

## Second Draft Service Plans.

Attached are our 21 First Draft Service Plans, in departmental order.

It should be noted that as these are Second Draft Service Plans they are subject to revisions as the Service Planning process continues.

Final plans will be completed on the 31 January 2018 and presented to Cabinet on 19 February and Full Council on 28 February 2018.

These plans will form part of our 2018/22 Business Plan.

Also included are 3 First Draft Commissioning Plans for our commissioned services, which are also subject to review as the process continues.

### Index of Departmental Service and Commissioning Plans

Children, Schools and Families	Community and Housing	Corporate Services	Environment and Regeneration
Children's Social Care	Adult Social Care	Business Improvement	Development & Building Control
Education	Housing Needs & Enabling	Corporate Governance	Future Merton
	Libraries	Customer Services	Leisure & Cultural Development
	Merton Adult Education *	Human Resources	Parking
	Public Health	Infrastructure & Transactions	Parks & Green Spaces*
		Resources	Property
		Shared Legal Services	Regulatory Services Partnership
			Safer Merton
			Transport
			Waste Management and Cleansing *

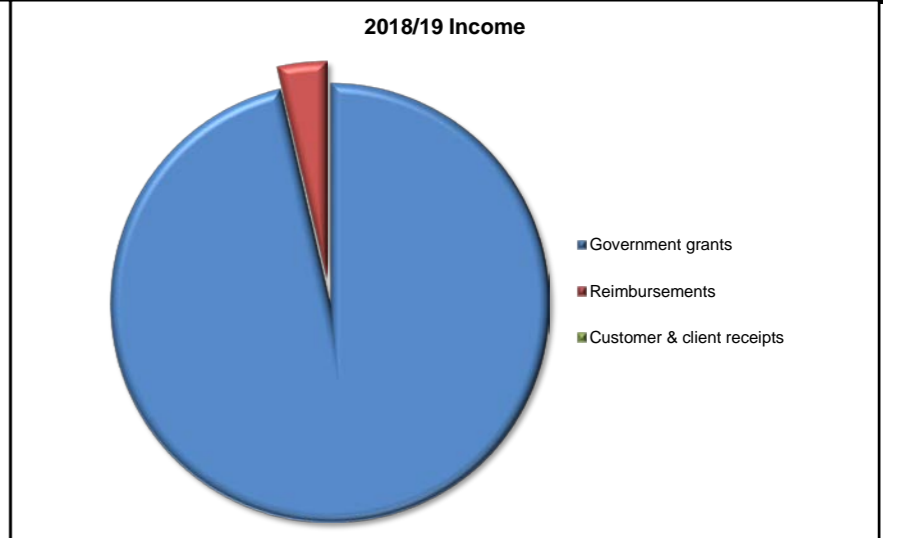
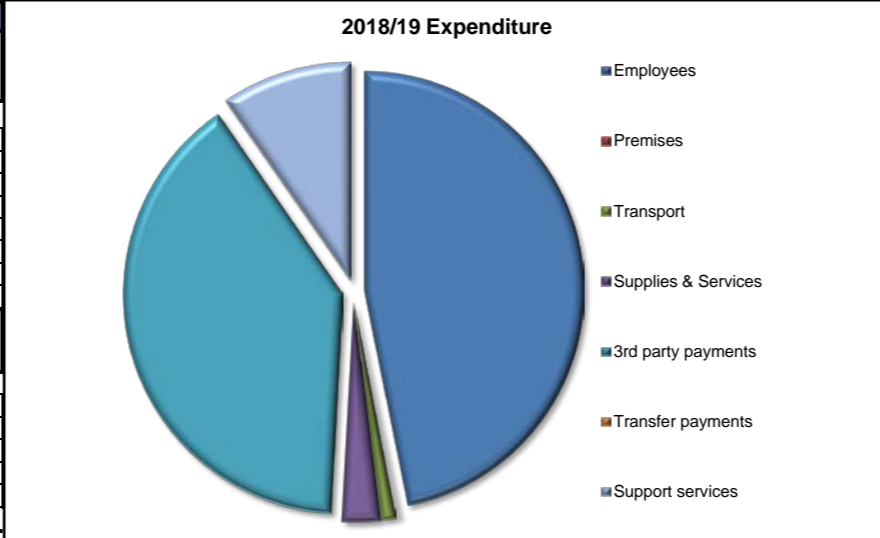
*\*Commissioning Plan*



# **Children Schools & Families**

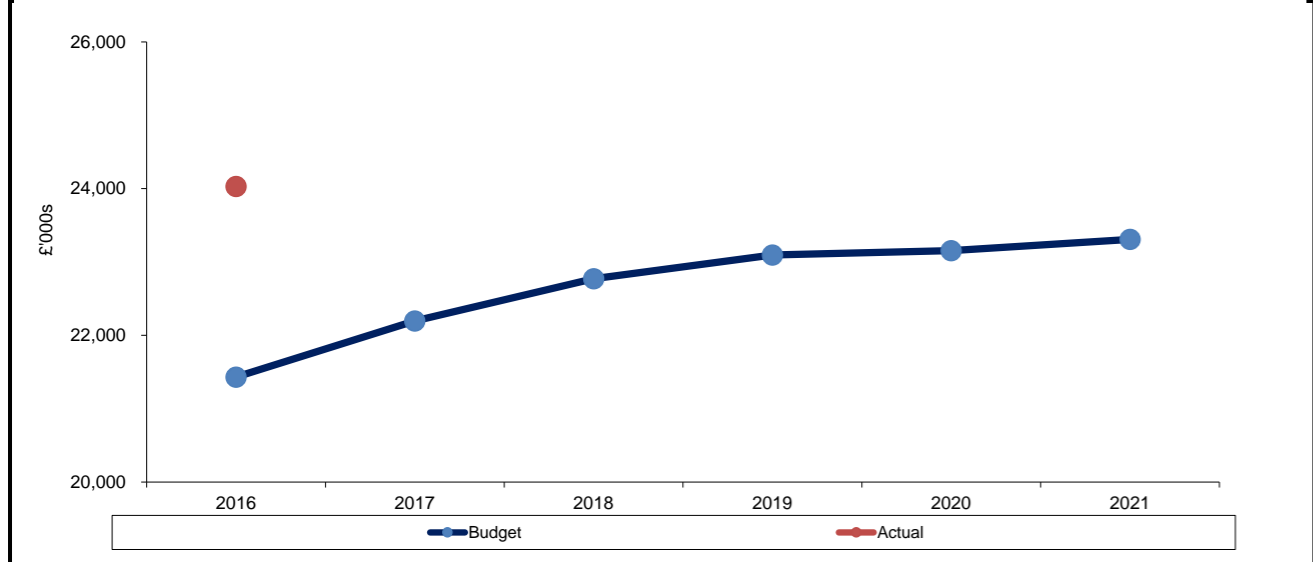
Children's Social Care & Youth Inclusion Cllr Katy Neep: Cabinet Member for Children's Services Enter a brief description of your main activities and objectives below	Planning Assumptions						The Corporate strategies your service contributes to				
	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21		2021/22			
<p>Children's Social Care (CSC) delivers a range of government prescribed &amp; legislated functions to children at risk of harm, children in care, children with disabilities care leavers &amp; young offenders, as well as wider services for families.</p> <p>CSC works within an integrated context co-ordinating multi agency support to those families at all levels of Merton's Child &amp; Young Person (CYP) Well-being Model. The service works with approximately 1,300 children at any one time who have the greatest needs in the borough across a range of outcomes: safety, well-being, health, education &amp; life chances.</p> <p>Merton's CYP Well-being Model sets out Merton's approach to supporting families which seeks to provide services at the time they are needed to prevent further need arising &amp; escalation up the model. This is the most efficient use of resources &amp; CSC undertakes a range of family support activity to prevent children entering either child protection or care systems at every stage of childhood. This necessitates a strong commitment to robust assessment &amp; thresholds, which require a quality assurance function to ensure on-going success of the model.</p> <p>Merton has lower numbers of children subject to child protection plans in the care system than the majority of London Boroughs, as well as lower numbers of first time entrants, and seeks to continue this approach, therefore ensuring that we minimise the use of costly high end interventions with our families &amp; promote family strengths to enable them to care for their own children.</p> <p>Youth Inclusion provides a targeted service to support vulnerable young people &amp; their parents to prevent offending &amp; re-offending. It also supports the transforming families programme, helping targeted families to get back into work, &amp; improve the outcomes for their children by preventing reoffending or going into care. It also leads on participation for CSF.</p> <p>Access to resources for looked after children/external placement provision Recruitment of in house foster carers.</p>	Population growth - looked after children & Care leavers		15-30				Looked after Children & Care Leavers Strategy				
	Population growth - Child Protection Plans		30-60				Safeguarding Children's Board Annual Plan				
	Increase in 0-19 population		3,210				Children and Young People's Plan				
	UASC - increased numbers and impact on resources		30-32								
	Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
	Staff (FTE)	209	216	218	211	211	211				
	(FTE subject to change as a result of restructures)										
	Performance indicator (LBC2020 indicators highlighted in purple)	Actual Performance (A) Performance Target (T) Proposed Target (P)						Polarity	Reporting cycle	Indicator type	Main impact if indicator not met
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
	% single assessments completed within agreed timescales	91	92	93				High	Monthly	Business critical	Safeguarding issues
Care application average duration (national target 26 weeks)	26	26	26				Low	Quarterly	Quality	Safeguarding issues	
Number YJS first time entrants	64	50	50				Low	Monthly	Outcome	Social exclusion	
% LAC (2.5 years or over) in same placement for 2 years	71	66	65				High	Monthly	Outcome	Safeguarding issues	
% LAC experiencing 3 or more placements moves	16	12	11				Low	Monthly	Outcome	Social exclusion	
% fostered LAC in independent agency FC placements	44	42	40				High	Quarterly	Business critical	Increased costs	
Number of in house foster carers recruited	15	15	15				High	Quarterly	Quality	Increased costs	
Care Leavers who are ETE (17-21 year olds)	63	68	70				High	Quarterly	Outcome	Social Exclusion	
% children subject of a timely safeguarding assessment	N/A	84%	84%				High	Quarterly	Outcome	Safeguarding issues	
Average duration for care and supervision (s31) applications	N/A	30	30				High	Quarterly	Business critical	Safeguarding issues	
% of care leavers in touch (17-21 year olds)	86						High	Quarterly	Outcome	Social exclusions	
% of care leavers (aged 19-21) in suitable accommodation	87	91%	91%				High	Quarterly	Outcome	Safeguarding issues	

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>23,239</b>	<b>26,242</b>	<b>23,185</b>	<b>2,127</b>	<b>23,900</b>	<b>24,222</b>	<b>24,284</b>	<b>24,435</b>
Employees	11,281	11,639	10,846	727	11,189	10,861	10,862	10,864
Premises	48	76	54	15	55	56	57	57
Transport	249	284	245	4	244	248	251	255
Supplies & Services	1,045	1,119	678	181	669	679	689	699
3rd party payments	8,318	10,841	9,063	1,198	9,444	10,080	10,126	10,262
Transfer payments	0	0	0	2	0	0	0	0
Support services	2,298	2,283	2,299	0	2,299	2,299	2,299	2,299
Depreciation	0	0	0	0	0	0	0	0
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>1,806</b>	<b>2,211</b>	<b>988</b>	<b>(352)</b>	<b>1,127</b>	<b>1,127</b>	<b>1,127</b>	<b>1,127</b>
Government grants	1,110	1,330	947	81	1,086	1,086	1,086	1,086
Reimbursements	697	838	41	(292)	41	41	41	41
Customer & client receipts		43	0	(141)	0	0	0	0
Reserves								
Capital Funded								
<b>Council Funded Net Budget</b>	<b>21,432</b>	<b>24,030</b>	<b>22,197</b>	<b>1,774</b>	<b>22,772</b>	<b>23,095</b>	<b>23,156</b>	<b>23,308</b>



Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
	0	0	0	0	0	0	0	0

Summary of major budget etc. changes	
Year	Details
2018/19	
2019/20	



Review of CSF staffing structure beneath management level: £101,000 - Part of CSF2015-09  
 Further staff saving to be identified across the department: £150,000 - CSF2016-03  
 Reduced cost/offer through the national centralised adoption initiative: £78,000 - CSF 2016-02

Delivery of preventative services through the Social Impact Bond: £45,000 - CSF2017-05  
 South London Family Drug and Alcohol Court commissioning: £45,000 - CSF2017-06

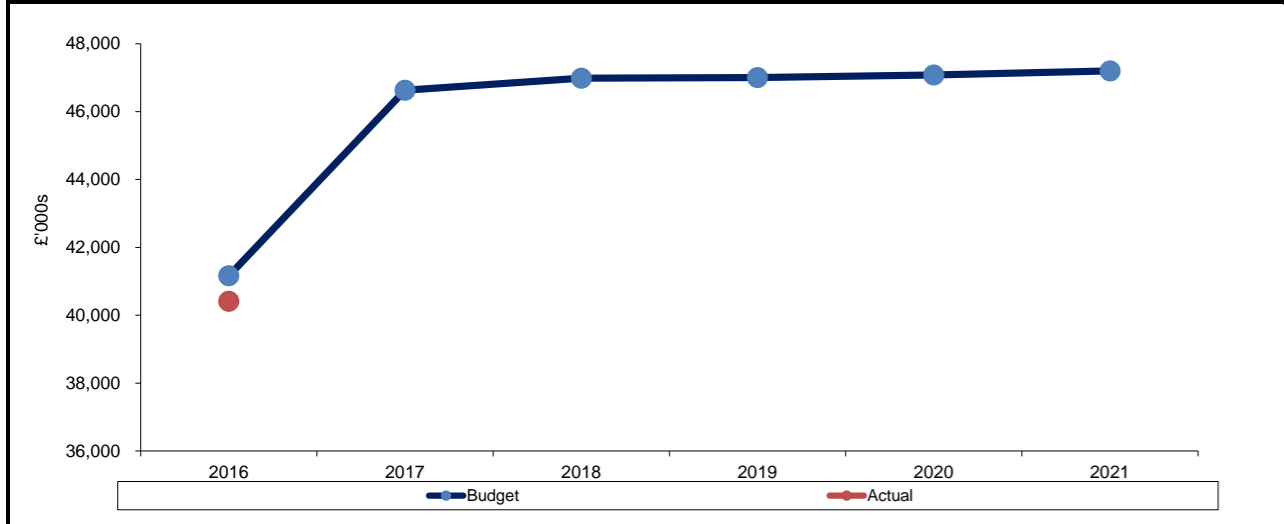
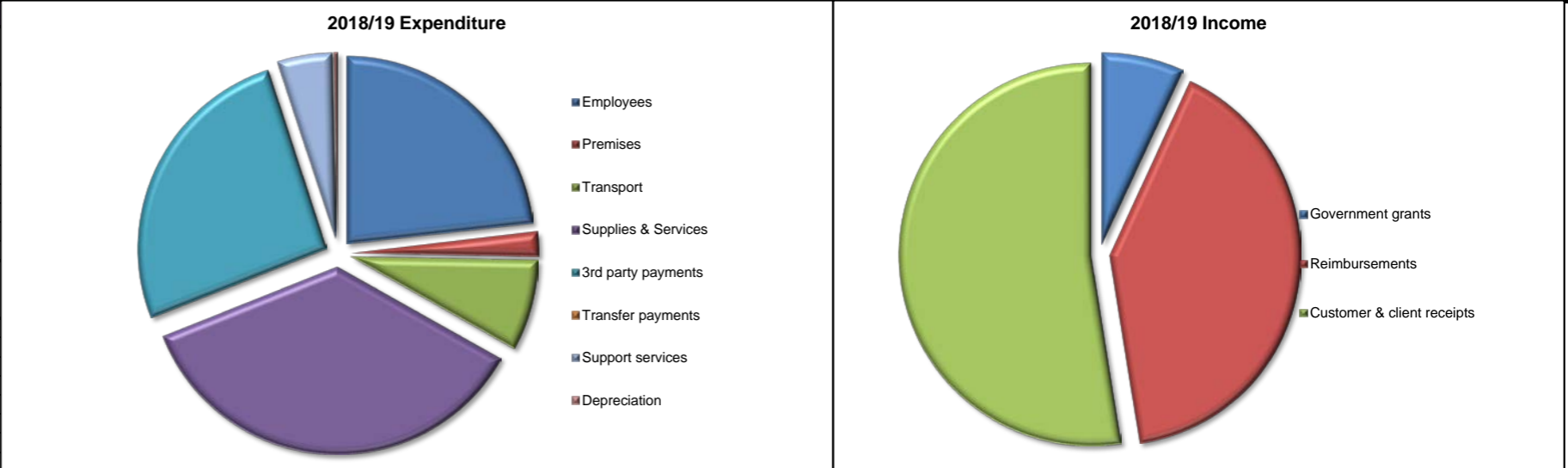
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Children's Social Care & Youth Inclusion**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFITS		Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Well Being Model - CSC &amp; CYPWB/TOM</b>	Improved effectiveness		12
Start date	2016-17	Project Details:	The review of the well being model is now complete, the next phase is to embed agreed structure changes in CSC, our Early Help model and points of access. we will deliver the CSC and EH Tom programme through a range of projects and programmes including: recruitment and retention strategy; restructuring of central teams; Flexible working ; Care proceedings as outlined in the relevant TOM; rationalising access points; raising thresholds; increased targeting and practice.	4	3	
End date	2019-20					
<b>Project 2</b>		Project Title:	<b>Continuous Improvement and Inspection Readiness</b>	Improved effectiveness		12
Start date	2013-14	Project Details:	Delivery of key priorities: Early Help, Think Family and Neglect. To improve data quality, filing & retention, case records & management oversight. Embed SMART targets & strengthen reporting to provide improved and easily accessible information.To continually improve the day to day management across our services, delivery of improvement plans and embedding our revised QA framework. Continue to utilise all data sources to inform best practice sources include; JTAI's,YJ,EY's,SEND, QA framework and Ofsted Action Plan.	4	3	
End date	2018-19					
<b>Project 3</b>		Project Title:	<b>MOSAIC (CYPWB &amp; TOM) Phase 1 and 2.</b>	Improved efficiency (savings)		9
Start date	2013-14	Project Details:	Cross-cutting project to provide system for both CSF & C&H including financial aspects; the new system has full casework management capability to deal with statutory requirements, management information & reporting for both case management and inspection purposes. Implementation phase will include extensive work to improve associated processes. Also interim project is delivering improvements re data quality & reporting in CF. Involves parts of Education Division dealing with casework. System also used by R&I & ART within CSP .	3	3	
End date	2016-19					
<b>Project 4</b>		Project Title:	<b>Workforce development</b>	Improved staff skills and development		12
Start date	2015-16	Project Details:	We will continue to work towards our ambition to be London's Best Council, as part of this aspiration all our managers are engaged in a differentiated leadership programme. Strong focus remains on our recruitment and retention strategy and to support this we have developed a 'Practice Model' which is now established. We have continued the development and delivery of Signs of Safety/Signs of Well Being and this is being rolled out across the department. We are supporting/complimenting this with a programme to deliver both Systemic Practice and Motivational Interviewing across the department. We have a clear time line for this programme with appropriate milestones to ensure we have a strong, highly skilled workforce. Our workforce strategy alongside our overarching practice model has been developed to support our transformation plan.	4	3	
End date	2019-20					
<b>Project 5</b>		Project Title:	<b>Innovation work streams</b>	Improved effectiveness		6
Start date	2016-17	Project Details:	Regionalisation of Adoption. The government requires Local Authorities will establish regional arrangements for some elements of adoption services. Merton is part of the developing Pan London Approach approved by Cabinet (Sept 2016). The Social Impact Bond (SIB) will provide upfront social capital to deliver services, designed to keep young people out of care, using the Multi-Systemic (MST) and Functional Family Therapy (FFT) methodologies. The Council will repay the investors for their initial investment plus a return for the financial risks taken. 48 referrals to be provided within the first 3 years of the contract. Longer term savings to the council will be made through avoidance of care costsLeanne to provide narrative. The Family Drug and Alcohol Court (FDAC) is a specialist problem-solving court approach to improving outcomes for children involved in care proceedings. it offers an alternative way of supporting parents overcome the sunstance misuse, mental health and domestic abuse which have put their children at serious risk of harm. The Transforming Families (TF) is moving to the next phase in it's Maturity Model development and is planning to bid as part the 'Earned Autonomy' initiative.	3	2	
End date	2019-20					

Education	Planning Assumptions						The Corporate strategies your service contributes to				
	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21		2021/22			
<b>Cllr Katy Neep: Cabinet Member for Children's Services</b>											
<b>Cllr Caroline Cooper-Marbiah: Cabinet Member for Education</b>											
Enter a brief description of your main activities and objectives below											
<b>Merton School Improvement (MSI)</b> · monitor, analyse & evaluate pupil & school performance · developing skills in planning, teaching, assessment, leadership & management · working with schools to reduce inequality & improve achievement for vulnerable groups · strengthening partnership working and school to school support <b>Special Education Needs &amp; Disabilities Integrated Service (SENDIS)</b> · building early help capacity in schools & settings, families & the community · focus on safeguarding, early intervention & prevention as well as direct support for families · implementing the requirements of the Children and Families Act ensuring that families are central · Specialist placement provision for pupils with SEN. <b>Early Years Services</b> ensure the supply of good quality funded early education provision for children aged 2, 3 and 4 in accordance with statutory duties · delivering Children's Centre services through a locality model with a focus on early help & targeted services for vulnerable families · working with the early years sector to improve quality, reduce inequality and improve outcomes for vulnerable children and their families · Developing the work force to deliver holistically to vulnerable families and young children <b>Education Inclusion</b> · providing universal & targeted in house & commissioned services for YP & schools · providing support to prevent bullying, substance misuse & teenage pregnancy, to improve attendance · developing alternative education offerings to enable YP to stay in ETE · leading on the council's partnership with the police & CAMHS for education · improving attendance and reduce P-Excl in Merton schools · My Futures Service <b>School Organisation</b> Pupil place planning, & schools admissions School expansion & capital programme management. SEN Transport commissioning <b>Policy, Planning and Performance</b> Service Planning, Performance Information and Performance Management, Policy and Communications <b>MSCB</b> - is responsible for agreeing local child protection procedures and for monitoring the performance of local agencies' arrangements for safeguarding children											
	Forecast increase in population 0-4			780							
	Forecast increase in population 5-19			2400							
	Raise in Participation age 16-18			160							
	Forecast increase in Children & Y/P with EHCP			200-400							
	Increased demand for secondary school (total across all schools)	1 foe	2 foe (cumulative)	6 foe (cumulative)	8 foe (cumulative)						
	Increased demand for special school places (total across all schools)			100 more SEN places by 19-20							
	<b>Anticipated non financial resources</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>				
	Staff (FTE subject to change as a result of restructures)	297	286	285	283	283	283				
	<b>Performance indicator (LBC2020 indicators highlighted in purple)</b>	<b>Actual performance (A) Performance Target (T) Proposed Target (P)</b>					<b>Polarity</b>	<b>Reporting cycle</b>	<b>Indicator type</b>	<b>Main impact if indicator not met</b>	
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
	Merton pupil average Attainment 8 score	53	50	51				High	Annual	Outcome	Reputational risk
	Merton pupil Average Progress 8 score	0.28	0.51	0.51				High	Annual	Outcome	Reputational risk
	% outcome of Ofsted school inspections good or outstanding	91	89	91				High	Monthly	Outcome	Inspection outcomes
	% secondary school attendance	95.5	95.2	95.6				High	Annual	Outcome	Increased costs
	% primary school attendance	96.2	96.1	96.2				High	Annual	Outcome	Breach statutory duty
	% of new EHCP requests completed within 20 weeks	21	55	55				High	Quarterly	Outcome	Safeguarding issues
	% Good or Outstanding children's centres per Ofsted	100	100	100				High	Quarterly	Outcome	Inspection outcomes
	% reception year surplus places	3.5	7.7	8				Low	Annual	Business critical	Parental choice
	%secondary school Yr7 surplus places Inc. Academies	6.5	9	5				Low	Annual	Business critical	Parental choice
	reaching the expected standard at Key Stage 2 in reading, writing and mat	57	58	58				Low	Annual	Outcome	Inspection outcomes
	% spend on approved capital programme	100	80	80				High	Annual	Business critical	Increased costs

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	46,499	45,854	51,857	(600)	52,305	52,325	52,445	52,564
Employees	12,150	11,421	12,337	(412)	12,144	12,045	12,045	12,046
Premises	1,077	819	1,030	(209)	1,083	1,100	1,117	1,133
Transport	3,965	4,268	4,116	162	4,106	4,167	4,227	4,288
Supplies & Services	14,433	13,497	18,002	(341)	18,740	18,775	18,810	18,845
3rd party payments	12,470	13,422	13,736	200	13,595	13,602	13,609	13,616
Transfer payments	10	10	10		10	10	10	10
Support services	2,248	2,271	2,460		2,460	2,460	2,460	2,460
Depreciation	146	146	167		167	167	167	167
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
<b>Income</b>	5,338	5,440	5,227	153	5,319	5,319	5,364	5,364
Government grants	484	327	232	71	368	368	368	368
Reimbursements	2,127	2,207	2,033	(252)	2,154	2,154	2,154	2,154
Customer & client receipts	2,727	2,906	2,962	334	2,796	2,796	2,841	2,841
Interest								
Reserves								
Capital Funded								
<b>Council Funded Net Budget</b>	<b>41,162</b>	<b>40,414</b>	<b>46,630</b>	<b>(447)</b>	<b>46,987</b>	<b>47,006</b>	<b>47,081</b>	<b>47,200</b>
<b>Capital Budget £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
Primary Schools	3,799	4,382	1,030		650	650	650	650
Secondary Schools	7,798	7,447	5,077		8,847	5,781		
Special Schools	317	215	1,655		7,304	1,000		
Other	129	463	469		104	105		
	12042.55	12,507	8,231	0	16,905	7,536	650	650



2018/19	
Review of non-staffing budgets across the department: £28,000 - Part of CSF2017-01	
2019/20	
Review of CSF staffing structure beneath management level: £100,000 - Part of CSF2015-09	
2020/21	
Review schools trade offer, raise charges or consider ceasing services from 2020: £45,000 - Part of CSF2017-07	
2021/22	

**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Education**

PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS		Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Well Being Model - CSC &amp; CYPWB/TOM</b>	Improved effectiveness		
Start date	<b>2016-17</b>	Project Details:	The review of the well being model is now complete, the next phase is to embed agreed structure changes in CSC, our Early Help model and points of access. we will deliver the CSC and EH Tom programme through a range of projects and programmes including: recruitment and retention strategy; restructuring of central teams; Flexible working ; Care proceedings as outlined in the relevant TOM; rationalising access points; raising thresholds; increased targeting and practice.	4	3	12
End date	<b>2019-20</b>					
<b>Project 2</b>		Project Title:	<b>Improving pupil outcomes at KS2 &amp; KS4 (Edn TOM) &amp; School Improvement through partnership (Edn TOM)</b>	Improved effectiveness		
Start date	<b>2013-14</b>	Project Details:	Rigorous support and challenge for schools in RI or vulnerable to RI including implementation of Support and Challenge Groups. Training and briefings on Ofsted, assessment, curriculum and improving teaching. Maintenance of outstanding teacher courses for primary and secondary teachers. Ongoing support for all schools on the basis of the new School Improvement Strategy from Merton Education Partners. The development of strengthened school to school support through the School Improvement Steering Group, ongoing support for the Merton Education Partnership and brokerage of school to school support through Merton Leaders of Education, primary expert teachers and liaison with Teaching Schools. Partnership with schools on redefining LA functions as part of Education TOM.	2	3	6
End date	<b>2018-19</b>					
<b>Project 3</b>		Project Title:	<b>Transforming Early Years (EY's TOM)</b>	Improved effectiveness		
Start date	<b>2013-14</b>	Project Details:	Securing supply of good quality sufficient number of funded early education places for 2, 3 and 4 year olds responding to national policy and the new national funding framework and Merton's local priorities to include new 30 hour offer and support for children with SEND. Deliver the reshaped Children's Centre and early help services and programmes in accordance with local service practice standards and evidence based practice. Continue to secure good and above outcomes for all directly managed Ofsted inspected services. Maximise opportunities for external funding through ongoing review of charging structures and use of buildings by external agencies. Develop an "e strategy" and associated action plan for early years transactional services. Continue to promote use of self serve and publicise the range of directories managed within the service in partnership with key stakeholders. (Directories of Local Services)	2	3	6
End date	<b>2019-20</b>					
<b>Project 4</b>		Project Title:	<b>Implementation of requirements of Children &amp; Families Act (Edn TOM &amp; CYPWB) &amp; Education TOM/CYPWB Model &amp; Personal Budgets (Education TOM/C+F Act)</b>	Improved customer experience		
Start date	<b>2013-14</b>	Project Details:	Continue to strengthen collaboration between parents forum and partner agencies. further strengthen the Education, Health & Care Plan, and widen the Local Offer. Preparation for adulthood pathways are being developed by ASC, CWD and SEN Teams. Procurement for an SEN recording and reporting system is in the first stage. Addressing new statutory duty for age 19-25 a joint commissioning group across Health and Social Care has been developed to strengthen the tri-parite panel to support and process cases within available funding streams. Develop and deliver the Education TOM & CYPWB Model across CSF Services. Progress further rollout of Personal Budgets for families of children subject to education, health and care plans. Work with SENDIS service to maintain focus of encouraging Personal Budgets for SEN travel assistance and support implementation of next phase of PBs for Short Breaks services.	3	3	9
End date	<b>2019-20</b>					
<b>Project 5</b>		Project Title:	<b>Development of Adolescent offer including My Futures (NEET's) &amp; linked provision</b>	Improved customer experience		
Start date	<b>2013-14</b>	Project Details:	Refocus ETE support and advice to ensure effective support and provision to SEN 16-25 years old.	2	3	6
End date	<b>2018-19</b>					
<b>Project 6</b>		Project Title:	<b>Implementation of Secondary &amp; Special School (SEN) Places Strategy (EducationTOM)</b>	Infrastructure renewal		
Start date	<b>2015-16</b>	Project Details:	Continue liaison with the Education and Skills Funding Agency and Harris Federation and manage related projects to deliver the opening and permanent build for the new Harris Academy Wimbledon School, and implement any further secondary school expansion required to ensure the council provides sufficient secondary places to meet growing demand. Implement agreed expansions of Cricket Green and Perseid Special Schools to provide additional in-house SEN places in Merton, and complete a strategic needs assessment of SEN provision and, on the basis of this evidence, consider further initiatives to commission and provide cost effective SEN provision to meet rising demand.	4	3	12
End date	<b>2018-19</b>					
<b>Project 7</b>		Project Title:	<b>Workforce development</b>	Improved staff skills and development		
Start date	<b>2015-16</b>	Project Details:	We will continue to work towards our ambition to be London's Best Council, as part of this aspiration all our managers are engaged in a differentiated leadership programme. Strong focus remains on our recruitment and retention strategy and to support this we have developed a 'Practice Model' which is now established. We have continued the development and delivery of Signs of Safety/Signs of Well Being and this is being rolled out across the department. We are supporting/complimenting this this with a programme to deliver both Systemic Practice and Motivational Interviewing across the department. We have a clear time line for this programme with appropriate milestones to ensure we have a strong, highly skilled workforce. Our workforce strategy alongside our overarching practice model has been developed to support our transformation plan.	4	3	12
End date	<b>2019-20</b>					





# **Community & Housing**

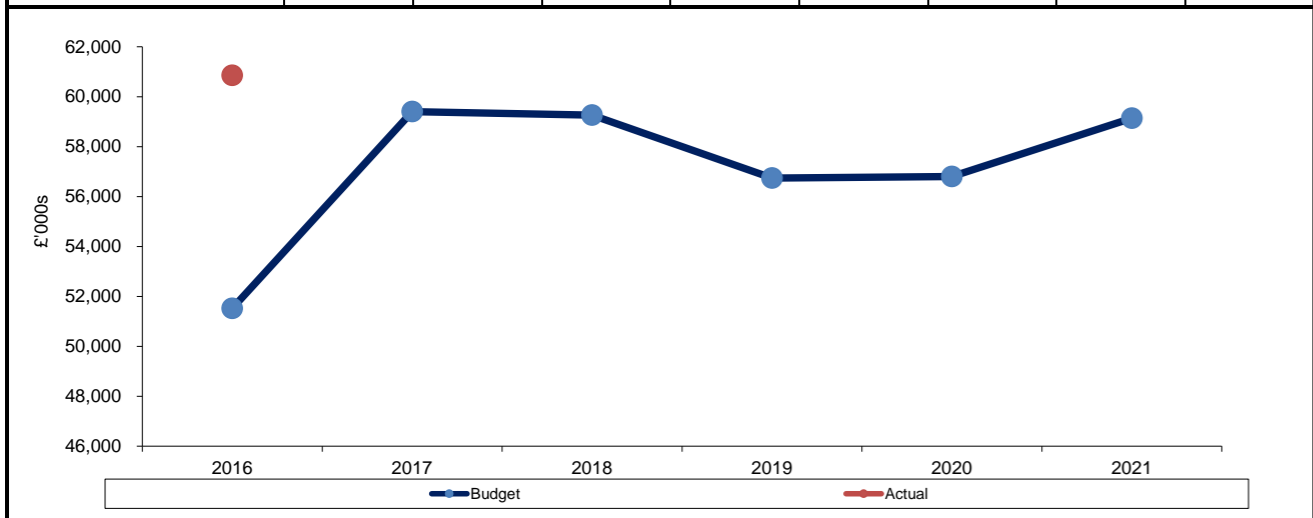
Adult Social Care	Planning Assumptions						The Corporate strategies your service contributes to	
Cllr Tobin Byers: Cabinet Member for Adult Social Care	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Health & Wellbeing Strategy
Enter a brief description of your main activities and objectives below	No. of people requiring services	3307	3278	3252	3191	3170		
	People aged 85-89	375	358	335	315	293		
	People aged 95+	195	190	185	180	175		
	No. of people aged 65+ with dementia	395	407	419	431	448		
	Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	
	Staff (FTE)	335.26	324.50	338.59	338.59	338.59	338.59	

The Care Act 2014 is the legislation that underpins the statutory function of ASC; the Act came in to force on 1 April 2015. ASC works with people 18 and above and their carers who are in need of support. The Act sets a new national eligibility criteria to define eligibility for services. The Act gives new duties around safeguarding with a greater emphasis on protecting the most vulnerable people in our society from abuse or neglect. The Act also puts prevention at the heart of the work we undertake and we are well placed with our reablement team in fulfilling this duty.

