

Merton Council Overview and Scrutiny Commission



Date: 25 March 2015

Time: 7.15 pm

Venue: Committee rooms D & E - Merton Civic Centre, London Road, Morden SM4 5DX

AGENDA

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**This is a public meeting – members of the public are very welcome to attend.
The meeting room will be open to members of the public from 7.00 p.m.**

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Overview and Scrutiny Commission membership

Councillors:

Peter Southgate (Chair)
Peter McCabe (Vice-Chair)
Hamish Badenoch
John Dehaney
Brenda Fraser
Suzanne Grocott
Jeff Hanna
Russell Makin
Oonagh Moulton
Dennis Pearce

Substitute Members:

Abigail Jones
John Sargeant
David Simpson CBE
David Williams
Peter Walker

Co-opted Representatives

Simon Bennett, Secondary and Special School Parent Governor Representative
Peter Connellan, Roman Catholic diocese
Denis Popovs, Primary School Parent Governor Representative
Colin Powell, Church of England diocese

Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

What is Overview and Scrutiny?

Overview and Scrutiny describes the way Merton's scrutiny councillors hold the Council's Executive (the Cabinet) to account to make sure that they take the right decisions for the Borough. Scrutiny panels also carry out reviews of Council services or issues to identify ways the Council can improve or develop new policy to meet the needs of local people. From May 2008, the Overview & Scrutiny Commission and Panels have been restructured and the Panels renamed to reflect the Local Area Agreement strategic themes.

Scrutiny's work falls into four broad areas:

- ⇒ **Call-in:** If three (non-executive) councillors feel that a decision made by the Cabinet is inappropriate they can 'call the decision in' after it has been made to prevent the decision taking immediate effect. They can then interview the Cabinet Member or Council Officers and make recommendations to the decision-maker suggesting improvements.
- ⇒ **Policy Reviews:** The panels carry out detailed, evidence-based assessments of Council services or issues that affect the lives of local people. At the end of the review the panels issue a report setting out their findings and recommendations for improvement and present it to Cabinet and other partner agencies. During the reviews, panels will gather information, evidence and opinions from Council officers, external bodies and organisations and members of the public to help them understand the key issues relating to the review topic.
- ⇒ **One-Off Reviews:** Panels often want to have a quick, one-off review of a topic and will ask Council officers to come and speak to them about a particular service or issue before making recommendations to the Cabinet.
- ⇒ **Scrutiny of Council Documents:** Panels also examine key Council documents, such as the budget, the Business Plan and the Best Value Performance Plan.

Scrutiny panels need the help of local people, partners and community groups to make sure that Merton delivers effective services. If you think there is something that scrutiny should look at, or have views on current reviews being carried out by scrutiny, let us know.

For more information, please contact the Scrutiny Team on 020 8545 3864 or by e-mail on scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

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OVERVIEW AND SCRUTINY COMMISSION

10 MARCH 2015

(19.15 - 22.05)

PRESENT: Councillor Peter Southgate (in the Chair),
Councillor Peter McCabe, Councillor Hamish Badenoch,
Councillor John Dehaney, Councillor Brenda Fraser,
Councillor Suzanne Grocott, Councillor Jeff Hanna,
Councillor Russell Makin, Councillor Oonagh Moulton,
Councillor Dennis Pearce and co-opted member Denis Popovs

ALSO PRESENT: Councillors James Holmes, Andrew Judge and Martin Whelton

Paul Dale (Assistant Director of Resources), Sophie Ellis (Assistant Director of Business Improvement), Yvette Stanley (Director, Children, Schools & Families Department), Simon Williams (Director, Community & Housing Department) and Gareth Young (Business Partner Community and Housing), Yvonne Tomlin-Miller (Head of Community Education), Julia Regan (Head of Democracy Services), John Cremins (Customer Contact Procurement Lead), Evereth Willis (Interim Head of Policy, Strategy and Partnerships)

Khadiru Mahdi, Chief Executive, Ellie Germaine, Acting Head of Volunteering, Merton Voluntary Service Council

1 DECLARATIONS OF PECUNIARY INTEREST - SEE NOTE OVERLEAF (Agenda Item 1)

There were no declarations of pecuniary interest. Councillor Brenda Fraser declared a non-pecuniary interest as a governor at South Thames College.

2 APOLOGIES FOR ABSENCE (Agenda Item 2)

Apologies for absence were received from co-opted members Simon Bennett, Peter Connellan and Colin Powell.

3 MINUTES OF THE MEETING HELD ON 29 JANUARY 2015 (Agenda Item 3)

Minutes were agreed as an accurate record of the meeting. There were no matters arising.

4 CALL IN - ADULT EDUCATION IN MERTON - EVIDENCE AND OPTIONS FOR ACHIEVING A VALUE FOR MONEY SERVICE (Agenda Item 4)

The Chair reminded all present that the purpose of the call-in was to determine whether Cabinet's decision on 16 February was flawed in relation to the council's principles of decision making and, if so, to demonstrate where it fell short. He invited Councillor James Holmes to speak as a signatory to the call-in request.

Councillor James Holmes said that, whilst he welcomed Cabinet's pledges in relation to the commissioning principles, he believed that the Cabinet's decision had been flawed in relation to the consultation process and to consideration of the current site at Whatley Avenue. He said that the questionnaire had not given respondents an opportunity to support continuation of current provision at the current site. A large number of respondents said they wanted the service to remain at Whatley Avenue and Councillor Holmes queried the extent to which this was considered by Cabinet.

Councillor Holmes said that Joseph Hood Primary School had not been consulted as fully as it should have been and that Cabinet had not taken into account the implications for the school of potential future uses of the Whatley Avenue site.

The Chair invited the registered speakers to address the Panel:

Posey Furnish, Chair, Governing Body, Joseph Hood Primary School

Posey Furnish said that the school is in close proximity to the Whatley Avenue and that both councillors and council officers have failed to take that into account in their decision making to date, despite promises to consult the school. She said that she had heard that the Council had approached Harris Academy regarding use of Whatley Avenue rather than vice versa as she had previously been told. She said that although there had been a survey of the site during half term, she was still being told that no decision had been taken regarding the site and it was therefore difficult to know what to believe. She urged the council to protect the interests of the school, staff and pupils and to keep them informed about what is planned.

Isabelle McGrath, staffside representative

Isabelle McGrath said that staff did not feel they had been listened to and that they had concerns regarding the transparency of decision making, fragmentation of adult education provision, processes for listening to students and the safeguarding of vulnerable learners. She said that the surveying of both sites and the announcement the previous day regarding free schools had created mistrust. She said that staff were worried about job losses and the council's capacity to handle that number of redundancies. She questioned the meaningfulness of a TUPE transfer for staff who are on zero hour contracts and their position in relation to entitlement to redundancy

payments. She urged the Overview and Scrutiny Commission to refer the decision back to Cabinet.

Gay Bennett Powell, Save Merton Adult Education

Gay Bennett Powell said that the commissioning model would lead to a serious reduction in services, especially for vulnerable learners who feel secure at the Whatley Avenue site. She also asked for assurance that lifelong learning will continue so that older people would also benefit from adult education services. She feared that the community spirit amongst learners, developed over many years, would be lost.

She questioned the purpose of the decision to move to a commissioning model, wondering if profiting from real estate was the key driver, and said that, although MAE had been told there would be no decision on the Whatley Avenue site until other decisions had been taken, Harris Academy had expressed interest in the site and surveyors had been in to measure up the site.

The Chair invited the Cabinet Members to respond to points made by the speakers.

Councillor Andrew Judge, Cabinet Member for Environmental Sustainability and Regeneration, said that he has responsibility for asset management so would have to consider all possible uses for the site should it become available. He said that no Cabinet decision had been taken regarding the site, nor had there been an assessment of options for future use as a school or housing. He added that such a decision was some way in the future.

Councillor Martin Whelton, Cabinet Member for Education thanked the speakers for their contributions and said that it had been a difficult decision to take but one that had to be made to put the adult education service onto a financially viable and sustainable footing. He said that the commissioning principles had been endorsed by the Sustainable Communities Overview and Scrutiny Panel and by Council. He added that there had been discussion of potential sites for new secondary schools two years ago and that Whatley Avenue had been identified as a possibility but no final decision had been taken.

Councillor Whelton said that he had visited and met with Joseph Hood School during the consultation process. He confirmed that the school would be part of the consultation process on future options for the Whatley Avenue site.

Simon Williams, Director of Community and Housing, made a number of points in response to questions from members of the Commission:

- consultation results were shared with the Sustainable Communities Overview and Scrutiny Panel on 3 February
- the service has made good progress in making costs more variable but there is a high ratio of non-direct teaching costs to teaching costs and we are approaching the limits for reducing the former due to the relatively small size of the service
- the service does not generate a surplus and there has been an overspend in 4 of the last 5 years. If this were to continue, it would expose the council to increased financial risk
- the consultation was not intended to lead to a preferred outcome and results show that the majority supported the status quo. A decision was taken to include the status quo as an option and to take views on how it could work better than it does at present.
- the consultation sought to go beyond views on options for provision to explore what aspects people really value about the service and this has been helpful
- officers took a lot of trouble to summarise the consultation results in an impartial way to fairly represent what respondents said
- whilst Cabinet had taken the decision to go with the option for which it had originally expressed a preference, this did not mean that consultation had had no impact, and there were three examples of where it had (commissioning principles, time scales for implementation, and community learning provision).

In response to a question about the apparent discrepancy between the Cabinet Members and what discussions had been held with whom on the future of the Whatley Avenue site, Councillor Andrew Judge confirmed that there had been no comprehensive review of options and that the status quo would continue for some time. Councillor Martin Whelton said that he had been transparent regarding Harris Academy's interest in the site and that he had a duty in regard to providing sufficient school places.

One member commented that a siloed approach seemed to have been taken and urged a whole council approach in future, including the treatment of fixed costs.

Commission members discussed the evidence received and varying views were expressed about whether the decision was flawed in relation to the principles of the presumption in favour of openness and clarity of aims and desired outcomes.

The Commission then voted on a motion to reject Cabinet's decision. 3 members voted in favour and 6 against. The motion fell, therefore Cabinet's decision was upheld.

The Commission then agreed, at the suggestion of the Chair, to send a reference to Cabinet:

RESOLVED: to ask Cabinet to ensure that Joseph Hood Primary School is kept fully informed of the decision making regarding any plans for the future use of the Whatley Avenue site. Cabinet is also asked to take account of the views of staff working for the adult education service, as set out in the consultation results and expressed at the Commission's meeting, and to work with staff in a positive and constructive way to address these following the HR procedures of the council.

5 MERTON PARTNERSHIP VOLUNTEERING AND COMMUNITY ACTION STRATEGY - UPDATE (Agenda Item 5)

Simon Williams, Director of Community and Housing, briefly introduced the report and said that he and Khadiru Mahdi, Chief Executive of Merton Voluntary Service Council (MVSC) and Ellie Germaine, Acting Head of Volunteering at MVSC would be happy to respond to questions. He said that the scrutiny task group's recommendations had been helpful, that action taken was set out in the appendix and that the volunteer strategy would be refreshed this year.

In response to a question about how realistic it was to try to increase the proportion of people who volunteer, Simon Williams and Khadiru Mahdi said that they are seeking to promote different forms of volunteering that would be suitable for busy people, such as befriending schemes and micro volunteering.

A member asked whether the actual percentage might be higher as perhaps people didn't realise that some of the things they do, such as helping at school fetes, would count as volunteering. Ellie Germaine agreed that the percentage would probably be higher due to lots of informal volunteering that would not necessarily be counted.

In response to a question about whether enough is being done to encourage young people to volunteer, Ellie Germaine said that MVSC had a youth project for that purpose, part funded by the council. Also, there is a pilot that is developing a quality mark for organisations that has been approved by and for work with young people. She said that there were fewer volunteering opportunities for young people than previously as organisations tend not to take under 18's due to capacity difficulties in terms of providing support.

Several members commented on volunteering awareness raising events they had attended as well as various volunteering experiences they have had and that these had been rewarding and enjoyable. They highlighted communication of opportunities as crucial and suggested the use of My Merton to help with this.

6 PROGRESS REPORT ON IMPLEMENTATION OF THE EQUALITY STRATEGY 2013-17 (Agenda Item 6)

Evereth Willis, Interim Head of Policy, Strategy and Partnerships, introduced the report and highlighted some of the examples of progress made over the past year:

- continued improvement on educational attainment of pupils from target groups
- development of an offer (under the Children and Families Act) for families with special educational need and disabilities
- consultation with disability groups and audits to shape transport services delivery
- embedding of equality impact assessments in to budget savings proposals
- council officers received training on mental health awareness

Evereth Willis said that priorities for the coming year were:

- to ensure the equality impact assessments were robust and transparent in their impact on budget decisions
- to strengthen the black and ethnic minority voice in the borough, working in partnership with MVSC and other local organisations
- to re-invigorate the lesbian gay bisexual and transgender forum
- to encourage council officers to submit equalities data
- to provide staff briefing sessions to raise awareness of diversity issues

Evereth Willis and Yvette Stanley, Director of Children Schools and Families, answered questions on some of the detail in the action plan and undertook to provide an explanation of the tariff differences referred to in action 1.2.11 (page 285).

