

**London Borough of Merton  
Idverde Quarterly Performance Scrutiny Report: Quarter 3  
23/24**

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## Executive Summary

- For the purposes of KPIs, this report covers the financial quarter October - December 2023.
- The below report outlines the key operational grounds maintenance activities in Merton’s parks and highways verges, service delivery in the borough’s allotments and cemeteries as well as a summary of support with Greenspace projects completed by IdverdeUK during the above quarterly period.
- The report also provides summary of PQMS performance scores completed by Neighbourhood Inspectors for the period.

## Operation Activity

- The Q3 Period covering October - December 2023 is the commencement of the grounds-maintenance winter works period. Operational performance during this period is broken down in the table below for Parks, Verges, Cemeteries, Allotment and Projects contract areas.

**Table 1: IdverdeUK contract maintenance tasks during across 5 contract areas Q3 (Oct-Dec 2023)**

Contract Area	Tasks during period
Parks	Grass cutting until end of October (continue to cut in November & December as well as required), Removal of summer bedding, Preparation of beds and planting of winter bedding, Litter clearance, Leaf clearance, Shrub bed maintenance, End of season maintenance of Bowls, Cricket and Croquet pitches, Over marking and aeration of football & rugby pitches, Hard standing sweeping Playground and other infrastructure maintenance / repairs (excluding buildings which is Councils FM), Analysing the annual ROSPA report and getting prices for the required materials (repairs commenced in January 2024).
Verges	Grass cutting until end of October, Shrub and hedge maintenance - winter pruning (reduction where necessary, litter clearance).
Cemeteries	Burials as per booking report attached (from week 36 to week 48), Grass cutting Leaf clearance, Removal of summer bedding, Preparation of beds and planting of winter bedding, Litter clearance, Hedge cutting.
Allotments	Allotments waste bay clearance, Allotment unlettable plot clearance, Decommission water supply, End of season inspections of water supply.
Projects	Neighbourhood CIL Playground Neighbourhood CIL Landscape Strategic CIL Sport Capital Growth Projects (Parks Playground / Security / Bridges / NEW and EXISTING Green Flag / Wandle Trail) Biodiversity Net Gain (DEFRA funding) Grow Back Greener Funding (Groundwork London)

## PQMS

- The agreed Parks **PQMS** (Performance Quality Management System) is based on a Feature Quality Assessment of the contract identified features that make up the park as whole including (Parks litter, detritus, fly tipping, graffiti, litter bins, grass, flower beds, hedges, furniture, playgrounds, sports, outdoor gyms and buildings).
- The PQMS scores range between 1-7. Contractually, assessed values between 4.00 - 4.99 are compliant, but above 5.00 meets the desired contract standard.
- Annually an agreed number of 250 random location inspections are made which the councils Neighbourhood Inspectors score to determine the PQMS result.
- Q3 PQMS scores for the Idverde Grounds Maintenance Operation can be found on **Page 5 of the report**.

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### Projects

- Q3 Summary of Greenspaces Park Projects progressing during Q3 (Oct-Dec 2023), please see high level summary in Idverde operational table above and a more detailed summary can be found on Page 7 of the report.

### Enquiries Log

- Q3 Enquiries Log (October-December 2023) summarises all complaints and complements logged through SLWP Enquiries Merton email address [slwpenquiries.merton@idverde.co.uk](mailto:slwpenquiries.merton@idverde.co.uk) a more detailed summary can be found on Page 10 of the report.

### Cemeteries

- Q3 Burials statistics at the 3 Merton Cemeteries (Gap Road, London Road and MSJC) as well as operational maintenance, special projects (which is relative to Merton and Sutton Joint Cemetery MSJC) a more detailed summary can be found on Page 10 of the report.

### Allotments

- Q3 Allotment Waiting lists management and operational activities during Q3 (October-December 2023) a more detailed summary can be found on Page 11 of the report.

