

# Merton Council

## JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS AGENDA

### Membership

Councillors Edith Macaulay (Chair), Cllrs Stan Anderson, Laxmi Attawar, Logie Lohendran and David Simpson

### Ethnic Minority Organisations

African Educational Cultural & Health Organisation (AECHO)

Deputy

Ahmadiyya Muslim Association

Asian Diabetic Support & Awareness Group

Asian Elderly Group of Merton

Asian Youth Association

Bangladeshi Association of Merton

Deputy

Bengali Association of Merton

Deputy

Bengali Women's Association of Merton

British Muslim Association of Merton

Ethnic Minority Centre

Euro Bangla Federation

Deputy

London South West Chinese Community Association

Merton African Organisation

Merton Somali Community

Merton Unity Network

Mitcham Filipino British Association

Deputy

Morden Citizen's Advice Bureau

Pakistan Cultural Association of Merton & Wandsworth

Pakistan Welfare Association

Deputy

Positive Network

South London Somali Community Association

South London Tamil Welfare Group

Victim Support Merton and Sutton

Wimbledon Mosque

Revd Mrs H Neale

Ms E Idienumah

Mr S Ahmad

Mrs N. Shah

Mr M S Sheikh

Mr T Hassan

Mr. N. Islam

Mr J Choudhury

Mr M Rahman

Mr M Karim

Mrs M Ahmed

Mr I Rizvi

Mr A Savage

Mr M A Karim

Mr Q Anwar

Ms L Saltoon

Mr C J Lusack

Mr A. Ali

Ms P Anderson

Ms A Colquhoun

Ms C Batallones

Ms F Poku

Mr M A Shah

Mr S U Sheikh

Mr H Ejaz

Ms G Salmon

Mr A Musse

Dr P Arumugaraasah

Ms D Moseley

Mr I Khan

A meeting of the Joint Consultative Committee with Ethnic Minority Organisations will be held on **6 July 2011** commencing at **7.15 pm** at **Merton Civic Centre, London Road, Morden, in the Council Chamber.**

This is a public meeting and attendance by the public is encouraged and welcomed. For more information about the agenda and the decision making process contact [democratic.services@merton.gov.uk](mailto:democratic.services@merton.gov.uk) or telephone 020 8545 3574.

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# JCC With Ethnic Minority Organisations Agenda

## 6 July 2011

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1	Declarations of interest (see note1)	-
	Councillors and co-opted members must declare if they have a personal or prejudicial interest in any of the items on this agenda at the start of the meeting, or as soon as the interest becomes apparent to them.	
2	Apologies for absence	-
3	Minutes of the meeting held on 28 March 2011	3
4	Matters arising	-
5	Election of vice-chair for the municipal year 2011-12	-
6	Nomination of JCC Representatives to outside bodies	7
7	Update of the JCC Constitution	9
8	Crime update: racial incidents April – July 2011	13
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10	Review of Volunteering Strategy	37
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12	Any Other Business	-

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Future meeting dates: 1 November 2011, 17 January 2012

### Note1: Declarations of interest

Councillors and co-opted members who have a personal or prejudicial interest in relation to any item on this agenda are asked to complete a declaration form and hand it to the Democratic Services Officer. Forms, together with a summary of guidance on making declarations of interest, will be available around the meeting table. If further clarification is needed members are advised to refer to "The Code of Conduct – Guide for members May 2007" issued by Standards for England, which will be available at the meeting if needed.

JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
28 MARCH 2011

7.15 TO 9.15 PM

PRESENT: Councillor Edith Macauley (Chair), Councillors Stan Anderson, Logie Lohendran, David Simpson.

Mr Islam, Mr Rahman, Mr Rizvi, Mr Savage, Mr Karim, Ms Anderson, Mr Musse, Ms Colquhoun, Ms Batallones, Mrs Salmon, Miss Salmon.

ALSO PRESENT: Councillor Agatha Akyigyina.

Annie Ford – Nurse Consultant and Project Manager, NHS Sutton and Merton.

Chief Inspector Mark Lawrence.

Evereth Willis, Diversity and Community Cohesion Manager.

Susanne Wicks, Democratic Services Officer.

1 DECLARATIONS OF INTEREST

No declarations were made.

2 APOLOGIES FOR ABSENCE

Apologies were received from Mrs Ahmed, Mr Sheikh and the Revd Mrs Neale.

3 MINUTES OF THE MEETING HELD ON 19 OCTOBER 2010

RESOLVED: That the minutes of the meeting are agreed as an accurate record of the meeting.

4 MATTERS ARISING

There were no matters arising.

5 MERTON HEALTHCARE LIMITED HEALTH DIVERSITY AND BI-LINGUAL ADVOCACY PROJECT 2009 – 2011

Annie Ford introduced this report and invited questions and comments. She explained that as a starting point for the project, much of the data and background information was obtained from Public Health, and from local GP surgeries.

Annie Ford advised that the Health Diversity project aims to improve levels of interpreting available to service users, and to raise levels of take up. She advised that bi-lingual advocates have assisted 87 people to register with a GP, and a protocol has been developed for GP practices to use in support of migrants registering with a GP.

JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
28 MARCH 2011

In response to some of the suggestions made, Evereth Willis reminded the committee that there is no funding available to support the project, but the learning from the project will be widely shared. She explained that the NHS needs to understand the health priorities for communities in Merton, and suggested that organisations represented on the JCC could contribute to that.

Annie Ford explained that people are encouraged to register with a GP, to avoid using A&E in hospitals for non-urgent issues. She explained that staff in A&E departments endeavour to redirect non-urgent cases to GPs or walk-in health centres.

Councillor Edith Macauley thanked Annie Ford for her report, and encouraged JCC members to assist with the supply of information on the health needs of the groups they represent.

Report received.

6 CRIME UPDATE – RACIAL INCIDENTS SEPTEMBER 2010 TO MARCH 2011

CI Mark Lawrence introduced this report. He went through the racist and religious offences for the period in some detail.

Mr Musse asked if data was available on Somali offenders, and in particular youth offenders, and detailed a planned project to prevent offending. CI Mark Lawrence undertook to discuss this further with Mr Musse outside the meeting.

In response to questions, CI Mark Lawrence outlined the action currently being taken to address the recent spike in burglaries in the borough.

Report received.

7 IMPLEMENTING MERTON'S BAME STRATEGIC PLAN 2010 – 2013

Patricia Anderson introduced this report, and asked the JCC to identify their priorities and actions for consideration and regular monitoring for 2011/12.

Patricia Anderson advised that the shaded text on pages 22 – 39 highlights the priorities identified by the BAME Forum seminar that took place on 1 March. The event was well attended by both the statutory and voluntary sector. She suggested that the JCC could consider those priorities, and may wish to set up workshops rather than discuss the priorities at formal meetings.

Councillor Edith Macauley explained that two Cabinet Members attended the seminar on 1 March, along with various other councillors. She confirmed that there was a lot of participation and very good discussion.

With regard to changes to the PCT, Evereth Willis explained that the PCT will be providing further clarity on their future involvement in the delivery of the identified

JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
28 MARCH 2011

priorities. She also responded to JCC members' concerns about the extent of their influence, reminding the JCC that this will form part of the policy framework, making service providers more accountable to service users.

Patricia Anderson reminded the JCC that the plan is not funded, but will enable groups to work together and to make grant applications. The plan can also be used to assist lobbying. She encouraged all present to make use of the plan to promote further collaborative working. Furthermore Evereth Willis explained that the groups represented on the JCC all form part of the Compact, which should also lobby for funding. This statement was supported by Councillor Edith Macauley.

Patricia Anderson undertook to compile a table of the highlighted priorities in the plan, to be monitored at JCC meetings. Responsible officers will be asked to attend the meetings where appropriate to update the JCC on progress against the priorities.

Report received.

8 ANNUAL RESIDENTS' SURVEY

Evereth Willis introduced this item.

Councillor Edith Macauley advised that the report shows that fear of crime remains a concern for residents of the borough, and noted that information on actions taken by Police to address crime is regularly given to the JCC.

Report received.

9 REVISION OF THE JCC CONSTITUTION

Evereth Willis introduced this report and welcomed comments and questions.

There was some debate around the role of the vice-chair for the JCC. Councillor Edith Macauley advised that the vice-chair should consult with all groups on the JCC, to ascertain what items they would like to discuss at meetings, and to liaise with officers to ensure reports can be brought to meetings. Evereth Willis supported this view, and encouraged all members to suggest agenda items within the deadlines described in the constitution.

Evereth Willis undertook to amend paragraph 7.3 of the Constitution to reflect the JCC's view that appropriate officers should be encouraged to attend meetings of the JCC where required.

RESOLVED: That, subject to the amendment shown above, the Joint Consultative Committee with Ethnic Minority Organisations approves the revised Constitution.

10 NOMINATION OF A JCC REPRESENTATIVE ON MERTON'S SCHOOLS FORUM

JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS  
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This report was presented by Evereth Willis. It was noted that representatives for the new municipal year will be agreed at the meeting on 17 May, so the JCC undertook to nominate a new representative at that time.

11 ANY OTHER BUSINESS

Evereth Willis encouraged all present to complete the Census.

# Committee: Joint Consultative Committee with Ethnic Minority Organisations

**Date: 6 July 2011**

Agenda item: 6

Wards: All

**Subject: Nominations of JCC representative to other bodies**

Lead officer: Head of Civic and Legal

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number: n/a

Contact officer: Evereth Willis, 020 8545 4637

[evereth.willis@merton.gov.uk](mailto:evereth.willis@merton.gov.uk)

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## Recommendations:

- A. That the Joint Consultative Committee with Ethnic Minority Organisations appoints a representative to sit on the Schools Forum.
- B. That the Joint Consultative Committee with Ethnic Minority Organisations appoints a representative to sit on the Housing Partnership Board for Vulnerable People.

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## 1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The Joint Consultative Committee with Ethnic Minority Organisations has the right of representations on the bodies listed in the recommendations and this report asks the members of the Joint Consultative Committee with Ethnic Minority Organisations to nominate and elect representatives to serve for the municipal year 2011 – 2012.

## 2 DETAILS

- 2.1. It is customary for the Joint Consultative Committee with Ethnic Minority Organisations to appoint their representatives to other bodies at its first meeting of the municipal year.
- 2.2. Members of the Joint Consultative Committee with Ethnic Minority Organisations are invited to nominate new representatives and/or confirm existing appointments for the bodies listed below.
- 2.3. Members of the Joint Consultative Committee with Ethnic Minority Organisations are reminded that they can submit nominations on behalf of any member of their constituent bodies, and not just those who sit on the Joint Consultative Committee with Ethnic Minority Organisations.
- 2.4. 

<b>Organisation</b>	<b>Current representative</b>
Housing Partnership Board for Vulnerable People	Mr S U Sheikh

**3 ALTERNATIVE OPTIONS**

- 3.1. Members of the Joint Consultative Committee with Ethnic Minority Organisations can choose not to appoint representatives to the bodies.

**4 CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1. None

**5 TIMETABLE**

- 5.1. On a previous occasion, due to low attendance at the first meeting of the year, letters were sent to all member organisations following the meeting to invite nominations, and appointments were made at the following meeting.

**6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 6.1. None for the purposes of this report.

**7 LEGAL AND STATUTORY IMPLICATIONS**

- 7.1. None for the purposes of this report.

**8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 8.1. Ideally, representative from the Joint Consultative Committee with Ethnic Minority Organisations should reflect the diverse nature of the committee's membership and the borough profile, in terms of race, gender and age. Membership of the Joint Consultative Committee with Ethnic Minority Organisations and subsequent nomination to other bodies can be a step towards greater participation in the local democratic process.

**9 CRIME AND DISORDER IMPLICATIONS**

- 9.1. None for the purposes of this report.

**10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 10.1. None for the purposes of this report.

**11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- None

**12 BACKGROUND PAPERS**

- 12.1. None.



# **Committee: Joint Consultative Committee with Ethnic Minority Organisations**

**Date: 6 July 2011**

Agenda item:7

Wards: All

## **Subject: Review of the Joint Consultative Committee's Constitution**

Lead officer: Kate Martyn, Head of Policy, Partnerships and Communities

Lead Partner:

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number: N/A

Contact officer: Evereth Willis([evereth.willis@merton.gov.uk](mailto:evereth.willis@merton.gov.uk))

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### **Recommendations:**

#### **That the Joint Consultative Committee with Ethnic Minority Organisations:**

- A. Approves the revised Constitution (Appendix 1).
- 

## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1 To update the Joint Consultative Committee (JCC) with Ethnic Minority Organisations on the revised Constitution.

## **2 DETAILS**

- 2.1 The attendance levels of recent JCC meetings have been relatively low and it is apparent that many organisations that are currently on the mailing list are not attending the meetings. There is therefore a need to refresh the membership of the JCC and encourage more organisations to join the committee.
- 2.2 Officers have tried different methods to encourage wider participation in the JCC. Actions have included writing to and telephoning organisations on the mailing list in order to obtain up to date contact details and provide information about future meetings.
- 2.3 Additionally, it has been identified that the existing constitution may be a barrier to increasing the committee's membership. Currently the constitution requires groups to formally apply to the JCC and supply supporting documentation, such as a copy of an Annual Report. In some cases this has proved to be off putting for small groups and has discouraged them from applying for membership.

- 2.4 Consequently, the constitution has been revised to make the application process simpler. The Terms of Reference has also been revised bringing it up to date and fit for purpose.

### **3 ALTERNATIVE OPTIONS**

- 3.1 Not Applicable

### **4 CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1. Not applicable

### **5 TIMETABLE**

- 5.1 Not applicable

### **6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 6.1 Not applicable

### **7 LEGAL AND STATUTORY IMPLICATIONS**

- 7.1. None

### **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 8.1. The JCC provides Black, Asian and Minority Ethnic organisations in the borough with an opportunity to contribute to policy development and shaping service delivery. Encouraging and supporting wider membership will improve representation and community engagement in the borough.

### **9 CRIME AND DISORDER IMPLICATIONS**

- 9.1. None

### **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

- 10.1. None

### **11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

- 11.1 Appendix 1 – Draft amended constitution

### **12 BACKGROUND PAPERS**

None

### **13 CONTACTS**

#### **• REPORT AUTHOR**

- Name: Evereth Willis

- E-mail: [evereth.willis@merton.gov.uk](mailto:evereth.willis@merton.gov.uk)

## LONDON BOROUGH OF MERTON

### JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS

#### CONSTITUTION

#### 1 MEMBERSHIP

- 1.1 The Joint Consultative Committee will comprise five members of the Council and one representative of each of Merton's ethnic minority organisations which meet the criteria for membership.
- 1.2 Each member of the JCC will be entitled to nominate a substitute representative provided that notice is given to the Chief Executive in advance of the meeting.

#### 2 CHAIR/VICE CHAIR OF THE JOINT CONSULTATIVE COMMITTEE

- 2.1 The Chair of the JCC shall be appointed by Council.
- 2.2 A Vice Chair shall be elected annually from the representatives of the Committee from the ethnic minority organisations.

#### 3 ATTENDANCE OF OTHER BODIES

- 3.1 Representatives from the Police, Citizens Advice Bureau and Merton Voluntary Services Council will be entitled to attend the JCC and participate as non-voting members.
- 3.2 Appropriate umbrella groups will have full voting rights.
- 3.3 Representatives of the local health authority and the Benefits Agency will be invited to attend the JCC in an advisory capacity.
- 3.4 In addition, the JCC may ask representatives from any other groups or organisations within the borough to attend, when it is considered that their attendance would be helpful.

#### 4 TERMS OF REFERENCE

- 4.1 The terms of reference of the JCC shall be as follows:
- a) To advise and make recommendations upon strategic policy issues relating to:
- (i) Issues of local concern to the ethnic minority communities
  - (ii) Provision of Council services and resources, with reference to the needs of local ethnic minority communities
  - (iii) The elimination of discriminatory practices and racial prejudice in the delivery of Council services
  - (iv) The promotion of equal opportunities and good relations between different groups
  - (v) Applications for financial grant from Merton Council, Central Government, EC and other external funding organisations in aid of projects affecting local ethnic minority people.
- b) To contribute to and monitor the Council's Equality and Diversity Statement and Policy and the equality commitments of the Corporate Equality Scheme.

## 5 AGENDA

- 5.1 The Chief Executive will prepare the agenda for meetings of the JCC which will be circulated in accordance with the Local Government (Access to Information) Act 1985.
- 5.2 Items which fall within the terms of reference of the JCC will be included at the request of any member, provided that these are supported by some written detail including the background and intent of the item.
- 5.3 Items submitted by members must be received by the Chief Executive's department in accordance with the above criteria, no less than 10 days before the meeting.

