

Overview & Scrutiny
Annual Report 2006/07
London Borough of Merton



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Foreword

We undertook a fundamental review of how scrutiny was working in Merton under the previous Council, and major changes followed the adoption of the recommendations in the review. Panels were given more autonomy vis à vis the Commission to determine their own work programmes and reports. Responsibility for deciding whether call-ins should be heard was passed from the Commission to the Monitoring Officer, with the intention of ensuring all valid call-ins would be heard. Resourcing improved – scrutiny now has a dedicated budget, although the Scrutiny Team is stretched to meet all the demands placed upon them.

As a result of the elections in May 2006, scrutiny in Merton took on a very different aspect. This was in part due to the verdict of the electorate in returning a balanced council in which no party held an overall majority; this balance was reflected in an equal division of panel chairs between the two major parties with an Independent chair for the Commission.

No overall control (NOC) has changed the role of scrutiny in Merton, bringing it centre stage to undertake pre-decision scrutiny of important policy initiatives on a cross-party basis before they proceed to Cabinet and Council. In becoming part of the process of political management in a NOC situation, arguably scrutiny has itself become more politicised.

With so many changes taking place (new panel Chairs and Vice-chairs working with a new administration in a Council with 40% new members), points of comparison with previous years are few, and scrutiny's outcomes for 2006/07 are best evaluated on their own merits rather than through a time continuum.

The work programme was wide ranging, with some of the most constructive work achieved by task groups rather than formally constituted panels. Two examples stand out as significant contributions to the political process in Merton: a group to consider the development of Mitcham town centre and feed into a review of the SPD, and a group to evaluate options for the transfer of the Council's housing stock, both operating on a consensual cross-party basis.

Six call-ins were heard during the year – more than in the life of the previous Council, and a healthy response to the new presumption in favour of valid call-ins. The process shed light on how decisions are made and achieved greater transparency than meetings of the executive normally allow. Cabinet responded constructively, in some cases amending its decisions.

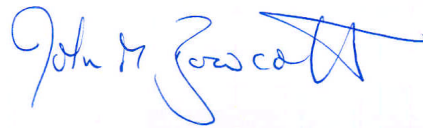
Facing a steep learning curve, the new team inevitably achieved less in some areas than others. Budget scrutiny consumed a lot of time and effort, but the list of recommendations eventually put to Cabinet was modest in the extreme. Scrutiny of performance management took a back seat to the development of

new policy initiatives – not surprising in the first year of a new administration, but it did not pass unnoticed by the Audit Commission. This weakness has already been addressed for the year ahead.

On balance though, there were many more successes than failures, and our thanks go to members and officers for the energies they sustained across such a wide-ranging programme. Scrutiny continues to offer exciting opportunities in Merton, and the promise of better outcomes for its residents.



Councillor Peter Southgate
Chair of the Overview and Scrutiny
Commission



Councillor John Bowcott
Vice-chair of the Overview and Scrutiny
Commission

Overview and Scrutiny Commission

Members of the commission

Councillor Peter Southgate (Chair)	Councillor Simon Withey
Councillor John Bowcott (Vice-Chair)	Councillor Chris Edge
Councillor Gilli Lewis-Lavender	Councillor Linda Kirby
Councillor Sheila Knight	Councillor Martin Whelton
Councillor Nick Draper	Councillor Henry Nelles

Substitute members of the commission

Councillor Mark Allison	Councillor Rod Scott
Councillor David Chung	Councillor Krysia Williams
Councillor Barbara Mansfield	

Co-opted members of the commission

Mr Andrew Boxall – Parent Governor Representative
Mr Ravi Kurup – Parent Governor Representative
Revd David Monteith – Church of England Diocesan Representative
Mrs Anna Juster – Roman Catholic Diocesan Representative

Scrutiny reviews

Review of Neighbourhood Governance

A task group of Councillors Peter Southgate, Henry Nelles and Martin Whelton undertook a review of neighbourhood governance in the borough. Mindful of both the existing arrangements in place in Merton and the neighbourhood and community agenda emerging from central government, the group explored opportunities around:

- the role of the frontline councillor;
- area forums or committees; and
- overview and scrutiny.

The review put forward recommendations around strengthening and relaunching area forums in the borough, pilot arrangements for devolving budgets to ward level and responding to new powers for both ward councillors and scrutiny contained in the Local Government and Public Involvement in Health Bill and Police and Justice Act.

The final report is to be put to Cabinet in September 2007 for consideration and endorsement.

Review of Enforcement

Councillors John Bowcott and Simon Withey carried out a short review into Council enforcement policies. The review findings and recommendations were

put to Cabinet in January 2007, when Cabinet instructed officers to conduct a further piece of work on the enforcement policies. This work is due to report back in the autumn 2007.

Follow up to previous scrutiny reviews

Review of Scrutiny

- The Review of Scrutiny, completed in March 2006, outlined a set of findings from research carried out by the task group, along with conclusions of other Merton-specific work carried out by Prof. Steve Leach and Richard Poxton. The final report set out a thorough analysis of overview and scrutiny procedures at Merton and put forward preferred solutions to address areas of concern, taking care to ensure that recommendations were evidence-based.
- The recommendations were implemented at the start of the 2006/07 year, and towards the end of the year Prof. Steve Leach was invited back to Merton to assess the impact of the new scrutiny arrangements in the council. Prof. Leach concluded that “there is no doubt that the overview and scrutiny function has improved considerably since April 2006. I would regard the infrastructure for overview and scrutiny – the structures, processes and systems which currently operate – as constituting good practice, which could beneficially be adopted by other authorities.”
- However, Prof. Leach also set out fifteen recommendations for ‘fine-tuning’ the scrutiny function further, for example encouraging panels to experiment with pre-meeting planning sessions; drafting job descriptions for chairs and vice chairs of scrutiny panels and the commission to clarify roles, responsibilities and expectations; improved training and development for all scrutiny members, and (separately) for the chairs and vice-chairs of the panels and commission; and intensifying efforts to identify topics of public concern which are appropriate for in-depth scrutiny reviews.
- The Commission undertook to consider how to take these recommendations forward.

Strategic issues and pre-decision scrutiny

Performance scrutiny

- The Commission carried out pre-decision scrutiny of the Best Value Performance Plan and received a summary of outcomes for the 2003-06 Business Plan early on in the municipal year to assess how the authority had performed against council priorities and targets.

Local Public Service Agreement

- In June 2006, Members of the Commission received a report on the performance of the Local Public Service Agreement (LPSA) up to the end of March 2006. Members congratulated the council on both achieving the

targets and attracting the financial rewards for the LPSA. The Commission was keen for Cabinet to seek a stretching Local Area Agreement which would bring further achievements and rewards for Merton, especially on e-government issues.

- Some details were not available for this meeting in June and as such figures around school exclusions and satisfaction with the fly-tipping service were brought back to the Commission in March 2007.

Draft Local Area Agreement (LAA)

- On 11 October 2007, the Commission carried out pre-decision scrutiny of the draft Merton Local Area Agreement, a three-year agreement between central government and a local area, represented by the lead local authority and other key partners through the Local Strategic Partnership. Members examined each of the thematic 'blocks' for the LAA (Children and Young People, Safer and Stronger Communities, Healthier Communities and Older People, and Economic Development and Enterprise), making comments and recommendations on each. These views were referred to Cabinet at their January meeting, for consideration when deciding whether to endorse the LAA and support its delivery.

