

Merton Council

Sustainable Communities

Overview and Scrutiny

Panel



Date: 25 February 2015
Time: 7.15 pm
Venue: Committee rooms D & E - Merton Civic Centre, London Road, Morden SM4 5DX

AGENDA

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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

Russell Makin (Chair)
Stan Anderson
Ross Garrod
Abigail Jones
John Sargeant
Imran Uddin
David Dean (Vice-Chair)
Janice Howard

Substitute Members:

Tobin Byers
David Chung
Edward Foley
Daniel Holden
Abdul Latif

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.

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SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL 3 FEBRUARY 2015

(19.15 – 21:02)

PRESENT

Councillor Russell Makin (in the Chair),
Councillor Stan Anderson, Councillor Daniel Holden
(substitute for Councillor David Dean), Councillor Ross
Garrod, Councillor Tobin Byers (substitute for Councillor
Abigail Jones), Councillor Imran Uddin,
Councillor John Sargeant, Councillor James Holmes

ALSO PRESENT:

Councillor Judy Saunders (Cabinet Member for Environmental
Cleanliness and Parking), Councillor Martin Whelton (Cabinet
Member for Education), Chris Lee (Director of Environment
and Regeneration), Cormac Stokes (Head of Street Scene and
Waste), Yvonne Tomlin (Head of Community Education),
Gareth Young (Business Partner, Community and Housing),
Rebecca Redman (Scrutiny Officer)

1. DECLARATIONS OF INTEREST

None.

2. APOLOGIES FOR ABSENCE

Apologies were received from Councillor Dean and Councillor Jones.

3. MINUTES OF THE MEETING HELD ON 8 JANUARY 2015

RESOLVED: Panel agreed the Minutes as a true record of the meeting.

4. MATTERS ARISING FROM THE MINUTES

Panel agreed to re-order the agenda and consider Item 6 first – call in: waste collection, street cleaning and recycling opportunities.

5. CALL IN: WASTE COLLECTION, STREET CLEANING AND RECYCLING OPPORTUNITIES

Councillor David Dean outlines his reasons for the call in and highlighted the following points:

- Lack of pre decision scrutiny;
- Recommendations of the 2011 Scrutiny Task Group Review of Waste Management and the fact that only two recommendations had been implemented, despite all 22 recommendations being agreed by Cabinet;
- That resources would be better allocated toward Adult Social Care and Merton Adult Education, rather than the wheeled bins pilot;

- Not all residents required large wheeled bins;
- The potentially negative impact on recycling rates and increase in residual waste;
- Increased costs of a wheeled bin service when collecting waste;
- Efficiency of the waste collection process with wheeled bins;
- Issues concerning storage of wheeled bins;
- Costs of processing significant volumes of waste; and
- Why the pilot was necessary

Councillor Judy Saunders agreed that scrutiny had a role to play in considering the outcome of the pilot, and any recommendations that may result from the pilot, such as the introduction of wheeled bins. This issue has been on the council's agenda for some time. One of the recommendations made by the task group was that the council review its position on wheeled bins at a later stage. It is taking this opportunity to do so now when there is ring-fenced funding from DCLG and additional funding available from an underspend in the highways budget. There is an issue with littering and this may be resolved through the wheeled bins approach. At present small recycling bins have no lids and cause an issue regarding litter and capacity. The pilot will be undertaken before any decision is to be made on wheeled bins. There are no plans to roll out wheeled bins borough wide as the council does not presently have the funds.

Councillor James Holmes asked if this was a suitable time to be undertaking this pilot given its cost and the recent cuts to adult social care and adult education budgets. Councillor Judy Saunders responded that there would always be other considerations in the budget at whatever time this pilot was rolled out. If this is taken forward, following the pilot, then it may be funded on a ward by ward basis to manage costs and operational implications.

Councillor James Holmes asked if the Cabinet Member was satisfied that this pilot was a wise course of action and use of funds, as even if the pilot is positive, the council is unable to deliver this scheme immediately. Councillor Judy Saunders explained that the department would assess the findings of the pilot and then make a decision as to how it would roll out the scheme if that was the conclusion of the analysis.

Councillor Daniel Holden asked if the DCLG grant was not solely intended for communications, and other related incentives, to increase recycling rates. Councillor Judy Saunders confirmed that communications had been undertaken and that the mega recycle campaign had not had the intended impact. Therefore other measures, which the fund is allowed to be used for are being taken forward to address the issue. Chris Lee reinforced that the mega recycle programme had minimal success and therefore the department were trialling alternative approaches allowed by the DCLG.

Councillor Daniel Holden asked why the shortfall in the grant was being made up by an underspend in highways when this funding could be better spent elsewhere, for example, in adult social care.

Councillor Judy Saunders added that she appreciated that there were pressures on adult social care budgets, however, her portfolio is in this area and as Cabinet Member she will champion those issues and services for which she is responsible.

Councillor Daniel Holden stated that the underspend in the highways budget would be better spent on repairing roads and pot holes.

Chris Lee explained that the department do not yet know the costs of a borough wide scheme. The costs of recycling and disposal have varied over the years. Recycling now provides an income stream for the council and there are associated benefits in street cleanliness and to the health of the workforce in rolling out wheeled bins. This pilot will establish the net cost to the authority if this scheme is rolled out.

Cormac Stokes added that there had been various developments in the technology used which provide opportunities to move from a gate fee to income from the services that are being provided.

Councillor John Sargeant argued that there was a need for creativity in the budget setting process and that there have been few alterations to the budget despite concerns raised through the scrutiny process about how it had been set. He added that it would have been beneficial to involve scrutiny earlier before a decision was taken on this. The questions within the consultation also need to be seen in advance. Councillor John Sargeant asked if an adequate baseline had been established to compare against the results that the pilot will generate. He asked if the pilot was an exercise to satisfy residents that a course of action has been tested that has already been agreed will go ahead.

Chris Lee reassured members that benchmarking would be established by April. He added that the department were happy to share this information with scrutiny. Outcomes and output performance indicators had been established and both resident satisfaction and recycling rates would also be measured.

Councillor John Sargeant asked if the percentage increase in recycling could be established from the pilot. Cormac Stokes explained that the residual waste, food waste and recycling would be measured by tonnage in advance of and during the pilot. Trends would be established within this 6 month period to establish whether or not the use of wheeled bins has a positive impact on diverting recyclable waste from the residual waste bins. The analysis of the pilot can be shared with scrutiny at a later date.

Councillor John Sargeant asked if the pilot presented an opportunity to establish with residents what size wheeled bins they would want as the choice

given to residents is important. Cormac Stokes confirmed that resident's views would be sought on size etc.

Councillor Tobin Byers asked if any analysis had been undertaken on revenue costs when recycling gets damp and cannot be sold on, and what the associated cost of disposal is. Chris Lee explained that the department would look to make reasonable adjustments where possible to address this. Cormac Stokes added that the council could expect some dividend from a reduction in contaminated waste. There is no contamination expected when wheeled bins are used.

Councillor James Holmes asked if this pilot was the best use of funding rather than re-running the mega recycle campaign. Councillor John Sargeant added that perhaps other methods of educating residents on recycling were more appropriate and also a more appropriate use of funding.

Councillor Daniel Holden enquired about the risks to staff health of certain types of recycling and wheeled bin types and associated collection methods. Chris Lee confirmed that the main cause of muscular skeletal issues was bending to pick up waste sacks and boxes rather than walking and rolling wheeled bins to the collection vehicles.

Councillor Daniel Holden asked if there was an opportunity to sell the wheeled bins on, that will be used in the pilot, upon completion. Cormac Stokes explained that there was a market for wheeled bins with other councils, residents who wish to purchase their own, and also for the council waste collection teams to carry waste to vehicles.

Councillor John Sargeant put forward a motion that this decision be referred back to Cabinet for reconsideration. This motion was seconded by Councillor Daniel Holden. Panel voted 4 in favour and 5 against.

RESOLVED: That the decision taken by Cabinet, at their meeting on 19th January 2015, on waste collection, street cleaning and recycling opportunities go ahead as agreed.

6. ADULT EDUCATION IN MERTON: EVIDENCE AND OPTIONS FOR ACHIEVING A VALUE FOR MONEY SERVICE

Gareth Young introduced the report and sought the Panels views, ahead of Cabinet consideration, on the proposed move to a commissioning model for the delivery of Merton Adult Education Service (MAE).

Gareth Young outlined the arguments for the recommended commissioning model and the benefits to the council and service, in light of Skills Funding Agency grant reduction expected in future years. The design and model put forward is in response to financial information, identified risk to the council and to the type of service that residents have shown they would like to see in the future. The commissioning model also enables the council to retain an adult

education service which can easily be varied in light of grant reduction. It also provides a more flexible cost effective model and enables the council to retain full control over the commissioning process.

Gareth Young outlined the commissioning principles that the service would adhere to.

Councillor Ross Garrod asked if the consultation was open to the wider public or just existing users of Merton Adult Education. Gareth Young explained that the consultation was aimed at the wider public. The aim of the consultation was to allow as many to input as they wished. Most respondents were those that are service users at present but this is to be expected in a consultation of this nature. There were 850 respondents and a range of public meetings were held.

Councillor Ross Garrod asked how close to the make up of users was the data capture on age and ethnicity of respondents within the report. Gareth Young explained that there was a pretty good match to users, but not as good a match to the population of Merton as a whole.

Councillor Imran Uddin stated that there needed to be sufficient monitoring and review of the results of the operation of a commissioning model, once implemented, to determine with providers and users how effective this model is. Gareth Young explained that commissioned providers would be responsible for ensuring certain outcomes and user satisfaction. Provision can be varied dependent upon the outcome of on going monitoring and review of existing contracts and an analysis of user satisfaction. He added that this model wouldn't necessarily alleviate the full impact of a reduction in the Skills Funding Agency grant. There would have to be further cuts to the service if grant was reduced. This commissioning model however, enabled the council to respond to this reduction in grant funding.

Councillor John Sargeant enquired about the potential cuts to vocational versus community learning courses and how it would be decided which courses to cut. Gareth Young explained that these courses have separate funding pots and therefore this is not a decision that will be made by the council, but reflective of the cuts to the grants received for either type of course.

Councillor James Holmes stated that the commissioning principles needed to be meaningful and there should be full commitment to them. Councillor Martin Whelton added that these basic principles would be implemented if there was a move towards a commissioning model and full commitment to their delivery.

Councillor James Holmes asked what these principles meant in practice. Gareth Young explained that tutors would have TUPE rights and have the right to be retained. Appropriate environments for certain learner groups, such as those who are older or have disabilities, would be commissioned and students would be engaged in the design of these services. A stakeholder group would

also be set up internally to manage the commissioning process on an area by area basis and would engage with service users.

Councillor James Holmes enquired about the task group of adult skills and employability, that was previously undertaken by the Panel, and the recommendations made regarding MAE and courses for career development. Councillor James Holmes asked if these courses were being referred to in the economic skills agenda highlighted within the report. Gareth Young explained that the colleges were already working on implementation of the recommendations that were agreed.

Councillor John Sargeant stated his reservations about South Thames College being the main provider of courses and asked if they would be the predominant supplier. Gareth Young explained that South Thames College would be the dominant provider as they have the required facilities to deliver certain courses. The council would want to approach this relationship as a partnership. Councillor Martin Whelton added that there would be some smaller providers and flexibility in service provision, where necessary.

