of attention for the NCO team.

- 2.8. The new technology enables better recording of fly-tipping numbers and hot spots. The number of recorded fly-tips across the borough has increased significantly since March. This is unlikely to reflect a significant increase in incidents and is much more likely to be a result of improved reporting and data capture by the new in-cab technology. LB of Merton aims to clear all fly-tips within 24 hours to keep the streets clear of waste. Before fly-tips are cleared, they are inspected by the street cleaning crews for any evidence which may support our Environmental Enforcement Team who seek to identify the perpetrators and deter such behaviour through communication with residents, in-depth investigation of fly-tipped material and issuing of enforcement notices.

Parks and playgrounds

- 2.9. The summer is a demanding time for parks maintenance and grass cutting. However, idVerde have successfully delivered a high quality of parks and grounds maintenance across the borough. Grass cutting, litter picking and pitch maintenance has been carried out to a high standard to ensure residents can enjoy the open space offered across Merton.

Community and public events

- 2.10. The parks team, together with idVerde, provide outdoor space to enable a range of community and public events, which play an important part in supporting community cohesion, individual well-being and local economies. This includes the annual Mitcham Carnival, Wimbledon Tennis car parking, the fireworks in Morden and Wimbledon together with various fairs.
- 2.11. In addition, there are large community events such as Eid ul Fitr celebrations as well as smaller and regular community organised sports events and pitch bookings. This year saw the first major music festival being held at Morden Park. The event welcomed nearly 17,000 guests to enjoy world renowned artists in the beautiful setting of Morden Park. The event was delivered by an external production company but carefully overseen by LBM's Parks team together with colleagues from Licensing, Noise, Car Parking, Safer Merton and the London Metropolitan Police to ensure the event was safe and secure for visitors and local communities.

Raising awareness and changing behaviour

- 2.12. Many of Merton's residents take pride in their local environment and contribute towards keeping it clean. This includes those that use litter bins when they are out and about as well as those who dispose of their bulky waste responsibly at the Council's household recycling centre or by using the Council's bulky waste service rather than fly-tipping their waste illegally.
- 2.13. The LB of Merton is continuing with a communication campaign to remind residents of their responsibilities as well as highlighting the financial

penalties that can be incurred if residents litter or fly-tip. Between 1st April 2017 and 31st July 2017, 1,928 residents have been issued with a fixed penalty notice (FPN) of £80 for littering and a further 9 have received a £400 FPN for fly-tipping. In the same period, the Enforcement Team has also written to 65 roads or streets to remind residents of how to responsibly present their waste for collection so that it does not reduce the quality of the public realm. The Council will continue to use a combination of engagement, communication and enforcement to encourage all residents and visitors of Merton to do the right thing with their waste.

Ways for the public to report incidents

- 2.14. In order to respond to concerns as quickly as possible and maintain a high quality public realm, it is helpful if residents, and Members, inform the Council of street cleaning issues. Reports can be made in a range of ways.
- 2.15. The website enables residents to report easily a range of service requests including:
- Missed recycling or waste collection
 - Litter and street cleaning problems
 - Abandoned cars
 - Graffiti
 - Fly-tipping
- 2.16. Residents can also telephone the Merton Council Contact Centre: 020 8274 4901.
- 2.17. By using these channels, the reports reach the contractor and client team as quickly as possible so problems can be solved as efficiently and effectively as possible. This also ensures all resident reports are logged and any repeat issues can be identified before they become bigger problems.
- 2.18. We are working hard to finalise the connectivity between our CRM system and the 2 contractors systems so that the vast majority of customer contacts and requests can be automated . This will lead to even greater improvements in ease of access for customers as well as performance management and accountability for the council.