Scrutiny of the Merton Partnership

- The Overview and Scrutiny Commission received a request from the Merton Partnership, Merton's local strategic partnership, to consider taking on a scrutiny role of the partnership. The Commission agreed to hold the Merton Partnership to account regularly, via scrutiny of their annual report, which would identify achievements and outline performance against targets, and the 6-monthly updates of progress. Members agreed that this would present an opportunity for councillors to challenge the Partnership on its performance and progress on delivering the Community Plan.
- The first exercise to scrutinise the LSP Annual Report was due to take place in June 2007, at the beginning of the new council year.

Progress of Key Decision 176: Transfer of Phipps Bridge Community Centre

- Following concerns from members about the length of time that this item had been listed on the Council's Forward Plan as due for decision, the Commission revisited this item on numerous occasions over the course of the year to receive updates on progress.

Health and Community Care Services Overview and Scrutiny Panel

Members of the panel

Councillor Gilli Lewis-Lavender (Chair)
Councillor Sheila Knight (Vice-Chair)
Councillor Jeremy Bruce
Councillor Zenia Jamison

Councillor Denise March
Councillor Peter McCabe
Councillor Gregory Udeh
Councillor Ron Wilson

Substitute members of the panel

Councillor Nick Draper

Councillor Rod Scott
(replaced Cllr David Dean in April 2007)
Councillor Richard Williams

Councillor Barbara Mansfield
(replaced Cllr Rod Scott in Nov 2006)

Co-opted member of the panel

Mr Saleem U Sheikh – Sutton & Merton PCT Patient and Public Involvement Forum

Scrutiny reviews

Health scrutiny action learning project

This project – led by Councillors Sheila Knight and Gilli Lewis-Lavender – commenced in September 2005 following a successful bid to the Centre for Public Scrutiny¹ for up to £20,000 to undertake a health scrutiny project related to the 'choosing health' agenda. The project was funded for one year and a report was produced in October 2006. The bulk of the funding was used to secure the services of a local research company to look at this age group and the health issues faced by them. A number of recommendations around the health of older people aged 50+ were put forward and implementation of the recommendations will be monitored by the Panel.

Review of prevention of ill health and early intervention

The Panel agreed to commence a new review with a cross-cutting remit looking at the importance of preventative measures in the area of health and the benefits of promoting a healthy lifestyle. The task group comprised Councillors Jeremy Bruce, Zenia Jamison, Sheila Knight, Gilli Lewis-Lavender, Peter McCabe, Denise March, Gregory Udeh and Ron Wilson, plus Mr Saleem U Sheikh, a co-opted member of the Panel.

The task group divided themselves into four working groups:

- keeping fit and well (physical activity, healthy eating);
- breaking the habit (drugs, smoking, alcohol);

¹ www.cfps.org.uk

- older people's health (including chiropody and dentistry); and
- young people's health (Healthy Schools scheme, vaccination).

A 'mystery shopping' exercise was undertaken by a volunteer, Mary Sinfield, who telephoned local dental surgeries to determine how easy it was to access NHS dental services. The Panel appreciated Mary's support and her findings were included in the report. The public attendance and engagement at the Panel's meetings throughout the year has been most welcome and has contributed to strengthening of the scrutiny process. Members have also looked at mental health and health resource distribution and reported their findings in June 2007.

Follow up to previous scrutiny reviews

The Panel appointed review champions for previous scrutiny reviews at the first meeting of the municipal year in June 2006. The champions were asked to meet with relevant heads of service between panel meetings, to discuss progress with implementation of scrutiny review recommendations and then to update the Panel at subsequent meetings. The review champions have verbally updated the Panel throughout the year:

Review of day care provision for adults and older people

- Review champion: Councillor Gilli Lewis-Lavender
- The Chair has been undertaking visits to local day centres run by the Authority to familiarise herself with the facilities available.

Review of transitions for young people moving to adult social care

- Review champion: Councillor Sheila Knight, with Councillor Agatha Akyigyina from Life Chances Scrutiny Panel as this was a joint review.
- There is still some concern about lack of progress being made with improving the transition process and this issue will continue to be a priority concern.

Review on implementation of the Disability Discrimination Act

- Review champion: Councillor Sheila Knight
- The issue of disability has been considered in a number of places, including the Way We Work Panel when discussing the review of Merton as an employer of disabled people, and with targets to improve accessibility at Merton Civic Centre and other council buildings.

Strategic issues and pre-decision scrutiny

Sutton & Merton PCT blood testing services at the Nelson Hospital

- A scrutiny consultation on PCT services was undertaken during 2005/06 and one issue of concern reported by residents was that of blood testing services at Nelson Hospital, particularly the waiting times and staffing issues. Members therefore requested a report from the PCT which was considered in June 2006 and again in February 2007. Members have acknowledged the pressures on the service and some improvements made. Should further concerns be raised by the public, the Panel may request a further report from the PCT.

Transport arrangements for Community & Housing service users

- The Panel considered a Community and Housing Transport Policy aimed at promoting independence, flexibility and choice for service users, minimising unnecessary duplication of transport resources and providing a consistent basis for determining both eligibility and the most suitable transport option to meet needs of individual users. Some concerns were expressed about the consultation process and the Panel thought that there should be a holistic approach to consideration of transport provision including transport for the elderly, so that the issue of eligibility criteria for concessionary fares is not considered in isolation. Also, the Authority should make use of any discretionary powers wherever possible.
- Cabinet was advised that the Panel considered the policy to be too lengthy and that improvements could be made to the clarity of its language and the presentation of financial details. The Panel also felt there to be a case for a full review of transport provision across the Council and its interface with the voluntary sector. The Panel Chair advised that witnesses interviewed as part of the review had suggested more consideration should be given to carers. The Director of Community and Housing undertook to revise the document to provide a summary version of its background and improve its presentation prior to sending it out for consultation. Officers were asked to ensure that carers are consulted as part of the process.

Older People's Strategy

- In considering the Older People's Strategy, the Panel requested that the findings of the Health Scrutiny Action Learning Project (see earlier item) be taken into consideration, in particular the research into the health issues faced by local people in the 50+ age group. Members were also concerned about the proposed consultation period of November 2006 to March 2007 and the view was expressed that this might need to be extended. Cabinet on 18 December 2006 resolved that the draft strategy be approved for consultation, which should be extended to run from late January to 29 June 2007. Changes to the draft strategy following the consultation period will be reported for information to the Panel.

Charging criteria for home care services

- A report was brought to the Panel following a request by a member of the public who did not understand the criteria on which his home care charges were based. Members stated that the criteria needed to be clarified and if a client required explanation of the process, a home visit should be made for this purpose.

National Service Framework (NSF) for neurological long term conditions

- The Panel received a report on implementation of this NSF and Members were concerned that the establishment of a joint local implementation team had not happened. There had been some auditing of local services but not in a joined up way. Members were advised that steps had been taken to start the process and the associated culture change required. The Panel will receive a report in September 2007 on progress, to include statistical data on patient numbers, information on the stakeholder event, the joint local implementation team, auditing of existing local services, training needs for all agencies, appropriateness of using rehabilitation beds and numbers of patients involved.