Our approach to the redesign of services is to keep the customer as independent as possible, for as long as possible in their own home. We aim to keep people in their communities with their friends and family network around them and out of institutionalised care or hospital. We aim to maximise people's independence with the use of equipment, telecare, reablement, utilising the voluntary sector to limit isolation and loneliness, working with CLCH and our partners in health to ensure that people's health needs are met keeping people healthy and out of hospital. We will work with our partners in health and the voluntary sector to integrate services where possible and limit duplication. We aim to complete our duties by putting the customer at the heart of the assessment and maximising and utilising their strengths to ensure that they are enabled to be as independent as possible with minimum, or no, support from the council.

Performance indicator (LBC2020 indicators highlighted in purple)	Actual Performance (A) Performance Target (T) Proposed Target (P)						Polarity	Reporting cycle	Indicator type	Main impact if indicator not met
	2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
No of carers receiving a service	1016	1000	1010	1020	1040		High	Monthly	Business critical	Breach statutory duty
% Older people still at home following Reablement	76.5	78.8	78.8	78.8	78.8		High	Annual	Outcome	Increased costs
% People receiving 'long term' Community Services	78	72	72	72	72		High	Monthly	Business critical	Increased costs
% of MASCOT calls answered in 60 seconds	97.5	97.5	97.5	97.5	97.5		High	Monthly	Quality	Increased waiting times
The rate of Delayed Transfers of care from hospital (both NHS and Merton)	7.1	7	7	7	7		Low	Monthly	Business critical	Increased costs
Social care-related quality of life	N/A	18.5	18.5	18.5	18.5					
Proportion of people who use services who feel safe	N/A	68%	68%	68%	68%					

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>73,987</b>	<b>83,617</b>	<b>80,343</b>	<b>2,729</b>	<b>80,560</b>	<b>78,036</b>	<b>78,104</b>	<b>80,439</b>
Employees	13,309	14,176	13,560	80	13,515	13,515	12,916	12,917
Premises	392	368	346	87	351	356	361	372
Transport	1,419	1,454	1,445	55	1,317	1,338	1,360	1,403
Supplies & Services	6,305	6,636	3,688	1,051	3,294	3,349	3,405	3,515
3rd party payments	36,189	44,528	45,828	2,504	45,592	42,535	42,669	43,938
Transfer Payments	9,773	9,758	9,514	(1,047)	10,405	10,855	11,306	12,208
Support services	6,501	6,600	5,885	-	6,010	6,010	6,010	6,010
Depreciation	98	98	78	-	78	78	78	78
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>22,465</b>	<b>22,763</b>	<b>20,943</b>	<b>(1,567)</b>	<b>21,298</b>	<b>21,298</b>	<b>21,298</b>	<b>21,298</b>
Government grants	28	336	17	(331)	17	17	17	17
Reimbursements	9,024	8,827	9,203	(693)	9,203	9,203	9,203	9,203
Customer & client receipts	10,453	10,817	9,141	(543)	9,372	9,372	9,372	9,372
Recharges	2,960	2,783	2,582	-	2,706	2,706	2,706	2,706
Reserves	-	-	-	-	-	-	-	-
Capital Funded	-	-	-	-	-	-	-	-
<b>Council Funded Net Budget</b>	<b>51,521</b>	<b>60,854</b>	<b>59,401</b>	<b>1,162</b>	<b>59,262</b>	<b>56,738</b>	<b>56,806</b>	<b>59,141</b>



### 2018/19 Expenditure

- Employees
- Premises
- Transport
- Supplies & Services
- 3rd party payments
- Transfer Payments
- Support services
- Depreciation

### 2018/19 Income

- Government grants
- Reimbursements
- Customer & client receipts
- Recharges

Summary of major budget etc. changes	
2018/19	Growth for Concessionary fares increase - £0.450m Growth in Placement budget - £0.252m Total Savings £3,128, deferred £ 548k to 2019/20 Total Savings - £2.198m (CH71,CH72,CH73,CH74,CH75&CH55 - a further £382k to be identified)
2019/20	Growth for Concessionary fares increase - £0.450m Reduction of growth in placement budget - £2.6m due to the improved Better Care Fund Total Savings - CH70 £301k plus new savings of CH81- £500k
2020/21	Growth for Concessionary fares increase - £0.450m Savings identified
2021/22	Growth for Concessionary fares increase - £0.450m

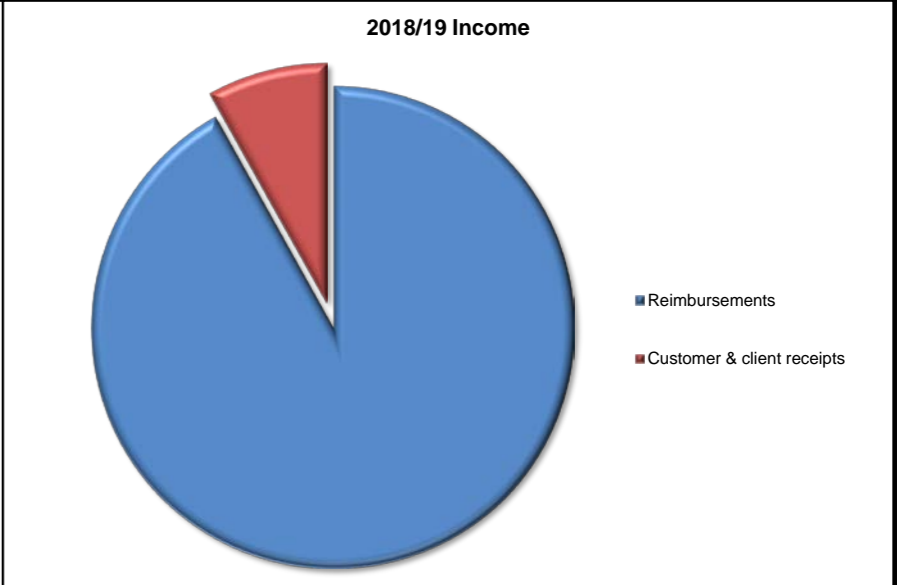
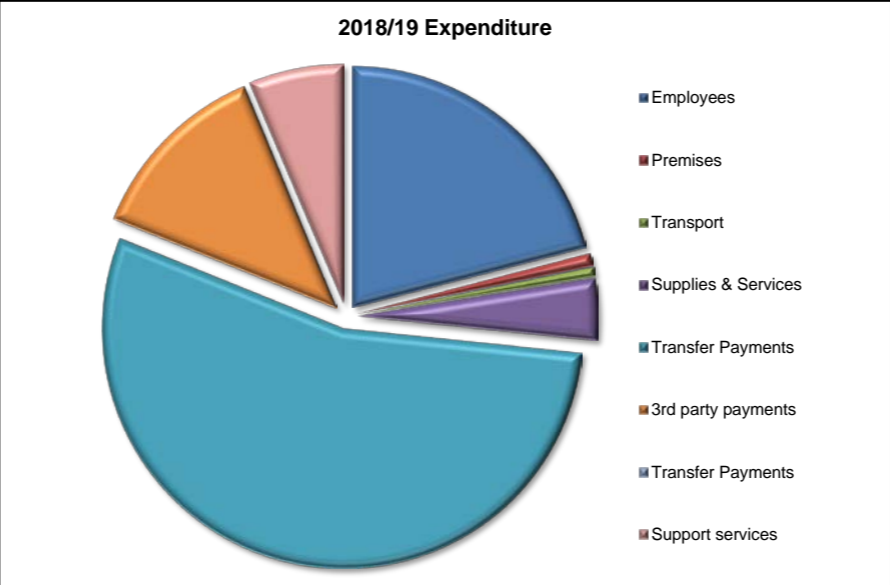
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Adult Social Care**

PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS		Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Assessment &amp; Care Management Processes</b>	Improved effectiveness		4
Start date	<b>On-going</b>	Project Details:	Build on the implementation of MOSAIC to review and enhance day to day practice by all front line teams.	2	2	
End date						
<b>Project 2</b>		Project Title:	<b>Front Door</b>	Improved sustainability		8
Start date	<b>01/04/2018</b>	Project Details:	Develop a new integrated 'front door; for Community & Housing that addresses the needs of adults outside of divisional silos, works with the voluntary sector and supports people to find solutions.	4	2	
End date	<b>31/03/2020</b>					
<b>Project 3</b>		Project Title:	<b>Integrated OP services</b>	Improved efficiency (savings)		6
Start date	<b>01/04/2018</b>	Project Details:	Seek to integrate services for older people that are physically frail or have mental health issues across health and social care, creating a one-stop service for the most vulnerable older people.	3	2	
End date	<b>31/03/2020</b>					
<b>Project 4</b>		Project Title:	<b>Mental Health</b>	Improved efficiency (savings)		6
Start date	<b>01/04/2018</b>	Project Details:	Undertake a fundamental review of adult mental health pathways and service arrangements, to ensure that our response meets our statutory duties and is financially sustainable.	3	2	
End date	<b>31/03/2019</b>					
<b>Project 5</b>		Project Title:	<b>Direct Provision</b>	Improved efficiency (savings)		8
Start date	<b>01/04/2018</b>	Project Details:	Review the offer of directly provided services to people with a learning disability to ensure that they are fit for purpose and meet the needs of older service users with an established pattern of support and younger people coming through transition.	4	2	
End date	<b>31/03/2020</b>					
<b>Project 6</b>		Project Title:	<b>Transitions</b>	Improved efficiency (savings)		9
Start date	<b>01/04/2018</b>	Project Details:	Work closely with CSF and families to support young people coming into adulthood from an earlier stage, setting realistic expectations and creating a wider range of options to support the transition to maximum independence. This will include developing transition specific services.	3	3	
End date	<b>31/03/2020</b>					
<b>Project 7</b>		Project Title:	<b>Complex needs &amp; crisis</b>	Improved efficiency (savings)		4
Start date	<b>Started</b>	Project Details:	Develop a model and provision for complex needs, challenging behaviours and crisis for adults with a learning disability.	2	2	
End date	<b>31/03/2019</b>					
<b>Project 8</b>		Project Title:	<b>Supported Living opportunities</b>	Improved customer experience		6
Start date	<b>Started</b>	Project Details:	Work with partners and stakeholders to develop a framework for supported living for people with physical and learning disabilities and mental health issues, to promote choice and independence.	2	3	
End date	<b>31/03/2019</b>					
<b>Project 9</b>		Project Title:	<b>Direct Provision</b>	Improved effectiveness		4
Start date	<b>Started</b>	Project Details:	Implement new Mascot Telecare platform.	2	2	
End date	<b>31/07/2018</b>					
<b>Project 10</b>		Project Title:	<b>Commissioning</b>	Improved efficiency (savings)		6
Start date	<b>01/02/2018</b>	Project Details:	Develop an adults commissioning model following a peer review scheduled for February	3	2	
End date	<b>31/03/2019</b>					

Housing Needs and Enabling Services		Planning Assumptions						The Corporate strategies your service contributes to					
Cllr Martin Whelton: Cabinet Member for Regeneration, Environment & Housing		Anticipated demand		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
Enter a brief description of your main activities and objectives below		Housing advice, options, private tenants & landlords advice		11000	11000	11250	11250	11250	11250	Homeless Placements Policy (Interim)			
To fulfil statutory housing functions to prevent homelessness and avoid the use of temporary accommodation.		Housing register applicants		8100	9600	10250	10900	11550	12200	Homelessness Strategy			
To plan services in response to changes in national policies and in the housing market, and to develop innovative projects or models of delivery that maximise the use of resources and deliver services that minimise costs to the council.		Housing options casework		1000	1000	1350	1350	1350	1350	Housing Strategy			
The purpose of this service is to		Demand for temporary accommodation		420	435	400	420	440	460				
- Prevent homelessness in accordance with statutory housing law		Anticipated non financial resources		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
- Provide homes to people in housing need		Housing Needs Staff (FTE)		21.79	20.30	19.50	19.50	19.50	19.50				
- Plan for the future delivery of housing via general conformity with the London Housing Strategy		Environmental Health (Housing)		5.03	5.03	5.03	5.03	5.03	5.03				
- Formulate and deliver statutory housing strategies for the borough		TOTALS		26.82	25.33	24.53	24.53	24.53	24.53				
- Maintain the housing register and choice based lettings process and nominate households to vacant housing association homes		Performance indicator (LBC2020 indicators highlighted in purple)		Actual Performance (A) Performance Target (T) Proposed Target (P)			Polarity	Reporting cycle	Indicator type	Main impact if indicator not met			
- Maximize supply of affordable homes with registered providers and private landlords		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)					2021/22(P)		
- Provide care and housing support to vulnerable adults		Homelessness / HRA Prevention and Relief		458	450	450	450	450	450	High	Monthly	Business critical	Increased costs
- Relationship management between the council and stock transfer housing associations		No. of households in temporary accommodation		185	230	230	230	240	250	Low	Monthly	Business critical	Increased costs
- Carry out a statutory duty to enforce Environmental Health (Housing) legislation		Highest no. of families in B&B		4.3	10	10	10	10	10	Low	Monthly	Business critical	Increased costs
- Provide grant assistance for improvements and adaptations		Highest no. of adults in B&B		2.6	10	10	10	10	10	Low	Monthly	Business critical	Increased costs
		Affordable Homes delivered		9	70	80	40	40	40	High	Annual	Outcome	Reduced service delivery
		Social housing lets		260	360	320	310	310	310	High	Quarterly	Outcome	Increased waiting times
		Rent deposit - new tenancies		51	40	40	40	40	40	High	Annual	Outcome	Increased waiting times
		No. of enforcement/improvement notices		72	70	70	60	60	60	High	Quarterly	Outcome	Reduced enforcement
		Number of Disabled Facilities Grants approved		64	60	60	60	60	60	High	Quarterly	Outcome	Customer hardship

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>4,541</b>	<b>6,184</b>	<b>4,418</b>	<b>1,689</b>	<b>4,542</b>	<b>4,573</b>	<b>4,475</b>	<b>4,551</b>
Employees	1,132	1,082	1,014	54	953	953	953	953
Premises	39	24	39	(15)	40	40	41	42
Transport	28	24	29	(2)	29	30	30	31
Supplies & Services	219	138	186	(35)	189	192	194	200
Transfer Payments	2,262	3,553	2,296	979	2,475	2,501	2,399	2,468
3rd party payments	570	1,088	570	709	571	571	571	571
Transfer Payments	0	0	0	0	0	0	0	0
Support services	292	276	284	0	287	287	287	287
Depreciation								
<b>Revenue £'000s</b>	<b>2,198</b>	<b>3,202</b>	<b>2,198</b>	<b>(1,426)</b>	<b>2,342</b>	<b>2,334</b>	<b>2,198</b>	<b>2,198</b>
Government grants	0	0	0	-	144	136	0	0
Reimbursements	2,020	2,725	2,020	(793)	2,020	2,020	2,020	2,020
Customer & client receipts	178	477	178	(633)	178	178	178	178
Recharges	0	0	0	0	0	0	0	0
Reserves	0	0	0	0	0	0	0	0
Capital Funded	0	0	0	0	0	0	0	0
<b>Council Funded Net Budget</b>	<b>2,343</b>	<b>2,982</b>	<b>2,220</b>	<b>263</b>	<b>2,200</b>	<b>2,239</b>	<b>2,277</b>	<b>2,353</b>
<b>Capital Budget £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
Disabled Facilities Grant	1,043	782	962		629	280	280	
Affordable Housing Projects	760	760						
	1,803	1,542	962	0	629	280	280	0



### Summary of major budget etc. changes 2018/19

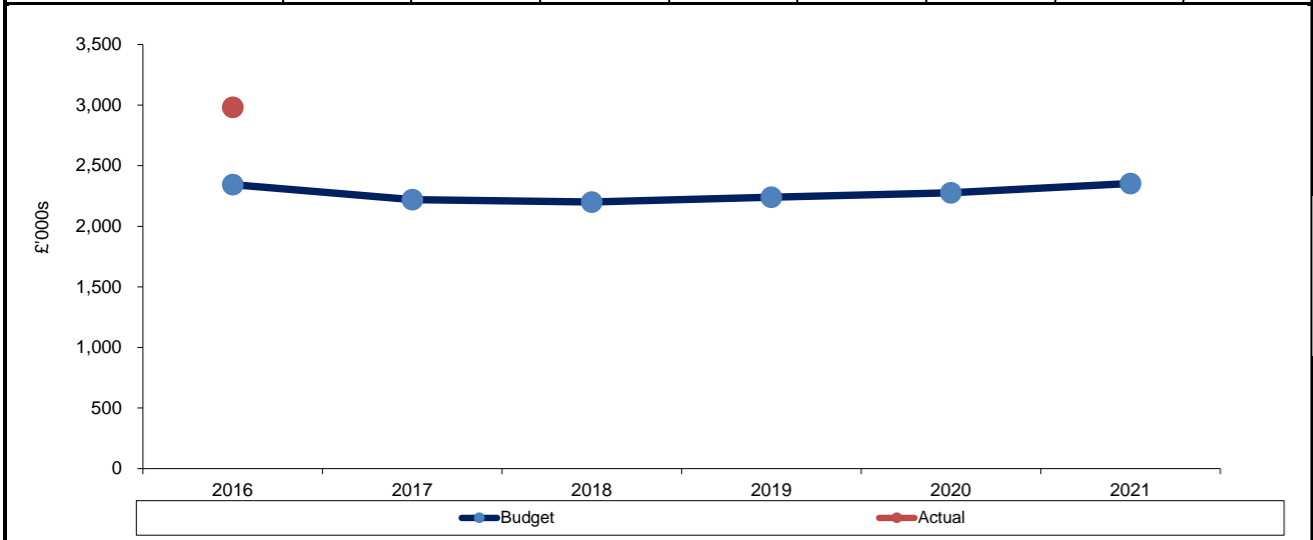
CH43 Savings -£62k Further Staff reductions (Any areas of HNES & EHH) (CH43)  
 Savings- £118k Staff reduction - savings to be transferred to Adult Social Care and deferred to 2019/20  
 New Homelessness reduction grant with new responsibilities £144k

### 2019/20

Homelessness reduction grant with new responsibilities £136k

### 2020/21

### 2021/22



**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Housing Needs and Enabling Services**

PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Homeless Reduction Act - Service Planning</b>	Risk reduction and compliance					
Start date	<b>2017-18</b>	Project Details:	Prepare service for implementation of Homelessness Reduction Action in April 2018. This will include new processes, new IT, increased staffing capacity, training. Will also include internal and external stakeholders.			2	2	4	
End date	<b>2018-19</b>								
<b>Project 2</b>		Project Title:	<b>Service re-structure</b>	Improved efficiency (savings)					
Start date	<b>2016-17</b>	Project Details:	Develop and implement a service re-structure to reflect the implementation of Homelessness Reduction Act and to meet savings targets			2	3	6	
End date	<b>2018-19</b>								
<b>Project 3</b>		Project Title:	<b>Public Protection Technology Review</b>	Improved effectiveness					
Start date	<b>2016-17</b>	Project Details:	Work with IT / E&R on re-procurement / replacement of M3PP.			2	1	2	
End date	<b>2018-19</b>								
<b>Project 4</b>		Project Title:	<b>Refreshed Housing Enforcement Policy</b>	Improved effectiveness					
Start date	<b>2017-18</b>	Project Details:	Refresh the policy to ensure the Council is acting fairly in dealing with housing conditions on both a reactive and proactive basis.			2	1	2	
End date	<b>2018-19</b>								
<b>Project 5</b>		Project Title:	<b>EDRMS Workflow</b>	Improved effectiveness					
Start date	<b>2016-17</b>	Project Details:	Work with Corporate to implement EDRMS in Housing and then update workflow processes accordingly			2	2	4	
End date	<b>2018-19</b>								
<b>Project 6</b>		Project Title:	<b>Review and re-brand Floating Support</b>	Improved efficiency (savings)					
Start date	<b>2017-18</b>	Project Details:	Re-brand floating support and supported housing to better fit the homelessness prevention agenda			2	1	2	
End date	<b>2018-19</b>								
<b>Project 7</b>		Project Title:	<b>TOM Re-fresh</b>	Improved effectiveness					
Start date	<b>2017-18</b>	Project Details:	Any actions arising from TOM Re-fresh in 2018.			2	2	4	
End date	<b>2018-19</b>								
<b>Project 8</b>		Project Title:		Improved effectiveness					
Start date		Project Details:						0	
End date									
<b>Project 9</b>		Project Title:		Select one major benefit					
Start date		Project Details:						0	
End date									
<b>Project 10</b>		Project Title:		Select one major benefit					
Start date		Project Details:						0	
End date									

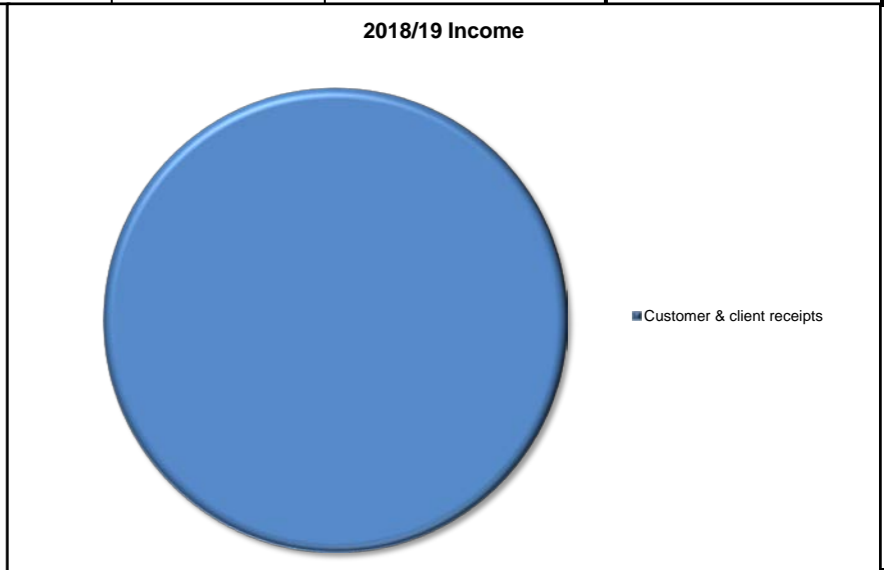
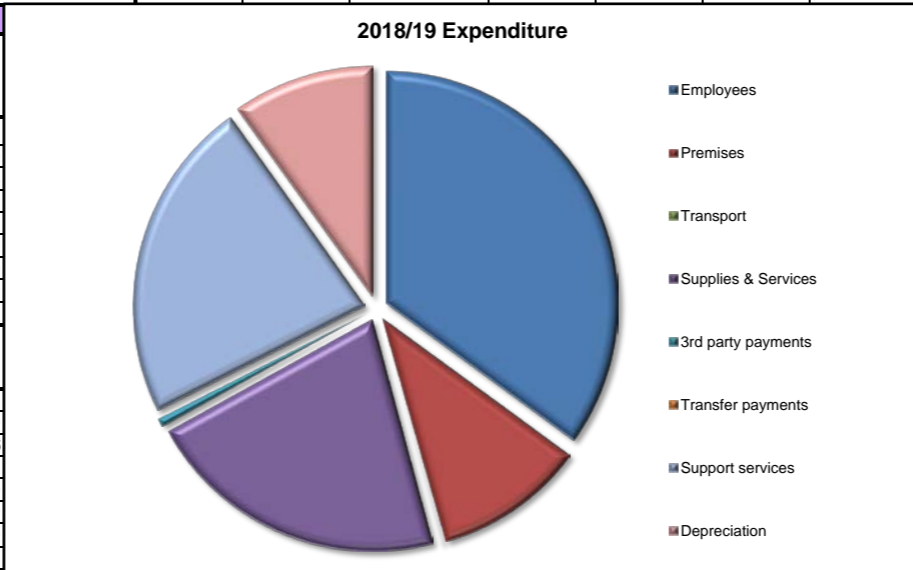
Libraries	Planning Assumptions							The Corporate strategies your service contributes to		
<b>Cllr Nick Draper: Cabinet Member for Community &amp; Culture</b>	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
Enter a brief description of your main activities and objectives below  The purpose of the service is to provide a 'comprehensive and efficient' library service, addressing the 'needs of adults and children' according to the Public Libraries and Museums Act 1964.  Local authorities have a statutory duty to make provision for a library service but may decide on how this is delivered.  Certain aspects of the service must be provided for free: Free lending of books Free access to information Free library membership  The Library Service aims to provide a modern, high quality and cost effective service that is responsive to the needs of customers. Our vision is to remain the most efficient library service in London whilst continuing to achieve some of the highest customer satisfaction levels.	Active users	56,000	56,000	56,000	56,000	56,000	56,000	Customer Contact Strategy		
	Stock issues	950,000	950,000	900,000	900,000	900,000	900,000	Children and Young People's Plan		
	Registered members	135,000	135,000	135,000	135,000	135,000	135,000	Community Plan		
	Visitor figures	1,200,000	1,200,000	1,200,000	1,200,000	1,200,000	1,200,000	Equality Strategy		
	<b>Anticipated non financial resources</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	Health & Wellbeing Strategy		
Staff (FTE)	43.71	33.30	31.35	31.35	31.35	31.35	Heritage Strategy			
Accommodation (Libraries)	7	7	7	7	7	7	Procurement Strategy			
Equipment (PC's)	144	144	152	152	152	152	Volunteering Strategy			
							Workforce Strategy			
Performance indicator (LBC2020 indicators highlighted in purple)	Actual Performance (A) performance target (T) Proposed Target (P)					Polarity	Reporting cycle	Indicator type	Main impact if indicator not met	
	2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
Number of visitors accessing the library service online	233,134	210,000	220,000	230,000	230,000	240,000	High	Monthly	Quality	Reduced uptake of service
Active users - peoples network terminal	70,268	56,000	56,000	56,000	56,000	56,000	High	Monthly	Outcome	Reduced uptake of service
% self service usage for stock transactions	96	97	97	97	98	98	High	Monthly	Business critical	Increased costs
Active volunteers in libraries	336	220	230	230	230	230	High	Monthly	Business critical	Reduced service delivery
Maintain Income	£359,684	£346,000	£376,000	£376,000	£376,000	£376,000	High	Monthly	Unit cost	Increased costs
Visitor figures - physical visits to libraries	1,120,417	1,200,000	1,200,000	1,200,000	1,200,000	1,200,000	High	Monthly	Quality	Reduced service delivery
% customer satisfaction (ARS)	100%	95%	95%	95%	95%	95%	High	Annual	Perception	Reduced customer service

**DEPARTMENTAL BUDGET AND RESOURCES**

Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>3,364</b>	<b>3,269</b>	<b>3,051</b>	<b>35</b>	<b>3,053</b>	<b>3,067</b>	<b>3,081</b>	<b>3,111</b>
Employees	1,368	1,312	1,083	41	1,070	1,070	1,070	1,070
Premises	494	503	504	0	322	327	333	343
Transport	4	4	4	0	5	5	5	5
Supplies & Services	488	440	453	(5)	648	658	666	685
3rd party payments	22	22	18	0	18	18	19	19
Transfer payments	0	0	0	0	0	0	0	0
Support services	688	687	688	0	688	688	688	688
Depreciation	301	301	301	0	301	301	301	301

Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>461</b>	<b>456</b>	<b>390</b>	<b>(30)</b>	<b>405</b>	<b>491</b>	<b>491</b>	<b>491</b>
Government grants	0	0	0	0	0	0	0	0
Reimbursements	113	95	81	(5)	66	66	66	66
Customer & client receipts	348	361	309	(25)	339	425	425	425
Recharges	0	0	0	0	0	0	0	0
Reserves	0	0	0	0	0	0	0	0
Capital Funded	0	0	0	0	0	0	0	0
<b>Council Funded Net Budget</b>	<b>2,903</b>	<b>2,813</b>	<b>2,662</b>	<b>5</b>	<b>2,648</b>	<b>2,576</b>	<b>2,591</b>	<b>2,620</b>

Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
Library Buildings	95	72	799			200	350	
Library IT					100			
	95	72	799	0	100	200	350	0



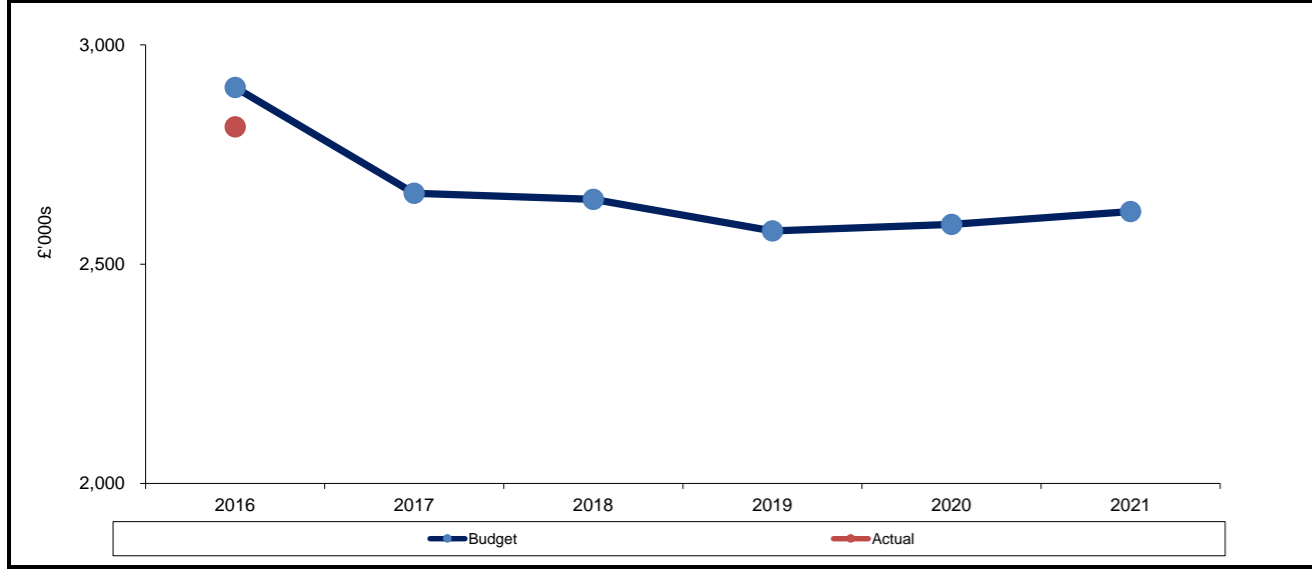
**Summary of major budget etc. changes**

**2018/19**  
Total savings £78k CH68/69 of which £48k was deferred to 2019/20  
Savings - Letting of space for coffee shop franchise in libraries - £30k