## 6 CONDUCT OF MEETINGS

- 6.1 The business of the JCC shall be conducted in open session. Meetings will be conducted on an informal basis to promote the free exchange of views. Should any question of procedure arise which is not otherwise referred to herewith, the Council's standing orders will apply insofar as they are relevant.
- 6.2 The Chief Executive will provide administrative support and policy advice to the JCC

## 7 VENUE AND FREQUENCY OF MEETINGS

- 7.1 Meetings will normally be held four times in each municipal year, commencing at 7.15 pm at Merton Civic Centre, or any venue requested by the JCC.

## 8 CRITERIA FOR MEMBERSHIP OF THE JCC

- 8.1 The JCC Constitution provides for each minority ethnic organisation in the borough to be eligible for membership (see paragraph 1). However, as with any other committee, the membership could not be open to an unlimited number of groups. Hence, the terms of the constitution are interpreted in such a way that reasonable criteria can be applied for consideration of further applications.
- 8.2 The JCC will apply the following conditions for this purpose:
- (a) The aims and objectives of the organisation should relate to an identified community group in the borough.
  - (b) The membership must reflect a significant representation of the relevant community.
  - (c) The organisation must be operating effectively in the borough.
  - (d) The organisation must be able to contribute to and further the aims of the JCC.
  - (e) A report recommending that the organisation join the JCC will be brought to the committee for their agreement.

# **Committee: Joint Consultative Committee with Ethnic Minority Organisations**

**Date: 06 July 2011**

Agenda item: 8

Wards: All

## **Subject: Crime data update March – May 2011**

Lead officer: Kate Martyn, Head of Policy, Partnerships and Communities

Lead Partner: Metropolitan Police

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number:N/A

Contact officer: Evereth Willis([evereth.willis@merton.gov.uk](mailto:evereth.willis@merton.gov.uk))

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### **Recommendations:**

#### **That the Joint Consultative Committee with Ethnic Minority Organisations:**

- A. Notes the crime data update for the period (presented by Chief Inspector Mark Lawrence).

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## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

1.1. To update the Joint Consultative Committee (JCC) with Ethnic Minority Organisations on crime data in the borough for the period from March to May 2011.

## **2 DETAILS**

2.1 The JCC has requested regular updates on race, faith and burglary statistics in the borough.

## **3 ALTERNATIVE OPTIONS**

3.1 Not Applicable

## **4 CONSULTATION UNDERTAKEN OR PROPOSED**

4.1. Not applicable

## **5 TIMETABLE**

5.1 Not applicable

## **6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

6.1 Not applicable

## **7 LEGAL AND STATUTORY IMPLICATIONS**

7.1. None

## **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

8.1. None

## **9 CRIME AND DISORDER IMPLICATIONS**

9.1. None

## **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1. None

## **11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

11.1 Appendix 1 – Crime data for the period March to May 2011

## **12 BACKGROUND PAPERS**

None

## **13 CONTACTS**

### **• REPORT AUTHOR**

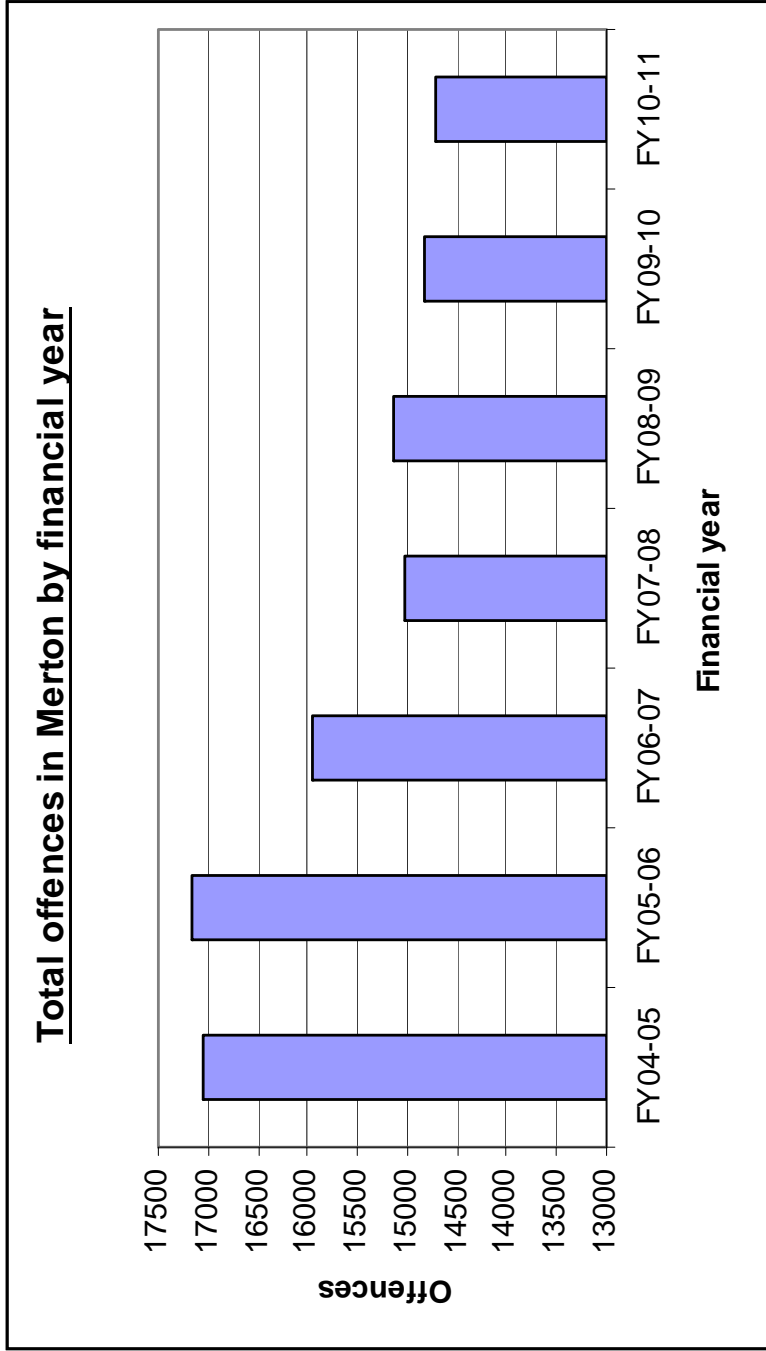
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# Merton JCC police data June 2011

<b>Protective marking</b>	Not protectively marked
<b>Publication scheme</b>	No
<b>Title and version</b>	Merton JCC police data June 2011, V1.
<b>Summary</b>	Crime data March – May 2011
<b>OCU</b>	Merton VW
<b>Author</b>	Merton Police
<b>Date created</b>	June 2011
<b>Review date</b>	June 2012

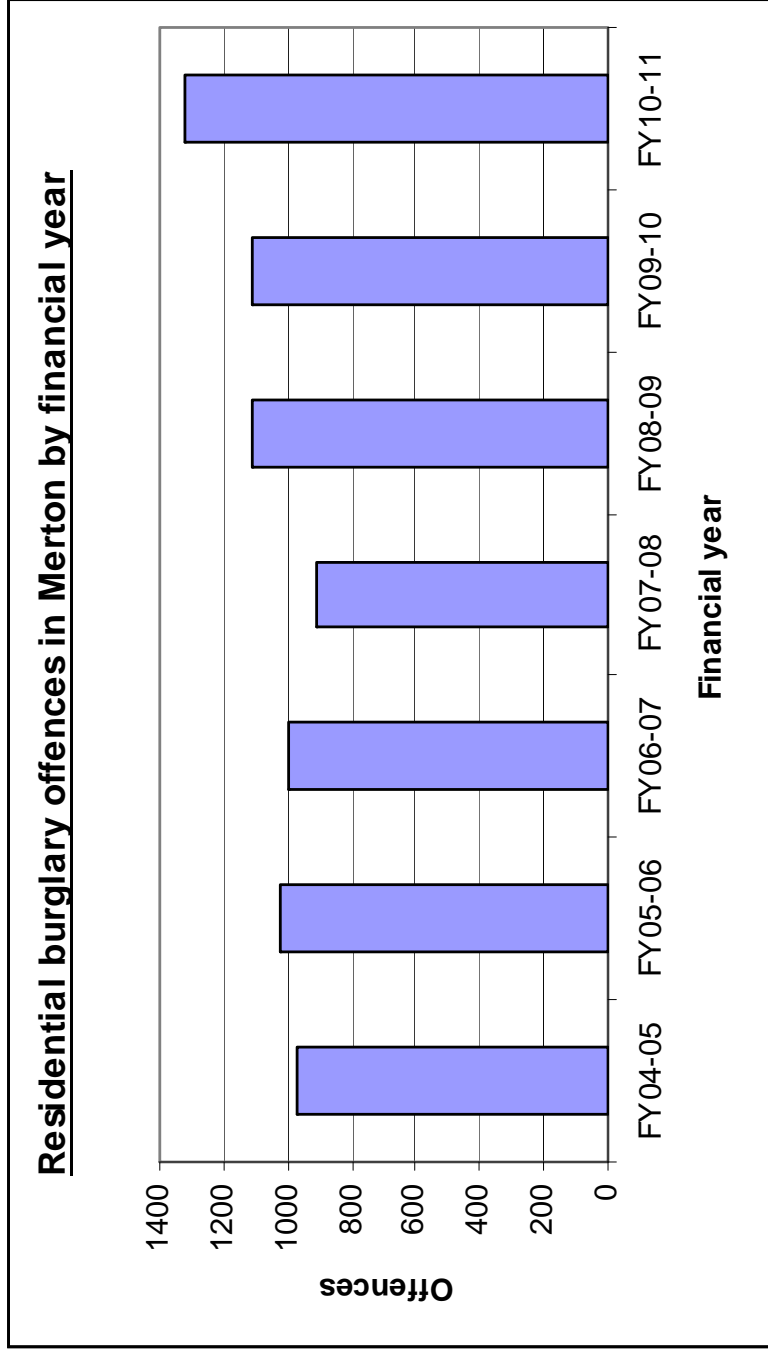




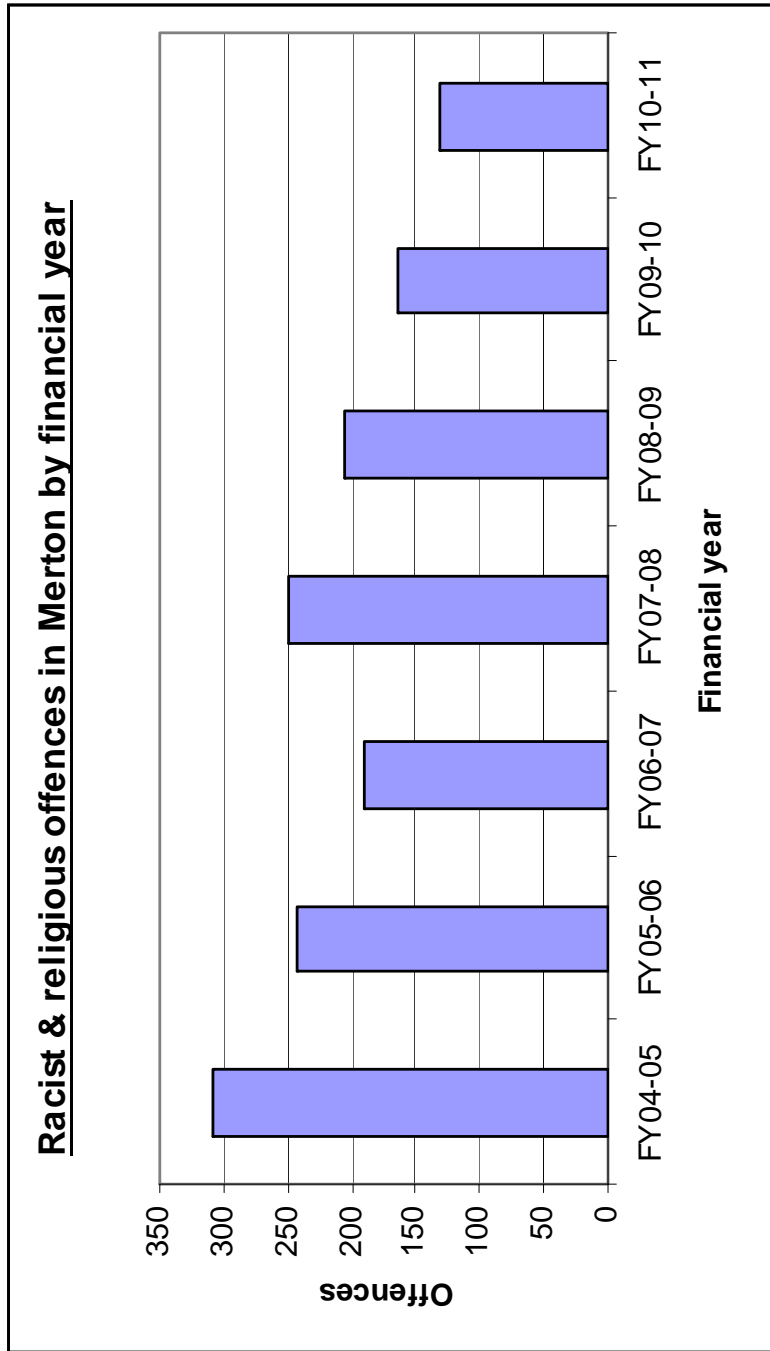
Financial Year	Total Offences
FY04-05	17058
FY05-06	17171
FY06-07	15959
FY07-08	15031
FY08-09	15126
FY09-10	14834
FY10-11	14721



# Merton JCC police data June 2011



Financial Year	Residential Burglary Offences
FY04-05	975
FY05-06	1024
FY06-07	999
FY07-08	910
FY08-09	1110
FY09-10	1107
FY10-11	1318



Financial Year	Racist and Religious Offences
FY04-05	309
FY05-06	243
FY06-07	191
FY07-08	249
FY08-09	205
FY09-10	164
FY10-11	132

## Offences flagged racist incidents in Merton March – May 2011

Offence	Count	Proportion
Harassment	14	74%
Assault With Injury	4	21%
Criminal Damage	1	5%
<b>Total</b>	<b>19</b>	<b>100%</b>

Ward	Offences
Abbey	3
Cricket Green	2
Dundonald	2
Longthornton	2
Ravensbury	2
St Helier	2
Trinity	2
Colliers Wood	1
Graveney	1
Merton Park	1
Wimbledon Park	1
<b>Total</b>	<b>19</b>

# Merton JCC police data June 2011

## Offences flagged racist incidents in Merton March – May 2011

Victim gender	Count	Proportion
Male	16	67%
Female	8	33%
<b>Total</b>	<b>24</b>	<b>100%</b>

Victim age	Count	Proportion
Under 20	3	13%
20-29	9	38%
30-39	6	25%
40-49	5	21%
Over 50	1	4%
<b>Total</b>	<b>24</b>	<b>100%</b>

20

Victim ethnicity	Count	Proportion
Asian	13	54%
White European	5	21%
African Caribbean	4	17%
Dark European	1	4%
Not known	1	4%
<b>Total</b>	<b>24</b>	<b>100%</b>

Victim nationality	Count
British	15
Indian	2
Mauritian	1
Polish	1
South African	1
Sri Lankan	1
Turkish	1
Not known	2
<b>Total</b>	<b>24</b>

Victim religion	Count
Christian	7
Hindu	2
Islam	2
Not known	13
<b>Total</b>	<b>24</b>

Appendix 1

## Offences flagged racist incidents in Merton March – May 2011

Suspect gender	Count	Proportion
M	23	85%
F	4	15%
<b>Total</b>	<b>27</b>	<b>100%</b>

Suspect age	Count	Proportion
Under 20	8	30%
20-29	9	33%
30-39	7	26%
40-49	2	7%
Over 50	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

Suspect ethnicity	Count	Proportion
White European	21	78%
African Caribbean	3	11%
Asian	2	7%
Dark European	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

Suspect nationality	Count
British	7
Polish	1
South African	1
Not known	18
<b>Total</b>	<b>27</b>

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**Committee:** Joint Consultative Committee with Ethnic Minority Organisations

**Date:** 6 July 2011

Agenda item: 9

Wards: All

**Subject:** Refresh of Merton Compact

Lead officer: Kate Martyn, Head of Policy, Strategy and Partnerships

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number: N/A

Contact officer: Eshaan Akbar (eshaan.akbar@merton.gov.uk)

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**Recommendations:**

That the Joint Consultative Committee with Ethnic Minority Organisations (JCC):

- A. Notes that the Merton Compact is currently being refreshed and is under consultation.
  - B. Comments on the draft version of the Merton Compact.
- 

**1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

1.1. To update the JCC on progress being made with the refresh of the Merton Compact and expected timescales, and to seek input from JCC members.

**2. DETAILS**

2.1 The Compact is a partnership agreement between the public sector and Voluntary and Community Sector (VCS) to improve their relationships and provide a framework within which the sectors can understand what to expect from each other.