Councillor Daniel Holden proposed that the Cabinet Member should publicise his pledge to the commissioning principles outlined within the report.

Councillor John Sargeant asked what residual cost was to the council after the commissioning model was setup. Gareth Young drew Members attention to the residual overheads within the report at paragraph 2.35. This would cover management, staff, and fixed costs over time and would be adjusted to make the service cheaper to deliver or for it to be provided in different ways.

Councillor Stan Anderson asked if the council could commission specialist tutors if the preferred providers were unable to deliver a specific course. Gareth Young explained that this would be the case.

Councillor Daniel Holden asked what additional resource was required from council staff outside of the MAE service to support the commissioning process. Gareth Young explained that this was funded by a grant from the Skills Funding Agency.

Councillor John Sargeant highlighted that residents raised the issue with the wording of the questions in the public consultation. They felt the questions were not well conceived. Councillor Martin Whelton agreed that there were some valid points regarding the construction of the consultation questions. Gareth Young added that the consultation included open questions to get a sense of where people's priorities lie. The survey was designed to get a wider sense of what people valued in the service.

Councillor James Holmes added that the officer was making reasonable assumptions but that the Panel needed to see things happen and for the commissioning principles to be committed to and communicated to residents.

RESOLVED: Panel agreed to forward a reference for Cabinet consideration at their meeting on 16th February which would outline the following recommendations:

- a) That the Sustainable Communities Scrutiny Panel support the recommendation that a commissioning model be adopted for the delivery of an adult education service in Merton;
- b) That Cabinet communicate their commitment to the commissioning principles outlined within the report at paragraph 3.14, in particular, the retention of staff, where possible, and the development of a nurturing environment for learners; and
- c) That Cabinet consult the Sustainable Communities Scrutiny Panel at key stages of the implementation of the commissioning model to enable the Panel to undertake pre decision scrutiny.

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Agenda Item 5

Sustainable Communities Overview and Scrutiny Panel

Agenda item: 5
Wards: All
Subject: **Town Centre Parking and Parking at Neighbourhood Shopping Parades – Report for information**
Lead officers: John Hill (Head of Public Protection) Paul Walshe (Parking Services Manager) James McGinlay (Head of Sustainable Communities) Mario Lecordier (Traffic and Highways Manager)
Lead member: Councillor Judy Saunders - Cabinet Member for Environmental Cleanliness and Parking - Councillor Andrew Judge Cabinet Member for
Contact officer: Paul.Walshe@Merton.gov.uk 020 8545 4189
mitra.dubet@merton.gov.uk 020 8545 3201

Recommendation: That Members note the content of this report.

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 This report provides an update on the improvements which have been made to Town Centre facilities and some Designated Shopping parades including parking / loading provisions; electronic parking signs; cashless parking; and simplification of tariff structures. It also sets out the areas that require further investigation/work to be programmed within the next financial year 2015/16

2. DETAILS

2.1 The Sustainable Communities Overview and Scrutiny Panel met on the 13th February 2013 to discuss the Town Centre Parking Review. The Panel agreed to forward their comments and recommendations to the Cabinet for consideration of the Town Centre Parking Review at their meeting on 11th March 2013. Members supported the recommendations of the Town Centre Parking Review. A summary of the progress against actions is appended at Appendix 2.

2.1.2 Town centre Parking - On the 28th October 2014 cashless parking was introduced to all (15) Council managed car parks. This allows users to purchase paid for parking in minute values if required. It is envisaged that cashless parking will be rolled out to all 341 of the On Street pay and display machines by the 1st April 2015.

It is our intention to introduce a simpler charging structure which will be easier to understand and offer lower charges away from town centres. The structure will work in multiples of pence per minute and together mobile phone payment will greatly assist in helping motorists park easily. We will reduce the number of hourly tariffs from 13 to 4 for all On Street pay and display tariff structures by the 1st April 2015. This will simplify the current tariff structure whilst allowing customers to purchase the exact time they wish to park thus eliminating overpayments due to insufficient change.

- 2.1.3 In the new financial year, it is proposed to review the current fixed parking signs and lines in the Town Centres with a view of making them clearer and easier to understand where statutory regulations allow. It is, however, important to note that all signs must adhere to Traffic Signs Regulations & General Directions 2002.
- 2.1.4 We have discussed with private car park owners over the past 2 years but so far failed to reach an agreement on funding signage. Parking Services met with the Wimbledon Town Centre Manager and the private car park owners for Wimbledon Town Centre most recently on the 28th January 2015 concerning a partnership arrangement for the funding of electronic parking signs, which will show the availability of car park parking spaces at the town centre car parks. The costs to implement these changes would be in the region of £150k to £170k capital cost with an annual cost of 20k plus for maintenance. A cheaper alternative would be an increase in the number of signs strategically placed in and around the Town Centre. The matter is now with Town Centre partners for consideration and we will progress as funds and agreement allows.

3. Neighbourhood Shopping Parades

- 3.1.1 Following the report presented to Sustainable Communities Overview and Scrutiny Panel on 12th November 2013 and the resolution, Traffic & Highways in conjunction with Chamber of Commerce, Members and business associations identified a list of shopping parades that could benefit from parking management. It should be noted that officers have considered the 34 designated neighbourhood shopping parades as well as other known shopping parades that are not within the designated list.
- 3.1.2 Neighbourhood parades / local shopping parades play an important role in serving residents' shopping needs. These businesses rely on the local community as well as passing trade. Additionally there is a requirement for loading / unloading facility. Many of these businesses are based on Distributor Roads and any parking proposal must accommodate the need to maintain access, flow of traffic and safety.
- 3.1.3 Parking control is used as a method to manage congestion and traffic flows as well as improve safety. These responsibilities are set within the content of national and London wide strategies including the Mayor's Transport Strategy. Our ambition to support business and to sustain thriving retail opportunities, through our Core Strategy and Economic Development Strategy is set alongside our duty to manage traffic flows and congestion in Merton.
- 3.1.4 Following the report presented to Sustainable Communities Overview and Scrutiny Panel on 12th November 2013 and its resolution, Merton's Parking Services and Traffic and Highways teams have used capital funding to investigate and implement parking improvement measures to support local businesses and residents. An update on the shopping parade is attached as Appendix 1 to this report.
- 3.1.5 It is important to note that parking is at a premium. There is high level of demand from all user groups – passing trade; local residents; businesses; workers and commuters. Within any parking management measure, every effort is made to reach a balance but often the needs of residents are given priority particularly within Controlled Parking Zones. For the Council to be able to improve parking

for customers and loading / unloading facilities, there will be a need to apply restrictions that could adversely affect residents and the Council must, therefore, be mindful when amending existing parking bays in residential roads in favour of business

- 3.1.6 The Council must also be mindful of its statutory duties in maintaining traffic flows with safety and access being given priority over parking.

3

4. ALTERNATIVE OPTIONS

- 4.1 Do nothing. This will not address the needs of the businesses within Merton; it will lead to loss of confidence in the Council and will do nothing in supporting local businesses or reducing traffic congestion.

5. CONSULTATION UNDERTAKEN

- 5.1 There has been no additional consultation related to this report Changes to parking regulations at Town centres and Shopping parades are subject to consultation.

6. TIMETABLE

- 6.1 All outstanding works and other improvement works will need to be programmed accordingly within the new financial year based on available resource.

7. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 7.1. All the works will be completed within existing resources and over the next financial year where possible. Programming over a period of time will allow funding to be identified.

8. LEGAL AND STATUTORY IMPLICATIONS

- 8.1 The Council is required to issue a Notice of Variation - Under Section 35C and 46A of the Road Traffic Regulation Act 1984, a Local authority has powers to vary off and on-street parking charges respectively. In both cases a Notice is published in a newspaper circulating in the local area giving at least 21 days notice of the variation. The Notice does not invite representation, and its effects become operational at the end of the Notice period.
- 8.2 As part of the Council's legal obligation it is not our intention to make these changes for the purpose of raising revenue as describe in the above report
- 8.3 The Traffic Management Orders would be made under Section 6 and Section 45 of the Road Traffic Regulation Act 1984 (as amended). The Council is required by the Local Authorities Traffic Order (Procedure) (England and Wales) Regulations 1996 to give notice of its intention to make a Traffic Order (by publishing a draft traffic order). These regulations also require the Council to consider any representations received as a result of publishing the draft order.

10. CRIME AND DISORDER IMPLICATIONS

- 10.1 None for the purposes of this report.

11. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

11. 1 None for the purposes of this report.

12. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

12.1 None for the purposes of this report.

APPENDICES

Appendix 1: - Shopping parades that have been improved; those that have been investigated but to be progressed; those to be investigated and programmed

Appendix 2: Outcomes of progress and actions

Appendix 3: Details of the existing charges and the proposed changes for Town Centre Tariffs

BACKGROUND PAPERS

None for the purpose of this report

Appendix 1

Shopping parades that have been completed

Location	Action
Kingston Rd / Oxford Ave – 5F RAYNES PARK - 288-312 Kingston Road	Permit bays converted to shared use bays.
<i>SOUTH WIMBLEDON - 80-112 Kingston Road</i> Kingston Rd / Kirkley Rd	Footway parking on Kingston Rd with 20 mins free parking
RAYNES PARK - 407a-425 Kingston Road	Footway parking. P&D bays. 20 minutes free
Kingston Road - Wimbledon Chase	Free parking along the section of Kingston Road that is not subject to a CPZ. Max. stay 2 hours free.
Kingston Road - Wimbledon Chase zone 5F.	- Permit Holder bays in Kingston Rd have been converted to Shared Use bays
Firstway - Raynes Park -	converted single yellow line to parking bays; 1 hour free parking. This is to accommodate businesses on Kingston Road
Botsford Road –	Free bays with max 2 hours stay. This is to accommodate businesses on Kingston Road
Church Road, Allington Close Wimbledon Under experimental Order	Experimental Order to allow parking during peak period Additional P&D bays Converting Permit bays to shared use bays
Kingston Road (South Wimbledon Station) Under experimental Order	Reviewed existing parking and loading provisions during peak periods Introduced cycle parking Footway improvement 20 mins free parking
The Rush	Introduction of 20 mins free
The Broadway	Introduction of 20 mins free Allow parking during peak periods
Merton High Street	New parking and loading bays Cycle parking
Streatham Rd Shop front 189-191 & 184-186	Layby Restricted loading & free parking max stay 2 hours.
London Road - Tooting Station	Introduction of P&D bays with 20 minutes free
Burlington Rd	P&D bays with 20 mins free
West Barnes Lane (Motspur Park Station)	limited free parking
London Rd, Tooting	P&D bays with 20 mins free
WIMBLEDON - 7-27 Leopold Road	Double yellow lines to allow loading and prevent footway parking
WIMBLEDON - 8-32 Leopold Road	Loading bay; P&D bays with 20 mins free
West Barnes Lane (Raynes Pk) opposite Waitrose - Abandoned due costs £53k- This has been rejected by the Raynes Park association	limited free parking & Permit bay parking bays The Cabinet member & officers do not believe this to be value for money unless the businesses contribute

Those that have been investigated but are subject to further work and / or a statutory consultation to be progressed within the new financial year

