

# **Merton Health and Wellbeing Strategy**

## **Delivery Plan 2013/14**

## **Priority theme 4: Improving wellbeing, resilience and connectedness**

**Lead Delivery Partner: Sustainable Communities Partnership**

# Delivery Plan - Priority Theme 4: Improving Wellbeing, Resilience and Connectedness

## Lead Delivery Partner: Sustainable Communities Partnership

Outcome	High Level Outcome Measure and description	Lead	Frequency	Baseline	Target 2013/14	Status (RAG)	Comments	Proposed target 2015/16
4.1 Reduce poverty and increase income through economic development	4.1.1. Reduction in the number of claimants of Job Seekers Allowance	FutureMerton Regeneration Investment and Renewal	Monthly reported figures from JCP (NOMIS)	3885 Total Merton claimants (Feb 2013) 1,906 Mitcham JCP claimants (April 2013)	Commitment is to reduce the Mitcham claimant count in the borough to 1,800 by 1 <sup>st</sup> October 2013 and to 1700 by 31 <sup>st</sup> March 2014	In Mitcham the claimant count is 1202 as of Nov 2014.	JSA claimants figures for Merton received for Nov 2014 is 2375 which equates to 1.7% of the working population and a decrease of 23.9% on a year earlier (SW)	A new Employment and Skills Action Plan is about to be launched and will continue to be managed through the Economic Well Being (EWG) group with the aim of supporting initiatives that continue to reduce unemployment in the borough.
	4.1.2. Children in poverty (PHOF 1.1)	Children Schools and Families				17.7%		
	4.1.3. Number of under 16's living in low income households	Family Poverty Group Allison Jones	Annual	19.7% (2009) London average 29.4% England average 21.9%	TBC- under discussion in the LBM Policy, Strategy and Partnerships Team	17.5%		

Outcome	High Level Outcome Measure and description	Lead	Frequency	Baseline	Target 2013/14	Status (RAG)	Comments	Proposed target 2015/16
4.2 Improve wellbeing through safer communities and community cohesion	4.2.1. KPI related to work place wellbeing (derived from staff survey / Kim Brown)	HR					The staff survey 2014 was conducted from Nov 2014 - Jan 2015. The information will be collated by Feb 2015. The Council has achieved commitment level for Workplace Health and wellbeing charter in Nov 2014 and is working toward the achievement level.	
	4.2.2. KPI derived from crime survey	Safer Merton	Annual	77% of residents where crime is a concern			Response rate from residents survey say crime is a concern	
	4.2.3. Percentage of residents who feel that people from different backgrounds get on well together (Kris Witherington)	Corporate Services	Annual	90% of residents			Respondents to 2013 Residents Survey feel that people from different backgrounds get on well together, with just 7% disagreeing with this statement.	89%
	4.2.4. How worried residents feel about crime, antisocial behaviour, drug users, drunkenness and rowdiness (Kris Witherington)	Corporate Services	Annual	50% Crime 44% ASB 41% drug users 33% drunken and rowdiness			Response rate from 2013 Residents Survey of "very worried / fairly worried" to the question "how worried are you about the following?" Crime = 50%, ASB = 44%, drugs = 33%, drunk & rowdy = 40%	Crime 50% ASB 42% Drugs 32% Drunk & Rowdy 41%

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<p>4.3 Increase volunteering and make best use of local assets including parks, schools and leisure centres to promote wellbeing</p>	<p>4.3a.1. Percentage increase in the number of volunteers</p>	<p>MVSC</p>					<p>Neither MVSC nor VCM included this KPI. Will need to reconsider KPIs in the H&amp;W strategy refresh (Hayley James, MVSC)</p>	
	<p>4.3a.2. Percentage of volunteers that have moved into employment</p>	<p>MVSC</p>						
	<p>4.3a.3. Number of new volunteers registered with Volunteer Centre Merton (VCM)</p>	<p>MVSC Jon Stone</p>	<p>Annual</p>	<p>1,385 April-Sept 2013</p>	<p>Target to be set by MVSC</p>		<p>- 2 volunteering recruitment campaigns – June and November - “Good Neighbours” – progress to engage neighbours with each other to support vulnerable adults reducing social isolation and loneliness - Developing volunteering networks in 3 primary schools - Dignity in Care – volunteering opportunities in local care homes - Developing a volunteering project to support adults with support needs access their interests</p>	