**2019/20**  
Savings CH68/69 deferred until 2019/20 -£48k  
Savings CH67 Merton Art Space £38k

**2020/21**

**2021/22**



**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Libraries**

PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS			Risk		
					Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Partnership development</b>		Improved customer experience		
Start date	2015-16	Project Details	Continue to develop partnership approach to delivering services in libraries. Increase health partnerships. Refine outcomes in partnership agreements.		2	1	2
End date	2018-19						
<b>Project 2</b>		Project Title:	<b>Heritage Strategy</b>		Improved effectiveness		
Start date	2015-16	Project Details	Promote the Heritage Strategy and increase community participation in heritage activities. Continue to draw in external funding and improve income streams.		3	1	3
End date	2019-20						
<b>Project 3</b>		Project Title:	<b>London Libraries Consortium</b>		Improved effectiveness		
Start date	2015-16	Project Details	Implement actions in the LLC Strategy and procure a new library management system.		3	2	6
End date	2018-19						
<b>Project 4</b>		Project Title:	<b>Children &amp; Young People's projects</b>		Improved customer experience		
Start date	2013-14	Project Details	Embed the Schools and Libraries Membership schemes for primary and high schools. Embed outcomes from 'My Library' project.		3	1	3
End date	2019-20						
<b>Project 5</b>		Project Title:	<b>Customer consultation, marketing and promotion</b>		Improved customer experience		
Start date	2016-17	Project Details	Undertake customer surveys to gain user views and consult on any significant changes to service delivery. Continue to develop e-marketing services and undertake promotional activities such as Library Connect.		2	1	2
End date	2020-21						
<b>Project 6</b>		Project Title:	<b>Income Generation</b>		Improved efficiency (savings)		
Start date	2016-17	Project Details	Implement agreed savings from the rollout out of coffee shops in libraries and further develop income sources such as Merton Arts Space whilst identifying new opportunities.		3	2	6
End date	2019-20						
<b>Project 7</b>		Project Title:	<b>Assisted digital support</b>		Improved customer experience		
Start date	2013-14	Project Details	Increase volunteer numbers and skills in supporting customers with more complex IT needs. Support national initiatives and the Customer Contact project.		2	2	4
End date	2018-19						
<b>Project 8</b>		Project Title:	<b>Security services contract</b>		Improved efficiency (savings)		
Start date	2015-16	Project Details	On-going monitoring of performance. Develop security guard services to play a more active role in service transformation and to support with new lone working arrangements.		3	2	6
End date	2018-19						
<b>Project 9</b>		Project Title:	<b>Library redevelopments</b>		Improved customer experience		
Start date	2015-16	Project Details	Continue to develop the new Colliers Wood Library and maximise the use of space in existing libraries. Work with other departments to identify new development opportunities.		3	2	6
End date	2018-19						
<b>Project 10</b>		Project Title:					
Start date		Project Details					0
Projects							

Commissioned Service		Description of main activities and objectives									
Merton Adult Learning		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. The service is delivered through a commissioning model, contracting services to the best providers in the field and by developing sophisticated evidence based approaches to what we deliver.									
Cllr Nick Draper Cabinet Member for Community & Culture											
Service Providers: South Thames College Groundwork London		The service will continue to provide popular courses whilst expanding provision for families and enhancing our range of maths, English and employability courses.									
Planning Assumptions							The Corporate strategies the service contributes to				
Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22					
Total number of learners	3285	3285	3285	3285	3285	3285	Culture and Sport Framework				
Number of accredited learners	1467	1467	1467	1467	1467	1467	Employment and Skills Action Plan				
Total number of enrolments	3964	3964	3964	3964	3964	3964	Local Educational Needs and Disabilities Strategy				
							Medium Term Financial Strategy				
Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Community Plan				
Staff (Commissioning Team)	3.66	3.8	3.75	3.75	3.75	3.75	Equality Strategy				
Staff (LDD Curriculum manager)	1	1	0	0	0	0					
South Thames College	Sufficient resources to provide service										
Groundwork London	Sufficient resources to provide service										
Performance indicator	Actual Performance (A) Performance Target (P) Proposed Target (T)						Polarity	Reporting cycle	Indicator type	Main impact if indicator not met	
	2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)					
Number of enrolments per annum	n/a	3964	3964	3964	3964	3964	High	Quarterly	Outcome	Reduced uptake of service	
Number of new learners per annum (not registered as learners in previous year)	n/a	50%	45%	40%	40%	40%	High	Quarterly	Outcome	Reduced uptake of service	
Number of completers (% retention rate per annum)	n/a	93%	94%	95%	95%	95%	High	Annual	Outcome	Reduced service delivery	
% overall success rate of accredited courses per annum	n/a	85%	86%	88%	90%	90%	High	Annual	Outcome	Reduced uptake of service	
% of end of course evaluations where teaching and learning is rated as good or above	n/a	95%	95%	95%	95%	95%	High	Annual	Perception	Reduced service delivery	
% of enrolments from deprived wards	n/a	27%	30%	32%	35%	35%	High	Quarterly	Quality	Reduced uptake of service	
Average cost per learner	n/a	£247	£247	£247	£247	£247	Low	Annual	Unit cost	Reduced uptake of service	
Financial Information								Additional Expenditure Information			
Revenue	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22			
Expenditure	3,107	1,638	1,411	-42	1,427	1,443	1,459	1,491			
Old Service	2,062	910	0	0	0	0	0	0			
Contractor's Fee	660	393	1,038	-68	1,052	1,070	1,085	1,116			
Employees (Commissioning Team)	112	116	184	6	232	229	229	229			
Employees (LDD Curriculum Manager)	63	45	123	-23	77	77	77	77			
Support Service	179	168	28	0	28	28	28	28			
Other Costs	32	7	38	43	38	40	40	41			
Revenue	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22			
Income	3,133	1,173	1,381	-36	1,381	1,381	1,381	1,381			
Adult Education Block Grant	2312	1080	1,347	0	1,347	1,347	1,347	1,347			
Adult Apprenticeships Grant	17	0	27	-23	27	27	27	27			
Other Income	803	94	7	-13	7	7	7	7			
<b>Council Funded Net Budget</b>	<b>-26</b>	<b>465</b>	<b>30</b>	<b>-6</b>	<b>46</b>	<b>62</b>	<b>78</b>	<b>110</b>			
Capital Expenditure	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22			



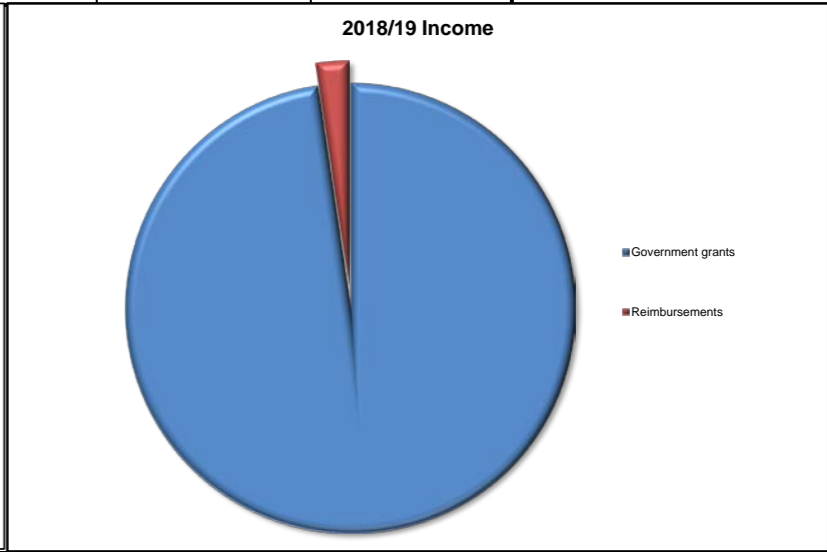
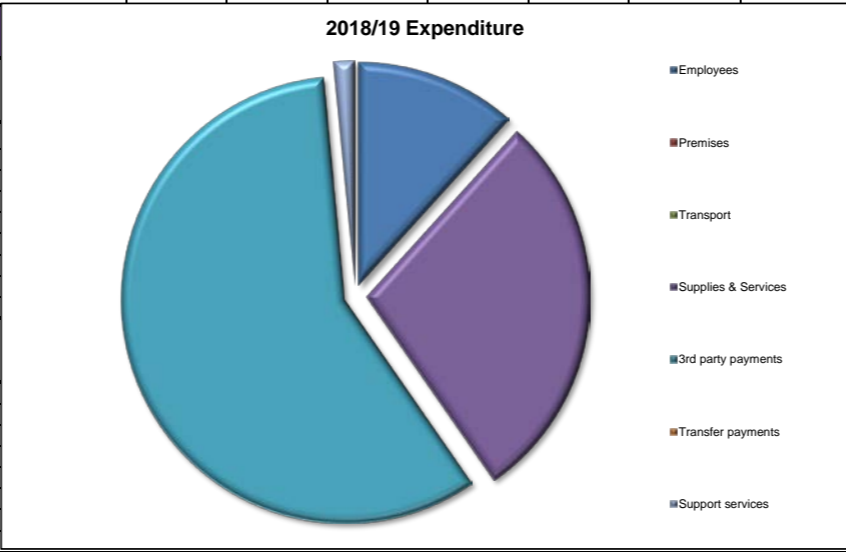
**DETAILS OF MAJOR PROJECTS**

**Merton Adult Learning**

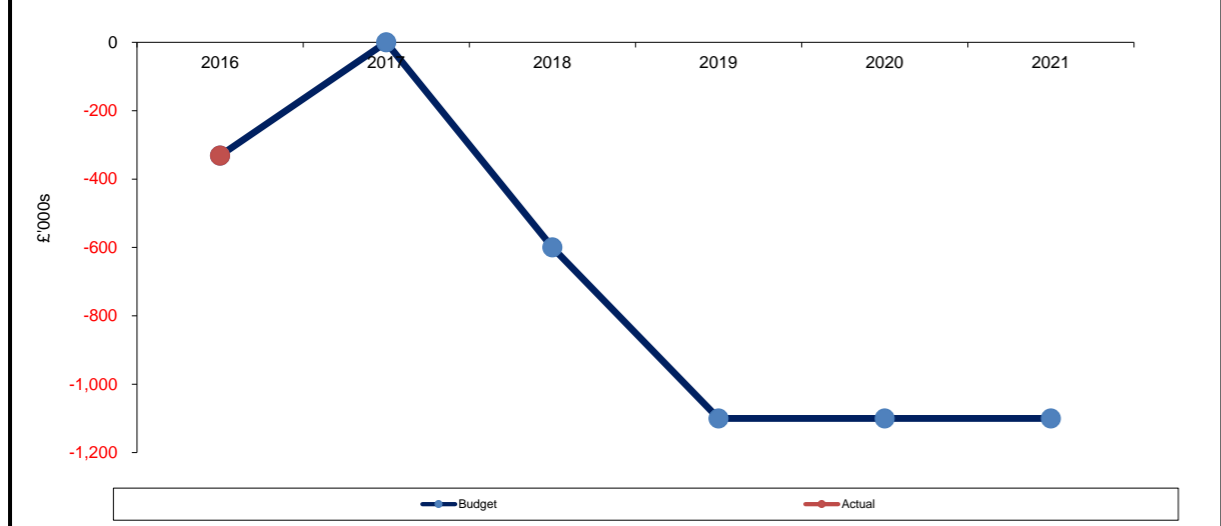
PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Improve Ofsted status</b>	Improved effectiveness			3	2	6
Start date	2016/17	Project Details:	Implement agreed actions in Post Ofsted Improvement Action Plan (PIAP) ready for re-inspection with the view to achieving a 'Good' status						
End date	2018/19								
<b>Project 2</b>		Project Title:	<b>Embed employability, maths and English strands in courses where applicable</b>	Economic outcomes			2	1	2
Start date	2016/17	Project Details:	Embed key threads around employability, maths and English into courses delivered by new providers.						
End date	2018/19								
<b>Project 3</b>		Project Title:	<b>Develop new apprenticeship scheme</b>	Economic outcomes			2	1	2
Start date	2016/17	Project Details:	Increase the number of apprenticeships in Merton working with local employers.						
End date	2019-20								
<b>Project 4</b>		Project Title:	<b>Expand provision in deprived areas of the borough and / or amongst deprived communities</b>	Improved effectiveness			3	1	3
Start date	2016/17	Project Details:	Deliver a range of community and family learning initiatives in the borough to increase take up and proactively market services to residents with the greatest needs.						
End date	2018/19								
<b>Project 5</b>		Project Title:	<b>Embed new evidence base and overhaul course provision</b>	Improved customer experience			2	1	2
Start date	2017/18	Project Details:	Make more effective usage of learner and community data to inform the future commissioning of adult learning courses whilst retaining a healthy breadth of provision.						
End date	2018/19								
<b>Project 6</b>		Project Title:	<b>Embed new commissioning arrangements across all services</b>	Improved effectiveness			3	2	6
Start date	2016/17	Project Details:	Undertake regular contract reviews and identify improvement plans to embed and improve the quality of the new adult learning services						
End date	2019/20								
<b>Project 7</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									
<b>Project 8</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									
<b>Project 9</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									
<b>Project 10</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									

Public Health	Planning Assumptions						The Corporate strategies your service contributes to					
CLr Tobin Byers: Cabinet Member for Adult Social Care	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22					
<p>Enter a brief description of your main activities and objectives below</p> <p>Public Health services currently comprise:</p> <ul style="list-style-type: none"> <li>Services to improve health and wellbeing that are the commissioning responsibility of PH in LA (including the following mandatory services: sexual health, NHS health checks, Healthy Child 0-5 services, National Child Measurement Programme)</li> <li>Commissioning support function to the CCG (mandatory) and council;</li> <li>Health protection oversight function (mandatory)</li> <li>Health intelligence including JSNA (mandatory)</li> </ul> <p>Our vision for public health in Merton over the next five years is to:</p> <ul style="list-style-type: none"> <li>Protect and improve physical and mental health outcomes for the whole population in Merton throughout the life course, and reduce health inequalities, especially between the West and East of the borough, within the shrinking financial envelope available.</li> <li>Fulfil our statutory PH duties.</li> <li>Contribute to Merton becoming London's best council in 2020</li> </ul> <p>Our strategic objectives are:</p> <p><b>Objective 1:</b> Service transformation - Deliver East Merton Model of Health and Wellbeing and Wilson health and community campus as blueprint for borough-wide health and care transformation</p> <p><b>Objective 2:</b> Embedding health &amp; wellbeing into council business - Embed health and wellbeing as relevant outcome across the whole council business (and partners) including establishing health as marker for good government and as investment rather than expenditure, integral to 2020 vision of best London council</p> <p><b>Objective 3:</b> Strengthening commissioning and commissioning support – Develop public health strategic commissioning (end-to-end) &amp; public health support to commissioning for health and wellbeing outcomes using a range of specific purposefully chosen collaborative commissioning approaches for development and delivery of integrated service models</p>	Sexual health	20,705	20,856	21,007	21,158	21,309	21,460	Sexual Health Strategy				
	Drugs & alcohol	467 Drugs/280 Alcohol		400 drugs/340 alcohol	<b>400 drugs / 340 alcohol</b>	TBC	TBC	TBC	Health & Wellbeing Strategy			
	Support to CCG (% of PH staff capacity)		40%	40%	<b>40%</b>	40%	40%	40%				
	NHS Health Checks		6300	2,180	<b>2,600</b>	2600	TBC	TBC				
	National Child Measurement Programme	Reception Cohort : 2,468 Year 6 Cohort: 2,029		Reception Cohort : 2528 Year 6 Cohort: 2,119	<b>Reception Cohort : 2541 Year 6 Cohort: 2,174</b>	Reception Cohort: 2,555 Year 6 Cohort: 2,229	Reception Cohort: 2568 Year Six Cohort: 2,285	Reception Cohort: 2,582 Year Six Cohort: 2,340				
	Health Improvement (TBC)		TBC	TBC	<b>TBC</b>	TBC	TBC	TBC				
	Health Visiting New Birth Visits: estimated new births		3246	3222	<b>3176</b>	3130	3085	3039				
	<b>Anticipated non financial resources</b>		<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>				
	Staff (FTE)		15.93	16.56	<b>18.66</b>	18.66	18.66	18.66				
	Staff (Trainees)		2	2	<b>2</b>	2	2	2				
	<b>Performance indicator (LBC2020 indicators highlighted in purple)</b>	<b>Actual performance (A) Performance Target (T) Proposed Target (P)</b>						<b>Polarity</b>	<b>Reporting cycle</b>	<b>Indicator type</b>	<b>Main impact if indicator not met</b>	
			2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)					2021/22(P)
	New STI diagnosis per 100,000 pop. (excl. Chlamydia, under 25's)		N/A	1141.7	<b>1181.6</b>	1222.9	1265.7	TBC	High	Annual	Output	Detrimental to public health
	% of people offered HIV test at first attendance		N/A	80%	<b>86%</b>	92%	97%	TBC	High	Annual	Outcome	Reduced quality of service
	% of people who accept offer of HIV test at first attendance		N/A	73%	<b>79%</b>	84%	90%	TBC	High	Annual	Outcome	
	Successful completion of drug treatment (opiates)		N/A	9%	<b>9.0%</b>	9.0%	9.0%	9.0%	High	Quarterly	Outcome	Failure to meet PHOF target
	Successful completion of alcohol treatment		N/A	60%	<b>60%</b>	60%	60%	60%	High	Quarterly	Outcome	Increase prevalence of long term conditions
	% excess weight in children age 10 - 11 years		34.4%	34.7%	<b>34.2%</b>	33.7%	TBC	TBC	Low	Annual	Outcome	
	Reduce % gap in age 10-11 obesity between East & West Merton		N/A	9.2%	<b>8.0%</b>	8.0%	TBC	TBC	Low	Annual	Outcome	
	Health Visiting - % of New Birth Reviews within 14 days of birth		96.2%	90%	<b>90%</b>	90%	90%	90%	High	Monthly	Outcome	Poor childhood outcomes
% participation in National Child Measurement Programme of Year 6 children		97.8%	95%	<b>95%</b>	95%	95%	95%	High	Annual	Outcome	Breach statutory duty	

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>10,888</b>	<b>11,025</b>	<b>10,948</b>	<b>94</b>	<b>10,099</b>	<b>9,297</b>	<b>9,297</b>	<b>9,297</b>
Employees	1,047	1,148	1,115	(1)	1,177	1,177	1,177	1,177
Premises	2	2	2	0	3	3	3	3
Transport	2	2	2	0	2	2	2	2
Supplies & Services	7,868	7,918	3,194	4	2,893	2,621	2,621	2,621
3rd party payments	1,801	1,801	6,483	91	5,873	5,343	5,343	5,343
Transfer payments	0	0	0	0	0	0	0	0
Support services	167	155	151	0	151	151	151	151
Depreciation	0	0	0	0	0	0	0	0
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>11,219</b>	<b>11,356</b>	<b>10,948</b>	<b>(114)</b>	<b>10,699</b>	<b>10,397</b>	<b>10,397</b>	<b>10,397</b>
Government grants	10,998	10,998	10,727	0	10,448	10,176	10,176	10,176
Reimbursements	221	358	221	(114)	251	221	221	221
Customer & client receipts	0	0	0	0	0	0	0	0
Recharges	0	0	0	0	0	0	0	0
Reserves	0	0	0	0	0	0	0	0
Capital Funded	0	0	0	0	0	0	0	0
<b>Council Funded Net Budget</b>	<b>(331)</b>	<b>(331)</b>	<b>0</b>	<b>(20)</b>	<b>(600)</b>	<b>(1,100)</b>	<b>(1,100)</b>	<b>(1,100)</b>
Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



**Summary of major budget etc. changes**

**2018/19**

For 2018/19 the national grant remains the same and there are no additional transfer requirements in the MTFs over an above the £1 million (£400k CSF & £600k C&H) . if there is no other change the budget available for PH will be £9.7m.

Dependent on Government grant, exact figures to be confirmed (CSR in Nov 2015 announced: Ring Fence removed; from 2018/19 Recurrent 6.2% savings (2015/16) plus 2.2% in 2016/17 plus 2.5% in 2017/18 plus additional 2.6% in 2018/19)

**2019/20**

From 2019/20 the national public health grant will end and funding will be via local business rates. Work is underway at national , regional and local levels to understand the implications of this change on the PH budget. Contribution of £400k to CSF & £1.1m to C&H.

**2020/21**

Public Health budget will be funded from local business rates. Contribution of £400k to CSF & £1.1m to C&H.

**2021/22**

**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Public Health**

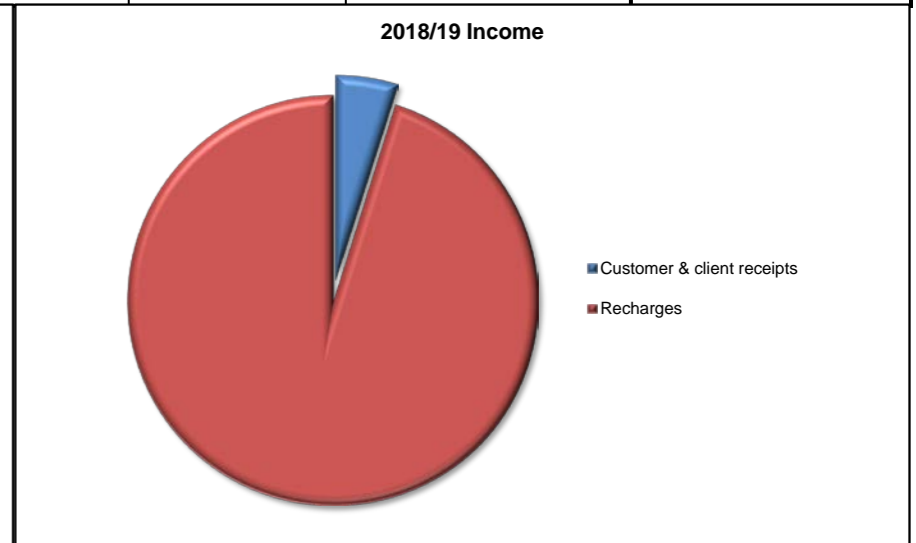
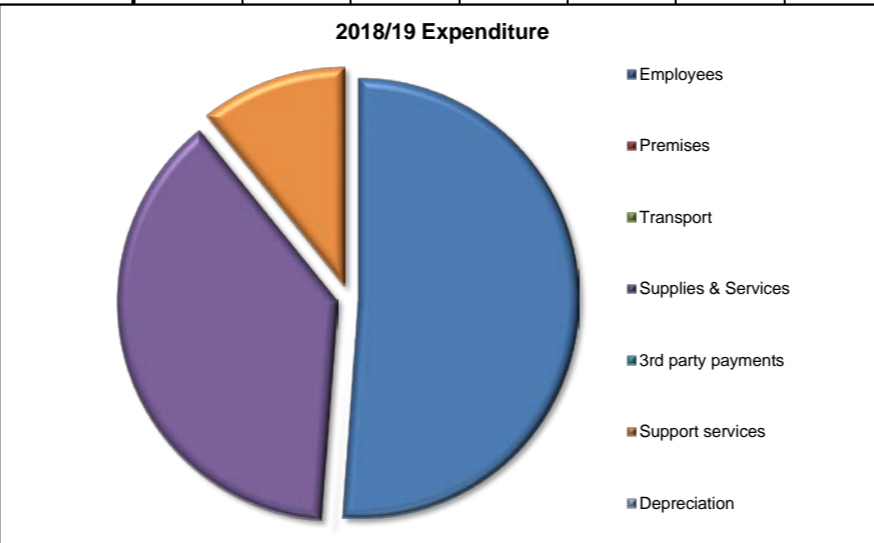
		PROJECT DESCRIPTION	MAJOR PROJECTS BENEFITS	Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title: <b>East Merton Model of Health and Wellbeing/Wilson (TOM URN: PH 5)</b>	Improved effectiveness			
Start date	2018/19	Project Details: <u>TOM TRANSFORMATION DELIVERY PLAN - EAST MERTON MODEL AND WILSON</u> Public Health, Merton CCG and the East Merton GP Locality are working in partnership to develop and deliver the East Merton Model of Health and Wellbeing and Wilson health and community campus as blueprint for borough-wide health and care transformation. This is a major programme aimed at co-creating a model for East Merton, incorporating design of health and community campus, community engagement, better use of wider public sector estates and development of social investment funding models. There are some key programmes of work that sit under this, including Social Prescribing, and a Whole System Approach to Diabetes: SOCIAL PRESCRIBING: Social prescribing is part of the programme and a major component in the CCG's Primary Care Strategy and the development of the model of multi-speciality community provider, strengthening relationships between primary care and the voluntary and community sector and services. WHOLE SYSTEM APPROACH TO DIABETES: Develop a whole systems approach to Diabetes, as agreed by the Health and Wellbeing Board in June 2017. This will be an exemplar for future work, is a pivotal opportunity as it connects the HWBB (as systems leaders) with health professionals, local place shapers (Cllrs and GPs) and community 'connectors' to develop systems leadership and build a social movement to identify ideas and ways to tackle diabetes together. This will in turn inform the developing East Merton Model of Health and Wellbeing. PH Lead: Amy Potter		3	3	9
End date	2021-22					
<b>Project 2</b>		Project Title: <b>Embed Health and Wellbeing in all policies (TOM URN: PH2; PH3; PH4)</b>	Improved effectiveness			
Start date	2018-19	Project Details: <u>TOM TRANSFORMATION DELIVERY PLAN - HEALTH IN ALL POLICIES</u> Embed "health in all policies" (HIAP) as a relevant outcome across the whole council business (and partners) incl establish health as marker for good government and as investment rather than expenditure; work in partnership with HR to deliver Healthy Workplace Programme; engage in growth and regeneration agenda, including optimising health improvement through the planning process, working with Comms around advertising and sponsorship policy. Key priorities in this programme include implementation of the multi-agency Merton Child Healthy Weight Action Plan and delivery of the Merton Dementia Action Alliance, and development of the Local Plan. PH lead: Clarissa Larsen; Julia Groom; Amy Potter		2	2	4
End date	2020-21					
<b>Project 3</b>		Project Title: <b>Sexual Health Strategy and Integrated sexual health services (TOM URN: PH6)</b>	Improved effectiveness			
Start date	2018-19	Project Details: <u>TOM TRANSFORMATION DELIVERY PLAN - PH SERVICE DEVELOPMENT AND PROCUREMENT</u> Development of a Sexual health strategy that takes a lifecourse approach and focuses on priorities for prevention; embedding and further developing integrated sexual health services; and support for vulnerable groups. Mobilisation of co-commissioned integrated sexual health services, with joined up Level 2 CaSH services and Level 3 GUM services in a seamless provision. PH Lead: Julia Groom		3	3	9
End date	2021-22					
<b>Project 4</b>		Project Title: <b>Redesign of Adult substance misuse treatment services (drugs and alcohol) (TOM URN: PH6)</b>	Improved effectiveness			
Start date	2018-19	Project Details: <u>TOM TRANSFORMATION DELIVERY PLAN - PH SERVICE DEVELOPMENT AND PROCUREMENT</u> Mobilise and embed the newly commissioned Integrated adult substance misuse service based on a preventative and recovery orientated model, working in conjunction with CCG and other stakeholders. Deliver the outcomes identified within the comprehensive substance misuse prevention framework through the Substance Misuse Partnership Board (SMPB). PH Lead: Amy Potter		3	3	9
End date	2020-21					
<b>Project 5</b>		Project Title: <b>Development of collaborative commissioning approaches to adult services (TOM URN: PH7)</b>	Improved effectiveness			
Start date	2018-19	Project Details: <u>TOM TRANSFORMATION DELIVERY PLAN - COLLABORATIVE COMMISSIONING ARRANGEMENTS (ADULTS)</u> Explore development of new cross-team and cross-organisational (PH, ASC and other parts of C&H, and CCG) strategic approaches including defining Core Offer to CCG, and identifying opportunities for long term joint commissioning. Particular priority areas include: - Mental Health pathways and substance misuse - Falls prevention and strategic approach to active ageing - Disability strategy - Supported Housing - Approach to healthy lifestyles services post 3/2019 (break clause in current commissioning)		2	2	4
End date	2018-19					
<b>Project 6</b>		Project Title: <b>Development of integrated Children's Services (TOM URN: PH7)</b>	Improved effectiveness			
Start date	2016-17	Project Details: <u>TOM TRANSFORMATION DELIVERY PLAN - COLLABORATIVE COMMISSIONING ARRANGEMENTS (CYP)</u> Lead transformation of the Community health services towards a Healthy Child 0-19 years service, embedding health visiting and school nursing locality teams; develop a shared vision and development programme for closer integration of services including 0-19 Healthy Child and Children's Centres, to provide seamless care pathways for children and young people. Continue to develop a CYP joint commissioning function between PH, CSF and MCCG. PH Lead: Julia Groom		2	3	6
End date	2018-19					
<b>Project 7</b>		Project Title: <b>Joint Strategic Needs Assessment Plus/Intelligence Hub (TOM URN: PH11)</b>	Improved effectiveness			
Start date	2018-19	Project Details: <u>TOM TRANSFORMATION DELIVERY PLAN - JSNA PLUS/INTELLIGENCE HUB</u> Develop a programmatic approach to public health intelligence covering: the JSNA analysis and support to strategy and commissioning decisions through a range of accessible outputs /products; Performance measurement and monitoring in support of continuous improvement of strategies and services in achieving outcomes; and Information management including sharing /linkages of data across the council/CCG and through the development of a Merton Intelligence Hub. PH Lead: Amy Potter		2	2	4
End date	2021-22					
<b>Project 8</b>		Project Title:	Improved effectiveness			
Start date		Project Details:		2	2	4
End date						
<b>Project 9</b>		Project Title:	Improved efficiency (savings)			
Start date		Project Details:		2	2	4
End date						
<b>Project 10</b>		Project Title:	Improved effectiveness			
Start date		Project Details:		2	2	4
End date						



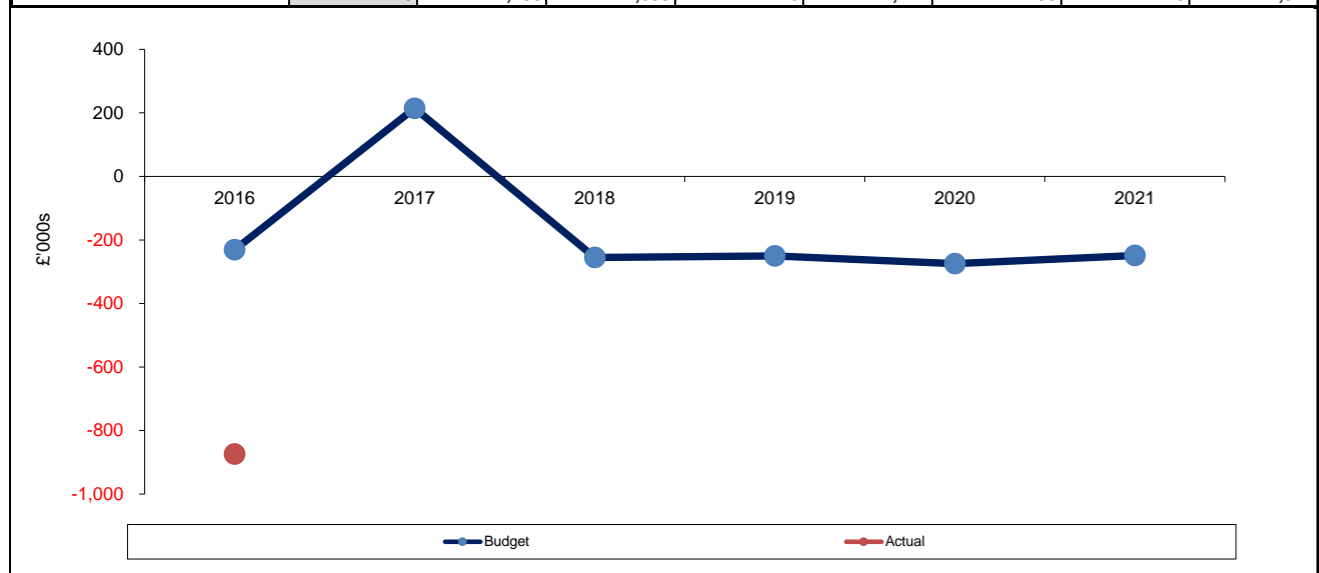
# **Corporate Services**

Business Improvement	Planning Assumptions						The Corporate strategies your service contributes to				
Cllr Mark Allison: Deputy Leader & Cabinet Member for Finance	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
Enter a brief description of your main activities and objectives below	Core IT Systems support and management (days)	5000	5720	5720	5720	5720	5720	Customer Contact Strategy			
<b>Continuous Improvement and Corporate Change</b> will: - Support DMTs to embed a culture of continuous business improvement within the organisation through the provision of tools, techniques, advice and support – including but not limited to Lean. - Ensure change is effectively planned for and managed across the organisation, embedding change management principles and methodologies. - Drive and facilitate the Targeting Operating Models (TOM) refresh process - Quality assure the Improvement Portfolio on behalf of Merton Improvement Board (MIB), DMTs and CMT.  <b>Business Systems team</b> will work with the organisation to establish and deliver the IT Strategy and associated implementation plan. Through the Technical Design Authority (TDA) they will ensure a coordinated and planned approach is adopted for the implementation and support of technology, complying with the agreed corporate strategy, standards and supportability. They will proactively provide advice and opportunities to fully exploit existing and emerging technologies to the business to leverage investments and improve business efficiency and service.  <b>The Policy, Strategy and Partnerships team</b> supports the Council's approach to partnership working, including the Merton Partnership, and its annual Conference. It provides advice on equalities and the Council's approach to Equality Assessments. It has the lead role on the Council's Prevent duties and is the key liaison point. It manages the relationship with the voluntary sector, leading on the Voluntary Sector and Volunteering Strategy and the Merton Compact  <b>The Communications team</b> is responsible for promoting and protecting the reputation of the council by communicating with Merton's key stakeholders using a range of channels including media relations, My Merton, social media, campaign marketing as well as corporate events.	Continuous improvement & Corporate Change (days)	880	880	880	880	880	880	IT Strategy and Implementation Plan			
	Policy, Strategy & Partnerships	770	770	770	770			Information Management Strategy			
	Comms & Engagement	1120	1120	880	880	880	880	Voluntary Sector Strategy			
									Equality Strategy		
									Community Plan		
								Communications Strategy			
	<b>Anticipated non financial resources</b>	<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>				
	Staff - CI & CC (FTE & fixed term)	5.3	4.8	4.8	3.0	2.0	2.0				
	Staff - Policy, Strategy & Partnerships	4.8	4.8	4.8	4.8	3.8	3.8				
	Staff - Business Systems Team (FTE + projects)	26.5	28.7	28.7	26.2	26.2	26.2				
	Comms & Engagement	7.0	7.0	5.5	5.5	5.5	5.5				
	<b>Performance indicator (LBC2020 indicators highlighted in purple)</b>	<b>Actual Performance (A) Performance Target (P) Proposed Target (T)</b>					<b>Polarity</b>	<b>Reporting cycle</b>	<b>Indicator type</b>	<b>Main impact if indicator not met</b>	
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
	Systems availability	99.73%	99%	99%	99%	99%	99%	High	Monthly	Business critical	Reduced service delivery
	% positive and neutral coverage tone	88.47%	92%	92%	92%	92%		High	Monthly	Perception	Reputational risk
	No. of new volunteers recruited	n/a	350	350	350	TBC		High	Quarterly	Outcome	Reduced customer service
	% who agree people from different backgrounds get on (ARS)	93%	90	90	90	90		High	Annual	Perception	Reputational risk
	% agree Merton is making the area a better place to live (ARS)	76%	N/A	TBC	N/A	TBC	N/A	High	Annual	Perception	Reputational risk
	% of residents who feel informed about council services (ARS)	81%	N/A	TBC	N/A	TBC	N/A	High	Annual	Perception	Reputational risk
	% of residents who agree the council involves them in making decisions	62%	N/A	TBC	N/A	TBC	N/A	High	Annual	Perception	Reputational risk