ACTION: Interim Head of Policy, Strategy and Partnerships

In response to a comment about lack of consistency in some of the equality impact assessments and whether there was any oversight of this, Evereth Willis said that she wasn't sent all of them but had seen a number and been able to provide challenge on them.

In response to a question about succession planning in schools, Yvette Stanley said that the action plan from last year's scrutiny review was being implemented and that, although some progress was being made, there were still areas of under-representation of black and ethnic minority staff amongst middle and senior management in schools.

7 SCRUTINY REVIEW OF PUBLIC SECTOR MODELS - REVISED SCOPE AND TERMS OF REFERENCE (Agenda Item 7)

RESOLVED:

1. To set up a series of task group reviews, starting with one focussing on shared services, with terms of reference as set out in the report. The task group should start by mapping out all the shared services that the council has and look at examples from other local authorities.
2. To appoint Councillors Suzanne Grocott, Russell Makin and Peter Southgate to the task group. The first meeting will be in late March.

8 DISCUSSION OF QUESTIONS TO ASK THE BOROUGH COMMANDER AT COMMISSION MEETING ON 25 MARCH 2015 (Agenda Item 8)

RESOLVED:

1. to ask the Borough Commander to provide the latest crime and performance data each time he attends, using the format provided last time
2. to ask the Borough Commander to answer the following questions in relation to the motion of Full Council on 19 November 2014:
 - whether a review of the deployment of officers has been carried out and, if so, what was its nature
 - what are the current levels of crime in the three sectors
 - what is the current deployment of officers in each of the three sectors and the rationale for this
 - The Commission understands that of the 300 officers on the borough, 200 are dedicated to specific areas and 100 are retained for flexible deployment. How are these 100 being deployed at present?

Councillor Southgate said that Chief Superintendent David Palmer would be attending to represent the Borough Commander on 25 March and that the Borough Commander would be invited to attend on 14 July to set out his vision for the year ahead.

9 MINUTES OF FINANCIAL MONITORING TASK GROUP, 26 FEBRUARY 2015 (Agenda Item 9)

The minutes of the meeting held on 5 November were included in the agenda pack by mistake so the minutes of the meeting held on 26 February were laid round at the meeting and have been published on the website.

Councillor Suzanne Grocott, Chair of the task group, said that it had been a very useful meeting and thanked participants.

RESOLVED: to note the minutes of the financial monitoring task group meeting of 26 February 2015.

10 WORK PROGRAMME 2014/15 (Agenda Item 10)

The Commission noted the work programme.

11 CUSTOMER CONTACT PROGRAMME UPDATE (Agenda Item 11)

RESOLVED: That the public are excluded from the meeting during consideration of this agenda item on the grounds that it is exempt from disclosure for the reasons stated in the report.

Sophie Ellis, Assistant Director of Business Improvement, said that Cabinet had approved the award of the contract to Organisation A as set out in the report. She drew members' attention to the scoring and evaluation information set out in Appendix C.

Sophie Ellis tabled additional information about Organisation A (published with these minutes - exempt document) and expanded on the reasons for selecting organisation A. She said that the tender expressed ambition in relation to product development, a good fit with the council's business needs, and enthusiasm for working with the council. Paul Dale, Assistant Director of Resources, added that both the quality and value for money aspects of the decision had been clear cut as shown in the evaluation scores.

In response to questions, Sophie Ellis said that savings that the customer contact programme would underpin and enable had already been built into the council's medium term financial strategy but that there would be more in future as implementation was rolled out to specific service areas. She confirmed that the risk of not delivering savings sits with the council and not the contractor.

John Cremins, Customer Contact Procurement Lead, conformed that a credit ratings check had been run on organisation A at an early stage in the process and repeated two weeks ago. He said they have a parent company guarantee and a strong credit rating.

RESOLVED: The Commission will continue to receive progress updates on the implementation of the customer contact programme.

Committee: Overview and Scrutiny Commission

Date: 25 March 2015

Subject: Policing in Merton

Lead officer: Stuart Macleod, Merton Borough Commander

Lead member: Councillor Peter Southgate, Chair, Overview and Scrutiny Commission

Contact officer: Julia Regan, Head of Democracy Services,
julia.regan@merton.gov.uk, 0208 545 3864

Recommendations:

- A. That the Overview and Scrutiny Commission discuss and comment on the crime data provided by the Borough Commander (see Appendix A) and ask the questions identified at the Commission's meeting on 10 March (paragraph 2.3 below) plus other questions as appropriate.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

The data provided in this report arises from a request made at the Overview and Scrutiny Commission on 10 March 2015. The data is in the same format as that provided to the Commission at its meeting on 7 October 2014.

2 DETAILS

- 2.1. Appendix A contains Metropolitan Police performance indicators for Merton for the past three months on a rolling 12 month basis for Merton plus snapshot information for Merton's statistical neighbours.
- 2.2. Chief Superintendent David Palmer will attend the Commission's meeting on behalf of the Borough Commander on 25 March in order to make a brief statement and answer questions.
- 2.3. At its meeting on 10 March, The Commission requested that the most recent crime data be provided for Merton and its statistical comparators in the same format as provided previously. It also agreed to ask the Borough Commander to answer the following questions in relation to the motion of Full Council on 19 November 2014 (motion is set out in Appendix B) :
- whether a review of the deployment of officers has been carried out and, if so, what was its nature
 - what are the current levels of crime in the three sectors
 - what is the current deployment of officers in each of the three sectors and the rationale for this
 - The Commission understands that of the 300 officers on the borough, 200 are dedicated to specific areas and 100 are retained for flexible deployment. How are these 100 being deployed at present?

3 ALTERNATIVE OPTIONS

Commission members may choose to ask questions about other aspects of policing in Merton.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Not applicable.

5 TIMETABLE

5.1. Not applicable.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. There are no property or resource implications at this time.

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 for the purposes of this report.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None for the purposes of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

None for the purpose of this report.

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

Appendix A – MOPAC performance indicators – to follow

Appendix B – Motion to Council 19 November 2014

12 BACKGROUND PAPERS

12.1. None

7d STRATEGIC THEME: MOTIONS - LABOUR 2 (Agenda Item 7d)

The motion was moved by Councillor Jeff Hanna and seconded by Councillor Edith Macauley

Councillors Hamish Badenoch and Peter Southgate also spoke on this item

A roll-call was called on the substantive motion.

Voting in Favour:

Councillors: Stephen Alambritis, Mark Allison, Stan Anderson, Laxmi Attawar, Tobin Byers, David Chung, Caroline Cooper-Marbiah, Pauline Cowper, Mary Curtin, John Dehaney, Nick Draper, Edward Foley, Brenda Fraser, Fidelis Gadzama, Ross Garrod, Jeff Hanna, Joan Henry, Mary-Jane Jeanes, Abigail Jones, Philip Jones, Andrew Judge, Sally Kenny, Linda Kirby, Edith Macauley, Russell Makin, Maxi Martin, Peter McCabe, Ian Munn, Katy Neep, Dennis Pearce, John Sargeant, Judy Saunders, Marsie Skeete, Peter Southgate, Geraldine Stanford, Imran Uddin, Gregory Udeh, Peter Walker and Martin Whelton. (39)

Voting Against:

Councillors: Hamish Badenoch, John Bowcott, Michael Bull, Adam Bush, Stephen Crowe, David Dean, Suzanne Grocott, Daniel Holden, James Holmes, Janice Howard, Abdul Latif, Najeeb Latif, Brian Lewis-Lavender, Gilli Lewis-Lavender, Oonagh Moulton, David Simpson, Linda Taylor, Jill West, and David Williams. (19)

Not Voting:

Councillor: Agatha Mary Akyigyina. (1)

The Mayor declared the motion to be carried.

RESOLVED

That the Council notes that whilst levels of crime in Merton are the third lowest in London, and fear of crime is lower than the London average, nevertheless there are areas of the borough where concern about crime is substantially higher than average, and 46% of our young people include crime amongst their top three concerns, and believes that these concerns can be better addressed.

That the Council notes that although current police deployment in Merton is based on three sectors, based around Wimbledon, Morden and Mitcham, each with the same number of wards and the same number of Local Police Team officers, statistics show some 42% of crime in Merton to occur within the Mitcham sector, including violent crime, recent stabbings, and crime related to drug dealing, all of which causes an increased degree of fear of crime amongst residents living in these wards, and even within sectors there are particular areas and times when crime is typically higher than the norm, such as Wimbledon town centre in the evening and night-time. We recognise the need for increased policing of those areas at those times.

The Council is conscious that the vast majority of residents in Mitcham and of Wimbledon are responsible, law abiding citizens, as is true across the borough, believes that all our residents are entitled to a level of policing that responds to the incidence and seriousness of crime in their immediate neighbourhood, and confirms that this should be provided by the Mayor of London, without subsidy from council tax payers from an increasing hard-pressed council budget.

The Council was pleased to host the 'meet the public' session with the Metropolitan Commissioner, Sir Bernard Hogan-Howe on Monday 10 November in this council chamber, and noted

- a. his confirmation that individual Borough Commanders are not required to deploy officers evenly across sectors, but are free to deploy their officers across and within sectors in accordance with the needs of each of those sectors, and also
- b. his recognition that in moving away from the Safer Neighbour Team model of deployment, the Metropolitan Police had gone further than was wise, to the detriment of effective community intelligence gathering, and his acknowledgement that current Ward (Home Beat) teams might need to be increased in order to improve this.

The Council accordingly calls on Merton's Borough Commander, Chief Superintendent Stuart MacLeod, to review the deployment of his officers across the Borough,

- i. retaining the Ward (Home Beat) officers currently attached to each ward,
- ii. increasing the number of Ward (Home Beat) officers in wards most affected by crime to provide more routine patrols, improved levels of trust, increased community intelligence, and
- iii. sharing the remaining Local Policing officers between sectors, and within those sectors, on the basis of need, as evidenced by recent crime statistics.

The Council also requests Ch. Supt. MacLeod to provide the Overview and Scrutiny Commission when he next attends with a breakdown of the revised deployment of Local Policing officers, setting out the rationale by which that deployment has been determined.

Committee: Overview and Scrutiny

Date: 25th March 2015

Wards: All Wards

Subject: Transforming Rehabilitation

Lead officer: John Hill, Head of Public Protection

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

Contact officer: Janet Pinkney, Safer Merton Manager (Ext 3062)

Recommendations:

That the Overview and Scrutiny Commission discuss and comment on the report

1 PURPOSE OF REPORT

- 1.1. The purpose of this report is to brief members regarding the introduction of the Offender Rehabilitation Act 2014 and to note how Merton will respond to this.

2 EXECUTIVE SUMMARY

- 2.1. Following a consultation lead by the Ministry of Justice the Secretary for State for Justice set out probation reforms through the establishment of the Transforming Rehabilitation programme in May 2013.
- 2.2. These reforms included:
 - The establishment of the National Probation Service (NPS) and 21 Community Rehabilitation Companies (CRC).
 - Extending statutory supervision to offenders released from short custodial sentences
 - Opening up the competitive tenders for rehabilitation services for offenders at low to medium risk
- 2.3. The Offender Rehabilitation Act Received Royal Assent on 13th March 2014 transforming the way offenders are managed in the community with the aim to reduce reoffending rates while continuing to protect the public. The Act came into full force from February 2015.
- 2.4. On 1st June 2014 the NPS and the 21 CRC were established. In October 2014 after the completion of competition the London contract was awarded to MTC Novo and following a mobilisation period the contract commences on 1st April 2015.

3 DETAILS

3.1 On 9th January 2013, the Ministry of Justice published a consultation paper entitled “Transforming Rehabilitation: A revolution in the way we manage offenders”. The document set out the Government’s plans to reduce re-offending by:

- Extending statutory supervision to offenders released from short custodial sentences.
- Competing the delivery of rehabilitation services for offenders at low or medium risk of causing serious further harm;
- Paying providers of these services according to their results in reducing re-offending.
- Creating a public sector National Probation Service to supervise offenders who pose the highest risk of serious further harm.
- Ensuring the new system is responsive to local needs and integrates effectively with the other local partnerships and structures relevant to offenders.

3.2 The consultation paper proposed a number of reforms to the existing legislation regarding the sentencing and release of offenders, including the introduction of supervision on release for offenders serving custodial sentences of less than 12 months and changes to the requirements available to the court as part of community orders and suspended sentence orders. The consultation concluded on 22 February 2013.

3.3 In May 2013 the Secretary of State for Justice set out his ambitions for the probation service through the Transforming Rehabilitation programme. These reforms sort to transfer the work delivered by the Probation Trust to two organisations. The National Probation Service (NPS), to manage high risk offenders and work directly with the courts and Community Rehabilitation Companies (CRC), who will manage the medium to low risk offenders, until the new provider was selected through the competitive tender process.

3.4 As noted above in para. 2.3, the Offender Rehabilitation Act Received Royal Assent on 13th March 2014 transforming rehabilitation with a reform programme that’s changing the way offenders are managed in the community. The programme aims to bring down reoffending rates while continuing to protect the public.