New waste collection service roll-out in October 2018

- 2.19. Plans to roll out the new waste collection service will begin in earnest in autumn. This will be a project that is developed in partnership with Veolia and LBM. It will include a stakeholder engagement plan together with a comprehensive communications plan. The new service brings many benefits. The alternate weekly wheeled bin service is: cheaper; greener; safer; and, cleaner.
- 2.20. Residents will see the biggest improvement in relation to street cleaning. Currently, waste bags placed on the pavement attract foxes and vermin,

which often litter the road on collection day. The new wheeled bins will protect the waste from pests as well as wind and rain, making the service altogether cleaner and helping to maintain a high quality public realm.

London Borough of Culture

- 2.21. Culture and arts can make a valuable contribution towards creating a cohesive, healthy and vibrant society. In June, the Mayor of London invited London Boroughs to bid to become the London Borough of Culture for 2019 or 2020.
- 2.22. The Mayor's vision states that, "The award will put culture at the heart of the community. It will celebrate the unique character and diversity of London's people and places and uncover some of the amazing work that is often hidden. The programme will draw on Londoners' creativity to build stronger, more resilient communities." With this aspirational goal in mind, LB of Merton is currently preparing a bid, together with key stakeholders and partners, to become a London Borough of Culture.
- 2.23. The aim will be to harness the energy, skills and talents of community organisations and cultural institutions to deliver a programme of culture and arts that will be a catalyst for change across Merton. The closing date for bids is 1st December 2017.

AIR QUALITY

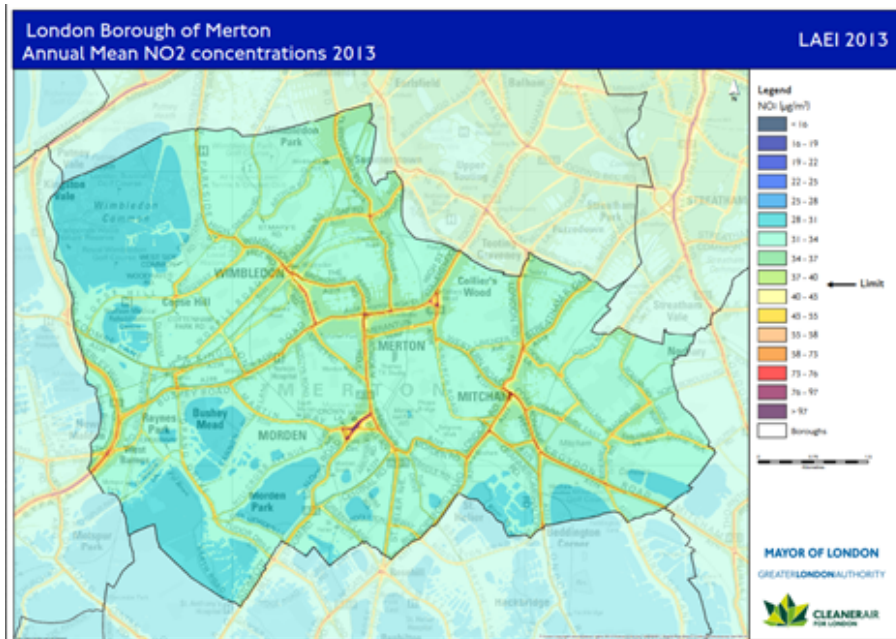
- 2.24. Local air quality is now a key priority both nationally and regionally. Actions taken around sustainable transport and modal shift directly help tackle poor air quality. Merton has taken a lead on a number of matters already to improve air quality including through the diesel surcharge.
- 2.25. A new Air Quality Action Plan (AQAP) has been produced as part of our duty to London Local Air Quality Management statutory process and in recognition of the legal requirement on the local authority to work towards air quality objectives under Part IV of the Environment Act 1995.
- 2.26. The AQAP outlines the actions that Merton will deliver for the period 2017-2022 in order to reduce concentrations of pollution, and exposure to pollution; thereby positively impacting on the health and quality of life of residents and visitors to the borough. We recognise that there are a large number of air quality policy areas that are outside of our influence (such as Euro standards, national vehicle taxation policy, taxis and buses), and so we will continue to work with and lobby regional and central government on policies and issues beyond Merton's direct control.