Audit Commission inspection of 'Supporting People'

- The Panel considered the report on the inspection of Supporting People. In order to improve their understanding of the Supporting People Service the Panel agreed to the holding of an event along the lines of a parliamentary select committee as suggested by the Panel Chair, to be attended by all relevant officers and external agencies and to which Merton Seniors Forum and other interested groups and users would be invited. This event will provide an opportunity to explain how Supporting People operates and for a question and answer session.

Proposed changes to Mental Health Services

- Members were informed of proposals to review adult community mental health services and agreed that this issue should be overseen by the Mental Health Review Group set up to monitor progress with implementation of the CSCI Inspection Action Plan for mental health. The review will continue into 2007/8 when further scrutiny will be undertaken as necessary.

Sutton & Merton PCT – Financial turnaround plan

- The Panel considered the key projects in the PCT's Financial Turnaround Plan and will continue to request updates on progress with achieving the required savings.

Fairer charging policy

- A Special Panel meeting was called on 4 April 2007 to allow members to undertake pre-decision scrutiny of a proposed new charging policy in Community and Housing for adult social care. The Panel heard representations from a number of members of the public and narrowly resolved not to accept the recommendations in the report. Some members

were concerned that the consultation process was inadequate and did not accept the proposed level of future charges. It was agreed that the Disability Related Expense (DRE) criteria should be reviewed; problems with billing should be resolved; more effort should be made on direct payments; and there should be review of the policy of not passing responsibility for savings to other departments with lower priority issues.

- Cabinet considered the policy and the views of the scrutiny panel on 23 April 2007 and agreed to the increased charges for meals on wheels and home care, and the introduction of a transport flat rate daily charge. Regarding day centre attendance, Cabinet agreed to charge £6.50 per day and to charge all service users who attend a day centre daily instead of weekly. It was also agreed that there should be ongoing discussions with user groups and regular monitoring of the effect of charges on service users and on service provision.
- This decision was then called-in – see entry under ‘Call-in’

Items monitored

Inspection of Mental Health Services: Action Plan (Mental Health Review Group)

- The CSCI inspection of mental health services in 2005 resulted in a comprehensive action plan and the Panel appointed a four-member Mental Health Review Group to monitor progress with implementation of the agreed actions. This Group met four times during this municipal year and considered the progress with the action plan, the Mental Health Housing Strategy and proposals for reviewing adult community mental health services. The Review Group meets every two to three months with the PCT and the Mental Health Trust and reports back to the full Panel on a regular basis.

Performance indicators within the Panel’s remit

- The Panel Chair selected red and amber performance indicators for consideration at specific meetings, from the dashboard of indicators set across the Authority. The specific areas scrutinised included indicators and targets relating to:
 - people with learning disabilities helped to live at home;
 - services for carers;
 - take up of Direct Payments;
 - admissions to residential/nursing care; and
 - waiting times for initiating contact and assessing clients.

Other issues considered

Department of Health consultation on 'A Stronger Local Voice'

- The Panel considered the Department of Health (DoH) proposals for strengthening patient and public involvement in health through changes to PPI forums and the establishment of new LINKs networks. A formal response was sent to the DoH and one of the key concerns was the proposed loss of rights of inspection of NHS trust premises. The Panel has noted that some inspection rights have been reinstated.

Annual healthchecks for local NHS Trusts 2006-2007

- The Panel dedicated its March 2007 meeting entirely to the issue of NHS Trusts' Standards for Better Healthcare declarations as part of the Healthcare Commission Annual Healthcheck process. Five local NHS trusts gave short presentations on their declarations and focused on the areas where they were non-compliant with the standards. Following the meeting, the Panel submitted statements to each of the trusts based on evidence gained through scrutiny during 2006-2007 and these are included verbatim in the trusts' final submissions to the Healthcare Commission.
- Although there has been no formal engagement with the London Ambulance Service (LAS) during the year, the Panel intends to build some engagement with the LAS into the 2007/08 scrutiny work programme.

Life Chances Overview and Scrutiny Panel

Members of the panel

Councillor Nick Draper (Chair)	Councillor Karin Forbes
Councillor Simon Withey (Vice-Chair)	Councillor Patricia Lewis
Councillor Agatha Akyigyina	Councillor Barbara Mansfield
Councillor William Brierly	Councillor Maxi Martin
Councillor Richard Chellew	Councillor Krystal Miller

Substitute members of the panel

Councillor Edith Macauley	Councillor Rod Scott
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Co-opted members of the panel

Mr Andrew Boxall – Parent Governor Representative
Mr Ravi Kurup – Parent Governor Representative
Revd David Monteith – Church of England Diocesan Representative
Mrs Anna Juster – Roman Catholic Diocesan Representative
Mr John Gourlay – Teacher Representative
Mr Henry Macauley – Merton Governors Council Representative
Dominik Leeson – Member of the National Youth Parliament

Scrutiny reviews

Review of libraries

Five members of the Life Chances Panel – Councillors Simon Withey, Nick Draper, Rod Scott and Patricia Lewis, plus Ravi Kurup, a Parent Governor Representative – formed a task group to look at the library service in Merton. The purpose of the review was ‘to look at the library services provided by Merton and increase the numbers of people using the service’. The review was carried out over a six-month period, concluding in March 2007, and gathered evidence from a number of sources including: library users and members of the public, other service providers and officers.

Through this process the task group identified a number of key issues and then make recommendations in the following areas:

- improving usage and reaching a wider cross section of the community
- providing facilities and services that people want
- marketing and publicity of services
- budget, staffing and financial issues

Members agreed that it was essential that we 'reach out' into the community to encourage wider usage particularly in relation to young people. The review

recommends that the council involve young people more in the future development of the library service in Merton.

Opening hours was raised as an issue throughout the review with many members of the public saying that they would like the use their local library at lunchtimes, on Wednesday afternoons and maybe later in the evening. Cabinet has been asked to carry out a review of opening hours at all libraries across the borough.

One of the key issues that arose from the review was the diversity of requirements of the service from the community in which it serves and that a balance between different user groups would need to be found if the library service was to meet the future needs of the people in the borough.

The recommendations of the task group were agreed by the panel and forwarded to Cabinet for decision at Cabinet on 23 April 2007.

Follow up to previous scrutiny reviews

Review of youth engagement and services available to young people in Merton

The Panel at its meeting on 3 April received an update on progress in relation to the previous scrutiny review of youth engagement and services available to young people in Merton. The panel looked in detail at the actions taken in response to the 21 recommendations that were agreed at Cabinet in July 2006 and were please to see number of positive outcomes have been reported so far, including:

- Agreed to growth of £81,000 for youth service for 2007/8 and a further £81,000 year for five years in order to meet the National Youth Association's recommended spend (which is currently recommended at £100 per young person).
- The panel recommended that 'the youth service, partner and other organisations work with young people through detached, centre and group work to ensure that Merton is provides what young people want'. A number of outcomes are emerging:
 - A participation strategy has been developed specifically for consulting with children and young people, this also includes a pledge that will now be consulted upon by young people,
 - A youth service planning policy has been developed which ensures that more sessions are planned based on what young people want.
 - The youth opportunity fund has funded 12 young people led projects this year, so far.
 - Work with Groundwork through Lottery Funded Young People Neighbourhoods aims to empower young people to be engaged in the neighbourhood renewal process

- The youth service has entered into an SLA with the Carers Centre to develop and sustain provision with young carers. The increase in the Youth Service funding will facilitate this development year on year.
- The review recommended the adoption by the authority of ‘Hear by Right’ standard and the developing departmental service plans are all making a commitment to carrying out an audit against the standard.
- A conference has been arranged for March 2007 of young people where a constitution for a new Merton Young Peoples Parliament will be compiled. This constitution will then be subject of a referendum through e-voting during summer 2007.
- The Youth Opportunities Fund process has been set up with youth forum and Merton Youth MP’s making up the grants panel, it meets monthly and considers applications from groups of young people and allocates grants. To date it has supported 12 bids and allocated 80% of funds for 2006/07.
- A Youth Service and Press Officer publicity strategy has been drawn up to include specific positive stories of activity by young people.