3.5 Key Elements of the Reforms

- open up the market to a diverse range of rehabilitation providers from the private, voluntary and social sectors (including potential mutuals) through 21 Community Rehabilitation Companies (CRCs)

- incentivise innovation, paying providers by results for delivering reductions in reoffending
- extend statutory rehabilitation to 45,000 short sentenced offenders released from prison every year, who have the highest reoffending rates and yet currently receive no supervision after release
- reorganise our prisons to resettle offenders 'through the gate', with continuous support from custody to community. This will mean the majority of prisoners will be moved to a resettlement prison close to their community at least 3 months before release
- create a new public sector National Probation Services (NPS), to manage high risk offenders

3.6 On 1st June 2014 the National Probation Service (NPS) and the London Community Rehabilitation Company (CRC) were launched. They will work with each other and their partners to reduce reoffending and work with a wide range of partners to deliver services, reduce reoffending and protect the public.

3.7 **Responsibilities for new Providers**

National Probation Service:

- Undertake all court reports
- Undertake all initial assessments to determine which providers will manage a case
- Manage offenders who are MAPPA (Multi Agency Public Protection Arrangements) registered, pose a high risk of serious harm, or it is in the public interest to do so.
- Be responsible for victim liaison work and management of Approved Premises
- Decide on action in relation to all potential breaches beyond first warning and advise the courts or Secretary of State on sanctions or recalls to custody
- Consult on changes in risk of harm

Community Rehabilitation Company:

- Manage all medium and low risk of harm offenders in the community
- Deliver interventions and programmes, excluding Sex Offender Treatment Programme
- Provide 'through the Gate' services for prisoners – a new statutory requirement for all offenders sentenced to less than 12 months in custody, to be introduced in 2015
- Deliver mentoring services and Restorative Justice
- Take on management of Senior Attendance Centres 2015
- Deliver Community Payback (formerly provided by Serco).

The Offender Rehabilitation Act 2014

- 3.8 In February 2015 the Offender Rehabilitation Act 2014 came into force and at the heart of the reforms is the extension of supervision to an extra 45,000 offenders a year who are released from short prison sentences of less than 12 months in custody. Most of this group currently receive no statutory supervision after completing a custodial sentence.
- 3.9 The changes the Offender Rehabilitation Act (ORA) makes mean that any offender whose offence was committed on or after 1 February (when the Act came into full force), and sentenced to a custodial term of more than 1 day, will in the future receive at least 12 months of supervision after release. As a result, from 1 February, there will be a gradual build up of eligible offenders being supervised.
- 3.11 MTC Novo took on the contract as the Community Rehabilitation Company (CRC) for London managing the low and medium risk offenders. Following a mobilisation period the contract commences on 1st April 2015.

Current Integrated Work with Offenders

- 3.12 The probation service is crucial to turning around the lives of offenders however to be truly successful a number of local agencies need to play their part. Currently in every London borough there are multidisciplinary teams that work with offenders in the form of Integrated Offender Management teams.
- 3.13 The purpose of IOM is to ensure that those most likely to re-offend are in view of agencies at all times. IOM brings coherence and consistency to arrangements for tackling the offenders of most concern to their communities – including those who do not have any form of statutory supervision. Working together agencies are able to manage offenders consistently.
- 3.14 Since Transforming Rehabilitation reforms were announced London Councils have emphasised the need to existing local partnerships to be maintained and that new providers will need to be able to integrate with existing partnership arrangements.

Position in Merton

- 3.15 Since 2010 Community Safety Partnerships (CSP) have had a statutory responsibility to formulate a strategy to reduce reoffending. To facilitate this Probation became a statutory member of the CSP. This move recognised that reducing reoffending is not the sole concern of probation and the police, but all partners and in particular local authorities.

- 3.16 The CSP has the responsibility to ensure that appropriate governance arrangements and delivery mechanisms are in place, develop a local offender problem profile through its annual strategic assessment, report on performance and outcome management for the IOM team. This is managed through Safer Merton.
- 3.17 To facilitate governance Safer Merton worked with partners to revise the relevant strategic documents for IOM implementation these included the strategic board terms of reference, panel meeting guidance and IOM team roles and responsibilities. These outline the basic governance and structures which IOM operate within.
- 3.18 Merton's IOM is delivered in the Community Rehabilitation Company's Merton 'hub' environment. This is a modern and open plan space where offenders have access to key services such as employment, accommodation and drugs and alcohol. There is a suite of 5 internet enabled computers to facilitate job searches. Steven Greenhalgh (deputy Major) visited in January 2014 and helped promote Merton IOM.
- 3.19 Currently there are only 15 offenders in the Merton cohort with eligible cases being reviewed at the end on March alongside resourcing.
- 3.20 Key statutory agencies attended a working together event in order to review and agree the above criteria and relevant documents. The strategic group consists of leads from Police, Local Authority and Probation. Other organisations may be called upon to attend the group going forward to ensure pathways are working effectively.
- 3.21 To enable rehabilitation the offender must have access to services in addressing their needs. The CSP/Local Authority can add real value to the delivery of IOM in co-ordinating access to these pathways out of offending. These needs defined as pathways include; accommodation/housing; drugs and alcohol; mental health; finance and debt; education, training and employment; attitude, thinking and behaviour; domestic violence; support for women in prostitution and slavery.
- 3.22 In as much as progress has been made with improvements to the implementation of IOM and Transforming Rehabilitation locally its full impact is still being digested. The impact on services to meet the needs for the rehabilitation of the short term offenders has yet to be realised.

4 ALTERNATIVE OPTIONS

- 4.1. Not applicable

5 CONSULTATION UNDERTAKEN OR PROPOSED

- 5.1. None required

6 TIMETABLE

6.1. Not applicable

7 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

7.1. Although at an early stage in the process, it is expected that there will be greater demands on existing Council resources, particularly, but not exclusively within Safer Merton.

8 LEGAL AND STATUTORY IMPLICATIONS

8.1. As detailed in sections 2 and 3 of the report

9 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

9.1. Not applicable for the purposes of this report

10 CRIME AND DISORDER IMPLICATIONS

10.1. The intention is that the new legislation will provide supervision to an extra 45,000 offenders a year who are released from prison sentences of less than 12 months in custody.

11 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

11.1. Not applicable for the purposes of this report

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

12.1 None for the purposes of this report

13 BACKGROUND PAPERS

13.1 The Offender Rehabilitation Act 2014

Agenda Item 6

Committee: Overview and Scrutiny Commission

Date: 25 March 2015

Subject: CCTV update report from CCTV steering group

Lead officers: Chris Lee (Director of Environment and Regeneration) John Hill (Head of Public Protection) Paul Walshe (Parking Services Manager)

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

Contact officers: Paul.Walshe@Merton.gov.uk 020 8545 4189

Recommendation: That Members discuss and comment on this report.

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 To provide the Overview and Scrutiny Panel with an update on the CCTV steering group's progress in delivering changes required as a result of the review of the Public Space CCTV function carried out in 2014.
- 1.2 The Public Space CCTV is based in the Council's CCTV suite on the 1st floor of Civic Centre. Officers currently provide a 24 hour 7 days per week service monitoring the Councils 270 CCTV cameras. They are in direct contact with the police by monitoring the police airways. They provide live images to the police central control room as well as recordings and statements in the form of evidence packs. They are also responsible for monitoring the town link (retailers) 2 way radio system which is also used by the Circle Housing wardens as well as the CCTV cameras in the housing estates.

The review was carried out as there had not been a full review of service since the since its implementation in 1994. This was particularly relevant as the service has grown from 8 to 270 CCTV cameras.

2. DETAILS

- 2.1 An external CCTV consultant was commissioned to review the operational and technical equipment for all of the Councils Public Space CCTV service. The report identified key areas of need and milestones for the service to progress, with the main areas being the lack of investment in the CCTV infrastructure and back office hardware as well as a clear strategy to resolve these issues.
- 2.2 Listed below is the progress in implementing the changes :
- 2.3 Transfer Public Space CCTV to the Public Protection Division with the day to day operational management to Parking Services – completed in January 2015.
- 2.4 Set up the LB of Merton CCTV Steering Group - this was set up in August 2014 and made up of internal officers and external partners such as the Police.
- 2.5 Agree a CCTV strategy - this was completed in February 2015 and is attached as appendix "CCTV Strategy 160115 V5" of this report

- 2.6 Review all existing public space cameras to identify their need and whether they are fit for purpose. This was carried out in November 2014 with recommendations that some of the cameras be decommissioned or relocated and identification of gaps in the level of service provided to our customers. This work is still on-going.
- 2.7 The review identified the need to recruit a full time CCTV manager. The previous incumbent had worked on a part time basis and, since their departure, the service has been managed on a secondment basis. Although significant progress has been made under the secondment manager, this is not sustainable in the long term. Accordingly a decision was made to reorganise the management duties of the CCTV team in order that there will be day to day management of CCTV staff and separate management of the technical specifications of the service, involving the promotion of the service and the scoping of capacity to manage and deliver CCTV service for business within the borough. This management restructure will be carried out at nil cost to the Council. The recruitment process is on-going with the end date for applications being 22nd March 2015.
- 2.8 The installation of new CCTV suite equipment (Graphic Unit Interface) - this occurred in March 2015 giving the CCTV officers a much improved method of logging incidents and analysing data to assist in the management of the service. As part of further investment it is intended to purchase an integrated graphic unit interface system which will provide more detailed analytical reports covering incident reports and the use of CCTV cameras thus assist in future planning of the service.

The Tender for the installation of ANPR cameras for parking enforcement combined with the maintenance of the public space CCTV cameras and the CCTV enforcement cameras has been advertised with a live date for the maintenance part of the contract of July/August 2015 and ANPR cameras November 2015.

3. ALTERNATIVE OPTIONS

None for the purpose of this report

4. CONSULTATION UNDERTAKEN

4.1 None for the purpose of this report

5. TIMETABLE

5.1 NA

6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1 NA

7. LEGAL AND STATUTORY IMPLICATIONS

7.1 None for the purpose of this report

8. CRIME AND DISORDER IMPLICATIONS

8.1 The upgrades to the existing equipment will provide a more reliable service which will help to reduce incidents of crime.

9. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

9.1 None for the purposes of this report.

10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1 The improvements identified will lead to a better management of the risks and safety across the borough.

11. APPENDICES

11.1 Appendix A: CCTVSU update

11.2 Appendix B: Purpose of Cameras Doc

11.3 Appendix C: Signage Doc

11.4 Appendix D: Retention Period

11.5 Appendix E: CCTV Strategy 160115 V5

12. BACKGROUND PAPERS

12.1 None for the purpose of this report

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CCTV Steering Group

The purpose of the CCTVSG is to provide a forum for relevant responsible officers to discuss the implementation of CCTV policy and provisionally agree financial and developmental issues in relation to the development of CCTV in the borough.

The agreement and adoption of a CCTV Strategy for LBM will engage stakeholders in a cohesive manner, providing all parties who make use of the system to accept the role and authority of the designated, responsible manager. A LBM CCTV Strategy Group will be a suitable focus consortium to coordinate work and drive up the efficiency and effectiveness of the CCTV service.

Membership of the Steering Group to include:

- E&R Director (chair)
- CCTV Manager
- Street Scene & Waste
- Highways
- Parking Services Manager
- Green Spaces
- Information governance
- Data governance
- Metropolitan Police Service
- Transport for London
- Relevant key stake holders (e.g. RSL's)
- Capital Programme manager
- Future Merton Manager
- Facilities Manager
- IT Service Manager
- Circle Housing Merton Priory (CHMP)
- Chamber of commerce
- Head of Public Protection
- Crime & Design Manager (police)
- Head of Policy, Strategy and Partnerships
- Commissioning Manager (as required)
- CCTV Consultant (as required)

Purpose

The Steering Group will bring together stakeholders from across the borough to have an input into the operation of CCTV, including:

- Assessing, modifying and then adopting the documented CCTV Strategy for the LBM
- Identifying and agreeing a strategic direction for CCTV in conjunction with the agreed CCTV Strategy;
- Providing a forum for the provision, use and operation of CCTV;

- Acting as a corporate contact point for development of partnership working with other organisations and stakeholders, e.g. the police, local business users of CCTV, other neighbouring Councils;
- Will be the lead for receiving proposals/requests for the provision of CCTV Camera scheme/s, or significant changes to delivery of the service and the only group to sanction additional CCTV cameras for whatever department for the LBM;
- To agree, develop and maintain the criteria/procedures for the provision of new/ revised CCTV camera scheme/s;
- Coordinating and agreeing to publicise positive aspects and good works carried out by the CCTV system/operators;
- Agree levels of investment, both capital and revenue for the CCTV system;
- Decide on any disinvestment of the system (e.g. decommissioning cameras);
- To ensure oversight and legal compliance with all aspects relating to the CCTV system, including those associated with Traffic Enforcement that could impact on the Council and partner services.

Responsibilities of Members

- To facilitate effective communication between the various stakeholders;
- To provide and receive support and expertise on delivery of the CCTV service;
- To inform the group, any new schemes or proposed significant changes to CCTV, including Traffic Enforcement.