Location	Proposal
West Barnes Lane -	Introduce limited parking; waiting restrictions & consolidate all restrictions/TMO Statutory consultation currently in progress– Feb 2015
Kingston Rd at its junctions with Palmerston Rd / Russell Rd / Gladstone Rd	Add new P&D bays with 20 mins free parking On hold due to new development site at Palmerston Rd/Kingston Rd – as instructed by Cabinet Member Awaiting the completion of the Art School Development
Durham Rd/ Coombe Lane / Worple Rd Business association have undertaken own consultation. Businesses do not want any change. This is in line with Council's own consultation.	Removal of peak period and the introduction of P&D on south side of Worple Rd between Lambton Rd and Pepys Rd Introduction of P&D shared use bays with 20 mins free parking It has been agreed to hold off until impact of RPC zone is concluded RPC is currently being implemented
Martin Way – within vicinity of 186 To be done this financial year	Parking bays – 7am-7.00pm – 30 minutes free. No return within 2 hours
Martin Way – within vicinity of 258 and those opposite the road To be done this financial year	Parking bays – 7am-7.00pm – 30 minutes free. No return within 2 hours
Central Rd (Abbotsbury Rd – Morden Hall Rd)	Introduction of 20 mins free

Those to be investigated and programmed

Neighbourhood Parade	Status
WIMBLEDON - 284-296 Haydons Road	To be investigated further - change bays to P&D with 20 mins free
WIMBLEDON - 319-335 Haydons Road	To be investigated further - change bays to P&D with 20 mins free
WIMBLEDON - 65-87 Ridgway	To be investigated - introduce 20 mins free.
WIMBLEDON - 373-421 Durnsford Road	To be investigated -
MERTON PARK - 142 -156 Merton Hall Road	To be investigated further - introduce 20 mins free
MORDEN - 244-260 Martin Way 186 Martin Way has also been added as per Leader's request	To be investigated – loading provisions; free limited short term parking
MITCHAM - 291a-307 Northborough Road	To be investigated -
MITCHAM - 297-301 Tamworth Lane	To be investigated -
MITCHAM - 45-61 Church Road	To be investigated -
MITCHAM - 366-378 Grove Road	To be investigated -
MORDEN - 135-151 Cannon Hill Lane	To be investigated -

MORDEN - 50-60 Central Road	To be investigated
MORDEN - 300-372 Grand Drive	To be investigated
MORDEN - 43-55 Martin Way	To be investigated -
MITCHAM - 207-219 Manor Road	To be investigated -
MITCHAM - 158-174 Chestnut Grove	No demand
MITCHAM - 10-32 South Lodge Avenue	No demand
MORDEN - 99-115 Green Lane	No demand

Undesignated Shopping Parades to be investigated

MITCHAM - Rowan Road - 168
MITCHAM - Rowan Road – 15-25
MITCHAM - Rowan Road – 174-186
MITCHAM – Tamworth lane / Acacia Road
MITCHAM – 42-46 Tamworth Lane

TFL NETWORK - Merton Council has no jurisdiction and any proposal would need to be carried out in partnership with TfL

MORDEN - 11-27 Tudor Drive
MORDEN - 41b-49 Epsom Road
COLLIERS WOOD - 97-103 Colliers Wood High Street
COLLIERS WOOD - 29-43 Colliers Wood High Street
COLLIERS WOOD - 148-188 Merton High Street
COLLIERS WOOD - 2-34 Christchurch Road
MORDEN - 41-61 St Helier Avenue

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Appendix 2. Outcomes of and Actions taken of based upon the Town Centre Surveys of parking issues carried out in 2013

Actions	Progress
Introduction of cashless parking for all of the Council Managed Car Parks	Procured and Introduced 28 th October 2014
Introduction of cashless parking for all of the Council managed On Street Pay Display machines	Procured and programmed to be live from 1 st April 2015
Simplify all Council managed parking Pay and Display Tariffs	Following review and modelling of tariff structures a revised and simplified structure is scheduled to be implemented from 1 st April 2015
Install electronic signs directing motorists to town centre car parks showing spaces	Meetings have been held with town centre operators over the last 2 years regarding partnership operating concerning the funding of the sign the latest meeting held on the 28 th January 2015 with the Town Centre Management and the private car park operator we will progress as funds and agreement allows
Review existing fixed signs and lines for the Town Centres making them clearer and easier to understand where statutory regulations allow.	Consideration has been given to this alternative method of improving signage subject to the outcome of discussions with the town centre partners. Progress may occur in the new financial year subject to funds and resources.

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PAY & DISPLAY TARIFF REVIEW 2015								
Location	Machine no	Zone	Current Hourly rate	PROPOSED LINEAR HOURLY RATE				
WIMBLEDON :								
Central								
St Georges Rd	160	W1	2.90	3.60				
St Georges Rd	161	W1	2.90	3.60				
Worple Rd	211	W1	4.00	3.60				
Worple Rd	212	W1	4.00	3.60				
Inner								
Mansell Road	111	W1	2.80	3.00				
Raymond Road	112	W1	2.80	3.00				
Raymond Road	113	W1	2.80	3.00				
Raymond Road	117	W1	2.40	3.00				
Compton Rd	121	W2	2.40	3.00				
Alwyne Rd	122	W2	2.40	3.00				
Woodside	123	W2	2.80	3.00				
Princes Road	126	W3	2.40	3.00				
Princes Road	127	W3	2.40	3.00				
South Park Road	128	W3	2.80	3.00				
South Park Road	129	W3	2.80	3.00				
Kings Rd	132	W3	2.40	3.00				
Queens Rd	133	W3	2.80	3.00				
South Park Rd	134	W3	2.80	3.00				
Stanley Rd	135	W3	2.80	3.00				
Stanley Rd	136	W3	2.80	3.00				
Hartfield Crescent	141	W4	2.80	3.00				
Graham Rd	142	W4	2.80	3.00				
Palmerston Rd	144	W4	2.80	3.00				
Francis Grove	164	W1	2.00	3.00				
Compton Road	221	W2	2.40	3.00				
Alwyne Road	222	W2	2.80	3.00				
Kings Rd	231	W3	2.80	3.00				
The Broadway	232	W3	2.90	3.00				
Beulah Rd	242	W4	2.80	3.00				
Russell Road	245	W4	2.90	3.00				
Gladstone Road	339	W4	2.40	3.00				
Outer								
St Marys Rd	124	W2	1.90	2.40				
Lake Rd	125	W2	1.90	2.40				
Trinity Road	130	W3	1.90	2.40				
South Park Rd	131	W3	1.90	2.40				
Dudley Road	137	W3	1.90	2.40				
Kings Road	138	W3	1.90	2.40				
Trinity Road	139	W3	1.90	2.40				
Russell Rd	143	W4	2.00	2.40				
Gladstone Rd	145	W4	2.00	2.40				
Tabor Grove	162	W1	2.00	2.40				
Worple Road	163	W1	2.00	2.40				
Latimer Road	331	3F	2.00	2.40				
Bridges Road	332	3F	2.00	2.40				
Ridley Road	333	3F	2.00	2.40				
Derby Road	341	W4	2.00	2.40				
Pelham Road	343	4F	2.00	2.40				
Southey Road	344	4F	2.00	2.40				
Southey Road	345	4F	2.00	2.40				
Montague Road	347	4F	2.00	2.40				
Griffiths Rd	348	4F	2.00	2.40				
Rutlish Road	405	S1	2.00	2.40				
Fringe								
Ridgway Place	114	W1	1.10	1.20				
Spencer Hill	115	W1	1.10	1.20				
Denmark Ave	116	W1	1.10	1.20				
Elm Grove	118	W1	1.10	1.20				
Thornton Hill	119	W1	1.10	1.20				
Russell Road	146	W4	1.10	1.20				
Hartfield Road	147	W4	1.10	1.20				
Darlaston Road	150	W6	1.10	1.20				
Edgehill	151	W6	1.10	1.20				
Edgehill	152	W6	1.10	1.20				
Edgehill	153	W6	1.00	1.20				
Edgehill	154	W6	1.10	1.20				
Darlaston Road	155	W6	1.10	1.20				
Edgehill	156	W6	1.10	1.20				
Midmoor road	157	W6	1.10	1.20				
Dundonald Road	170	W5	1.10	1.20				
The Downs (Downs Court)	180	W7	1.00	1.20				
The Downs (Savona Cour)	181	W7	1.00	1.20				
Albert Grove (j/w Worple F	182	W7	1.00	1.20				
Crescent Rd (school)	183	W7	1.00	1.20				
Crescent Rd (Daytone Ho)	184	W7	1.00	1.20				
Delamere Rd (j/w Worple	185	W7	1.00	1.20				
Cranbrook Rd	261	W1	1.10	1.20				
Effra Road	300	3E	1.10	1.20				
Edith Road	301	3E	1.10	1.20				
York Road	302	3E	1.10	1.20				
Cowdrey Road	303	3E	1.10	1.20				
Birbeck Road	304	3E	1.10	1.20				
Ashcombe Road	305	3E	1.10	1.20				
Cromwell Road	306	3E	1.10	1.20				
Haydon Park Road	307	3E	1.10	1.20				
Haydons	308	3E	1.00	1.20				
Haydons	309	3E	1.00	1.20				
Alexandra Road	320	W2	1.10	1.20				
Bernard Gardens	321	2F	1.10	1.20				
Bernard Gardens	322	2F	1.10	1.20				
Rostrevor Road	323	2F	1.10	1.20				
Rostrevor Road	324	2F	1.00	1.20				
Woodside	325	2F	1.10	1.20				
Hacombe Road	328	3F	1.10	1.20				
Haydons Road	329	3F	1.10	1.20				
Wycliffe Road	330	3F	1.10	1.20				
Wycliff Road	334	3F	1.10	1.20				
Ashley Road	335	3E	1.10	1.20				
Ashley Road	336	3E	1.10	1.20				
Faraday Road	337	3E	1.10	1.20				
Craven Gardens	338	3E	1.10	1.20				
Gladstone Road	340	W4	1.10	1.20				
Harcourt Road	342	W4	1.10	1.20				
Southey Road	346	4F	1.10	1.20				
Dundonald	350	5F	1.10	1.20				
Avebury Rd	351	5F	1.10	1.20				
Merton Hall Rd	352	5F	1.10	1.20				
Avebury Rd	353	5F	1.10	1.20				
Henfield Rd	354	5F	1.10	1.20				
Merton Hall Rd	355	5F	1.10	1.20				
Sandringham Avenue	356	5F	1.10	1.20				
Chatsworth Avenue	357	5F	1.10	1.20				
Merton Hall Rd	358	5F	1.10	1.20				
Quintin Avenue	359	5F	1.10	1.20				
Fairlawn Road	360	5F	1.10	1.20				
Oxford Avenue	370	5F	1.10	1.20				
Kingston Rd junc Oxford	371	5F	1.10	1.20				