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>3,481</b>	<b>4,263</b>	<b>3,244</b>	<b>125</b>	<b>2,810</b>	<b>2,835</b>	<b>2,810</b>	<b>2,836</b>
Employees	2,149	2,823	1,244	165	1,437	1,437	1,387	1,387
Premises	0	0	0	1	0	0	0	0
Transport	3	2	3	(3)	2	2	2	2
Supplies & Services	1,011	1,107	1,693	(38)	1,068	1,093	1,119	1,144
3rd party payments	0	0	0	0	0	0	0	0
Support services	317	331	303	-	303	303	303	303
Depreciation								
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
<b>Income</b>	<b>3,712</b>	<b>5,137</b>	<b>3,030</b>	<b>(179)</b>	<b>3,065</b>	<b>3,085</b>	<b>3,085</b>	<b>3,085</b>
Government grants								
Reimbursements		893		35				
Customer & client receipts	114	46	114	(189)	149	169	169	169
Recharges	3,598	4,198	2,916	(25)	2,916	2,916	2,916	2,916
Reserves						0		
Capital Funded								
<b>Council Funded Net Budget</b>	<b>(231)</b>	<b>(874)</b>	<b>214</b>	<b>(54)</b>	<b>(255)</b>	<b>(250)</b>	<b>(275)</b>	<b>(249)</b>
<b>Capital Budget £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
Customer Contact Programme		420	1,006		1,050	250		1,900
IT Systems Projects		89	405		1,012			42
Social Care IT System		591	398		350			
	<b>0</b>	<b>1,100</b>	<b>1,809</b>	<b>0</b>	<b>2,412</b>	<b>250</b>	<b>0</b>	<b>1,942</b>



Summary of major budget etc. changes	
<b>2018/19</b>	CS2015-01 Rationalisation of IT systems, removal of support for some systems 3k CS2015-02 Expiration of salary protection 16k CSREP 2018-19 (13) Maintenance and Support reduction £10k CSREP 2018-19 (14) M3 support to Richmond/Wandsworth £20k CSREP 2018-19 (15) Street Naming and Numbering Fees/Charges Review £15k CSREP 2018-19 (16) Operating cost reduction £11k



<b>2019/20</b>	2018-19 CS14 M3 support to Richmond/Wandsworth £20k
<b>2020/21</b>	2018-19 CS15 Policy & Partnerships -reduce headcount £50k
<b>2021/22</b>	

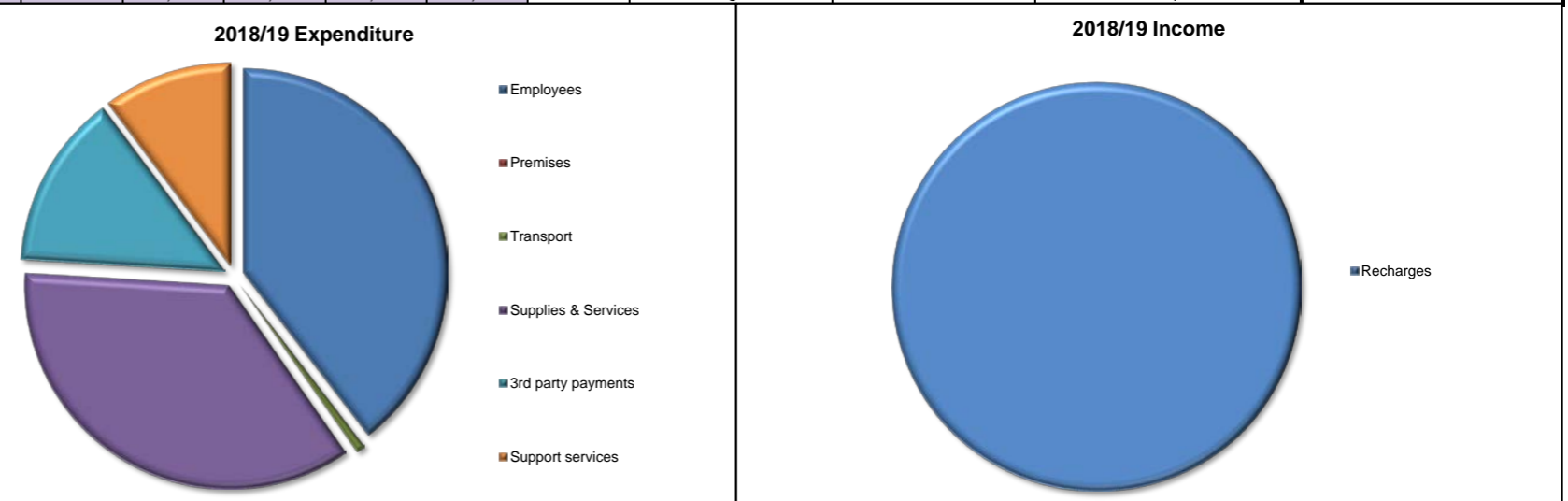
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Business Improvement**

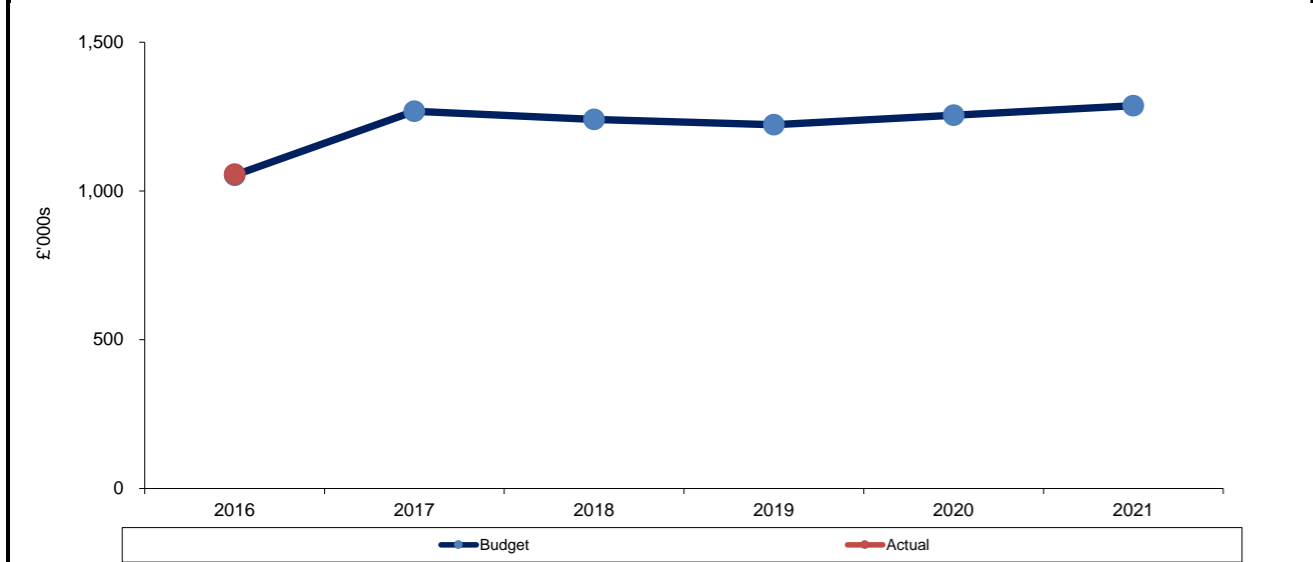
PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT			Risk		
					Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Customer Contact programme</b>		Improved customer experience		
Start date	<b>2013-14</b>	Project Details:	Lead and deliver CC programme; to deliver improvements (technology and service redesign) set out in CC Strategy.	The programme is part of the move to a 21st Century organisation, with technology that supports a more comprehensive and cohesive service to customers and recognises the new, modern ways in which they wish to access services. Through channel shift and a reduction in avoidable contact/failure demand we expect the programme to support and enable the achievement of savings and efficiencies within individual services.	3	2	6
End date	<b>2018-19</b>						
<b>Project 2</b>		Project Title:	<b>Electronic document and records management system</b>		Improved efficiency (savings)		
Start date	<b>2013-14</b>	Project Details:	Procure and implement a replacement EDRMS to support and enable flexible/remote working and Customer Contact.	EDRMS will enable flexible and remote working, more efficient and cost effective storage and retrieval of documentation.	3	2	6
End date	<b>2018-19</b>						
<b>Project 3</b>		Project Title:	<b>Social Care Information System - phase 2</b>		Improved efficiency (savings)		
Start date	<b>2018/19</b>	Project Details:	Further enhancements and functionality to the Mosaic system.	A fit for purpose system that supports efficient business practices and care management now and into the future	1	3	3
End date	<b>2019/20</b>						
<b>Project 4</b>		Project Title:					
Start date		Project Details:					0
End date							
<b>Project 5</b>		Project Title:	<b>Strategic Partner Programme</b>				
Start date	<b>2017-18</b>	Project Details:	Selecting new strategic partners from the voluntary sector to provide Information, Advice and Guidance plus support and advice to the sector as a whole. This will involve co-producing specifications with the voluntary sector and statutory partners. The new programme will start in April 2019.	Improved Information, Advice and Guidance will improve prevention/early intervention and defer the need for expensive acute interventions. As the range of public sector services reduce and thresholds are raised, the voluntary sector is an increasingly important provider of services to residents. It is vital that there is support and advice to enable the sector to grow and adapt.			0
End date	<b>2018-19</b>						
<b>Project 6</b>		Project Title:	<b>4Ps</b>				
Start date	<b>2017-18</b>	Project Details:	Procure and implement M3LP and M3PP hosted environment through CCS framework and migrate all content from current on-premise systems.	Renewal of contract to comply with procurement regulations, migration to managed hosted (cloud) solution, precursor for provision of system for shared services with Wandsworth and Richmond and upgrade path to new product version Azure.	2	2	4
End date	<b>2018/9</b>						
<b>Project 7</b>		Project Title:					
Start date		Project Details:			0	0	0
End date							
<b>Project 8</b>		Project Title:					
Start date		Project Details:			0	0	0
End date							
<b>Project 9</b>		Project Title:					
Start date		Project Details:			0	0	0
End date							
<b>Project 10</b>		Project Title:					
Start date		Project Details:			0	0	0
End date							

Corporate Governance		Planning Assumptions						The Corporate strategies your service contributes to			
Cllr Mark Allison: Deputy Leader & Cabinet Member for Finance		Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
Enter a brief description of your main activities and objectives below		Residents	205,722	207,410	<b>208,607</b>	209,771	210,902		Information Governance Policy		
Corporate Governance is made up of 5 core services:		Officers	↓	↓					Equality Strategy		
Information Governance - manages complaints, MP & Member enquiries, Freedom of Information requests, ensuring organisational compliance with Data Protection Act and the Transparency agenda, including maintaining the Publication Scheme. Also provides the Local Land Charges function. GDPR - General Data Protection Regulation		Councillors	60	60					Risk Management Strategy		
Democracy Services - maintains independent scrutiny function, support to Councillors and Mayor & ensures council has robust decision making arrangements.		Elections	2	1	1		1		Procurement Strategy		
Electoral Services - Electoral Services carries out the statutory maintenance of the register of electors, administers elections and referendums and undertakes the work needed on boundary and electoral reviews. The move to a system of individual electoral registration has provided new challenges to the way the UK's electoral offices work and has resulted in a significantly increased work load.		Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
Internal Audit and Investigations- Merton has joined the audit and fraud partnership with its neighbouring authorities. Internal Audit covered by SWLAP (South West London Audit Partnership) and Investigations covered by SWLFP (South West London Fraud Partnership) covering Merton, Kingston, Richmond, Sutton and Wandsworth). The service provides independent, objective appraisal of risk management, governance & internal control processes and fraud risks including planned & unplanned audits. Investigates allegations of poor control and conflicts of interest. Coordinates the Annual Governance Statement. Reviews and updates anti fraud policies. Reports poor practice/weak controls to members. Investigation of external and internal fraud.		Staff (FTE)	30.7 (excl. Invest&Audit)	28.9	<b>28.9</b>	28.9	28.9				
There is also the shared Legal service with the London Borough of Richmond, Wandsworth, Sutton and Kingston; this service has its own Service Plan.		Staff - Election	1300	800	<b>800</b>	0	500	500			
		Staff - Canvas	150	150	<b>150</b>	150	150	150			
Performance indicator (LBC2020 indicators highlighted in purple)		Actual Performance (A)	Performance Target (T)	Proposed Targets (P)	Polarity	Reporting cycle	Indicator type	Main impact if indicator not met			
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
Audit actions implemented by agreed date		90%	90%	<b>90%</b>	90%	90%		High	Quarterly	Business critical	Increased fraud
Audits completed against plan		93%	90%	<b>90%</b>	90%	90%		High	Quarterly	Business critical	Increased fraud
Complaints - dealt with in time		80%	85%	<b>85%</b>	85%	85%		High	Monthly	Perception	Reduced customer service
Complaints progressed to stage 2		6%	9%	<b>9%</b>	9%	9%		High	Quarterly	Perception	Reduced customer service
FOI requests - dealt with in time		85%	85%	<b>85%</b>	85%	85%		High	Monthly	Perception	Reduced customer service
Number of supplementary agendas issued		24	20	<b>18</b>	16	14		Low	Quarterly	Perception	Government intervention
% of councillors who agree scrutiny function effective		75	80	<b>75</b>	80	80		High	Annual	Perception	Poor decision making
Ombudsman complaints answered in time		90%	90%	<b>90%</b>	90%	90%		High	Monthly	Quality	Rework
Ombudsman complaints partially or fully upheld		7%	40%	<b>40%</b>	40%	40%		Low	Quarterly	Perception	Government intervention
% of FOI refusal notices not upheld at review		0%	4%	<b>4%</b>	4%	4%		Low	Quarterly	Perception	Government intervention
No. of new electors added to the register of electors		N/A	25,000	<b>25,000</b>	25,000	25,000		High	Annual	Perception	Reduced customer service

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>3,588</b>	<b>3,728</b>	<b>3,044</b>	<b>209</b>	<b>3,016</b>	<b>2,998</b>	<b>3,030</b>	<b>3,063</b>
Employees	1,557	1,646	1,202	180	1,193	1,193	1,194	1,194
Premises	0	12	1	14	1	1	1	1
Transport	21	20	21	-16	22	22	23	23
Supplies & Services	1,170	1,177	1,052	59	1,076	1,050	1,074	1,098
3rd party payments	493	439	460	-27	417	424	431	438
Support services	347	434	308	0	308	308	308	308
Depreciation								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>2,535</b>	<b>2,672</b>	<b>1,776</b>	<b>(303)</b>	<b>1,776</b>	<b>1,776</b>	<b>1,776</b>	<b>1,776</b>
Government grants								
Reimbursements	0							
Customer & client receipts					0	0	0	0
Recharges	2,535	2,672	1,776	(303)	1,776	1,776	1,776	1,776
Reserves								
Capital Funded								
<b>Council Funded Net Budget</b>	<b>1,053</b>	<b>1,056</b>	<b>1,268</b>	<b>(94)</b>	<b>1,240</b>	<b>1,222</b>	<b>1,254</b>	<b>1,287</b>
Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
	0	0	0	0	0	0	0	0



Summary of major budget etc. changes	
<b>2018/19</b>	CSD43 Share FOI and Information Governance policy 10k CS2015-16 Delete auditor post and fees £50k CSREP 2018-19 (9) Reduction in running costs budgets £11k CSREP 2018-19 (11) Audit and investigations - Reduction in service £50k
<b>2019/20</b>	2018-19 CS13 Audit and investigations - Reduction in service £50k
<b>2020/21</b>	
<b>2021/22</b>	





**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Corporate Governance**

PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Support new intake of councillors</b>	Improved customer experience					
Start date	01/12/2017	Project Details:	To prepare for and then support new intake of councillors following May 2018 council elections and support to councillors who are in new roles (Cabinet, Mayor's committee chairs). To ensure a smooth introduction of any consequent changes to decision making structure or process. Project plan to prepare for May 2018 to be drafted October 2017.			2	2	4	
End date	31/03/2022								
<b>Project 2</b>		Project Title:	<b>Efficiency programme in Mayor's Office</b>	Improved efficiency (savings)					
Start date	01/05/2015	Project Details:	To monitor and review the impact of the Service Level Agreement in the Mayor's Office, particularly in relation to spend on drivers, and negotiate further changes as required to achieve manageable levels of activity and further reduction in spend. To maintain reduction in spend on petrol due to SLA and purchase of hybrid car. To promote online event booking to save staff time and provide improved service for customers.			3	1	3	
End date	31/03/2019								
<b>Project 3</b>		Project Title:	<b>Committee report workflow</b>	Improved effectiveness					
Start date	01/06/2014	Project Details:	To improve workflow through implementation of features within new software system. Consolidate electronic submission of reports - 2015/16 rolled out to Cabinet and Council. Autumn 2017 rolled out to scrutiny and Standards & General Purposes Committee. Team PI to be used and reported to DMTs from January 2018.			2	1	2	
End date	01/10/2018								
<b>Project 4</b>		Project Title:	<b>Scrutiny Improvement Programme</b>	Improved customer experience					
Start date	01/04/2014	Project Details:	To continue to improve effectiveness and impact of the scrutiny function and to engage new councillors in scrutiny activities. Programme comprises objectives and actions agreed by the Overview and Scrutiny Commission each year when it receives the Annual Member Survey. Increase public involvement and use of external expert witnesses.			2	1	2	
End date	31/03/2018								
<b>Project 5</b>		Project Title:	<b>Creation of centralised Local Land Charges Register</b>	Improved customer experience					
Start date	2014-15	Project Details:	Review of LLC service delivery; dependent on national directive			3	1	3	
End date	2017-18								
<b>Project 6</b>		Project Title:	<b>2018/22 Administer statutory elections, referendums and ballots.</b>	Risk reduction and compliance					
Start date	01/04/2018	Project Details:	Administer full borough council elections in 2018 and 2022, Mayor of London and London Assembly elections in 2020, and the next parliamentary General Election (currently scheduled for 2022) together with any other referendums and ballots that may be required.			3	3	9	
End date	31/03/2022								
<b>Project 7</b>		Project Title:	<b>Work with Local Government Boundary Commission on planned Electoral Review of Merton</b>	Infrastructure renewal					
Start date	2019-20	Project Details:	Work with Local Government Boundary Commission to produce proposals on new ward boundaries			3	2	6	
End date	2020-21								
<b>Project 8</b>		Project Title:	<b>General Data Protection Regulation (GDPR)</b>	Risk reduction and compliance					
Start date	01/04/2017	Project Details:	To ensure the council is prepared for 25 May 2018 when the new Data Protection Regulations come into force, and to ensure compliance thereafter.			4	3	12	
End date	31/03/2019								
<b>Project 9</b>		Project Title:		Select one major benefit					
Start date		Project Details:				0	4	0	
End date									
<b>Project 10</b>		Project Title:		Risk reduction and compliance					
Start date		Project Details:				0	3	0	
End date									

**Customer Services**

**Cllr Mark Allison: Deputy Leader & Cabinet Member for Finance**

Enter a brief description of your main activities and objectives below

There are 5 core services:

**Local Taxation** - responsible for Council Tax & Business Rates collection and Debt Recovery.

**Housing Benefit** - responsible for administering housing and council tax benefit schemes & identification and prevention of fraud;

**Merton Link** - first point of contact for most council customers & visitors, through either face to face or via telephone - also provide Translation Services & Concessionary Travel Schemes;

**Registrars** - responsible for registration of births & deaths, marriages & civil partnerships, citizenship ceremonies & nationality services;

**Bailiffs** - collection of outstanding warrants in a shared service between Sutton & Merton for all areas especially council tax and parking fines.

**Front line service for Universal Credit** - local authorities will be responsible for delivering front line services for universal credit for those claimants that cannot claim and access on-line. It is anticipated that this new service will be delivered towards the end of this service plan period but details are vague due to the uncertainty of the roll-out of the scheme and the continual deferral from central government. It is also unclear how the roll out of Universal Credit will impact on the Housing Benefit caseload and workload

Planning Assumptions		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
<b>Anticipated demand</b>											
Benefit/Council Tax support claimants		15,400	14,500	<b>14,000</b>	14,000	13000	13000				
Telephone callers		500,000	450,000	<b>400,000</b>	375,000	350,000	350000				
Face to face customers		85,000	80,000	<b>70,000</b>	65,000	60,000	55000				
Council tax properties		83,500	84,000	<b>85,000</b>	85,500	86,000	86,500				
<b>Anticipated non financial resources</b>											
Staff (FTE)		143	142	<b>141</b>	137	137	137				
<b>Performance indicator (LBC2020 indicators highlighted in purple)</b>		<b>Actual performance (A) Performance Target (T) Proposed Target (P)</b>					<b>Polarity</b>	<b>Reporting cycle</b>	<b>Indicator type</b>	<b>Main impact if indicator not met</b>	
		<b>2016/17(A)</b>	<b>2017/18(T)</b>	<b>2018/19(P)</b>	<b>2019/20(P)</b>	<b>2020/21(P)</b>	<b>2021/22(P)</b>				
% of Merton Bailiff files paid in full (exc parking & misc debt)		52%	58%	<b>58%</b>	52%	52%	52%	High	Monthly	Outcome	Loss of income
Business Rates collected		97.91%	97.50%	<b>97.50%</b>	97.50%	97.50%	97.50%	High	Monthly	Business critical	Loss of income
Council Tax Collected		97.64%	97.25%	<b>97.25%</b>	97.25%	97.25%	97.25%	High	Monthly	Business critical	Loss of income
First contact resolution		75%	75%	<b>75%</b>	75%	75.00%	75.00%	High	Monthly	Perception	Reduced customer service
Event income (Marriages, Civil Partnerships etc.)		535,193	425,000	<b>440,000</b>	450,000	460,000	460,000	High	Monthly	Business critical	Loss of income
% of on-line transactions (HB Claims)		70%	62%	<b>63%</b>	64%	65%	66%	High	Monthly	Business critical	Reduced customer service
Time taken to process Housing Benefit COC		8 days	10 days	<b>9 days</b>	8 days	8 days	8days	Low	Monthly	Business critical	Customer hardship
Time taken to process new Housing Benefit claims		15 days	16 days	<b>15 days</b>	14 days	14 days	13 days	Low	Monthly	Business critical	Customer hardship

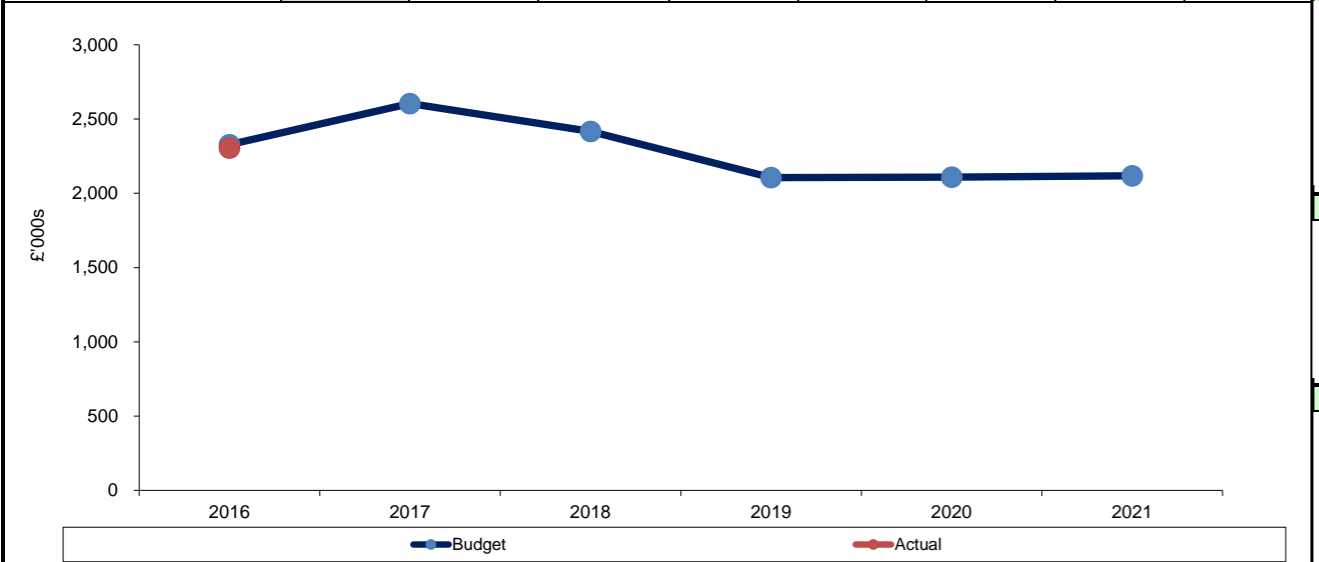
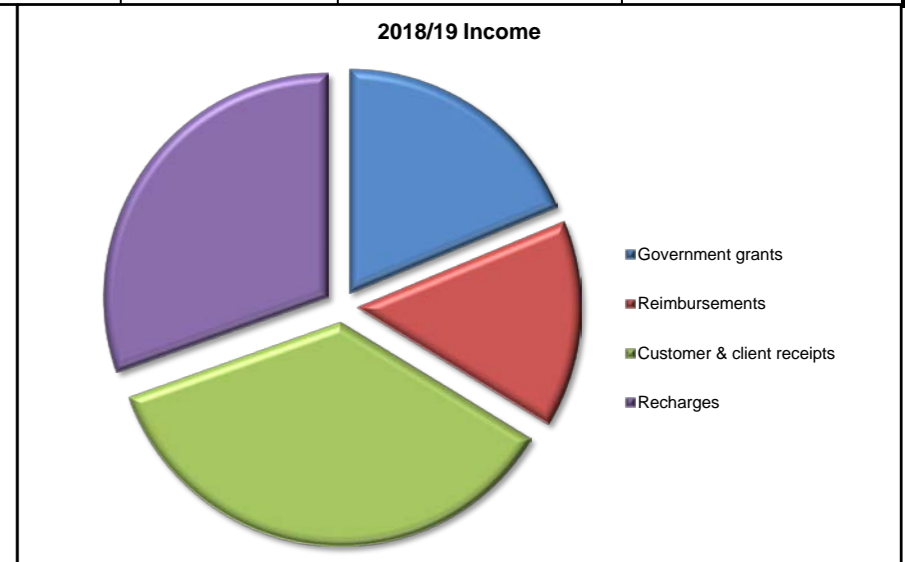
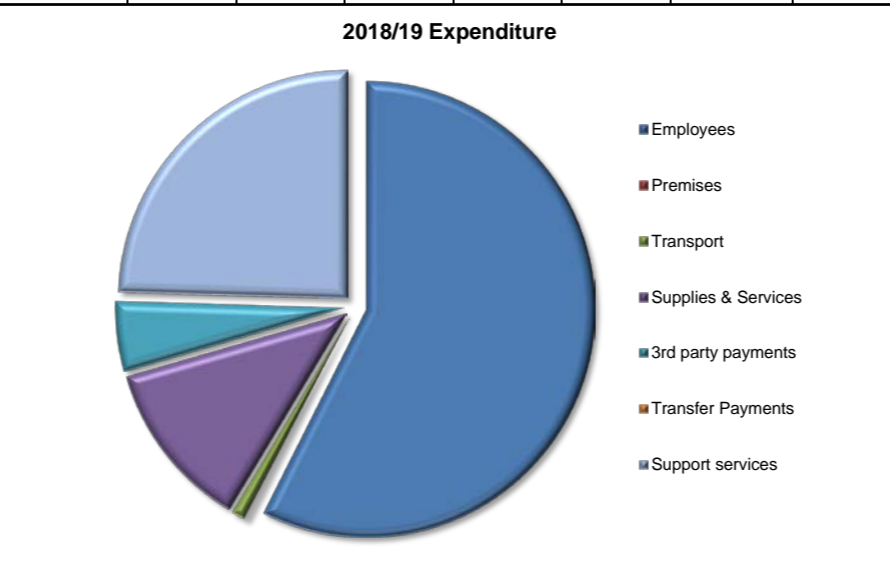
**The Corporate strategies your service contributes to**

Channel migration

Customer Contact Strategy

Medium term Financial Strategy

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>9,160</b>	<b>9,429</b>	<b>9,084</b>	<b>423</b>	<b>8,886</b>	<b>8,689</b>	<b>8,713</b>	<b>8,737</b>
Employees	5,234	5,288	5,152	268	5,103	4,947	4,947	4,947
Premises	36	25	29	33	24	24	24	25
Transport	78	92	80	3	81	82	83	84
Supplies & Services	1,466	1,748	1,048	199	1,061	1,012	1,028	1,044
3rd party payments	153	81	431	(79)	438	444	451	457
Transfer Payments	45	61		0	0	0	0	0
Support services	2,148	2,134	2,343	0	2,180	2,180	2,180	2,180
Depreciation	0	0	0	0	0	0	0	0
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
<b>Income</b>	<b>6,833</b>	<b>7,123</b>	<b>6,479</b>	<b>(643)</b>	<b>6,469</b>	<b>6,583</b>	<b>6,604</b>	<b>6,619</b>
Government grants	1,232	1,259	1,232	15	1,211	1,211	1,211	1,211
Reimbursements	1,030	1,231	970	(330)	970	970	970	970
Customer & client receipts	2,288	2,457	2,308	(319)	2,318	2,433	2,453	2,468
Recharges	2,283	2,176	1,969	(10)	1,969	1,969	1,969	1,969
Reserve								
Capital Funded								
<b>Council Funded Net Budget</b>	<b>2,327</b>	<b>2,306</b>	<b>2,604</b>	<b>(221)</b>	<b>2,418</b>	<b>2,106</b>	<b>2,109</b>	<b>2,118</b>
<b>Capital Budget £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
Westminster Coroners Court			460					
	0	0	460	0	0	0	0	0



### Summary of major budget etc. changes

**2018/19**

- CSD19 Communications staff savings 49k
- CSREP 2018-19 (6) Reduction in running costs budgets £9k
- CSREP 2018-19 (7) Increase in translations income £10k

**2019/20**

- CS2016-02 Restructure of Housing Benefits section due to roll out of Universal Credit £66k
- CS2016 -05 Increase income through translations £15k
- CS2016 -07 Cash Collection Reduction £30k
- CS2016 -06 Merton Link - efficiency savings £30k
- 2018-19 CS08 Increase in income from Enforcement Service £100k
- 2018-19 CS09 Reduction/rationalisation in running costs budgets across multiple budgets £35k