Exclusions review

- On 13 November 2006 and 3 April 2007 the panel received updates on the position with regard to the disproportionate number of ethnic minority pupils excluded from the education system. All the actions from the 2002/2003 Exclusions Scrutiny Review have been completed apart from the long-term recommendation that ‘a long-term project concerning study of the correlation between the ethnic minority achievement and exclusion is build into the work programme’.
- It was evident from the percentage of the school roll that there is a still a disproportionate number of ethnic minority children being excluded. The panel agreed set up a time limited task group look at the figures in detail, to continue to monitor progress and at future meetings receive information on the possible strategies for intervention to improve this situation.

Strategic issues and pre-decision scrutiny

Specialist education needs and behaviour review

- The panel at its meeting on the 12 September 2006 carried out pre-decision scrutiny on the Special Education Needs and Behaviour review. They agreed with the broad direction of this review and endorsed the recommendation to cabinet for the review and associated recommendations to go out for wide reaching consultation. The panel also raised a number of comments including: that the document be concise and easy to understand, that appropriate contact details be included, school governors be informed and consulted early on in the process, that the consultation exercise be advertised as widely as possible and that the panel would like to see and have input into the consultation process and documentation.

- At their meeting on 22 February 2007 the Panel received an update on progress with in relation to the timetable and emerging themes arising from this review. The Panel then held an extra meeting on 7 March 2007 to consider the Special Educational Needs consultation exercise, making a number of comments to be taken into account during redrafting, including:
 - the document needed to be more reader friendly, bearing in mind that the target audience was not councillors or officers, in particular the use of acronyms;
 - consultation should involve any parent of any child at any stage in the system;
 - more schools locations be considered;
 - the reason for consultation be better explained;
 - it would be useful if the paper offered parents real choices and sought their preferences – the document gave the impression that some decisions had already been taken;
 - there needed to be more statistical examination to establish the current position and support any proposals being made;
 - there would need to be an extension of the response time
 - the authority needed to work with parents and encourage them to come forward with their ideas for SEN provision; and
 - bases in secondary schools needed to be able to access public transport provision wherever possible.

Items monitored

Children's Trusts

- The panel formed a task group of five members with the purpose of monitoring the introduction of a Children's Trust in Merton. Throughout the municipal year they met four times and received regular updates on progress which included looking at the special education needs review and at the commissioning process/strategy.

Healthy Schools Initiative

- On the 3 April 2007 the Healthy Schools Programme Co-ordinator for Kingston, Merton and Richmond gave a presentation on the initiative, which was run jointly by the Department for Education and Skills and the Department of Health.

Other issues considered

School Standards 2005/2006

- The panel looked at school standards and issues affecting attainment along with school number and exclusions over the course of three panel meetings in November 2006 and February and April 2007. Looking in detail at:
 - Attendance figures
 - Examination results and future targets
 - Exclusion figures and behaviour support and provision
 - Comparisons with other local authorities
 - SEN inclusion
 - Information on pupil mobility

Stout Hall

- The panel received two updates on progress in relation to Stouthall.

Regeneration and the Public Realm Overview and Scrutiny Panel

Members of the panel

Councillor Chris Edge (Chair)	Councillor Russell Makin
Councillor Linda Kirby (Vice-Chair)	Councillor Judy Saunders
Councillor Marc Hanson	Councillor Linda Scott
Councillor Stephen Kerin	Councillor Krysia Williams

Substitute members of the panel

Councillor Andrew Judge	Councillor Jonathan Warne
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Scrutiny reviews

Review of council house repairs

Four members of the Life Chances Panel – Councillors Russell Makin, Chris Edge, Linda Scott and Steve Austin – formed a task group to look at Merton's council house repairs service. They invited three tenant/ leaseholder representatives – Ann Moyies (Tenant Representative), Wendy Davies (Leaseholder Representative) and Mick O'Brien (Tenant Representative) – to be co-opted onto the task group for the length of the review. The purpose of the review was *'to develop a set of recommendations designed to provide a cost effective repairs service for Merton's residential properties'*.

The review was carried out over a seven month period, concluding in March 2006, gathering evidence from a number of sources including: tenants/ leaseholders, local MPs, councillors, officers, cabinet member and other service providers including Sutton Housing Partnership and Kensington and Chelsea Tenant Management Organisation.

The recommendations arising were agreed at a meeting of the panel on 29 March 2007 and were put forward to cabinet for decision on 23 April 2007.

Review of the planning application process

The Panel also appointed a task group to review the planning application process in Merton. Councillors Chris Edge, William Brierly, Marc Hanson, Peter Southgate, Philip Jones, Russell Makin and Ian Munn undertook this piece of work, which focussed on the following areas:

- Information, Guidance and Training (for residents and Councillors)
- The Planning Application Committee
- Consultation with residents
- Speed, efficiency and operations
- Member involvement

The final report and recommendations will be put to the panel meeting on 18 July 2007 to be agreed, before being submitted to Cabinet in September 2007.

Mitcham SPD

Following the call-in of the Cabinet's decision to revise the Mitcham Town Centre Supplementary Planning Document (SPD), the panel established a cross-party scrutiny working group to gather input from members across the authority about how Mitcham town centre should develop and to feed this into the review of the SPD. The task group met four times, along with a number of other interested councillors to discuss the matter.

Follow up to previous scrutiny reviews

Waste collection review

- At the Regeneration and Public Realm Scrutiny Panel in June 2006 a Waste Collection review champions task group was set up with the purpose of following up upon the recommendations contained in the review report which had been agreed by Cabinet in March 2006. The task group met three times between July and October 2006 where they received further information on progress made against these recommendations
- The task group identified one key recommendation that had not been progressed 'the introduction of a dual wheeled bin system for collection of recyclable and residual waste'. Members agreed to refer this item to the Panel for further consideration. The Panel invited the Cabinet Member for Environment and Traffic Management to the panel meeting in January 2007. The panel were supplied with information on the cost and different options of waste collection. The Panel agreed to continue to monitor this issue asking for a further update at the beginning of the new municipal year.

Smarter, clutter-free streets scrutiny review

- An update on the Smarter, Clutter-free Streets scrutiny review was considered by the panel at its meeting on 28 February 2007. This review was completed in November 2004 and looked at issues relating to the street scene in Merton. The Panel were asked to comment upon the actions taken to date and those ongoing together with the estimated costs to implement the remaining recommendations.

