

Merton Council

Joint Consultative Committee with Ethnic Minority Organisations Agenda

Membership

Councillors: Edith Macauley MBE (Chair), Marsie Skeete, Fidelis Gadzama, Adam Bush, Abdul Latif

Substitute Members: Joan Henry

Ethnic Minority Organisations

African Educational Cultural & Health Organisation (AECHO)
Deputy

Ahmadiyya Muslim Association

Asian Diabetic Support & Awareness Group

Asian Elderly Group of Merton

Asian Youth Association

Bangladeshi Association of Merton

Deputy

Bengali Association of Merton

Deputy

Bengali Women's Association of Merton

British Muslim Association of Merton

Ethnic Minority Centre

Euro Bangla Federation

Deputy

London South West Chinese Community Association

Merton African Organisation

Merton Somali Community

Merton Unity Network

Mitcham Filipino British Association

Deputy

Morden Citizen's Advice Bureau

Pakistan Cultural Association of Merton & Wandsworth

Pakistan Welfare Association

Deputy

Positive Network

South London Somali Community Association

South London Tamil Welfare Group

Victim Support Merton and Sutton

Wimbledon Mosque

Revd Mrs H Neale

Mr A. Hadi

Mrs N. Shah

Mr M S Sheikh

Mr T Hassan

Mr. N. Islam

Mr J Choudhury

Mr M Rahman

Mrs M Ahmed

Mr I Rizvi

Mrs Sabitri Ray/Mr A Savage

Mr Q Anwar

Ms L Saltoon

Mr C J Lusack

Mr A. Ali

Ms P Anderson

Ms A Colquhoun

Ms C Batallones

Ms J Gillies

Mr M A Shah

Mr S U Sheikh

Mr H Ejaz

Ms G Salmon

Mr A Musse

Dr P Arumugaraasah

Mr S Vukalic

Mr Z Khan

Date: Wednesday 11 March 2015

Time: 7.15 pm

Venue: Council chamber - Merton Civic Centre, London Road, Morden SM4 5DX

This is a public meeting and attendance by the public is encouraged and welcomed. For more information about the agenda please contact diversity@merton.gov.uk or telephone [020 8545 4637](tel:02085454637). All Press contacts: press@merton.gov.uk, 020 8545 3181

Joint Consultative Committee with Ethnic Minority Organisations Agenda

11 March 2015

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- 3 Minutes of the meeting held 10 December 2014 1 - 8
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- 10 Feed back from the Safer Neighbourhood Board – Abayeh Savage
- 11 Any Other Business

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.

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Agenda Item 3

JOINT CONSULTATIVE COMMITTEE WITH ETHNIC MINORITY ORGANISATIONS

10 DECEMBER 2014

(Time Not Specified - Time Not Specified)

PRESENT Councillors (in the Chair),

1 DECLARATIONS OF INTEREST (Agenda Item 1)

None.

2 APOLOGIES FOR ABSENCE (Agenda Item 2)

Apologies were received from Cllr Gadzama, Ms Colquhoun, Mr Jerry Hall, Mrs Shah.

3 MINUTES OF MEETING HELD 24 SEPTEMBER 2014 (Agenda Item 3)

The minutes were agreed.

4 MATTERS ARISING (Agenda Item 4)

There were no matters arising.

5 FIRE SAFETY - STEWART BROWN, CREW MANAGER, LONDON FIRE BRIGADE (Agenda Item 5)

Crew Manager Stewart Brown from the London Fire Brigade (LFB) gave a representation on fire safety. He outlined that the LFB aims to build closer ties between its 100 fire stations and the community.

The numbers of fires have decreased due to fire safety work. 80,000 fire alarms were fitted last year. Fire safety work relates to:

1. The home – where there are high risks due to smoking, drug and alcohol use
2. Business – the need for risk assessments
3. Work – risk assessments required
4. Community buildings – risk assessments required

The LFB is trying to reduce accidental dwelling fires and make communities safer.

Questions

How could the drug and alcohol service make referrals? Referrals may be done directly or via the council.

Are children given training? There is a young engagement project to encourage young people to go into fire stations. The LFB also visit schools. Community groups are also encouraged to visit fire stations.

Are there any provisions for community groups to have in-house training?

There is no formal community safety course, however there is a diary of events across communities, but no national programme.

Can the fire service visit places of worship to assess fire risk? Yes this is a service offered as part of the 2004 Fire Service Act. THE LFB will inspect premises and offer advice. The organisation is responsible for the risk assessment but the fire service will advise.

Are there any home fire escape tips? The fire service provides home visits to practise escape routes. Information is contained in the leaflets that were distributed and is also on the web site.

'Know your plan' is targeting high rise flats and maisonettes. Concern was expressed about parked vehicles preventing emergency access.

How does the fire service get access when parked vehicles are blocking emergency access? Stewart assured that meeting that the fire service would get access in such circumstances.

6 COMMUNITY DRUG SERVICE FOR SOUTH LONDON - ABAYEH SAVAGE, ESTHER REUSSE AND MONIKA MICHALIK (Agenda Item 6)

Abayeh Savage, Esther Reusse and Monika Michalik gave a presentation on the work of the Integrated Substance Misuse Recovery Partnership. The service started in 1990 and in 2013 CDSSL entered into partnership with South West London and St George's Trust (SWLSTG), sharing provision of services covering alcohol and drugs support in the boroughs of Merton and Sutton. Within the partnership CDSSL provides all psychosocial services, while SWLSTG provides all medical services.

The service aims to provide:

- Integrated, holistic, psychosocial and medical, whole family system approach service.
- Full support to service users, presenting with substance and or alcohol misuse problem, residents in the borough and their carers and family members.
- Based on the concept of recovery capital and strong aftercare.
- Support to service users and their families to achieve full functionality and full integration in the local community.

There are three stages of service delivery:

Stage 1 – to support service users to reach abstinence from substances and alcohol by offering an integrated package of care individually designed for each clients needs.

Stage 2 - To support service users to become full functional members of their local community, and to achieve their individual aspirations and goals

Stage 3 – Aftercare – supports users to remain abstinent, become confident integrated members of the local community and reach their full potential.

Abayeh is the contact for the BAME community and provides benefit advice and advocacy. Esther is the Family Coordinator for Merton and Sutton and provides counselling and undertakes outreach work. She informed the meeting that the referral levels are low for BAME families. Ms Reusse urged the JCC members to display CDSSL's literature in their community buildings. Ms Michalik is the coordinator for the Polish community. She informed the meeting that in addition to supporting the management of their alcohol or drug addiction polish clients often needed welfare and housings support as there are high levels of homelessness. Ms Michalik also acts as a translator.

Questions

What does the service do to be proactive? CDSSL have limited resources but outreach work is done a couple times a week.

There were suggestions that the organisation should consider the use of volunteers or linking up with resident associations.

7 POLICE UPDATE - CHIEF INSPECTOR MARK LAWRENCE (Agenda Item 7)

Chief Inspector Mark Lawrence presented an overview of police performance. He outlined that the police is performing well and that crime in Merton has decreased over the last 12 months. There have been pleasing reductions in burglary, robbery and theft from motor vehicle. Burglaries involving Asian Jewellery still remain a problem but have fallen.

Hate crime statistics are now being separated and there is a new flag for Tamil related crime. Race crime is relatively low in Merton. 50% of perpetrators of Islamophobic crimes are being charged.

CI Lawrence talked generally about policing matters including international concerns such as people travelling to Syria, which has resulted in an increase in counter terrorism work and Channel referrals.

Confidence in policing in Merton has decreased by 2% compared to the same period last year but remains 7% higher than the Metropolitan Police Service (MPS) average.

The decrease is because people in Merton perceive that crime and ASB are more of a problem than they did in the previous year.

The Satisfaction statistics show that the gap between white and BME victims of crime has grown. Satisfaction for white victims of crime is currently 85% compared to 76% for BME victims of crime. Merton was previously best in the MPS by a considerable margin and some months saw BME victims more satisfied than white victims. The drop is believed to be linked to violent crime where victims are not satisfied with the overall result of the criminal investigation.