**2020/21**

- 2018-19 CS08 Increase in income from Enforcement Service £20k

**2021/22**

- 2018-19 CS08 Increase in income from Enforcement Service £15k

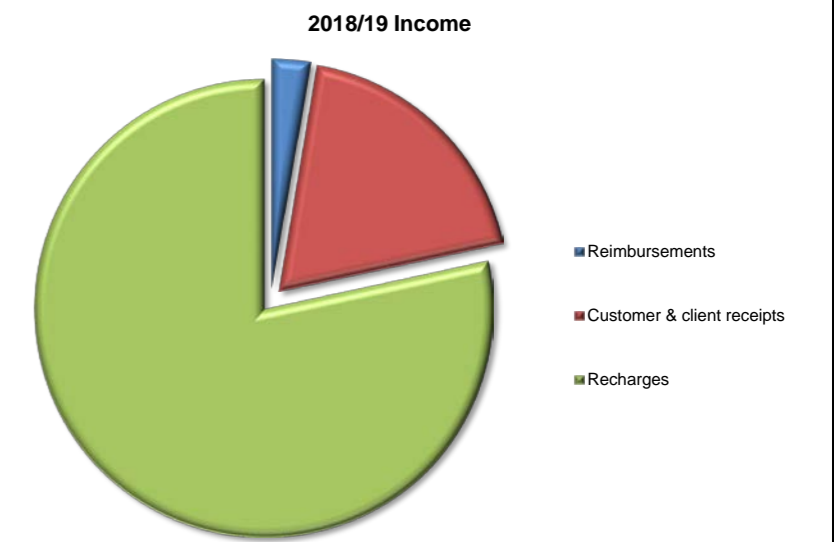
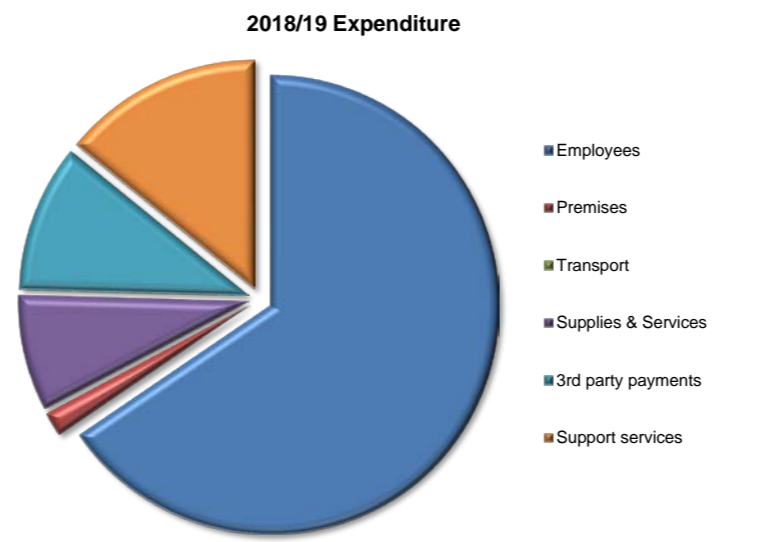
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Customer Services**

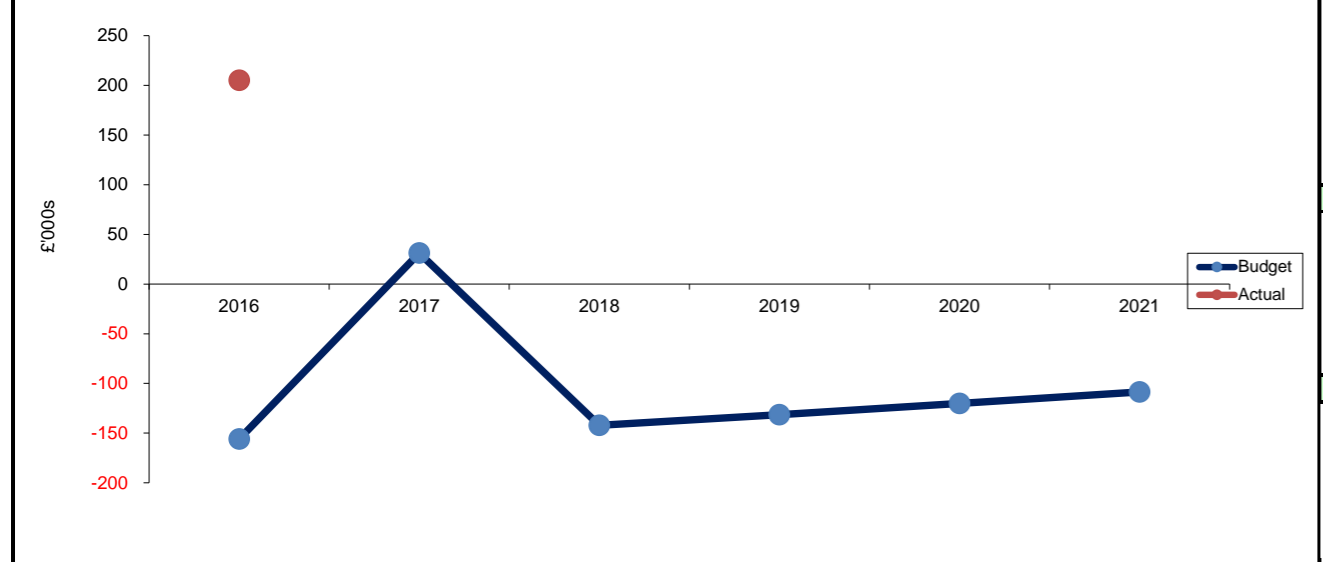
PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT		Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Universal Credit Implementation</b>	Economic outcomes		
Start date	<b>2015-16</b>	Project Details:	Implement the roll out of UC in Merton and provide a support framework to assist claimants claim UC and receive budgeting advice. Process has been delayed by Central Government - All job centres in Merton will implement UC for new claims by April 18	2	1	2
End date	<b>2019-20</b>					
<b>Project 2</b>		Project Title:	<b>Implement an Outside Wedding Venue</b>	Economic outcomes		
Start date	<b>2013-14</b>	Project Details:	Planning permission approved for outside wedding venue at Morden Park House. Funding has identified	2	2	4
End date	<b>2018-19</b>					
<b>Project 3</b>		Project Title:	<b>Council Tax support scheme</b>	Economic outcomes		
Start date	<b>2017-18</b>	Project Details:	During 18/19 options for a revised scheme will be reviewed for Council decision and possible implementation for 19/20. Moving forward we will review our discretionary rate relief for implementation in 2019/20	2	1	2
End date	<b>2018-19</b>					
<b>Project 4</b>		Project Title:	<b>Review Debt Collection Processes</b>	Improved effectiveness		
Start date	<b>2015-16</b>	Project Details:	With the implementation of the new Financial management computer systems a review of the existing debt collection processes will be undertaken as part of the system implementation.	2	1	2
End date	<b>2018-19</b>					
<b>Project 5</b>		Project Title:	<b>Redesign of Merton Link</b>	Improved customer experience		
Start date	<b>2015-16</b>	Project Details:	Implement the re-design of Merton Link area to improve the customer experience and increase self service	2	1	2
End date	<b>2018-19</b>					
<b>Project 6</b>		Project Title:		Select one major benefit		
Start date		Project Details:		0	0	0
End date						
<b>Project 7</b>		Project Title:		Select one major benefit		
Start date		Project Details:		0	0	0
End date						
<b>Project 8</b>		Project Title:		Select one major benefit		
Start date		Project Details:		0	0	0
End date						
<b>Project 9</b>		Project Title:		Select one major benefit		
Start date		Project Details:		0	0	0
End date						
<b>Project 10</b>		Project Title:		Select one major benefit		
Start date		Project Details:		0	0	0
End date						

Human Resources	Planning Assumptions						The Corporate strategies your service contributes to				
Cllr Mark Allison: Deputy Leader & Cabinet Member for Finance	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
Enter a brief description of your main activities and objectives below  1) Support effective people management across the organisation through development of a workforce strategy/TOM people layer 2) Implement and maintain efficient HR transactions for recruitment, induction, employee data, payroll, performance management, appraisal, learning and development 3) Provide HR advice and consultancy support across the Council 4) Produce HR metrics, analyse people-related problems and take appropriate actions 5) Produce HR strategies, policy frameworks and systems to support effective people management 6) Support and develop capacity building in Members	Employees in Merton for HR, payroll, advice, L&D, EAP etc.	4,400	4,200	4,000	3800	3800	3800	Workforce Strategy			
	New recruits to be appointed	160	150	140	145	140	142	Economic Development Strategy			
	New Apprentices to be appointed	33	33	33	33	33	33	Equality Strategy			
	Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
	Staff (FTE)	35	35	31	31	31	31				
	Performance indicator (LBC2020 indicators highlighted in purple)	Actual Performance (A) Performance Target (T) Proposed Target (P)						Polarity	Reporting cycle	Indicator type	Main impact if indicator not met
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
	Time to hire (days)	91	90	90	90	90	90	Low	Monthly	Outcome	Increased costs
	No. of working days lost to sickness, excluding schools	9.5	7.5	7.5	7	7	7	Low	Monthly	Outcome	Increased costs
	% Appraisals completed	96%	98%	98%	98%	98%	98%	High	Annual	Outcome	Poor decision making
% Members L&D satisfaction	95%	83%	83%	90%	90%	90%	High	Quarterly	Outcome	Poor decision making	
No. of Apprentices (Govt Apprenticeship Levy Scheme)	N/A	35	46	46	46	46	High	Quarterly	Outcome	Increased costs	
The level (%) of staff engagement (Staff Survey)	87%	N/A	87%	N/A	87%	N/A	High	Biennial	Outcome	Reputational risk	
% of staff who would recommend Merton as a place to work	90%	N/A	90%	N/A	90%		High	Biennial	Perception	Select impact	
Voluntary resignation rate	N/A	12%	12%	12%	12%		Low	Quarterly	Outcome	Select impact	

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>3,177</b>	<b>3,105</b>	<b>2,984</b>	<b>(73)</b>	<b>2,811</b>	<b>2,822</b>	<b>2,834</b>	<b>2,845</b>
Employees	2,252	2,065	2,027	(172)	1,845	1,848	1,851	1,854
Premises	47	35	47	(17)	48	49	49	50
Transport	2	5	(3)	(1)	(3)	(3)	(3)	(3)
Supplies & Services	495	545	226	35	229	232	235	238
3rd party payments	0		290	82	294	298	303	307
Support services	381	455	398		398	398	398	398
Depreciation								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>3,333</b>	<b>2,900</b>	<b>2,953</b>	<b>69</b>	<b>2,953</b>	<b>2,954</b>	<b>2,954</b>	<b>2,953</b>
Government grants								
Reimbursements	79	70	79		79	79	79	79
Customer & client receipts	391	368	560	69	560	560	560	560
Recharges	2,863	2,462	2,315		2,315	2,315	2,315	2,315
Reserves								
Capital funded								
<b>Council Funded Net Budget</b>	<b>(156)</b>	<b>205</b>	<b>31</b>	<b>(3)</b>	<b>(142)</b>	<b>(131)</b>	<b>(120)</b>	<b>(108)</b>
Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
	0	0	0	0	0	0	0	0



Summary of major budget etc. changes	
2018/19	CSREP 2018-19 (12) Reduction in posts across the department £185k
2019/20	
2020/21	
2021/22	



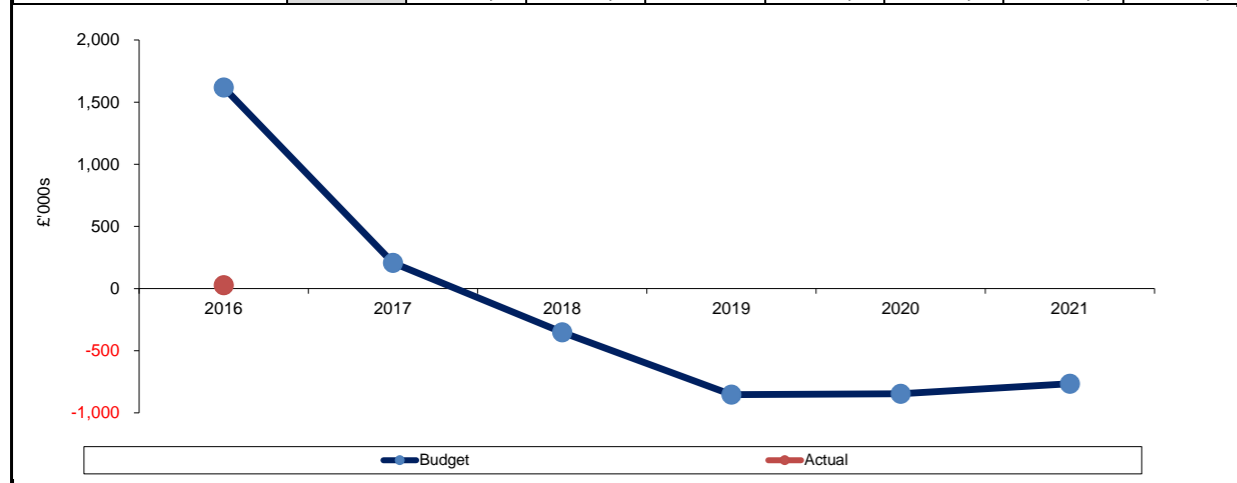
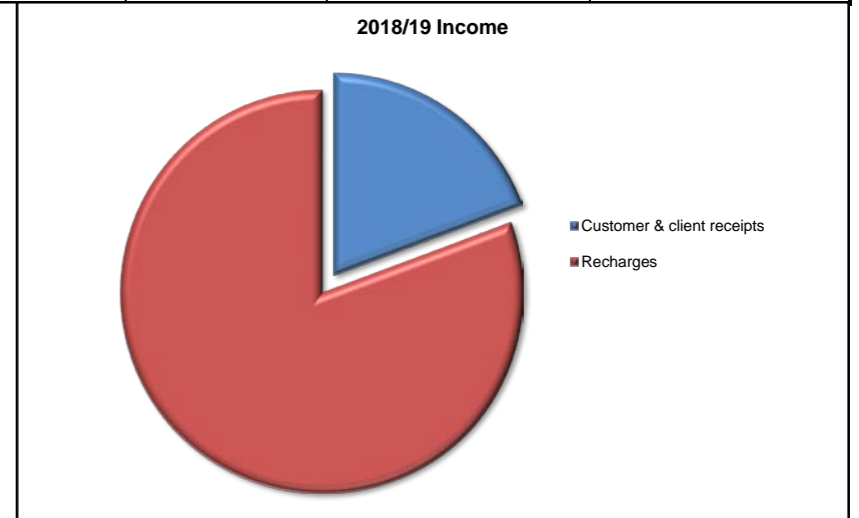
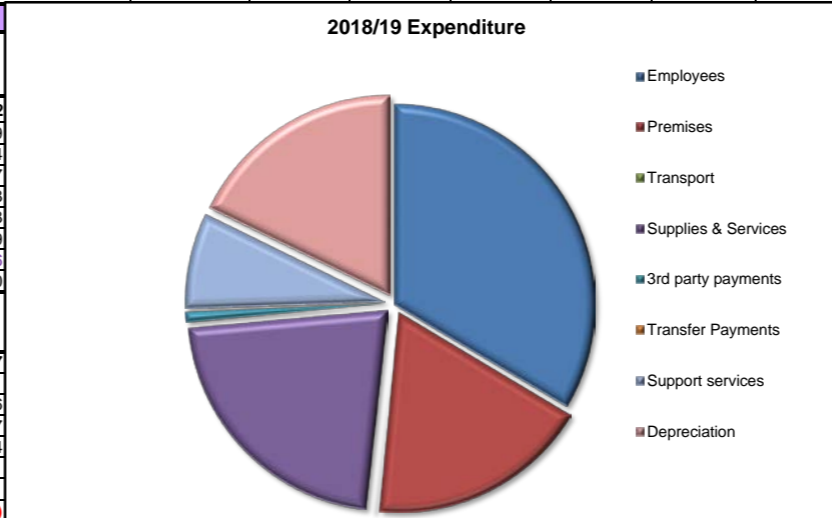
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Human Resources**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Workforce Strategy</b>	Improved staff skills and development					
Start date	<b>2014-15</b>	Project Details:	Deliver the 5 key strands of the Council's workforce strategy to support the wider TOM programme for organisational change			3	3	9	
End date	<b>2018-19</b>								
<b>Project 2</b>		Project Title:	<b>Establishment and workforce</b>	Improved staff skills and development					
Start date	<b>2015-16</b>	Project Details:	Embed systems to maintain, monitor and control an accurate establishment and vacancy position across the Council for both permanent and interim staff			3	4	12	
End date	<b>2018-19</b>								
<b>Project 3</b>		Project Title:	<b>Review HR policies</b>	Improved effectiveness					
Start date	<b>2015-16</b>	Project Details:	Embed a new suite of simplified and business-focussed HR policies, supported by appropriate management development			3	3	9	
End date	<b>2018-19</b>								
<b>Project 4</b>		Project Title:	<b>Review and retender key HR contracts</b>	Improved effectiveness					
Start date	<b>2016-17</b>	Project Details:	Commission Occupational Health, Agency contract, Eteach and Kingston/Sutton SLA and Schools SLA			3	3	9	
End date	<b>2018-19</b>								
<b>Project 5</b>		Project Title:		Select one major benefit					
Start date		Project Details:				0	0	0	
End date									
<b>Project 6</b>		Project Title:		Select one major benefit					
Start date		Project Details:				0	0	0	
End date									
<b>Project 7</b>		Project Title:		Select one major benefit					
Start date		Project Details:				0	0	0	
End date									
<b>Project 8</b>		Project Title:		Select one major benefit					
Start date		Project Details:				0	0	0	
End date									
<b>Project 9</b>		Project Title:		Select one major benefit					
Start date		Project Details:				0	0	0	
End date									
<b>Project 10</b>		Project Title:		Select one major benefit					
Start date		Project Details:				0	0	0	
End date									

Infrastructure and Transactions	Planning Assumptions							The Corporate strategies your service contributes to		
Cllr Mark Allison: Deputy Leader & Cabinet Member for Finance	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
Infrastructure & Transactions Division (I&T) is a support service made up of six functions which are:-  <b>IT Service Delivery</b> - IT(SD) supports the councils operations by providing IT infrastructure, desktop equipment and associated software. Fixed and mobile telecommunications, Service Desk facilities, IT Disaster Recovery and Business Continuity arrangements together with IT governance and data security.  <b>Facilities Management</b> - FM provides the infrastructure to deliver services through accommodation, building repairs and maintenance for the portfolio of corporate buildings, energy management and conservation, cleaning, catering, print and post room services, security and other associated hard and soft FM services.  <b>Transactional Services</b> - Incorporates Accounts Payable, Accounts Receivable, Carefirst Administration and Vendor Maintenance. Ensuring prompt and accurate payment for all goods and services provided to LBM. Raise and issue invoices promptly and accurately to maximise revenue received. Ensuring that Vendor Maintenance database is controlled, accurate and cleaned, Providing training and support for all users of the systems required for payments or invoicing  <b>Safety Services</b> - Provides Health and Safety, Emergency Planning and Business Continuity services across the Council as required by duties imposed under the Health and Safety At Work Etc. Act 1974, The Management of Health and Safety At Work Regulations 1999, The Civil Contingencies Act 2004 and all sister regulations.  <b>Client Financial Affairs</b> - Act as court appointed deputies for vulnerable clients who do not have the capacity to make their own decisions or manage their own personal financial affairs. These decisions are for issues involving the person's property, financial affairs and health and welfare working in accordance with the statutory principles set out in the Mental Capacity Act Code of Practice to ensure that they act in the best interests of the person who lacks capacity.  <b>Commercial Services &amp; Procurement</b> - Are the strategic centre of excellence for procurement and contract management, guidance, training and advice including ownership of the Council's Procurement Strategy, involvement in key tender processes, identification of savings opportunities and commercial benefits, compliance with EU and UK procurement legislation, benchmarking and best practice and ownership of the contracts register.	Repairs & Maintenance of Corporate Buildings (Revenue)	740,000	740,000	700,00	600,00	600,00	600,000	Civic Centre Accommodation Strategy		
	IT Service Calls	28,500	28,500	27,800	25,500	25,000	25,000	25,000	IT Strategy and Implementation Plan	
	Health & Safety Statutory Inspections	100	100	100	100	100	100	100	Risk Management Strategy	
	Transactions requested by departments	115,000	85,000	80,000	80,000	80,000	80,000	80,000	Local Plan	
	Number of Client Affairs cases being managed	250	250	250	250	250	250	250	Procurement Strategy	
	Procurement Support (Number of projects)	45	50	42	42	42	42	42	Workforce Strategy	
	Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
	FM (FTE)	32.9	32.9	35.5	33.5	33.5	30.5			
	Transactional Services (FTE)	13.3	13.3	13.3	10.3	10.3	10.3			
	IT Service Delivery (FTE)	30	29	27	27	27	27			
	Safety Services (FTE)	5.5	5	4	4	4	4			
	Client Financial Affairs (FTE)	7	7	7	7	7	7			
	Commercial Services & Procurement (FTE)	5	5	9	9	9	7			
	Management	2	2	2	2	2	2			
	Performance indicator (LBC2020 indicators highlighted in purple)	Actual Performance Target (A)	Performance Target (T)	Proposed Target (P)				Polarity	Reporting cycle	Indicator type
Customer Satisfaction - IT incident resolution	95%	90%	90%	90%	90%	90%	High	Monthly	Outcome	Reduced customer service
First time fix rate for IT Service Desk	83%	72%	75%	75%	75%	75%	High	Monthly	Outcome	Reduced service delivery
Health and Safety workplace inspections completed on time	36	60	50	50	50	50	High	Quarterly	Outcome	Breach statutory duty
Income - External Fees	261,286	320,000	320,000	320,000	320,000	320,000	High	Quarterly	Output	Loss of income
Invoices paid within 30 days from invoice date	91%	95%	95%	95%	95%	95%	High	Monthly	Business critical	Reduced service delivery
Invoices paid within 30 days of receipt by LBM	95%	95%	95%	95%	95%	95%	High	Monthly	Business critical	Reduced service delivery
Number of staff working from Civic Centre	1,189	1,400	1,200	1,300	1,400	1,400	High	Quarterly	Outcome	Underused resource
Repairs & Maintenance ratio of Reactive to Planned	34/66	30/70	30/70	30/70	30/70	30/70	High	Annual	Outcome	Increased costs
New referrals processed within 21 days	94%	93%	94%	95%	95%	95%	High	Monthly	Outcome	Reduced customer service
Client Post Office voucher acc't balance falls below £2.5K	1	0	0	0	0	0	Low	Monthly	Outcome	Customer hardship
% of influencible spend published on contracts register	N/A	70%	85%	95%	100%	100%	High	Quarterly	Outcome	Reputational risk
% of suppliers accounting for the 20% of influencible spend	N/A	70%	60%	50%	40%	40%	Low	Annual	Output	Increased costs
CO2 emissions from corporate buildings (tonnes)	6,924	7739.84	7434.32	7128.8	6914.94	6800	Low	Annual	Output	Environmental issues

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	13,824	12,585	12,844	(194)	12,045	11,734	11,741	11,822
Employees	4,378	4,437	4,113	182	4,045	3,903	3,829	3,829
Premises	2,665	2,205	2,674	141	2,162	2,103	2,143	2,184
Transport	25	15	30	(9)	26	27	27	27
Supplies & Services	3,183	2,790	2,655	(392)	2,628	2,516	2,555	2,593
3rd party payments	0	0	312	(112)	98	99	101	103
Transfer Payments	9	18	9	(5)	9	9	9	9
Support services	1,423	979	911	0	936	936	936	936
Depreciation	2,141	2,141	2,140	0	2,140	2,140	2,140	2,140
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	12,207	12,557	12,638	(251)	12,397	12,587	12,587	12,587
Government grants								
Reimbursements					46	46	46	46
Customer & client receipts	2,351	1,935	2,674	(190)	2,387	2,577	2,577	2,577
Recharges	9,856	10,622	9,964	(61)	9,964	9,964	9,964	9,964
Reserves								
Capital Funded								
<b>Council Funded Net Budget</b>	1,617	28	206	57	(352)	(853)	(846)	(765)
Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
Capital Building Works		558	733		600	950	650	650
Invest to Save		401	1,479		2,010	300	300	300
IT Modernisation		903	2,268		1,085	630	1,060	970
Water / Fire Safety Works		183	447		350			
	0	2,045	4,927	0	4,045	1,880	2,010	1,920



Summary of major budget etc. changes	
Year	Changes
2018/19	CS71 Deletion of two posts 43k (deferred by 6 months) CSD2 Energy savings 150k CS2015-09 Restructure of Safety Services and Emergency Planning 30k CS2015-10 Facilities Management - Energy 'Invest to Save' Initiatives 465K CSREP 2018-19 (1) Renegotiation of income generated through the corporate catering contract £20k CSREP 2018-19 (2) Review the specification on the corporate cleaning contract and reduce frequency of visits £15k
2019/20	CS2016-08 Income from letting two floors vacant space in Civic Centre £190 CS2015-03 Restructure of Transactional Services team 50k CSD7 Restructure Print and Post service and delete two posts 23k 2018-19 CS01 Revenue Saving associated with current MFD contract £150k 2018-19 CS02 Reduction in the level of building repairs and maintenance undertaken on the corporate buildings £100k 2018-19 CS03 Adjust current Local Authority Liaison Officer (LALO) arrangements to require Assistant Directors to undertake the duties as part of their job description. £33k
2020/21	CS2015-03 Restructure of Transactional Services team 50k CSD7 Restructure Print and Post service and delete two posts 24k
2021/22	

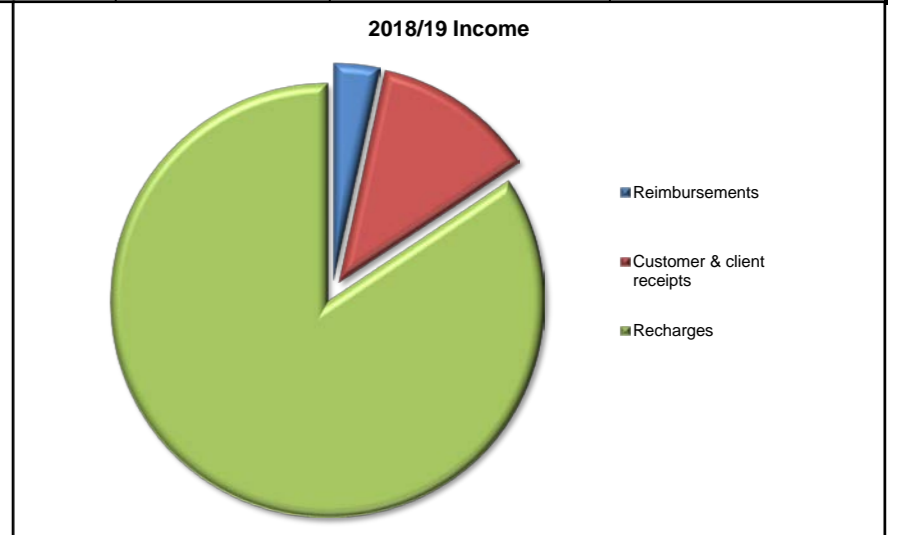
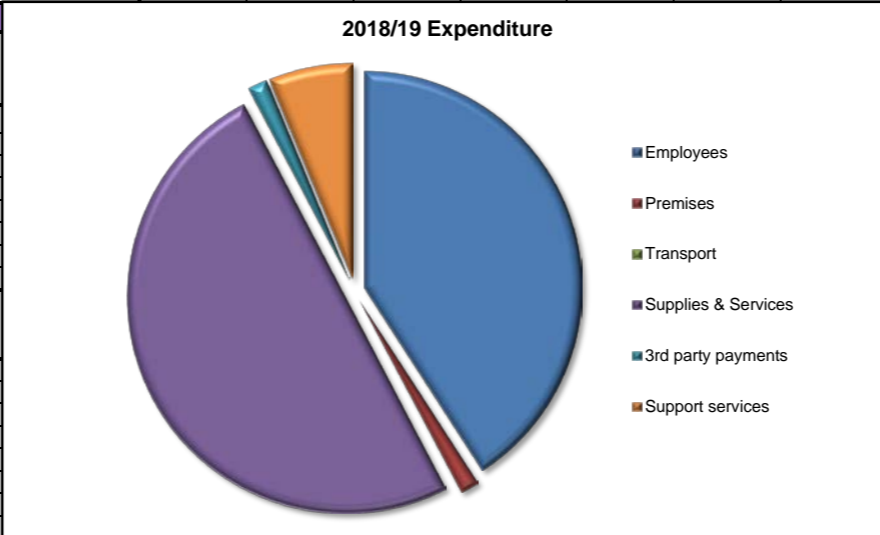
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Infrastructure and Transactions**

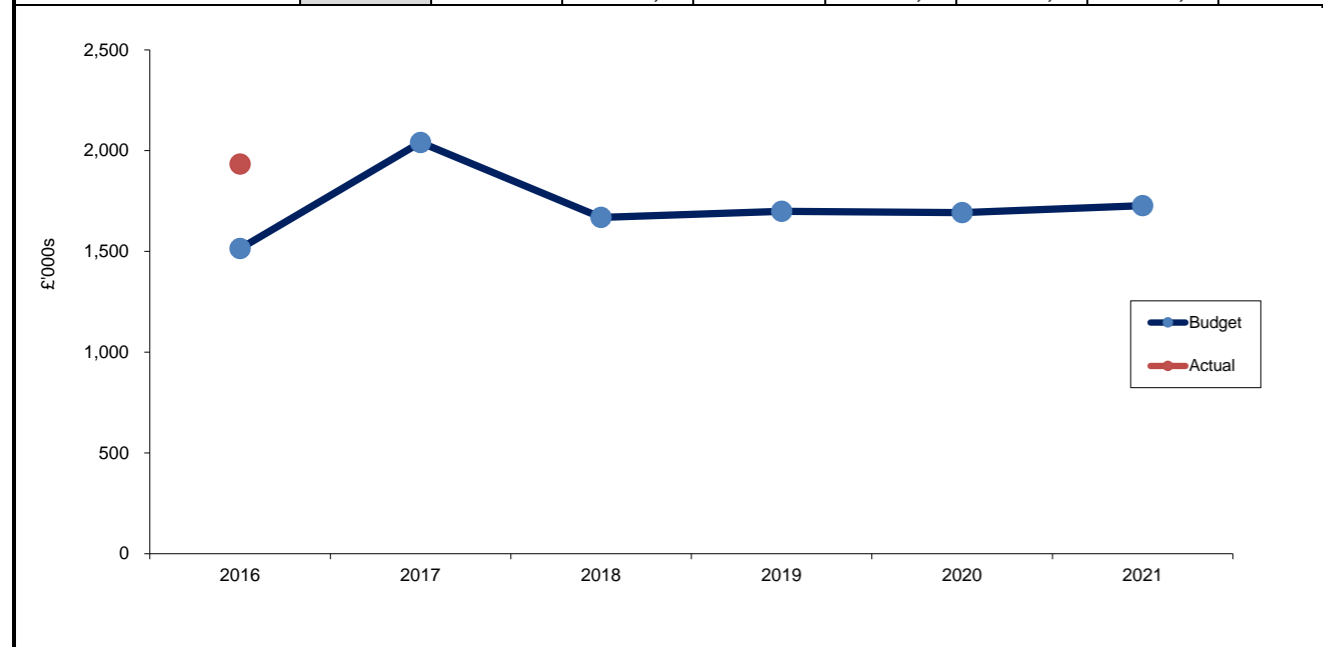
PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT		Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Implementation of IT Strategy &amp; Plan</b>	Improved efficiency (savings)		6
Start date	2016-17	Project Details:	Implementation of corporate IT Strategy & Plan which has been developed on the basis of information derived from departmental Target Operating Models.	3	2	
End date	2018-19					
<b>Project 2</b>		Project Title:	<b>Digital Archiving of existing paper records</b>	Improved efficiency (savings)		1
Start date	2014-15	Project Details:	Scanning of paper records into a digital format which will be prioritised in order to support the roll out of the Flexible Working Programme. This project also links directly to the Customer Contact programme which includes the implementation of a new Electronic Documents and Records Management System (EDRMS).	1	1	
End date	2018-19					
<b>Project 3</b>		Project Title:	<b>Upgrading of IT Disaster Recovery Arrangements</b>	Risk reduction and compliance		6
Start date	2013-14	Project Details:	Complete works to improve disaster recovery arrangements for the Councils main IT systems and minimise any potential loss of service in the event of a major incident or IT equipment failure.	2	3	
End date	2017-18					
<b>Project 4</b>		Project Title:	<b>Replacement of PABX Equipment</b>	Risk reduction and compliance		6
Start date	2017/18	Project Details:	Replace obsolete PABX and associated telephony equipment.	2	3	
End date	2018/19					
<b>Project 5</b>		Project Title:	<b>Implement New Procurement Service Delivery Model</b>	Improved effectiveness		8
Start date	2016-17	Project Details:	Implement a new "Centre led" procurement operating model and embed category management across the Council.	4	2	
End date	2018-19					
<b>Project 6</b>		Project Title:	<b>Energy "Invest to Save" Initiatives</b>	Improved efficiency (savings)		6
Start date	2017-18	Project Details:	Completion of a range of projects across the councils entire portfolio of properties which will reduce energy consumption and associated CO2 emissions and that are designed to have a maximum financial pay back of between 7 and 10 years.	3	2	
End date	2018-19					
<b>Project 7</b>		Project Title:	<b>Undertake 'Make/Buy/Share' reviews of key service provision</b>	Improved efficiency (savings)		6
Start date	2017-18	Project Details:	Review of current operational service delivery models to ensure that the Council is utilising the most cost effective and efficient means of providing services to both internal and external customers.	3	2	
End date	2018-19					
<b>Project 8</b>		Project Title:	<b>Review Departmental Business Continuity/Disaster Recovery plans</b>	Risk reduction and compliance		4
Start date	2016-17	Project Details:	Undertake a review and refresh of the Councils Business Continuity and Disaster Recovery plans and arrangements in order to ensure that they are robust and fit for purpose.	2	2	
End date	2017-18					
<b>Project 9</b>		Project Title:	<b>Upgrade to Office 365</b>	Improved effectiveness		12
Start date	2018/19	Project Details:	Complete works to upgrade from current version of Microsoft Office to Office 365 and implement cloud based services, including telephony.	4	3	
End date	2019/20					