VILLAGE :				
Centre				
Wimbledon High St	721	VC	2.70	3.00
Church Road	723	VC	2.70	3.00
Courthope Road	724	VC	2.70	3.00
The Green	729	VC	2.40	3.00
Wimbledon High St	754	VC	2.70	3.00
Wimbledon High St	755	VC	2.70	3.00
Grosvenor Hill	756	VC	2.70	3.00
Belvedere Grove	757	VC	2.70	3.00
Wimbledon High St	771	VC	2.70	3.00
Outer				
Southside	730	VOS	2.00	2.40
Southside	731	VOS	2.00	2.40
Southside	732	VOS	2.00	2.40
The Grange	733	VOS	2.00	2.40
The Grange	734	VOS	2.00	2.40
Murray Rd	735	VOS	2.00	2.40
Ridgeway Place	738	VOT	2.00	2.40
Lancaster road	746	VON	2.00	2.40
Lancaster road	748	VON	2.00	2.40
Belvedere Avenue	749	VON	2.00	2.40
Belvedere Avenue	750	VON	2.00	2.40
Marryat Road	758	VN	2.00	2.40
Parkside	772	VN	2.10	2.40
Parkside	773	VN	2.10	2.40
Fringe				
Clifton Road	728	VOS	1.10	1.20
Lauriston Rd	736	VOS	1.10	1.20
Lauriston Rd	737	VOS	1.10	1.20
Murray Rd	739	VOT	1.10	1.20
St Johns Rd	740	VOT	1.10	1.20
Ridgeway	741	VOT	1.10	1.20
Thorton Rd	742	VOT	1.10	1.20
Berkley Place	743	VOT	1.10	1.20
Hillside	744	VOT	1.10	1.20
St Marys road	747	VN	1.10	1.20
Lingfield Road	751	VC	1.10	1.20
Lingfield Road	752	VC	1.10	1.20
Marryat Road	759	VN	1.10	1.20
Marryat Road	760	VN	1.10	1.20
Peek Crescent	761	VN	1.10	1.20
Parkside Avenue	762	VN	1.10	1.20
Parkside Avenue	763	VN	1.10	1.20
Parkside Gardens	764	VN	1.10	1.20
Calonne Road	765	VN	1.10	1.20
Calonne Road	766	VN	1.10	1.20
Burghley Road	767	VN	1.10	1.20
Lauriston Road	768	VN	1.10	1.20
Belvedere Grove	769	VC	1.10	1.20
Alan Road	770	VON	1.10	1.20
Lincoln Road	780	VNE	1.00	1.20
WIMBLEDON PARK :				
Arthur Rd	807	P1	2.40	3.00
Arthur Road	870	P1	2.40	3.00
The Crescent	808	P1	2.00	2.40
The Crescent	871	P1	1.80	2.40
Homepark Rd	812	P1	4.00	3.60
FLAT RATE for 4 hours				
ALL OTHERS:				
Abbey Road	425	SW	1.10	1.20
Abbotsbury Road	600	M1	1.10	1.20
Abbotsbury Road	601	M2	1.10	1.20
Acre Road	475	CW	1.10	1.20
Alverstone Avenue	834	P2	1.10	1.20
Arterberry Road	971	RPE	1.10	1.20
Arthur Rd	805	P1	1.10	1.20
Arthur Road	816	P2S	1.40	1.20
Ascot Road	683	GC	1.00	1.20
Ashen Grove	827	P2	1.10	1.20
Aston Road	910	RPS	1.10	1.20
Balfour Road	402	S1	1.10	1.20
Baron Grove	653	MT	1.10	1.20
Baron Grove	654	MT	1.10	1.20
Boscombe Road	403	S1	1.10	1.20
Boundary Road	476	CW	1.10	1.20
Brisbane Avenue	410	S1	1.10	1.20
Briscoe Road	473	CW	1.10	1.20
Buckfast Road	619	M1	1.10	1.20
Burlington Road	001	Shop	1.10	1.20
Byegrove Road	468	CW	1.10	1.20
Byegrove Road	469	CW	1.10	1.20
Byegrove Road	470	CW	1.10	1.20
Camberley Avenue	880	RP	1.10	1.20
Carlton Park Avenue	915	RPS	1.10	1.20
Cavendish Road	466	CW	1.10	1.20
Cavendish Road	467	CW	1.10	1.20
Caxton Rd	446	H2	1.00	1.20
Cecil Road	401	S1	1.10	1.20
Cecil Road	411	S1	1.10	1.20
Central Road	603	M2	1.10	1.20
Central Road	620	M2	1.10	1.20
Charles Road	412	S1	1.10	1.20
Chaucer Way	455	S3	1.00	1.20
Church Lane	606	MP1	1.10	1.20
Church Lane	609	MP1	1.10	1.20
Church Path	608	MP1	1.10	1.20
Clifton Park Road	909	RPS	1.10	1.20
Clive Road	459	CW	1.00	1.20
College Road	471	CW	1.10	1.20
Coombe Lane	900	RP	1.10	1.20
Coombe Lane	903	RP	1.10	1.20
Coombe Lane	901	RP	1.10	1.20
Coombe Lane	902	RP	1.10	1.20
Cowper road	449	H2	1.00	1.20
Daybrook Road	612	MP1	1.10	1.20
Dorien Road	918	RPS	1.10	1.20
Dorset Road	604	MP1	1.10	1.20
Dryden road	447	H2	1.00	1.20
Dumsford Avenue	832	P2	1.10	1.20
Dumsford Rd	811	P1	1.10	1.20
Dumsford Road	825	P2	1.10	1.20
Dumsford Road	826	P2	1.10	1.20
Dumsford Road	829	P3	1.10	1.20
Dumsford Road	830	P3	1.10	1.20
Edna Road	916	RPS	1.10	1.20
Erridge Road	617	MP1	1.00	1.20
Erridge Road	618	MP1	1.00	1.20
Fortescue Road	480	CW	1.00	1.20
Frinton Road	685	GC	1.10	1.20
Garfield road	450	H2	1.00	1.20
Gilbert Road	430	S3	1.00	1.20
Gordondale Road	817	P3	1.10	1.20
Gore Road	908	RPS	1.10	1.20
Gorrige Park Avenue	680	GC	1.00	1.20
Grenfell Road	681	GC	1.00	1.20
Gunton Road	686	GC	1.10	1.20
Hamilton Road	417	S2	1.10	1.20
Hamilton Road	416	S2	1.10	1.20
Hanover Road (school)	434	S3	1.00	1.20
Hanover Road o/s 33	435	S3	1.00	1.20
Hardy Road	426	S2	1.10	1.20
Havana Road	818	P3	1.10	1.20
Havana Road	820	P3	1.10	1.20
Haydons Road o/s 71	431	S3	1.00	1.20
Haydons Road o/s 95	432	S3	1.00	1.20
Hazelwood Avenue	602	M2	1.10	1.20
Haslemere Avenue	822	P3	1.10	1.20
Holmes Road	438	S3	1.00	1.20
Home Park Rd	804	P2S	1.10	1.20
Home Park Rd	806	P1	1.10	1.20
Homepark Rd	813	P2S	1.40	1.20
Homepark Rd	814	P2S	1.40	1.20

Hotham Road	452	S3	1.10	1.20			
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Kenwyn Road	912	RPN	1.10	1.20			
Kingsley Road	440	H1	1.00	1.20			
Kingston Road	914	RPS	1.10	1.20			
Kingston Road	917	RPS	1.10	1.20			
Kingston Road	919	RPS	1.10	1.20			
Kingston Road	614	MP1	1.10	1.20			
Kingston Road	415	S1	1.10	1.20			
Kingston Road	414	S1	1.10	1.20			
Kirkley Road	404	S1	1.10	1.20			
Lake Rd	815	P2S	1.40	1.20			
Langham Road	978	RPE	1.10	1.20			
Langley Road	605	MP1	1.10	1.20			
Leopold Road	801	P2S	1.60	1.20			
Leopold Road	802	P2S	1.10	1.20			
Leyton Road	436	S3	1.00	1.20			
Links Road	682	GC	1.00	1.20			
Links Road	688	GC	1.10	1.20			
Lucien Road	821	P3	1.10	1.20			
Marlborough Road	463	CW	1.10	1.20			
Marlborough Road	464	CW	1.10	1.20			
Meadow Road	424	SW	1.10	1.20			
Merton High Street	429	S2	1.10	1.20			
Merton High Street	439	S2	1.10	1.20			
Merton High Street H1	418	S2	1.10	1.20			
Merton High Street H2	419	S2	1.10	1.20			
Mill Road	423	SW	1.10	1.20			
Milton road	448	H2	1.00	1.20			
Mitcham Park	651	MT	1.10	1.20			
Mitcham Park	652	MT	1.10	1.20			
Mostyn Road	610	MP1	1.10	1.20			
Mount Road	831	P3	1.10	1.20			
Nelson Road	427	S2	1.10	1.20			
Norman Road	433	S3	1.00	1.20			
Normanton Road	835	P2	1.10	1.20			
North Road (bridge)	454	S3	1.00	1.20			
North Road (o/s 16)	453	S3	1.00	1.20			
Olive Road	437	S3	1.00	1.20			
Park Road	465	CW	1.10	1.20			
Park Road	461	CW	1.10	1.20			
Park Road	462	CW	1.10	1.20			
Pendarves Road	913	RPN	1.10	1.20			
Poplar Road	615	MP1	1.00	1.20			
Poplar Road	616	MP1	1.00	1.20			
Prince Georges Avenue	911	RPS	1.10	1.20			
Quicks Road	420	S2	1.10	1.20			
Quicks Road	422	S2	1.10	1.20			
Regents Place	441	H1	1.00	1.20			
Revelstoke Road	823	P2	1.10	1.20			
Revelstoke Road	824	P2	1.10	1.20			
Richmond Road	885	RP	1.10	1.20			
Robinson Road	460	CW	1.10	1.20			
Robinson Road	479	CW	1.10	1.20			
Ryfold Rd	809	P1	1.10	1.20			
Sandbourne Avenue	611	MP1	1.10	1.20			
Seely Road	684	GC	1.00	1.20			
Seely Road	690	GC	1.10	1.20			
Shelton Road	413	S1	1.10	1.20			
Sheridan Road	607	MP1	1.10	1.20			
Spencer Road	886	RP	1.10	1.20			
Spencer Road	887	RP	1.10	1.20			
Strathearn Road	800	P2S	1.10	1.20			
Stroud Rd	810	P1	1.10	1.20			
Stuart Road	828	P2	1.10	1.20			
The Drive	970	RPE	1.10	1.20			
The Rush	613	MP1	1.10	1.20			
Tolverne Road	907	RPN	1.10	1.20			
Tramway path	650	MT	1.10	1.20			
Trewince Road	906	RPN	1.10	1.20			
University Road	472	CW	1.10	1.20			
Vectis Road	687	GC	1.10	1.20			
Vectis Road	689	GC	1.10	1.20			
Victory Road	421	S2	1.10	1.20			
Victory Road	428	S2	1.10	1.20			
Vineyard Hill Rd	803	P2S	1.10	1.20			
Wandle Bank	477	CW	1.10	1.20			
Wandle Bank	478	CW	1.10	1.20			
Waterfall Road	474	CW	1.10	1.20			
Wellington Road	819	P3	1.10	1.20			
Wolseley Avenue	833	P2	1.10	1.20			
Worple Road	904	RP	1.10	1.20			
Worple Road	905	RPE	1.10	1.20			
Wyke Road	980	RPE	1.10	1.20			
Abbott Avenue	950	A1	1.10	1.20			
Dupont Road	952	A1	1.10	1.20			
Sydney Road	953	A1	1.10	1.20			
Chestnut Road	954	A1	1.10	1.20			
Bronson Road	955	A1	1.10	1.20			
Kingston Road	400	Shop	1.10	1.20			
London Rd SW17	691	Shop	0.90	1.20			

Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 25 February 2015

Agenda item: 6

Wards: All

Subject: Library & Heritage Service Annual Report 2014/15

Lead officer: Anthony Hopkins

Lead member: Councillor Nick Draper

Contact officer: Anthony Hopkins

Recommendations:

- A. That the Sustainable Communities Overview & Scrutiny Panel note progress made with the Library & Heritage Service in the last financial year and discuss key projects.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. Merton's Library and Heritage Service continues to remain the most cost efficient library service in London with both usage and satisfaction of its library services continuing to increase. This report draws together budgetary and performance information to update the Sustainable Communities Overview & Scrutiny Panel with the progress made by the Library & Heritage Service and highlights key challenges ahead. The report also provides information on regional and national developments.
- 1.2. The vision for the Library & Heritage Service is to provide excellent services at a low cost whilst continuing to achieve some of the highest levels of customer satisfaction across London. This is to be delivered through seven key objectives:
1. Excellent customer service in all aspects of what we deliver and being responsive to demand.
 2. Hosting an excellent core collection of stock in formats that our customers want.
 3. Providing a comprehensive information offer that addresses changes in the way people access information and is responsive to social issues.
 4. Having libraries that are modern, flexible and adaptable to enable a range of different services to be delivered at hours that are convenient for residents.
 5. Investing in technology to provide excellent and innovative online library facilities wherever you are.