<p>4.3a.4. Percentage of VCM volunteers with support needs (e.g. disabilities, mental health issues, young offenders, other vulnerabilities) who are in active placement</p>	<p>MVSC</p>	<p>Annual</p>	<p>70% adults; 75% young people April-Sept 2013</p>	<p>- Developing Neighbourhood Watch to be more active and effective (H James)</p>	<p>This is the percentage of supported adults/young people who have been in active volunteering placements for at least 12 weeks during this period. Due to their circumstances/health, some of these people stop volunteering for a time but then return to it for a second or third placement (H James).</p>	<p>Proposed change indicator to one that we are now able to collect and have added into our Business Plan for 15/16.  We are currently collecting historic annual data for baselines and will agree with GLL our monthly targets for monitoring.</p>
	<p>4.3b.1. Total number of users of Merton's Leisure Centres</p>	<p>Leisure Services Christine Parsloe</p>	<p>Monthly</p>			

High Level Outcome Measure and description	Lead	Frequency	Baseline	Target 2013/14	Status (RAG)	Comments	Proposed target 2015/16
4.3b.2. Green spaces- from Residents Survey	Doug Napier	November / annually	71% satisfied or very satisfied		Green		73%
KPI for 4.3a on volunteering derived from the volunteering strategy under MVSC (MVSC)	Sustainable Merton	Annual		Target to be set	Red		

Outcome	High Level Outcome Measure and description	Lead	Frequency	Baseline	Target 2013/14	Status (RAG)	Comments	Proposed target 2015/16
<p>4.4 More people make a positive contribution to their own wellbeing through access to learning and development of skills</p>	<p>4.4.1. Bridging the adult skills gap- Increased participation in adult education programmes among those living in disadvantaged wards</p>	<p>Economic Well Being Group (EWG) / Merton Adult Education (MAE)</p>	<p>Annual-academic year</p>	<p>4.4.1.a 36% of learners on qualification courses live in a disadvantaged ward 4.4.1.b 27% of learners on non-qualification courses in a disadvantaged ward</p>				<p>36% of learners on qualification courses live in a disadvantaged ward 27% of learners on non-qualification courses in a disadvantaged ward</p>
	<p>4.4.2. Employability- Percentage of participants that went into employment after attending an adult education course.</p>	<p>Economic Wellbeing Group (EWG) / MAE</p>	<p>Annual</p>	<p>11% Including self employment</p>				<p>11% Including self employment</p>



	High Level Outcome Measure and description	Lead	Frequency	Baseline	Target 2013/14	Status (RAG)	Comments	Proposed target 2015/16
	4.4.3. No. of people that participated in the Demand-Led Pilot Scheme	Economic Well Being Group (EWG) / Grenfell Housing	Quarterly	New scheme, target currently 0	400 anticipated to attend over 12 months		To date the Demand lead pilot has engaged in excess of 200 learners who between them have completed approx. 550 qualifications with an achievement rate of 90%. Over 50 people have gained employment as a result of the programmes and support offered. The pilot has engaged with a range of local employers including Ocado, White Light, Home Instead, TNT, Capital Training and others.	Project completed in July 2014.
	4.4.4. No. of people engaged in the Routes2Work Programme	Circle Housing Merton Priory (CHMP)	Yearly	869 engaged 12/13	100		The R2W Programme has developed to include a regular jobs club in Mitcham and a new programme for construction skills resulting in the success of 112 people into employment and creation of 17 small businesses, including a catering company, landscape gardener and online clothing company.	

4.5 Build a healthy environment including access to housing, local amenities and activities.	High Level Outcome Measure and description	Lead	Frequency	Baseline	Target 2013/14	Status (RAG)	Comments	Proposed target 2015/16
	4.5.1. Number of applicants accepted as statutory homeless (PHOF 1.15 i & ii) (PHOF 1.15 i & ii)	Housing	Annual	In 2012/13, 222 households made a homeless application of which 98 were accepted as statutory homeless	Target less than 222		In 2013-14, 286 households made a homeless application of which 103 were accepted as statutory homeless. In the first 6 months of 2014-15, 176 households made a homelessness application, of which 66 were accepted. (A Chu	TBC
	4.5.2. Number of households living in temporary accommodation (should not exceed 100 at any point in time)	Housing	Annual	87 (2012-13)	Should not exceed 100		The target for 2014-15 is 'Number of households living in temporary accommodation (should not exceed 125 at any point in time). There were 128 households in TA at the end of November 2014 (A Chu).	TBC