2.2 The Merton Compact was developed and launched in 2004 with partners from the Primary Care Trust (PCT), Merton Council and the VCS. It has since grown with new partners from the Police, Fire Service, local colleges and the National Health Service signing up to its principles.

2.3 The Merton Compact has won national awards for several years running. It has also been promoted across the country by the Government as a model of good practice. Merton has always been able to provide examples of how the Compact has improved partnership working in Merton.

2.4 The Revised National Compact was launched in December 2010 and, while less detailed than previous versions, the new National Compact captures the key elements of effective working between the VCS and the public sector.

2.5 The Merton Compact Board has agreed with and is guided by the commitments set out in the new National Compact, subsequently revising the Merton Compact according to these commitments.

2.6 A draft version of the Merton Compact has been drawn up by the Compact Board and is currently under consultation (further details under section 4).

### **3. ALTERNATIVE OPTIONS**

- 3.1 Compact signatory organisations could choose to not refresh the Merton Compact or to structure the revised Compact differently. However, this would not bring the Merton Compact up to date and reflect changes in good practice, nor pick up specific developments reflected in the new National Compact

### **4. CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1 The twelve-week consultation period runs from Monday 20 June to Friday 16 September 2011.
- 4.2 This will include general communications (e.g. articles on Merton Connected and Merton Together, press releases, the Merton website) as well as reports to the Joint Consultative Committee with Ethnic Minority Organisations.

### **5. TIMETABLE**

- 5.1 It is intended that the revised Merton Compact will be launched in Compact Week (early November 2011).
- 5.2 The full proposed timetable is below:

<b>Action</b>	<b>Date</b>
Compact Board agrees draft agreed for consultation	21 April
12 week consultation on draft, including:	24 June to 16 September
<ul style="list-style-type: none"><li>• General communications: articles on Merton Connected and Merton Together, press release, Merton website</li></ul>	–
<ul style="list-style-type: none"><li>• Interfaith Forum</li></ul>	22 June
<ul style="list-style-type: none"><li>• Stronger Communities Board</li></ul>	22 June
<ul style="list-style-type: none"><li>• Joint Consultative Committee with Ethnic Minority Organisations</li></ul>	6 July
Compact Board agrees draft Merton Compact to recommend to the Merton Partnership	27 September
Merton Partnership Executive Board	27 September
Merton Partnership	18 October
Launch in Compact Week (dates TBC)	7-13 November

### **6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 6.1 None directly from the refresh of the Merton Compact, however, there are a number of undertakings that have an impact on finance and other resources.
- 6.2 The revised Merton Compact does highlight some key undertakings for both the public sector and the voluntary sector that have direct implications on finance, resources and property.
- 6.3 These include, amongst others, a commitment to multi-year funding, ensuring a wide range of funding and finance models are available and a minimum of three months notice when changing or ending funding relationships.



## **7. LEGAL AND STATUTORY IMPLICATIONS**

7.1 None.

## **8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

8.1 None directly from the refresh of the Merton Compact, however, there are a number of undertakings that have a positive impact on human rights, equalities and community cohesion.

8.2 The Merton Compact serves as a framework and agreement between the public sector and the voluntary sector to ensure high quality services are provided in a timely and efficient way.

8.3 It serves to enhance the relationship between the public sector and the voluntary sector and this can only have positive implications for organisations seeking to improve the breadth and depth of their services. This will have positive knock-on effects for all the equalities strands (particularly through those organisations dedicated to providing services to specific groups).

## **9. CRIME AND DISORDER IMPLICATIONS**

9.1 None.

## **10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1 None

## **11. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

11.1 A draft version of the revised Merton Compact for comment.

## **12. BACKGROUND PAPERS**

12.1 The original Merton Compact:  
[http://www.merton.gov.uk/mertoncompact\\_bookletv3.pdf](http://www.merton.gov.uk/mertoncompact_bookletv3.pdf)

12.2 The revised National Compact:  
[http://www.compactvoice.org.uk/sites/default/files/the\\_compact.pdf](http://www.compactvoice.org.uk/sites/default/files/the_compact.pdf)

## **13. CONTACTS**

### **13.1 REPORT AUTHOR**

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# **DRAFT Revised Merton Compact**

## **Drafted April 2011**

“The Compact is not just another document to be followed, but a way of working which enables those using it to better carry out their existing roles.”

Simon Blake, Chair of Compact Voice

## **Foreword**

[To be drafted]

## **What is a Compact?**

Compacts are partnership agreements between public bodies and the voluntary sector<sup>1</sup> to improve their relationships and provide a framework within which the sectors can understand what to expect from each other. Compacts offer the means of supporting the capacity building for the voluntary sector so that groups can do more to meet both their aims and those of their public sector partners, thereby enhancing their contribution to the local community.

## **The Merton Compact**

The Merton Compact was developed in 2004 with partners from the Primary Care Trust, Merton Council and the voluntary sector signing up to the Merton Compact when it was launched in October 2004.

Merton made a conscious decision to focus on practical improvements that could be made to improve the relationship between the statutory and voluntary sectors, recognising that often some of the biggest gains can be achieved as a result of the smallest changes.

Since then a number of other organisations have lent their support to the Merton Compact and signed up to its principles, including Merton Police, the Fire Service, local colleges and health partners.

## **Our achievements**

The Merton Compact has provided a standard against which the actions of signatory organisations can be judged. By applying the principles of the Merton Compact to the way partners work, Merton has seen a number of improvements to the way the public and voluntary sectors work together which in turn has brought about positive change for local people.

Some examples of these achievements are set out below.

- Merton Council has improved the way in which it manages its grants programmes. ‘Lessons learned’ sessions take place following funding rounds

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<sup>1</sup> Note that for brevity, the term ‘voluntary sector’ has been used throughout this document to refer to both the voluntary and community sectors. Further information is contained in the glossary at the end of this document.

bringing together the views of the voluntary sector groups that applied with the officers who managed the processes. This enables officers to hear views on what works well and where improvements could be made, and for the sector to hear about the officers' experience. Learning from these sessions has been reflected in new standardised grant application forms, assessment and allocation processes and monitoring arrangements. This kind of evaluation is now built into the annual review of the processes.

- The voluntary sector has been involved in developing a new Commissioning Strategy in for Merton Council's Community and Housing Department.
- There have been a number of examples of joint working to lever in external funding. For example, Merton Adult Education and St Marks Family Centre worked together to access funding that the council would not have been able to access without support from the voluntary sector. The bid secured money to refurbish St Marks Family Centre's learning centre.
- Late in 2009 the council hosted a sub regional Awards for All Big Lottery workshop to provide guidance to voluntary organisations on how to successfully access this funding stream. The council worked with MVSC to promote the event and 33 groups attended, 21 of which were from Merton. The event was organised as typically Merton groups did not make enough funding applications to the Awards for All scheme, and the borough was therefore not accessing its proportion of funding. Within a few months of the workshop 13 Merton organisations had submitted applications to the Big Lottery Awards for All fund. Nine were successful and brought a total of £75,640 to Merton.
- As these examples show, Merton is able to provide practical examples of how the Compact has improved partnership working in the borough. Because of this the Merton Compact has consistently been promoted across the country by the Government as a model of good practice.
- Furthermore, in recognition of the evidence demonstrating how the Merton Compact has had a real impact on outcomes for local people, the Compact has won many national and regional awards for several years running, including Best Local Compact in 2011.

'Compact Wins' such as these are flagged up by the Compact Board and published on the Merton Compact webpages. The Board also exercises its 'scrutiny' role to identify examples of where Compact principles have not been applied and establish solutions.

More information about the impact of the Merton Compact can be found at [www.merton.gov.uk/compact](http://www.merton.gov.uk/compact).

## **Our shared Compact principles**

Our aim is to provide quality services to the people of Merton. We recognise that there is added value in working in partnership towards common aims and objectives.

The following principles underpin this partnership and these aims:

- Community involvement and voluntary action are essential to the quality of life in Merton. It is recognised that the voluntary and community sector makes a valuable contribution to the economic, environmental and social development of Merton.
- The differences and diversity between the public sector and the voluntary and community sector should be respected and valued.
- In the development and delivery of services, the public sector and the voluntary and community sector have distinct but complementary roles.
- Each sector has its own set of responsibilities and constraints.
- The independence of the voluntary and community sector should be respected.
- To maximise the effectiveness of the voluntary and community sector, investment in its infrastructure is essential.
- The relationship between the sectors should be open and respectful and demonstrate trust.
- Each sector should strive for excellence and equality of access.
- When working together contributions from each sector should be given equal consideration and respect.
- Organisations in each sector have the right to contribute to and, if necessary, challenge matters that affect them.

## **Compact outcomes**

We believe that an effective partnership between the public sector and voluntary sector organisations – the ‘Compact way of working’ – will help achieve the following outcomes:

1. A strong, diverse and independent voluntary sector
2. An equal and fair society
3. Effective and transparent design and development of policies
4. Responsive and high-quality programmes and services
5. Clear arrangements for managing changes to programmes and services

In order to achieve these outcomes, there are a number of undertakings required from both the public and voluntary sectors

## **Outcome 1: A strong, diverse and independent voluntary sector**

### **Undertakings for the public sector**

- 1.1 Respect the independence of the voluntary sector.
- 1.2 Ensure greater transparency by making data and information more accessible, helping the voluntary sector to challenge existing provision of services, access new markets and hold the public agencies to account.
- 1.3 Consider a range of ways to support voluntary sector organisations, such as enabling greater access to public sector premises and resources.
- 1.4 Ensure that where organisations are engaging volunteers requiring Criminal Record Bureau (CRB) checks, the organisation covers the charge, not the volunteers, and work together to streamline processes for CRB checks to encourage volunteering.

### **Undertakings for the voluntary sector**

- 1.5 When campaigning or advocating, ensure that robust evidence is provided, including information about the source and range of people and communities represented.
- 1.6 Ensure independence is upheld, focusing on the cause represented, regardless of any relationship they have with the public sector, financial or otherwise.
- 1.7 Ensure that where organisations are engaging volunteers requiring Criminal Record Bureau (CRB) checks, the organisation covers the charge, not the volunteers, and work together to streamline processes for CRB checks to encourage volunteering.

## **Outcome 2: An equal and fair society**

### **Undertakings for the public sector**

- 2.1 Work with voluntary sector organisations that represent, support or provide services to people specifically protected by legislation and other under-represented and disadvantaged groups. Understand the specific needs of these groups by actively seeking the views of service users and clients. Take these views into account, including assessing impact, when designing and implementing policies, programmes and services.
- 2.2 Acknowledge that organisations representing specific disadvantaged or under-represented groups can help promote social and community cohesion and should have equal access to funding.
- 2.3 Take practical action to eliminate unlawful discrimination, advance equality and to ensure a voice for under-represented and disadvantaged groups.

### **Undertakings for the voluntary sector**

- 2.4 Show how the value of the work can help the public sector deliver its duties on promoting equality and tackling discrimination.
- 2.5 Take practical action to eliminate unlawful discrimination, advance equality of opportunity and build stronger communities.

## **Objective 3: Effective and transparent design and development of policies, programmes and public services**

### **Undertakings for the public sector**

- 3.1 Recognise that the voluntary sector makes a valuable contribution to the economic, environmental and social development of Merton.
- 3.2 Consider the social impact that may result from policy and programme development and, in particular, consider how these would impact local efforts to inspire and encourage social action and to empower communities.
- 3.3 Work with the voluntary sector from the earliest possible stage to design policies, programmes and services. Ensure those likely to have a view are involved from the start and remove barriers that may prevent organisations contributing.
- 3.4 Give early notice of forthcoming consultations, where possible, allowing enough time for voluntary sector organisations to involve their service users, beneficiaries, members, volunteers and trustees in preparing responses. Where it is appropriate, and enables meaningful engagement, conduct 12-week formal written consultations, with clear explanations and rationale for shorter time-frames or a more informal approach.
- 3.5 Consider providing feedback to explain how respondents have influenced the design and development of policies, programmes and public services, including where respondents' views have not been acted upon.
- 3.6 Assess the implications for the sector of new policies, legislation and guidance, aiming to reduce the bureaucratic burden, particularly on small organisations.

### **Undertakings for the voluntary sector**

- 3.7 Promote and respond to public sector consultations where appropriate.
- 3.8 Seek the views of service users, clients, beneficiaries, members, volunteers and trustees when making representation to the public sector. Be clear on who is being represented, in what capacity, and on what basis that representation is being made.
- 3.9 When putting forward ideas, focus on evidence-based solutions, with clear proposals for positive outcomes.

## **Outcome 4: Responsive and high-quality programmes and services**

### **Undertakings for the public sector**

- 4.1 Ensure that voluntary sector organisations have a greater role and more opportunities in delivering public services by opening up new markets in accordance with wider public service reform measures and reforming the commissioning environment in existing markets.
- 4.2 Consider a wide range of ways to fund or resource voluntary sector organisations, including grants, contracts, loan finance, the use of premises and so on. Work to remove barriers that may prevent voluntary sector organisations accessing government funding, thereby enabling smaller organisations to become involved in delivering services where they are best placed to achieve the desired outcomes.
- 4.3 Ensure transparency by providing a clear rationale for all funding decisions.
- 4.4 Commit to multi-year funding where appropriate and where it adds value for money. The funding term should reflect the time it will take to deliver the outcome. If multi-year funding is not considered to be the best way of delivering the objective, explain the reasons for the decision.
- 4.5 Ensure well managed and transparent application and tendering processes, which are proportionate to the desired objectives and outcomes of the programmes.
- 4.6 Agree with voluntary sector organisations how outcomes will be monitored before a contract or funding agreement is made. Ensure that monitoring and reporting is relevant and proportionate to the nature and size of the opportunity.
- 4.7 Ensure equal treatment across sectors, including reporting and monitoring arrangements, when tendering for contracts.
- 4.8 Recognise that when voluntary sector organisations apply for a grant, they can include appropriate and relevant overheads, including the costs associated with training and volunteer involvement.
- 4.9 Ensure delivery terms and risks are proportionate to the nature and value of the service.
- 4.10 Ensure that the widest possible range of organisations can be involved in the provision of services through appropriate funding and financing models.
- 4.11 Ensure all bodies distributing funds on behalf of the public sector adhere to the commitments in this Compact.
- 4.12 Encourage feedback from a wide range of sources on the effectiveness of the partnership between the public sector and voluntary sector organisations and how successful it has been in delivering their objectives.

### **Undertakings for the voluntary sector**

- 4.13 Ensure eligibility for funding before applying and be explicit about how outcomes will be achieved.



- 4.14 Ensure robust governance arrangements so that organisations can best manage any risk associated with service delivery and financing models, including giving funders early notice of significant changes in circumstances.
- 4.15 Be open and transparent about reporting, recognising that monitoring, whether internal or external, is an aspect of good management practice.
- 4.16 Demonstrate the social, environmental or economic value of the programmes and services provided, where appropriate.
- 4.17 Help facilitate feedback from users and communities to the public sector to help improve delivery of programmes and services.
- 4.18 Recognise that the public sector can legitimately expect voluntary sector organisations to give public recognition of its funding.

## **Outcome 5: Clear arrangements for managing changes to programmes and services**

### **Undertakings for the public sector**

- 5.1 If a programme or service being delivered by a voluntary sector organisation is encountering problems, agree with the organisation a timetable of actions to improve performance before making a decision to end a financial relationship.
- 5.2 Assess the impact on beneficiaries, service users and volunteers before deciding to reduce or end funding. Assess the need to re-allocate funds to another organisation serving the same group.
- 5.3 Where there are restrictions or changes to future resources, discuss with voluntary sector organisations the potential implications as early as possible, give organisations the opportunity to respond, and consider the response fully, respecting sector expertise, before making a final decision.
- 5.4 Give a minimum of three months notice in writing when changing or ending a funding relationships or other support, apart from in exceptional circumstances, and provide a clear rationale for why the decisions has been taken.

### **Undertakings for the voluntary sector**

- 5.5 Plan for the end of funding to reduce any potential negative impact on beneficiaries and the organisation.
- 5.6 Contribute positively to reviews of programmes and funding practice.
- 5.7 Advise funders on the social, environmental or economic impact(s) of funding changes, particularly to minimise their effects on people in vulnerable situations
- 5.8 Advise funders if voluntary sector organisations are facing funding difficulties.

## How do we implement the Compact?

Implementation of the Merton Compact is monitored by the Compact Board which brings together representatives from the voluntary sector<sup>2</sup> and public sector.

The Compact Board highlights good practice demonstrating the 'Compact way of working' – known as 'Compact Wins' – and also provides an opportunity to flag up examples where Compact principles have not been applied and resolve any problems.