6. Nurturing the love of reading at an early age by providing a focused range of services to children and families to improve literacy levels.
 7. Putting the community at the heart of all that we do by actively involving residents in service design and delivery.
- 1.3. Library services by their very nature continue to change and evolve to address ongoing financial constraints and to adapt services to meet new expectations. Increased community involvement in libraries is also radically changing the way services are delivered. Underpinning our vision are these key projects:
- a) **Making our libraries more accessible.** Reconfiguring opening hours to meet with residents needs and continuing to provide a core library offer whilst delivering efficiencies.
 - b) **Providing cutting edge technology that is responsive to customer needs.** Recognising that technology will play a key role in the library of the 21st century and that we will need to be at the forefront of technological advances. Working with our external technology supplier and IT services to realise excellence in all that we provide.
 - c) **Redefining our service offer.** Providing a broader range of services in partnership with other Council services and external providers.
 - d) **Developing our sites.** Maximising the use of library space for activities and providing services in a modern and inclusive environment.

2 DETAILS

Making our libraries more accessible

Library opening hours

- 2.1. Since January 2014 opening hours have been extended at West Barnes and Donald Hope libraries. This has enabled our libraries to have a consistent opening hours offer across Merton and means that our libraries open more than ever before. This has been developed whilst continuing to deliver ongoing efficiencies.
- 2.2. User satisfaction with library opening hours is at its highest since records began. The Public Library User Survey (PLUS) shows that 98% of users rate library opening hours as either very good (54%), good (37%) or adequate (7%).
- 2.3. **Library Connect**
- 2.4. In order to make our libraries more accessible we also need to reach out to those who don't traditionally use our libraries or who live in areas of the borough where transport links are more limited. In order to deliver this a new initiative called Library Connect has been launched.
- 2.5. Library Connect is a high quality but low cost pop up library solution that can be quickly assembled in a number of areas. It provides the full suite of library

facilities including public Internet PC's, Wi-Fi and a range of activities in a compact solution. Library Connect has so far taken place at the Wimbledon Piazza, Wimbledon Centre Court Shopping Centre and South Mitcham Community Centre and there are plans for further events throughout this year.

- 2.6. Library Connect particularly aims to target demographic groups that use libraries less. In particular the focus is on increasing usage amongst working age and older people along with people in the Mitcham area where usage is proportionately lower than the rest of the borough. A total of 5,336 people visited the first three Library Connect events.

Providing cutting edge technology that is responsive to customers' needs

E-books and e-magazines

- 2.7. A growth area for the Library & Heritage Service is the increase in the number of people with portable devices able to read electronic books and other materials. The service has embraced this new technology and has put in place a number of initiatives to meet demand. This includes:

- Providing over 15,000 e-books that can be borrowed and downloaded for free and accessed anywhere with new title additions made every week.
- Providing over 40 popular magazines including current and back issues that can be downloaded and kept for free.
- Providing a loanable e-reader service as part of our Home Visits Library Service for clients with disabilities.
- Providing on-site support from staff and volunteers in helping customers to set up their devices to download and use our e-services.
- Running annual campaigns to promote the service. The 'Always With You' campaign is normally run in the lead up to Christmas. Partnering with retailer's gift cards can be issued as part of any present giving with instructions on how to access our free e-books and e-magazines.

- 2.8. In the last year our e-books service has seen an increase in usage of 43.48% based on year to date figures between April and December 2014.

- 2.9. The challenge to provide a more comprehensive e-book offer is part of a national challenge for public libraries. The DCMS commissioned William Sieghart to review the current e-book offer for public libraries in the face of reluctance from some publishers to release content to public libraries.

- 2.10. His findings have been formulated into four pilot projects with the outcomes of the pilots expected to be published early in 2015. As part of the pilots publishers have released all e-book content for the first time to public libraries. One of the current challenges for public libraries is that not all e-book stock is available. One significant change in policy that would enable content to be opened up would be the extension of the Public Lending Right to digital content.

Free public Wi-Fi and improved Internet access

- 2.11. Since April 2013 all of Merton's public libraries provide free public Wi-Fi. The national picture is that only 40% of public libraries currently provide public Wi-Fi although the DCMS is keen to ensure that there is 100% availability in the next few years.
- 2.12. The Wi-Fi infrastructure in Merton has recently been upgraded due to a successful funding application to the GLA. Public Wi-Fi has been upgraded so that there is 100% coverage through all our buildings including in library halls and office areas. Superfast speeds now provide some of the quickest Internet in the borough and automatic device recognition means that customer's devices are automatically connected to our Internet when in a library after their first sign in.
- 2.13. In 2014 all of the public Internet computers in libraries were upgraded and provide improved speeds and accessibility as well as up-to-date versions of software packages.

Library website and app

- 2.14. A library app was launched in the summer, which enables customers to be able to access the library catalogue, renew books and undertake other transactional activities on a smart phone. The library website was also upgraded and has improved accessibility options. Customers can undertake a range of transactional activities through the library website including updating their contact details so that pre-overdue notifications can be sent to renew their stock items before they incur a charge. Further updates will be made to the libraries website with a new version scheduled for summer 2015.
- 2.15. The Library & Heritage Service also uses Facebook and Twitter as key communication tools for promoting initiatives and issues a quarterly customer e-newsletter.

Self-Service Technology

- 2.16. Self-service technology accounts for approximately 95% of transactions in libraries. This has been further boosted by the successful rollout of chip and pin payment services. In 2015/16 this well used technology will be replaced as it reaches its end of life and the service aims to make the technology more user friendly and to enable additional transactional services to be under taken through them.

Redefining the service offer

Health and wellbeing

- 2.17. Working closely with Public Health colleagues and 17 other health organisations in the borough a suite of health related activities are delivered in libraries from relaxation classes to support groups for people with various mental health conditions as examples. Through its volunteering scheme the Library & Heritage Service supports a number of people with various conditions to reintegrate into the wider community and to develop new skills.

Literacy and numeracy

- 2.18. Both literacy and numeracy skills are of national concern and research shows that children and young people are not developing these skills at as great a pace as other developed countries.
- 2.19. The annual 6 Book Challenge launched in January 2015. The scheme is established to support adults into improving their literacy skills and is aimed particularly at emergent readers. In 2014 109 people participated in the Challenge with 25 completing. All completers reported increased confidence in reading as a result of the scheme.
- 2.20. The National Numeracy Challenge was launched in February 2015 and Merton is one of the first borough's to pilot the scheme. It aims to reduce the number of adults in the UK with low levels of numeracy by over 1 million in the next five years. By numeracy it means 'everyday maths'; the maths that helps people to make decisions in day-to-day adult life and work. Without a reasonable level of numeracy, people will not be able to manage their money better and make more informed decisions.

Employability and skills support

- 2.21. A range of activities and workshops are delivered in libraries to support people back into employment or to develop new skills. 6 partnerships are in place with organisations such as Ripe Enterprise, The National Career Service and Merton Priory Homes. The support available includes help with CV writing, interview skills, job searching as well as career advice and training.
- 2.22. The Library & Heritage Service also supports a number of the actions identified in the Adult Skills & Employability Scrutiny Panel review. Key deliverables include:
- The provision of tailored support programmes in local libraries to support writing applications, CV's and accessing online resources for interview practice etc.;
 - Supporting the councils assisted digital strategy;
 - Delivering Citizens Advice Bureau services in libraries.

Digital Literacy

- 2.23. At least 20% of the national population have no digital technology at home, and far more fail to make the most of what they do have. Via one to one and group IT training the Library & Heritage Service is playing an important role in improving residents ICT skills.
- 2.24. All staff are trained to be able to support customers to access a range of different services from applying for a choice based letting to undertaking a number of online transactional services such as freedom pass renewals. Staff helpfulness has been particularly complemented and the recent e-PLUS showed that 99% of users felt that staff ICT support was either good (81%) or satisfactory (18%). The survey also highlighted that customers are more likely to ask staff for ICT support than ever before.
- 2.25. The Library & Heritage Service continues to play a crucial role in supporting digital literacy particularly with projects such as Customer Contact and Universal Credit coming up.

Citizens Advice Bureau (CAB)

- 2.26. All library staff and selected volunteers have been trained to provide CAB information to customers using the Advice Guide website. The benefits of libraries being positioned as CAB information centres means that residents have improved access to CAB information and can access it more quickly. Since April 2014 at least 155 customers have received specific CAB support in libraries.

Children and young people

- 2.27. The range of services for children and young people and the take up of these initiatives is high. 28,245 children and young people regularly use their library services.
- 2.28. The innovative Schools and Libraries Membership Scheme has led to increased work with Merton schools. Every primary school child in the borough is now a signed up library member. Through this partnership regular class visits to libraries are conducted with the specific aim to increase reading for pleasure.
- 2.29. Research shows the crucial significance of children reading independently and enthusiastically. It has been shown to be more important for children's educational success than their family's socio-economic status (OECD, 2002). Research undertaken by the National Literacy Trust in 2011 found that young people who enjoy reading are more likely to read above the expected level for their age.
- 2.30. The Schools and Libraries Membership Scheme is only the second in the country to sign up every school child and is held up as a national good practice example. Over the next year the scheme will be widened to include secondary and special schools.
- 2.31. The annual Summer Reading Challenge, a national initiative for 4 to 12 year olds, achieved its highest take up in 2014. 10,787 children started the scheme with 1,947 completing. This represents a 369% increase in starters and a 135% in completion rates since 2012.
- 2.32. Services to young people are also improving and the Young Creatives, a group of young people aged between 11 and 24 years old, are developing services for this important age group. In the last year the group has published a collection of short stories and organised 6 activities in libraries.

'Developing our libraries'

Library Sites

- 2.33. Following positive resident feedback the Library & Heritage Service is progressing plans to develop the West Barnes Library site. Market testing is currently underway prior to a proposed procurement exercise to bring in a developer to develop the library site with improved library space and additional community facilities along with the provision of housing. The scheme is similar in scope to the successful Raynes Park library development.
- 2.34. Planning permission has also been submitted by Urb Group Property Development to develop the library site in Colliers Wood. The development

includes provision for a three floor library that increases library and community space.

- 2.35. Both proposed developments would provide improved and sustainable libraries for future generations. If developments are to go ahead at both sites then temporary library facilities would be provided in the local area using the Library Connect infrastructure.