### Probation Services Volunteering Log

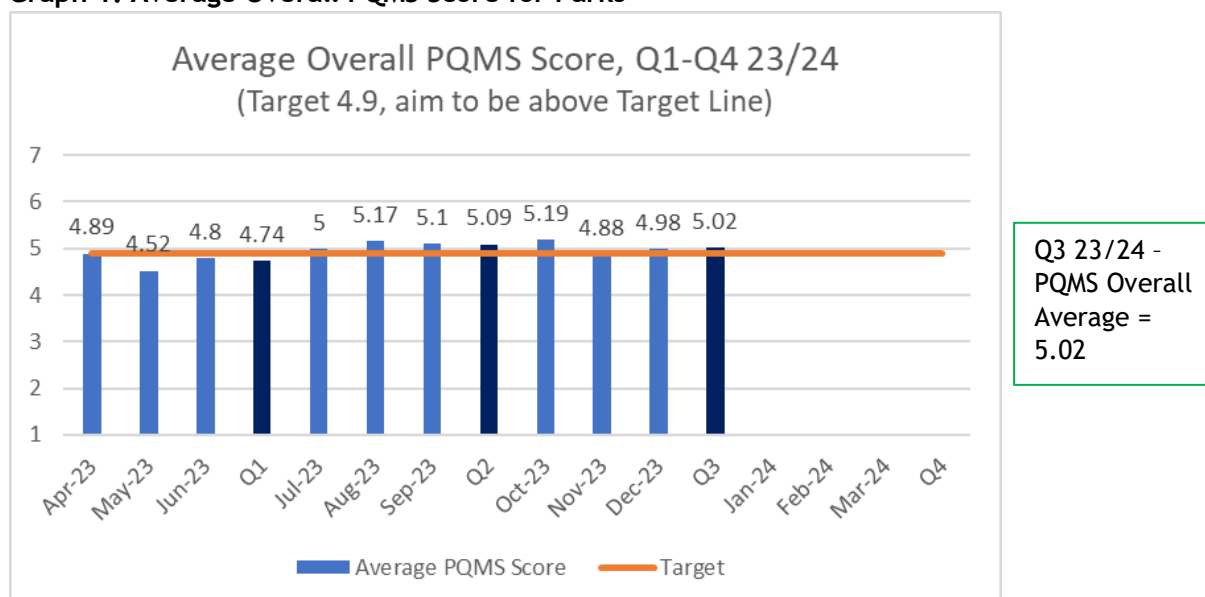
- Q3 Probation Services Volunteer Log. Merton Council continue to engage positively with the Ministry of Justice Probation Services and currently has 4 static project teams working in Merton Parks to support activities by 4 Friends of Parks Groups currently including Friends of Abbey Recreation Ground / Wimbledon Park / Nelson Gardens and Kendor Gardens. more detailed summary can be found on Page 12 of the report.

## PQMS

Rag Status **GREEN**

### Overall PQMS Scores

Graph 1: Average Overall PQMS Score for Parks



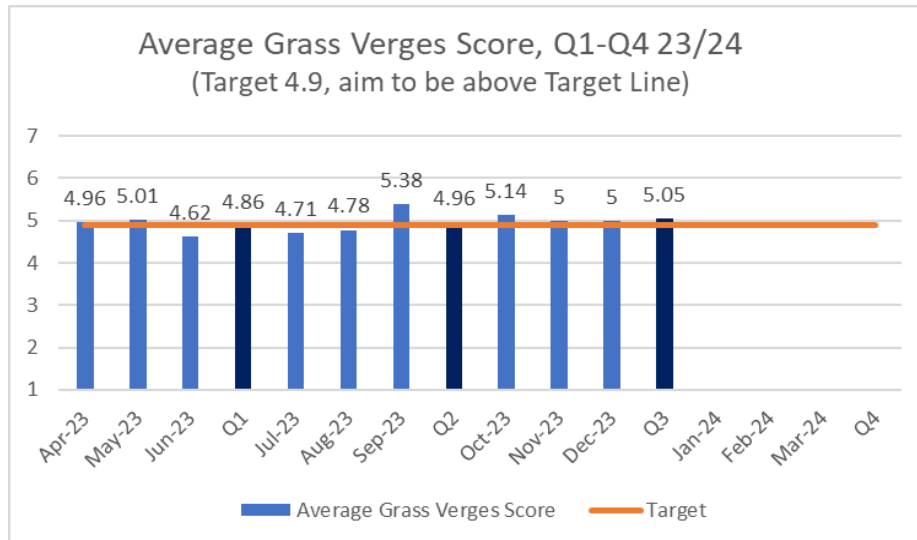
- Q3 average for overall PQMS scores is 5.02, which meets the corporate target of 4.9. This has been true since beginning of Q2.