Strategic issues and pre-decision scrutiny

Waste disposal procurement and partnering arrangements

- The panel received a presentation and then discussed the proposals and drivers for the future of the waste disposal service as an item of pre-decision scrutiny on 13 September 2006. The panel agreed with the broad direction

of the proposals and asked that the potential for setting up a nappy laundering service be also considered.

Climate change strategy

- The Panel received a presentation on the planned Climate Change Strategy for Merton at its meeting in November 2006. Members agreed that they would like the panel to monitor progress with development and implementation of this strategy and recommended that a task group of the panel be set up.

Housing Stock Options

- On the 9 November 2006 after doing pre-decision scrutiny on Housing Stock Options the panel recommended that Cabinet agree that:
 - ‘in principle’ a transfer of Merton’s housing stock should be considered as an option for the future management of the Council’s housing stock;
 - a further report be submitted on the selection of a new landlord;
 - costs be incurred ‘at risk’ prior to acceptance on the transfer programme by DCLG;
 - to approve consultation with tenants and leaseholders regarding the option of Merton’s housing stock transferring to a Registers Social Landlord.
 - that a communications company with specialist experience of housing transfers be employed;
- The panel also agreed that a scrutiny task group be set up to monitor the process.

Future of housing stock in Tadworth

- The panel carried out pre-decision scrutiny on the future of the Housing Stock in Tadworth at its meeting on 9 December 2006. The panel endorsed the recommendations to cabinet, which included:
 - to approve a ballot of tenants and leaseholders on Tadworth Estate transfer to Raven Housing Trust;
 - to that consultation be undertaken on the basis that the stock is to be transferred with contractual obligation upon the Housing Association to modernise the stock.

Items monitored

Housing Revenue Account 2007/2008

- The panel at its meeting on 18 January 2007 were asked to comment on budget setting for the Housing Revenue Account in relation to both revenue and capital for 2007/2008. Members were asked to review the current overall position of the Housing Revenue Account and the information on growth and savings.

Partnering project update

- On the 29 March the panel reviewed the current position in relation the partnering project for responsive housing repairs. The panel looked at how the project will be delivered and the progress made so far.

Other issues considered

Availability and quality of public conveniences in Merton

- On the 29 March 2007 the Head of Street Management introduced a report advising the panel of the current position with regard to public conveniences in the borough. She informed the panel that there is not any budget currently available to develop council owned facilities and that public conveniences can often be subject vandalism. The panel suggested that:
 - the existing provision for public convinces in Mitcham be reviewed, in particular, the possibility of reopening the existing but closed facilities on a during the day;
 - that existing provision in the borough (including facilities in council owned public buildings like the civic centre) be publicised in libraries and other places particularly targeting older people through say Age Concern.

Tacking graffiti on non-council land

- The panel reviewed a presentation from a Graffiti Officer in relation to how the authority helps to tackle graffiti on non-council land, outlining the work done in partnership with other organisations, the public and in schools to tackle and reduce graffiti in the borough.

Noisy party service

- The Council's Environmental Health Manager gave the panel an overview of the nature and benefits of the 'Noisy Party Service'. Detailing the budget and staffing, role and responsibilities and comparisons with other local authority services.

Way We Work Overview and Scrutiny Panel

Members of the panel

Councillor Martin Whelton (Chair)
Councillor Henry Nelles (Vice-Chair)
Councillor Mark Allison
Councillor Mark Betteridge

Councillor Angela Caldara
Councillor John Dehaney
Councillor Brian Lewis-Lavender
Councillor Rod Scott

Substitute members of the panel

Councillor Steve Austin
Councillor Stephen Kerin

Councillor Richard Williams
Councillor Ron Wilson

Scrutiny reviews

Review of the implications of the Employment Equality (Age) Regulations 2006

The Way We Work Scrutiny Panel agreed that it should undertake a review on the implications of the Employment Equality (Age) Regulations 2006, known as the Age Discrimination Act, as this logically follows on from previous scrutiny reviews relating to equality issues. These included a review of the implications for Merton following the MacPherson Inquiry into the death of Stephen Lawrence, and of Merton Council as an employer of disabled people.

The review task group (Councillors Mark Allison, Brian Lewis-Lavender, Martin Whelton and Rod Scott) commenced its work in July 2006 and completed it in November 2006, so that any recommendations could be taken on board as soon as possible after the Regulations were implemented on 1 October 2006. Members concluded that Merton Council's employment procedures are fully compliant with the requirements of the legislation and welcomed the fact that Merton's approach to employment of older staff does in fact exceed the minimum requirement as laid down in the Regulations.

The Panel will monitor progress and hopes that Merton will lead the way in terms of demonstrating a positive approach to employing staff across the whole age range, and in particular where staff wish to work beyond the statutory retirement age.

Review of income generation

The Panel agreed to undertake a review into how the Authority generates additional income and to identify practical opportunities for income to be maximised. Councillors Henry Nelles, Martin Whelton, Brian Lewis-Lavender and Mark Betteridge carried out the review. A final review report with recommendations was presented to Cabinet for approval in June 2007. An

action plan will be drawn up to monitor progress with implementation of the recommendations, which include exploring initiatives to generate income through the sponsorship of/advertising at local events.

Follow up to previous scrutiny reviews

The Panel appointed review champions for previous scrutiny reviews at the first meeting of the municipal year in June 2006. The review champions were asked to meet with relevant heads of service between panel meetings, to discuss progress with implementation of scrutiny review recommendations and then to update the Panel at subsequent meetings.

Scrutiny review of procurement

- Review champion: Councillor Henry Nelles
- An update on the Procurement Strategy Action Plan, which incorporated the recommendations arising from the scrutiny review of procurement was considered at the March 2007 Panel meeting. The Panel was impressed with progress made on the Action Plan and in particular the recommendations of the scrutiny review. Members acknowledged the introduction of the 'Two Clicks' toolkit which enables officers to access the relevant part of the procurement procedures manual. Procurement is now an LAA target in Merton.

Scrutiny review of access to welfare benefits

- Review champion: Councillor Mark Allison
- The Panel was kept informed of performance in the Council's Welfare Benefits Section. In particular, Members welcomed the fact that the Audit Commission had assessed the Section as excellent for 2005/06. The Panel agreed that staff were to be congratulated on this achievement.

Scrutiny review of Merton as an employer of disabled people

- The Panel Chair, Councillor Martin Whelton, undertook the review champion role on a temporary basis until a permanent member champion, Councillor Sheila Knight, was appointed in March 2007.
- The Panel received a progress report on the implementation of the Action Plan at the September 2006 and March 2007 meetings. Staff from Merton's Disabled Employees Forum attended the March 2007 meeting at the invitation of the Panel Chair and addressed members on their perception of progress made. The Panel will continue to monitor progress at regular intervals.

Strategic issues and pre-decision scrutiny

The following topics have been scrutinised as part of the Panel's work programme for 2006-2007. Some of the items were selected from the Forward Plan, whilst others were requested by members as issues of concern requiring formal scrutiny:

Asset Management Plan

- Members undertook pre-decision scrutiny of the new Asset Management Plan (AMP) incorporating the latest guidance from the Department of Communities and Local Government (DCLG). Although the Authority is not required to report the new AMP to the DCLG as the previous plan was graded "good", it was appropriate that a new Plan be prepared and approved to ensure that the Council's strategic asset management procedures are robust. The new Plan takes account of the recommendations in the Lyons Review of Asset Management 2004. It contains an action plan for delivery that will ensure the Council continues to demonstrate best practice whilst providing a comprehensive vision for the future management of assets. The Panel endorsed the Asset Management Plan and commended it for approval.