Questions

What effect will the Crime and Disorder Act have – how will the police cope? In Wimbledon there have been incidents of bag snatching.

CI Lawrence replied that the police have not seen an increase in pick pocketing but burglaries have increased because people are working in teams. He urged the JCC members to call 999 if they see any suspicious behaviour.

The legislation does not present any significant challenge, the main change relates to anti-social behaviour. A police officer will be based in the civic centre in the New Year.

There are more police in the area and the officers are being used intelligently with some officers being proportionately based in Mitcham.

How many burglaries result in recovery? There has been a decrease in the percentage of those taken to justice because the way people are charged has changed. 10% of burglaries are solved.

Why are Islamophobic crimes so high and anti-semitic crimes so low? There is a higher Islamic community in the borough. It could also be because of greater publicity, higher reporting.

Could there be under reporting of hate crime? Hate crime is recorded according to what the victim thinks.

It was suggested that the JCC and other groups could act as Third Party reporting sites.

Is there an officer working with gangs or young people on drugs from the BAME/Refugee communities? There is a Youth Engagement Coordinator. Also the Youth Offending service works with the Youth Offending Team. The police also have Safer Schools officers working with schools to prevent gangs and youth violence.

What is the impact of the One Stop Shop on the increase in Domestic Violence figures? The numbers has increased because the One Stop Shop is working well.

Will Merton be affected by future cuts? CI Lawrence replied that he is not sure how the cuts will affect us locally – but he policing model across London may have to change.

There is concern about the increase in motor vehicle and domestic violence crimes how can communities help the police? 5% of vehicle thefts are motor cycle or mopeds which may be attributable to young people.

Concern was expressed about the closure of Safer Neighbourhood Offices. CI Lawrence clarified that they are still being used and are open Wednesday and Thursday evenings and on Saturday. They will remain until the election because it is a commitment from the Mayors Office for Policing and Crime (MOPAC).

8 EMPLOYMENT SKILLS UPDATE - JOYCE OGUNADE, LBM FUTURE MERTON (Agenda Item 8)

This item was deferred to the JCC meeting to be held on 11 March 2015.

9 PUBLIC HEALTH ANNUAL REPORT - KAY EILBERT, LBM DIRECTOR OF PUBLIC HEALTH (Agenda Item 9)

Councillor Caroline Cooper-Marbiah introduced the Public Health Annual report. Kay Eilbert the Director of Public Health presented the report. The report's theme is 'Bridging the Gap' and built on the commitments made at the Merton Partnership Conference in November 2013. The five conference themes were:

The Place for a Good Life - Themes

- The best start in life for early years and education
- Good Health – prevention and early detection of disease and management close to home
- Good Life skills and good work
- Community participation and feeling safe
- A good natural and built environment

The themes are aligned to the community plan. Good progress has been made on the indicators but gaps are evident between the East and the West of the borough. There is a link between deprivation and life expectancy.

Life expectancy is lower in the East – there would be 113 fewer deaths if the variables for residents in East were the same as for residents in the West. Data is available on the website – JSNA.

The biggest impact on health includes family, environment and employment – 76 % has nothing to do with health. Healthier choices are required to reduce illness. Good health is created by:

1. Best Start in Life – improve social and mental well being to decrease the gap in achievement between East and West
2. Good health- make the healthy option an easy option, develop health service to meet local needs, increase mental/physical health
3. Good Life skills and Good Work – reduce gaps in levels of education and of work
4. Community Participation – closing the gap in perception in the East and the West. Make communities safer and improve community connectedness and cohesion
5. Good natural and Built Environment – access to green spaces, healthy high streets and affordable housing

Public Health will be refreshing the Health and Wellbeing strategy and welcomes the input of the faith and belief forum.

Livewell is a health improvement initiative that has health champions. Dr Eilbert appealed to JCC organisations to work with public health to recruit health champions.

Questions/Comments

The BAME Strategic Plan outlined health inequalities, so the issues have already been identified it is just the commitment that is needed to address the health section of the BAME Strategic Plan.

Dr Eilbert informed the meeting that public health would be working with the BAME community and is not starting from a base position.

10 BAME VOICE UPDATE - KATE HERBERT, LBM HEAD OF POLICY, STRATEGY AND PARTNERSHIPS (Agenda Item 10)

Kate Herbert, Head of Policy, Strategy and Partnerships updated the meeting on progress to date in developing the Black, Asian and Minority Ethnic (BAME) Voice in

Merton. A second public meeting was held at the Positive Network Centre on 11 November to engage the wider community. At that meeting a steering group was formed to agree the next steps. A meeting of the steering group will be held in January 2015.

Ms Herbert highlighted that there was still a lack of Asian representation in the process and the steering group needed to be representative of the borough's diversity.

The council has committed funding of up to £20,000 for the next two financial years

Mr Rizvi agreed to join the steering group. Ms Anderson undertook to contact some Asian community representative to encourage them to get involved.

Evereth to write to the JCC to encourage Asian representatives to join the steering group.

11 FEED BACK FROM THE SAFER NEIGHBOURHOOD BOARD - ABAYEH SAVAGE (Agenda Item 11)

Mr Abayeh Savage gave an update on the Safer Neighbourhood Board (SNB) and informed the meeting that he is now the vice-chair. Mr Savage reported that Merton is doing well and crime levels are in the Merton are relatively low compared to the rest of London.

Funding of £22,000 is available for projects and BAME organisations are encouraged to put forward project submissions.

He stressed the importance of the JCC members giving him information to report to the SNB.

12 ANY OTHER BUSINESS (Agenda Item 12)

Councillor Macauley thanked Ms Herbert for her hard work and support of the JCC and wished her good luck and success in her new job.

Ms Anderson outlined that Merton Unity Network had received £2300 for the BME forum to fund an event and the money needs to be spent by March 2015. The money was to be used to profile services by holding a conference followed by a social event. Ms Anderson asked for views from the JCC.

It was agreed that Evereth should meet with Ms Anderson to discuss further.

Mr Vukalic informed the meeting that Victim Support has new leaflets and asked representatives to display them in their organisations. He also encouraged representatives to get in touch if they have any queries.

ESOL and Integration course

The Loop Global Management in conjunction with QED-UK has received EU funding to provide ESOL lessons to women from migrant communities. The Loop was created out of need to bridge inter-cultural communication gap between ethnic communities residing in UK in particular and around the globe in general.

The QED Foundation was founded in 1990 to support the social and economic integration of new and settled ethnic minority communities in UK and Europe, supporting disadvantaged communities.

Aneeqa Malik Director of the Loop Global Management wants to work in conjunction with local communities to provide an ESOL and Integration course to Merton residents.

To qualify for the training prospective participants need to meet the following criteria:

- Must not hold British or EU nationalities/passports. Most of the previous course participants have tended to be women of Pakistani, Indian, Bangladeshi, Arabic or African origin.
- They must have been legally resident in UK for less than TEN years. Passports are checked to see if women are eligible

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Making it easier to work with the Council

Customer Contact Jim Marsh

Today

- Introduce myself
- Describe the Customer Contact Programme
- Ask for your involvement and support

Customer Contact Programme – what is it?

- re-design the existing Merton website to enable more on-line transactions;
- develop and roll out a Customer Portal

- Introduce ‘Pathfinder’s – a prioritized list of high volume transaction-based processes (E&R)

- implement an Uptake Plan, re-designing internal processes to promote the Customer Portal, supported by internal and external communications

- Start from April 2015 to spring 2016

Customer Account

The screenshot displays the MySouthwark website interface. At the top, there is a navigation bar with the text "Jump to content | Change font size and colours" and "You are not signed in. Sign in or register?". The main header features the "MySouthwark" logo and a search bar. Below the header is a menu with links: Home, Your council, What's on, News, Jobs, In my area, A-Z, Maps, and Do it online.