Library Space

- 2.36. Libraries are the Council's main high street presence and the way that the space is accessed and used has evolved significantly. All of Merton's libraries are used for a wide range of formal and informal learning activities and this will continue to be developed. Libraries also play a significant role in supporting digital literacy and a number of the activities mentioned above go a long way towards making our libraries vibrant hubs of the community. The usage of space will continue to be reviewed to ensure that our libraries are well used.

'Community Involvement'

Volunteering

- 2.37. In 2013/14 533 volunteers contributed 37,193 hours of time towards libraries. This is the highest level of volunteering in London and similar performance figures are expected to be achieved in 2014/15. The volunteering model in libraries is now well established and continues to be used as a national best practice example.

Library Ambassadors

- 2.38. In developing the role of library volunteers a new role of 'Library Ambassador' has been created. This role assists with the promotion of our services and supports with going out to underrepresented groups to promote and raise awareness of the services that are provided. A campaign is currently underway to recruit more volunteers into these roles.

'National Picture and Collaborative Working'

Independent review of Public Libraries in England

- 2.39. William Sieghart's DCMS commissioned independent report on public libraries in England was published on 18 December 2014. The three major recommendations of the report are:
- The provision of a national digital resource for libraries, to be delivered in partnership with local authorities.
 - The setting up of a task and finish force, led by local government, in partnership with other bodies involved in the library sector, to provide a strategic framework for England, and to help in implementing the following...
 - The task force, to work with local authorities, to help them improve, revitalise and if necessary, change their local library service, while encouraging, appropriate to each library, increased community involvement.

London Libraries Consortium

2.40. Ongoing collaborative work for the London Borough of Merton includes the expansion of the London Libraries Consortium (LLC). The LLC is a consortia of London boroughs that work together to share a library management system. The consortia also jointly procures contracts for services such as stock and transport to achieve some of the best rates available in the public library network.

Peer Support

2.41. The London Borough of Merton has also been commissioned to undertake reviews of other library services across the country and support them through their change programs. This work continues to provide a useful insight into the national picture of libraries and an additional income stream.

'Heritage Services'

Heritage Strategy

2.42. The Library & Heritage Service is in the process of completing the Heritage Strategy 2015 – 2020, which is scheduled to go to Cabinet in late spring / early summer 2015. The new Strategy is more community focussed and has received substantial input from the Heritage and Design Working Group, a working group that consists of council officers, members, heritage organisations and other residents groups.

2.43. Consultation is currently being concluded with the voluntary and business sector before finalising. Four key themes have been developed:

- Raising Merton's profile by increasing public access to the borough's unique and diverse cultural heritage;
- Safeguarding the borough's varied heritage sites and resources, preserving and conserving them for the benefit of future generations;
- Ensuring that Merton's heritage provision is inclusive by working collaboratively to widen public engagement and participation;
- To secure ongoing funding and investment in Merton's heritage through partnership work, external funding and sponsorship.

Heritage Lottery Fund (HLF)

2.44. Since the borough was designated as a priority borough by the HLF in 2011 substantial work has been undertaken to generate new funding bids for the borough. Working closely with community organisations during this period 12 successful HLF bids have been made. The total funding drawn down comes to almost £8,000,000.

2.45. Projects that have received HLF funding include The Canons, Merton Memories, Carved in Stone and Merton Priory. A borough funding tracker is monitored closely through the Heritage & Design Working Group and highlights ongoing activities. There is close synergy between the funding tracker and the objectives set out in the new Heritage Strategy.

2.46. **Merton Memories**

- 2.47. Merton Memories is an online resource that provides digital access for the first time to over 15,000 unique images of the borough from over the last 150 years through to the present day. The project received £50,000 from the HLF to be delivered. Launched in April 2014 the website has seen an unprecedented level of interest and over 6,000 unique visits to the website are made per month.
- 2.48. Discovery Days were held to launch the initiative with a range of activities and events delivered in Morden Library. The Discovery Days delivered a range of activities in partnership with heritage organisations and other community groups. The Discovery Days had over 2,900 visits and received excellent feedback from all who attended. The next Discovery Day is scheduled for 28 March 2015 to launch the fiftieth anniversary celebrations of the formation of the borough.

Commemorative and Celebratory Events

- 2.49. The Heritage Service continues to support with a number of commemorative and celebratory events. In particular it has supported with commemorative events to mark one hundred years since the outbreak of World War One. The 'Carved in Stone' project will explore the lives of those commemorated on local memorials around Merton. This £80,000 HLF funded project has just started and will ensure that there is a lasting digital legacy of all of Merton's war dead.
- 2.50. Support is also being provided to deliver a number of activities to celebrate fifty years since the formation of the borough. Apart from the Discovery Day event a touring exhibition will take place across a range of community sites. The borough is also encouraging local communities to theme events around the anniversary with the aim of having a minimum of fifty events.

3 PERFORMANCE

- 3.1. For 2013/14 all key performance indicators were met. A summary of the KPI's is included below:

Service Plan #	Description of performance measure	Final 2012/13	Year to Date 2012/13	Year to Date 2013/14	Merton Target 2013/14	RAG Indicator
SP 08	No. of people accessing the library service by borrowing an item or using a People's Network terminal at least once in the previous 12 months.	53,617	53,617	60,333	54,000	BLUE
SP 09	Number of visitors accessing the library service online	156,007	156,007	166,872	110,000	BLUE
SP 279	Monthly transactions - Staff and Self-service	95%	95%	95%	95%	GREEN
SP 280	Active volunteering numbers in libraries	313	313	310	180	BLUE
SP 282	Partnership numbers	28	28	28	25	BLUE
SP 287	Increase income generation to £282,570	£310,086	310,086	£305,209	£282,570	GREEN

- 3.2. For 2014/15 all KPI's are expected to be met again although there are some challenges around income collection. Improved technology has led to a reduction in fine accrual however usage of libraries has increased which may potentially offset this. Additional lettings are also helping to meet the gap.

- 3.3. Usage levels are at an all-time high with 62,587 having used a library where a library card needed to be presented (i.e. to borrow a book, use a public Internet computer or access our online services) in the last year. This figure is based on December 2014 performance information and equates to at least 31% of the resident population regularly using their libraries. This is an increase of 13% in usage since 2008.
- 3.4. Whilst online visits continue to see a significant increase physical visits to public libraries are also on the increase. There has been a 3% increase in physical visits based on year to date figures (April to December 2014).

4 CONSULTATION UNDERTAKEN OR PROPOSED

Working age and older people research project

- 4.1. One of the key shifts in library usage over the last 10 years has been the significant increase in usage by children and young people. Usage amongst working age and older people has broadly remained static. A research project is currently underway to ascertain views on why some people no longer use their libraries and will be used to assist with any future redesign of library services. Satisfaction with library services, even amongst non-users, is high so the research project will seek to understand some of the underlying issues regarding non usage. Part of the project will also ascertain knowledge of current service provision.

Annual Residents Survey (ARS)

- 4.2. The 2014 ARS results show an increase by 1% to 81% satisfaction with library services amongst users. This is against a picture of declining satisfaction with library services across London and has moved Merton further into the highest quartile of satisfaction with libraries. Libraries satisfaction levels are 10% above the London average.

Public Library User Survey (PLUS)

- 4.3. This years PLUS focussed on electronic services and showed an increase in satisfaction with services. 99% of customers rated the ICT services in libraries as either good (87%) or satisfactory (12%). Substantial training has also been put in place to improve staff ICT skills and this was reflected in the survey results with 100% of customers rating staff knowledge as either good (84%) or satisfactory (16%). The report also showed increased demand for staff support using ICT with 47% of respondents asking for support.

West Barnes Library

- 4.4. Consultation has been undertaken regarding the development of the site. Between 12 September and 24 October 2014 an online and paper consultation was undertaken to seek resident's views on the development. The consultation along with a briefing paper was also issued to all households in the West Barnes ward. Further consultation also took place at local resident and community forums.
- 4.5. 421 residents responded to the consultation. The key findings were:

- 79.86% of respondents reported that they were more likely to use the library if it was developed.
- Soft seating, activities for adults and books were the things that respondents would like to see more of in the new library.
- The 3 most important things identified in the new library are book stock, public toilets and the children's area.
- In terms of additional facilities not currently provided the highest responses were for coffee shop facilities and public toilets.
- Of the free text comments submitted the vast majority were supportive of the development and the levels of service currently available. 28.42% of the free text comments wanted the development to happen as soon as possible.

5 TIMETABLE

- 5.1. The Library & Heritage Service Plan 2015-19 highlights key projects and timescales. This plan was reviewed by Cabinet on 16 February 2015.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The Library & Heritage Service budget for 2014/15 is £2,493,580. An underspend of £14,939 is currently being reported, which is mainly attributable to some short term staff vacancies and an underspend in the media fund.
- 6.2. Savings proposals for 2016/17 and 2017/18 were reviewed at the Sustainable Communities Overview & Scrutiny Panel on 8 January 2015.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. The Council is required to provide a 'comprehensive and efficient' library service, addressing the 'needs of adults and children', according to the Public Libraries and Museums Act of 1964. Local authorities have a statutory duty to make provision for a library service but may decide on how this is to be done.
- 7.2. Certain aspects of the service must be provided for free including free lending of books, free access to information and free library membership.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. Libraries hold a unique place within the community as a public space that is open to all. Where customers cannot make it to libraries a Home Visits Library Service provides books and other materials to people's homes.
- 8.2. Residents from BAME backgrounds make the most effective use of libraries with high proportions in particular of Asian and Black British people regularly using libraries. Under representation is at its highest within White British

communities and in particular in the Mitcham area. A targeted outreach plan has been constructed to focus on increasing usage amongst under used groups.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None identified.

9.2.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. No specific issues identified in this report. A risk register is maintained for projects detailed in the Library & Heritage Service Plan.

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

- None included.

12 BACKGROUND PAPERS

12.1. None included.

Committee: Sustainable Communities Overview and Scrutiny Committee

Date: 25 February 2015

Agenda item: 8

Wards: all

Subject: Progress Update: Action Plan (Climate Change and Green Deal Task Group)

Lead officer: Chris Lee, Director for Environment and Regeneration Lead member: Councillor Andrew Judge, Cabinet Member for Environmental Sustainability and Regeneration,

Contact officer: Tara Butler (Future Merton) add email address and extension here

Recommendations:

That Members note the action plan for the Climate Change and Green Deal Task Group which details progress on delivery of the agreed recommendations from the review and timescales for implementation.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The purpose of this report is to update Members on progress of the action plan to deliver the agreed recommendations of the Climate Change and Green Deal Task Group and the proposed actions and timescales for implementation of the outstanding recommendations.

2 DETAILS

- 2.1. At their meeting on 30 June 2014, Cabinet considered the final report and recommendations resulting from the task group review of Climate Change and the Green Deal.
- 2.2. Members received an Executive Response and Action Plan for delivery of the agreed recommendations from the Climate Change and Green Deal Task Group at their meeting in September 2014.

Progress on Task Group's agreed recommendations

- 2.3. Since the Task Group reported to Cabinet in June 2014, and Merton's Climate Change Strategy was adopted in July 2014, officers have been tasked with delivering the agreed recommendations.
- 2.4. Appendix A to this report sets out the Action Plan which details the Task Group's recommendations that were agreed and progress on each, including how any agreed recommendations that have yet to be delivered will be implemented. It should be noted that some of the recommendations must take place sequentially and have been reordered to reflect their sequential progress.
- 2.5. In the seven months since the Task Group reported their 11 recommendations to Cabinet:

- One recommendation has been completed (Recommendation 3: adoption of Merton's Climate Change Strategy, at full council on 09 July 2014)
- Progress has been made on nine out of the eleven recommendations (see Appendix A)
- Only one recommendation has not made progress (recommendation 10 – developing a marketing and awareness campaign for residents, staff and businesses on energy efficiency measures) and that is because any campaign is dependent on the council establishing an offer to residents, businesses and staff beforehand.