## Further information

For more information about the Merton Compact and the work of the Compact Board, please visit the Merton Compact website at <http://www.merton.gov.uk/compact> . Alternatively, please contact a member of the Compact Board (Board members are listed on the Merton Compact website) or email [voluntarysector@merton.gov.uk](mailto:voluntarysector@merton.gov.uk)

To find out more about Involve visit the Merton Connected website at [www.Merton.Connected.com/Involve](http://www.Merton.Connected.com/Involve) or contact Merton Voluntary Services Council (MVSC) by email at [info@mvsc.co.uk](mailto:info@mvsc.co.uk) or telephone 020 8685 1771.

For a copy of the National Compact between central government and civil society organisations, visit <http://www.cabinetoffice.gov.uk/sites/default/files/resources/The%20Compact.pdf>

The Compact Voice website also provides interesting examples of good practice nationwide at <http://www.compactvoice.org.uk/>

## Glossary

Compact	[to be added]
Public sector	[to be added]
Voluntary sector	[to be added]

<sup>2</sup> Voluntary sector members of the Compact Board are elected to the board through the 'Involve' network.

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**Meeting:** **Joint Consultative Committee with Ethnic Minority Organisations**

**Date:** **6 July 2011**

Agenda item: 10

**Subject:** **Review of Volunteering**

Lead officer: Simon Williams, Director of Community & Housing

Lead member: Cllr Edith Macauley, Cabinet Member for Community Safety, Equalities and Engagement

Forward Plan reference number:

Contact officer: Kate Martyn, Head of Policy, Strategy & Partnerships x4632

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**Recommendations:**

That the Joint Consultative Committee with Ethnic Minority Organisations (JCC):

1. Consider and comment on the findings of the review of volunteering; and
2. Endorse the recommendations set out in the report, including the proposed revised volunteering strategy and action plan.

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**1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1 To share with the JCC the emerging findings from the review of volunteering and to gather views.

**2. DETAILS**

- 2.1 The Director of Community & Housing has led a review of volunteering to take stock of the current position and set out priorities for the future.
- 2.2 The detail of his findings and recommendations are set out in the attached report.

**3. ALTERNATIVE OPTIONS**

- 3.1 Further research or work on this project could be undertaken, however this would delay the decision making timetable set out in Section 5 below.

**4. CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1 The review of volunteering has involved regular discussion with the Volunteering Board, the wider voluntary sector, key partners within the

Merton Partnership, and officers across Merton Council. This work was also informed by a volunteering conference held on 14 April 2011. Details of the views contributed to the review are contained in the body of the report.

- 4.2 An earlier draft of the attached report and appendices was considered at the Volunteering Board on 18 May. Minor amendments have been made to reflect views shared at that meeting.

## **5. TIMETABLE**

- 5.1 A final document will be brought back to the Compact Board on 18 July, before going to the Merton Partnership for agreement on 19 July 2011.

## **6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 6.1 There will be resource implications of appointing a project manager to deliver the volunteering strategy objectives and actions. It is proposed that a bid be made to the Performance Reward Grant to provide funding for this officer, along with resources to support publicity activity and upgrading the local web-enabled platform to match volunteers and placements.

## **7. LEGAL AND STATUTORY IMPLICATIONS**

- 7.1 None for the purposes of this report.

## **8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 8.1 None directly from the review of volunteering, however, there are a number of undertakings that have a positive impact on human rights, equalities and community cohesion.
- 8.2 The proposed revised strategy and action plan aim to enhance the range of volunteering opportunities and support the way in which volunteer-involving organisations work with volunteers. This will have positive implications for organisations seeking to improve the breadth and depth of their services and add value by working with volunteers. This will have positive knock-on effects for all the equalities strands (particularly through those organisations dedicated to providing services to specific groups).

**9. CRIME AND DISORDER IMPLICATIONS**

9.1 None.

**10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1 None

**11. APPENDICES – the following documents are to be published with this report and form part of the report**

- Final report of the review of volunteering
- Appendix I – Summary of the role of Volunteer Centre Merton
- Appendix II – Volunteering Strategy 2011
- Appendix III – Volunteering Strategy 2011 Action Plan

**12. BACKGROUND PAPERS**

- Volunteering Strategy 2008
- Volunteer Board minutes
- Volunteering Conference summary

# Volunteering Review – Final report

Simon Williams, Director of Community & Housing, Merton Council

## 1. Background

- 1.1 In March 2008 the Merton Partnership agreed a Volunteering Strategy for Merton. The Volunteering Strategy and corresponding action plan set out the following key objectives, along with actions to deliver them:
- Promote and market volunteering generally in order to increase the number of Merton residents volunteering and in particular by targeting specific groups;
  - Recognise the value of volunteering in the intermediate labour market as a route to work;
  - Introduce an employee volunteering scheme for Merton Council and promote the value of such schemes to employers across the borough;
  - Empower people to participate at a local level;
  - Maximise the opportunities for volunteering arising from the 2012 Olympics/ Paralympics; and
  - Build the capacity of voluntary groups in order to improve access and support for volunteers and maintain high standards of service and support.
- 1.2 The strategy drew on the outcomes of a 2007 workshop for volunteer-involving organisations that examined needs of organisations and volunteers and the barriers to volunteering. In addition to this, it responded to the findings of a research study that examined the value and impact of volunteering in Merton by the Centre for Voluntary & Community Activity at Roehampton University provided a comprehensive set of information about volunteering in the borough. The Volunteering Strategy recognised that investment of time and resources is necessary for all volunteer-involving organisations to promote, recruit, support, organise and celebrate their volunteers and manage a range of volunteering opportunities.
- 1.3 At a similar time, the Local Area Agreement (LAA) 2007-10 prioritised a stretch target to recruit an additional 650 volunteers<sup>1</sup> who would contribute at least 100 hours of volunteering in a 12 month period. 80% of these volunteers were to be from Black, Asian and Minority Ethnic (BAME) communities, groups with disabilities/ long term illness, or groups with fewer qualifications. These targets reflected the diversity of volunteering in Merton embracing residents active within local community and faith groups.
- 1.4 A Volunteering Board was established as part of the local strategic partnership structure to bring together volunteer-involving organisations from the voluntary and community sector and local public agencies to oversee the delivery of the Volunteering Strategy – and specifically delivery against the LAA stretch targets – reporting to both the Compact Board and the Safer & Stronger Thematic Partnership.

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<sup>1</sup> Above the baseline set using Volunteer Centre Merton's recruitment data for the previous three years.



## **2. Review of volunteering 2010-11**

- 2.1 In 2010 the chair of Merton Partnership Executive Board requested a review of the Volunteering Strategy. The key drivers for this review were as follows:
- August 2010 was the final deadline for reporting on achievement of the LAA stretch target, so it was appropriate to review objectives going forward;
  - The fact that due to the economic climate the council and other partners were likely to have to withdraw, in full or in part, from some services delivered by paid staff, and therefore there might be scope for voluntary effort to take up some of this shortfall;
  - The fact that many volunteer-involving organisations were also looking to work with volunteers more and potential for volunteer-involving organisations to increase opportunities for volunteers;
  - Potential opportunities from the coalition government's commitment to increased voluntary effort;
  - The fact that the focus on the LAA stretch target left little time and insufficient resources to pursue any additional activities to those undertaken using LAA 'pump priming' grant funding; and
  - The need to ensure that any funding for infrastructure is used to maximum effect.
- 2.2 The review of volunteering was led by Merton Council's Director of Community and Housing, working with the Volunteering Board, the wider voluntary sector, key partners within the Merton Partnership, and officers across Merton Council.
- 2.3 This work was informed by a volunteering conference held on 14 April 2011. Attended by over 90 members of the wider volunteering community, the conference explored the scope for volunteers to be more involved in the delivery of local services and the support needs of volunteer-involving organisations in the borough, in addition to commenting on a set of proposed revised volunteering objectives.
- 2.4 The review has considered progress against delivery of the 2008 Volunteering Strategy, achievement against the LAA stretch targets, investment in volunteering infrastructure and the role of partnership bodies overseeing volunteering activity.

## **3. Delivery against the 2008 Volunteering Strategy**

- 3.1 The 2008 Volunteering Strategy set out key areas of activity under three headings: marketing, promotion and recruitment; support and recognition; and support for volunteer-involving organisations.

### 3.2 A snapshot of activity against these headings is given below:

#### Marketing, promotion and recruitment

- The Volunteer Centre Merton (VCM) website has been extended and is linked to Do-It, the national volunteering database;
- Volunteering is marketed nationally and locally under the common 'Volunteer Centre' brand;
- 'Outreach volunteer recruitment sessions' have been held in various centres, libraries and supermarkets in Merton, and volunteering recruitment platforms are now established in Wimbledon, Mitcham and Morden libraries;
- An annual programme of events under a 'Making a Difference' campaign (supported by LAA pump priming funding), promoted in *My Merton* magazine, involved joint promotions and presented a common marketing theme;
- Working with London 2012 Merton partners, VCM established a team of Events volunteers and supporting recruitment of London Ambassadors; and
- South London Volunteer Centres are working together to develop a local 'Volunteer Bank'<sup>2</sup>.

#### Support and recognition

- Award ceremonies held each year during Volunteers Week to recognise long-standing and exceptional contribution volunteers. All volunteers completing 100 hours service (and therefore qualifying to be counted under the LAA) were awarded certificates to recognise their effort, and many attended ceremonies to receive their certificate from the Mayor. Twelve award ceremonies were held over two years;
- Many organisations providing additional support to enable vulnerable groups to volunteer were supported by the VCM Supported Volunteering programme for people with disabilities. This programme is now funded by Merton Council for both adults and young people; and
- Merton Council managed a pilot employee volunteering project allowing staff two days a year paid leave to volunteer their time. Unfortunately, the scheme saw limited take up from staff.

#### Support for volunteer-involving organisations

- Good practice services were extended to smaller community groups, sports clubs and public sector managers through additional outreach work;
- After CRB checks were identified as the main barrier to volunteering by organisations at the 2007 workshop, CRB check services for volunteers were introduced by Merton Council and VCM;
- The Greater London Volunteering 'Experts in Volunteering' programme South London Regional Worker has been based in Merton to support

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<sup>2</sup> A web-based recruitment tool developed by a partner organisation, to match skilled volunteers to organisations seeking specific help, providing a local 'Timebank'-style web-based platform

Merton organisations to use the Greater London Volunteering Charter as an accessible health check without charge;

- Good practice advice is now more accessible through the Information Bank<sup>3</sup> on the VCM website; and
- Merton Council funded Merton Voluntary Service Council (MVSC) to map faith groups across the borough, resulting in the publication of the Merton Faith Group Directory which has identified the spread and diversity of faith groups in Merton, many of which receive significant support from volunteers.

3.3 During the period of the LAA, activity relating to developing volunteering in Merton focussed on efforts to deliver the stretch targets: encouraging people to take up volunteering that would deliver 100 hours service over a year and gathering data to evidence the number of people achieving 100 hours service. There was a particular emphasis on engaging new volunteers from 'socially excluded groups' to ensure that the maximum reward grant could be achieved. This left little time and insufficient resources to pursue other activities set out in the 2008 Volunteering Strategy.

#### 4. Achievement against the LAA stretch targets

4.1 The Local Area Agreement (LAA) set out a target to increase the number of volunteers between 2007-10, with a particular focus on 'socially excluded groups'. More challenging 'stretch' targets were also set, the achievement of which would mean that additional funding would be made available to Merton as a reward.

4.2 With £30,000 support from the LAA pump priming fund, Volunteer Centre Merton (VCM) led on the delivery of the LAA stretch target for 2007-10, working with Merton volunteer-involving organisations to promote volunteering, place new volunteers and collate data to evidence the number of volunteers achieving the 100 hours within a year.

	Target	Target with 'stretch'	Number recorded	Number above target	Number above 'stretch' target	Stretch achieved ?
Number of residents who carry out formal volunteering	180	380	655	475	275	Yes
Number of residents from 'socially excluded groups' who carry out formal volunteering	720	1,170	1,002	282	-168	No

Local Area Agreement volunteering targets<sup>4</sup>

<sup>3</sup> The Information Bank provides good practice guidance and templates for volunteer-involving organisations to access and use themselves.

<sup>4</sup> The LAA targets concerned recruiting new volunteers who would contribute at least 100 hours of volunteering in a 12 month period. 'Socially excluded groups' were defined as those from Black, Asian and Minority Ethnic (BAME) communities, groups with disabilities/ long term illness, or groups with fewer qualifications.

- 4.3 Activity undertaken to do this included joint volunteering promotions and a common marketing theme, including an annual programme of events under a 'Making a Difference' campaign slogan. Merton Council provided support including press releases and regular coverage in *My Merton* magazine to encourage people to take up volunteering and, particularly towards the end of the LAA period, to get in touch with VCM if they had completed 100 hours service so that they could be counted in the figures.
- 4.4 To improve recognition of volunteers' efforts – and to encourage organisations to share information of volunteers completing the 100 hours service – all volunteers completing 100 hours service were awarded certificates to recognise their effort, and many attended ceremonies to receive their certificate from the Mayor. Over two years, 12 award ceremonies were held.
- 4.5 In the last year of the LAA, due to the significant variance between the target and the numbers of new volunteers that VCM could evidence, an additional £7,000 was made available to VCM from pump priming funding. The Chief Executive's Department in Merton Council also contributed an additional £3,000 to support further promotion activity.
- 4.6 VCM was also finding it a challenge to get information from volunteer-involving organisations about the number of volunteers they used and the number of hours service the volunteers had completed. In order to reduce the burden on organisations, VCM offered support to volunteer-involving organisations to draw together their evidence of volunteers completing 100 hours. Merton Council also offered support to encourage their contacts to share their information, for example through communications with organisations participating in the Interfaith Forum, the Community Leaders Forum and the Joint Consultative Committee with Ethnic Minority Organisations; and with primary schools with the support of the Head of Education. Local umbrella organisations also used their contacts to encourage involvement reaching BAME groups with the support of Merton Unity Network, and faith groups with the help of MVSC.
- 4.7 The result of this effort was that the overall target of 1,550 new volunteers giving at least 100 hours was exceeded, with 1,657 new volunteers achieving 100 hours. 1,002 of these volunteers were from Black, Asian and Minority Ethnic (BAME) communities, groups with disabilities/ long term illness, or groups with fewer qualifications. This meant that both the regular and stretch targets for volunteering were met. However, with regard to the focus on 'socially excluded' volunteers although the regular target was met, the stretch target was missed by 168 achieving 63% of the reward grant available for the achievement of the target.
- 4.8 By the end of the LAA period, 102 volunteer-involving organisations or public services had provided information and eighteen organisations returned over 20 volunteers<sup>5</sup>.

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<sup>5</sup> These were Baitul Futuh Mosque, Bishop Gilpin Primary School, Cancer Resource Centre (Paul D'Auria), Citizens Advice Bureau, Commonsense Community Development Trust, Community Drugs Service, Deen City Farm, Merton Council Leisure Services, Metropolitan Police, Morden Hall Park,

## 5. Levels of volunteering in Merton

- 5.1 The Centre for Voluntary & Community Activity at Roehampton University examined the value and impact of volunteering in Merton and provided a comprehensive set of information about volunteering in the borough, which informed the development of the 20078 Volunteering Strategy. The study identified 800 volunteer-involving organisations or projects with 40,000 regular 'formal' volunteers supporting organisations and 54,000 more volunteers engaged in 'informal' volunteering at least once a month, helping neighbours and friends in their community. The study highlighted the diversity of volunteering in Merton, ranging from activity in one part of the borough or for one community overseen by groups run entirely by volunteers to borough-wide programmes and projects for specific service users where volunteers are managed by paid staff to deliver services.
- 5.2 The 2008 Place Survey measured levels of volunteering in the borough, with 19.7% of residents saying that they volunteered regularly (at least once a month). This compares with 23% nationally and 21% across London. In terms of the demographic analysis of Merton volunteers measured by the Place Survey 2008, people aged 65 and over were more likely to volunteer than younger age groups, as were owner occupiers.
- 5.3 Since 2007, the number of volunteers recruited through Volunteer Centre Merton doubled from the LAA baseline of 520 new volunteers interviewed and referred to 1,311 in 2009/10, with an additional 971 new volunteers finding volunteer placements through the VCM website. 1,657 new volunteers achieved at least 100 hours service during the period of the Local Area Agreement.
- 5.4 Volunteering is extremely diverse in Merton, with a wide range of activities, skills and patterns of time offered by local people. The following list provides a brief snapshot of the sorts of activities provided:
- Visiting house bound people regularly to provide social contact;
  - Events and activity groups for children, parents and babies, and older people provided by faith groups;
  - Shop volunteers;
  - Fundraising for charities or community organisations, for example Wimbledon Guild's knitting group that raised over £1,000 last year, whilst providing a social group for knitters;
  - Environmental improvement and conservation projects, for example Groundwork;
  - Special constables;
  - Running day centre activities and skills development sessions, for example computer training and healthy living activities. Mobile phone classes and digital camera classes are run by groups of students from local schools;

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North Wimbledon Guides, Positive Network, St George's Hospital, St Helier League of Friends, St Mark's Family Centre, St Raphael's Hospice, Vine Project, Wimbledon Guild and Wimbledon Park Primary School.