The main content area is divided into several sections:

- My Southwark sign in:** Includes social media login options for Facebook and Twitter, a "or" separator, and a note to "Complete all fields to login". It contains input fields for "Email address:" and "Password:", a "Login" button, and links for "Sign up today for a personalised My Southwark account", "Forgotten Password", "Problem with login", and "View community council forums (read only)".
- Why register?:** A list of benefits including viewing local services, personalising the home page, paying council tax and rents online, pre-populating forms, accessing saved forms, and using the library account. It also mentions "And much more coming soon...".
- Service tiles:** Four yellow tiles with icons and titles: "Pay for it now" (Council tax, rent, rates...), "Say it now" (Consultations, complaints...), "Report it now" (Noisy neighbours, fraud...), and "Apply for it now" (Garages, licences, permits).
- Popular forms:** A list of links for various forms: Council tax - Moving home, Council tax - Single person discount, Council tax - Direct debit instruction, Benefits - A new claim for housing benefit and council tax reduction, Benefits - Change of circumstances, Parking - Garages application, and Parking - Residents parking permit.

At the bottom of the main content area, there is a "MySouthwark services" section with a lock icon and the text "Login or register to view this information". Below this are two buttons: "Where I live" and "My nearest".

What is a Customer Portal/Account?

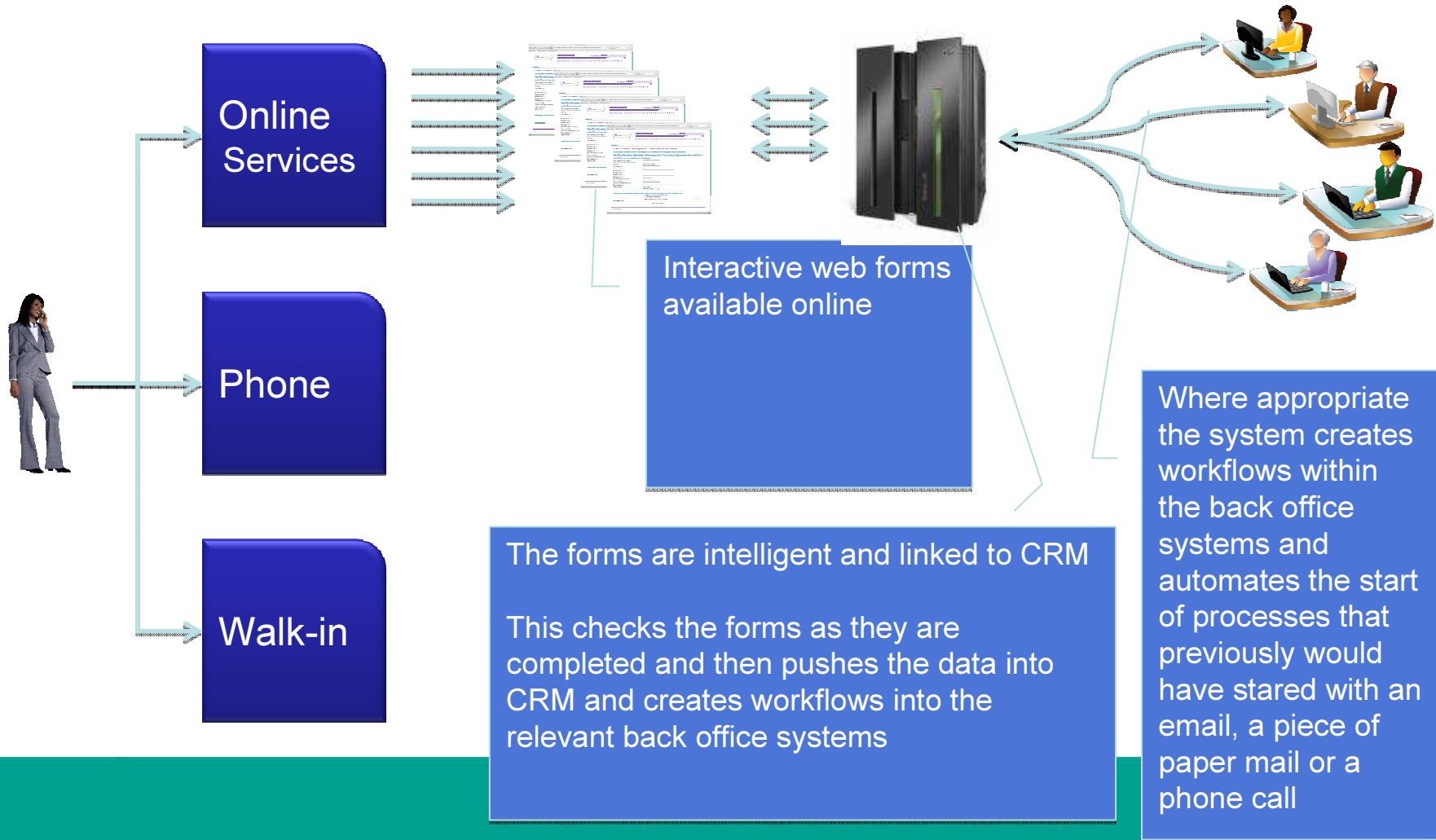
- A portal that consolidates a customer's transactions with the Council
- Transactions can be defined as requests for service, payment, searches
- Provides consolidated view with common design
- Easy to customise and with access to most/key public facing council services
- Removes barriers to use through easy navigation, auto-form filling, federated access, single sign on etc.

Current Position

- We have mix of all types of websites, Portals, hybrids, functionality providers, with different suppliers and technology, internally and externally hosted
- Meets needs of services areas but presents potentially confusing and cumbersome picture to users of on-line Council services
- Opportunity to rationalise on-line access to services and present a simpler way for residents to do business with the council

Why are we doing this?

- People want to do more business on-line
- It will save money and allow the Council to spend its money on more important things
- It will make it easier to do business with the Council
- People will feel more in control and helps to manage the pressures of complex demands



Being careful

- We need to support people who do not wish, or who cannot do more on-line business
- We are not stopping people phoning or meeting us
- We are providing Wi-Fi at council sites with staff to help you use the system
- We will make it easy to use (this is where you come in)

Your Help

- Help us choose the right design
- Help us use the right words
- Help us test what we have built
- Help us promote the new service
- Help us to support those who do not wish to use it
- Invite people to the development and testing groups



13 JAN 2015 : 16:45

Welcome to Merton Council

SEARCH

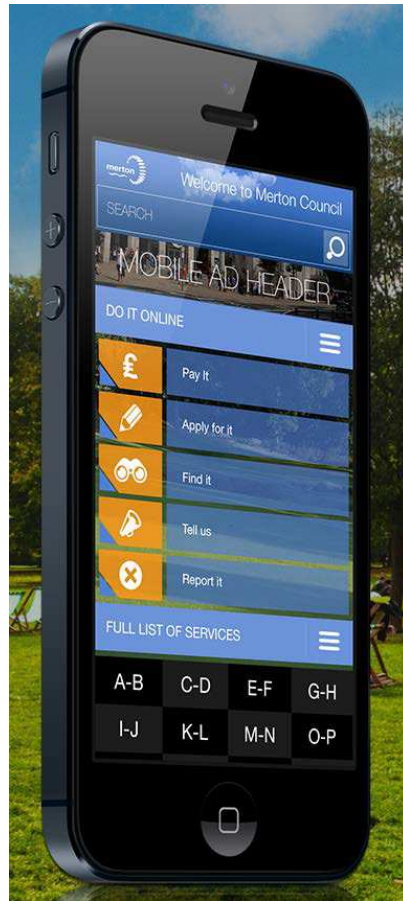
MASTHEAD AD SPACE

DO IT ONLINE

- £
- Pencil icon
- Binoculars icon
- Book It
- Megaphone icon
- Close icon

FULL LIST OF SERVICES

| | | | |
|----------|--|--|----------------------|
| A | Abandoned Vehicles Report Form | Active Plus School Holiday Courses | Washing Machine icon |
| | Adult Social Care Workforce Training Form | Adoption Application Form | |
| B | Births Book an Appointment to Register a Birth | Business Rates Business Enquiry | Mobile Phone icon |
| C | Change of Address Council Tax | Change of Address for People on the Housing Waiting List | Computer icon |
| | Compliments, Complaints and Comments | Council Tax | |
| D | Deprivation of Liberties Safeguards | Direct Payment Monitoring Form | GP icon |



My Southwark sign in

Connect with [facebook](#) [twitter](#)

or

Complete all fields to login

Email address:

Password:

[Login](#)

[Sign up today for a personalised My Southwark account](#)

[Forgotten Password](#)

[Problem with login](#)

[View community council forums \(read only\)](#)

Why register?