3 ALTERNATIVE OPTIONS

- 3.1. None for the purpose of this report.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. None for the purpose of this report.

5 TIMETABLE

- 5.1. The action plan for the Climate Change Strategy 2014-17 and the Action Plan resulting from the agreed recommendations from the task group review (Appendix A) both set out timescales for delivery.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. None for the purposes of this report.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. None for the purposes of this report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. 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

- 10.1. None for the purposes of this report.

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

- Appendix A: Action Plan and progress to date on the agreed recommendations resulting from the Task Group review of Climate Change and the Green Deal.

12 BACKGROUND PAPERS

Final Report of the Climate Change and Green Deal Task Group (June 2014);

Minutes of the meeting of Cabinet held on 30 June 2014;

Executive Response and Action Plan – Climate Change and the Green Deal Task Group (16 September 2014)

Minutes of the meeting of the Sustainable Communities Scrutiny Panel held on 16 September 2014.

Appendix A: Executive response to the 11 recommendations of Merton’s Climate Change and Green Deal Scrutiny Task Group (final report 30 June 2014)

It should be noted that many of the Task Group’s eleven recommendations must take place sequentially. The Task Group’s recommendations have been reordered to reflect this.

Recommendations	Stakeholder	Action / Progress	Timeline	Status
<p>Recommendation 9 – That Future Merton obtain specialist legal advice on the Council’s scope and legal limitations in generating, distributing and selling energy and advise on the development of an ESCO (paragraph 8.40)</p>	Cabinet	Future Merton has been in discussions with LBM Legal to procure external advice	Due May 2015	A
<p>Recommendation 7 – That Cabinet commission a feasibility study to look at establishing an Energy Services Company (ESCO) for Merton, with a view to producing a business case for the ESCO which should include a risk assessment of the proposals. A further detailed investigation into the potential for a Merton ESCO should include:</p> <ul style="list-style-type: none"> • Feasibility investigations into the potential for district heating at Morden Town Centre and Colliers Wood / South Wimbledon • Further scoping of energy efficiency retrofit potential in Merton • Identification of where existing regeneration proposals/programmes may take forward energy efficiency improvements, alone or in partnership without the need for an ESCO to be in place. (paragraph 8.40) 	Cabinet	<p><i>Progress subject to outcome of Recommendation 9 (above).</i></p> <p>Funding secured via Department of Energy and Climate Change’s (DECC) Heat Network Delivery Unit (HNDU) to explore physical/technical feasibility of heat networks in Merton.</p> <p>Future Merton are actively engaging with Merton Priory Homes on their estate regeneration programme. The CC team are advising MPH and their appointed consultants (HTA) on sustainability and the energy strategy for all three estates.</p>	<p>2015-16</p> <p>Started July 2014 (on-going until 2016)</p>	G

<p>*Note that this recommendation being implemented will be subject to the outcomes of recommendation 9.</p>				
<p>Recommendation 8 – That Cabinet receives a report on progress on rolling out the expansion of the Merton solar PV portfolio, and on the scope for making further investment, subject to the results of a scoping exercise and a viable business case. This business case should include an appraisal of whether this should be undertaken via an ESCO or not (paragraph 8.40).</p>	Cabinet	<p><i>Progress on ESCO subject to outcome of Recommendation 9 (above).</i></p> <p>Scoping of solar PV installed potential has been undertaken across approximately 65% of Merton’s operational building stock.</p> <p>Installation currently occurring (February-March 2015) of the fourth round of solar panel investment from Merton Council. Once this is finished (by the end of March 2015) more than 25 council buildings and schools will have solar panels installed.</p>	<p>May 2014</p> <p>March 2015 (round IV)</p>	G
<p>Recommendation 1 - That Cabinet, further to maximising the potential of its own sites, work with other public and private sector landowners, such as Registered Providers, private homeowners, businesses and community organisations installing solar PV (photovoltaics) on their buildings where this is supported by a business case (paragraph 4.17).</p> <p>*Note that this recommendation being implemented is dependent upon recommendations 8 and 9 being achieved.</p>	Cabinet	<p><i>Progress on ESCO subject to outcome of Recommendations 8 & 9 (above).</i></p> <p>Early stage discussions with registered providers in Merton (MPH; Moat; Wandle) regarding opportunities for utilisation of solar photovoltaics.</p>	<p>Aug 2014 (on-going)</p>	G
<p>Recommendation 2 - That Cabinet explore how solar PV could be made available to residents to access at cheaper rates/costs and how the council may promote or support this scheme to</p>	Cabinet	<p><i>Progress on ESCO subject to outcome of Recommendations 8 & 9 (above).</i></p> <p>No progress to date, subject to previous</p>		R

enable communities to purchase their own renewable technology. This may be achieved through external capital investment or the ESCO (paragraph 4.17). *Note that this recommendation being implemented is dependent upon recommendations 8 and 9 being achieved.		recommendations		
Recommendation 3 - That the council adopt Merton's Climate Change Strategy 2014-2017, which has been reviewed by the Task group and revised to take account of its recommendations (paragraph 5.6).	Cabinet	CC Strategy 2014-2017 adopted at full council	9 Jul 2014	Complete
Recommendation 4 - That Cabinet agree to build consideration of the adoption/installation of energy efficiency measures in appropriate council contracts being established or renewed by procurement, where feasible (paragraph 5.6).	Cabinet / Partners	LBM Procurement currently in the process of drafting a revised PQQ. Currently being reviewed by the Legal Team prior to use.	Sept 2014	A
Recommendation 5 - That representatives from each council Directorate participate in the Climate Change Steering Group, as appropriate, to consider cross cutting issues and projects relating to tackling climate change to ensure a strategic focus and leadership on climate change priorities (paragraph 5.6)	Cabinet	Climate Change Steering Group meetings are structured thematically in line with the key topics detailed in the CC Strategy. Representatives from relevant directorates are invited to attend accordingly.	On-going	G
Recommendation 6 - That Cabinet commission a proposal on the feasibility of whether Merton might roll out a local Green Deal that addresses some of the issues associated with the national Green Deal scheme, as reported by residents,	Cabinet	<i>Progress on ESCO subject to outcome of Recommendations 8 (above).</i> Since the final report of the Task Group review in June 2014, Government have amended the	Apr 2014 (on-going)	A

<p>which has resulted in low take up (paragraph 6.16).</p> <p>*Note that this recommendation being implemented is dependent upon recommendation 8 being delivered.</p>		<p>incentives for measures under the Green Deal leading to increased take-up. Future Merton to review progress on take-up and changing legislative landscape of the Green Deal.</p> <p>Exploring opportunities for funding energy efficiency retrofit funded through Allowable Solutions mechanisms.</p> <p>Funding bid to the London Enterprise Panel (LEP) to enable energy efficiency retrofit in commercial properties targeting local businesses</p>	<p>2015</p> <p>2016</p> <p>Sept 2015</p>	
<p>Recommendation 10 - That the council develop a marketing and engagement strategy to ensure the widest promotion and awareness raising of energy efficiency measures and improvements that staff, residents and local businesses can access (paragraph 9.6)</p> <p>*Note that this recommendation being implemented is partially dependent upon recommendation 8 being delivered.</p>	Cabinet	To be developed.	2016	R
<p>Recommendation 11 – To be added to comment on relationship with MPH/Circle Housing. This will be finalised further to consideration of the response from MPH/Circle to the task group’s recommendations which will be tabled at the SC Panel meeting on 26th March).</p>	Cabinet / Circle Housing	<p><i>Progress subject to confirmation of recommendation</i></p> <p>Active engagement with MPH via housing regeneration programme (see progress on Recommendation 7)</p>	On-going	G

Environment and Regeneration performance January 2015

PI code and description	Jan-15					YTD result	Annual YTD Target	Current YTD status
	Value	Target	Status	Long Trend	Short Trend			
Public Protection								
CRP 044 Parking services estimated revenue	£987,112	£1,025,000				£9,878,281	£9,734,328	
SP 041 % of service requests replied to in 5 working days (EHTSL)	90.54%	85%				88.37%	85%	
SP 042 Income generation by EHTSL	£22,536	£20,000				£399,963	£320,000	
SP 111 No. of underage sales test purchases	Quarterly information received					87	139	
SP 127 % of parking permits issued within 5 working days	95%	90%				94.80%	90%	
SP 248 No of one stop shop sessions	Quarterly information received					34	34	
SP 254 % Data capture from air pollution monitoring sites	Quarterly information received					71.63%	90%	
SP 255 % licensing apps. processed within 21 days.	Quarterly information received					98.03%	95%	
SP 258 Sickness- No of days per FTE (parking)	2.05	0.91				14.56	9.29	
SP 316 % of Inspection category A,B & C food premises (annual)	Annual measure					91	95	
SP 332 no. of local multi agency problem solving meetings	Quarterly information received					25	21	
SP 381 % of food premises rated 2* or above	Quarterly information received					93.22%	92%	
SP 384 Backlog of PCN correspondence	1,092	500				462.5	500	
SP 397 % of cases won at PATAS	63.95%	50%				58.75%	50%	
SP 398 % of cases lost at PATAS	19.77%	23%				19.39%	23%	
SP 399 % of cases where council does not contest at PATAS	16.28%	27%				21.86%	27%	
Streetscene and waste								
CRP 047 / SP 068 Number of refuse collections including recycling and kitchen waste missed per 100,000	44.3	55				50.59	55	
CRP 048 % of sites surveyed on local street inspections for litter that are below standard	12%	7.50%				7.30%	8.50%	
CRP 049 / SP 059 Number of fly tips reported in streets and parks	310	266				3,262	2,660	
SP 046 Total Income from commercial waste	£276,718	£350,000				£1,187,610	£1,475,000	
SP 058 % of sites surveyed on local street inspections for litter that are below standard	Quarterly information received					9.36%	7.50%	
SP 061 Days lost through sickness per FTE (street cleaning)	1.08	0.83				10.07	8.34	
SP 062 % Sites surveyed below standard for graffiti	Quarterly information received					2.36%	5%	
SP 063 % Sites surveyed below standard for flyposting	Quarterly information received					0.64%	1%	
SP 064 % Residents satisfied with refuse collection (annual)	Annual performance received					70%	74%	
SP 065 % Household waste recycled and composted	34.58%	42%				34.58%	42%	
SP 066 Residual waste kg per household	469.39	420				469.39	420	
SP 067 % of municipal solid waste sent to landfill (waste management & commercial waste)	64%	47%				59%	47%	
SP 071 Days lost from through sickness per FTE (waste mgmt)	3.03	0.83				18.03	8.34	
SP 135 % MOT vehicle pass rate (transport passenger fleet)	Quarterly information received					95%	95%	
SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Annual measure					90.35%	65%	
SP 137 % User satisfaction survey (transport passenger fleet) (annual)	Annual measure							
SP 139 % Sites surveyed below standard for weeds	Quarterly information received					9.02%	14%	
SP 140 % Sites surveyed below standard for Detritus	Quarterly information received					12.67%	12%	
SP 253 Pest Control income	£4,931	£13,333				£102,677	£133,330	
SP 262 % Residents satisfied with recycling facilities (annual)	Annual performance received					72%	75%	
SP 269 % Residents satisfied with street cleanliness (annual)	Annual performance received					54%	60%	
SP 271 In-house journey times (transport passenger fleet) (annual)	Annual measure					70%	85%	
SP 353 Number of town centre FPN's issued (waste enforcement) (annual)	Annual measure					38	750	
SP 354 Total waste arising per households (KGs)	73.13	73				747.55	730	
SP 355 Spot checks on contractors (Transport Commissioning)	2	4				41	42	
SP 377 % customer satisfaction with commercial waste service (annual)	Annual measure							
SP 378 % market share for commercial waste	Quarterly information received					24.09%	30%	
SP 392 % satisfaction of parents / carers on taxi journeys (annual)	Annual measure							
SP 393 Average sickness days per FTE (transport fleet)	1.95	1				18.54	10	
Sustainable Communities								
CRP 045 / SP 118 Income (Development and Building Control)	127,784	146,666				1,726,744	1,633,328	
CRP 046 / SP 023 Maintain level of Capital receipts to support the financial strategy (excluding Merton Priory Homes)	Quarterly information received					£1.9m	£1m	
CRP 050 Volume of planning applications	187	161				2,100	1,610	
CRP 051 / SP 114 % Major applications processed within 13 weeks	50%	62%				55.56%	62%	
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks	55.10%	65%				57.68%	65%	
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control)	86.77%	82%				85.98%	82%	
SP 015 Income generated - Merton Active Plus activity	£445	£1,140				£43,860	£45,120	
SP 020 Housing supply - new build units (annual)	Annual measure					489	320	
SP 024 % Vacancy rate of property owned by the council	Quarterly information received					0.53%	4%	
SP 025 % Debt owed to LBM by tenants inc businesses	Quarterly information received					8%	9%	
SP 026 Residents % satisfaction with parks & green spaces (annual)	Annual performance received					72%	72%	
SP 027 Young peoples % satisfaction with parks & green spaces (annual)	Annual performance received					77	71	
SP 028 Total LBM cemeteries income	£32,640	£40,000				£391,793	£323,000	
SP 029 Total outdoor events income	£0	£0				£406,055	£341,000	
SP 032 Number of Green Flags (annual)	Annual performance received					5	5	
SP 040 % Market share retained by LA (Building Control)	61%	75%				61.12%	75%	
SP 113 Number of enforcement cases closed	Quarterly information received						150	
SP 117 % appeals lost (Development & Building Control)	Quarterly information received					26.33%	35%	
SP 250 Income from Morden Assembly Hall	£7,013	£3,300				£43,912	£33,000	
Jan-15							Annual YTD	Current