Merton's Air Quality Priorities

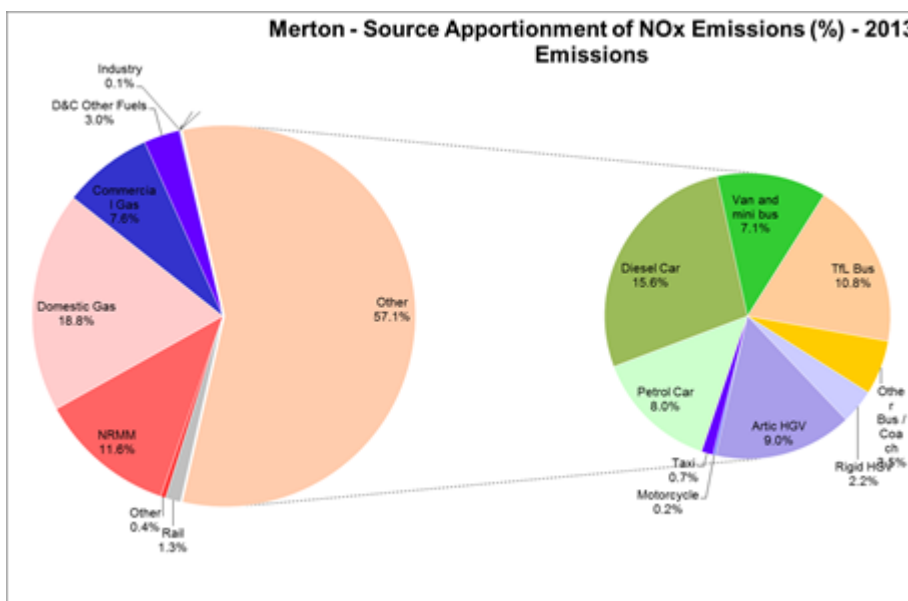
- 2.27. This AQAP is updated in line with new GLA guidance to reflect changes in LAQM and to ensure that local measures are current, effective and sufficiently targeted to address the GLA AQ focus areas and any other AQ 'hot-spots' identified within the borough.

- 2.28. There have been a number of significant air quality actions implemented at both local level and by the Greater London Authority and Transport for London since publication of Merton's first AQAP, including implementation of the Low Emission Zone; the introduction of the Sustainable Design and Construction and Control of Dust and Emissions Supplementary Planning Guidance; highway and public transport improvements and investment in a wide range of sustainable transport initiatives. Many of these are likely to have had an impact on AQ within the borough, however despite these improvements; AQ in Merton remains poor in a number of locations.
- 2.29. The Local Air Quality Management system for London (LLAQM) acknowledges that boroughs cannot solve the problem of air quality alone but that they do have a central role to play in improving AQ through the use of key levers such as parking, planning and local roads together with very specific knowledge of the communities that they serve.
- 2.30. The main priorities of the AQAP are;
- Land-use planning and sustainable development;
 - Transport Planning, promoting sustainable transport, local transport management, integration with Local Implementation Plans (LIPs);
 - Climate change policies in relation to carbon management and reduction of greenhouse gas emissions;
 - Low Emission Strategies providing an integrated approach to promoting emission reduction strategies covering both air quality and climate change;
 - Public Health Outcomes (PHO) policy areas, to promote health and wellbeing; and
 - Education programmes to promote health and wellbeing and also the principles of sustainability.
- 2.31. Source apportionment data identifies road transport as contributing more than 50% of the overall emissions of NO_x and particulate matter within the borough. The dispersion modelling and Focus Area maps (Appendix D) also identify the areas experiencing the highest concentration of pollutants where there is relevant exposure. In the majority of cases these areas extend along the key transport links where there are high volumes of traffic, both local and through traffic.

2.32. NOx Emissions by source and vehicle type (from the LAEI 2013)



2.33. NOx Emissions by source and vehicle type (from the LAEI 2013)



SUSTAINABLE TRAVEL

2.34. In partnership with Transport for London, the council’s Future Merton team are leading on the local implementation of the Mayor’s Transport Strategy and are implementing a number of sustainable travel choices; noted below.