4.6 Improve community connectedness, improve independence and resilience of local communities	4.5.3. No.of cases where homelessness was prevented	Housing	Annual		500		Housing Advice intervention resolved 529 household homeless cases 2012-13 and 423 cases in the first 9 months of 2013-14 (A Chu)	550
	4.5.4. Increasing the number of businesses taking up the Healthier Catering Commitment (HCC) OR My Choice accreditation per annum	Andrew Bradley	Annual	14 HCC 4 My Choice (2012/13)	20 of HCC+MC		Part of Responsibility Deal	
	4.5.5. Number of betting shops/ gambling related businesses in the borough		Annual	40	To be agreed		As of 15 January 2015, there are 38 licenced betting shops/ gambling related businesses in the borough on Merton's Register of Gambling Premises.	
	4.6.1. Percentage of residents who feel that people in the local area treat each other with respect and consideration (Kris Witherington)		Annual	92% net agree (2012 Survey p.118)	Maintain a minimum of 92% net agree		There is high agreement that people in the local area treat each other with respect and consideration (91%), and agreement is significantly higher among higher social grade respondents (AB=96%)	

### Outcome 4.1: Reduce poverty and increase income through economic development

Key actions	Milestones	Indicator/success measure	Progress	Lead
Prepare a refreshed Economic Development Strategy as part of the council's Growth Strategy that considers ways of reducing unemployment.	A refreshed Economic Development Strategy for 2012 to 2015 approved by Cabinet	Cabinet approved on 22 <sup>nd</sup> October 2012	6 components to growth with focus on employment, inward investment , supporting town centres, industrial estates and business programmes	futureMerton
Create a Employment/Skills Programme including apprenticeships and volunteering opportunities that leads to employment.	Production of a two year Employment and Skills Action Plan to commence in January 2013. This should deliver the 6 priorities identified by the EWG including: 1. Increasing employer demand and take-up of apprenticeships 2. Employer engagement 3. Simplifying the employer offer 4. Supporting those furthest from the labour market 5. Co-ordination and joint funding 6. Developing and marketing a Merton offer to employers and young people	Employment and skills delivery and monitoring needs to be in partnership. The programme is to be agreed by the newly formed Economic Wellbeing Sub Group of the SCTP in January 2013.	Employment and Skills Programme was approved in January 2013 by Economic Wellbeing Subgroup, established in July 2012.  Currently the EWG are preparing a refreshed Action Plan for January 2015 for the next two years.	Economic Well Being Sub Group

Outcome 4.2: Improve wellbeing through safer communities and community cohesion.					
Key actions	Milestones	Indicator/success measure	Progress	Lead	
Deliver the annual Strategic Assessment by the Community Safety Partnership, which will identify major issues in the local area and inform allocation of resources and prioritisation of activities.	December 2013: Initial update of the scanning process brought to the Exec Board  December – February 2014: Research, analysis and writing of the SA document (including the new victim, offender and location chapters.  February 2014: Completion of Strategic Assessment and Matrix ready for presentation to the Exec Board. Priorities to be decided.		Work is on-going re the Strategic Assessment. The public consultation element has been completed, the findings of which will be fed into the analytical work for the document. The Assessment was completed February 2014 (Ian Callaghan)  Reduction in all crime types except domestic violence where there has been an increase in reports	Safer Merton	
Deliver the Partnership Plan to ensure delivery of services that meet local needs and reduce the volume of higher crime types.	February 2014: Responsible officers identified for the Partnership Plan.  March 2014: Writing of P/ship Plan.  April 2014: New P/ship Plan commences.		Work on the Partnership Plan cannot be started until the Strategic Assessment is completed. The Partnership Plan is scheduled for completion in March 2014, to commence in April 2014 (Ian Callaghan).  Reduction and concern in all areas except for domestic violence	Safer Merton	
Strategic action plan and local needs assessment, for drug and alcohol work, undertaken	Re commission drug treatment and substance misuse contract	Reduce concern about anti social behaviour and drug use in annual residence	Contact has been re-let and function transferred to public health.	Public Health / Safer Merton	