Chair

The Chair will be the Director of E&R

Control of the Addition of CCTV Systems

There is a need for more centralised control of CCTV development for Merton Council, based on an agreed policy, strategy and delivery plan. If any 'stand-alone' CCTV systems are installed across the council area, these can attract disproportionate installation and on-going revenue costs. When diverse requests for CCTV cameras are made, the applicant or council officer completes a Criteria Form to focus thinking on the reasons why a camera or a complete CCTV system might be needed and implemented and where it fits into the plan to balance unfocused extraneous demands.

The London Borough of Merton will adopt a 'central assessment system' whereby any/all requests for the installation of CCTV across the council area, are considered by the Corporate CCTV Steering Group and weighted and scored against Cost, Operational Requirements, PIA, Fitness for Purpose, Quantity, Quality and Accountability. This applies to both Public Space, Traffic Enforcement and 'stand-alone' systems in council owned premises.

Purchase and Deployment of CCTV Cameras

London Borough of Merton is committed to respecting people's rights to privacy and supports the individual's entitlement to go about their lawful business. This is a primary consideration in the operation of any CCTV system, although there will inevitably be some loss of privacy when CCTV cameras are installed. Therefore, it is crucial that serious consideration is given to the necessity for cameras in a given location and their impact on the privacy of individuals using the areas where cameras are to be installed. Cameras are not to be installed in such a way that they can look into private space such as houses unless they can be fitted with privacy zones, which block out private areas so that these cannot be viewed or recorded.

Covert cameras are not normally to be deployed into areas used by staff or the public. Cameras should normally be clearly visible and signed.

Concealed and unsigned cameras within council property may on rare occasions be deployed in areas of high security where there is no legitimate public access and where staff access is controlled and restricted. Staff who normally work in these areas should where appropriate be informed of the location of these cameras, their purpose and where the monitor is kept.

London Borough of Merton will not use CCTV cameras if there are cheaper, less intrusive and more effective methods of dealing with the problem. If after looking at all the alternatives, it is decided that CCTV is the only suitable solution a clear operational objective for the system and each camera must be identified and an assessment on the impact on privacy must be carried out. A record of these decisions must be retained for inspection and reviewed every year. A copy of these documents should be sent to the council's CCTV Manager.

Authorisation for the purchase and installation of CCTV cameras must be obtained from the council's CCTV Steering Group after production of a business plan/report. How the system will be paid for and its annual revenue costs and how they will be met must also be identified. This applies to **ANY/ALL** LBM departments, including those enforcing traffic regulations, who should channel all CCTV request through one authorised manager. Public consultation for new camera systems must also be considered.

The council's CCTV Manager will be available to give advice at each stage of the above process. Once a decision is made to purchase CCTV cameras advice should be sought from the council's Legal Services Team to ensure that the correct procedures are followed.

It is a requirement under the Information Commissioners Code of Practice and the National CCTV Strategy that any equipment purchased is fit for purpose and will meet the objectives set down for the scheme. There is also a clear requirement for all CCTV schemes to have an effective maintenance schedule and Code of Practice. Officer's purchasing new CCTV equipment need to ensure these requirements are met.

London Borough of Merton does not deploy 'Dummy' cameras as these give a false sense of security. Neither are council officers to purchase cameras that can monitor conversation or be used to talk to individuals as this is seen as an unnecessary invasion of privacy.

Once new cameras have been installed, a copy of a map or building plan showing the location of the CCTV cameras should be sent to the council's CCTV Manager for inclusion in the council's central CCTV records.

Signage

The London Borough of Merton will have a consistent CCTV signage policy. All areas where CCTV is in use should have clear, consistent signs exhibited to comply with the Data Protection Act; this is to advise people that they are about to enter an area covered by CCTV cameras or to remind them that they are still in an area covered by CCTV. The signs will also act as an additional deterrent. CCTV signs should not be displayed in areas, which do not have CCTV cameras. Where 'Covert' cameras have been authorised for deployment, signage will not normally be erected.

The sign should carry the outline of a CCTV camera. The information on the sign should explain why the CCTV cameras are there, including Traffic Enforcement purposes, who runs them (London Borough of Merton) and a contact number (020 8545 3843). The signs, position and the message need to be big enough to enable people to easily read the information on it (A3 size as a minimum).

Consideration will be given by the CCTVSG to promoting the telephone number contained on the sign to encourage the public to bring to the attention of CCTV operators incidents that are currently occurring that will be quicker for the PSS CCTV system operators to respond than awaiting notification from the police via the normal public/police communication channels.

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Image Recording

There will be a consistent recording policy across all cameras used and recorded in the London Borough of Merton area; this will apply to cameras using both 'town centre/public space' CCTV systems and those in standalone premises such as council offices, Civic Centre, Leisure Centres, council offices, etc.

The following frame rates/images per second, 'bit rate' and the retention period standard is adopted for all council owned CCTV schemes: -

Town Centre/Public Space

- 31 days retention
- D1 (if HD, 720p/1080p)
- 2 Mbs bit rate (if HD, 4-8 Mbs)
- 25 ips (real-time) for spot monitors - retained for 7 days before being overwritten
- 12.5 ips as a minimum for time lapse images
- RAID5/6 resilience
- Compression – H.264

'Standalone' Schemes

- 21 days retention
- 1 Mbs bit rate
- 6 ips for time lapse images (motion detection if facility available)
- Compression – not determined (ideally H.264)

Automatic Number Plate Recognition – Road Traffic Enforcement

- 6 months retention from date that case is closed (either through being cancelled or paid)
- Minimum of 720 x 288
- Close up view of number plate must be 140 x 30 minimum
- Minimum of 5 images per second

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1.0 Overview

Closed Circuit Television is one tool, which may be used by Merton Council to prevent and detect and reduce the fear of crime; it will also be used for Traffic Regulation and Enforcement. Its suitability must be assessed and its implementation considered in conjunction with other preventative methods in accordance with the guiding principles of the use of CCTV within Merton.

This CCTV Strategy will apply to fixed and redeployable camera systems used by Merton Council in Public Space Surveillance (PSS), Traffic Enforcement and Automatic Number Plate Recognition (ANPR), Departmental and Office systems, Body Worn Video (BWV) and covert cameras.

2.0 London Borough of Merton – CCTV Policy

The Council uses Closed Circuit Television (CCTV) systems in public spaces, Council offices and departments within and around car parks across the London Borough of Merton area for Public Space Surveillance and Traffic Enforcement. These CCTV systems are located across the borough with remote schemes at: -

- Civic Centre
- Pollards Hill
- Morden Park House
- Gifford House
- Lavender Park Children's Centre
- Garth Road Recycling Centre
- Youth Offenders Team
- Insight Centre
- Merton Industrial Estate
- Merton Abbey Mills
- Peel House Car Park
- St. George's Car Park
- Hartfield Road Car Park, Wimbledon
- York Close Car Park
- Canon's Leisure

This document along with the systems' Codes of Practice (CoP) and Operational Procedural Manuals (OPM) are designed to give clear guidelines on the Council's use of CCTV and to protect this Council's CCTV operators from allegations of misuse of the system and to protect staff and the public from any abuse of the CCTV system.

This policy covers the use of CCTV equipment and the gathering, storage, use and disposal of visual data. This policy applies to all staff employed by London Borough of Merton and those who operate the systems on their behalf. The Council will utilise CCTV for the purposes and objectives set out at paragraph 3.1.1 of this document.

It will also apply to those providing a sub-contracted service to the Council where CCTV is used, in whatever form. The Council's responsible representative will make their sub-contractors aware of this strategy in order that they can comply with its guidance.

3.0 Objectives of the CCTV Systems

It is important that everyone and especially those charged with operating the CCTV systems on behalf of London Borough of Merton understand exactly why each of the systems has been introduced and what the cameras will and will not be used for.

This will assist in the planning, design and implementation of any development. Monitoring and evaluating the scheme will be aided if objectives are clear from the outset. A quantifiable measure should be established prior to the installation of CCTV against which the success of the scheme can be assessed in the future. This will generally be in relation to levels of criminal activity or contravention of Traffic Orders and should give consideration to joint work carried out by internal and external partners. CCTV makes a contribution to delivering a variety of services and link to a range of other strategies.

3.1 Uses of CCTV London Borough of Merton area

Each CCTV system will have its own site or task specific objectives. CCTV will only be used for those purposes stated in Section 3.1.1. Additionally any expansion of the scheme will only be considered if supportive of these purposes.

3.1.1 System Objectives

The LBM CCTV system will be used to: -

- Reduce the fear of crime anti-social behaviour and disorder
- Prevent, deter and detect crime, criminal damage and public disorder, including vandalism, incidents of public nuisance and anti-social behaviour
- Identify, apprehend and prosecute offenders in relation to crime, criminal damage, public order, road traffic accidents involving serious injury and all forms of harassment
- Provide protection and welfare to members of the public
- Assist the emergency services in all aspects as appropriate, including major exercises relating to criminal activities and public safety
- Identify and reduce aggressive begging
- Provide the Police, the Council, and other organisations as authorised with evidence upon which to take criminal and civil actions in the Courts
- Assist where appropriate in the general management of the area by identifying issues, such as accumulation of breaches of environmental legislation, litter, damaged or dangerous street signs, etc. and bringing them to the attention of the various service providers and departments
- Assist with traffic management, accident and congestion reduction
- Protect areas and premises used by Council staff and the public
- Reduce violent or aggressive behaviour towards staff
- Protect Council property and assets
- Maintain and enhance the commercial viability of the London Borough of Merton areas of the town and encouraging continued investment
- Assisting in staff disciplinary, grievance, formal complaints and Health and Safety Investigations
- In appropriate circumstances, assisting the investigation of damage only accidents in Council owned or other privately operated surveilled car parks on the payment of an appropriate fee
- The enforcement of Road Traffic Regulations and Acts

- Assist third party investigating authorities (outside of the police) in the investigation of road traffic incidents, on payment of an appropriate fee

3.1.2 The Council will not use its CCTV for:

- Monitoring the activities of anyone for reasons of age, gender, religion or race and who have not come to the attention of the operators of the system for one of the above reasons (at paragraph 3.1.1)
- Monitoring anyone lawfully going about their business, unless circumstances are such that give rise to particular concerns for that person's safety
- Intrude into the privacy of any individual or company unless in pursuit of one of the above authorised uses
- Monitoring the activities of their staff unless in pursuit of one of the above authorised uses
- For purposes of entertainment

The CCTV systems will not be used for any other purpose than those set out in this document without prior consultation with the CCTV Steering Group (CCTVSG) and where appropriate notification to staff and following consultation with the Trade Unions and also where appropriate. Any novel or non-standard use of the CCTV cameras requires the approval of the CCTVSG and be in line with ICO guidelines.

Cameras will not be used to monitor the progress of staff or individuals in the ordinary course of lawful business in the area under surveillance, nor are managers permitted to use the cameras to observe staff working practices or time keeping or to assist them in the day-to-day management of their staff.

Individuals will only be monitored if there is reasonable cause to suspect a criminal offence or serious breach of discipline, potentially amounting to misconduct has been, or may be, about to be committed and this will only be permitted when authorised by the manager tasked with this role and may require the use of a RIPA authorisation.

3.1.3 Overt and Covert Cameras

The CCTV equipment referred to in this Strategy document relates to overt and covert equipment. Overt equipment is clearly visible to all. The London Borough of Merton may on occasions require the use of covert CCTV equipment to enable it to deliver its services. Covert equipment refers to CCTV cameras and recording equipment that is hidden or the term covert refers to a situation where a subject may not be aware they are being recorded/monitored.

4.0 Purpose of the Strategy

The aims of this strategy are:

- To bring the management and delivery of CCTV in the London Borough of Merton area to a high level of consistency and quality service provision
- To provide the framework and criteria for the strategic development and on-going management of CCTV schemes that are owned and/or operated by London Borough of Merton
- To bring a coherent approach to the development of CCTV schemes in line with any Crime, Disorder and Drugs Reduction Strategies
- To assist with traffic enforcement for the reduction of pollution and congestion

- To ensure the financial sustainability of schemes
- To increase the effectiveness of CCTV as a crime and disorder reduction tool in London Borough of Merton by providing the standards for the implementation and management of CCTV

It does this by:

- Introducing standard policies and procedures that bring the variety of existing schemes in Merton to a comparative level of operation (Civic Centre, Morden Park House, Lavender Park Children's Centre, etc.)
- Provides a framework in which all new proposals for CCTV are considered by the CCTVSG
- Has a clear direction for the management and development of CCTV so that Partners and stakeholders in existing and potential schemes are able to understand what is expected of a CCTV scheme and are encouraged to participate in its management

5.0 Governance of the Council's CCTV Camera systems

The Council's CCTV Steering Group (CCTVSG) has been established to oversee the governance of the management and funding of the CCTV systems. The Terms of Reference for this group is shown at **Appendix A**.

5.1 Future Camera locations

Any future camera locations should be chosen on the basis of the objectives contained in this document and the attached appendices: -

- Does it meet the agreed objectives?
- Does it meet the principles and strategic aims of CCTV/other strategic plans?
- Does it meet agreed criteria?
- How will it be funded and sustained?