- Neighbourhood projects, such as Making Colliers Wood Happy;
- Youth organisations;
- Volunteers running community centres;
- Individuals supporting people with disabilities;
- Street pastors;
- Pro bono work offered by legal firms, for example Capsticks work with law centres and CAB;
- Support for one-off events, for example Wimbledon Village Fair and Mitcham Carnival;
- Some projects are completely run by volunteers such as the Stroke Club at Wimbledon Guild and the Home Visits Library Service;
- Professionals – counsellors, accountants, IT experts – sharing their expertise;
- Individuals regularly supporting organisations’ paid staff, for example with administrative duties; and
- Trustees and committee members of voluntary and community sector organisations.

5.5 The make up of volunteers is also varied. Some volunteer to maintain skills whilst trying to find employment. Others have learning difficulties and are placed by social workers. Many are retired and want to give something back, whilst others are looking to occupy their time and be in a social environment. Some – for example some counsellors – commit themselves to a certain amount of volunteering in order to gain accreditations.

## **6. Investment in volunteering infrastructure**

6.1 Merton Council recognises the need to have local capacity to support volunteering, and therefore currently funds Volunteer Centre Merton (VCM) to deliver the core functions of a volunteer centre: marketing and promoting volunteering, recruiting and matching volunteers to opportunities, supporting organisations to involve more volunteers, and the strategic development of volunteering in Merton.<sup>6</sup>

6.2 In terms of recruiting and placing volunteers, a number of volunteer-involving organisations recruit through VCM. However, there are a substantial number of organisations who undertake their own recruitment of volunteers alongside VCM, for example Age Concern, Wimbledon and Morden Guilds, Home Start, Victim Support, Samaritans, Crossroads, SAFFA, and Asylum Welcome. Some organisations employ their own volunteer coordinators and have attained the Greater London Volunteering Chartermark award. Others recruit from their own memberships, such as faith groups, schools, sports organisations, uniformed organisations.

6.3 Equally, many people interested in volunteering initially approach VCM to discuss their interests and find out about matched with suitable volunteering opportunities, but there are many others who approach organisations direct.

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<sup>6</sup> More information about the work of Volunteer Centre Merton is set out in Appendix I

6.4 VCM's current funding – like all organisations receiving three year funding from Merton Council's 'Infrastructure Grants' funding stream – will come to an end at the end of 2011/12 and this presents an opportunity to ensure that any services commissioned in the future meet the needs of a broad range of volunteer-involving organisations.

## **7. The role of the Volunteering Board**

7.1 The Volunteering Board is currently chaired by the Chief Executive of VCM – with administrative support is provided by VCM staff – and brings together volunteer-involving organisations from the voluntary and community sector and local public agencies.

7.2 Originally set up as a subgroup of the Compact Board, the Volunteering Board was brought under the Stronger Communities Board to oversee the delivery of the 2008 Volunteering Strategy. During the course of the LAA, the main focus was trying to ensure that Merton delivered against the LAA stretch targets. Now that the LAA has come to an end, there is a need to consider and confirm the role the Volunteering Board should perform as part of the Merton Partnership.

7.3 The membership of the Volunteering Board includes a limited number of volunteer-involving organisations. This calls into question the reach of the Board in terms of gathering the views of volunteer-involving organisations and the ability to promote joint working between organisations.

7.4 There has been some confusion expressed about the perceived duplication of reporting from the Volunteering Board, with updates going to both the Compact Board and the Stronger Communities Board. However, the Chair of the Volunteering Board is clear that reports go to the Stronger Communities Board to update on delivery against the Volunteering Strategy, and to the Compact Board to flag wider issues regarding progress against the elements of the Merton Compact relating to volunteering.

## **8. Conclusions**

8.1 The focus on delivering targets and collating evidence for the LAA meant that many of the actions identified in the 2008 Volunteering Strategy were not delivered. There is a need for a refocus for volunteering in Merton that is based on outcomes and deliverable actions. It is therefore proposed that a revised volunteering strategy and action plan be agreed.

8.2 Efforts during the LAA resulted in an increase in the number of residents volunteering and the borough achieved reward grant for the amount of 'stretch' achieved. However, as the 'socially excluded groups' stretch target was not met overall, 37% of the reward grant available for this target was lost and this represents a missed opportunity.

8.3 In light of the economic climate, there is a need to ensure that volunteering in Merton draws in a wider age range, and targets young people out of work, people who are newly retired and/or people who are out of work. Furthermore,

there is a need to ensure that Merton raises its game with regard to increasing volunteering rates in order to keep pace with new demands.

- 8.4 During the period of the LAA, additional resource was made available from the pump priming fund to support increased publicity and marketing activity for volunteering, and to provide additional officer time within VCM to work on marketing and collate evidence of the number of volunteers achieving 100 hours service. It is clear that there is no capacity within statutory agencies and VCM to make additional resource available to the delivery of a revised volunteering strategy.
- 8.5 There is a need to ensure that there is close performance management to ensure that the new volunteering strategy is delivered. There is a role for both the council in monitoring the work of VCM as part of the Infrastructure Grants scheme, and the Volunteering Board (and wider Merton Partnership) in overseeing progress against the action plan.
- 8.6 It is necessary to engage a much broader range of volunteer-involving organisations in this work, both in terms of specific projects set out in this report and through involvement in bodies such as the Volunteering Board.
- 8.7 It is essential that there is investment in infrastructure to support volunteering in Merton, however it must be recognised that many volunteer-involving organisations do not access support organisations. There is therefore potential to increase access to such support.

## **9. Recommendations**

- 9.1 As can be seen from the evidence above, a lot of hard work has gone into volunteering in Merton and there are many examples of good volunteering across the borough in a wide range of organisations.
- 9.2 We can and must collectively building on this work to raise the profile of volunteering and make it as easy as possible to recruit, place and support volunteers.
- 9.3 The recommended actions below will enable us to achieve this.

### **A revised volunteering strategy and action plan**

- 9.4 With this in mind, it is proposed that the 2008 Volunteering Strategy be revised to bring the strategy up to date. The following objectives form the basis for the revised strategy:

- Objective 1: To continue to promote and raise the profile of volunteering for all citizens of Merton, where appropriate by taking a shared and collective approach.
- Rationale:
- Recruitment depends on keeping a high profile and targeting volunteer motivation.
  - There will be more impact if agencies recruiting and using volunteers have a shared approach



- Objective 2: To improve the process of recruiting and matching volunteers to opportunities through the efficient management of different routes to volunteering, making full use of an upgraded web-based platform
- Rationale:
- There has been an increase in demand for volunteering over the last two years and this needs to be managed effectively
  - There are a variety of channels for this (web, phone, face to face), which need to be available for the different needs and motivation of those involved.
  - There are barriers to recruitment, such as risk policies, and these need to be reviewed.
  - Approaches to employers have had mixed success
- Objective 3: To support volunteer-involving organisations to define their needs, develop more opportunities, and offer support to their volunteers
- Rationale:
- Volunteer-involving organisations across the statutory and voluntary sectors are looking at the scope for extending the contribution of volunteers to service delivery
  - If these organisations are able to describe their needs accurately and consistently they have a better chance of attracting volunteers and more 'matching' can be done in a web-enabled way.
  - These organisations should have proportionate standards and policies for how they support their volunteers, and this requires input from more specialist volunteer support organisations
  - Partners recognise the added value contributed by volunteers in making decisions on funding and procurement of services
- Objective 4: To offer volunteers appropriate recognition which is suitable for the different types of motivation
- Rationale:
- Volunteers have a variety of needs for recognition, including as a route into paid employment
  - Award ceremonies undertaken over the last year have been welcomed by volunteers
- Objective 5: To ensure that there is appropriate infrastructure arrangements to support volunteering
- Rationale:
- Support is needed from specialist volunteer support organisations for both volunteers and volunteer-involving organisations
- Objective 6: To ensure that there are the required levels of funding and support to meet these objectives
- Rationale:
- Some resources are needed to take forward this strategy
  - There needs to be clear accountability for the delivery of the strategy

- 9.5 The revised Volunteering Strategy is set out in Appendix II. An action plan to deliver the objectives set out in the strategy is included in Appendix III.

### **Additional resource to support the implementation of the strategy**

- 9.6 To ensure that the objectives set out in this strategy are met, there is a need to make available additional officer resource to act in a project management capacity and work with partner organisations to deliver the actions set out in the action plan. The post will be outcomes focussed and will be joint managed by the council in partnership with the voluntary sector.
- 9.7 There will also be a need to identify resources to fund the developments to ensure the web-based platform meets local need, and an engaging shared marketing campaign.
- 9.8 A bid will be submitted to the LAA Performance Reward Grant fund:
- a project manager (two year fixed term contract) to work with volunteer-involving organisations and infrastructure organisations deliver the volunteering strategy (approximately £47,000 pa including on costs);
  - additional IT software to further develop an upgraded web-based platform (currently being costed); and
  - a budget for a stimulating marketing campaign to promote volunteering in Merton (£5,000 in year one and £7,000 in year two).

### **The role of the Volunteering Board**

- 9.9 The Merton Partnership should confirm its expectations of the Volunteering Board, in terms of the partnership role it should play, the organisations that should sit on the Board and reporting lines:
- the Volunteering Board should be tasked with overseeing the delivery of the new Volunteering Strategy and provide a networking opportunity for volunteer-involving organisations to share good practice;
  - the membership of the Volunteering Board should be significantly widened; and
  - the Volunteering Board should report into the Stronger Communities Board within the Merton Partnership structure to update on progress against delivering the new Volunteering Strategy.
- 9.10 The terms of reference for the Volunteering Board should be revised accordingly.<sup>7</sup>

### **Volunteering infrastructure**

- 9.11 The findings of this review and the objectives set out on the new volunteering strategy will be fed into the work to determine the priorities for this funding stream for 2012/13 onwards and ensure that volunteering infrastructure is supported.

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<sup>7</sup> This fits with a wider piece of work in train to review the terms of reference for the Compact Board, Volunteering Board, etc as part of the refresh of the Merton Compact,

## Additional information regarding Volunteer Centre Merton activity

Merton Council currently funds Volunteer Centre Merton (VCM) to deliver the 'core functions' of a volunteer centre<sup>8</sup>:

- Brokerage – supporting the recruitment and placement of volunteers with voluntary organisations and agencies
- Marketing and promotion of volunteering – delivering a marketing programme targeted at recruiting more volunteers and recognising and promoting the achievements of volunteers, with focus on demonstrating impact and value of volunteering
- Good practice development – advising voluntary organisations on managing volunteers; and providing information, training and research into volunteering
- Develop volunteering opportunities – supporting organisations to develop and maintain volunteering opportunities
- Policy response and campaigning – raising awareness of issues and legislation affecting volunteers and give volunteering a higher profile and more widespread public recognition
- Strategic development of volunteering – partnership promotion and programme development

Examples of activity under the core functions are as follows:

- VCM markets its activity under the national Volunteer Centre brand
- VCM delivered an annual programme of events under a 'Making a Difference' campaign'. The campaign was promoted via Merton Council's *My Merton* magazine and presented a common marketing theme
- VCM has invested resource in developing its website to provide a hub for an extended web-based platform which is linked to Do-It, the national volunteering database, and is working with South London Volunteer Centres to develop a local 'Volunteer Bank'
- VCM has held 'outreach volunteer recruitment sessions' in various centres, libraries and supermarkets in Merton and now in partnership with Merton Libraries volunteering recruitment platforms in the three main libraries (Wimbledon, Mitcham and Morden). It is also planning similar platforms at GP surgeries and other places where members of the public routinely visit
- All volunteers completing 100 hours under the LAA awarded certificates, many attending ceremonies to receive their certificate from the Mayor. VCM also held a long-standing and exceptional contribution Award Ceremony each year during Volunteers Week in the first week of June
- Many organisations provide additional support to enable vulnerable groups to volunteer and are supported by the VCM Supported Volunteering programme for people with disabilities, now funded by Merton Council for both adults and young people
- Jobseekers referred to VCM for additional support by Job Centre under DWP Brokerage scheme

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<sup>8</sup> As defined by Volunteering England

- With support of Compact partners, VCM extended its Good Practice service through a Capacitybuilders funded outreach project and a Sport England funded project to support sports clubs
- LBM and VCM provide CRB checks service for volunteers, with VCM introducing this service after CRB checks identified as the main barrier to volunteering by organisations at 2007 workshop
- VCM has worked with the Greater London Volunteering 'Experts in Volunteering' programme, hosting their South London Regional Worker and supporting Merton organisations to use the Greater London Volunteering Charter as a more accessible health check without charge of particular benefit to smaller local groups
- Good practice advice more accessible through the Information Bank on VCM website, again of particular benefit to smaller local groups
- Working with London 2012 Merton partners, VCM established a team of Events volunteers and supporting recruitment of London Ambassadors
- The number of Merton residents interviewed and placed each year by VCM increased from 520 before 2007 to 1,300 in 2009/10, and those recruited through the VCM website increased to 970
- The overall Local Area Agreement target of 1550 new volunteers giving at least 100 hours was exceeded by 133

During the period of the LAA, VCM's activity very much focused on encouraging people to take up volunteering that would deliver 100 hours service over a year and gathering the data to evidence the number of people achieving 100 hours service. This left little time and insufficient resources to pursue other activities set out in the 2008 Volunteering Strategy.

## Conference on Volunteering in Merton April 2011

The views of participants have been summarised:

- Need for more volunteer roles to expand services:
  - Research to identify potential roles across the sectors
  - Groups/organisations need to be more proactive in identifying potential roles – creative thinking and planning needed - support may be needed to do this
  - Identify short-term roles and one-off volunteering opportunities
  - “Professional” expertise volunteers
- Recruitment methods needs to be reviewed:
  - Standards common to all groups/organisations?
  - to prevent unnecessary delay
  - to enable the process to be relevant to the role – support where it is needed
  - Risk Management: less “red tape”, but still ensuring safety for all parties
  - What is essential?
  - Is this the same for all groups/organisations/volunteers?
- Recognition and reward:
  - Need to value volunteers
  - Training/accreditation from recognised bodies
  - Menu of incentives to reflect the diversity of volunteers and volunteering
  - Thank You events – borough wide, and local community
  - Certificates
- Marketing:
  - volunteers have different motives – target the motives
  - volunteering with a view to employment – may be short term
  - Different volunteer roles require different marketing
  - Borough-wide coverage
  - A shared marketing strategy across all sectors would be valuable
  - Balance between non-contact (posters/web) and direct contact methods are both needed
  - Target young people through schools and colleges, and also those young people 19 – 25 yr olds who are not in employment
  - Needs to be regularly reviewed and updated to meet the changing “landscape” of volunteering
- Web-based platform
  - Potential volunteers need easier access to volunteering roles
  - Organisations need easier access to volunteers
  - Social networking
- Organisations want support:
  - How to manage volunteers, both individually and as a team or group – a particular challenge is managing large numbers of volunteers working one to one in the community eg home visiting
  - Identify new roles

- Take on short-term volunteers – leading to employment
- Expertise over what roles can realistically be taken on
- Accessibility of Volunteering:
  - Need for expenses to be available for travel, lunch and childcare where necessary
  - Support for volunteers with extra support needs
  - Physical accessibility
  - Creative thinking of roles for home-based volunteers
- What is volunteering? And What is not Volunteering?
  - Concerns about job replacement, particularly within the public sector
  - For some benefits there is a requirement of “volunteering”
  - Many community actions take place without acknowledgement of “volunteering”
  - Volunteering within the private sector – how would this work?

## Volunteering Strategy 2011

### 1. What is volunteering?

Volunteering is unpaid and entered into freely for the benefit of others and the environment.

People get involved through a process of community engagement. It is not work experience, enforced or entered into in the expectation of reward.

### 2. Volunteering in Merton

Volunteering in Merton is extremely diverse, with volunteers active at the local level through the many Merton community and faith groups, and borough-wide within larger voluntary organisations. Some volunteers support voluntary and community groups to provide commissioned services, and others give their time in schools, parks and community centres within public sector organisations. They give their time to support community, environmental, sports and cultural programmes, advice and advocacy services, consultative forums and many other local services that depend on volunteers.

Volunteering makes a significant contribution to 'bridging the gap' between the east and west of the borough and strengthens links between public services, the voluntary and community sector, local business and local people. These relationships enable us to achieve more together for Merton.

Much volunteering in the borough is informal and takes place without the support of funding from partners through localised special interest groups – such as Friends of Parks – and/or within national frameworks – such as many sports groups.

As partners move increasingly to commissioning services it will become ever more important to ensure that any volunteering activities funded by partners match partners' priorities, as expressed for example through the Community Plan and individual bodies' business plans.