and implemented, including reduce substance misuse related crime, anti-social behaviour and re-offending.		survey		
<b>Outcome 4.3: Increase volunteering and make best use of local assets including parks, schools and leisure centres to promote wellbeing</b>				
<b>Key actions</b>	<b>Milestones</b>	<b>Indicator/success measure</b>	<b>Progress</b>	<b>Lead</b>
Deliver the Merton Volunteering and community Action Strategy 2012 –2014	Delivery of key milestones in the strategy action plan.	Indicators and success measures contained in the strategy action plan		MVSC
Protect and enhance open space creating no net loss of open space and sporting facilities which is justified in accordance with the Development Plan and National Playing Field criteria.	Merton Open Space Study (MOSS) completed 2010  No real milestones but policy applied through planning applications and material consideration given to MOSS	No net loss of open space	No net loss of open space and contained with Sites and Policies DPD	Sustainable Communities
Finalise the Wandle Valley Regional Park boundary and to deliver projects that improve the green infrastructure within the park, enhance its biodiversity and improve opportunities for formal and informal recreation within the park.	Adopt Policies Map by June 2014 to establish boundary of the Wandle Valley Regional Park.  Heritage Lottery Fund bid for £1.9m for Living Wandle Project - January 2013	Adoption of Policies Map  Bid outcome known by June 2013  New projects delivered by partners, for example: accessibility improvements, signage, water vole habitats etc.	Public hearings held in January 2014. No changes made to the Wandle Valley Regional Park boundary. Adoption expected at the next Council meeting in summer 2014 (T Butler)  Three major investment projects either recently completed or currently in progress, including completion of pedestrian bridge at Bewley Street and various other access, pedestrian and cycling improvements along the river course (D Napier).	Partnership led by the WVRP Trust.

<p>Promote culture, sport, recreation and play by safeguarding the existing (and working with partners to deliver more) cultural, leisure, recreational and sporting facilities</p>	<p>Annual capital investment programme</p> <p>Merton Sports Pitch Strategy 2011</p> <p>Increase participation in sport, recreation, arts and cultural wellbeing activities</p> <p>Cultural Framework launch</p>	<p>No net loss of playgrounds, tennis courts, MUGA's</p> <p>Manage leisure centre contract</p> <p>No net loss of open space</p> <p>New programmes delivered for example: BMX track, new sports pitches and playgrounds</p> <p>Implementation of online leisure and cultural bookings</p> <p>Deliver Ride London inaugural event</p>	<p>Planned capital investment of £300k into improving the plant, machinery and built structures of leisure centres is on target for this year</p> <p>Leisure centre contract management is in place with quarterly meetings and we have initiated publishing a quarterly report on the website.</p> <p>BMX track is operating and a Merton Saints BMX Club has been established. We are at planning stage for two new floodlit MUGA's at Canons Leisure Centre.</p> <p>Online bookings and payment of Leisure and cultural activities and events is still rolling out, although there have been some technical problems and some financial technicalities which has delayed the timetable.</p> <p>Ride London event came through the borough on Sunday 4<sup>th</sup> August and many people lined the streets to cheer the riders on. Local volunteers helped people cross the road safely, whilst the businesses bin Wimbledon and Raynes Park created their own style of street parties keeping our residents and guests entertained. There were a number of complaints from some local people more affected by the event and we are working with the organisers and residents to try to overcome these in advance of a decision on the event coming through Merton in 2014.</p> <p>Merton's Culture &amp; Sport Framework is in draft and following LSG consideration it is</p>	<p>Green Spaces</p> <p>L &amp; C development</p>
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				now being shared with strategic and operational partners as well as non-departmental (C Parsloe)	
				No changes overall. Several playground and green gym investments this year. Major new water play facility in Mitcham in the planning stages (D Napier)	
<b>Outcome 4.4: More people make a positive contribution to their own wellbeing through access to learning and development of skills</b>					
<b>Key actions</b>	<b>Milestones</b>	<b>Indicator/success measure</b>	<b>Progress</b>	<b>Lead</b>	
Preparation of a Skills and Training Strategy and Action Plan	Skills and Training Action Plan ready by January 2013	Action Plan adopted by February 2013	Action Plan adopted and Priorities set to December 2014 – on target to achieve proposed outcomes. (A revised Action Plan will be ready for January 2015).	Economic Well Being Group	
Creation of a Sustainable Communities and Transport Partnership sub-group that will be responsible for Economic Wellbeing	Group operating by November 2012	Creation of sub group of the Sustainable Communities and Transport Partnership	Economic Wellbeing Subgroup was created in July 2012. The Group has been successful in creating over 180 apprenticeship opportunities and achieved funding of £500k to support employment and skills activities.	Future Merton	



Outcome 4.5: Build a healthy environment including access to housing, local amenities and activities					
Key actions	Milestones	Indicator/success measure	Progress	Lead	
To deliver the housing sites identified within the Core Planning Strategy and Sites and Policies Plan and meeting the housing targets in the Core Strategy and London Plan (411 new homes across all tenures per year from March 2015 for the next ten years).	Publish housing trajectory annually to demonstrate delivery	411 new homes built per year (April-March) (previously 320 new homes per annum; target changed in March 2015)	440 new homes built in Merton between April 2013 and March 2014 (T Butler)	Future Merton	
Ensure all new housing developments deliver affordable housing units or financial contributions in accordance with the Development Plan policies.	Publish monitoring report annually to demonstrate delivery	Number of planning appeals presented on this issue that are allowed by a planning inspector	Merton's Authority's monitoring report published November 2014 – no appeals dismissed on this issue(T Butler)	Future Merton	