Overall, the following approach to future camera locations should be determined as:

- Analysis of strategic gaps in the current town centre systems; 'plugging displacement'
- Whether an existing camera can be relocated and used elsewhere
- Coverage of pedestrian links to towns from rail/bus stations and taxi ranks
- Wider displacement areas – Parks and stand-alone residential or shopping areas
- Other key activity zones
- To encourage compliance of Road Traffic Regulations

See **Appendix B** regarding the Purchase and Deployment of CCTV Cameras.

6.0 Other CCTV Systems

Although there are records and knowledge of the 'Public Space' CCTV equipment used and owned by London Borough of Merton, records, settings and benefits relating to 'stand-alone CCTV systems in other premises such as Council offices, leisure centres, etc. are fragmented and it is not known if they are compliant with legislation.

There will be a coordinated approach to all Council owned CCTV across the London Borough of Merton area; the levels and uses of such equipment should be established across all departments to

ascertain the levels, the state of maintenance, the use and cost to achieve the annual upkeep of the systems.

7.0 Compliance with this document

No Public Space Surveillance, Traffic Management (ANPR) or third party CCTV scheme should be accepted for monitoring from the Council's CCTV Control Room without first having satisfied the requirements of this strategy.

CCTV will be developed in Merton in a considered manner to ensure that all schemes have maximum effectiveness.

This strategy will link with a number of other existing strategies operated by London Borough of Merton including:

- Merton Local Community Plan
- Anti-Social Behaviour Strategy
- RIPA Protocol
- Data Protection Policy

8.0 Legislation

In addition to Council policies, procedures, guidelines and Codes of Practice, Operational Procedural Manuals, CCTV and its operation are subject to legislation under: -

- The Data Protection Act 1998 – ensuring that all personal data is protected and private
 - A Data Protection Code of Practice for Surveillance cameras and Personal Information
- The Human Rights Act 1998– Article 8 gives individuals the right to privacy and Article 5 gives the right to Liberty and Security
- The Regulation of Investigatory Powers Act 2000 – applying to directed surveillance from our overt CCTV systems
- The Freedom of Information Act – all recorded information and information relating to individuals are subject to the provisions of the Data Protection Act
- The Private Security Industry Act 2001– where required by the Act, operators of CCTV will be licensed under the Act
- Section 17 of the Crime and Disorder Act 1998, which requires the key partners to the strategy to integrate crime reduction within their mainstream activities
- The Protection of Freedoms act 2012 which sets out the criteria where PSS cameras justify a 'Pressing Need'
 - Surveillance Camera Code of Practice

It is important that the operation of all Council run CCTV systems comply with these Acts, policies, procedures, guidelines and Codes of Practice. This is to ensure that Council staff running the CCTV systems, the public and the Council itself are protected from abuse of the CCTV systems.

Signage will be used to inform the public of the use and operation of CCTV in the area; guidelines in the way the signs will be designed and installed are shown at **Appendix C**.

8.1 Operational Requirements

Operational Requirements are used to assess the necessity of CCTV cameras and systems and to ensure full consideration has been made of all implications relating to their installation.

An Operational Requirement is “A statement of needs based on a thorough and systematic assessment of the problems to be solved and the hoped for solutions.”

- Is there a problem?
- What is the problem?
- Will CCTV help solve the problem?
- What other solutions have been considered?
- Can we afford what we want?
- Is what we do compatible with existing infrastructure and technology?

The period of retention of data/images, the frame rate suitable to achieve minimum evidential quality and the compression method are shown at **Appendix D**.

8.2 Privacy Impact Assessments

Where the Council is considering the introduction of new or additional cameras to the existing systems, in addition to carrying out an Operational Requirements Assessment, deliberation must also be made to conducting a Privacy Impact Assessment (PIA). A PIA is a separate process from compliance checking or data protection audit processes, (an audit is undertaken on systems that have already been implemented). A PIA is a valuable measure that will either confirm that privacy undertakings and/or privacy law are being complied with, or will highlight problems that need to be addressed.

The London Borough of Merton handles personal data using the CCTV and Traffic Enforcement systems and needs to monitor its on-going operations, whether recording images of employees or the general public. Experience shows that once an organisation’s reputation is damaged and trust is lost it is then very hard to regain.

A privacy impact assessment should look at the pressing need that the surveillance system is intended to address and whether its proposed use has a lawful basis and is justified, necessary and proportionate. Where the system is already in use, the same issues should be considered or considerations should be made as to whether a less privacy intrusive method could be used to address the pressing need.

8.3 Accountability/Consultation

In the development or review of any surveillance camera system, proportionate consultation and engagement with the public and partners (including the police) will be an important part of assessing whether there is a legitimate aim and a pressing need, and whether the system itself is a proportionate response.

Primarily, consultation will aim to inform stakeholders of the proposal for a CCTV scheme, to fully explain the objectives and to gather any feedback from interested parties. Residents whose properties are situated adjacent to a proposal may want to request the use of privacy zones to obscure CCTV Operators from viewing areas on that particular camera.

9.0 Transmission Systems

Fibre optic transmission will always be the most reliable and secure method of transmitting CCTV data/images but it is usually the most expensive transmission solution.

Fibre optic transmission rental from BT Redcare and Virgin Media, linking cameras with the control room, provides the Council with one of the most expensive recurring costs each year.

The Council owns some of its own fibre optic cabling in ducts around the Civic Centre and where possible, this method of transmission should be adopted when new or upgraded CCTV systems are being considered.

Other alternative transmission includes wireless, which generally requires Line of Sight (LOS) and high buildings with appropriate permissions on which to install wireless equipment. This is less resilient and can be susceptible to interference. ADSL/Broadband is another method of transmission although this is less reliable and inconsistent in delivering the quality of images generally needed for proactive CCTV monitoring.

The Council will always consider transmission options that provide it with a resilient yet cost effective solution; this may be with service providers who can offer deals and incentives, including the provision of cameras as part of a package of measures that the Council should consider.

9.1 New Technology

The Council is aware that technology continues to evolve and may improve the CCTV service and reduce the revenue costs if these new technologies are embraced where appropriate. When designing new or replacement CCTV systems, the Council and its advisors will ensure equal importance is placed on 'future-proofing' these existing CCTV systems so that old equipment does not become an expensive burden with implications of maintenance. Where possible, the introduction of High Definition (HD) cameras will be considered, etc. so that greater quality and detail may be obtained and the system interrogated 'after the event' with no detriment to the evidence.

10.0 Investment/Funding

The Council will seek external funding (capital and revenue) to assist with the financing of CCTV.

The CCTV operational costs will be funded from the Merton Council's General Fund and third party contributions and will cover annual revenue expenditure. A programme of anticipated annual capital expenditure will also be identified and 'ring-fenced' to ensure obsolete and vulnerable CCTV equipment can be replaced as part of an on-going plan. The Council will seek third party capital funding for new installations wherever possible as well as contributions for on-going revenue where pro-active monitoring by the Council is required or where on-going transmission costs are incurred and paid by the Council.

Capital expenditure on new or enhanced CCTV systems owned by the Council will only be approved by the CCTVSG once on-going annual revenue expenditure has been established and a source to fund this has been identified. Such decisions will be minuted and circulated.

Where monitoring of other third party services are provided by the CCTV control room, suitable Service Level Agreements and if necessary, Memorandums of Understanding will be adopted and contracts signed to cover the CCTV operator/control room costs and allow for some profit, for the provision of this service.

11.0 Planning Issues

There are some strategic decisions and priorities that can be implemented as a matter of policy, to ensure that CCTV requirements are not overlooked in any planning application process.

A combined holistic approach to both transport and the road infrastructure should be taken jointly with those charged with the improvement and development of the borough and those with the community safety responsibility. This will enable all relevant departments to consider the implications of the impact of traffic management, anti-social behaviour or other crime in order that this can be measured and appropriate methods weighted and costed for prior to planning permissions being granted. This might include the provision of CCTV cameras or just the ducting infrastructure to be installed during the construction phase of works but which will enable cameras to be added later if necessary. Costs for the maintenance and on-going, pro-active monitoring also need to be taken into account.

In the same way that Planning Permissions could be more widely used by other Council departments to initiate works during the same phase of building works, those responsible for highways works within the Council may carry out works in isolation to other Council departments when road, footpath or other street works take place. If these were notified to other departments and in particular the Safer Merton, it could be possible to ensure dual works take place and all implications considered.

If communication and notifications are made between the Safer Merton and the Future Merton team about where intended roadworks/development of areas are to take place, the opportunity for joint funding and the installation of ducts or cameras could be considered as a joint, holistic approach.

11.1 Section 106 Town and Country Planning Act 1990

Every opportunity to exercise a levy on a planning application where the effects are likely to impact on community safety should be taken. This should be used to not only generate capital funds but on-going revenue streams. Such applications and grants also need to be considered by Safer Merton.

A process should be developed between the Planning and Safer Merton in order that when relevant planning applications are made, including for the provision of Section 106 monies, consideration to permit this development or not, is not determined in isolation to community safety and those responsible for its delivery. As a consequence, any monies allocated to the Council should enable an element to be ring-fenced for Safer Merton.

11.2 Planning Permission and Ducting

Merton Council should recognise the benefits and advantages of installing its own duct and fibre optic cabling where necessary, should opportunities arise to avoid its reliance on third party providers such as BT and Virgin Media.

The Council should consider a policy of insisting that developers/builders install spare ducting for Council purposes in all their developments as part of the planning consent process. For example if a new shopping centre or retail park is being built and ducting is being installed, an extra, spare duct should also be installed for 'unknown' Council use. This will then enable future CCTV (or other Council projects) to use that ducting without additional Civils and other associated costs.

12.0 Management of the CCTV Systems

The Council will operate a 24/7 pro-actively monitored CCTV system with suitably qualified staff to oversee and manage the operation.

The Council recognises the role of the CCTV manager is critical to deliver a professional, lawful compliant operation of the Council's CCTV service.

The day-to-day service delivery responsibility rests with the designated CCTV manager or supervisor and their staff who actually operates the CCTV equipment and handles the data.

The Council's CCTV Manager is responsible for the day-to-day operation of the Public Space Surveillance CCTV system and acts as the central coordinator and point of contact on all issues relating to CCTV within London Borough of Merton.

The CCTV Manager will be responsible for ensuring all users are kept up to date on legislation and changes in procedures and will review the Council's Policy and Codes of Practice, Operational Procedural Manual documents annually and maintain a central database of all documents relating to the Council's CCTV system.

12.1 The CCTV Manager

The CCTV Manager is responsible for:

- The day-to-day operation of the CCTV systems within their charge and the security and accountability of all equipment and media used by their system. This includes any system owned by the Council but which is in the possession of third parties such as those cameras deployed in leisure and civic centres, schools, recycling centre and remote DVR locations, etc.
- Making sure that authorised staff using the CCTV system are properly trained in the use of the equipment and comply with the Code of Practice, Operational Procedural Manual and policies and procedures. They are not to permit any other staff to operate the equipment or view images without authorisation
- The CCTV Manager will delegate authority to the CCTV supervisor to be the first point of contact for enquiries, complaints and requests for evidence and as the liaison officer for all external and internal contacts

13.0 CCTV Staff Training

- a) All Operators, including those who may have access to monitoring facilities at any secondary monitoring site, will be fully trained in the use of each item of equipment as well as the content of the Code of Practice and this Manual
- b) Under the provisions of the Private Security Industry Act 2001 it is a criminal offence for staff to be 'contracted' as public space surveillance (CCTV) Operators in England, Wales and Scotland without an SIA licence. The Security Industry Authority is the organisation responsible for regulating the private security industry. It is an independent body reporting to the Home Secretary under the terms of the Private Security Industry Act 2001.
- c) A Public Space Surveillance (CCTV) licence is required when activities ('licensable duties') are carried out through the use of CCTV equipment to:
 - a. Monitor the activities of a member of the public in a public or private place or
 - b. Identify a particular person(s)
- d) A Public Space Surveillance (CCTV) licence is only required when services are supplied for the purposes of or in connection with any contract to a consumer. This will include local

agreements between the Council for the supply of monitoring services for a CCTV Control Room operated and staffed by a sub-contracted company whether for payment or otherwise

- e) Certificated training to a recognised standard by an SIA approved awarding body (E.g. Edexcel; EDI; City and Guilds etc.) must be undertaken to be issued an SIA PSS CCTV Licence to operate
- f) Any sub-contracted security staff operating in the CCTV Control Room will be in possession of an SIA CCTV Licence in compliance with this legislation as necessary and to meet the recommended standards of the Home Office National CCTV Strategy. Only warranted police officers are exempt under the provisions of the Private Security Industry Act 2001
- g) All training will include topics on all relevant social and legal issues. Staff will undertake continuation training on a regular basis
- h) Others who may be involved in the use of information gathered by virtue of the Merton Council CCTV System (e.g. investigators, managers, etc.) should be properly educated in respect of the Code of Practice and the Operational Procedural Manual. They should be made aware of the capabilities and limitations of the system and their responsibilities with regard to the handling of recorded material
- i) Pertinent legislation will be included in any training given to staff

14.0 Performance Management

Due to the large sums of capital and revenue expense involved in the running and operation of the Council's CCTV system, it is essential that 'value for money' can be demonstrated to members and tax payers. Although most benefit of the PSS CCTV comes from anecdotal testimony, it is crucial that a factual based information system is created to measure monthly and subsequently yearly, quantifiable benefit of the successes and uses of the system.