Corporate Equality Scheme 2006-2009

- The Panel considered the Corporate Equality Scheme, which enables the Council to promote its commitment to equality and meet its statutory equality obligations relating to age, disability, gender, faith, race and sexual orientation. As one principle of the equalities legislation is to ensure transparency in planning, delivery, monitoring and outcomes of equalities work, it is proposed to bring monitoring reports showing performance against targets to the Way We Work Scrutiny Panel in the future.

Single Status

- The Head of Human Resources provided regular progress reports on the work leading up to implementation of Single Status throughout the year and updated the Panel on negotiations being undertaken with unions and staffside. The Panel will continue to monitor this important issue over the coming year in the lead-up to formal implementation of Single Status.

Investigation into the Health and Community Care budget overspend

- On 21 February 2007, the Panel considered the findings of an external report into the continuing overspend in this area and the underlying reasons for the budget pressures. Members of the Health & Community Care Panel were invited to attend the meeting and contribute to the discussion. The Way We Work Panel will continue to monitor this issue closely at future meetings as part of its normal corporate budgetary control monitoring role.

Items monitored

Financial reporting 2006-2007 – budgetary monitoring and control

- Members undertook monitoring of the year's budget and focused on areas where there were spending pressures and overspends. The continuing overspend in Community and Housing gave particular concern and the Panel scrutinised an external report on this issue in February 2007, inviting members of the Health & Community Care Scrutiny Panel to the meeting

Performance indicators within the Panel's remit

- The Panel Chair and Vice-Chair have selected a range of performance indicators for specific meetings, from the dashboard of indicators set across the Authority. The specific areas scrutinised included indicators and targets relating to welfare benefits, Merton Link waiting times (One Stop Shop), accessibility of council buildings, disabled employment, top earning staff and staff sickness rates

Other issues considered

Cost of external legal fees

- This issue was raised by a member of the Panel and members considered the figures supplied by the Head of Civic and Legal Services in February 2007. Explanations were given for why external legal advice was sometimes required. The Panel will continue to monitor this expenditure as part of its regular consideration of the engagement of external consultants through budgetary monitoring and control.

IT Services corporate complaints system

- Following concerns by members that departments did not use the same system for recording complaints, the Head of IT supplied a report on a new corporate complaints system which has been introduced to standardise the way complaints are reported and recorded by the authority. The new system has replaced a number of different systems for handling complaints. The new system allows members of the public to register their complaints directly via the web site. Whilst the main system is now operational, some additional features such as reporting and members enquiries are still being developed.

Scrutiny of the Business Plan and Budget 2007-2010

The Council's constitution requires overview and scrutiny to be consulted as part of the process to develop the Council's Business Plan and Budget. The Panels are responsible for considering the proposals relating to their thematic remits, and the Overview and Scrutiny Commission is tasked with coordinating scrutiny's involvement in this process and reporting comments and suggestions to the Executive.

The panels and Commission carry out this work at two rounds of meetings:

- At the first round of meetings, the panels and commission examined the draft budget 2007/08-2009/10 and the proposed Business Plan priorities, planned outcomes and performance measures.
- At the second round of meeting, members considered the progress made in the intervening weeks, along with details of the targets for the Business Plan and latest information about budgetary planning.

Round one	
• Health and Community Care Services Scrutiny Panel	14 November 2006
• Way We Work Scrutiny Panel	15 November 2006
• Life Chances Scrutiny Panel	16 November 2006
• Overview and Scrutiny Commission	20 November 2006
• Regeneration and the Public Realm Scrutiny Panel	8 December 2006
Round two	
• Way We Work Scrutiny Panel	16 January 2007
• Life Chances Scrutiny Panel	17 January 2007
• Regeneration and the Public Realm Scrutiny Panel	18 January 2007
• Health and Community Care Services Scrutiny Panel	23 January 2007
• Overview and Scrutiny Commission	5 February 2007

At each stage, overview and scrutiny made recommendations to Cabinet for amendments, additions and deletions.

Call-in

Merton changed its call-in process at the beginning of the 2006/07 municipal year following a full review of the overview and scrutiny function in March 2006. The determination of whether a request is valid is now taken by the Monitoring Officer, who assesses the information provided through the call-in form against the criteria set out in the constitution. As long as call-in requests meet these criteria there is a presumption that the call-in should be heard. In addition to this, call-ins are now heard by the scrutiny panel responsible for the subject area, rather than the overarching Overview and Scrutiny Commission as used to happen.

These changes have had a positive effect on the way that call-in has developed over the course of the year. Prof. Steve Leach from De Montfort University recently assessed the impact of the Review of Scrutiny and concluded that:

‘The process for dealing with call-in has become clearer, fairer and less contentious ... There have been four call-in requests since May 2006 which have provided a useful test of the robustness of the procedure as a vehicle for holding the executive to account ... In each case there was value added by the call-in proceedings.’

Call-in in 2006/07

Over the course of the municipal year, six decisions were called-in:

- Corporate branding;
- Budget 2006/07 review: environmental enhancements;
- Revision of Mitcham Town Centre SPD;
- Council land: housing decisions;
- P4 Development – update and recommendation; and
- Fairer charging policy.

Corporate branding

The decision of Cabinet to change the council logo and strapline was called in and the Way We Work Scrutiny Panel heard the call-in on 1 August 2006. There were particular concerns about the appropriateness of the new strapline as the phrase had also been used in Conservative election material. The members calling-in the decision explained their concerns – including querying the legality of using what they saw as a party political slogan for a public body – and the Leader of the Council, the Chief Executive, the Head of Legal Services and the

Communications Manager were present to respond to the panel's queries and concerns.

Following these discussions – including legal opinion given from the Head of Legal Services who confirmed that the use of the slogan was legal, and the presentation of evidence presented the slogan in question had been chosen from a candidate list of possible straplines, not selected with no regard for alternatives – the panel endorsed the Cabinet's decision.

The call-in enabled a full and frank discussion about a controversial issue early on in the new council cycle. This allowed key concerns about the legality of the use of the slogan to be addressed and resolved quickly.

Budget 2006/07 review: environmental enhancements

Cabinet took a decision at its first meeting on the new council year to recast £181,000 of the 2006/07 budget to channel resources into environmental enhancements. The decision was called-in, the key concern being about where the £181,000 was to be sourced from, as there had seemed to be some confusion at the Cabinet meeting itself.

The Director of Corporate Services and the Cabinet Member for Corporate Resources attended to respond to questions from the panel and explained in depth how the proposal was to be funded. Following discussions about the plans to finance the proposed environmental schemes and evidence that the savings to achieve the virement had been properly evaluated and were achievable, the panel agreed to endorse the decision made by Cabinet.

The call-in ensured that the decision-making process was transparent and allowed members to be satisfied that all proper considerations had been taken into account when making the decision.

Revision of Mitcham Town Centre SPD

In October 2006 Cabinet's decision to revise the supplementary planning document for the regeneration of Mitcham town centre was called in. Those calling in the decision did so because they thought that proper consultation had not been carried out and because they believed that the decision did not comply with the presumption in favour of openness as the economic justification for the review of the SPD referred to in the decision report had not been shared with Members.