PI code and description	Value	Target	Status	Long Trend	Short Trend	YTD result	Target	YTD status
SP 251 Income from Watersports Centre	£1,625	£3,600				£338,375	£348,510	
SP 257 % Town centre vacancy rates	Quarterly information received					5.39%	10%	
SP 260 % Streetworks inspections completed	Quarterly information received					32.97%	35%	
SP 263 % modal share for walking and cycling in the borough (annual)	Annual measure					35.7	35.8	
SP 265 Reduce total no. killed or seriously injured in road traffic accidents (annual)	Annual measure					60	54	
SP 314 External funding and internal investment £	Quarterly information received					£244,390	£260,000	
SP 318 Number of outdoor events in parks	0	0				143	123	
SP 320 % Emissions reduction from buildings (annual)	Annual measure					6%	4%	
SP 325 % of residents rating Leisure & Sports facilities Good to Excellent (annual)	Annual performance received					44%	51.50%	
SP 327 % to Emergency callouts within 2 hours (traffic & highways)	100%	100%				100%	100%	
SP 328 % Streetworks permitting determined	99.50%	98%				98.81%	98%	
SP 329 Percentage of Condition Surveys completed on time (traffic and highways) (annual)	Annual measure					92%	90%	
SP 349 14 to 25 year old fitness centre participation at leisure centres	8,318	8,600				82,458	82,600	
SP 350 Percentage of jobs completed where no Fixed Penalty Notice issued	89.40%	98%				93.38%	98%	
SP 379 % enforcement site visits within 14 days	Quarterly information received							
SP 382 New jobs created - number of apprenticeships (Annual)	Annual measure							
SP 383 Number of new businesses created through the Economic Development Strategy (EDS) (Annual)	Annual measure							
SP 385 Volunteer input in parks management (number of groups) (Annual)	Annual measure							
SP 386 Property asset valuations (annual)	Annual measure							
SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)	Annual measure							
SP 390 Footway condition - defectiveness condition indicator (annual)	Annual measure							
SP 391 Average number of days taken to repair an out of light street light	Quarterly information received					1.98	3	
SP 395 Number of new jobs created through the Economic Development Strategy (EDS) (annual)	Annual measure							
SP 396 % modal share for walking and cycling in the borough (annual)	Annual measure					29	35.4	



Sustainable Communities Work Programme 2014/15

This table sets out the Sustainable Communities Panel Work Programme for 2014/15; the items listed were agreed by the Panel at its meeting on 24th June 2014. This Work Programme will be considered at every meeting of the Panel 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 Sustainable Communities Panel has specific responsibilities regarding Budget and Business Plan Scrutiny and Performance Monitoring for which Lead Members are appointed:

The Performance Monitoring Lead for 2014/15 is Councillor
The Budget and Business Plan Lead for 2014/15 is Councillor

The Task Group Review for the 2014/15 work programme is Housing Supply.

Scrutiny Support

For further information on the work programme of the Sustainable Communities Scrutiny Panel please contact: -
Rebecca Redman, Scrutiny Officer)
Tel: 020 8545 4035; Email: rebecca.redman@merton.gov.uk

For more information about overview and scrutiny at LB Merton, please visit www.merton.gov.uk/scrutiny

Meeting date –16th September 2014

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Pre decision scrutiny	Inward Investment Strategy	Report	Chris Lee/James McGinlay	To comment on the councils draft inward investment strategy and make any recommendations to Cabinet.
Scrutiny Review	Economic Development Strategy	Report	Chris Lee/James McGinlay	To receive a progress update on delivery of the councils economic development strategy.
Scrutiny Review	Climate Change and Green Deal Task Group	Executive Response and Action Plan	Chris Lee	To provide a response and associated action plan from the Cabinet Member for Environmental Sustainability and Regeneration on how the task groups recommendations will be taken forward.
Response	Attendance at Youth Parliament meeting 15 th September 2014	Presentation	Panel Members	Panel members to attend the next scheduled meeting of the Youth Parliament on 15 th September to provide a response on their topic suggestions and the panels work programme and opportunities to get involved.
Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report	Cllr	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary

Meeting date – 29th September 2014**Special meeting of the Panel – Circle Merton Priory Homes**

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
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Performance Monitoring	Monitoring of stock transfer to Merton Priory Homes (including street cleaning strategy/estate maintenance)	Report/Presentation	Steve Langley	To receive an update from MPH on delivery of the commitments within the housing stock transfer agreement.
Scrutiny Review	Update on Regeneration Proposals – CHMP	Report	Steve Langley	To provide members with a briefing on the outcomes of councils consideration of the regeneration proposals from CHMP and to identify any opportunities for further scrutiny by the Panel.

Meeting date –11th November 2014

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Pre decision scrutiny	Budget/Business Plan	Report	Chris Lee/Simon Williams/Caroline Holland	To comment on the councils budget proposals at phase 1.
Pre decision scrutiny	20 Mph zones/road safety	Report	Chris Lee	To comment on the findings of the research undertaken by the E&R department on 20mph zones and make any recommendations on associated proposals for 20mph zones/limits in the borough.
Scrutiny Review	Morden Leisure Centre	Report	Chris Parsloe	To provide an update to the Panel on the development of Morden leisure Centre.
Scrutiny Review	Co-option	Report	Rebecca Redman	To discuss the possibility of co-opting members onto the Panel and task group.
Performance Monitoring	Adult Skills and Employability Task Group – Progress on implementation of action plan	Report	James McGinlay/Yvonne Tomlin Cllr Holmes (Member Champion)	To performance monitor delivery of the action plan resulting from the task groups review of adult skills and employability.

Information item	Community Toilet Scheme	Briefing note via email	Chris Lee	To provide members with information on the community toilet scheme and performance to date to determine if any further scrutiny is to be undertaken in this area.
Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report	Cllr	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary

Meeting date – 8th January 2015

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Pre decision scrutiny	Budget and business plan scrutiny	Report	Chris Lee/Simon Williams/Caroline Holland	To comment on the budget and business plan proposals at phase 2 and make any recommendations to the Commission to consider and coordinate a response to Cabinet.
Scrutiny Review	Housing Supply Task Group – Scoping Report	Scoping Report	Rebecca Redman	To agree the scope for the task group review of housing supply.

Performance Monitoring	Performance Reporting (including focus on waste management and street scene)	Verbal Update		To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Work Programme 2014/15	Work programme	Schedule	Rebecca Redman	To identify any items for inclusion in the work programme or any necessary amendments to the schedule

Meeting date –25th February 2015

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Performance monitoring	Town Centre Parking and Parking at Neighbourhood Shopping Parades – Action Plans	Report	Paul Walshe	To enable members to undertake performance monitoring of delivery of the councils action plans on parking in town centres and at neighbourhood shopping parades.
Performance Monitoring	Climate Change and Green Deal Task Group – Action Plan	Report	James McGinlay	To enable Members to undertake performance monitoring of the delivery of the action plan resulting from their task group review of Climate Change and the Green Deal
Performance Reporting	Town Centre Regeneration Update (including updates on developments re: developing cycling provision)	Presentation	James McGinlay	To provide a progress update on delivery of the councils town centre regeneration programme.
Performance Monitoring	Libraries	Presentation by Head of Libraries	Anthony Hopkins	To provide the annual report on libraries service and to inform members of proposed future development of the libraries service.

Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report		To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
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Work Programme 2014/15	Work programme	Schedule	Rebecca Redman	To identify any items for inclusion in the work programme or any necessary amendments to the schedule
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Meeting date –18th March 2015

Scrutiny Category	Item/issue	How	Lead member/ lead officer	Intended outcomes
Scrutiny Review	Street Lighting	Report	Chris Lee	To provide a briefing to members on the councils approach to street lighting and possible technology that could be used, including the position of the councils street lighting contract.
Scrutiny Review	Arts and Green Spaces	Presentation by Cabinet Member and relevant Heads of Service	Cllr Nick Draper	To provide an overview on developments within the portfolio of Community and Culture by the Cabinet Member.
Scrutiny Review	Parking and congestion outside schools	Report	Paul Walshe	To provide a briefing on measures and enforcement outside schools to enable the Panel to make any recommendations for improvement.
Scrutiny Review	Outlets in town centres (e.g., Betting Shops, Hairdressers, Fast Food) (licensing)	Report	Chris Lee	To consider the rights that the council has to discourage an increase in these types of outlets in town centres where not of benefit to residents or a negative impact is anticipated.
Performance Monitoring	Performance of Circle Housing Merton Priory – Update	Report/Presentation	CHMP	To provide an update on progress following the special meeting of the Panel on 29 th September 2014.
Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report	Cllr	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary

Scrutiny Review	Topic Suggestions 2014/15	Report	Rebecca Redman	To seek topic suggestions from the Panel to inform discussions about the Panels 2014/15 work programme.
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