An integrated Graphic User Interface (GUI), properly installed, managed and with operators correctly trained in its use will provide the Council with the information with facts and figures that should be presented to the Steering Group at their regular meetings. A summary of the annual CCTV usage figures will be produced summarising the uses and the detailed monthly sheets attached in the annual report of the whole CCTV system.

15.0 Maintenance of the CCTV System

A suitable service provider under contract will maintain the various CCTV systems owned by Merton Council. Such contracts will normally be tendered for a period of three years with an option to extend up to a maximum of five years in 12-month intervals.

When tendering for this maintenance service provision, the Council will explore options to include an all-inclusive contract of labour, which includes parts but will be minded to ensure it receives value for money and will not disregard the option to have a labour only contract and parts charged additionally.

Committee: Overview and Scrutiny Commission

Date: 25 March 2015

Subject: Draft Overview and Scrutiny Annual Report 2014/15

Lead officer: Julia Regan, Head of Democracy Services

Lead member: Councillor Peter Southgate, Chair of the Overview and Scrutiny Commission

Contact officer: Julia Regan; Julia.regan@merton.gov.uk; 020 8545 3864

Recommendations:

- A. That, subject to any changes agreed by the Commission at its meeting on 25 March, the Commission approves the Annual Report to be presented to Council at its meeting on 8 July 2015.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 Members are invited to consider and agree any changes it wishes to make to the draft Overview and Scrutiny Annual Report 2014/15.

2. DETAILS

- 2.1 The Overview and Scrutiny Commission is required to produce an Annual Report outlining the work of the Overview and Scrutiny function over the course of the municipal year.
- 2.2 The Overview and Scrutiny Commission is asked to consider the draft report, identify any changes it wishes to make and approve the Annual Report to be presented to Council at its meeting on 8 July 2015 in order to update all Members on the delivery and outcomes of the scrutiny annual work programme for 2014/15.

3. ALTERNATIVE OPTIONS

- 3.1 The Overview and Scrutiny Commission is required to produce an annual report outlining the work of the Overview and Scrutiny function over the course of the municipal year to present to the full Council. The Commission would be in breach of the constitution if it did not do this.

4. CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1 The Chairs of each of the Overview and Scrutiny Panels have been consulted on the draft text relating to the undertaken by that Panel.

5. TIMETABLE

- 5.1 Any additions/amendments as agreed by the Commission at its meeting on 25 March 2015 will be included in the final version of the Annual Report to be presented to full Council at its meeting on 8 July 2015.

6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1 There are none specific to this report. Scrutiny work involves consideration of the financial, resource and property implications of any recommendations to Cabinet, including specific financial, resource and property implications.

7. LEGAL AND STATUTORY IMPLICATIONS

- 7.1 Overview and Scrutiny operates within the provisions of the Local Government Act 2000, Health and Social Care Act 2001 and Local Government and Public Involvement in Health Act 2007.
- 7.2 Scrutiny work involves consideration of the legal and statutory implications of any recommendations to Cabinet, including specific legal and statutory implications.
- 7.3 The Overview and Scrutiny Commission is legally required to produce an Annual Report outlining the work of Overview and Scrutiny during the municipal year. Overview and Scrutiny would be in breach of the constitution if it did not do this.

8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1 It is a fundamental aim of Overview and Scrutiny to ensure that there is full and equal access to the democratic process through public involvement and engagement.
- 8.2 The reviews involve work to consult local residents, community and voluntary sector groups; businesses, hard to reach groups etc and the views and evidence gathered are fed into the review.
- 8.3 Scrutiny work involves the consideration of the human rights, equalities and community cohesion issues relating to the topic being scrutinised. Scrutiny work also needs to assess the implications of any recommendations made to Cabinet, including specific human rights, equalities and community cohesion implications.

9. CRIME AND DISORDER IMPLICATIONS

- 9.1 In line with the requirements of the Crime and Disorder Act 1998 and the Police and Justice Act 2006, all Council departments must have regard to the impact of services on crime, including anti-social behaviour and drugs. Scrutiny review reports will therefore highlight any implications arising from the reviews relating to crime and disorder as necessary.

10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1 Scrutiny work involves the consideration of the risk management and health and safety implications relating to the topic being scrutinised. Scrutiny work also needs to assess the implications of any recommendations made to Cabinet, including specific risk management and health and safety implications.

- 11. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- 11.1 Appendix 1 - draft Overview and Scrutiny Annual Report 2014/15
- 12. BACKGROUND PAPERS**
- 12.1 None

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Overview and Scrutiny Annual Report 2014/15

London Borough of Merton

Overview and Scrutiny Annual Report 2014/15

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Foreword

A new council, and new opportunities and challenges for scrutiny. Last year's local elections saw many newly elected members joining our scrutiny panels. I was encouraged by their evident enthusiasm at the induction event and topic workshops held in June. Scrutiny gives all members the opportunity to contribute based solely on their interests and willingness to get involved – you don't need years of experience as an elected member.

A new council brought with it recognition of the increasing challenges we face in continuing to provide key services for residents while maintaining a balanced budget. We have to accept that difficult savings cannot be put off to another day, yet scrutiny members do not have the knowledge or experience to suggest alternatives. With few savings available to scrutinise before the December round of scrutiny, members were unable to add as much value to the budget process as in previous years. The lesson to be drawn from this is that budget scrutiny needs to be a near continuous process, monitoring achievement against savings targets for the current year even as proposals for the next year are being developed.

After a rather quiescent period, a number of Cabinet decisions were challenged through the call-in process, notably the decisions to move to a commissioning basis for Merton Adult Education, and to outsource the maintenance of parks and greenspaces through the South London Waste Partnership. Call-ins provide a valuable opportunity for backbench members to interrogate Cabinet decisions in a public forum – particularly important if the timetable has precluded the option of pre-decision scrutiny. If the call-in is to be effective, members must be willing to analyse the evidence and justify their reasons for accepting Cabinet's decision or referring it back for reconsideration. I look forward to a more rigorous approach as new members develop confidence in this role.

Fortunately our new members have old hands to guide them, and scrutiny in Merton benefits from having a well established team of chairs and officers. I would like to thank Councillors Jeff Hanna, Russell Makin and Peter McCabe for chairing their panels with professionalism and impartiality and for their constructive contributions to the work of the Commission. But as members we all recognise how much we depend on the dedication and hard work of our officers, and I would like to thank Julia Regan, Stella Akintan and Rebecca Redman for their commitment to scrutiny in Merton, making it amongst the best in London.

Councillor Peter Southgate
Chair, Overview & Scrutiny Commission

What is overview and scrutiny?

Overview and Scrutiny was introduced by the Local Government Act 2000. Merton operates a Leader and Cabinet model, where the Cabinet makes the executive decisions of the authority on behalf of local residents.

Overview and Scrutiny's main roles are:

- holding the Cabinet to account
- improving and developing council policies
- examining decisions before they are implemented
- engaging with members of the public
- monitoring performance of the council and its partners

Scrutiny can look into services provided by other agencies and other matters of importance to the people of the borough. Scrutiny has legal powers to monitor and hold to account local health services (Health and Social Care Act 2001) and to scrutinise crime reduction and community safety issues (Police and Justice Act 2006).

Principles

Overview and Scrutiny at Merton is:

- open to the public
- informed by methodically gathered evidence
- based on careful deliberation and discussion
- conducted in an appropriate manner

How Overview and Scrutiny works in Merton

Merton Council has an Overview and Scrutiny Commission, which acts as a coordinating body supporting three Overview and Scrutiny Panels with individual areas of responsibility:

- Children and Young People
- Healthier Communities and Older People
- Sustainable Communities

Commission and Panel meetings take place throughout the year and members of the public are welcome to attend. Dates, agendas and minutes for these meetings can be found on the council website: <http://www.merton.gov.uk/council/committee.htm>.

More information about Scrutiny at Merton can be found at <http://www.merton.gov.uk/scrutiny.htm> or by phoning the scrutiny team on 020 8545 3864 or emailing scrutiny@merton.gov.uk.

Scrutiny achievements 2014-2015

It has been a busy year for Scrutiny. The elections in May led an influx of new councillors, many of whom have been actively involved in scrutiny.

We were very pleased that so many members of the public and local organisations have also been involved in scrutiny this year, sending in suggestions of issues to scrutinise, attending meetings and taking part in task group reviews.

The e-safety task group has had focus group discussions with groups of young people including the children in care council, scouts and girl guides, school councils youth parliament and the Wimbledon police cadets. Seven housing associations from across London have contributed to the housing supply task group. More than a hundred local residents have attended call-in and other Panel meetings.

The Healthier Communities Panel has recruited three co-opted members to bring their experience to Panel meetings and task group work. The Commission is in the process of seeking new co-opted members with financial and community safety expertise.

The scrutiny team was successful in bidding to become one of the pilot authorities for scrutiny of improving take up of immunisations, thus receiving five days free support from a centre for Public Scrutiny Adviser which has enabled the task group to adopt new approaches, particularly in getting wider input to the scoping of the review and measuring the return on investment on conducting a scrutiny review.

This year, scrutiny councillors have carried out three in depth task group reviews, details of which can be found under the relevant Panel headings:

- Being safe online, e safety strategies in schools - Children & Young People Panel
- Immunisations for under 5s - Healthier Communities Panel
- Housing supply - Sustainable Communities Panel

Monitoring the outcome of previous scrutiny reviews has demonstrated that scrutiny does bring about real change in policies and in service provision. Examples of implementation successes include:

Volunteering – development of more flexible ways for busy people to volunteer, increased communication plus recruitment campaigns and work to encourage young people to volunteer

School leadership – a survey and subsequent action plan to support the recruitment and retention of black and minority ethnic staff in senior and middle management in schools

Climate change – drafting of a business case for an Energy Savings Company “ESCo” whereby the council would provide energy at a lower cost to schools and local businesses in the first instance, thereby also creating an income stream

Overview and Scrutiny Commission

The Overview and Scrutiny Commission is responsible for the scrutiny of cross cutting and strategic issues, crime and disorder and issues relating to the council's "corporate capacity". The Commission acts as a coordinating body in supporting the three Overview and Scrutiny Panels and has responsibility for developing and keeping scrutiny under review.

In 2014/15 the Commission oversaw a programme of training that included an introduction to scrutiny for new councilors, questioning skills, performance information and budget scrutiny as well as promoting events run by the London Scrutiny Network.

Scrutiny reviews

Volunteering

The Commission has continued to monitor and is now satisfied that all recommendations have been implemented. It received an annual update on volunteering and praised the extensive progress made, discussed ways of encouraging more people to volunteer and work being done to support employers who take on young volunteers,

Strategic issues and pre-decision scrutiny

At the start of the year the Commission received a presentation from the Leader of the Council and the Chief Executive to set out their priorities for 2014/15 and the financial challenges facing the council..

It has continued to scrutinise the customer contact programme at each stage of the competitive dialogue process and examined the contract award decision in detail.

Other strategic issues scrutinized this year include:

- CCTV - visited the control room, examined findings of an independent review and received update on measures taken to improve management of the service, procure new equipment and review existing contracts
- welfare reform and financial resilience action plans – welcomed work undertaken by the council and partners to protect the most vulnerable people and made recommendations for future action, including one relating to support for disabled people to help them with medical assessment interviews
- domestic violence needs assessment – noted findings of independent review and requested implementation update in 2015/16
- My Merton – scrutinised cost and distribution. Made recommendation to explore potential for increased commercial income
- Equality Strategy – examined action plan and priorities for the coming year

Policing in Merton

The Commission has examined crime data and was pleased that crime rates have remained low in Merton. It has questioned the Chief Superintendent on two occasions regarding local policing issues (such as the controlled drinking zone, CCTV..**) and the deployment of police officers within the borough. ***update following 25 March meeting*

Call-in

In March 2015 the Commission reviewed Cabinet's decision to move the adult education service to a commissioning model. The call-in signatory and external speakers challenged the consultation process and raised considerations relating to use of the Whatley Avenue site. Cabinet Members and the Director responded to points made and addressed financial issues. The Commission voted on the call-in and resolved to uphold Cabinet's decision.

Finance and performance monitoring

The financial monitoring sub-group was re-established in 2014 and has continued to monitor quarterly reports. In particular, it has scrutinized the forecast overspend, capital programme and lack of progress on achieving savings in some service areas. It has identified areas of concern to be prioritised for scrutiny in 2015/16 – capital programme, community transport, commercial waste, HR metrics and estate management.

Scrutiny of the budget

The draft business plan and proposed budget savings proposals were scrutinised in detail, alongside equality impact assessments for each of the savings. Recommendations were made to Cabinet regarding the predicted overspend for 2014/15 and the need to vigorously challenge the capital programme to remove items that will not be used. The commission expressed concern about proposed reductions in youth services, planning enforcement and daycare centres. It recommended that Cabinet identify savings that could be brought forward and consider alternative sources of revenue.