Resources	Planning Assumptions						The Corporate strategies your service contributes to				
Cllr Mark Allison: Deputy Leader & Cabinet Member for Finance	Anticipated demand		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
Enter a brief description of your main activities and objectives below  Resources is made up of four major areas of activity: <b>Accountancy</b> - manage financial health of the council through advice & support to officers and Members, production of council's financial accounts, revenue & budget setting, profiling and reporting & monitoring. Over the next four years we will transform by improving use of technology /reviewing processes /how information is stored in our financial systems. <b>Business planning</b> - manage Financial Strategy & Capital Strategy/Monitoring, Financial Systems, Liaison & Development, Business & Service Planning, Performance Management (PM) & Risk Management. The team facilitate multi-year planning, target resources, manage risk & integrate financial, business & performance information. Over the next four years we will improve robustness of our systems & projections, challenge services to improve their performance management to facilitate transformation, data quality and risk management. The Team is also responsible for the development and maintenance of e5 in accordance with legislation and best practice. <b>Policy and strategy</b> - coordinate corporate strategy & policy; ensure effective & high-quality policy development across the council; promote a positive relationship with the voluntary and community sector; ensure the council meets its responsibilities under equalities & community cohesion policy; lead on effective partnership working by managing the local strategic partnership, including leading on the Stronger Communities agenda and delivery of the Sustainable Community Strategy; and provide a secretariat function for CMT and LSG. <b>Treasury and pensions</b> - to manage the Council's treasury (including the day to day cashflow, banking and cash), pension and insurance funds and oversee the contract for	Revenue/Capital Budget Managers		147/23	139/23	139/23	139/23	139/23	139/23	Medium Term Financial Strategy		
	Voluntary Sector Organisations Supported		150+	150+	150+	150+			Capital Strategy		
	Budget, Service, Performance & Risk Monitoring Reports		8	8	8	8	8	8	Equality Strategy		
	Budget, Service, Performance & Risk Closing Reports		2	2	2	2	2	2	Procurement Strategy		
	Anticipated non financial resources		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Risk Management Strategy		
	Staff (FTE)		54.6	51.6	48.6	47.6	47.6	47.6	Treasury Management Strategy		
	Staff (Trainees)		4	2	2	2	2	2	Voluntary Sector Strategy		
	Staff (Apprentices)		0	0	0	0	0	0	Corporate Asset Management Plan		
	Performance indicator (LBC2020 indicators highlighted in purple)		Actual Performance (A) Performance Target (T) Proposed Target (P)			Polarity	Reporting cycle	Indicator type	Main impact if indicator not met		
			2016/17(A)	2017/18(T)	2018/19(P)					2019/20(P)	2020/21(P)
Accuracy of P10 Revenue Forecast (compared to outturn)		91%	90%	90%	90%	90%		High	Annual	Outcome	Poor decision making
Accuracy of P8 Capital Forecast		91.5%	90%	90%	90%	90%		High	Annual	Outcome	Poor decision making
Number of Adjustments to Draft Accounts		0	0	0	0	0		Low	Annual	Business critical	Government intervention
Action plans in place for 'red' risks		100%	90%	90%	90%	90%		High	Quarterly	Outcome	Poor decision making
% of Loans Paid on Time		N/A	92%	93%	94%	94%		High	Quarterly	Business critical	Reputational risk
% of Claims Responded to within 5 Working Days		N/A	94%	95%	96%	96%		High	Quarterly	Outcome	Reduced customer service
Delivery against current year MTFS savings target		N/A	100%	100%	100%	100%		High	Quarterly	Business critical	Poor decision making

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>7,931</b>	<b>8,142</b>	<b>7,715</b>	<b>364</b>	<b>7,471</b>	<b>7,501</b>	<b>7,494</b>	<b>7,530</b>
Employees	3,387	3,524	3,229	293	3,054	3,024	3,024	3,024
Premises	101	105	103	2	104	106	107	109
Transport	2	5	2	1	2	2	2	2
Supplies & Services	3,971	3,943	3,807	68	3,735	3,793	3,783	3,815
3rd party payments	157	157	108	0	109	111	113	114
Support services	313	408	466	0	466	466	466	466
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
<b>Income</b>	<b>6,417</b>	<b>6,209</b>	<b>5,674</b>	<b>(143)</b>	<b>5,802</b>	<b>5,802</b>	<b>5,802</b>	<b>5,802</b>
Government grants								
Reimbursements	54	396	54	(151)	198	198	198	198
Customer & client receipts	726	775	726	8	710	710	710	710
Recharges	5,637	5,038	4,894		4,894	4,894	4,894	4,894
<b>Council Funded Net Budget</b>	<b>1,514</b>	<b>1,933</b>	<b>2,041</b>	<b>221</b>	<b>1,669</b>	<b>1,699</b>	<b>1,692</b>	<b>1,728</b>
Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
Financial Systems		538	18					
ePayments			107				125	
Invoice Scanning SCIS/FIS			41					
Multi-Function Device			36			600		
Acquisitions Budget		206	5,580		5,792			
Capital Bidding Fund					1,186			
Housing Company			949		9,587	13088	1810	
	<b>0</b>	<b>744</b>	<b>6,731</b>	<b>0</b>	<b>16,565</b>	<b>13,688</b>	<b>1,935</b>	<b>0</b>



Summary of major budget etc changes	
<b>2018/19</b>	
Savings: Savings of 100k will be made from further restructuring of the service (CSD27), and a further 16k of increased income (CSD20). Further review of staffing budgets across the division saving 75k (CS2015-05). Reduction of 19k in Corporate Grants budget (CS2015-11) CSREP 2018-19 (3) Miscellaneous budgets within Resources £13k CSREP 2018-19 (4) Recharges to the pension fund £128k	
<b>2019/20</b>	
2018-19 CS05 Reduction in permanent staffing £30k	
<b>2020/21</b>	
2018-19 CS06 Miscellaneous budgets within Resources £17k 2018-19 CS07 Retender of insurance contract £50k	
<b>2021/22</b>	
2018-19 CS07 Retender of insurance contract £25k	





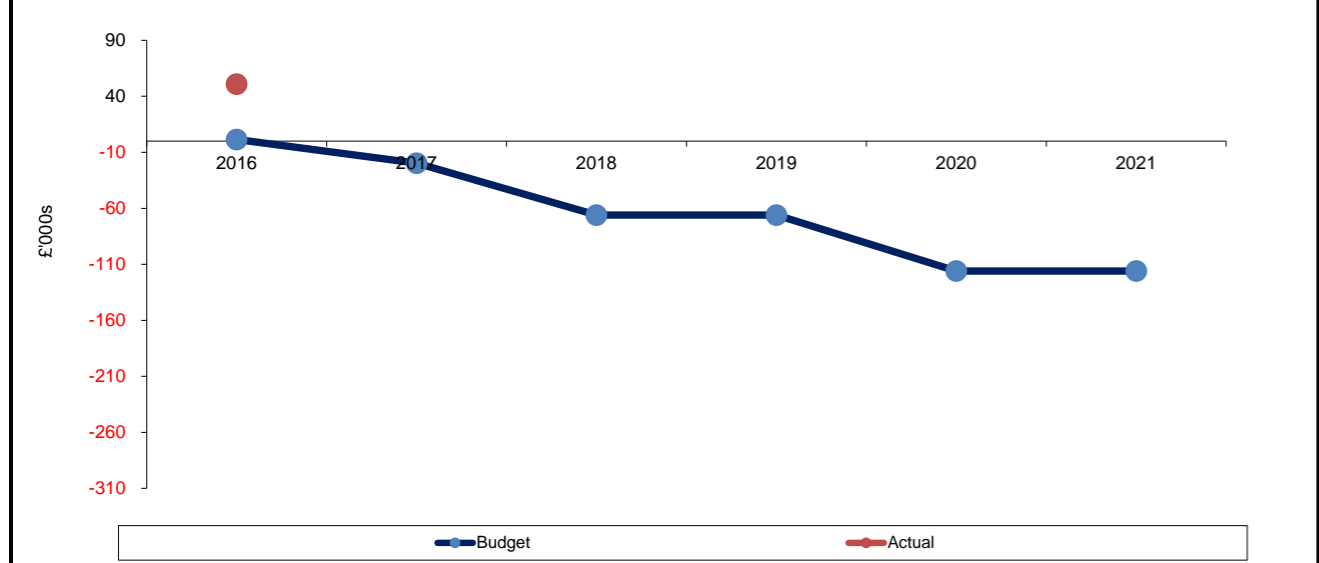
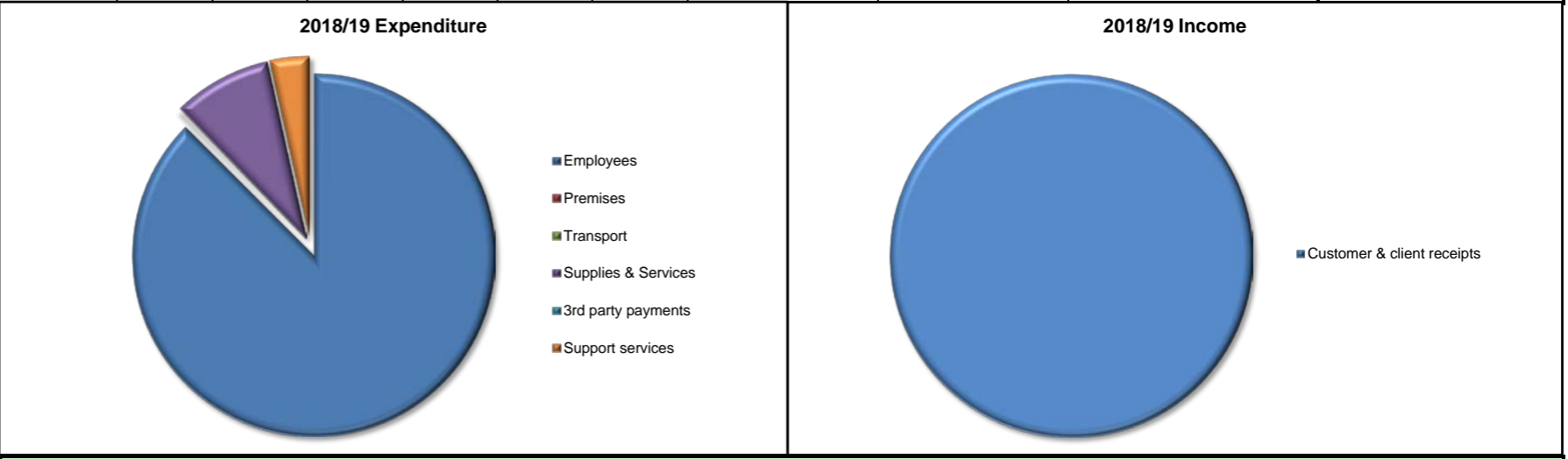
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Resources**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Evaluation of future funding levels</b>	Risk reduction and compliance					
Start date	2017-18	Project Details:	Analysis of all relevant information relating to local government finance. This will include details provided in annual Local Government Finance Settlements, Annual Budgets, Spending Reviews and other financial information published by the Government. This information is incorporated into the Council's MTFS and updated as part of annual Budget Setting Procedures. Modelling of the retained NNDR system will be undertaken along with sensitivity analysis.	Requires considerable horizon spotting activity a performance indicator would be developed comparing the estimated grant levels compared to those actually received.	2	2	4		
End date	2021-22								
<b>Project 2</b>		Project Title:	<b>Financial systems re-engineering programme</b>	Improved effectiveness					
Start date	2013-14	Project Details:	Procurement of a single integrated financial system to replace the suite of products that are currently used to provide GL, AP, P2P & AR functions. This will involve a new chart of accounts and new ways of working, driving efficiencies throughout the organisation. The potential for joint working with neighbour boroughs is currently being investigated. The system went live on 06/02/17 and the accounts were closed using the new system. A post-implementation review has been completed with a system controls Internal Audit Review scheduled for 2018. A programme of development has been agreed and a permanent team of three people is being established within Business Planning to develop and maintain the system in accordance with legislation and best practice.	Lean reviews being undertaken on to areas of operation.	2	2	4		
End date	2018-19								
<b>Project 3</b>		Project Title:	<b>Develop and implement whole life costing for capital projects</b>	Improved effectiveness					
Start date	2018-19	Project Details:	This project will be undertaken in four stages 1) Develop a template to capture appropriate information 2) Pilot the template on two selected schemes 3) Amend the template 4) Apply the temple to selected schemes		3	2	6		
End date	2019-20								
<b>Project 4</b>		Project Title:	<b>Improve joint finance and business planning</b>	Improved effectiveness					
Start date	2016-17	Project Details:	The project requires the quarterly update of service plans scheduled to start with September 2017 information. Provision made this year to update financial information for Period 7 monitoring		2	2	4		
End date	2018-19								
<b>Project 5</b>		Project Title:	<b>Pilot Early closure of Accounts</b>	Improved effectiveness					
Start date	2015-16	Project Details:	2 years of early closing of accounts was undertaken in preparation of 17/18 when the early close deadlines apply. Work is currently underway to ensure the lessons learned from the 16/17 closedown process and external auditors comment are addressed and changes implemented for 17/18	Current performance indicators will be adjusted for this.	1	3	3		
End date	2018-19								

Shared Legal Services		Planning Assumptions						The Corporate strategies your service contributes to			
Cllr Mark Allison: Deputy Leader & Cabinet Member for Finance		Anticipated demand		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22		
Enter a brief description of your main activities and objectives below		Chargeable hours for Merton		19500	19,125	19,125	19125				
The service delivers legal advice, support and representation to all services across the London Boroughs of Merton, Sutton, Richmond, Wandsworth and the Royal Borough of Kingston upon Thames, including to arms length delivery vehicles (Achieving for Children and currently Sutton Housing Partnership) and several local authority trading companies. The service also provides advice in relation to the constitution and decision making processes in all councils and advice to members in relation to their roles.	Chargeable hours for Richmond		13895	13,828	13,828	13828					
	Chargeable hours for Sutton		19819	22,835	22,835	22835					
	Chargeable hours for Kingston		11382	11,329	11,329	11329					
	Chargeable hours for Wandsworth			22,487	22,487	22487					
	Chargeable hours for Achieving for Children		11583	11,222	11,222	11222					
	Chargeable hours for Sutton Housing Partnership		2528	2,516	2,516	2516					
	<b>Anticipated non financial resources</b>		<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>			
	Staff (FTE)		92.3	108.3	108.3	108.3	108.3				
	Apprentices		0	2	2	2					
Performance indicator		Actual performance (A) Performance Target (T) Proposed Target (P)					Polarity	Reporting cycle	Indicator type	Main impact if indicator not met	
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)					2021/22(P)
Chargeable hours		82,005	103,722	103,722	103,722	103,722		High	Monthly	Business critical	Loss of income
Income for SLLP		N/A	£100,000	£100,000	£100,000	£100,000		High	Quarterly	Outcome	Loss of income
1st draft S106 agreement sent to client dept within 10 days		N/A	90%	90%	90%	90%		High	Quarterly	Perception	Reputational risk
Prosecutions - number of successful outcomes		N/A	80%	80%	80%	80%		High	Quarterly	Perception	Reputational risk
Provide FO/EIR reviews within 20 working days		N/A	80%	80%	80%	80%		High	Quarterly	Perception	Breach statutory duty

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	5,083	8,362	6,740	179	6,892	6,892	6,842	6,842
Employees	4,464	5,300	5,924	188	6,030	6,030	5,980	5,980
Premises	5	6	5		5	5	5	5
Transport	14	23	14		14	14	14	14
Supplies & Services	415	420	556	(9)	603	603	603	603
3rd party payments		2,428			0			
Support services	185	185	240		240	240	240	240
Depreciation								
<b>Income</b>	5,082	8,311	6,759	(179)	6,958	6,958	6,958	6,958
Government grants								
Reimbursements	0	2,428						
Customer & client receipts	5,082	5,883	6,759	(179)	6,958	6,958	6,958	6,958
Recharges	0		0		0	0	0	0
Capital Funded								
<b>Council Funded Net Budget</b>	1	51	(20)	0	(66)	(66)	(116)	(116)
Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
	0	0	0	0	0	0	0	0



Summary of major budget etc. changes	
Year	Change
2018/19	CS2015-12 £41,000 Reduction in running costs CSREP 2018-19 (10) SLLp - Increase in legal income £25k
2019/20	
2020/21	
2021/22	2018-19 CS12 SLLp - reduction in legal demand £50k

**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Shared Legal Services**

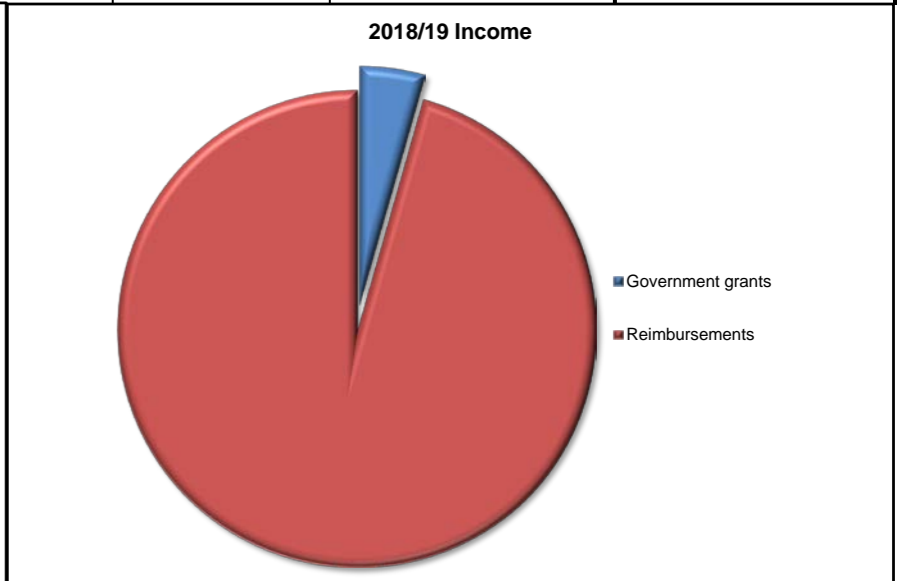
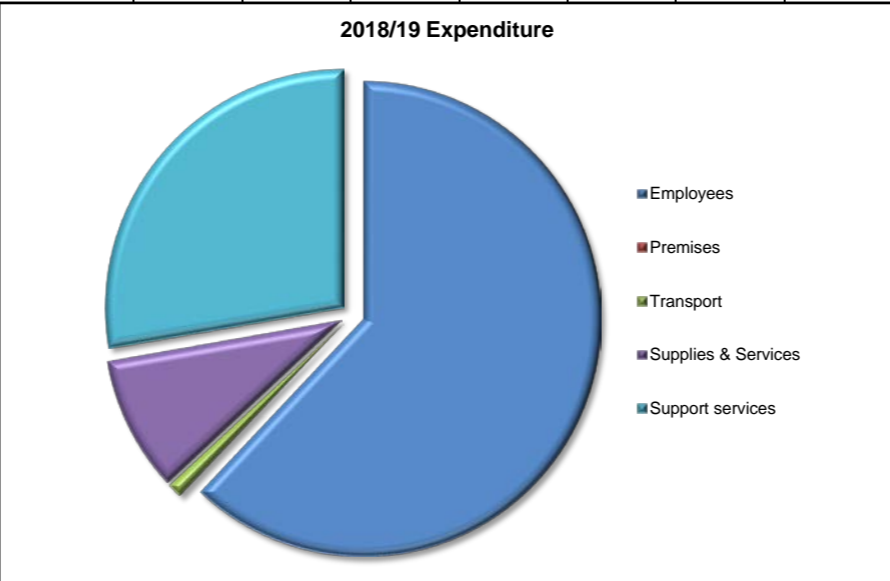
PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Increase 3rd party income</b>	Economic outcomes					
Start date	<b>2018-19</b>	Project Details:	To increase income from fees and charges of 3rd parties by £150k (£25k per council)				<b>4</b>	<b>2</b>	<b>8</b>
End date	<b>2018-19</b>								
<b>Project 2</b>		Project Title:	<b>Increase Productivity</b>	Improved efficiency (savings)					
Start date	<b>2018-19</b>	Project Details:	To identify productivity improvements as a result of the implementation of workflows in debt, housing, property matters and prosecutions.				<b>2</b>	<b>1</b>	<b>2</b>
End date	<b>2018-19</b>								
<b>Project 3</b>		Project Title:	<b>Future Model</b>	Improved sustainability					
Start date	<b>2018-19</b>	Project Details:	Subject to Governance Board approval to obtain a licence from the Solicitors Regulatory Authority to be an Alternative Business Structure				<b>2</b>	<b>2</b>	<b>4</b>
End date	<b>2018-19</b>								
<b>Project 4</b>		Project Title:	<b>In House Advocates</b>	Improved efficiency (savings)					
Start date	<b>2018-19</b>	Project Details:	The in house advocacy team to deliver £300k of savings on counsel expenditure on children's social care matters across Merton, Sutton, AFC and Wandsworth				<b>0</b>	<b>0</b>	<b>0</b>
End date	<b>2018-19</b>								
<b>Project 5</b>		Project Title:		Select one major benefit					
Start date		Project Details:					<b>0</b>	<b>0</b>	<b>0</b>
End date									
<b>Project 6</b>		Project Title:		Select one major benefit					
Start date		Project Details:					<b>0</b>	<b>0</b>	<b>0</b>
End date									
<b>Project 7</b>		Project Title:		Select one major benefit					
Start date		Project Details:					<b>0</b>	<b>0</b>	<b>0</b>
End date									
<b>Project 8</b>		Project Title:		Select one major benefit					
Start date		Project Details:					<b>0</b>	<b>0</b>	<b>0</b>
End date									
<b>Project 9</b>		Project Title:		Select one major benefit					
Start date		Project Details:					<b>0</b>	<b>0</b>	<b>0</b>
End date									
<b>Project 10</b>		Project Title:		Select one major benefit					
Start date		Project Details:					<b>0</b>	<b>0</b>	<b>0</b>
End date									



# **Environment & Regeneration**

Development and Building Control		Planning Assumptions						The Corporate strategies your service contributes to			
Cllr Martin Whelton: Cabinet Member for Regeneration, Environment & Housing		Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
Enter a brief description of your main activities and objectives below		Enforcement cases	520	510	500	500	500	500	Economic Development Strategy		
<p><b>Building Control</b> Building Control competes with Approved Inspectors.(AIS). We provide a Building Control Service in competition with AIS to deliver high quality Building Control advice and regulation. We also regulate safety of structures and also sports grounds.</p> <p><b>Development control</b> Promote sustainable regeneration by assessing and determining planning applications against the adopted policies for the built environment contained within the council's Core Strategy. Continue to implement the Mayoral, Community Infrastructure Levy (CIL) charging regime.</p> <p><b>Objectives</b> - continue to concentrate on the commercialisation of the Building Control (BC) service and maintain or improve the market share -investigate formal sharing of BC with Kingston and Sutton - review the pre-application charging regime for Development Control (DC) and to investigate whether additional income generation is possible especially through Planning Performance Agreements. - implement mobile/flexible working to improve efficiency -as part of sustainable communities to enable a comprehensive development management process to encourage regeneration. -establish a formal collaboration regime with Sutton and Kingston boroughs. - re-procure the M3 database - move away from expensive and transient temporary staff towards a more established and reliable</p>	Planning applications (economy dependant)	2700	2800	2800	2850	2900	2900	Merton Regeneration Strategy			
	BC applications (economy dependant)	1550	1600	1650	1700	1750	1750	1750	Medium Term Financial Strategy		
	Tree applications	600	600	600	600	600	600	600			
	Pre applications	115	120	125	125	125	125	125			
	Planning performance agreements	20	25	30	30	30	30	30			
	Prior approvals (permitted development)	620	640	640	640	650	650	650			
	Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
	Staff (FTE)	38	34	35	35	35	35	35			
	Performance indicator (LBC2020 indicators highlighted in purple)	Actual Performance (A) Performance Target (T) Proposed Target (P)		Polarity		Reporting cycle		Indicator type		Main impact if indicator not met	
	% Major applications processed within 13 weeks	71	67	70	72	73	73	High	Monthly	Quality	Reduced customer service
	% Minor applications processed within 8 weeks	68	66	67	68	69	69	High	Monthly	Quality	Reduced customer service
	% Other applications processed within 8 weeks	87	85	85	85	85	85	High	Monthly	Quality	Reduced customer service
	Volume of Planning applications Total	4597	4450	4500	4500	4500	4500	High	Monthly	Quality	Reduced customer service
	% appeals lost	35	35	35	35	35	35	Low	Quarterly	Perception	Reputational risk
	Income (Development and Building Control)	£1.9m	£2.11m	£2.11	£2.11	£2.11	£2.11	High	Monthly	Business critical	Loss of income
% Market share retained by LA (BC)	47	54	56	58	60	60	High	Monthly	Perception	Loss of income	
Number of enforcement cases closed	524	450	450	450	450	450	High	Monthly	Quality	Reduced service delivery	
Backlog of enforcement cases	542	650	650	700	750	750	Low	Monthly	Output	Reduced service delivery	

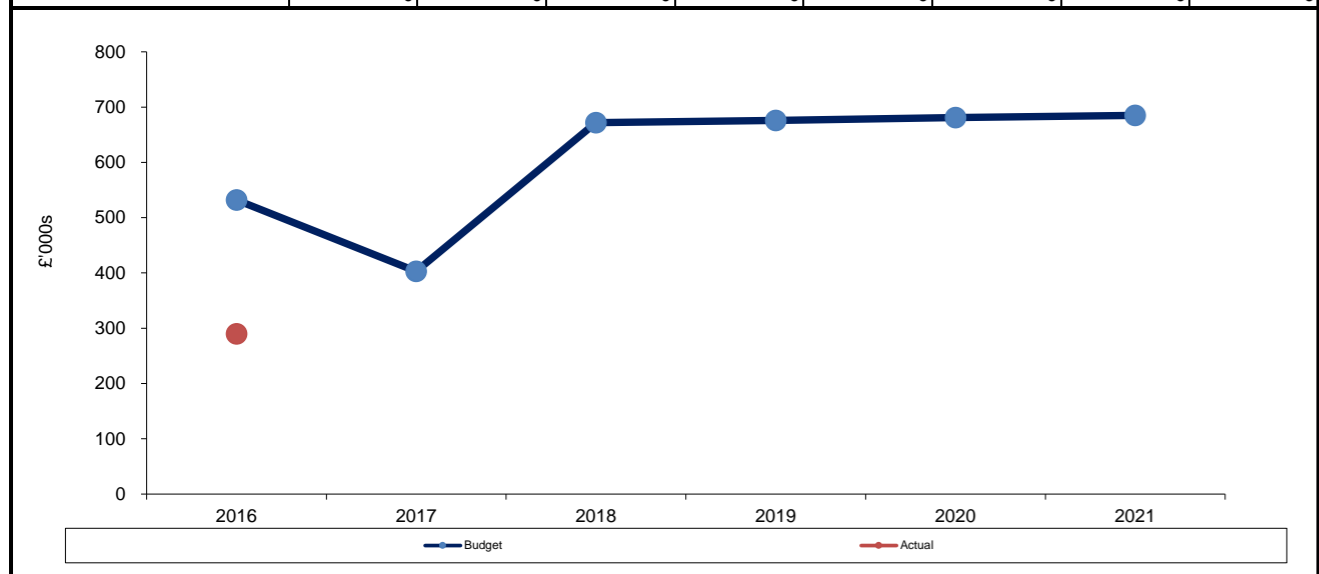
DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>2,588</b>	<b>2,536</b>	<b>2,605</b>	<b>(77)</b>	<b>2,647</b>	<b>2,651</b>	<b>2,656</b>	<b>2,660</b>
Employees	1,779	1,872	1,594	54	1,642	1,642	1,642	1,642
Premises	2	0	2	1	2	2	2	2
Transport	25	15	26	(13)	26	26	27	27
Supplies & Services	247	199	248	(119)	242	246	250	254
3rd party payments	0	0	0	0	0	0	0	0
Transfer payments	0	0	0	0	0	0	0	0
Support services	535	450	735	0	735	735	735	735
Depreciation								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>2,056</b>	<b>2,246</b>	<b>2,202</b>	<b>529</b>	<b>1,975</b>	<b>1,975</b>	<b>1,975</b>	<b>1,975</b>
Government grants	0	0	0	0	0	0	0	0
Reimbursements	83	264	84	(25)	87	87	87	87
Customer & client receipts	1,973	1,982	2,118	554	1,888	1888	1888	1888
Recharges								
Reserves								
Capital Funded								
<b>Council Funded Net Budget</b>	<b>532</b>	<b>290</b>	<b>403</b>	<b>452</b>	<b>672</b>	<b>676</b>	<b>681</b>	<b>685</b>



Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
	0	0	0	0	0	0	0	0

**Summary of major budget etc. changes 2018/19**

E&R33a = £75k  
D&BC1 = £55k  
D&BC2 = £50k  
D&BC3 = £50k  
D&BC5 = £35k



2019/20
2020/21
2021/22

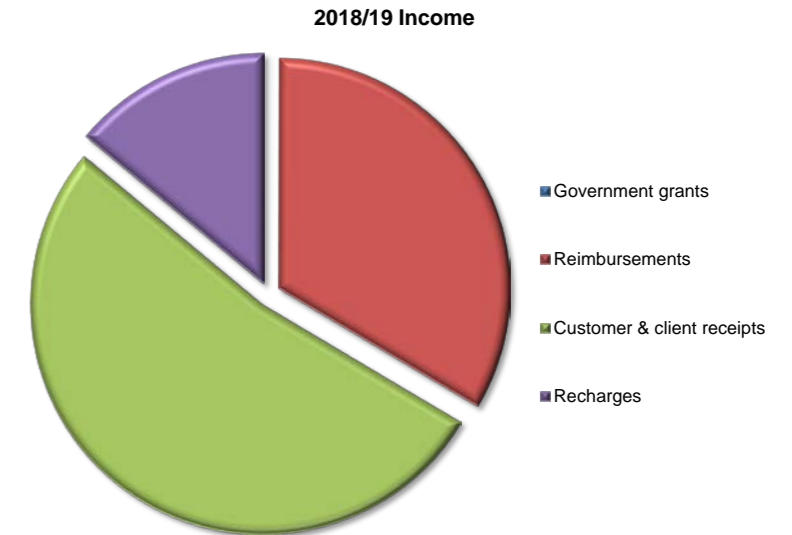
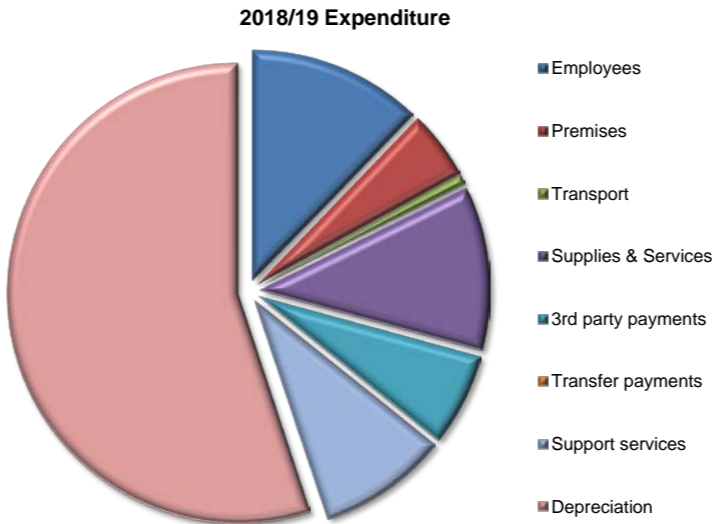
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Development and Building Control**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT		Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Commercialisation of Building Control</b>	Improved efficiency (savings)		12
Start date	2013-14	Project Details:	This is to ensure Building Control is more commercially aware in a more competitive market.	Additional income generation	6	
End date	2018-19					
<b>Project 2</b>		Project Title:	<b>Improving the development management processes</b>	Improved effectiveness		4
Start date	2015-16	Project Details:	As part of sustainable communities to provide an end to end development management process to deliver regeneration objectives.	Improve regeneration opportunities	2	
End date	2018-19					
<b>Project 3</b>		Project Title:	<b>developing eforms and M3 capability and e-payments</b>	Improved customer experience		4
Start date	2014-15	Project Details:	Enforcement eforms, BC eforms and DC e-payments	Channel shift	4	
End date	2018-19					
<b>Project 4</b>		Project Title:	<b>Lean review of pre-application process (part of TOM)</b>	Improved effectiveness		6
Start date	2016-17	Project Details:	To ensure the process is efficient and robust from a customer perspective and to investigate any further income opportunities.	income generation opportunities	6	
End date	2018-19					
<b>Project 5</b>		Project Title:	<b>Re-procurement of M3 or equivalent IT system</b>	Improved effectiveness		3
Start date	2014-15	Project Details:	Either M3 engage cloud based system or equivalent. Potentially shared with nearby authorities	savings through contract negotiation.	3	
End date	2018-19					
<b>Project 6</b>		Project Title:	<b>Further develop Planning Performance agreements potential</b>	Economic outcomes		2
Start date	2014-15	Project Details:	Ensure cost neutral or better staffing levels to ensure this can be delivered	Regeneration certainty	1	
End date	2018-19					
<b>Project 7</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 8</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 9</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 10</b>		Project Title:		Select one major benefit		0
Start date		Project Details:			0	
End date						