Electric Vehicles Charging Points

2.35. The Council in partnership with Bluepoint has so far delivered 21 on-street charging points (9 locations). A second batch of 15 locations (36 charge

points) has been progressed to planning application stage. Subject to legal processes, implementation could start in winter 2017.

Go Ultra Low City scheme (GULCs)

- 2.36. This is a programme of Air quality initiatives, aimed at increasing ownership of electric and hybrid vehicles. The council has recently received notification of an £18,000 grant to install Socket (lamp column) chargers. Locations are still to be determined as assessments are underway.

Rapid charging points

- 2.37. A key part of the GULCs scheme is to provide up to 300 rapid electric vehicle charging points across London (roughly ten per borough). The physical equipment costs can be in the region of £50,000 plus enabling utility works. Site viability assessments are on-going at around 9 locations in Merton. At least two locations would be dedicated exclusively for taxis. The remaining sites would be open to all users and would include a “pay as you go” capability.
- 2.38. A number of planning, contractual and legal procedures still need to be undertaken before the new chargers can be installed. TfL funding is available for infrastructure works. Operators would provide the equipment with costs reclaimed through on-going user charges. Contracts would run a minimum 8-10 years. These chargers are aimed at fleet, taxi, car club and other high frequency users. Only ultra-low emission capable black cabs will be licensed from January 2018 so the roll out of this infrastructure is essential for taxi operators.

Car Clubs

- 2.39. There are 3 active car clubs in Merton. These are Enterprise Cars, Blue City and Zip Car. The largest operator by far is Zip Car with around 3540 active members in the borough (up 50% since the launch of Zip Car Flex). Across the flex car club boundary area comprising Merton, Wandsworth, Southwark and Lambeth there are now 40,000 members.
- 2.40. In addition, DriveNow and Enterprise Car Club are looking to launch one-way car clubs of their own in the borough. This floating model is expected to drive car club growth across London.
- 2.41. The Blue City Car Club (all electric point to point car club) is currently operating with 5 vehicles, but is expected to grow as more charge points are installed in the borough. The rollout of this project is also linked to a Car Club research project with Imperial College, Blue solutions, TfL, Car Plus, Westminster, Hammersmith and Fulham, Merton, Hounslow and consultants SDG.
- 2.42. The aim of the research project is to fill knowledge gaps identified by the car club coalition and how point to point car clubs can complement public transport and active travel. The project will initially run for 2 years, but is likely to be extended as more boroughs join the project.

Bike Sharing

- 2.43. Cycling is pollution free; helps to reduce traffic congestion and could help reduce the amount of kerbside parking to create a more appealing streetscape. Bike sharing also promotes the uptake of cycling and wider travel behaviour changes.
- 2.44. Bike sharing is expanding fast and recently there have been a number of negative news stories about Obike's dock-less cycle hire scheme launching without borough support or consultation. To deal with hundreds of bikes being dumped on the streets, affected boroughs were forced to intervene and remove the cycles at considerable cost, although it is hoped to recoup this money from the operators.
- 2.45. Officers have reservations regarding a fully free floating dock-less cycle hire system, and would prefer to see an alternative hybrid solution where cycles are perhaps parked in marked out on-street bays around stations and other high demand locations. Elsewhere it may be appropriate to allow hire bikes to share cycle hoops with other cycle users.
- 2.46. These dock-less hire schemes appear to offer the only viable option to develop cycle hire schemes in outer London without the very high operating and running costs associated with the current London scheme. Transport for London in partnership with the boroughs is developing a code of Practice for operators to sign, which may go some way to regulate how these schemes might operate.
- 2.47. The development of these schemes is moving very fast with a number of operators vying for a market share in London, including in parts of Merton. Despite a very disappointing start this operational model is gaining ground and is therefore here to stay.