Children and Young People Overview and Scrutiny Panel

This Panel has responsibility for the scrutiny of issues relating to children and young people. This includes education, children's social care, child protection and youth services.

Scrutiny reviews

The Panel set up a task group to look at the role of schools and the council in ensuring that children remain safe online. The task group met with a range of stakeholders in this process, including young people, head teachers, school councils, youth parliament and parents to produce a number of recommendations that cover e-safety within and outside of schools. The task group will shortly engage the Chair of the Merton Safeguarding Children Board and report their findings and recommendations in June 2015.

Strategic issues and pre-decision scrutiny

At the first meeting of the municipal year, presentations were given on the key challenges faced by those delivering services to children and young people and priorities for the year ahead.

The Panel also received a report at each meeting on the developments in the Children, Schools and Families department covering national and local developments that fell within the remit of the Panel, which enabled Members to maintain a strategic overview.

The Panel has considered a number of strategic issues including:

- Children and Families Act 2014
- The Local Authority Role in promoting Access to Child Care and Early Education for Families
- Looked after Children and the Safeguarding of ChildrenThe Role of Schools in Promoting the Broader Wellbeing of Children and Families
- Raising the Participation Age and Career Pathways for Young People
- Local Authority role on reducing particular vulnerabilities faced by girls
- Marketing Merton's Schools
- Secondary School Places Strategy
- Survey of BAME teachers

Performance monitoring

The Panel receives a performance monitoring report at each of its meetings and has reviewed the performance indicators it wishes to receive.

The Panel also receives an annual report to provide greater detail on performance measures relating to education, including test and examination results, school attendance and exclusions and standards in the Celebrating Success – Standards and Achievement in Merton Schools report, and which also provides information on the provision of support and intervention provided to our schools by CSF officers.

Members also received progress updates on the following:

- Transforming Families Initiative
- Youth Offending Service including Preventative Approaches
- Public Health Services for children and families

The Panel participated in a development workshop which focused on the performance management framework and the approach that the Panel could take to the specific areas of performance that fall within its remit. As part of this training, members looked at how certain indicators and performance could be analysed and interpreted and discussed how best to respond in terms of monitoring, evaluating and establishing improvement has been made. This resulted in a revised approach to performance monitoring by the Panel to ensure the process added value to the work of the department.

Outcomes of the previous task group review on school leadership succession planning were considered to ensure that agreed timescales for implementation of the Panel's recommendations were met, and that anticipated benefits and outcomes had been realised.

Financial monitoring

The Panel scrutinised the proposed budget for 2015/16 in November 2014 and January 2015.

Healthier Communities and Older People Overview and Scrutiny Panel

This Panel has responsibility for the scrutiny of issues relating to health, public health and adult social care. This includes promoting good health and healthy lifestyles, mental health issues, and reducing health inequalities for people of all ages.

Recruitment of co-opted members

This year the Panel agreed to refresh its approach to recruiting co-opted members to ensure the process is open, transparent and all sections of the community have the opportunity to apply for a position. After an advertising campaign and interview process involving Human Resources, the Chair and Vice Chair of the Panel, three co-opted members were appointed.

Strategic Issues

Visits to Merton Dementia Hub

Following an invitation from the Cabinet Member for Adult Social Care and Health, a number of panel members visited Merton Dementia Hub, a modern facility offering services to people who have been diagnosed with dementia, their carers and people needing information and advice. The service is delivered in partnership with Merton Council, the Alzheimer's Society and other health partners. The Panel will consider further work with the Hub as part of their topic selection and work programming process for 2015/16.

Health Partner's challenges and priorities for 2014/15

At the start of the municipal year, this panel traditionally receives updates from local health providers. This year Merton Clinical Commissioning Group, Public Health and Adult Social Care came along to discuss their priorities and challenges for the year ahead. A couple of issues to emerge were succession planning for retiring GP's and waiting times to get doctor appointments. The Panel asked for further updates on these issues.

The Director of Public Health attended the meeting and spoke about their work to reduce health inequalities across the borough. The Panel heard about the work of health champions, who are representatives from within local communities in Merton to support people and signpost them to the right services.

The Director of Community and Housing attended the meeting and discussed the new opportunities and challenges raised by the Care Act and the increasing demand for services due to the ageing population. The panel were keen that the council maintain high standards in domiciliary care and were reassured that this takes place through monitoring of contracts as well as feedback from customers.

Strategies for improving GP services in Merton / Waiting times at surgeries

Some Panel members had heard concerns from their constituents that they experienced difficulties or long waiting periods to get an appointment with their GP. The Panel wished to look at this issue in more depth and invited NHS England, who commission GP services and receive reports on GP data. Healthwatch Merton were also invited as they had recently conducted a review on GP services and written a report with recommendations asking for some improvements to services.

After a discussion on the issues, the Panel would like to see extended hours and flexibility in obtaining GP appointments which are synchronised with opening times at pharmacies. NHS England updated the panel on pilot schemes that are running and could lead to extended hours in GP surgeries in future. The Panel supported the recommendations within the Healthwatch Merton Report and asked for an update once responses had been received from NHS England and Merton Clinical Commissioning Group.

Changes in the provision of primary care services in Merton

The Panel were approached by NHS England in line with their statutory duty to consult scrutiny about substantial variation in services. The Panel heard that the Vineyard Hill Surgery faced possible closure as the current GP's were going into retirement. NHS England were consulting on proposals to disperse patients to other local surgeries, none of which were in the current ward area. The Panel heard representations from the Ward Councillor and local residents. The Panel had concerns about the proposals given the distance that patients would need to travel to a local surgery. The Panel asked NHS England to look at continuing the surgery at the current location or finding a suitable alternative within the Wimbledon Park Ward.

End of life Care

At the topic suggestion workshop last year, a local resident expressed concern about people being able to exercise choice about where they die, therefore the Panel asked for an update on end of life services. Panel members asked a number of questions around partnership working and learning from best practice. It was also suggested by a panel member that the terminology should be changed from 'A Good Death' to 'A Peaceful Death'. Merton Clinical Commissioning Group agreed to take the feedback on board.

Health and Wellbeing Strategy

The Director of Adult Social attended the Panel to discuss the refresh of the Health and Wellbeing Strategy and particularly their work to reduce health inequalities between the East and West of the borough. The Panel supported the general direction of the Strategy particularly the focus on prevention. They would like to see positive actions taken to encourage healthy behaviour, such as teaching people to cook healthy meals rather than just telling people to stop doing things.

Scrutiny of the budget

Budget 2015/16

This year the Panel were required to consider a number of savings across Adult Social Care. The Panel members expressed concern about the impact on vulnerable people but many felt they were faced with no choice given that the service had been protected thus far but the council needed to make considerable savings. Some members felt that the savings should be taken from elsewhere from the council's budget. The Panel reluctantly agreed to accept the savings and asked Cabinet to ask officers to look again at the equality impact assessment of all the savings taking into consideration those all those who will be affected and particularly looking at the knock on effects on the voluntary sector.

Response to the Adult Social Care consultation

The Panel also considered a response to the council's consultation on changes to adult social care. Again Panel members expressed concern about the impact that the proposed savings may have on disabled people, including social isolation, increased burden on carers and entry to residential care at an earlier stage.

Scrutiny reviews

Diabetes Task Group

This year the Panel will be looking at Diabetes as an in-depth review. This review was prompted by a report from the London Assembly which highlighted the increase in type two diabetes across London driven by lifestyle and genetic factors. Task group members are due to meet shortly to decide which area to focus on.

Improving uptake of immunisations in the 0-5 Age Group

This year the scrutiny function received support from the Centre for Public Scrutiny to conduct a review on improving the uptake of Immunisations. The Panel agreed to look at immunisations from birth to five years age group as this was the area with the lowest rates. The task group gathered evidence from a wide range of sources including NHS England, Merton Clinical Commissioning Group, Sutton and Merton Clinical Commissioning Group and Public Health Merton. Recommendations are around improving local co-ordination and to supporting parents through the immunisations schedule.

Sustainable Communities Overview and Scrutiny Panel

This Panel has responsibility for the scrutiny of issues relating to housing, environmental sustainability, culture, enterprise and skills, libraries and transport.

Scrutiny reviews

The Panel undertook a task group review of Housing Supply in Merton. The task group sought to establish how the supply of affordable housing to meet identified need in the borough could be facilitated, looking at the role of the council as an enabler of housing development and opportunities for partnership working and the business case for the council as a provider of social housing.

The Task Group have engaged a range of stakeholders to date including, housing associations across London, think tanks, charities, providers of alternative models of housing and organisations such as the National Housing Federation.

The groups work is ongoing as they are gathering further evidence and exploring good practice in relation to the use of NHS surplus land, mixed use sites, policy development and innovative approaches to financing housing development. The Task Group will report in September 2015.

Strategic issues and pre-decision scrutiny

The Panel have undertaken pre decision scrutiny on the following strategic issues and priorities of the council. This included:

Inward Investment Strategy – The Panel had made recommendations regarding the development of the council's inward investment strategy as part of their task group review of adult skills and employability and asked to comment ahead of their consideration by Cabinet. The Panel made recommendations on the nature of the activities the council could undertake to promote the borough as a great place for business.

Economic Development Strategy – The Panel received a progress update on delivery of the councils economic development strategy and made recommendations (*will be updated following the meeting on the 18th March*)

Circle Housing Merton Priory (CHMP) Regeneration Proposals –The Panel have received briefings on the development of CHMP Regeneration Programme and master planning for their housing estates in Merton.

20 Mph zones/road safety – The Panel considered the outcome a review of the operation of 20mph zones and limits by an independent consultant and considered the options for Merton. The Panel supported 20mph zones and limits be considered

on a case by case basis in the borough and recommended that Cabinet investigate radar based technology and signage, and associated costs and benefits to manage speeds.

Morden Leisure Centre – The Panel have committed to being involved at the appropriate intervals in the roll out of the project for Morden Leisure Centre and, to date, have considered and made recommendations on the initial decisions taken by Cabinet on the site and facility mix.

Street Lighting - The Panel considered the councils approach to street lighting and possible technology that could be used, including the position of the council's street lighting contract and made recommendations on *(which will be updated following the meeting on the 18th March)*

Merton Adult Education (MAE) Service – options for achieving a value for money service – The Panel undertook pre decision scrutiny of the recommended commissioning mode for delivery of the MAE service which they supported and requested that there be a commitment to the commissioning principles proposed.

Performance monitoring

The Panel has regularly undertaken a performance monitoring role by reviewing performance results against key performance indicators (KPIs) and making recommendations to the appropriate service.

Performance Workshop - The Panel participated in a development workshop which focused on the performance management framework and the approach that the Panel could take to the specific areas of performance that fall within its remit. As part of this training, members looked at how certain indicators and performance could be analysed and interpreted and discussed how best to respond in terms of monitoring, evaluating and establishing improvement has been made. This resulted in a revised approach to performance monitoring by the Panel to ensure the process added value to the work of the department.

Circle Housing Merton Priory: Stock Transfer Commitments - The Panel meet with Circle Housing Merton priory (CHMP) every six months to receive a performance update on the delivery of the commitments within the stock transfer and in relation to the repairs and maintenance of CHMP housing stock. Members also receive a quarterly performance report as part of their monitoring role.

Outcomes of Task Group Reviews - The Panel continued to keep an overview of the delivery of the recommendations and action plans resulting from their previous task group reviews of Adult Skills and Employability and Climate Change and Green Deal Task Group, with the support of the Member Champion, Councillor James Holmes.

Town Centre Parking and Parking at Neighbourhood Shopping Parades – The Panel monitored progress with implementation of the action plans resulting from the earlier reviews of town centre parking and parking at neighbourhood shopping

parades.

Town Centre Regeneration – The Panel receive a presentation every six months on progress with delivery of the regeneration programme for each of the town centres in Merton.

Libraries – The Panel consider the Library and Heritage Service Annual Report and made comments on the demographics of library users and looked at how improvements and innovative solutions that have been rolled out have impacted on the use and enjoyment of libraries in Merton.

Financial monitoring

The Panel scrutinised the proposed budget for 2015/16 in November 2014 and January 2015. In order to understand specific proposals in more detail, the Panel set up a special meeting with the Director of Community and Housing and the Business Partner to explore the options appraisal for savings within the Merton Adult Education Service to inform their recommendations and comments to Cabinet at the second round of budget scrutiny in January 2015.

Panel asked for amendments and consideration of a number of savings relating to building and development control, dog waste options, joint procurement of waste services and housing service options.

Call In

The panel heard the call in of the following decisions that have been taken and made recommendations which were accepted by Cabinet:

- South London Waste Partnership – opportunities for joint procurement of waste collections, street cleaning and associated services
- Merton Adult Education – Options Appraisal
- Tariff changes to on street parking

Get involved

The involvement of local residents, community organisations and partners is an important part of the scrutiny process and councillors are committed to responding to the views and concerns of residents.

Getting involved in scrutiny is one of the best ways to influence decision making at the council, as councillors will hear your experiences first hand. There are a number of ways you can get involved in the work of scrutiny at the council:

Suggesting an issue for scrutiny

The council's website contains an online form which can be used to make suggestions on issues and topics for future scrutiny:

<http://www.merton.gov.uk/council/scrutiny/scrutiny-getinvolved.htm>

Suggestions may also be made in writing, by email or by phone to the Scrutiny Team – contact details overleaf.