We recognise the contribution volunteering makes to the borough and we are committed to support the development of volunteering in Merton.

### 3. Vision

Our vision is for Merton to be a place where volunteering:

- is recognised, encouraged and undertaken by a high proportion of people across diverse backgrounds, and
- adds value to public services and brings about positive benefits to local people and service users.

### 4. Key objectives

To achieve this vision, we will work to deliver the following objectives:

- To continue to promote and raise the profile of volunteering for all citizens of Merton, where appropriate by taking a shared and collective approach;

- To improve the process of recruiting and matching volunteers to opportunities through the efficient management of different routes to volunteering, making full use of an upgraded web-based platform;
- To support volunteer-involving organisations to define their needs, develop more opportunities, and offer support to their volunteers;
- To offer volunteers appropriate recognition which is suitable for the different types of motivation;
- To ensure that there is appropriate infrastructure arrangements to support volunteering; and
- To ensure that there are the required levels of funding and support to meet these objectives.

## **5. Action plan**

An action plan has been drawn up that sets out key areas of activity and recommended actions against resource availability under five headings:

- Marketing and promotion
- Recruitment and placement
- Support and recognition for volunteers
- Support for volunteer-involving organisations
- Volunteering infrastructure

## **6. Targets**

- [To be added]



## Volunteering Strategy 2011 Action Plan

## Appendix IV

		Lead	Timescale
<b>Objective one: To continue to promote and raise the profile of volunteering for all citizens of Merton, where appropriate by taking a shared and collective approach</b>			
1.1	Agree whether to take a shared approach between voluntary, faith and statutory organisations		
1.2	If there is agreement, agree what branding and marketing would be appropriate		
1.3	Launch		
<b>Objective two: To improve the process of recruiting and matching volunteers to opportunities through the efficient management of different routes to volunteering, making full use of an upgraded web-based platform</b>			
2.1	Review national and London web-enabled platforms to build on links through the VCM website to Do-it.org and the Merton 'Volunteer Bank', and confirm what would be most appropriate for local purposes		
2.2	Agree how local organisations can improve their use of this platform		
2.3	Review and agree how such a channel is enhanced by face to face interviews or phone conversations, and in what circumstances these would be required		
2.4	Review and agree our shared local policy to managing risk, including the use of CRB checks, to ensure that this is proportionate to the risks and that any checks are co-ordinated and managed as efficiently as possible		
2.5	Review approach to employers, as sources of volunteers, as potential beneficiaries, and as assessors of the relevance of voluntary work for paid employment		
<b>Objective three: To support volunteer-involving organisations to define their needs, develop more opportunities, and offer support to their volunteers</b>			
3.1	To agree the format for how volunteer-involving organisations set out their requirements for volunteers, depending on the development of the web-enabled system		
3.2	To agree an approach to the support of volunteers, ensuring that this support meets core minimum standards, and that it is proportionate to the tasks being undertaken		
3.3	To review the outcomes from projects and schemes which seek to recruit 'special needs groups' into volunteering		

	Lead	Timescale
3.4	To encourage volunteer-involving organisations to sign up to the London Volunteer Management Charter	
<b>Objective four: To offer volunteers appropriate recognition which is suitable for the different types of motivation</b>		
4.1	To consider the concept of a certificate of volunteering, which at one level will give assurance of basic reliability and trustworthiness	
4.2	To review Award Ceremonies and the role of the Merton Partnership (and specifically the Mayor's office) in supporting them	
4.3	To consider what recognition to offer to employers who support volunteering	
<b>Objective five: To ensure that there is appropriate infrastructure arrangements to support volunteering</b>		
5.1	To agree the level and type of infrastructure required within the voluntary sector to continue to support volunteering and maximise outcomes	
<b>Objective six: To ensure that there are the required levels of funding and support to meet these objectives</b>		
6.1	To submit a bid to the performance reward grant to fund a) activity to build on promotion, recruitment and recognition initiatives and b) to recruit an officer to provide project management support to take forward this strategy on behalf of the Merton Partnership and Compact Board, with the post managed by the council in partnership with the voluntary sector	
6.2	To confirm the role of the Volunteering Board within the Merton Partnership and revise the terms of reference for the Board accordingly.	
6.3	To task a body within the Merton Partnership to oversee the delivery of the Volunteering Strategy and report into the Safer & Stronger Partnership on progress (recommended that should be Volunteering Board, subject to the Partnership's view on 6.2)	

# **Committee: Joint Consultative Committee with Ethnic Minority Organisations**

**Date: 06 July 2011**

Agenda item: 11

Wards: All

**Subject:** Progress report on implementation of the Corporate Equality Scheme 2010-13

Lead officer: Kate Martyn, Head of Policy, Partnerships and Communities

Lead Partner:

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number: N/A

Contact officer: Evereth Willis ([evereth.willis@merton.gov.uk](mailto:evereth.willis@merton.gov.uk))

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## **Recommendations:**

### **That the Joint Consultative Committee with Ethnic Minority Organisations:**

- A. Note and comment on the progress made on the implementation of the Corporate Equality Scheme as set out in the Action Plan appended to this report.

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## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. Council approved the Corporate Equality Scheme (CES) 2010-13 in November 2009. The CES 2010-2013 is a three-year strategy that sets out what we will do to tackle discrimination and inequality and promote equal opportunities in Merton. The scheme also sets out the council's equalities objectives as required by the Equality Act 2010.
- 1.2 This is the first progress report to the Joint Consultative Committee (JCC) with Ethnic Minorities on the implementation of the Corporate Equality Scheme 2010-13.

## **2 DETAILS**

- 2.1 The Corporate Equality Scheme Action Plan sets out the actions we will take to meet our equality priorities both corporately and departmentally (Appendix 1).
- 2.2 The commitments in the plan are arranged around the five performance areas of the Equality Framework for Local Government<sup>1</sup>:
  - Knowing your communities/equality mapping
  - Place shaping, leadership, partnership and organisational commitment
  - Community engagement and satisfaction
  - Responsive services and customer care

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<sup>1</sup> A tool to develop best practice tools and model for mainstreaming equalities considerations into day-to-day business.

A modern and diverse workforce

- 2.3 The Corporate Equality Steering Group monitors the action plan through regular updates from departmental equality representatives.

### **Progress to date**

- 2.4 Overall, steady progress is being made to deliver the commitments in the plan. In some areas as service plan objectives change, departments have updated their equalities commitments and these have been reflected in the plan. Some of the performance measures that were based on the National Indicators or Local Area Agreement Indicators need to be revised to reflect the change in Government policy and performance framework.

- 2.5 Positive developments include:

- Partnership working has produced some positive equalities outcomes. An example of this is the Heath Diversity Officer and Bi-Lingual Advocates Project funded by the Department of Communities and Local Government (DCLG). The council and Merton Healthcare Practice Based Commissioning Group secured funding from the DCLG to deter newly settled communities from attending A&E with minor injuries and instead encourage them to register with local GPs. The projects have improved equalities data, provided equalities best practice guidance to GP staff and provided outreach to the Tamil and Polish communities in the borough.
- Our employment commitments are particularly encouraging and we have made good progress employing young people and have exceeded our target for the percentage of women in leadership roles.
- Another positive achievement is the improvement in the attainment levels of white working class boys from low-income families and of Black Caribbean young people at Key Stage 4.
- A further achievement is Merton Adult Education exceeding its target for the take up of ESOL classes and the provision of a wide range of courses to support new migrants to settle in the borough.

- 2.6 Areas of concern:

- There is inconsistent practice with Equality Impact Assessments (EIAs). The Equality Act 2010 introduces a duty for us to inform our decision-making process with the use of equality analysis. Although there are pockets of good practice, EIAs have not been mainstreamed into day-to-day business. A learning and development

programme is being developed to support managers to conduct EIAs.

- Due to the lack of resources available to support the process the commitments relating to seeking accreditation for the 'Excellence' in the Equality Framework for Local Government have not been progressed.

#### Next Steps

- 2.7 The Equality Act 2010 introduces a Public Sector Equality Duty (PSED) that requires the council to publish equality information to demonstrate that we understand the effect of our policies and practices on Protected Groups.<sup>2</sup> A review of our approach to monitoring and complying with the PSED is part of the Corporate Equality Steering Group's work programme.

### **3 ALTERNATIVE OPTIONS**

- 3.1 As this report is for information only, alternative options have not been provided.

### **4 CONSULTATION UNDERTAKEN OR PROPOSED**

- 4.1. The Overview and Scrutiny Commission received an update report on 31 March 2011.

### **5 TIMETABLE**

- 5.1 None.

### **6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

- 6.1 Delivery of the action plan is with in existing resources.

### **7 LEGAL AND STATUTORY IMPLICATIONS**

- 7.1. On 6 April 2011 the Equality Act 2010 introduced a Public Sector Equality Duty (PSED) that covers age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Delivery of the commitments in the CES action plan will support the council to meet the PSED.

### **8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**

- 8.1. By setting out its equalities commitments in the Corporate Equality Scheme, the Council is re-affirming its commitment to human rights, equality and community cohesion.

### **9 CRIME AND DISORDER IMPLICATIONS**

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<sup>2</sup> Equality Act 2010 Protected Groups – Age, Disability, Gender Reassignment, Pregnancy and Maternity, Sex, Sexual Orientation, Race, Religion and Belief, Marriage and Civil Partnership

9.1. There are none specific to this report.

## **10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

10.1. Failure to deliver some of the equality objectives may lead to a legal challenge from customers.

## **11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**

11.1 Appendix 1 - Corporate Equality Scheme 2010-13 Action Plan

## **12 BACKGROUND PAPERS**

None

## **13 CONTACTS**

### **• REPORT AUTHOR**

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**Corporate Equality Scheme Action Plan 2010-2013**

**Key:** Race (R), Disability (D), Gender (G), Age (A), Sexual Orientation (SO), Religion and Belief (RB)  
**Cross cutting themes:** Socio-Economic (SE), Access to services (AS), Educational Attainment (EA), Consultation, Engagement and Participation (CEP), Communications and access to information (CA), Community Cohesion (CC), Community Safety (CS), Customer Insight (CI)

**Equality Framework themes:** Knowing your communities/equality mapping

- Place shaping, leadership, partnership and organisational commitment
- Community engagement and satisfaction
- Responsive services and customer care
- A modern and diverse workforce

Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
<b>Knowing our community and equality mapping</b>							
1	All CI	Analyse information on the profile and needs of the community	Set up systems to collect, share and use customer profiles to identify inequalities and disadvantage within communities and groups	2010	All	Information is stored centrally and used locally to assess and determine needs	AMBER Children Schools and Families has piloted Insite software – analysing tool for community profiling. The latest data has been captured in the Commissioning Strategy and the Joint Strategic Needs Assessment.
2	All	Use customer data to	Develop equality journey maps to analyse customer experience,	2010	All	Customer experience is	AMBER This is being addressed

1

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	CI	identify equality priorities across the authority	identify key equality gaps and set equality objectives			evidenced and used to improve and raise equality standards	through the transformation process.
3	All CI	Make use of soft and hard data intelligence to develop a accurate picture of the community	Use national, regional and local data to assess the changing profile of local people and their needs	2010	All	National, regional and local data can be analysed and disaggregated and equality gaps identified.	<b>GREEN</b> Merton Observatory has been updated and is a useful source of data. The Insite (Acorn) data base has also been helpful. Intelligence from Community Tension monitoring has identified community issues in the East of the borough. The Institute of Community Cohesion has been commissioned to undertake Community Mapping to give us a better picture of the changing communities in the borough.
4	All CI	Review departmental arrangements for collecting and monitoring equality data across the council	Carryout an equality audit across the council. Update the equality monitoring process in line with current best practice.	2010	CEX	Equality monitoring data is collected consistently across all departments and used in line with best practice Service delivery	<b>AMBER</b> Monitoring data is collected in line with the census. Corporate Equality Steering Group has had an initial discussion about monitoring. Review to be done to produce

2

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Ref no.	Equality Strand Key/Cross cutting theme	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
5	R CA	Review the demographic profile for newly emerging communities to support the development of support services	Develop and provide a range of ESOL courses in response to the borough profile  Review the provision of Translation Service and ESOL programmes in the borough	2011	CS/CH	equality monitoring reports are produced at specific and regular intervals and circulated to all designated groups  Better gateway to services for newly emerging and arrived communities and those whose first language is not English	corporate guidelines on the use of monitoring and analysis of equality data.  This will also be addressed by the 'Merton Intelligence' review.  <b>GREEN</b> Community mapping project will inform service development. Review of Translation services is in the work programme of the CESG. In response to the needs of emerging communities within the borough in the 2009/10 academic year 28% of our total students studying for a qualification were within the ESOL department, which has now become the largest department in the college. Targets for ESOL learners this year have already been exceeded. Target of 206 learner's actual to date 263 with the Summer term yet to

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	<b>Key/Cross cutting theme</b>						run Types of ESOL programmes offered - ESOL, ESOL for Work, British Citizenship and ESOL/ICT and ESOL for Vocational Learning
6	All	Improve the Merton Observatory as an evidence base to support planning within the council and Local Strategic Partnership	Establish a work programme for regularly updating information	2010	CEX	A reliable database for accurate and up to date information	GREEN Observatory refreshed and will be updated with census data and will be refreshed with other data as it becomes available.
7	All	Use Equality Impact Assessment (EIA) process to ensure we understand the impact of our work on people from different equality groups	Identify the functions which should undergo an EIA and produce a three year programme	2010	All	EIA's routinely used across the council including CMT.  Evidence of implementation of equality actions/improvement arising from reviews and EIA's	AMBER EIAs of policy and service development is inconsistent. In CSF the EIA screening process is regularly used and in 2010/11 programme of EIAs completed. Evidence of equality action in service plans. In response to the Equality Act 2010 the EIA guidance is being refreshed by the CESG.

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
8	D CI	Increase understanding of disability equality and the social model of disability and its application amongst managers, councillors and staff	<ul style="list-style-type: none"> <li>Raise awareness through articles in staff magazine (XChange) and My Merton</li> <li>Organise staff briefing sessions with disabled people as facilitators</li> <li>Review corporate diversity training for staff and councillors</li> <li>Produce guidance on the Social Model of disability and Two Ticks symbol</li> </ul>	2010	CEX/HR	<p>Better awareness of disability equality, parity of treatment in planning, design and delivery of services</p> <p>Increased dialogue with disabled people about their needs</p>	<p><b>GREEN</b></p> <p>Met with representatives of Disabled Go who are willing to participate in briefing sessions for staff.</p> <p>HR to develop briefings in conjunction with Disabled Go Forum Guidance available on intranet.</p> <p>In partnership with London Borough of Sutton, 12 workshops have been delivered on Diversity awareness within the last six months.</p> <p>Workshops for managers on The Equality Act 2010 have been delivered, which included information on disability discrimination.</p> <p>From April 2011, the programme for Member Development will become the responsibility of the Corporate Learning &amp; Development</p>

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	<b>Key/Cross cutting theme</b>						function. The programme for 2011/12 will include a workshop on diversity.  The HR Teams are currently working with the Disability Employees Forum (DEF) in updating all the management and employee guidance notes on reasonable adjustments. This is continuing in 2012.
9	R SO CI	Improve the collection of data of harder to reach groups like LGBT people and Gypsies and Travellers in order to assess their needs, experiences and impact	Develop mechanisms for obtaining information that is accurate and reliable.	2010	All	Better collection of data to inform service needs of harder to reach groups	AMBER Currently the Census categories are used for data collection. However, there is not a consistent approach to monitoring and using the data collected to inform service development.
10	All	Ensure all procurement and commissioned services take account of the differing needs of service users and	Ensure staff involved in commissioning and procuring services are familiar with and follow corporate guidance on the equality and diversity requirements, contract	2011	All	All procurement and commissioned services comply with equality requirements in respect of service	AMBER Procurement Board briefed on the Equality Act 2010. Equality guidance for procurement staff being reviewed. Contract

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
		residents	specifications and clauses			delivery and the employment of staff	documentation already considers equalities implications but are currently being updated to meet requirements of Equality Act.
<b>Place shaping, leadership and organisational commitment</b>							
11	All	Promote the Equality and Diversity Policy	Develop a promotional campaign to promote values and raise awareness	2011	CEX/All	Increase in the percentage of residents who agree that the Council is an authority which treats people in a fair and non-discriminatory way	AMBER Annual Residents Survey results improved in 2010 from 54% to 60% for people who think that the council treats people in a fair and non-discriminatory way. Promotional Campaign to be developed for 2011.
12	All	Embed equality practice into the decision-making and scrutiny review processes	Identify training for senior officers and scrutiny members to ensure equality is incorporated into key decisions and reviews	2010	CEX	Greater scrutiny of equality considerations in decision-making and review processes	AMBER Scrutiny officers have received equality training and briefed in how to conduct EIAs.
13	All	Strengthen the corporate and departmental structures for managing equality	Review the corporate and departmental structures and implement improvements, including delivering effective equalities training to staff	2010	CEX/All	Staff feel better equipped to manage equality and deliver improvements	AMBER Departments have equality groups. Departmental representation of the CESG is being reviewed.