Future Merton & Traffic and Highways		Planning Assumptions						The Corporate strategies your service contributes to			
Cllr Martin Whelton: Cabinet Member for Regeneration, Environment & Housing		Anticipated demand		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22		
Enter a brief description of your main activities and objectives below		Population		205,722	207,410	<b>208,607</b>	209,771	210,902			
<p>Future Merton is the council's lead on growth and strategic development for the long-term sustainability of the borough. Everything we do is about making Merton a great place and enhancing the quality of life of our residents.</p> <p>The team plans and monitors the delivery of new housing in Merton and supports the creation of new businesses and jobs. We manage the council's Highway &amp; Street Lighting contracts and ensure the borough's network of roads, footways, cycleways and street lighting are well maintained and safe.</p> <p>The team also manage major town centre and estate regeneration projects and lead on the coordination of infrastructure projects such as Crossrail 2. We are responsible for delivering locally, objectives in the Mayor's London Plan and Mayor's Transport Strategy.</p> <p>Future Merton contributes to the Merton Partnership via the activities of the Sustainable Communities &amp; Transport Partnership (SCTP), Economic Wellbeing Group, Housing Group and Climate Change Steering Group. The team also services the Borough Plan Advisory Committee (BPAC) and Design Review Panel (DRP)</p> <p>Key service areas include: Regeneration, Economic Development, Traffic &amp; Highways, Planning Policy, Transport Planning, Road Safety Education, Flood Mitigation, Urban Design, management of the Community Infrastructure Levy and the management of Vestry Hall.</p> <p>Service transformations identified in the TOM involve streamlined processes for project delivery, increased mobile working, increasing online consultations and interactive digitisation and mapping of highway and traffic management records.</p>		<b>Anticipated non financial resources</b>		<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>		
		Staff (FTE)		51	49	48	48	48	48		
		<b>Performance indicator (LBC2020 indicators highlighted in purple)</b>		<b>Actual Performance (A) Performance Target (T) Proposed Target (P)</b>		<b>Polarity</b>		<b>Reporting cycle</b>		<b>Indicator type</b>	
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
		New homes built	688	411	<b>411</b>	411	411	High	Annual	Outcome	Loss of Government grant
		Number of public Electric Vehicle Charging Points		30	<b>30</b>	30		High	Annual	Outcome	Reputational risk
		Number of business premises improved		10	<b>10</b>	10		High	Annual	Outcome	Environmental issues
		Street light repairs (days)	2	3	<b>3</b>	3	3	Low	Quarterly	Quality	Reduced customer service
		Road emergency call outs	100	100	<b>100</b>	100	100	High	Monthly	Business critical	Reduced customer service
		Footway & Carriageway condition	N/A	95	<b>95</b>	95	95	High	Annual	Quality	Increased costs
		Streetwork inspections	36	36	<b>37</b>	37	38	High	Quarterly	Quality	Increased costs
		Streetwork permitting (% issued)	99	98	<b>98</b>	98	98	High	Monthly	Output	Loss of income

DEPARTMENTAL BUDGET AND RESOURCES									
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22	
<b>Expenditure</b>	<b>15,080</b>	<b>15,114</b>	<b>19,805</b>	<b>25</b>	<b>19,976</b>	<b>19,894</b>	<b>19,964</b>	<b>20,035</b>	
Employees	2,594	2,710	2,378	128	2,434	2,434	2,435	2,436	
Premises	1,047	1,053	954	287	968	982	997	1,011	
Transport	132	132	135	(13)	137	139	141	143	
Supplies & Services	3,153	3,176	2,222	(379)	2,301	2,184	2,217	2,251	
3rd party payments	396	423	1,285	2	1,305	1,324	1,343	1,363	
Transfer payments	0	0	0	0	0	0	0	0	
Support services	1,424	1,286	1,819	0	1,819	1,819	1,819	1,819	
Depreciation	6,334	6,334	11,012	0	11,012	11,012	11,012	11,012	
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>	
<b>Income</b>	<b>2,870</b>	<b>3,199</b>	<b>3,602</b>	<b>(60)</b>	<b>3,560</b>	<b>3,660</b>	<b>3,660</b>	<b>3,660</b>	
Government grants	16	281	1	(1)	1	1	1	1	
Reimbursements	947	1,173	1,199	(330)	1,193	1,293	1,293	1,293	
Customer & client receipts	1,907	1,745	1,905	271	1,869	1,869	1,869	1,869	
Recharges	0	0	497	0	497	497	497	497	
<b>Council Funded Net Budget</b>	<b>12,210</b>	<b>11,915</b>	<b>16,203</b>	<b>(35)</b>	<b>16,416</b>	<b>16,234</b>	<b>16,304</b>	<b>16,375</b>	



Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
Highway Maintenance		5,192	4,567		3,641	3,127	3,127	3,127
Transport Improvement		1,172	1,632		1,000			
Regeneration		3,254	2,829		3,032	3,301	1,000	
Other		53	12					35
	0	9,671	9,040	0	7,673	6,428	4,127	3,162

**Summary of major budget etc changes**

**2018/19**

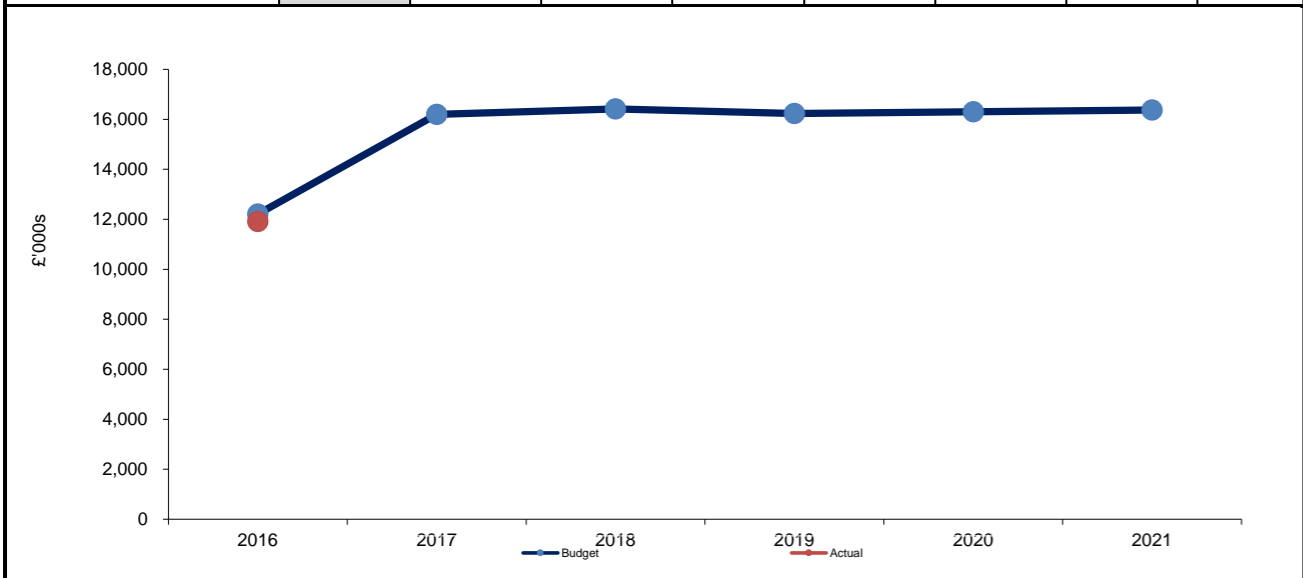
ENV16 = (£65k)  
ENV17 = (£35k)  
E&R39 = £50k  
ERG1 (Growth) = £157k

**2019/20**

E4 = (£100k)  
ERG1 (Growth) = (£150k)

**2020/2021**

**2021/22**





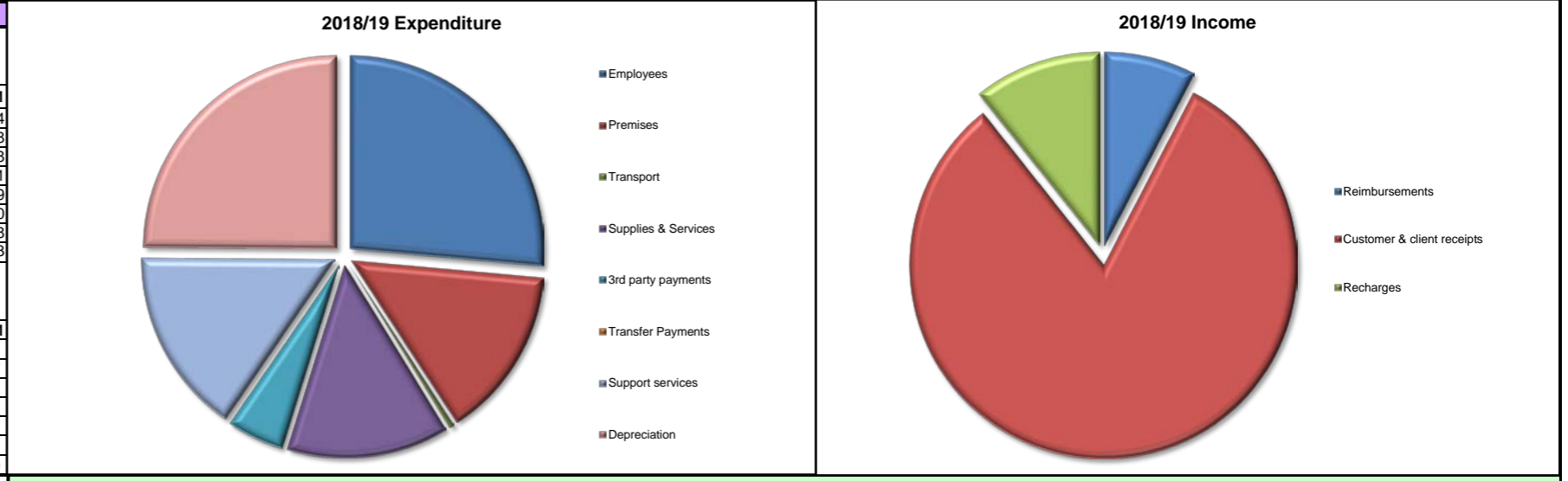
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Future Merton & Traffic and Highways**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFITS			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Local Plan: Estate Regeneration</b>	Infrastructure renewal					
Start date	<b>2014/15</b>	Project Details:	Working with Circle Merton Priory to deliver investment in new homes and the regeneration of High Path, Eastfields and Ravensbury estates. Supported by the preparation of a Local Plan (DPD) Also working with Moat housing to coordinate investment in regenerating Pollards Hill.			3	2	6	
End date	<b>2024/25</b>								
<b>Project 2</b>		Project Title:	<b>Rediscover Mitcham</b>	Infrastructure renewal					
Start date	<b>2012-13</b>	Project Details:	Revitalising Mitcham Fair Green and surrounding streets by investing c£6m in the public realm, local businesses, and transport proposals, working closely with Transport for London.			2	2	4	
End date	<b>2017-18</b>								
<b>Project 3</b>		Project Title:	<b>Future Wimbledon &amp; Crossrail 2</b>	Economic outcomes					
Start date	<b>2014-15</b>	Project Details:	Identifying the growth potential of Wimbledon as the premier business hub in South London. Explore investment and development opportunities linked to Crossrail 2 and improving the quality of architecture, design and placemaking. Conference (2013) Ideas Competition (2014) Masterplan linked to Crossrail 2 (2017/18)			3	4	12	
End date	<b>2022-23</b>								
<b>Project 4</b>		Project Title:	<b>Wimbledon Stadium</b>	Infrastructure renewal					
Start date	<b>2011-12</b>	Project Details:	Delivery of a new stadium and associated developments, working with stakeholders on a masterplan for the site following the outcome of the <i>Sites and Policies Plan</i>			3	1	3	
End date	<b>2017-18</b>								
<b>Project 5</b>		Project Title:	<b>Local Authority Property Company</b>	Economic outcomes					
Start date	<b>2016-17</b>	Project Details:	Establish a Local Authority owned Property Company to develop sites to generate revenue income to assist the MTFS			2	2	4	
End date	<b>2020-21</b>								
<b>Project 6</b>		Project Title:	<b>Morden Town Centre Regeneration</b>	Improved reputation					
Start date	<b>2011/12</b>	Project Details:	Growth, investment and intensification to support regeneration in Morden. Strategic Planning Policies (2011-2013) Development Brief with TFL for Morden Station (2014) Major scheme bid to TFL for public realm overhaul and gyratory removal (2015/16) GLA Housing Zone bid (2014/2016) Development Partner selection (2015/16-2016/17) Physical project delivery c2017/18			3	2	6	
End date	<b>2019-20</b>								
<b>Project 7</b>		Project Title:	<b>Smarter travel: road safety</b>	Improved reputation					
Start date	<b>2013-14</b>	Project Details:	Running various programmes to improve road safety and encourage smarter and healthier travel choices, including adult and children cycle training, walk to school, motorcycle and learner driver training. Reduces road related injuries and helps Merton deliver its share of the Mayor's Transport Strategy.			2	2	4	
End date	<b>2017-18</b>								

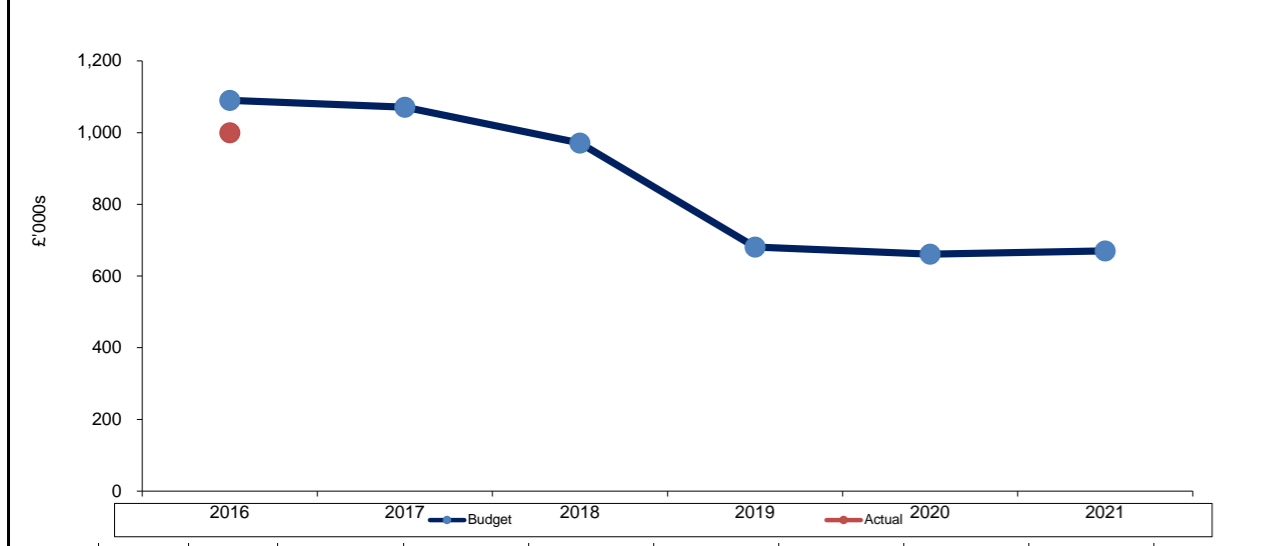
Leisure & Cultural Development		Planning Assumptions						The Corporate strategies your service contributes to			
Cllr Nick Draper Cabinet Member for Community & Culture		Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
Enter a brief description of your main activities and objectives below											
<b>Main Activities:</b> Build infrastructure to enable local people to engage in healthy living and lifestyle changes through increased involvement and participation in sports, arts, cultural and physical activities and events, by working with partners to increase the number, scope and quality of facilities, programmes, activities and events on offer.	Population	205,722	207,410	<b>208,607</b>	213,497	212,180	213,198	Children & Young person's Plan			
	No. of Children & Young People aged 8-17 in west of borough	8,050	8,200	<b>8,700</b>	12,407	12,445	12,604	Cultural Strategy			
	Population of most disadvantaged wards	127,540	128,100	<b>104,155</b>	100,227	99,841	100,265	Community Plan			
	Users of Merton's Leisure Centres	912,002	1,028,879	<b>1,092,592</b>	1,100,026	1,115,078	1,124,265	Open Spaces Strategy			
	<b>Anticipated non financial resources</b>		<b>2016/17</b>	<b>2017/18</b>	<b>2018/19</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	Social Inclusion Strategy		
	Staff (FTE)	13.6	7.8	7.8	7.8	7.8	7.8	7.8	Voluntary Sector Strategy		
	Accommodation	7	7	7	7	7	7	7			
	Volunteers	20	20	20	20	20	20	20			
	Staff seasonal	30	30	30	30	30	30	30			
	<b>Performance indicator</b>		<b>Actual Performance (A) Performance Target (T) Proposed Target (P)</b>					<b>Polarity</b>	<b>Reporting cycle</b>	<b>Indicator type</b>	<b>Main impact if indicator not met</b>
		2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22				
Income £ from Merton Active Plus		57,252	60,000	<b>45,000</b>	46,000	47,000	48,000	High	Monthly	Business critical	Loss of income
Income £ from Watersports Centre		340,733	397,000	<b>365,000</b>	370,000	375,000	380,000	High	Monthly	Business critical	Loss of income
14-25 yr old Fitness Centre Participation at leisure centres		103,003	98,448	<b>104,000</b>	106,120	108,546	109,626	High	Monthly	Output	Reduced uptake of service
% residents rating facilities Good to Excellent		79	n/a	<b>80</b>	n/a	80	n/a	High	Biennial	Output	Reduced customer service
Total Number of Users of Merton's Leisure Centres		912,002	1,028,879	<b>1,092,592</b>	1,100,026	1,115,078	1,124,265	High	Monthly	Outcome	Reduced customer service
Total Number of Users of Polka Theatre		104,025	94,600	<b>87,226</b>	18,700	97,000	111,030	High	Quarterly	Output	Reduced uptake of service

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>2,329</b>	<b>2,320</b>	<b>1,977</b>	<b>83</b>	<b>1,982</b>	<b>1,992</b>	<b>1,972</b>	<b>1,981</b>
Employees	705	678	523	22	524	524	524	524
Premises	277	336	282	86	285	290	294	298
Transport	9	9	8	0	8	8	8	8
Supplies & Services	456	438	269	43	269	272	247	251
3rd party payments	0	0	94	(68)	95	97	98	99
Transfer Payments	0	0	0	0	0	0	0	0
Support services	389	366	308	0	308	308	308	308
Depreciation	493	493	493	0	493	493	493	493
<b>Revenue £'000s</b>	<b>1,239</b>	<b>1,320</b>	<b>906</b>	<b>(172)</b>	<b>1,011</b>	<b>1,311</b>	<b>1,311</b>	<b>1,311</b>
Government grants	0	0						
Reimbursements	148	123	77	0	77	77	77	77
Customer & client receipts	733	844	721	(172)	826	1,126	1,126	1,126
Recharges	358	353	108	0	108	108	108	108
Reserves								
Capital Funded								
<b>Council Funded Net Budget</b>	<b>1,090</b>	<b>1,000</b>	<b>1,071</b>	<b>(89)</b>	<b>971</b>	<b>681</b>	<b>661</b>	<b>670</b>
<b>Capital Budget £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
Morden Leisure Centre	1,574	477	6,068	0	6,389	242		
Wimbledon Park Lake de-silting			107	0	1,250			
Other	399	424	424	0	300	250	250	250
	<b>1,973</b>	<b>901</b>	<b>6,599</b>	<b>0</b>	<b>7,939</b>	<b>492</b>	<b>250</b>	<b>250</b>



**Summary of major budget etc changes 2018/19**

E&R1 = (£4k)  
 E&R2 = (£5k)  
 E&R4 = (£100k)



**2019/20**  
 ENR10 = (£300k)

**2020/21**  
 E3 = (£30k)

**2021/22**

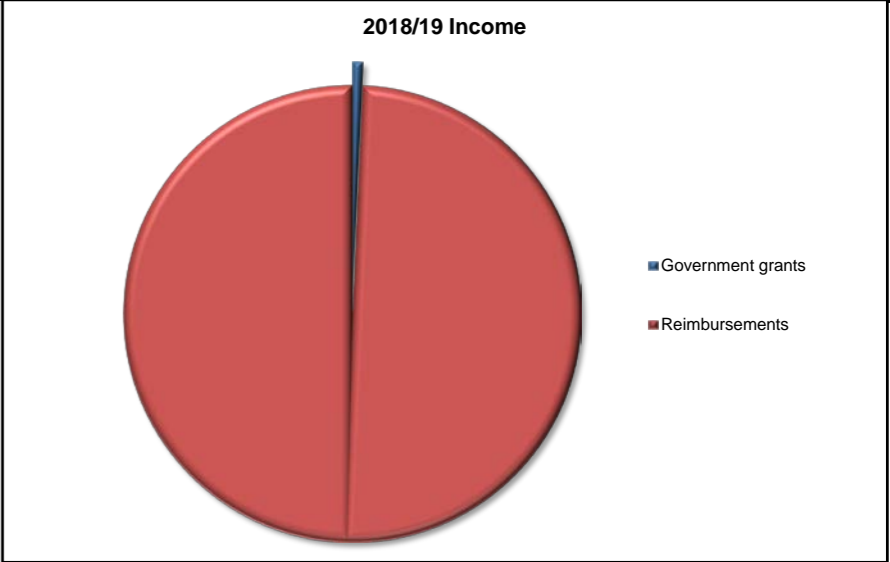
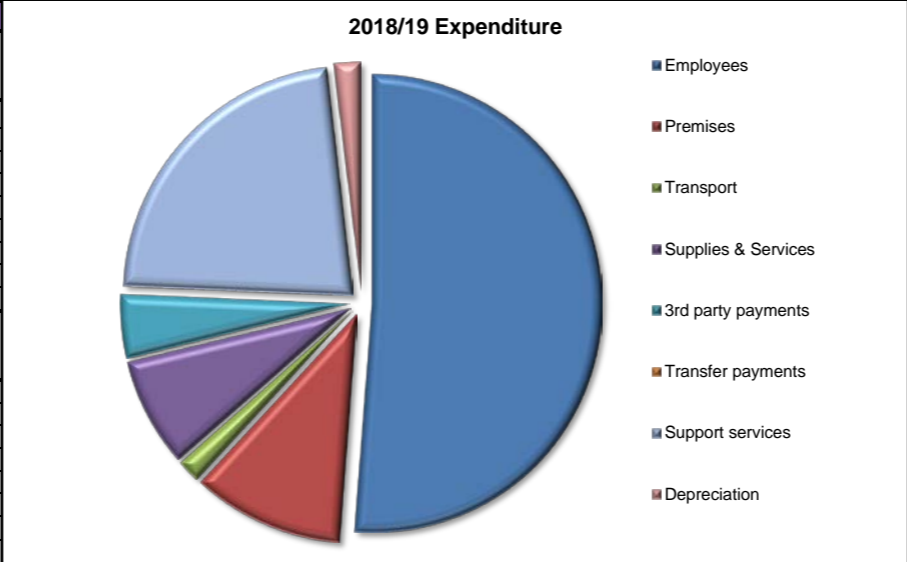
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Leisure & Cultural Development**

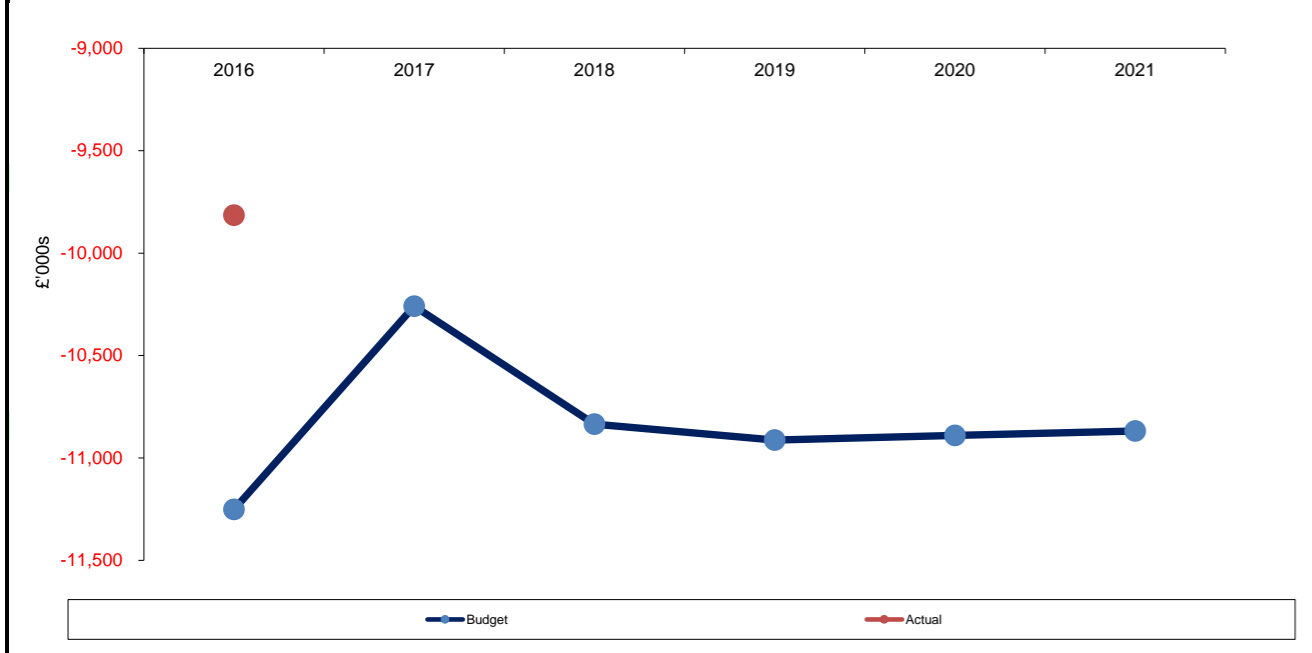
PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT		Risk			
				Likelihood	Impact	Score	
<b>Project 1</b>		Project Title:	<b>Morden Leisure Centre</b>	Improved customer experience			
Start date	<b>2014</b>	Project Details:	Deliver a new Morden Leisure Centre as a family friendly and community leisure centre to replace Morden Park Pools.	Brand new leisure facility providing a modern and increased range of leisure facilities with a family friendly appeal. Delivered against the outcomes of a public consultation.	2	2	4
End date	<b>2019</b>						
<b>Project 2</b>		Project Title:	<b>Morden Park Pools</b>	Risk reduction and compliance			
Start date	<b>2018</b>	Project Details:	Decommission and demolish the existing Morden Park Pools and reinstate the land to fit in with the Morden Park landscape	Once the Morden Park Pools becomes disused and derelict it will be an increased risk to break-ins and unlawful use. It is a building which contains a number of hazardous which increase once not in use.	2	2	4
End date	<b>2020</b>						
<b>Project 3</b>		Project Title:	<b>Leisure Centres Contract</b>	Economic outcomes			
Start date	<b>2017</b>	Project Details:	Vary the Leisure Centre Contract to take account of the new Morden Leisure Centre and any other variations that might be appropriate at this time. E.g Contract Length; Changes linked to Canons HLF bid; etc.	The new leisure centre will increase the income over expenditure of the leisure centres operation, which will provide an increased income to the council.	2	1	2
End date	<b>2018</b>						
<b>Project 4</b>		Project Title:	<b>Implement the Wimbledon Park Lake Flood Risk &amp; De-silting Plans</b>	Risk reduction and compliance			
Start date	<b>2017</b>	Project Details:	Develop solutions and plans to de-silt and implement flood risk requirements to deliver solutions for the lake. Procure and implement the solutions	There are a number of requirements on the council to address flood risks of this reservoir. It is also a facility that has been silting up for 300 years. Works to the lake to address the silt issues and flood risks will enhance our compliance for years to come.	4	3	12
End date	<b>2020</b>						
<b>Project 5</b>		Project Title:	<b>Wimbledon Park Watersports and Outdoor Adventure Centre</b>	Economic outcomes			
Start date	<b>2018</b>	Project Details:	Commission works to determine the most effective management solution for this service. Implement the solution.	This service has not yet been market tested to determine its efficiency and effectiveness within its own market, nor has it been evaluated for alternative business models. The outcomes of this work will address this and give clarity on the possible economic benefits	2	2	4
End date	<b>2020</b>						
<b>Project 6</b>		Project Title:	<b>London Borough Of Culture - Merton</b>	Improved customer experience			
Start date	<b>2017</b>	Project Details:	Deliver those elements of the London Borough of Culture Bid that are successful for Merton and in partnership where appropriate across London	This programme, if successful, will bring increased cultural activities primarily to the east of the borough, enhancing the lives of many of the community through culture.	2	2	4
End date	<b>2020</b>						
<b>Project 7</b>		Project Title:	<b>WW1 Victoria Cross Commemorative Stone Laying</b>	Improved reputation			
Start date	<b>2018</b>	Project Details:	Deliver an appropriate ceremony with key partners on the due date	Merton has had 2 recipients of the Victoria Cross in WW1. The first Commemorative Stone laying has already been completed and this year will see the second such ceremony, resulting in increased reputational significance for Merton.	2	2	4
End date	<b>2018</b>						
<b>Project 8</b>		Project Title:	<b>Wimbledon Park Watersports and Outdoor Adventure Centre</b>	Infrastructure renewal			
Start date	<b>2019</b>	Project Details:	Develop proposals, gain approvals and funding for a new watersports centre. Construct new facility and demolish existing once completed.	The current Watersports and Outdoor Centre is becoming tired and deteriorating. If this service is to continue this facility will need to be replaced with a more economically and efficient structure that is fit for purpose for the next generation.	3	1	3
End date	<b>2025</b>						
<b>Project 9</b>		Project Title:					
Start date		Project Details:			0	0	0
End date							
<b>Project 10</b>		Project Title:					
Start date		Project Details:			0	0	0
End date							

Parking & CCTV Services	Planning Assumptions							The Corporate strategies your service contributes to			
<b>Cllr Ross Garrod: Cabinet Member for Street Cleanliness &amp; Parking</b>	Anticipated demand		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Transport Plan		
<b>Enter a brief description of your main activities and objectives below</b>	Number of resident permits issued		20,0041	21,043	<b>22,095</b>	23,199	24,358		Safer & Stronger Strategic Assessment		
The service is required to enforce the parking regulations to ensure the through flow of traffic can be maintained and ensuring residents and blue badge holders have the ability to park in bays they have a permit or badge for. Surplus income generated by traffic management must be used for transport related areas.  <b>Objectives</b> • to enforce parking regulations across the borough including Controlled Parking Zones and bus lanes • to implement measures to improve traffic enforcement efficiency, specifically the introduction of Automatic Number Plate Recognition (ANPR) cameras at bus lane and moving traffic locations. This will improve compliance and ease congestion at key points across the borough • to maintain a survey of parking needs, hours of operation, the availability of parking spaces and the charging structure • to monitor the borough's parking infrastructure to ensure that locations subject to regulatory controls can be effectively enforced thus improving compliance and ultimately congestion • to take account in business planning of the increase in population and changes in planning legislation allowing business premises to be changed to residential use which could result in an increase in demand for parking spaces in existing CPZ's and pressure in areas with no controlled parking to introduce CPZ's.  Since January 2016 Public Space CCTV camera team, whose core activity is to review the operational structure, processes and number of CCTV cameras throughout the borough with the aim of achieving efficiencies without reducing the level of service to the residents, customers and our partners, was amalgamated with Parking Services.	Number of visitors permits issued		239,242	251,204	<b>263,764</b>	276,952	290,799				
	Anticipated non financial resources		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22			
	Staff (FTE)		93.27	83.57	84.57	84.57	84.57	84.57			
	Transport		12	12	12	12	12	12			
Performance indicator	Actual Performance (A) Performance Target (T) Proposed Target (P)						Polarity	Reporting cycle	Indicator type	Main impact if indicator not met	
	2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22					
% of parking permits issued within 5-7 days	94.5%	90%	<b>90%</b>	90%	90%	90%	High	Monthly	Outcome	Loss of income	
Sickness- No of days per FTE (12 month rolling average)	9.5	8	<b>8</b>	8	8	8	Low	Monthly	Quality	Loss of income	
Number of London Tribunal Cases won by Merton Council	New	54%	<b>54%</b>	54%	54%	54%	High	Monthly	Outcome	Loss of income	
Percentage of Public Space CCTV cameras working	98%	95%	<b>95%</b>	95%	95%	95%	High	Monthly	Business critical	Reduced service delivery	