All suggestions received will be discussed by the relevant scrutiny Panel and the person who made the suggestion will be contacted to let them know what has happened to it.

Attending meetings

All scrutiny meetings are open to the public except where confidential information has to be discussed. A list of meeting dates and agenda items can be found on the council's website. <http://www.merton.gov.uk/council/committee.htm>

If you would like to attend a meeting simply come along to the meeting venue or, if you want more information, contact the Scrutiny Team – details overleaf.

Providing information and views

Members of the public can send in written views or speak on issues that are under discussion at the Overview and Scrutiny Commission or one of the Overview and Scrutiny Panels.

Information on current task group reviews and any deadlines for submission on information can be found on <http://www.merton.gov.uk/scrutiny> or by contacting the Scrutiny Team – details overleaf.

Contact the Scrutiny Team

The Scrutiny Team provides independent and professional support and advice to the Members of the Overview and Scrutiny Commission and the three standing Overview and Scrutiny Panels.

You can contact the Scrutiny Team using one of the following methods: -

In writing:

Scrutiny Team
Corporate Services
Merton Civic Centre
London Road
Morden
Surrey SM4 5DX

By emailing:

scrutiny@merton.gov.uk

By phoning:

Julia Regan – Head of Democracy Services
020 8545 3864

Stella Akintan –Scrutiny Officer
020 8545 3390

Rebecca Redman – Scrutiny Officer
020 8545 4035

For further information about overview and scrutiny at Merton please access our web pages using the following address <http://www.merton.gov.uk/scrutiny>

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Committee: Overview and Scrutiny Commission

Date: 25 March 2015

Agenda item:

Wards: All

Subject: Planning the Commission's 2015/16 work programme

Lead officer: Julia Regan, Head of Democracy Services

Lead member: Councillor Peter Southgate, Chair of the Overview and Scrutiny Commission

Contact officer: Julia Regan; Julia.regan@merton.gov.uk; 020 8545 3864

Recommendations:

- A. That the Commission reviews its 2014/15 work programme (set out in the appendix), identifying what worked well, what worked less well and what the Commission would like to do differently next year;
 - B. That the Commission suggests items for inclusion in the 2015/16 work programme – both agenda items and potential task group review topics;
 - C. That the Commission re-establishes the financial monitoring group and makes recommendations regarding its work programme;
 - D. That the Commission advises on agenda items for its meeting on 14 July 2015.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 To enable the Commission to plan its work programme for the forthcoming municipal year and, in particular, to agree agenda items for the first meeting of the municipal year.

2. DETAILS

Identifying issues for the 2015/16 work programme

- 2.1 The scrutiny officers are currently gathering suggestions for issues to scrutinise, either as Panel agenda items or task group reviews. Suggestions are being sought from members of the public, councillors and partner organisations including the police, NHS and Merton Voluntary Service Council. Other issues of public concern will be identified through the Annual Residents Survey. The council's departmental management teams have been consulted in order to identify forthcoming issues on which the Panel could contribute to the policymaking process.
- 2.2 The Commission is therefore invited to suggest items for inclusion in the 2015/16 work programme – both agenda items and potential task group review topics.
- 2.3 All the suggestions received will be discussed at the Commission's topic workshop on 20 May 2015. As in previous years, participants will be asked to prioritise the suggestions using criteria so that the issues chosen relate to:

- the Council's strategic priorities;
- services that are underperforming;
- issues of public interest or concern;
- issues where scrutiny could make a difference

2.4 The Commission is asked to take into account a reference from the General Purposes Committee meeting on 12 March 2015. General Purposes Committee discussed the use of consultants and temporary staff, including the recruitment and retention of social workers. It sought assurance that these issues had been scrutinised and recommended that the Commission consider them for inclusion in its 2015/16 work programme.

Financial monitoring scrutiny task group

2.5 For the past three years the Commission has established a financial monitoring task group to lead on the scrutiny of financial monitoring information on behalf of the Commission, with the following terms of reference:

- to carry out scrutiny of the Council's financial monitoring information on behalf of the Overview and Scrutiny Commission;
- to advise on other agenda items as requested by the Overview and Scrutiny Commission;
- to report minutes of its meetings back to the Overview and Scrutiny Commission;
- to send via the Commission any recommendations or references to Cabinet, Council or other decision making bodies.

2.6 The task group has met four times a year to enable the financial monitoring information to be examined on a quarterly basis. The meetings are held in public and the agenda and minutes are published on the Council's website.

2.7 The task group, at its meeting on 26 February 2015, identified a number of issues that could be scrutinised in more detail in order to contribute to the identification of alternative savings and sources of revenue as requested by the Commission. The Head of Democracy Services will add these to the topic longlist for consideration at the topic workshop on 20 May - community transport, commercial waste service and estate management.

2.8 The task group will meet again on 1 July (with its 2014/15 membership) to receive the final 2014/15 monitoring report, examine the capital programme in more detail and review HR metrics.

2.9 It is recommended that the Commission agree to re-establish the task group for 2015/16. The Commission would then formally appoint members at its meeting on 14 July 2015.

Planning the first meeting of the 2015/16 municipal year

2.10 A note of the workshop discussion and draft work programme will be reported to the first meeting of the Commission in the new municipal year. The Commission will be requested to discuss this draft and agree any changes that it wishes to make.

- 2.11 In previous years the Commission has received presentations from the Leader of the Council, the Chief Executive and the Borough Commander at this meeting. This provides an opportunity to consider their priorities and challenges for the year ahead, alongside the scrutiny work programme discussion. The Chief Executive is unavailable to attend the 14 July meeting but he and the Leader could attend on 15 September. It is therefore suggested that the Commission invite the Borough Commander to the July meeting and the Leader and Chief Executive to the September meeting.
- 2.12 The Commission is asked to advise on any other items that it would be helpful to include on the agenda for its 14 July meeting.

3. ALTERNATIVE OPTIONS

- 3.1 The Overview and Scrutiny Commission can select topics for scrutiny review and for other scrutiny work as it sees fit, taking into account views and suggestions from officers, partner organisations and the public.

4. CONSULTATION UNDERTAKEN OR PROPOSED

Scrutiny topic suggestions are being sought from members of the public, councillors, council officers and partner organisations including the police, NHS and Merton Voluntary Service Council.

5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 5.1 None for the purposes of this report.

6. LEGAL AND STATUTORY IMPLICATIONS

- 6.1 There are none specific to this report.

7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 7.1 It is a fundamental aim of the scrutiny process to ensure that there is full and equal access to the democratic process through public involvement and engaging with local partners in scrutiny reviews. Furthermore, the outcomes of reviews are intended to benefit all sections of the local community.

8. CRIME AND DISORDER IMPLICATIONS

- 8.1 The Police and Justice Act 2006 requires every Council to have a scrutiny committee with the power to review or scrutinise decisions made, or other action taken by the Council and the other responsible authorities in the exercise of their crime and disorder functions. The other responsible authorities are the police, the police authority (Metropolitan Police Authority), the fire and rescue authority and the Primary Care Trust.
- 8.2 In Merton the responsible committee is the Overview and Scrutiny Commission.
- 8.3 Under the 2006 Act, the responsible committee is required to “meet to review or scrutinise decisions made, or action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, no less than once every twelve months”. In doing so, it may require the attendance of officers from the Council, the police and co-operating authorities.

9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

9.1 None relating to this report.

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

10.1 2014/15 work programme

11. BACKGROUND PAPERS

11.1 None

Overview and Scrutiny Commission Work Programme 2014/15



This table sets out the Overview and Scrutiny Commission's Work Programme for 2014/15 that was agreed by the Commission at its meeting on 8 July 2014. This work programme will be considered at every meeting of the Commission to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

The work programme table shows items on a meeting by meeting basis, identifying the issue under review, the nature of the scrutiny (pre decision, policy development, issue specific, performance monitoring, partnership related) and the intended outcomes. The last page provides information on items on the Council's Forward Plan that relate to the portfolio of the Overview and Scrutiny Commission so that these can be added to the work programme should the Commission wish to.

The Commission is asked to identify any work programme items that would be suitable for the use of an informal preparatory session (or other format) to develop lines of questioning (as recommended by the 2009 review of the scrutiny function).

The Overview and Scrutiny Commission has specific responsibilities regarding budget and financial performance scrutiny and performance monitoring which it has delegated to the financial monitoring task group – agendas and minutes are published on the Council's website.

Scrutiny Support

For further information on the work programme of the Overview and Scrutiny Commission please contact: -
Julia Regan, Head of Democracy Services, 0208 545 3864, Julia.regan@merton.gov.uk

Meeting date – 7 October 2014

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Scrutiny of crime and disorder	Borough Commander	Presentation/report and in-depth discussion	Borough Commander	Update on policing issues
Holding the executive to account	Customer contact programme	Report	Sophie Ellis, Assistant Director of Business Improvement	Progress report for comment
Policy development	CCTV review	Report from external consultant	Chris Lee, Director of Environment and Regeneration	To review with a view to follow up through task group review
Scrutiny reviews	Review of use of co-opted and expert witnesses in scrutiny	Report	Cllr Peter Southgate Julia Regan	To discuss and agree policy in relation to recruitment of co-opted members
	Financial monitoring task group	Minutes of meeting	Cllr Peter Southgate Julia Regan	To note minutes of meeting held on 22.07.14

Meeting date – 25 November 2014

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Budget scrutiny	Business Plan 2015/19 - information pertaining to round one of budget scrutiny	Report – to include safer Merton service plan	Cllr Mark Allison Caroline Holland, Director of Corporate Services	To send comments to Cabinet budget meeting 8 December
Policy development	Financial resilience project	Update report	Simon Williams, Director of Community and Housing	To impact on emerging recommendations and/or the action plan
	Domestic violence audit	Report on findings and outcome of the audit and update on discussions regarding location of DV services	Chris Lee, Director of Environment and Regeneration	To discuss and comment
	My Merton	Short briefing report on circulation and distribution, to include results from annual Residents Survey in relation to readership	Sophie Poole, Head of Communications	To discuss and comment
Scrutiny reviews	Financial monitoring task group	Minutes of meeting	Cllr Peter Southgate Julia Regan	To note minutes of meeting held on 05.11.14

Meeting date – 29 January 2054 – scrutiny of the budget

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Holding the executive to account	Customer contact programme	Report	Sophie Ellis, Assistant Director of Business Improvement	Progress report for comment
Budget scrutiny	Business Plan 2015/19	Report – common pack for Panels and Commission	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services	To report to Cabinet on budget scrutiny round 2
	Business Plan update - latest info from Cabinet 19 January (if any)	Report	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services	To report to Cabinet on budget scrutiny round 2

Meeting date – 10 March 2015

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Call-in	Adult education in Merton – evidence and options for achieving a value for money service		Cllr Martin Whelton, Cabinet Member for Education Simon Williams, Director of Community and Housing	
Scrutiny of crime and disorder	Discussion of questions for the Borough Commander	Discussion	Cllr Peter Southgate Julia Regan	Discussion to plan line of questioning for meeting on 25 March
Policy review	Monitoring the Council's equalities commitments	Report	Yvette Stanley, Director, Children Schools and Families	To comment on annual action plan update
Holding the executive to account	Volunteering	Report	Simon Williams, Director of Community and Housing	Update on implementation of Merton Partnership Volunteering Strategy
	Customer contact programme	Report	Sophie Ellis, Assistant Director of Business Improvement	Progress report for comment
Scrutiny reviews	Financial monitoring task group	Minutes of meeting	Cllr Peter Southgate	Financial monitoring task group

Meeting date – 25 March 2015

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Scrutiny of crime and disorder	Borough Commander	Presentation/report and discussion	Borough commander	Update on future of policing in Merton
	Rehabilitation strategies	Information and data on how rehabilitation (probation) services are delivered and anticipated changes in line with the Offender Rehabilitation Act 2014	John Hill Head of Public Protection	To assess the impact that the Act will have in Merton & whether it wishes to make any recommendations about ways of working locally
Holding the executive to account	CCTV update	Report from CCTV steering group	Paul Walshe Parking Services Manager Claire Cuffie Anti-Social Behaviour Supervisor & temp CCTV Mgr	Update on implementation of action plan
Performance management	Overview and Scrutiny Annual Report	Report	Cllr Peter Southgate Julia Regan	To approve and forward to Council

Forward plan items relating to remit of the Commission

Asset management plan

Details - Update current Asset Management Plan 2011-2015 to include Transformation, latest MTFs, Asset Review, economic growth, regeneration and Community Right to Bid.

Decision due: 14 September 2015 by Cabinet

Items for Commission meetings in 2015/16

July 2015	Analysis of Members' annual scrutiny survey 2015	Report	Cllr Peter Southgate Julia Regan	Discuss findings and agree action plan for 2015/16
July 2015	Report of the Immunisation task group review	Report	Cllr Brenda Fraser Stella Akintan	To agree final report and recommendations
Sep 2015 (or July if ready?)	Update on work of the violence against women and girls strategy group	Report	Yvette Stanley, Director of Children, Schools and Families	To review progress

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