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
14	All	Conduct self assessment for each department using the new Equality Framework for Local Government	Produce departmental equality improvement plans by March 2010	2010	CEX/All	A gap analysis that identifies strengths and weaknesses against EFLG	RED Not undertaken – less corporate resources available to undertake the work.
15	All	Make departmental equality objectives and targets part of corporate performance management systems	Produce quarterly performance reports on equality objectives and targets linked to service plans, LAA targets and National Indicators.	2011	All	Performance targets used to drive better equality outcomes	AMBER To be addressed through the transformation process.
16	All SE	Develop an employment and skills strategy	Produce a programme of social enterprise/training and enterprise support targeted at the most deprived communities in the borough	2011	ER	Improved match between job opportunities and skills in the community	RED To be addressed Head of Sustainable Communities.
17	All	Achieve “excellent” authority status under the Equality Framework for Local Government regime	Use a range of web-based resources, online evidence tools and help from peers in I&DEA to prepare for accreditation process	2010/11	CEX/All	Gain ‘Excellent’ accreditation against EFLG	RED Not undertaken – less corporate resources available to undertake the work.
18	All	Strengthen the Merton Partnership’s commitment to equality	Produce a partnership action plan for equality, cohesion and social inclusion	2010	CEX	Pooling of evidence and resources to narrow equality gaps	AMBER Partnership priorities being reviewed. Once completed the commitment to equality

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
19	D A SO CEP	Increase the voice of underrepresented groups/ people in the community through their involvement and participation in democratic processes	Promote community forums, local democracy week, and develop new routes to involvement.	2011	CS/CEX	Annual survey of community forums will show any change Increase in NI 4 for 2010 Place Survey	will be refreshed GREEN Good representation exists on the Interfaith Forum and Joint Consultative Committee with Ethnic Minorities. Recent Annual Residents Survey (ARS) results show an increase in community cohesion indicators.
20	All CA	Regularly communicate to residents our equality and cohesion objectives, how we have responded to community needs and promote good relations	Articles in My Merton Press releases Periodic messages of commitment from the Chief Executive and Leader of the Council	2010-2013	CEX	Increase in % of people that feel the council treats people in a fair and non-discriminatory way – via Annual Residents Survey	GREEN Press releases done for community cohesion events. Improvement in perceptions of BAME community in ARS results.
21	All CC	Support a wide range of community events to bring people of different backgrounds together	Develop and implement a coordinated cross council approach to celebrating diversity and promoting cohesion in the borough	2011	CEX/All	Increase attendance at community events Increase in the % of people who believe that people from different	GREEN Core community cohesion events supported and organised by community representatives. The level of support will be reduced from April 2011.

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
22	A RB R CC	Embed the importance of intergenerational work and continue to promote community cohesion and positive relationships amongst and between young people and their communities	Create opportunities for intergenerational interaction and engagement through use of intergenerational centre facilities and developed programmes  Joint community forum/youth parliament/student council events  Promote engagement opportunities to young people including Local Democracy Week	2010	All	Increased attendance of younger people at community forums  Joint events well attended and repeated.  Evaluation of Local Democracy Week by participants.  Accreditation across the council	Improvement in perceptions of BAME community in ARS results.  GREEN Preventing Violent Extremism (PVE) projects promoted intergenerational work.  Acacia Intergenerational Centre opened in February 2010 and includes a Children's Centre. Activities on promoting intergenerational communication have taken place throughout the year.
23	All	Achieve Customer Service Excellence throughout the council by embedding a culture which embraces and includes all aspects of diversity in service delivery	Prepare and support teams for assessment process	2012	CEX/All		GREEN Achieved by the Scrutiny Team in 2010 and achieved in Housing Needs and Direct Payments in CH Dept. No longer a requirement across the council.

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
24	R RB CS	Increase the resilience of the community to challenge and counter the threat of extremist activity	Develop an action plan and undertake a programme of activities to prevent extremist activity	2011	CEX	Voluntary and community groups play an active role in building cohesive communities resilient to extremism – NI35	GREEN Successful PVE programme. Community groups funded to deliver projects for young people. Last year of funding 2010/11. Successful schemes from 2009/10 funded to continue to embed good practice
25	All SE	Reduce child poverty in Merton by delivering Merton's child poverty implementation plan	Roll out the 'employability toolkit across services in the borough	2011	CSF	Reduce the proportion of children living in poverty to 16.5% - NI116	GREEN Child Poverty Strategy in Development
26	All CC	Promote community cohesion in schools	Ensure all schools implement and regularly review an equality, diversity and community cohesion policy.  Increase the number of schools with quality assured anti-bullying policies	2011	CSF	Increase pupils' confidence in their school's ability to tackle bullying.  Improve Ofsted rating	GREEN All schools offered training and supported to conduct reviews of anti bullying policies. All primary heads trained.
27	D CEP	Increase the independence and mobility of disabled	Set up Mobility Forum with internal and external road and transport providers and disabled	2011	ER/CS	Greater independence in getting about in the	GREEN Corporate Public Transport Liaison Group (service

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	<b>Key/Cross cutting theme</b>	people by improving accessibility in the public realm in Merton	people Improve Bus stop accessibility Review the accessibility of disabled car parking bays in council car parks and ensure they are all DDA compliant Ensure that all new development complies with mobility requirements in respect of Planning and Building Control			borough	providers and public) meets bi-annually. Living street audits undertaken to improve accessibility in town centres. Eastfields station is example of improving accessibility in borough.
28	<b>R A</b>	Create more opportunities for young people and ethnic minority communities to volunteer within their local communities	Work with Local Strategic Partners, voluntary and community groups in developing and promoting opportunities for volunteering	2012	<b>CEX/AII</b>	Increase in the numbers of people volunteering in the community – NI 6	<b>GREEN</b> Volunteering Strategy currently being reviewed. During Peace Week 200 young BAME volunteers assisted at the Fun Day.
29	<b>G, CS</b>	Work in partnership with other organisations to combat sexual harassment and domestic violence, Increase awareness	Delivery of a number of action plans	2011	<b>ER (Safer Merton)</b>	Reduction in numbers of incidents of abuse as a result of targeted work	<b>GREEN</b> Addressed via the Safer Merton Abuse and Violence Group.

12

**Green**

Completed or On track

**Amber**

Risk of not being completed or Missing deadline

**Red**

Unlikely to complete on target/deadline or Unachievable in current conditions

Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
		about forced marriages, honour based crime and Female Genital Mutilation (FGM)					
30	A G	Work to challenge gender and age related stereotypes	Promote enterprise and the role of women in local business during International Women's month	2012	CEX/All	Increase business opportunities for women	AMBER Corporate Procurement and Spatial and Physical Regeneration division to take forward.
31	RB CC	Promote better cross-cultural and inter-faith dialogue and engagement with faith groups and others	Support the work of Merton's Interfaith Forum in bringing about interfaith dialogue and community activities to communities of faiths and beliefs		CEX	Capacity building between communities to deliver joint initiatives	GREEN Interfaith Forum continues to facilitate cultural and interfaith engagement. Membership list has been refreshed and new members have joined the forum.
32	SO	Increase visibility of LGB role-models in the community	Cultural services to both celebrate LGB people and ensure activities are inclusive of their needs	2011	CEX/All	Better engagement with LGB people as part of local democracy	GREEN LGBT Forum has been refreshed. The group organised LGBT History month activities and had a drive to recruit new members. The forum is working towards increasing the visibility of role models.
<b>Community engagement and satisfaction</b>							
33	All	Publish Cultural	Work with partners and	2011	ER	A Cultural Strategy	GREEN
13	Green	Completed or On track	Amber	Risk of not being completed or Missing deadline	Red	Unlikely to complete on target/deadline or Unachievable in current conditions	

Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	<b>Key/Cross cutting theme</b>	<b>Strategy incorporating Olympic and para-Olympic programme</b>	community groups to develop new Cultural Strategy 2011 to 2014 to include Olympics and Para-Olympic framework			that is inclusive of all Merton's diverse communities and incorporates our Olympic aspirations	<b>The Cultural Strategy - A Better Future for All 2007-10 has been extended. Olympic &amp; Paralympic Games Framework launched in October 2010.</b>
34	<b>All CEP CI</b>	<b>Promote and deliver our customer service standards</b>	Involve customer groups and partners in identifying areas where satisfaction rates are low and implement improvement plans	2010	<b>CEX/All</b>	Increase in customer satisfaction rates	<b>AMBER</b> Customer Service Improvement Guide pilot is underway and findings will inform improvements in customer service.
35	<b>All CEP</b>	<b>Publish a Community Engagement Strategy</b>	Map engagement channels, ensure Strategy includes considerations on engaging and involving customers from different equalities backgrounds	2010	<b>CEX/All</b>	Engagement Strategy to be adopted by Merton Partnership	<b>GREEN</b> The Community Engagement Strategy was published in 2010 and is a Merton Partnership document.
36	<b>R CEP CC</b>	<b>Support new communities to integrate in the borough</b>	Promote a Welcome Pack for new residents and those undertaking citizenship ceremonies	2011	<b>CS</b>	Information on local services and support organisations is available at point of contact	<b>RED</b> A Welcome Pack with local information is still to be developed.
37	<b>R D A</b>	<b>Involve disabled people, older people, younger people and BAME people in the</b>	Include equality groups in the design, testing, appropriateness and delivery of new policies and functions at local and partnership	2011	<b>All</b>	Increase in NI 4 for 2010 Place Survey and 2011 Annual Residents Survey	<b>GREEN</b> Departments routinely engage with equality groups in the development of

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	CEP	development of major council initiatives and policies	level				policies. This includes mechanisms such as the Joint Consultative Committee and the Youth Parliament.
38	R CEP	Empower residents and service users to be able to challenge, scrutinise and evaluate equality decisions and prioritises	Use existing forums and networks, partnership boards and equality review processes	2011	All	Council and LSP is held to account on decisions that affect local people	GREEN Forums such as LGBT forum, JCC and the Interfaith Forum give an opportunity to scrutinise equality objectives.
39	All	Improve participation rates particularly amongst under-represented groups	Review community engagement approaches across all council activity to ensure processes are inclusive of and actively engage all equality strands	2011	CEX/All	Engagement Strategy to act as driver for improvements	AMBER Engagement mapping undertaken for C&H. Other mapping is planned.
40	A CEP	Increase young people's understanding of local democracy and encourage their participation	Work with schools, youth centres, FE colleges in developing campaigns that raise awareness	2011	CEX,CS,CSF	Evaluate success of activities like Local Democracy Week, Youth Parliament and Mayor's youth programme	GREEN Young people have been involved in Local Democracy week. Youth Referendum took place in May 2010 – Young Advisors in place now being trained.
41	A	Empower young people to have a say in	All departments to undertake a 'hear by rights' self audit	2010	CEX/All	Evidence of young people influencing	GREEN CSF 'hear by rights' audit

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	CEP	decisions that directly affect them				decisions that affect them	completed. Young Advisors used to inform policy development. Youth Opportunity Fund directed by Young People Children In Care Council re-established
42	A CEP	Implement the 'participation promise' in all children's services	Advice and guidance to all agencies about how to implement the participation promise to children and young people in all services. Promotional posters and leaflet in place in all relevant services	2012	CSF	Targets to be included in all relevant team service plans	GREEN Participation Promise material disseminated. CSF focus on consultation and involvement in team plans.
43	RB CEP	Improve communication, involvement and engagement of faith and belief groups across all council activity	Increase links with faith and belief groups at service and operational level particularly in areas like health and social care	2011	All	Provide services that take account of religion and belief requirements	GREEN Interfaith Forum is being used more effectively. Presentations have been made on issues such as Health Inequality and Safeguarding Children. A faith directory has been produced by Merton Voluntary Services Council that is a useful tool for

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
44	R D A AS CEP	Increase access to the full range of library and information services for targeted groups or where take up is low	Develop campaigns that encourage disadvantaged or harder to reach groups to make use of library services. Support people to access learning opportunities.	2011	CH	Increase take-up amongst harder to reach groups	planning engagement activity. CSF Pan London Faith and Culture Project developing recommendations on child protection issues reporting April/May 2011. GREEN A marketing plan is now in place that targets hard to reach groups and large areas where people converge to target non-members of libraries. Active usage of libraries has increased to 54,000+ as a result. Community learning activities are in place in all libraries and this is being developed through partnership working.
45	D A CEP	Continue to support advocacy projects that involve people with learning disabilities in policy development	Continue to support the 'Your Shout' group of 14-25 year old disabled children to feed into policy development Ensure delivery of contracts with Advocacy Partners across all care groups, continue support of People First and Speak Out		CSF/CH	Improve services for disabled children – NI54  Clear evidence of representation and participation from these groups on	GREEN NI 54 under review Your Shout Group meeting regularly and evidence of influencing policy development. Your Shout members are now a fundamental part of the Transition Partnership Board

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
46	R G AS CEP	Increase take-up of Youth Service provision by young Asian women	Develop campaigns to encourage participation by young Asian women.	2010	CSF	Increase take-up by 10%	as Chair and participants. They recently produced a DVD which will be launched at the Wimbledon Odeon at the end of March. RED 2009/10 66 out of 899 or 7.3% At month 11 2010/11 64 out of 949 or 6.7% However, Muslimha youth group for Asian young women set up by the Youth Service. As of February 2011 there were 43 active participants with a total of 70 young women who had been contacts of the project in the last year. The aim this year is to help the group become an independent voluntary organisation.

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
47	A EA	Increase the participation level of children and young people with SEN/LDD in mainstream education	Implement the SEN and Inclusion Strategy 2008-2010, including developing additional provision in schools to support children with SEN	2011	CSF	Increase the proportion of children and young people with statements of SEN who are educated in their home borough.	AMBER Base line set 2011 72% educated in borough 27% educated out of borough 1% awaiting placement
48	SO AS CEP	Increase take up of Youth Service provision by young LGBT people	Continue to run the young LGBT people's group. Consult with LGBT young people in developing services in mainstream provision.	2010	CSF	Set baseline of take-up in 2009/10 and improvements and targets thereafter.	AMBER LGBT Group de-commissioned Universal youth services continue to encourage LGBT young people – from April 2010/11 monitoring forms now have a question on sexual orientation.
49	D	Increase take up of Youth Service provision by young disabled people	Continue to run youth activities for disabled young people. Continue to develop services to encourage greater participation by these young people in mainstream settings.	2010	CSF	Set baseline of take-up in 2009-2010 and improvements targets thereafter.	GREEN 2009/10 baseline 116 5.5% Month 11 2010/11 131 5.6%
50	D	Implement an integrated service for	-Establish a co-located multi-disciplinary team.	2012	CSF	Co-located team in place.	GREEN Co-located team now in

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	<b>Key/Cross cutting theme</b>	<b>children with disabilities</b>	- Implement the 'Aim High' short breaks project to increase access to after school, overnight, weekend and school holiday play schemes and respite care.				place. Parents Forum report improvement in response times Short breaks expanded using Aiming High funding More children supported to use mainstream services.
51	<b>A SE</b>	<b>Support all young people, including those from specific groups to engage in further education, employment or training on leaving school</b>	Implement the Not in Education, Employment and Training (NEET) reduction strategy.  Work in partnership with all sector agencies to improve young people's employability by providing access to work placements, apprenticeships and employment.	2011	<b>CSF</b>	Increase the number of 19 year old care leavers who are in EET to 60%  Increase the number of young offenders who are in EET to 85%  Set a local target to increase the number of teenage parents who are in EET	<b>GREEN</b> Annual out turn for 2011 is increased to 61.5%  Remains at 85% above the London national average  Under review
52	<b>All</b>	<b>Use customer feedback mechanisms to inform</b>	Develop processes that analyses survey results, comments and complaints to better understand	2011	<b>CEX/All</b>	Services delivery is more relevant to customer need.	<b>GREEN</b> Revised customer complaints form for children and young

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	CI	and shape future policy and service development/changes	customer needs.				people in development Children In Care Council re established
53	R SO CC	Ensure that children and young people are placed with foster carers and adopters that can meet their needs related to ethnicity, religion, language, culture, disability and health.	Continue with advertising and awareness raising campaign to increase the pool of suitable foster carers and adopters from all equalities groups, with a focus on black and ethnic minority groups and LGBT people	2011/1 2	CSF	-Number of looked after children adopted each year – 10% - Number of looked after children in long term placements (2.5 years) – 55%	GREEN 20010/11 Target of 10% met  Not available until June 2011  Targeted publicity campaign using posters, local radio and advertising in the Voice and The Pride magazines. Road shows to areas with diverse communities.
<b>Responsive services and customer care</b>							
54	D R G A	Provide appropriate, efficient and cost effective community transport service provision to diverse groups to facilitate their participation in community activity	Review the current provision	2011	CH	Service is cost effective and meets the needs of diverse groups	AMBER New options for transport provision are being explored via the SDS process. A new policy for access to transport resources is in draft form.
55	D	Review mobility access	Undertake a review of accessibility within council	2011	CS	Improve mobility within council	GREEN Access Plan in place and