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>6,060</b>	<b>6,195</b>	<b>6,043</b>	<b>466</b>	<b>6,131</b>	<b>6,153</b>	<b>6,176</b>	<b>6,198</b>
Employees	3,342	3,406	3,078	328	3,140	3,140	3,140	3,140
Premises	619	625	646	74	655	665	675	684
Transport	98	138	82	16	100	101	103	104
Supplies & Services	544	585	477	48	472	479	486	494
3rd party payments	219	210	268	0	272	276	280	284
Transfer payments	0	0	0	0	0	0	0	0
Support services	1,126	1,119	1,380	0	1,380	1,380	1,380	1,380
Depreciation	112	112	112	0	112	112	112	112
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Income</b>	<b>17,311</b>	<b>16,010</b>	<b>16,302</b>	<b>(2,082)</b>	<b>16,966</b>	<b>17,066</b>	<b>17,066</b>	<b>17,066</b>
Government grants	0	0	0	0	0	0	0	0
Reimbursements	117	77	118	45	118	118	118	118
Customer & client receipts	17,194	15,933	16,184	(2,127)	16,848	16,948	16,948	16,948
Recharges								
Reserves								
Capital Funded								
<b>Council Funded Net Budget</b>	<b>(11,251)</b>	<b>(9,815)</b>	<b>(10,259)</b>	<b>(1,616)</b>	<b>(10,835)</b>	<b>(10,913)</b>	<b>(10,890)</b>	<b>(10,868)</b>
Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Budget 2017/18	Forecast Variance	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
Parking Improvements		155				60		
CCTV Investment		323	192					
	<b>0</b>	<b>478</b>	<b>192</b>	<b>0</b>	<b>0</b>	<b>60</b>	<b>0</b>	<b>0</b>



Summary of major budget etc. changes 2018/19	
E&R7 = (£163k)	
E&R10 = £80k	
ENV06 = £46k	
ENV07 = (£60k)	
ENR2 = (£44k)	
ENR3 = (£17k)	
ALT1 (replacement saving) = (£440k)	
2019/20	
ENR4 = (£100k)	
2020/21	
2021/22	



**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Parking & CCTV Services**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Review CEO Shift Patterns</b>	Improved effectiveness					
Start date	<b>2016-17</b>	Project Details:	Consult on the introduction of a more efficient shift patterns				2	1	2
End date	<b>2018-19</b>								
<b>Project 2</b>		Project Title:	<b>Review CCTV Shift Patterns</b>	Infrastructure renewal					
Start date	<b>2016-17</b>	Project Details:	Consult on the introduction of a more efficient shift patterns				2	1	2
End date	<b>2018-19</b>								
<b>Project 3</b>		Project Title:	<b>Procurement of new PCN system</b>	Improved effectiveness					
Start date	<b>2017-18</b>	Project Details:	Procuring of a new PCN system which maybe linked with Enforcement and Safer Merton				2	3	6
End date	<b>2018-19</b>								
<b>Project 4</b>		Project Title:		Improved effectiveness					
Start date		Project Details:					2	1	2
End date									
<b>Project 5</b>		Project Title:		Select one major benefit					
Start date		Project Details:							0
End date									
<b>Project 6</b>		Project Title:		Select one major benefit					
Start date		Project Details:							0
End date									
<b>Project 7</b>		Project Title:		Select one major benefit					
Start date		Project Details:							0
End date									
<b>Project 8</b>		Project Title:		Select one major benefit					
Start date		Project Details:							0
End date									
<b>Project 9</b>		Project Title:		Select one major benefit					
Start date		Project Details:							0
End date									
<b>Project 10</b>		Project Title:		Select one major benefit					
Start date		Project Details:							0
End date									

<b>Commissioned Service</b>	<p>The service maintains and develops Merton's numerous parks &amp; open spaces (more than 115 separate sites), including sports facilities (including pavilions), gardens, playgrounds (more than 40), the borough's highways verges, and the management of its cemetery and allotments services. The portfolio also includes support for, and the production of, a varied programme of outdoor events from small community to large commercial ones in parks, including the annual civic fireworks displays, Mitcham Carnival and elements of the Wimbledon (tennis) Championships. The service manages more than 50,000 Council-owned trees and several nature reserves. Greenspaces serves as the managing agent for Mitcham Common (for the Mitcham Common Conservators) and the Merton &amp; Sutton Joint Cemetery (for the Merton &amp; Sutton Joint Cemetery Board).</p> <p>The grounds maintenance elements of the service are outsourced to idverde UK Limited, overseen by the Greenspaces client team who, in</p>
<b>Parks &amp; Green Spaces</b>	
<b>Cllr Nick Draper Cabinet Member for Community &amp; Culture</b>	
<b>Service Provider:</b> <b>idverde UK Ltd</b>	

Planning Assumptions							The Corporate strategies the service contributes to
Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	
Increased sports pitch demand (Total number of bookings)	1%	1%	1%	1%	1%	1%	Open Space Strategy
Attendance at major community outdoor events (No. of people)	55,000	60,000	61,000	62,000	63,000	64,000	
Number of funerals at LBM cemeteries	215	220	240	260	260	260	
Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	
Contractors	Sufficient resources to provide service						

Performance indicator (LBC2020 indicators highlighted in purple)	Performance Targets (T) & Provisional Performance Targets (P)						Polarity	Reporting cycle	Indicator type	Main impact if indicator not met
	2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
% of residents rating parks & green spaces good or very good	79	75	76	77	78	79	High	Biennial	Perception	Reputational risk
Young peoples % satisfaction with parks & green spaces	56	74	75	76	77	78	High	Biennial	Perception	Reputational risk
Number of Green Flag Awards	5	5	6	6	7	7	High	Annual	Quality	Reputational risk
Number of outdoor event-days in parks	171	130	135	140	145	150	High	Monthly	Output	Reputational risk

Financial Information									Additional Expenditure Information	
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22	E5 (2019/20) = (£50k) E6 (2019/20) = (£40k)	
<b>Expenditure</b>	<b>5,053</b>	<b>5,331</b>	<b>3,144</b>	<b>275</b>	<b>3,172</b>	<b>3,199</b>	<b>3,226</b>	<b>3,254</b>		
Employees	2,271	2,188	462	0	459	459	459	459		
Premises	762	842	357	142	366	371	376	382		
Transport	251	252	16	4	16	16	16	17		
Supplies & Services	479	715	313	-15	318	323	328	332		
3rd party payments	40	40	1,132	144	1,149	1,166	1,183	1,200		
Transfer payments	0	0	0	0	0	0	0	0		
Support services	918	962	532	0	532	532	532	532		
Depreciation	332	332	332	0	332	332	332	332		
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>		
<b>Income</b>	<b>2,214</b>	<b>2,241</b>	<b>1,258</b>	<b>(61)</b>	<b>1,258</b>	<b>1,348</b>	<b>1,348</b>	<b>1,348</b>		
Government grants	8	8	0	(9)	0	0	0	0		
Reimbursements	153	467	174	(139)	174	174	174	174		
Customer & client receipts	2,053	1,766	1,084	87	1,084	1,174	1,174	1,174		
Recharges										
Reserves										
<b>Council Funded Net Budget</b>	<b>2,839</b>	<b>3,090</b>	<b>1,886</b>	<b>214</b>	<b>1,914</b>	<b>1,851</b>	<b>1,878</b>	<b>1,906</b>		
<b>Capital Budget £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>		
Parks Investment	715		485		1,452	491	300	300		
	715	0	485	0	1,452	491	300	300		

**DETAILS OF MAJOR PROJECTS**

**Parks & Green Spaces**

PROJECT DESCRIPTION		MAJOR PROJECTS BENEFITS			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Greenspaces TOM</b>	Improved effectiveness			3	2	6
Start date	01/12/2017	Project Details:	Production & implementation of Target Operating Model for Greenspaces	Various benefits & enhancements across a range of services & themes					
End date	31/03/2019								
<b>Project 2</b>		Project Title:	<b>Greenspaces Commercialisation</b>	Improved efficiency (savings)			3	2	6
Start date	01/04/2017	Project Details:	Increased commercialisation across a range of Greenspaces services	Diversifying the outdoor events portfolio, including new commercial events to increase income. Working with our new grounds maintenance service provider, idverde, to increase income for the service, especially from sport & recreational activities					
End date	31/03/2019								
<b>Project 3</b>		Project Title:	<b>Canons House &amp; Rec Restoration</b>	Improved customer experience			3	2	6
Start date	01/07/2017	Project Details:	Delivery of Lottery-funded Canons Restoration Project	Multi-million pound investment project to restore, conserve & improve recreational opportunities at Canons Recreation Ground & Canons House.					
End date	31/03/2019								
<b>Project 4</b>		Project Title:	<b>Morley Park</b>	Improved customer experience			3	2	6
Start date	01/04/2017	Project Details:	Transfer, opening & establishment of Morley Park	Opening & development of a brand new public open space in West Wimbledon, comprising informal recreational areas, nature conservation features & sports facilities					
End date	31/03/2019								
<b>Project 5</b>		Project Title:	<b>Phase C, Lot 2 Contract</b>	Improved reputation			3	2	6
Start date	01/02/2017	Project Details:	Embedding new systems & processes and ensuring quality & performance standards in relation to Phase C, Lot 2 grounds maintenance contract	Working with our grounds maintenance contractor, idverde, to maintain & improve green spaces & recreational services at a lower cost					
End date	31/03/2019								
<b>Project 6</b>		Project Title:	<b>Re-use of Parks Assets</b>	Improved efficiency (savings)			3	2	6
Start date	01/01/2018	Project Details:	Re-use of surplus & redundant parks facilities: pavilions, yards & mess rooms and other parks assets	Increased income & preservation of some existing parks assets					
End date	31/03/2019								
<b>Project 7</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									
<b>Project 8</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									
<b>Project 59</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									
<b>Project 10</b>		Project Title:		Select one major benefit					0
Start date		Project Details:							
End date									





**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Property**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT			Risk		
					Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	New secondary school		Infrastructure renewal		
Start date	2016-17	Project Details:	Land acquisition and granting of new leases.		2	2	4
End date	on going						
<b>Project 2</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 3</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 4</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 5</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 6</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 7</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 8</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 9</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							
<b>Project 10</b>		Project Title:			Select one major benefit		
Start date		Project Details:					0
End date							



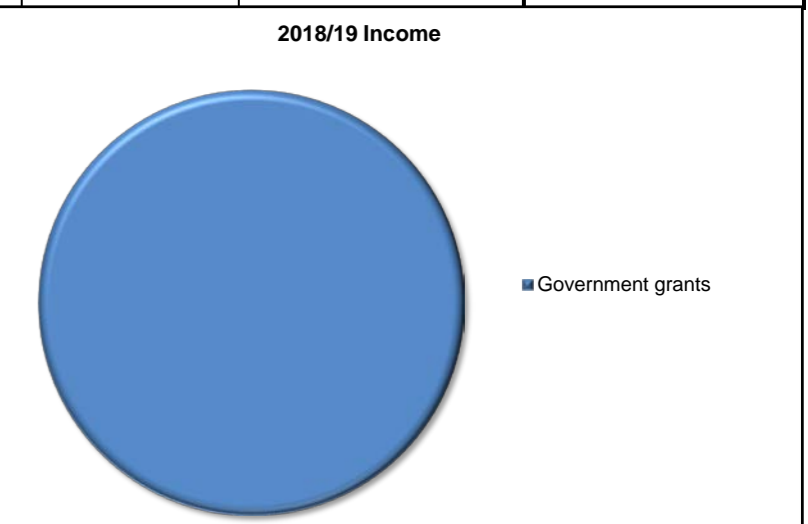
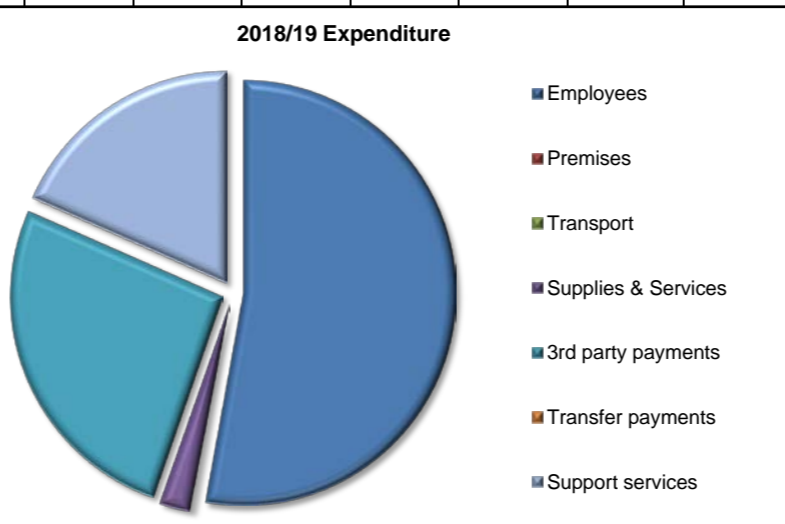
**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Regulatory Services Partnership**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFITS		Risk		
				Likelihood	Impact	Score
<b>Project 1</b>		Project Title:	<b>Procurement of a new ICT case management system</b>	Improved efficiency (savings)		2
Start date	2016-17	Project Details:	Contribution to the ICT led procurement of a new computer system for E&R and potential joint procurement with Richmond and Wandsworth	2	1	
End date	2017-18					
<b>Project 2</b>		Project Title:	<b>Design and implement a joint Merton/Richmond budget</b>	Economic outcomes		2
Start date	2015-16	Project Details:	Design and implement a joint revenue (income & expenditure) budget on a to be determined costs apportionment model	2	1	
End date	2017-18					
<b>Project 3</b>		Project Title:		Select one major benefit		0
Start date	2015-16	Project Details:		0	0	
End date	2017-18					
<b>Project 4</b>		Project Title:		Select one major benefit		0
Start date	2014-15	Project Details:		0	0	
End date	2017-18					
<b>Project 5</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 6</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 7</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 8</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 9</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						
<b>Project 10</b>		Project Title:		Select one major benefit		0
Start date		Project Details:				
End date						

Safer Merton	Planning Assumptions						The Corporate strategies your service contributes to						
<b>Cllr Edith Macauley: Cabinet Member for Community Safety, Engagement &amp; Equalities</b> <b>Enter a brief description of your main activities and objectives below</b> Safer Merton delivers the council's statutory Community Safety Partnership function to tackle crime and disorder. The team consists of eight officers working across several themes: 1) Tackling anti-social behaviour in non social housing 2) Protecting victims of Domestic Violence and Abuse and taking action against perpetrators 3) Managing and delivering a borough wide Neighbourhood Watch programme 4) Delivering the partnerships analytical functions 5) Managing and delivering the boroughs work to tackle hate crime 6) Managing and delivering the Home Office pilot to tackle alcohol related crime and ASB The service also ensures that MOPACs Police and Crime plan priorities are delivered and will be working to ensure that the proposed sales of police stations, mergers of police command units and the introduction of its new VAWG strategy are rolled out appropriately across the borough to minimise negative impact. The service retains strategic oversight and commissioning of MOPAC funded workers. Safer Merton forms part of and is managed through the councils Public Protection division which forms part of the E&R Directorate. The work of Safer Merton is delivered in partnership with other statutory and non statutory partners. The statutory duty for Safer Merton consists of the following: 1) A duty to establish a crime and disorder partnership and deliver an annual partnership plan 2) Completion of an annual strategic assessment governed by the Community Safety Partnership 3) Respond to and deal with crime and disorder through evidence based analytical work in a	Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	Safer & Stronger Strategic Assessment	Violence Against Women and Girls Strategy	Children and Young People's Plan	Community Cohesion Strategy	Health & Wellbeing Strategy	Safeguarding Children's Board Annual Hate crime strategy
	Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22						
	Number of new, actionable, ASB cases	360	400	400	400	350	350						
	Population	205,722	207,410	208,607	209,771	210,902	210,902						
	No. Multi Agency Risk Assessment cases (domestic abuse)	162	170	170	170	200	210						
	% of all residents actively engaged in Neighbourhood Watch schemes	38%	40%	35%	38%	40%	40%						
	Staff (FTE)	9.10	7.99	7.49	7.49	7.49	7.49						
Performance indicator	Actual Performance (A)	Performance Target (T)	Proposed Target (P)	Polarity	Reporting cycle	Indicator type	Main impact if indicator not met						
	2016/17(A)	2017/18(T)	2018/19(P)					2019/20(P)	2020/21(P)	2021/22(P)			
Multi Agency Risk Assessment cases - domestic abuse	309	153	153	153	200	2010	High	Monthly	Business critical	Safeguarding issues			
Number of Community Protection Warnings Issued	n/a	150	100	100	100	100	High	Quarterly	Outcome	Reduced enforcement			
Number of Community Protection Notices Issued	n/a	8	8	8	8	8	Low	Quarterly	Quality	Reduced enforcement			
Number of new Neighbourhood Watch schemes	n/a	10	10	10	15	15	High	Annual	Outcome	Reduced service delivery			
Total Violence with Injury	n/a	1373	1373	1373	1200	1200	Low	Quarterly	Quality	Customer hardship			
Number of premise closure orders used	New	New	10	10	12	12	Low	Quarterly	Outcome	Anti social behaviour			

DEPARTMENTAL BUDGET AND RESOURCES								
Revenue £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
<b>Expenditure</b>	<b>756</b>	<b>647</b>	<b>644</b>	<b>2</b>	<b>647</b>	<b>650</b>	<b>652</b>	<b>655</b>
Employees	340	303	346	2	342	342	342	342
Premises	1	0	0	0	0	0	0	0
Transport	5	2	1	0	1	1	1	1
Supplies & Services	270	222	10	0	15	15	15	15
3rd party payments	0	4	168	0	170	173	175	178
Transfer payments	0	0	0	0	0	0	0	0
Support services	140	116	119	0	119	119	119	119
Depreciation	0	0	0	0	0	0	0	0
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>
Income	76	108	76	(37)	76	76	76	76
Government grants	76	27	76	(37)	76	76	76	76
Reimbursements	0	81	0	0	0	0	0	0
Customer & client receipts								
Recharge								
<b>Council Funded Net Budget</b>	<b>680</b>	<b>539</b>	<b>568</b>	<b>(35)</b>	<b>571</b>	<b>574</b>	<b>576</b>	<b>579</b>



Capital Budget £'000s	Final Budget 2016/17	Actual 2016/17	Original Budget 2017/18	Forecast Variance 2017/18 P7	Budget 2018/19	Budget 2019/20	Budget 2020/21	Budget 2021/22
CCTV	514			0	0	0	0	0
	514	0	0	0	0	0	0	0

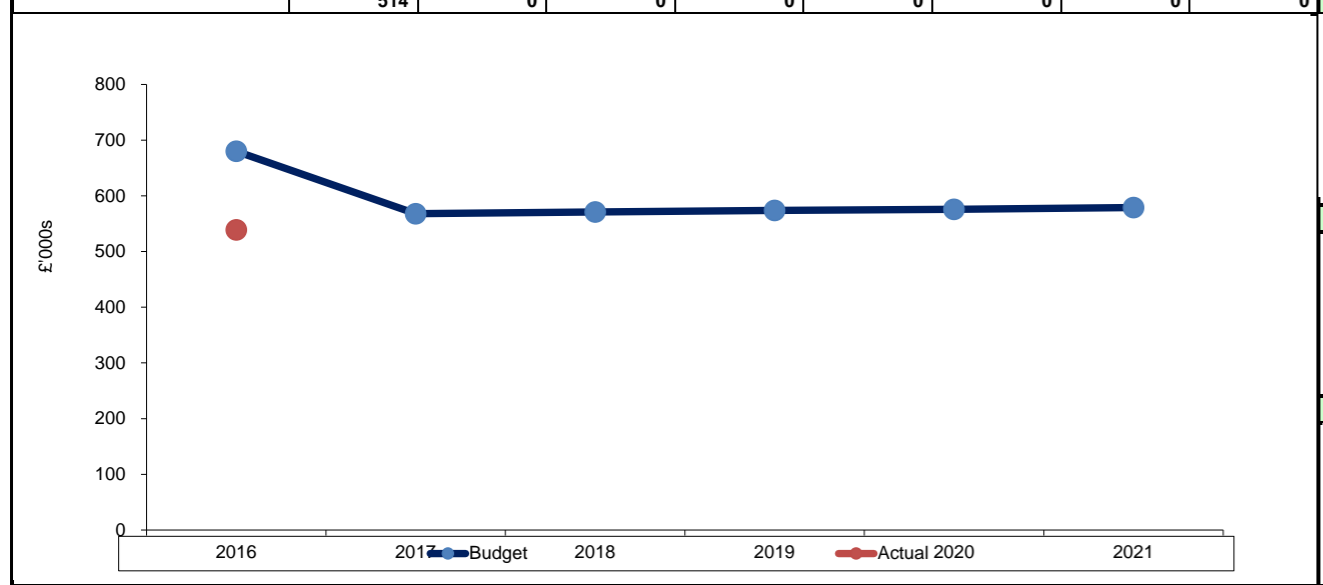
**Summary of major budget etc. changes**

2018/19

2019/20

2020/21

2021/22



**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Safer Merton**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFITS			Risk				
					Likelihood	Impact	Score		
<b>Project 1</b>		Project Title:	<b>Merton says NO MORE</b>		Improved customer experience				
Start date	01/04/2017	Project Details:	Building on the success of the UK SAYS NO MORE launch in September 2016, where Merton was the second London borough to launch the campaign to condemn Domestic Violence and Sexual Violence, the Community Safety Partnership wish to roll the programme out across other strands of key business. This will ensure that Merton's residents and businesses are fully aware of the Community Safety Partnership's commitment to tackling a range of issues affecting our residents		Improved victim awareness, increased profile for Merton as a pro-active borough in addressing crime and ASB and associated reputational benefits across London		2	2	4
End date	None								
<b>Project 2</b>		Project Title:	<b>DVA commissioning</b>		Improved customer experience				
Start date	01/01/2017	Project Details:	To bring together the two contracts for Independent Domestic Violence Advocates (IDVAs) and Mertons Refuge provision together to recommission. The recommission will be under a 3+1+1 term seeing a rise in investment from across the directorates of CSF, C&H and E&R. This work will improve the victims journey ensuring that the victims receive the right support, at the right time		Improved victim journey, improved outcomes for families, improved safety and an improved reputation for merton as a borough whom delivers good quality service to victims		2	3	6
End date	30/06/2018								
<b>Project 3</b>		Project Title:	<b>ECINS procurement</b>		Improved efficiency (savings)				
Start date	01/09/2017	Project Details:	Procurement of a new risk and information management system to improve safety for vulnerable people with partners from across all sectors coming together to share information and safeguard. Commissioned for use by safer merton and the YOT in CSF initially this software, which is cloud based, will deliver real time benefits to the public purse as we work to support, safeguard and/or enforce against some of our most complex and in need residents		By utilising information/intelligence in a more direct and real time environment we can identify a range of outcomes which, when met, will reduce risk of crime, ASB, risk of exploitation, missing etc		3	2	6
End date	31/05/2018								
<b>Project 4</b>		Project Title:			Select one major benefit				
Start date		Project Details:							0
End date									
<b>Project 5</b>		Project Title:			Select one major benefit				
Start date		Project Details:							0
End date									
<b>Project 6</b>		Project Title:			Select one major benefit				
Start date		Project Details:							0
End date									
<b>Project 7</b>		Project Title:			Select one major benefit				
Start date		Project Details:							0
End date									
<b>Project 8</b>		Project Title:			Select one major benefit				
Start date		Project Details:							0
End date									
<b>Project 9</b>		Project Title:			Select one major benefit				
Start date		Project Details:							0
End date									
<b>Project 10</b>		Project Title:			Select one major benefit				
Start date		Project Details:							0
End date									



**DETAILS OF MAJOR PROJECTS (INCLUDING PROCUREMENT) - MAXIMUM OF 10 OVER THE FOUR YEAR PERIOD**

**Transport - Passenger Fleet Service**

PROJECT DESCRIPTION		MAJOR PROJECT BENEFIT		Risk			
				Likelihood	Impact	Score	
<b>Project 1</b>		Project Title:	Review of Fleet provision (Vehicles)	Select one major benefit			
Start date	2017-18	Project Details:	Review of the full retained fleet and the future provision of vehicles.	Finacial savings from reduced fleet through shared vehicles	3	2	6
End date	2018-19						
<b>Project 2</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 3</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 4</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 5</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 6</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 7</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 8</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 9</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							
<b>Project 10</b>		Project Title:		Select one major benefit			
Start date		Project Details:					0
End date							

<b>Commissioned Service</b>
<b>Waste Management and Cleansing</b>
<b>Cllr Ross Garrod Cabinet Member for Street Cleanliness &amp; Parking</b>
<b>Cllr Martin Whelton Cabinet Member for Regeneration, Environment &amp; Housing</b>
<b>Service Providers:</b>
<b>Veolia UK Ltd</b>
<b>Viridor Waste Management Kingdom Ltd (Environmental Protection)</b>
<b>Noah's Ark (Stray Dogs / Enforcement)</b>

The London Borough of Merton is committed to managing the provision of high quality and sustainable waste management and cleansing services to residents, businesses and those passing through the borough. The service ambition is to maintain a clean, green and safe environment that meet the standards of London's Best Council. These services are delivered through a combination of commissioned services and in-house engagement and enforcement activities.

**The key objectives of the service are:**  
 To fulfil the council's statutory responsibilities and duties with respect to waste management, street cleaning, waste enforcement and the management of stray animals.  
 To provide value for money services that meet the needs of the community  
 To provide a safe and supportive environment for our community and all employees engaged in delivering services.  
 To promote and encourage sustainable waste management activities, maximising resource efficiency and securing value from all waste streams as far as practicably possible

Planning Assumptions							The Corporate strategies the service contributes to			
Anticipated demand	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
Housing Properties	83,500	84,000	<b>85,000</b>	86,000	86,500		Waste Management Strategy			
Kilometres of Roads	375	375	<b>375</b>	375	375					
Population	205,722	207,410	<b>208,607</b>	209,771	210,902					
Total household waste tonnage	71,000	71,000	<b>71,000</b>	71,000	71,000					
Anticipated non financial resources	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22				
Clienting and Commissioning Team	6.69	6.69	3.19	3.19	3.19	3.19				
Community Engagement and Enforcement	9	9	9	9	9	9				
SLWP	0	4	2	2	2	2				
Client Neighbourhood team	0	1.5	2.4	2.4	2.4	2.4				
Veolia UK Ltd	Sufficient resources to provide service									
Viridor										
Kingdom Ltd										
Noah's Ark										
Performance indicator (LBC2020 indicators highlighted in purple)	Actual Performance (A) Performance Target (T) Proposed Target (P)						Polarity	Reporting cycle	Indicator type	Main impact if indicator not met
	2016/17(A)	2017/18(T)	2018/19(P)	2019/20(P)	2020/21(P)	2021/22(P)				
% Residents satisfied with street cleanliness	53	57	<b>57</b>	58	60		High	Annual	Perception	Reputational risk
% Sites surveyed below standard for litter	9	8.5	<b>8</b>	6	4		Low	Monthly	Perception	Reputational risk
% Sites surveyed below standard for Detritus	12	13	<b>10</b>	9	7		Low	Quarterly	Perception	Reputational risk
% Sites surveyed below standard for graffiti	5.2	5.0	<b>5.0</b>	5.0	5.0		Low	Quarterly	Perception	Reputational risk
% Sites surveyed below standard for weeds	7.79	12	<b>11</b>	10	9		Low	Quarterly	Perception	Reputational risk
Number of fly tips reported	3113	3600	<b>8400</b>	8400	8400		Low	Monthly	Outcome	Reputational risk
% of fly tips removed within 24 hours	n/a	90%	<b>90%</b>	95%	95%		High	Monthly	Outcome	Reputational risk
% Sites surveyed below standard for flyposting	1	1	<b>1</b>	1	1		Low	Quarterly	Perception	Reputational risk
% of FPNs issued that have been paid	73%	68%	<b>70%</b>	70%	70%		High	Monthly	Output	Loss of income
% Household waste recycled	36	42	<b>46</b>	48	50		High	Monthly	Business critical	Reputational risk
% Residents satisfied with refuse collection	69	72	<b>73</b>	74	75		High	Annual	Perception	Reputational risk
Residual waste kg per household pa	567.47	540	<b>500</b>	475	435		Low	Monthly	Outcome	Increased costs
% Municipal solid waste landfilled	57	59	<b>65%</b>	10%	5%		Low	Monthly	Outcome	Increased costs
Number of missed bins per 100,000	50	50	<b>50</b>	40	30		Low	Monthly	Outcome	Reduced customer service
Total waste arising per household Kg	887	910	<b>910</b>	910	910		Low	Monthly	Outcome	Reputational risk
% Residents satisfied with recycling facilities	77	70	<b>72</b>	74	75		High	Annual	Perception	Reputational risk



Financial Information - Waste Management and Cleansing									Additional Expenditure Information
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>	2018/19 E&R20 = 2k E&R21 = £30k ENV31 = (£9k) ENV35 = (£150k) ENR6 = (£200k) ERG2 = £65k  2019/20 ENR9 = (£200k) EV08 = (£250k) ERG2 = £35k E2 = (£30k)
<b>Expenditure</b>	<b>20,750</b>	<b>21,353</b>	<b>15,457</b>	<b>376</b>	<b>15,307</b>	<b>15,264</b>	<b>15,466</b>	<b>15,667</b>	
Employees	7,597	8,033	1,042	62	757	757	757	757	
Premises	452	421	397	-43	400	406	412	417	
Transport	1,940	2,317	26	-5	26	27	27	27	
Supplies & Services	1,531	1,521	316	-37	321	325	330	335	
3rd party payments	5,806	5,747	12,723	401	12,852	12,798	12,989	13,180	
Transfer payments	2	0	2	-2	0	0	0	0	
Support services	2,828	2,720	366	0	366	366	366	366	
Depreciation	594	594	585	0	585	585	585	585	
<b>Revenue £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>	
<b>Income</b>	<b>3,497</b>	<b>3,983</b>	<b>956</b>	<b>(10)</b>	<b>866</b>	<b>1,066</b>	<b>1,066</b>	<b>1,066</b>	
Government grants	0	0	0	0	0	0	0	0	
Reimbursements	406	452	455	15	367	367	367	367	
Customer & client receipts	2,348	2,843	501	(25)	499	699	699	699	
Recharges	743	688	0		0	0	0		
Reserves									
Capital Funded									
<b>Council Funded Net Budget</b>	<b>17,253</b>	<b>17,370</b>	<b>14,501</b>	<b>366</b>	<b>14,441</b>	<b>14,198</b>	<b>14,400</b>	<b>14,601</b>	
<b>Capital Budget £'000s</b>	<b>Final Budget 2016/17</b>	<b>Actual 2016/17</b>	<b>Original Budget 2017/18</b>	<b>Forecast Variance 2017/18 P7</b>	<b>Budget 2018/19</b>	<b>Budget 2019/20</b>	<b>Budget 2020/21</b>	<b>Budget 2021/22</b>	
Waste Bins					2,674				
Fleet Vehicles		316	972		2,670				
Other			113						
	<b>0</b>	<b>316</b>	<b>1,085</b>	<b>0</b>	<b>5,344</b>	<b>0</b>	<b>0</b>	<b>0</b>	

**DETAILS OF MAJOR PROJECTS**

PROJECT DESCRIPTION		Major Projects Benefits		Risk			
				Likelihood	Impact	Score	
<b>Project 1</b>	Project Title:	<b>New Waste collection Service (Wheelie Bins)</b>		Select one major benefit			
Start date	<b>01/10/2017</b>	Project Details:	The introduction of a new borough wide waste collection service, including the introduction of two wheelie bins per house hold and a revised frequency of collection.	Optimised collection services delivering significant financial / environmental savings	<b>5</b>	<b>2</b>	<b>10</b>
End date	<b>01/10/2018</b>						
<b>Project 2</b>	Project Title:	<b>Energy Recovery Facility (Phase B)</b>		Select one major benefit			
Start date	<b>05/11/2012</b>	Project Details:	Working alongside SLWP and Viridor to design, build and operate an Energy Recover Facility which will remain in the ownership of Viridor in which it will disposal of the SLWP boroughs municipal waste. Key dates a. Key Facility Planned Works Commencement Date 31st August 2015 b. Key Facility Planned Service Commencement Date 31st August 2018 c. Key facility Expiry Date 31st August 2043	Environmental benefits from diverting waste from landfill, sustainable waste management	<b>3</b>	<b>2</b>	<b>6</b>
End date	<b>01/09/2018</b>						

This page is intentionally left blank