REGENERATION & PLACEMAKING

Rediscover Mitcham

- 2.48. A significant milestone in the Rediscover Mitcham project has been reached with the completion of the new London Road bus street opening for service. Transport for London (TfL) and London Buses have started to run buses along the new London Rd bus street, which opened on Saturday 26 August.
- 2.49. Details of the new routes are now displayed at all bus stops affected by the new changes. Information is also available on TfL's website. Only local buses and cycles will be able to use the new bus street.
- 2.50. The new bus route is an integral part of the improvements we're making to Mitcham town centre and is the final phase of the works on the Fair Green.
- 2.51. Introducing the dedicated bus street will bring people directly into the shopping area of the town, which is better for both retailers and their customers. We can all be proud of Mitcham, its smart market stalls, convenient shopping and the beautiful Fair Green with the restored Victorian clock tower and landscaped gardens.

Colliers Wood

- 2.52. It's been a year of incredible change in Colliers Wood. Most notably, the transformation of Colliers Wood tower is nearing completion, as is the council's brand new Library on Colliers Wood High Street. In partnership with TfL, Merton Council has completely overhauled the look and feel, and function of the public realm in Colliers Wood with a series of projects that have now completed;

Baltic Close

- 2.53. The new, shared surface street had an official opening event in September 2016 and is proving to be a well-used space. It provides a high quality, attractive main entrance to Wandle Park that was once obscured by uncontrolled parking on an unmade road.

- 2.54. It now has high quality materials including wood-block paving; bespoke benches and pergola; disabled parking and servicing; tree planting and new street lighting. There are also new bin-stores for flats and businesses; cycle parking and new railings for the Charles Holden Pub garden. Pub seating extends into part of the street and there are new boundary walls and piers to the park entrance.



Wandle Park

- 2.55. The new wall to the High Street frontage has recently been completed to the same style as Baltic Close. It maintains a clear boundary to the park, but with more open views into it. The new frontage includes planting, wood-block paving and bespoke wooden seating; and the small parking area has been tidied up.

- 2.56. Inside the park a new path has been laid from the new and existing entrances into the park, leading to the memorial and a new path has been laid between the River Wandle and wetland area, creating a larger circular walking route within the park. The existing jogging path has also been restored and upgraded.



River Wandle

- 2.57. Along the River Wandle, between the High Street and Station Road the footpath has been resurfaced, LED lights installed throughout and new river landings created with bespoke seating. Outside the entrance to Sainsbury's a new seating area has also been laid out with bespoke benches, retaining wall and wood-block paving.

High Street Colliers Wood

- 2.58. Along the High Street between the Tube Station and Sainsbury's TfL recently implemented a major enhancement to the road layout, creating better facilities for cyclists, wider pavements, simplified pedestrian crossings, a wide crossing outside the station to Baltic Close, and an upgrade in paving surfaces. The council has also installed bespoke lighting on the riverside and is installing new street lighting along the rest of Merton High Street to Haydon's Road.

Local Distinctiveness

- 2.59. The bespoke designs for the project have been inspired by local industrial history and to reflect and reinforce the character and local distinctiveness of the area:

Benches are made from solid oak and are etched with designs from William Morris printing blocks from his works in nearby Abbey Mills. Wooden sets are charred timber, part of the process of charcoal making, from which Colliers Wood gets its name. Glazed tiles on the piers and topping the low walls are a reference to De Morgan's Lustreware ceramic works, once located in Wandle Park.



Shopping Parades

- 2.60. This parade located in the High Street of Colliers Wood was selected for refurbishment following a local survey and community consultation. It was jointly funded from the Brighter Business Scheme, Section 106, Future Merton's Economic Development funds and the respective businesses. All five shops in the parade participated in the project and financially contributed which helped transform some of the most dilapidated shops in the area with uneven private forecourts into a beautiful section of the High Street with new forecourt.
- 2.61. The work consisted of cleaning the brickwork from paint and dirt, replacing crumbling pilasters, woodwork and concrete sills and significant shopfront improvements on five shops. The previous blocked downpipes now drain straight into planters and the new permeable forecourt now outside seven shops is designed in line with the council's SuDS project and assists our sustainable drainage policy.