<p>All new housing built to 'Lifetime Homes' Standards and 10% of all new housing designed to be wheelchair accessible, or easily adaptable for wheelchair users.</p>	<p>Publish monitoring report annually to demonstrate delivery</p>	<p>Number of planning appeals presented on this issue that are allowed by a planning inspector</p>	<p>Merton's Authority's monitoring report published November 2014 – no appeals dismissed on this issue (T Butler)</p>	<p>Future Merton</p>
<p>To continue to maintain below the national average retail and vacancy rate in all our town centres.</p>	<p>Survey town centres and publish results annually</p>	<p>% retail vacancy rate compared nationally</p>	<p>Each year retail vacancy rates are recorded in Merton's Authority Monitoring Report. This information is report in 2013/14.</p> <p>Wimbledon town centre = 5%          Colliers Wood = 11%          Mitcham town centre = 5% (reduction of 4% since 2012-13)          Morden = 4.5%% (reduction of 3% since 2012/13)          North Mitcham Local Centre = 2%(reduction of 5% since 2012/13)          Motspur Park Local Centre = 13%          Raynes Park local centre = 4%          Arthur Road local centre = 3 %          Wimbledon Village Local Centre = 7% (increase of 1% since 2012/13)</p> <p>The national vacancy average is 14% (2013/14) based on Local Data Company and Experian Goad.</p> <p>In the monitoring year all town and local centres are below this vacancy rate which means that Merton is faring better than the national average.</p>	<p>Future Merton</p>

To have no net loss of employment land for which there is proven demand.	Publish monitoring report annually to demonstrate delivery	Number of planning appeals presented on this issue that are allowed by a planning inspector	Merton's Authority's monitoring report published November 2014 – illustrates on target with this issue (T Butler).	Future Merton
To establish and provide the appropriate amount of pitches for gypsies and travellers by means of the Sites and Policies Plan	Adopt Sites and Policies Plan by June 2014 to establish need for additional pitches	Examination report by independent planning inspector demonstrates satisfaction with the council's findings on this issue	Independent planning inspector agreed with the council that no need for additional pitches at present and that issue should be kept under review (first review from 2016))	Future Merton
Waste Plan Annual Monitoring Report targets	Identify and publish the gap between how many tonnes of waste should be managed within south London and how many tonnes are being managed in south London ("capacity gap")	Capacity gap = >500,000 tonnes	The South London Waste Plan area is currently managing 327,119 tonnes of waste. <ul style="list-style-type: none"> <li>The targets for the relevant waste streams are 994,604 tonnes in 2011, 1,004,349 tonnes in 2016 and 1,017,427 tonnes in 2021. Therefore, 1st target has been missed. However there are currently seven planning permissions which could provide 495,480 tonnes of capacity. Therefore, with these planning permissions implemented and future schemes, the targets for 2016 and 2021 could be met.(T Butler)</li> </ul>	Future Merton
Adopting the Council's Climate Change Strategy by 2013 and implementing its targets and actions	Adopt Strategy by end 2013	Actions set out in the proposed Strategy	Climate change strategy adopted June/July 2014	Future Merton

<b>Outcome 4.6: Improve community connectedness, improve independence and resilience of local communities</b>				
<b>Key actions</b>	<b>Milestones</b>	<b>Indicator/success measure</b>	<b>Progress</b>	<b>Lead</b>
<p>Conduct development plan consultation exercises in accordance with Merton's Statement of Community Involvement.</p>	<p>January-February 2013</p>	<p>Examination report by independent planning inspector demonstrates satisfaction with the council's performance on this issue</p>	<p>All four of Merton's development plan consultations 2012-13 are compliant with Merton's Statement of Community Involvement (T Butler)</p>	<p>Future Merton</p>
<p>Carry out a presentation at all of the Merton Area Forums that express an interest on neighbourhood planning and the Localism Bill 2010.</p>	<p>Presentation delivered to Wimbledon June 2012. Presentations delivered to other forums that have requested this - annually</p>	<p>100% of requested presentations delivered</p>	<p>No other community forums have requested this though presentations delivered on request to community groups (T Butler)</p>	<p>Future Merton</p>