- View local services and facilities such as schools, leisure centres, recycling facilities, parking and planned roadworks
- Personalise your home page to only show services that you're interested in
- Pay your council tax and rents online, and view your council tax account and benefits entitlement
- Have online forms pre-populate with your details
- View all your saved and completed online forms
- Access your library account
- Take part on the community forum

And much more coming soon...

Pay for it now
Council tax, rent, rates...

Say it now
Consultations, complaints...

Report it now
Noisy neighbours, fraud...

Apply for it now
Garages, licences, permits

- ### Popular forms
- Council tax - Moving home
 - Council tax - Single person discount
 - Council tax - Direct debit instruction
 - Benefits - A new claim for housing benefit and council tax reduction
 - Benefits - Change of circumstances
 - Parking - Garages application
 - Parking - Residents parking permit

MySouthwark services



Login or register to view this information

[Where I live](#)

[My nearest](#)

Home | [A-Z Directory](#) | [Help](#) | [Contact us](#) | [Privacy and cookies](#) | [Accessibility](#)

Joe Smith [Joe Smith](#) logged in ([logout](#))

Browse by Services

- Home
- My Borough
- Report It
- Services

Help 24/7

Got a question? Ask now

Follow Us

Follow us on social media

Me preferred message for service request receipts is

Email
 SMS

When my service request status changes, tell me by

Email
 SMS

When my service request is complete, tell me by

Email

I want to...

- Report it
- Apply for it
- Pay it
- Track it
- Edit my profile
- Get help

Done Internet | Protected Mode: On 100%



Joe Smith

[Joe Smith](#) logged in ([logout](#))

joe.smith@atemail.com

[My Services](#) | [Settings](#) | [Update contact details](#)

Browse by Services

- [Home](#)
- [My Merton](#)
- [Report It](#)
- [Services](#)

I want to...

- [Report it](#)
- [Apply for it](#)
- [Pay it](#)
- [Track it](#)
- [Edit my profile](#)
- [Get help](#)

Address 16A Lansdowne Road West
Wimbledon
SW20 8AW

Home telephone 01234 567890

Mobile telephone 07809611840

[Service Request History](#)

My Open Service Requests

| Reference | Title | Requested | Status | | |
|-------------------------------|---------------------------------------|---------------------|-----------------------------|------------------------|------------------------|
| T-217684-G8W9 | Merton Noise - 12345678 | 03/12/2013 12:16:10 | In Progress | Update | Cancel |
| T-217683-K1H2 | Merton Anti Social Behaviour - Portal | 03/12/2013 12:03:32 | In Progress | Update | Cancel |
| T-217682-Q2T1 | Merton Noise - Portal | 03/12/2013 11:50:23 | In Progress | Update | Cancel |
| T-217619-T5C6 | Merton Noise - Portal | 29/11/2013 13:47:22 | Initiated | Update | Cancel |

Help 24/7

Got a question? Ask now

Follow Us



Questions

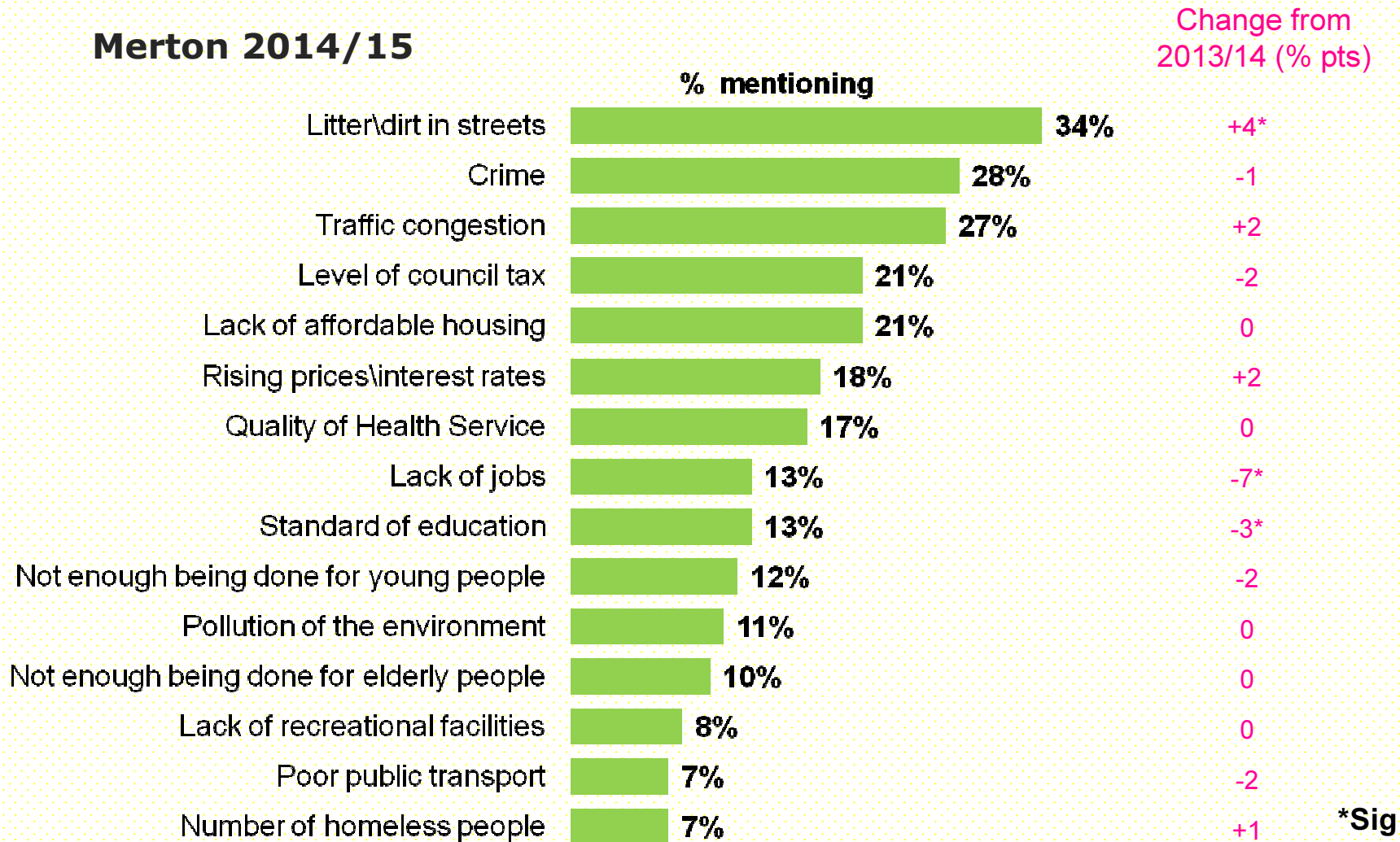
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London Borough of Merton
Residents Survey 2014/15
November 2014