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	A	in all council buildings	buildings			buildings for disabled people	reviewed annually.
56	D AS	Improve communication and access to information and services for people with sensory needs	Work with RNID to identify most appropriate hearing devices.	2011	CS	Hearing loops in all venues used by the council for public meetings	GREEN Hearing loops are available in meeting rooms and reception areas.
57	R A SE	Reduce health inequalities within BAME communities	Work with PCT to review services and policies to identify if they are disadvantaging people from BAME communities and implement necessary action to improve service delivery  Support organisations and groups that provide help to people with specific health needs like sickle cell and lupus	2012	CH/CEX	Parity of health provision within BAME communities	GREEN The council and Merton Healthcare Practised Based Commissioning Group have successfully delivered the Health Diversity Officer and Bi-Lingual Advocates project. The project aimed to increase GP registration, deter new migrants from attending A&E with minor ailments and improve data and identify health inequality issues. Help yourself to health sessions with Tamil, Urdu and Polish mothers have been a great success.
58	D R	Increase awareness and support to people	Work with partner organisations to de-stigmatise mental health to include running	2011	CEX/CH	Easier access to services and better signposting of help	AMBER Awareness has been increased through the One in

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	<b>G</b> <b>SO</b>	<b>with mental health problems</b>	information workshops, exhibitions etc.  Work with PCT to ensure that early intervention services are available to people with mental health problems			and support	Four publicity campaign. SDS and Personal Budgets have been introduced to people with Mental Health problems. LBM is currently working in partnership with South West London and St Georges on their service re-engineering plan.
59	<b>D</b> <b>AS</b>	<b>Support disabled people and people with mental health problems accessing social housing</b>	Set annual social housing lettings quota for people with special needs and make direct offers outside of the CBL process where appropriate	2011	<b>CH</b>	Utilise in full the annual lettings quota for people with special needs	<b>GREEN</b> This is currently being managed effectively with Merton Priory Homes and as part of the improvements planned there will be an increased number of units available.
60	<b>D</b>	<b>Review the nature and supply of suitable housing accommodation to meet the current and future needs of disabled people</b>	Complete research on gaps in housing provisions for disabled people through a supply and demand analysis	2011	<b>CH</b>	Review completed and recommendations for actions made	<b>GREEN</b> As above (59)
61	<b>D</b>	<b>Continue to develop integrated and</b>	Develop the Emotional Well-Being and Mental Health Strategy in line with the CAMH National	2010	<b>CSF</b>	Progress towards a comprehensive CAMHS service (NI)	<b>GREEN</b> Comprehensive CAMHS in place

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	<b>Key/Cross cutting theme</b>						
		<b>commissioning services for Child and Adolescent Mental Health (CAMHS)</b>	Review, that includes improving service provision to vulnerable groups			51) Score 16/16 on assessment scale	<b>All children and young people receive treatment within target time of 18 weeks of referral.</b>
62	<b>R A SE</b>	<b>Tackle the high levels of family poverty experienced by low income families and lone parents</b>	Implement the employability project and childcare affordability programme to help parents back into work through information, advice and guidance about training, employment, childcare and benefits  Targeted promotional campaign to increase the take-up of formal childcare by low income families	2011	<b>CSF</b>	Reduce the proportion of children living in poverty to 16.5% - NI116  Increase the take-up of formal childcare by low income families to 25% by 2010	AMBER NI116 Latest information available August 2008 17.1% living in poverty Latest information available 2008-9 17.4% low-income families have taken up formal child care.
63	<b>R D G SE</b>	<b>Increase the proportion of families from specific equalities groups accessing services at children's centres</b>	Implement Action Plans by 2010 with a focus on take up by identified groups	2012	<b>CSF</b>	Set baseline in 2009/10 and improvement targets thereafter for these specific groups	AMBER Needs assessment in progress to set improvement targets for 2010/11. However evidence of equalities groups access children's service services.  Examples of data include:  Jan 2011 the following groups accessed a children's centre:

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
64	R EA SE	Reduce the proportion of pupils from specific ethnic minority groups who are excluded from school	Continue to increase secondary school participation in the Social and Emotional Aspects of Learning (SEAL) programme.  Continue to implement Secondary School Behaviour and Attendance Partnership Action Plan	2011	CSF	Reduce school exclusion of BME groups to 7.7% (fixed period) and 0.15% (permanent)	52% children age 0-4yrs in the 30% most deprived IMD super output areas  50% off BME children aged 0-4  18 teenage mothers aged 15-17  AMBER Academic year 2010/11 The provisional out-turn is 8.81% which is above the target but an improvement on the previous year. 18 pupils were permanently excluded in the 2009/10 academic year. This is above the target but well below last years figure of 29. Range of additional services in place to provide support

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
65	R A	Increase take up of services provided by Merton's Family Support Team to BAME groups	Monitor take-up of services by BME groups and implement change strategy to increase take-up	2011	CSF	Set baseline in 2009/10 and improvement targets thereafter	GREEN Take up by BME groups monitored Baseline 20010/11 141 BME 133 White British
66	G EA	Raise the educational attainment of girls at Key Stage 2	Provide comprehensive support and challenge to schools promote improvements in attainment of all children and targeted groups.	2011	CSF	Set baseline in 2009/10 and improvements thereafter	AMBER The % of girls achieving level 4 or above in English and maths at Key Stage 2 remains static at 77% from years 2009/9 to 2009/10.
67	G R SE	Raise the attainment levels of white working class boys from low income families	As above	2011	CSF	Set baseline in 2009/10 and improvement targets thereafter	GREEN The % of White British Boys achieving 6 or more points in each of the 7 scales of PSE and CLL increased from 57.3% in 2008/9, to 60.6% in 2009/10
68	R SE	Raise educational attainment of Black Caribbean young people at Key Stage 4	As above	2011	CSF	Increase the proportion of Black-Caribbean young people achieving 5 A*-C grades at GCSE and A*-C grades at GCSE and	GREEN The % of Black-Caribbean young people achieving 5 A*-C grades at GCSE including English and maths increased from 34.9% in 2008/9 to 50%

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Ref no.	Equality Strand Key/Cross cutting theme	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
69	D EA	Raise the attainment and achievement level of children and young people with SEN and LDD	As above Implement the SEN and Inclusion Strategy 2008-10	2011	CSF	equivalent including English and Maths to 40%  Reduce the SEN/non SEN gap in achieving L4+ to 50% by 2009/2010  Reduce the SEN/non SEN gap in achieving 5+ GCSE A*-C to 36% by 2010-2011	for 2009/10  <b>RED</b> The gap in children and young people with SEN achieving 5+ A*- C including English and maths increased to 45.9% (provisional, NI calculation available April 2011).
70	D A	Increase the access to post-16 provision for disabled young people and young people with SEN	Use the findings of the provision analysis (2009) to improve post-16 opportunities for this group	2010	CSF	Increase the number of young people with SEN/LDD who are in education or employment or training to 92.8% by 2010	<b>RED</b> At Jan 2011 16-18 yr olds EET 87.2% 19yr olds EET 91.3% Cricket Green expansion - 24 additional 6th form places for young people with SEN. First intake of approx 10 this September 2010.
71	A CS	Increase perceptions of safety amongst young	Ensure that bullying and the fear of bullying is tackled	2011	CSF/Safer Merton	Improve the data on bullying to	<b>AMBER</b> Anti Bullying Forum

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
	<b>Key/Cross cutting theme</b>	<b>people</b>	Tackle the negative issues associated with gangs			measure the proportion of children and young people affected	established Strategy in place Tell us Survey stopped, however Sentinel survey will be reporting data in schools for 2010/11 Programme of actions in place to tackle gang issues.
72	<b>All</b>	<b>Provide positive activities for young people</b>	Continue to deliver the 'positive activities' Commissioning Strategy 2009-12 Deliver play pathfinder programme to develop new and refurbished play spaces in the borough	2010	<b>CSF</b>	Increase participation in positive activities to 75.5%	<b>GREEN</b> Strategy progressing well through commissioned groups Baseline: 1/4/09 – 31/3/10 831 young people recorded as participating. 1/4/10 –28/2/11 1287 young people recorded as participating (Improved recording systems have contributed to improvement). All Play Path finder schemes where funding remained have

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Ref no.	Equality Strand Key/Cross cutting theme	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
73	R G	Continue to provide culturally appropriate leisure facilities for women	Work with contractor Greenwich Leisure Limited (GLL) in providing women only swim sessions and women only sauna sessions at all 3 Leisure Centres.	2011	ER	Increase the take-up of culturally sensitive facilities for women	been completed. <b>GREEN</b> Women only swimming operates in the Mitcham and Wimbledon pools. Sauna sessions on offer in all 3 Leisure Centres. Development work being undertaken with local community groups to increase take up.
74	A	Promote and provide healthy living activities for older people	Continue to provide a wide range of activities in different venues in the borough	2012	CH	Increase in numbers taking part in all activities	<b>GREEN</b> A range of activities offered across the borough.
75	RB CC	Provide services that are religion and belief sensitive	Make pray mats readily available in care homes and provide culturally/religious meals Ensure all service users are asked about their religion or belief	2012	CH	Services cater for the needs of diverse groups	<b>GREEN</b> Services provision takes culture and religion into consideration.

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Ref no.	Equality Strand	Key/Cross cutting theme	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
76	R G	Assist 'hard to reach groups' take up benefits, access advice and maximise their income	as part of their initial assessment Undertake a programme of Benefit take-up	2011	CS	Ensure services support those whom are unemployed and on low incomes.	GREEN The Welfare Benefits team attend road shows and events to do outreach work. The team is also working with partner agencies and the Voluntary and Community sector.  Online claim form launched and newsletter to customers and landlords.	
77	D	Make Merton's website accessible to people with disabilities	Ongoing improvement and testing of accessibility of the website, through external sources and review web pages Implement the childcare sufficiency action plan		CS	Increase the number of disabled people using the website Reduce the proportion of the children living in poverty to 16.5%	GREEN Website has been commended for its accessibility.	
78	G	Increase opportunities for parents/carers to gain employment	Implement the employability project and childcare affordability programme to help parents back into work Implement Carers Strategy	2011	CSF/CH/HR	Increase the take up of formal childcare by low income families to 25% by 2010	AMBER Childcare sufficiency assessment forward plan in progress. The Carers Strategy has been implemented. The HR team are currently working with the Carers Forum in updating the Carers Strategy.	

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
79	RB CC	Support multi-cultural activities and promote multi-faith dialogue in schools and colleges	Continue to review multi-cultural materials and disseminate good practice in schools	2011	CSF	100% of schools to be judged by Ofsted as satisfactory or higher and 50% as good in their contribution to community cohesion	AMBER April 2010 to date 5 schools Outstanding 9 schools good 4 schools satisfactory 1 school inadequate
80	SO	Provide services that are sensitive and aware of LGBT issues	Develop a training programme to increase staff awareness	2011	All	Staff feel better informed of issues and service delivery needs	GREEN Diversity training incorporates LGBT considerations.
81	SO AS	Provide better health care provision for LGBT people	Work with PCT on targeted health promotion campaigns.	2011	CH	Services that are sensitive and appropriate and address health care needs of LGB people	AMBER Working with the PCT to identify gaps in service delivery.
<b>A modern diverse workforce</b>							
82	SO CC	Create more opportunities for social activity between LGB people and others	Deliver programme of events during LGBT History Month	2012	CEX/CSF	LGB people feel more socially included in the community	GREEN LGBT History month 2011 events also attended by non-LGBT residents.
83		Re-establish the Black, Asian, Minority Ethnic	Establish remit of Minority Ethnic Group, set up regular meetings,	2011	HR	Staff forums have an input in the	AMBER HR is currently working with

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84		Staff Group and continue to support all other staff groups	and appropriate support from HR.	2011	HR	Annual workforce data to include breakdown in all categories to identify trends for action	interested employees in setting up employee forum from the equality groups.  The Disability Employees Forum (DEF) and Carers Forum have reviewed the procurement policies.  AMBER The Annual Workforce Plan will be published by the 31 <sup>st</sup> July 2011. An Action Plan will be included.  The Business Plan for Merton for 2011-2015 has the following Corporate Performance Targets for 2011/12: <ul style="list-style-type: none"> <li>• 22% of employees from Black and Minority Ethnic (BME) groups</li> <li>• 6% of employees who are disabled</li> </ul>
85		Continue to promote the Ambassadors	Ensure manager use the information to inform decisions in relation to service delivery	2011	HR	Increase in the number of	AMBER Job bulletins are sent out

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Ref no.	Equality Strand Key/Cross cutting theme	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
		<b>Programme to attract a diverse workforce and engage with under-represented groups</b>	Measure the impact of the programme			employees from three specific groups – Asian background, disabled people and young people	directly to those who register their email addresses following out-reach events. HR will continue to work with hard to reach groups.  The following actions are also in place: <ul style="list-style-type: none"> <li>Working with the DEF (ref no 8)</li> <li>The framework for working with young people as agreed by CMT (ref no 86)</li> </ul>
86		<b>Embed an apprenticeship programme to increase opportunities for young people in the borough and work with partner organisations such as Kingston Merton, Education Business partnership, Connexions, Youth Service and Merton College</b>	Promote modern apprenticeship scheme in the organisation	2011	<b>HR</b>	30 apprentices within the organisation	<b>GREEN</b> Merton has employed a total of 13 apprentices up to the 31 <sup>st</sup> March 2010.  It is on target to recruit an additional 17 apprentices by March 2012.  The Corporate Management Team (CMT) has agreed a framework in which Merton will operate in actively

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Ref no.	Equality Strand	Priority Area	Key Activity	When	Lead	Success Criteria	Progress Update Status (RAG)
87	Key/Cross cutting theme	Review current recruitment processes to ensure that it is still relevant, transparent and accessible to all groups	Use workforce data to develop recruitment strategies	2011	HR	Merton Council is recognised as an employer of choice within the borough	recruiting young people. Other initiatives will include: Work experience, internships, work-shadowing etc. GREEN The Annual Workforce Plan will be published by the 31 <sup>st</sup> July 2011. An Action Plan will be included.
88		Maintain our current 'good' rating from the Ofsted Workstep inspection	Develop user friendly guide for participants Promote the programme within the organisation	2011	HR	Maintain 'Good' rating and seek to improve movement into unsupported employment	GREEN In October 2010, the Workstep Programme transferred to the Workchoice Programme. The 11 employees have remained employed by Merton and are now supported by Mencap. Merton and Sutton have an agreed 'partnership agreement' in place, which HR will monitor
89		Keep up to date with	Design and develop E-learning	2011	HR	E-learning	GREEN

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		emerging legislation and ensure employees understand their obligations through learning and development	programmes so that employees have a better understanding of new and existing equality legislation and its application Provide a full range of diversity programmes for staff			packages used to increase staff understanding.	A blended approach to Learning and Development activities is the adopted approach for Merton.  In partnership with London Borough of Sutton, 12 workshops have been delivered on Diversity awareness within the last six months. These were drama-based workshops.  An e-learning package is being developed for the completion of Impact Assessments.  The intranet pages have been updated to include information on Equality and Diversity.
90		Ensure that positive images of older people and an age diverse workforce are promoted in the workplace	Continue to monitor workforce data to ensure it reflects the makeup of the community	2011	HR	Older employees feel able to contribute to the organisation and feel valued. Result of staff survey.	AMBER The Annual Workforce Plan will be published by the 31 <sup>st</sup> July 2011. An Action Plan will be included.

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91			Recognise that Merton's diverse workforce will have different faiths and beliefs and ensure that HR policies take these into account	<p>Celebrate and recognise difference in the workplace by providing a religious calendar, and consider time off for staff for religious days.</p> <p>Provide quiet space for pray and contemplation</p> <p>Support events such as Black History Month, Mela, LGBT History Month</p>	2010	HR	Staff feel that Merton Council actively promotes equal opportunities and values diversity	<p>The Action Plans from the Staff Survey are currently being developed.</p> <p><b>GREEN</b> Merton has a policy in place that allows employees up to 3 days to attend religious festivals. Reference to the religious calendar is on the Equality and Diversity pages. This is in place.</p> <p>The Chief Executive's Team is the driver of the corporate event programme and is supported by HR.</p> <p><b>GREEN</b> This target has been exceeded</p>
92			Work to identify and develop strategies to overcome gender barriers in the workplace and promote gender equality	Review HR policies to ensure the support of work life balance, family friendly policies	2012	HR	50% of leadership roles occupied by women	<p><b>GREEN</b> This target has been exceeded</p>

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