High Street Colliers Wood: Before and after

Clarion Housing Estate Regeneration

- 2.62. Clarion Housing Group is planning a £1 billion investment to build 2,800 homes on estates across the London Borough of Merton.
- 2.63. The largest housing association in the UK has submitted planning applications for homes in Eastfields and Ravensbury in Mitcham and High Path in South Wimbledon.
- 2.64. Details of the proposals include building 1,800 new homes to rent and buy and replacing 1,000 homes, with all existing tenants and resident homeowners wishing to remain in the neighbourhood to be rehoused.
- 2.65. Residents have been consulted on the plans and feedback has been incorporated into the outline planning applications, which set out how the streets, buildings and outside spaces could look. The emphasis is on creating energy-efficient, durable homes, green spaces and community facilities.
- 2.66. The council's primary responsibility is to residents of the three neighbourhoods so we've been discussing regeneration with local people every step of the way in the preparation of the council's Estates Local Plan. Working with Clarion in developing the residents offer and the joint ten commitments; We've pledged to keep these communities together by guaranteeing that every existing tenant of ours and resident homeowner has the option to remain in their neighbourhood at no additional cost.
- 2.67. The regeneration proposals will contribute to prosperity, health and wellbeing through job creation, opportunities for local businesses, better community and green spaces and links to local areas. As the first phases progress, the scheme will also provide extensive opportunities for training and employment and a range of initiatives to improve the life chances of young people in Merton. This is an exciting time for Merton and we're proud to be leading on one of London's largest estate renewal programmes.

Estates Local Plan

- 2.68. The Clarion estate regeneration programme is a long-term approach to place-shaping and will be guided by the council's Estates Local Plan. This plan is a strategic planning framework, created in consultation with residents to guide the built form and quality aspirations of the project over the next decade.
- 2.69. The plan has been produced in-house and was subject to a Public Enquiry in July 2017. We now await the Planning Inspector's comments to finalise the plan prior to adopting the plan late 2017. The plan's purpose, as well as providing a strategic vision for the three neighbourhoods, is to be the framework against which subsequent planning applications will be assessed.

Pollards Hill Regeneration

- 2.70. Moat Housing are also progressing with their own regeneration programme for Pollards Hill. Planning permission was secured in 2016 and Moat are now on-site delivering the refurbishment of existing homes in Pollards Hill.

- 2.71. The next phase of works will include the delivery of over 90 new homes around Donnelly Green, which will also be re-landscaped as part of the £35m project.

Morden Town Centre

Housing Zone

- 2.72. Morden Town Centre is the council's regeneration priority and over the past year significant progress has been made behind-the-scenes. Whilst much of the activity is around housing, the project does involve the creation of new retail, workspaces, jobs as well as housing intensification in the town centre.
- 2.73. The council secured Housing Zone status by the Mayor of London which seeks to accelerate the delivery of housing across the capital. For Morden, the Housing Zone programme has brought LBM and TfL together to work in partnership to develop a comprehensive and co-ordinated approach to developing our respective land-holdings. The Housing Zone status also has an £42m loan allocation available to developers if needed to deliver the project.
- 2.74. The council has also secured a £40,000 revenue grant to run the next stage of the project which involves the selection of a development partner to deliver the project as well as the associated procurement, financial and legal due-diligence throughout 2018.
- 2.75. Merton Council and TfL have jointly commissioned GL Hearn to advise on the various forms of development partnership or joint venture structures available to LBM & TfL and to also undertake soft-market testing in advance of procuring a development partner. This work is currently underway and will be brought back to members and pre-decision scrutiny late 2017.