Residents' Personal Concerns

Merton 2014/15



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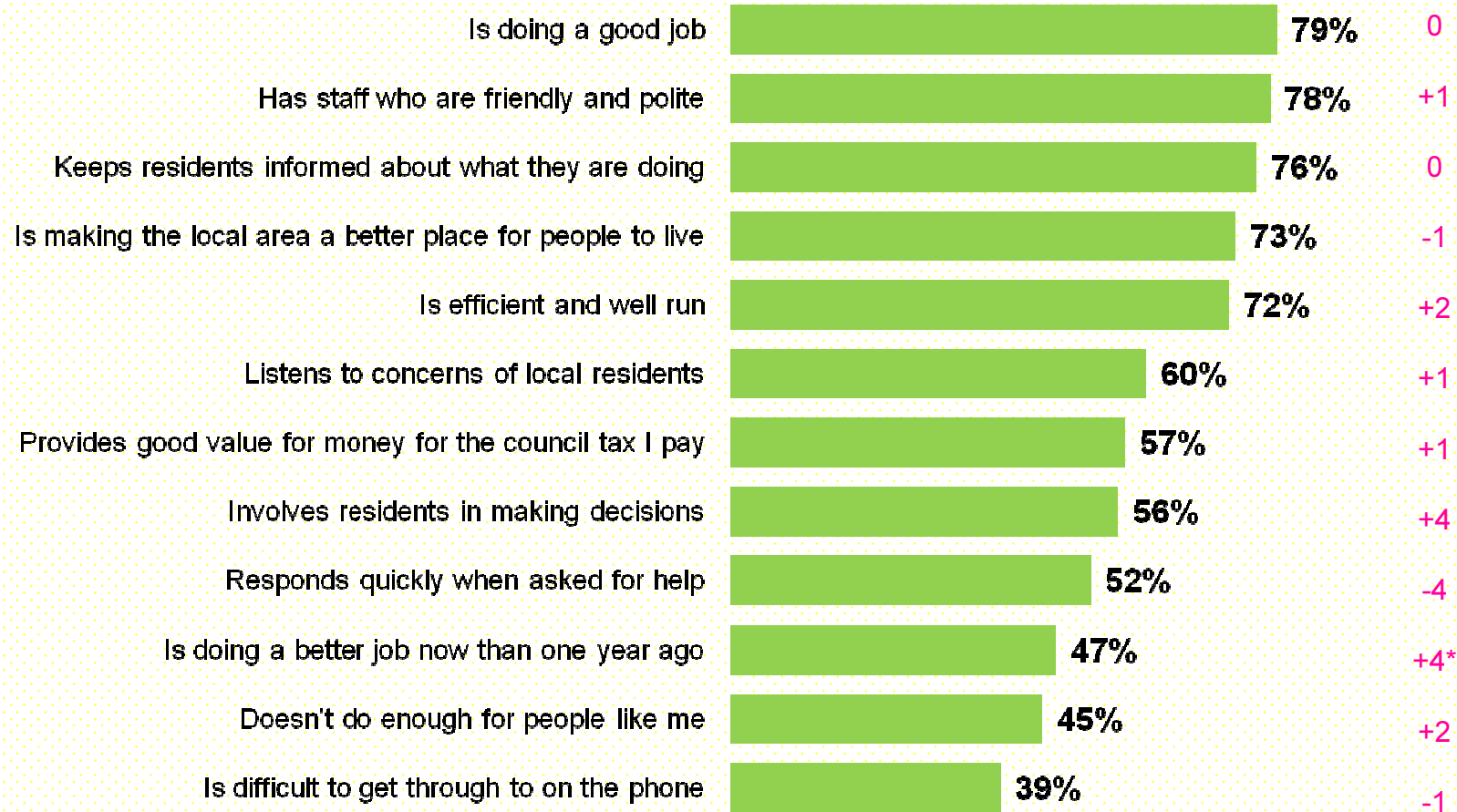
Source: Q2 Which three of these are you personally most concerned about?

Base: All adults (1084) except the split code 'Not enough being done for young people' (547) and 'Rising prices / interest rates' (537)

Image of the council 2014/15

% agreeing a great deal/ to some extent

Change from
2013/14 (% pts)



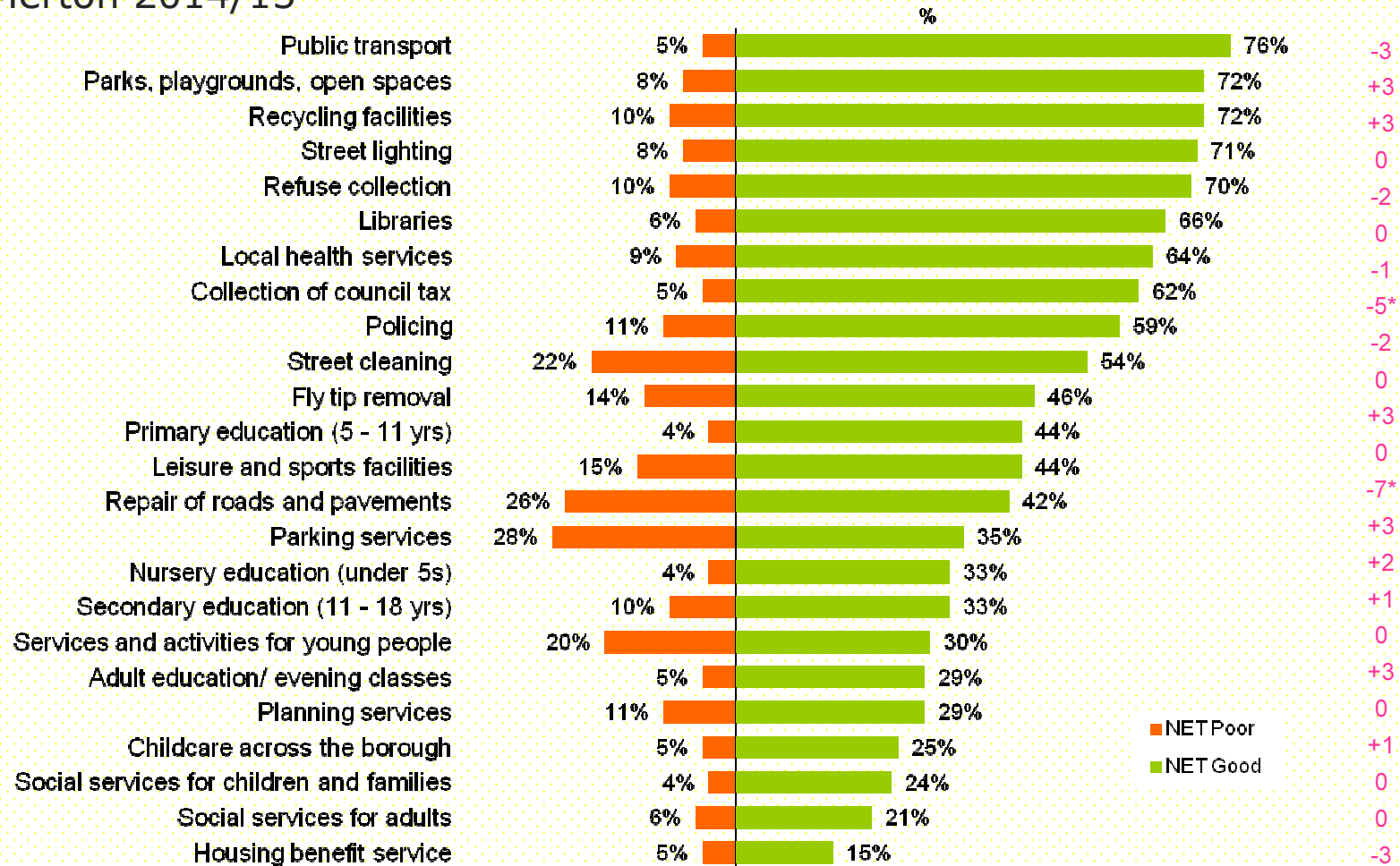
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Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?
Base: All adults (1084)

Perceived service delivery

Merton 2014/15

Change from
2013/14 (% pts)