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- LBM Greenspaces Team are working hard with Idverde UK management team to ensure Winter Servicing and Seasonal Recruitment are well advanced to ensure initial grass cutting operation for Parks and Verges Grass is ready for late February early March 2024, so that Q1 performance experienced in Q1 last year is not repeated.

### Grass Verges

**Graph 2: Average Score for Grass Verges**

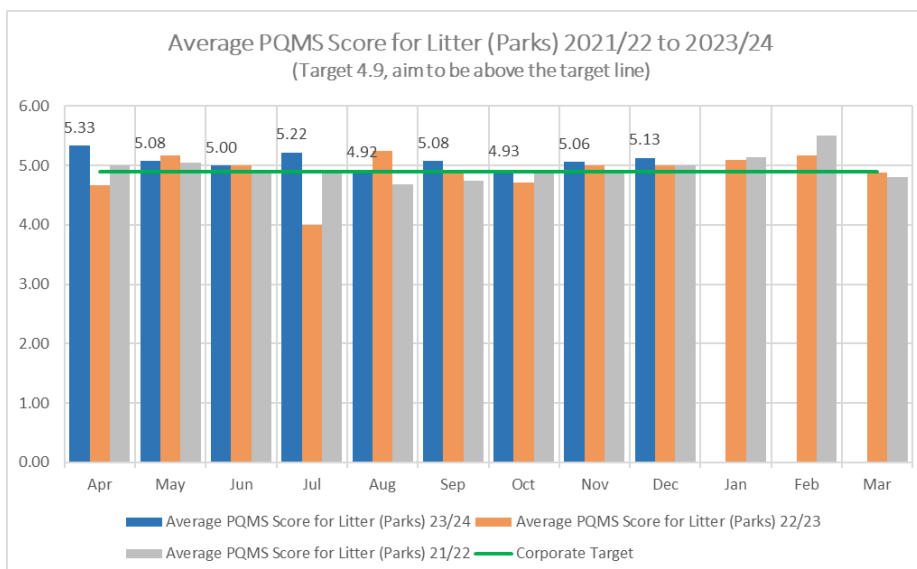


Q3 23/24 - Grass Verges Average  
= 5.05

- Q3 average for Grass Verges is 5.05, which meets the corporate target of 4.9.
- Officers will continue to inspect grass verges as part of their regular street inspections. However, it should be noted that due to the extremely wet weather we have been experiencing so far in 2024, the contractor cannot mow any surfaces without damaging them. This situation will be reviewed collectively and work with colleagues from LBM Communications Team to ensure any issues with planned maintenance operations are reported early.
- Establishment of a Planned Grounds Maintenance page is being considered in lie with the Planned Tree Works Page established on the councils website in 2023 to highlight both planned and ad hoc works in progress with councils term contractors

### Parks Litter PQMS

**Graph 3: Average PQMS Score for Litter (Parks)**



Q3 23/24 - PQMS (Litter) Average  
= 5.04

- Q3 average for Litter in Parks was an average of 5.04 for the quarter which is above the target of 4.9 and is a continued positive trend for the Quarter for Parks Litter. Thanks to Mario Silva and his litter teams for the continued positive work on contract and support provided to Friends of Parks collecting bags from community litter picks.
- During the winter works period Q3 2023 and Q4 2024 more targeted deep cleans will be carried out as part of perimeter shrub bed maintenance.
- The contract continues to be supported by the borough’s many Friends of Parks groups that support periodic targeted litter pics in many of Merton parks and open spaces which is appreciated by the councils Greenspaces Team.

**Projects**

Rag Status **GREEN**

- The below high-level summary of the key projects delivered in partnership with Idverde UK during the Q3 period.
- **Neighbourhood CIL:** Delivery of co-designed Neighbourhood CIL Playground Improvements at Garfield Recreation Ground and Morden Park during Q3.

**Garfield Park:** Under the councils Investing In Neighbourhood Civic Pride Funding, Merton Council Greenspaces Team and Idverde UK worked with the Friends of Garfield Park and Ward Councillors to co-design a multi-generational play space with accessible Play, Sport, Gym and landscape improvements to the current playground with turfing completed in October 2023.