Housing Infrastructure Fund

- 2.76. In August 2017, the council was invited by the GLA to bid for the government's Housing Infrastructure Fund. The fund is intended to provide the necessary infrastructure to enable the delivery of new housing. Our bid for Morden has passed through 3 reviews at the GLA and we will know by the end of September whether Morden's bid will be submitted to the Department for Communities & Local Government.
- 2.77. Our bid for Morden includes a £87m package of investment in the high street, public spaces, new bus station infrastructure and land assembly. Decisions on the bid are expected in spring 2018.

Morden Gyratory

- 2.78. TfL and LBM have undertaken traffic modelling and concept scheme design to test options for improved traffic flow and a better public realm in Morden Town Centre. Two key principles of the project are to remove the Civic Centre gyratory and to relocate the bus stands away from the Underground station in order to create a new pedestrian space at the station.
- 2.79. The project has now passed its stage 1 review and will be presented to TfL's Healthy Streets Board in October 2017 to secure approvals to proceed to the

next stage of detailed design, testing and consultation with residents and businesses; anticipated to be in mid-2018.

Morden Court Parade

- 2.80. One of the early successes of the Morden regeneration programme has been the restoration and complete transformation of Morden Court Parade on London Road. The council's Future Merton team secured a £600,000 grant to restore the art-deco façade of the unique parade as well as the provision of over 20 new shop-fronts along London Road creating a consistent design approach to the local businesses.
- 2.81. The parade works are largely complete, with snagging still underway. Morden Court is now firmly re-established as an art-deco gem and local landmark for Morden. We also recognise the great commitment made by the business themselves in agreeing to work with the council to deliver the project.
- 2.82. Morden Court Parade: Before & After

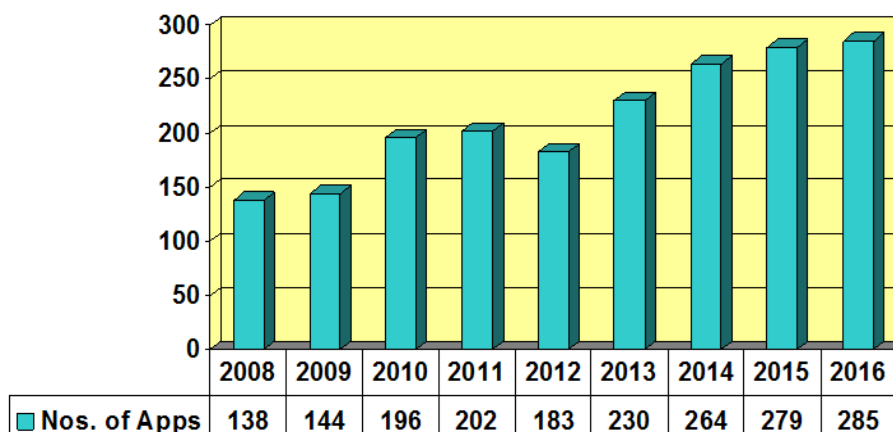


- 2.83. Morden Court Parade: Before & After



BUILDING & DEVELOPMENT CONTROL

- 2.84. Development Control has experienced a rise in planning applications received in recent years and has managed to increase productivity in the last 8 years. At the same time performance indicators have been maintained notwithstanding lower staffing levels.
- 2.85. The Building Control section have been continuing to maintain comparable market share with other London Boroughs, however there is still a small decline with Approved Inspector competitors increasing their market share. At the same time, the number of applications received has remained relatively constant over the last 3 years.
- 2.86. Planning applications per DC case officer:



- 2.87. Both teams have been heavily reliant on temporary staff in recent years and have had difficulty recruiting suitable candidates. A new recruitment drive is underway and is having some success in some areas although key posts are still proving very difficult to fill. The planning enforcement section has been reduced in size from 4 to 3 staff and has also only had 2 staff in recent months; however, a new permanent candidate has been offered a post and accepted.

3 ALTERNATIVE OPTIONS

- 3.1. None for the purpose of this report

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. None for the purpose of this report

5 TIMETABLE

- 5.1. None for the purpose of this report

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. None for the purpose of this report

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

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