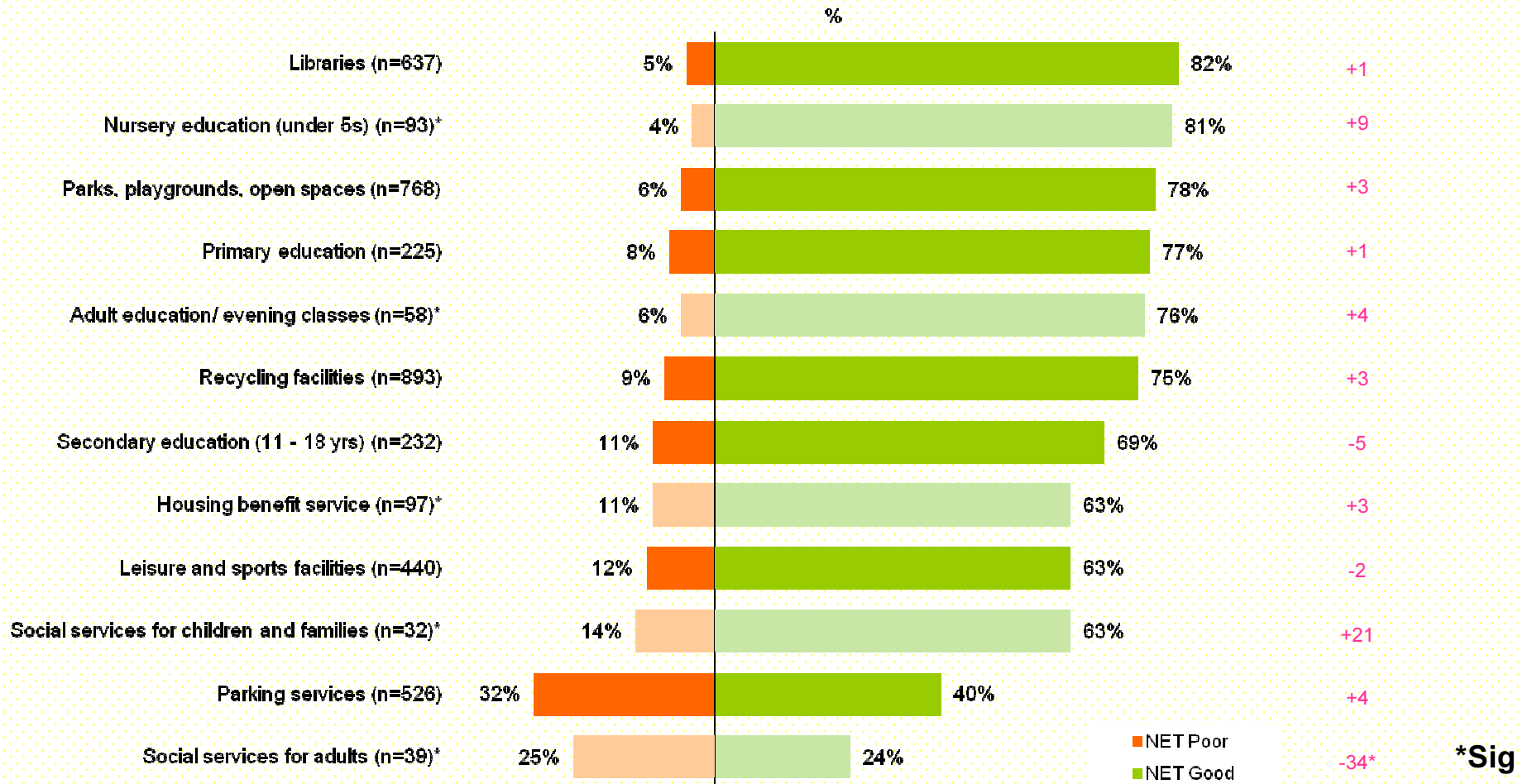
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Source: Q4 I would like to ask you about local services in this area. What is your opinion of?
Base: All adults (1084)

Perceived service delivery – among users

Merton 2014/2015

Change from 2013/14 (% pts)



Source: Q4 I would like to ask you about local services in this area. What is your opinion of?

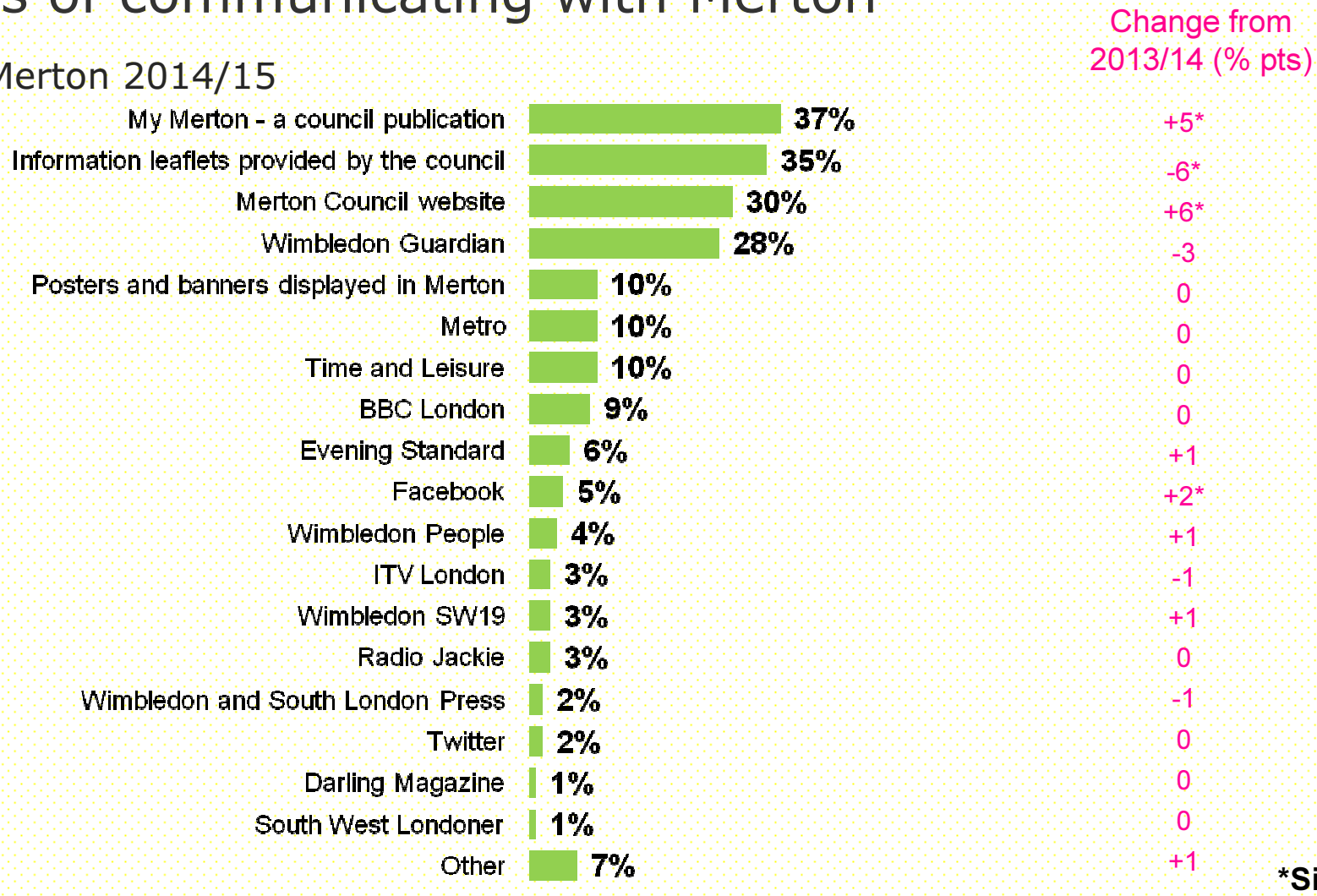
Base: All users (32 to 893)

Lighter shading indicates low base size (<100)