**Figures 1 & 2: Garfield Recreation Ground**



**Morden Park:** Under the councils Investing In Neighbourhood Civic Pride Funding, Merton Council Greenspaces Team and IdverdeUK worked with Friends of Morden Park, local schools and disablement charities to provide an accessible playscape including adventure trail, DDA accessible roundabout and wide range of Junior focused playground equipment and landscape including trees and new mixed native perimeter hedgerow.

**Figures 3 & 4: Morden Park Junior Playground**



- Playground Improvement Schemes:** Linked to a review of ROSPA Annual Inspections across Merton's Playground Infrastructure it was noted the number of sites requiring upgrades was beyond the councils current Parks Investment Budget a Capital Growth Bid was submitted for the boroughs most extensive Playground Improvement since the boroughs successful DCLG Pathfinder Funding in 2011-12 During Q3 The Council Designed Year 1 Playground Schemes and carried out Public Consultation on Year for Rowan Recreation Ground, Miles Road Playground and Lewis Road Playground which can be seen on the Councils Website [Playground and paddling pool upgrades | Merton Council](#).

Figure 5: Rowan Road Recreation Ground



Figures 6 & 7: Q3 Consultation



During Q3 Consultation Events were carried out for Year 1 Playground Improvements for Rowan Rec / Miles Road Rec and Lewis Road Rec.

- Parks Security Measures:** Creation of soil bunding was created along Cannon Hill Lane and Parkways perimeters of Canons Hill Common. The soil bund was created using clay soil from councils cemetery operations which was topsoil and seeded to create a visually sensitive barrier to this designated Nature Reserve and Site of Borough Importance for Nature Conservation
- Biodiversity Net Gain:** Working with Idverde UK Business Partnership with RSPB UK. RSPB Ecologists have carried out reviews of 3 Nature Reserves in Merton including Abbey Recreation Ground and Merton Green Walk, Cherrywood Nature Reserve and Sir Joseph Hood Memorial Playing Fields Millenium Woodland and updated the necessary Management and Maintenance Plan for each of the above sites and provided the necessary BNG Metrics for each site.

**Internally Funded**

- During Q3 (October-December 2023) the councils Greenspaces Team along with Idverde UK have been supporting colleagues in Planning with the councils
  - Ward Allocation Scheme:** Creating a WAS Catalogue to support Councillors when reviewing the types of hard and soft landscape projects that could be funded with the £15K Ward Allocation Scheme Grant.
  - Neighbourhood CIL Civic Pride Neighbourhood Fund:** Supporting Friends of Parks Groups with a range of co-design hard and soft landscape schemes to improve facilities within the borough's Parks and

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Amenity Area, which in 2023-24 included projects at Joseph Hood Rec, Morden Rec, Cannizaro Park and Figge's Marsh.