At the Regeneration and the Public Realm Scrutiny Panel meeting the members calling in the decision outlined their reasons for calling in the decision, and members of the panel questioned the Cabinet Member for Housing and Regeneration and the Head of Regeneration about the decision. Following the discussion, the panel agreed to establish a cross-party scrutiny working group to gather input from members across the authority – including ward members –

and feed this into the review of the SPD. In order to be as inclusive as possible, all councillors were invited to attend each of these meetings and over the course of the four meetings 25 of the council's 60 councillors attended at least one of the meetings.

The task group fed back to the wider panel setting out all of the views that had been gathered about how Mitcham town centre should develop in the future. The Panel endorsed these comments and agreed to send their reference to Cabinet to be considered alongside the feedback from the public consultation.

Council land: housing decisions

The Cabinet's decision on the disposal of some council land that had previously been earmarked for affordable housing was called-in and the call-in hearing took place on 15 January 2007. The members calling-in the decision suggested that the decision was contrary to the Council's Housing Strategy, pointing out that no reference had been made to the Strategy in the decision papers. Members also raised concerns about the impact the disposal of the sites in questions would have on affordable housing provision in the Borough.

The Cabinet Member for Housing and Regeneration, the Director of Community and Housing and the Head of Strategy and Partnerships responded to the issues raised and following discussions, scrutiny members decided to refer the decision back to Cabinet to be reconsidered. They recommended that:

- evidence be provided about how the decision proposals fit with the Council's Housing Strategy and
- that either the Cabinet reverse their decision, maintaining the sites in question for affordable housing, or comes forward with alternative proposals that deliver a similar or better outcome for the people on Merton's housing list.

Cabinet reconsidered the decision on 22 January 2007. With the benefit of additional report material, Cabinet reaffirmed the previous decision in relation to 165-169 Merton Road and Ravensbury Garages; noted that the Cabinet decisions were taken in line and with due regard to the Council's Housing Strategy; and also gave in principle approval to an alternative affordable scheme at St Catherine's RC School.

The call-in ensured that there was a clarification of the link between the specific housing decision and the council's housing strategy, and brought about approval of an alternative affordable housing scheme to mitigate the impact of the removal of two sites.

P4 Development – update and recommendation

The Cabinet decision of 23 April 2007 regarding the P4 development site was called-in and was heard by the Regeneration and the Public Realm Scrutiny Panel on 9 May 2007. Members who called-in the decision expressed concerns

about whether due consultation had been undertaken before taking a decision and whether the decision had been open and had evaluated the alternatives fully.

At the meeting, the Panel considered the information requested in the call-in and heard evidence from the Cabinet Member for Corporate Resources and the Director for Environment and Regeneration. Having considered the evidence, the Panel voted to resolve that they saw no reason to request the Cabinet to reconsider its' decision in respect of the P4 development.

The call-in allowed full and frank discussion about how plans for the P4 development were progressing in greater detail than the information available in the decision report and committee papers.

Fairer charging policy

Following pre-decision scrutiny by the Health and Community Care Services Scrutiny panel, this policy went to Cabinet for a decision. This decision was subsequently called-in and, as the Panel had undertaken pre-decision scrutiny, the decision was scrutinised by the Overview and Scrutiny Commission on 16 May 2007.

The Commission asked Cabinet to reconsider its decision for a number of reasons, including consideration of whether the proposed increase in charges for home care represented value for money to users. Members of the Commission also asked Cabinet to monitor the impact of the increase in charges on attendance levels at day centres and use of home care services, and to undertake an immediate review of charging policy if attendance/usage falls significantly. Finally, the Commission recommended that the Disability Related Expenditure (DRE) criteria should be revised to introduce a welcome substantial disregard in relation to trying to restore some level of equality.

Cabinet met to reconsider the decision on 21 May 2007 and chose to reaffirm their original decision, also agreeing to monitor the effect of the charging increases on levels of take up and to look at the DRE criteria.

The call-in allowed for vigorous discussion about the possible risks posed to vulnerable clients when social care charges are raised. It enabled members to receive an undertaking that the impact of the charges on day centre attendance and on use of home care would be monitored and the charging policy reviewed if usage was shown to be falling.

Community engagement in scrutiny 2006/07

Engaging local people is an essential part of overview and scrutiny work – it enables task groups and panels to assess local need and hear about real life experience of service delivery, and gives members of the public an opportunity to influence the way the council and partners deliver services in their area. Public involvement in scrutiny has steadily increased over the last few years and this remained a priority for improvement in 2006/07.

The scrutiny panels used a variety of techniques to engage with the public over the course of the year. For example:

- As part of the Review of Libraries, councillors visited all of the libraries across the borough and spoke to service users at each library. They followed this up with two drop-in sessions at Mitcham and Morden libraries to sit down over a cup of coffee with visitors to the library and find out what they liked/disliked about the service provided. These sessions were advertised in the local press and 25 people took part.



Members speaking to local library users at the Review of Libraries coffee sessions at Mitcham and Morden Libraries - 14 November 2006



Meeting with tenants and leaseholders as part of the Housing Repairs Review – 23 September 2006

- The Housing Repairs review group had a walkabout on housing estates to see first hand examples of repair work and spoke to tenants and leaseholders they met on site. They then held a public meeting on a Saturday morning, advertising the session through tenants and leaseholders groups and the 500 people on the housing residents' panel. Unfortunately, only nine people were able to attend the meeting in person but around forty people sent in their views using the survey printed on the back of the invitation letter.

- The Review of Neighbourhood Governance has involved developing and publicising an online survey to gauge the views of local people on what they would like to see in their areas. The task group members visited all six area forums, speaking directly to 80 members of the public at the meetings and prompting more than 20 people to get in touch for more information about the review and feed in their views.
- The health scrutiny action learning project examined the role of the voluntary sector in the improvement of health and social well-being in the borough. As part of this project, information was gathered through a series of individual interviews and focus groups with stakeholders. Towards the end of the review, a final seminar was held for stakeholders to outline the conclusions that had emerged from the research.

Other efforts have been made to increase access to scrutiny work, including:

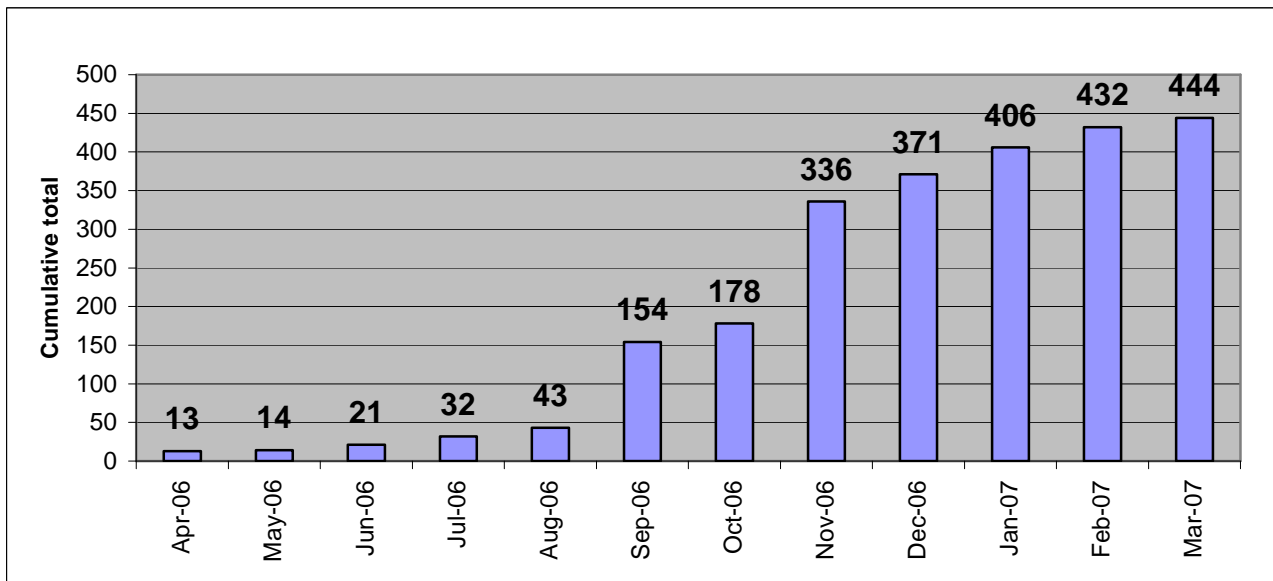
- scrutiny agendas were redesigned to be more contemporary and accessible, and now include a short introduction to overview and scrutiny on the inside page;
- a leaflet was developed for the public. This is available online and in the public gallery at panel meetings. It was also circulated to all of the MVSC groups at the beginning of the municipal year; and
- the scrutiny pages of the council's website (www.merton.gov.uk/scrutiny) were revised to make them more informative and accessible, with a new section specifically aimed at members of the public to explain how they can get involved (www.merton.gov.uk/council/scrutiny/scrutiny-getinvolved.htm).

This work had the desired effect: the target for 2006/07 was for 250 members of the public to be involved in scrutiny by attending meetings, suggesting review topics, submitting views to reviews or responding to scrutiny recommendations. In fact, by November 2006, this target had already been met and exceeded. By the end of the 2006/07 year, 444 members of the public had been involved in scrutiny – a great achievement for members of the Overview and Scrutiny Commission and Panels.

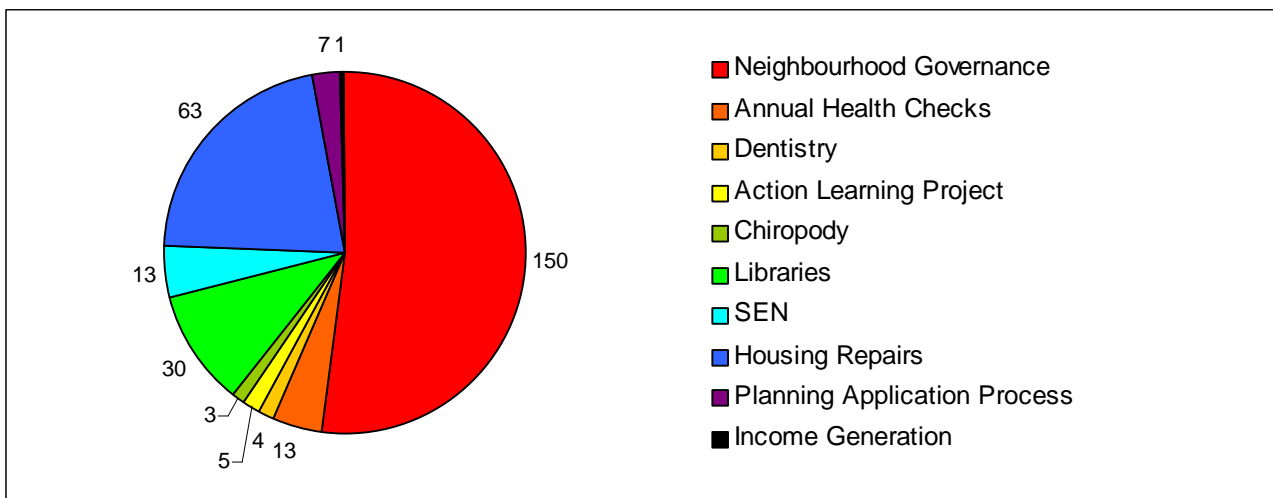
Increasing community engagement in scrutiny is still a priority for 2007/08. As a result of the good performance in 2006/07, the targets for the next three years have increased to make them more challenging and encourage greater efforts to involve more local people in scrutiny work.

Year	2007/08	2008/09	2009/10
Target	500	550	600

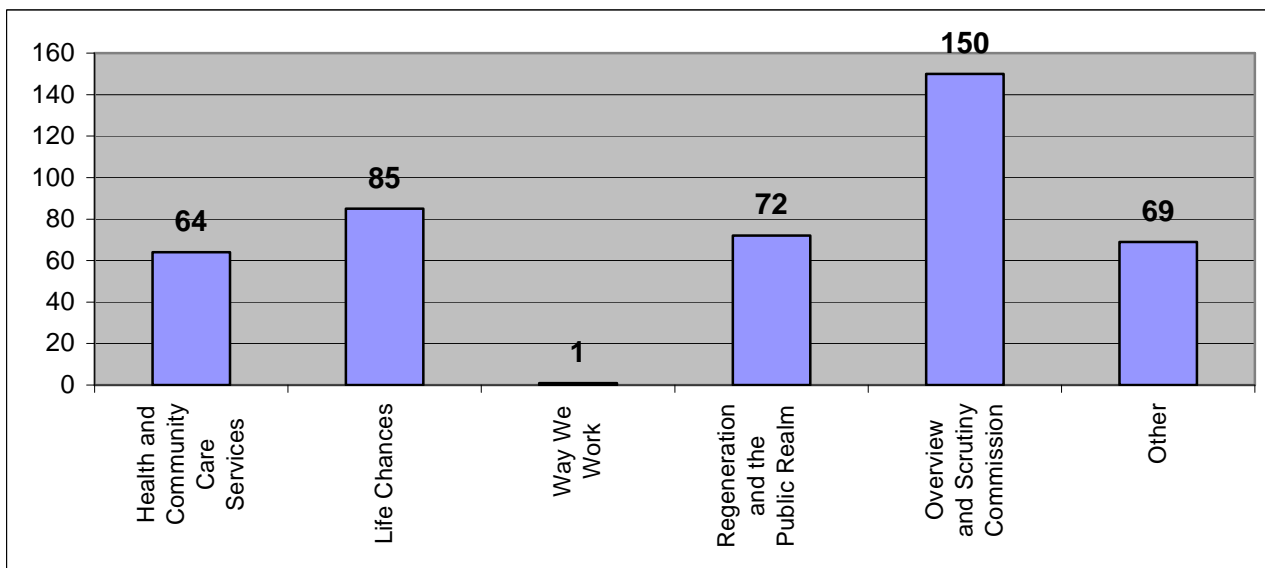
Community engagement in scrutiny – analysis of 2006/07 data



Cumulative monthly totals



Engagement by scrutiny review topic



Engagement by panel

Contact information

For more information about overview and scrutiny at the London Borough of Merton, please visit www.merton.gov.uk/scrutiny.

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