*Low base size (<100) results should be treated as indicative only

Ways of communicating with Merton

Merton 2014/15



*Sig

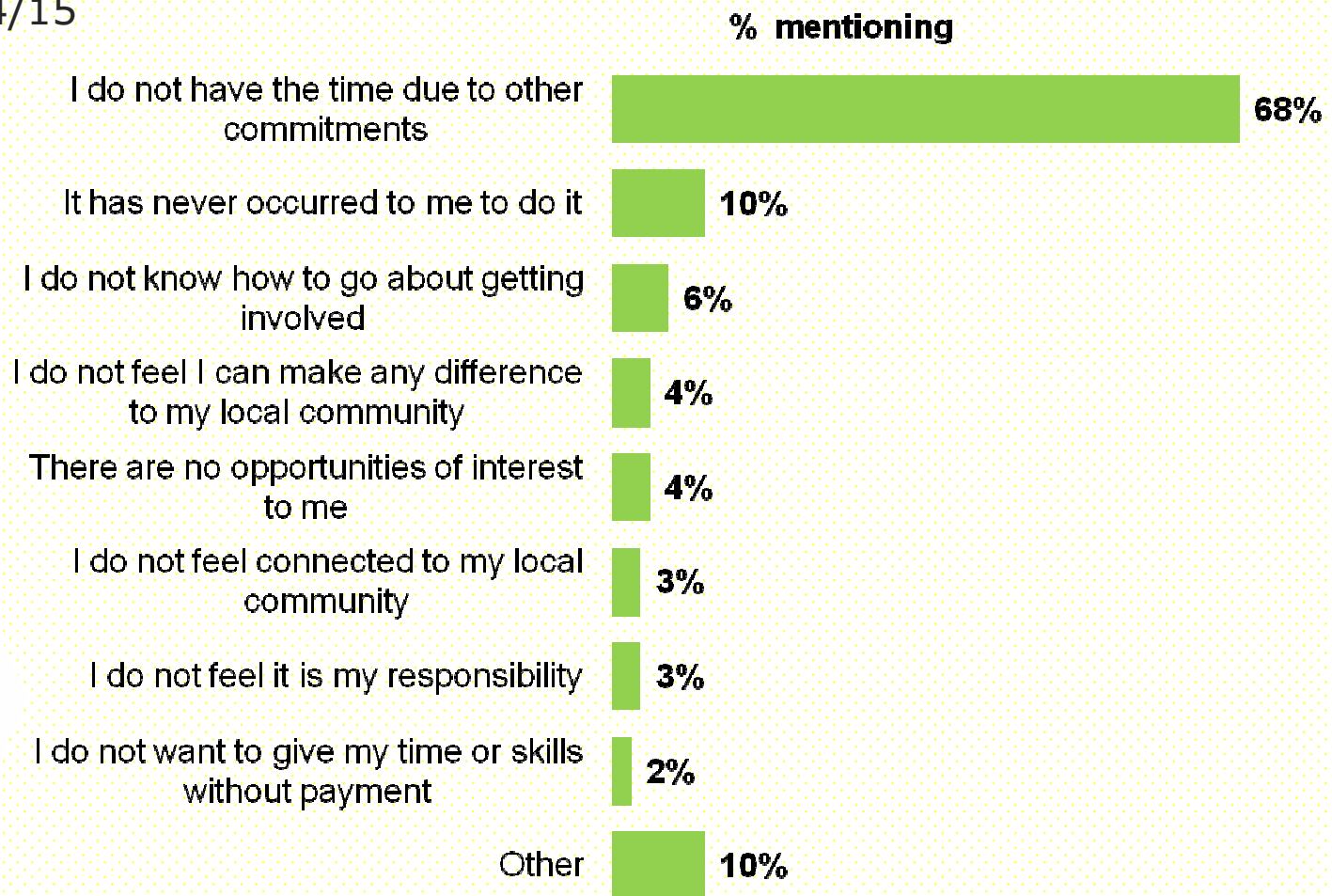
Source: Q19 Which of the following ways do you use to keep you informed about what's happening in Merton?
Base: All adults (1084)

Reasons for not volunteering

Merton 2014/15

80% haven't done any voluntary work, because...

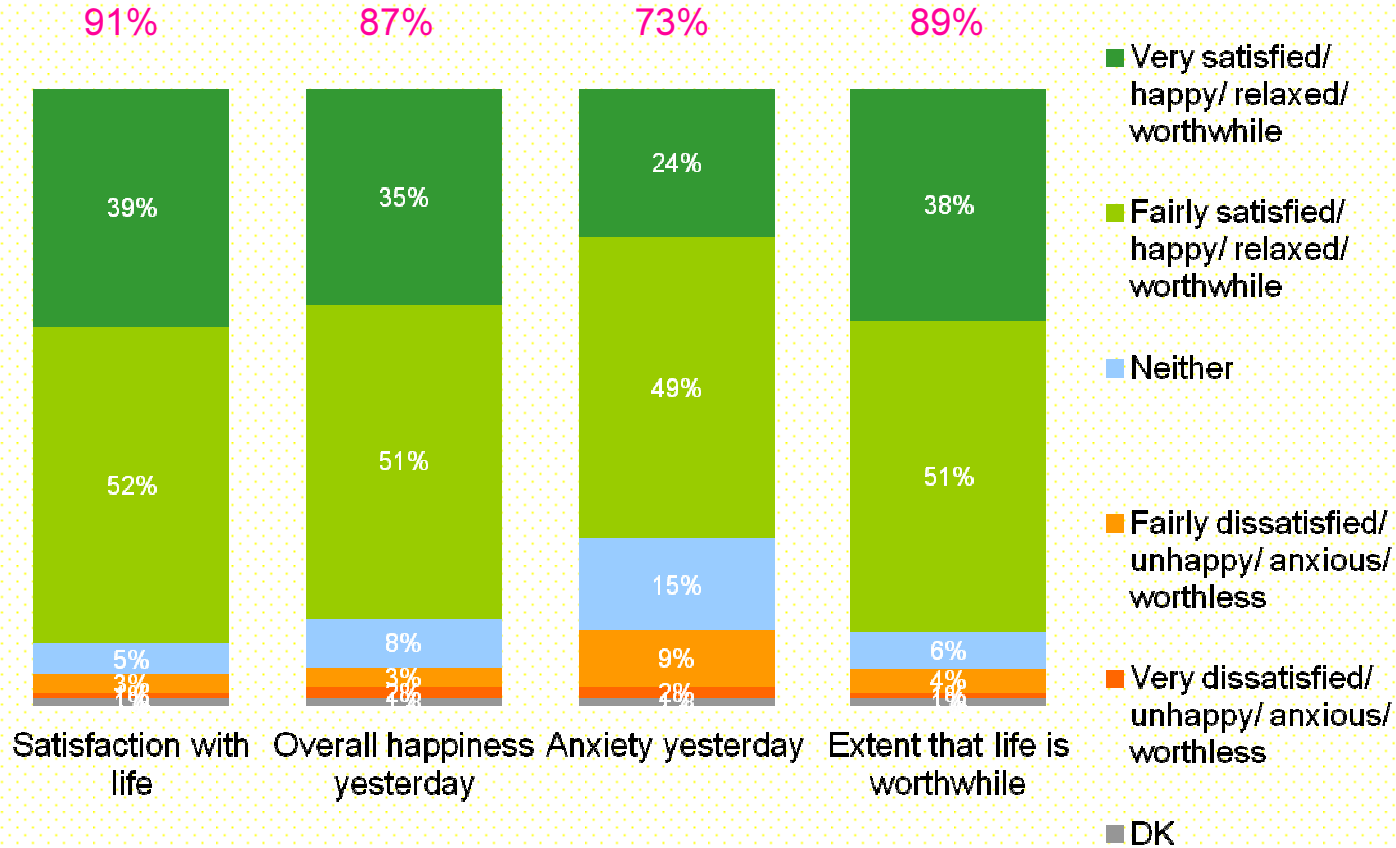
20% have done voluntary work in the past 12 months



Source: Q12 During the last 12 months, have you undertaken any unpaid activity/voluntary work in your local community to help local groups, clubs, organisations or individuals? / Q13. Why do you think you have not participated in any community activity in the last 12 months?
 Base: All adults (1084)/ All adults who have not done any voluntary work in the last 12 months (856)

Overall health and wellbeing...