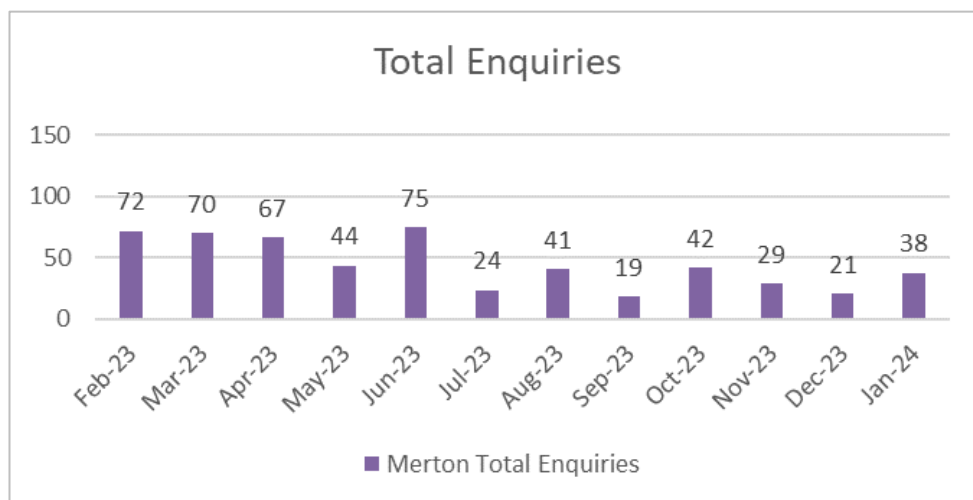
### Externally Funded

- During Q3 (October-December 2023) the councils Greenspaces Team along with Idverde UK have been supporting Friends of Parks Groups in Merton with external funding applications and project delivery including:
  - **Friends of Sir Joseph Hood Memorial Playing Fields:** Aviva Community Fund £35K for access and biodiversity improvements to the SJHMPF Millenium Wood.
  - **Friends of Cannizaro Park:** DEFRA £65K Grant for Sustainable Urban Drainage Scheme to Cannizaro Park Pond.
  - **Friends of Mostyn Gardens:** Groundwork Trust Grow Back Greener Funding £50K for the establishment of a Community Garden in the EX-Council works yard in Mostyn Gardens
  - **Friends of Morden Park:** Trees for Cities Green Corridor at Morden Park [New Trees at Morden Park | Trees for Cities](#) which is a £17K Grant to expand on the project started with Urban Tree Challenge in Spring 2022.
  - **Friends of Wimbledon Park:** Network Rail Community Grant £5k for entrance Improvements to Revelstoke Road entrance to Wimbledon Park

### Enquiries

Rag Status **GREEN**

#### SLWP Enquiries Log



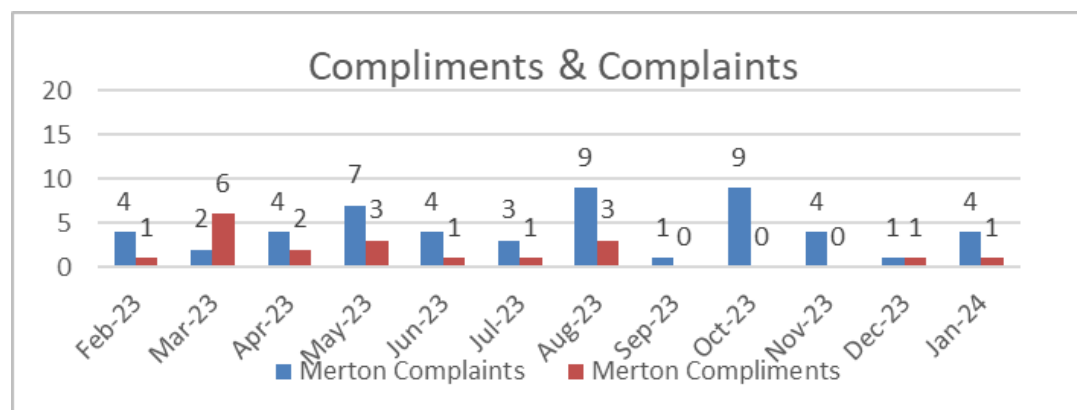
Q3 23/24 -  
Total  
Inquiries = 92

- In total, 54 enquiries were received in the period October-December 2023. This is an increase from the 84 received in Q2 but remains well below the Quarterly totals from Q4 22/23 and Q1 23/24.



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### Compliments and Complaints



Q3 23/24 -  
Compliments  
total = 1  
  
Complaints  
Total = 14

- For the period October-December 2023, Idverde received 14 complaints about their services, and 1 compliment.
- The council continue with its monthly operational and management meetings with Idverde UK and proactively work with the service provider to ensure communication is improved and complaints are addressed as soon as possible and communicated back to the complainant.

### Cemeteries

Rag Status **GREEN**

- Q3 winter activity for cemeteries operations included grass cutting, leaf clearance, removal of summer bedding, preparation of beds and planting of winter bedding, Litter clearance, Hedge cutting which was completed in good time across all 3 sites
- For the period October-December 2023 week 36 to week 48, Idverde carried out 138 burials across the borough's 3 cemeteries including accommodating Muslim and Hindu burials during the Christmas period. See table below for a breakdown across the 3 sites.

**Table 2: Burial Stats across the 3 Merton Council Cemeteries in Q3**

Week Number	Week Commencing	Merton & Sutton Joint Cemetery	London Road Cemetery	Gap Road Cemetery	LBM Total Burials
Week 36	02/10/2023	3	3	0	6
Week 37	09/10/2023	4	2	0	6
Week 38	16/10/2023	4	4	0	8
Week 39	23/10/2023	7	2	1	10
Week 40	30/10/2023	5	3	0	8
Week 41	06/11/2023	8	6	1	15
Week 42	13/11/2023	3	5	1	9
Week 43	20/11/2023	4	3	0	7
Week 44	27/11/2023	4	3	0	7
Week 45	04/12/2023	2	4	2	8
Week 46	11/12/2023	6	3	1	10
Week 47	18/12/2023	4	4	1	9
Week 48	25/12/2023	3	0	0	3
Total Burials		73	57	8	138

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- At the Merton and Sutton Joint Cemeteries (MSJC) Idverde also completed the below Special Projects on site during Q3. Establish a NEW 300 linear meter perimeter Yew Hedgerow on Garth Road.

### Allotments

Rag Status **GREEN**

- Q3 on Merton Allotments see's preparation for winter demobilisation of allotment water supply and annual servicing of water tanks and taps for illegal connections prior to water supply being shut off for the winter during October.
- Annual Invoices posted 10<sup>th</sup> October 2023 and Reminder Emails/letters sent 10<sup>th</sup> November 2023. A large number of plots given up this year, hence the increase in vacant plots available on the list attached below for the period.
- Plot viewings now being arranged to re-let vacant plots over the next few months.
- All waiting lists open (except Cannizaro Park) and new applications being accepted.

**Table 3: Council Managed Allotment Waiting List and Vacant Plot for Q3**

Allotment Site	Total Plots on site	Total Vacant plots	Total on waiting list	Comments
Brooklands Avenue	19	0	10	Tree works due to commence soon to pollard or remove Poplar trees along the drainage area behind the allotment. Arranging plot clearance to allow access.
Cannizaro Park	42	4	33	4 vacant plots. One 6 rod plot split in 2 to reduce waiting list
Cottenham Park	296	31	60	15 plots given up and 9 unpaid after invoicing. IdverdeUK will be arranging a group viewing of vacant plots and update records accordingly. JKW on site which will be treated once gully cleared which is currently with Merton Council Legal Team
Durnsford Road	61	6	42	
Eastfields Road	58	7	36	
Effra Road	12	0	10	
Eveline Road	28	0	23	
Haslemere Road	6	0	4	
Havelock Road	89	11	43	JKW on site which is being treated regularly as part of the IdverdeUK Invasive Species Management plan.
Phipps Bridge Road	80	8	16	
Thurleston Avenue	44	8	20	

### Volunteering

#### Volunteering Hours for Ministry of Justice Unpaid Work Program

- Merton Council continue to actively engage with the Ministry of Justice Probation Service. During Q3 October - December 2023 Probation Teams carried out a total of 49 workdays within 4 Merton Parks which included Abbey Recreation Grounds / Wimbledon Park / Nelson Gardens and Kendor Gardens supporting activities of the Friends of Parks groups in each of these parks.
- The total volunteer hours for the Q3 period across the 4 parks equates to 1225 volunteer hours.

- The range of projects undertaken ranged from litter picking, path edging, habitat, cleaning and painting furniture and fencing to habitat creation projects.
- Thanks to Friends of Parks volunteer coordinators from Abbey Recreation Grounds, Wimbledon Park, Nelson Gardens and Kendor Gardens for the great support offered to supervisors from Ministry of Justice and IdverdeUK thanks to Idverde teams for the supply of materials and tools for the projects.
- Linked to the council reporting these projects to the Safer Merton Tasking Group we are in negotiations with Ministry of Justice Probation Services Teams to establish a MOBILE probation team who have facilities and welfare in the vehicle so should spread the opportunities to Merton Parks that do not have pavilion on changing rooms on their sites.
- In January 2024 Probation Teams will commence the rub down and painting of the perimeter railings to the recently updated Rowen Recreation Ground Paddling Pool.

**Figures 8 & 9: Rowan Road recreation Ground**



- Unfortunately, due to changes in Ministry of Justice local management the site-specific project details of projects completed during Q3 are not available for this report, but would expect a fuller update in Q4 report to be shared in April 2024

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