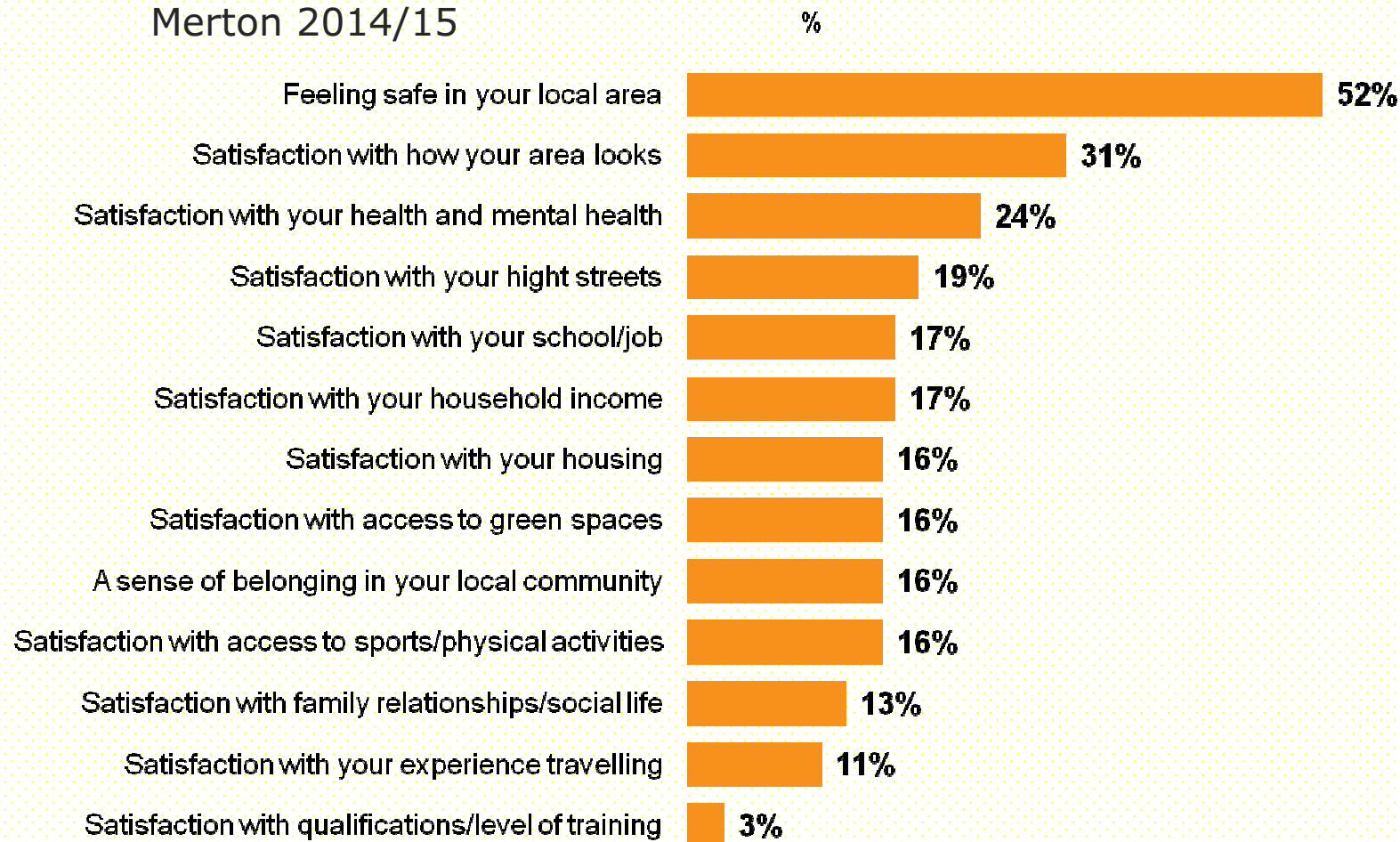
NET satisfied/
happy/ relaxed/
worthwhile



Source: Q17 A)Overall how satisfied are you with your life nowadays?/ B)Overall how happy did you feel yesterday? /C) Overall how anxious did you feel yesterday? D) Overall, to what extent do you feel the things you do in your life are worthwhile?
Base: All adults (1084)

Features that could be improved to increase sense of health and wellbeing

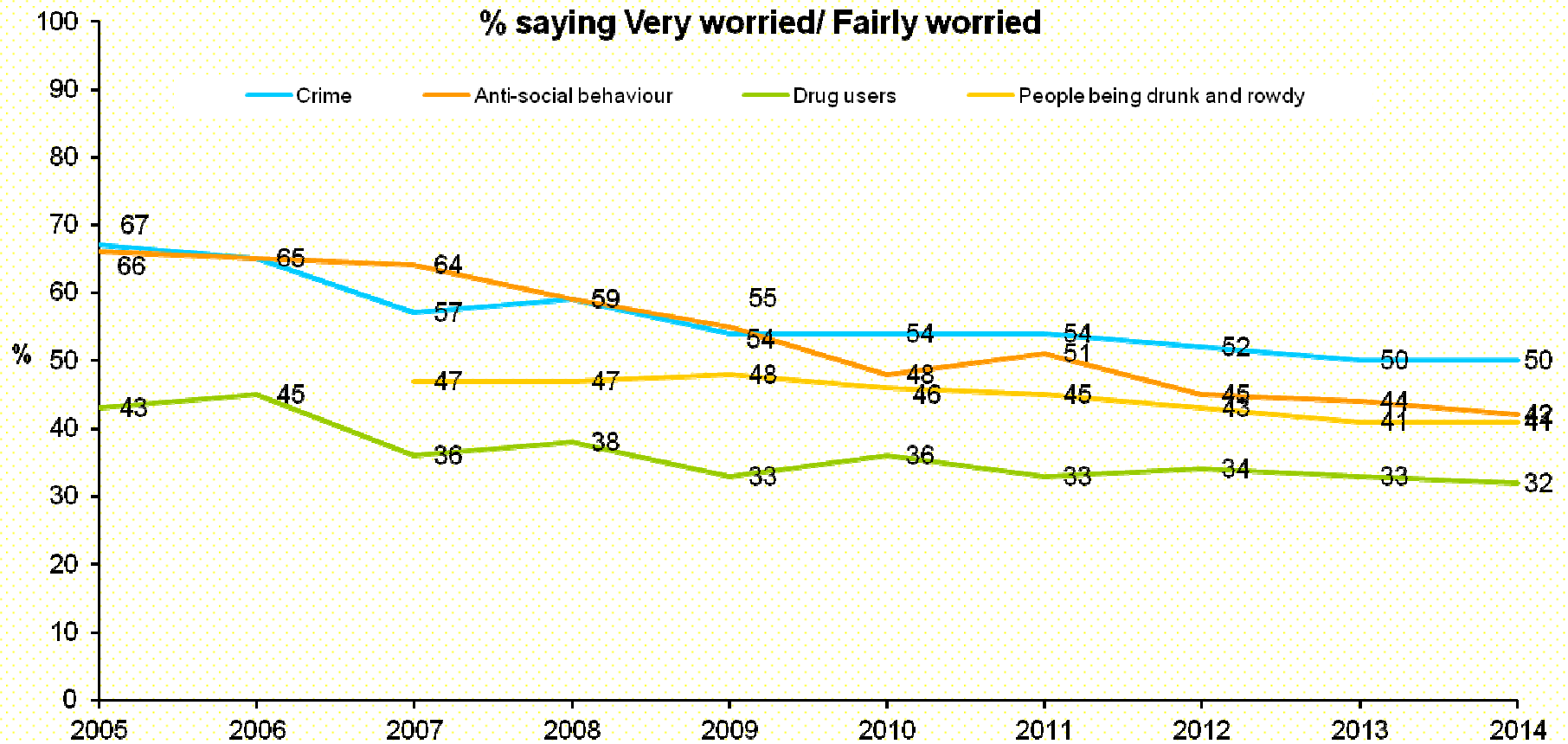
Merton 2014/15



Source: Q18b. And which three of the following factors do you think could be most improved to increase your own sense of health and wellbeing?
 Base: All adults (Merton 2014: 1084)

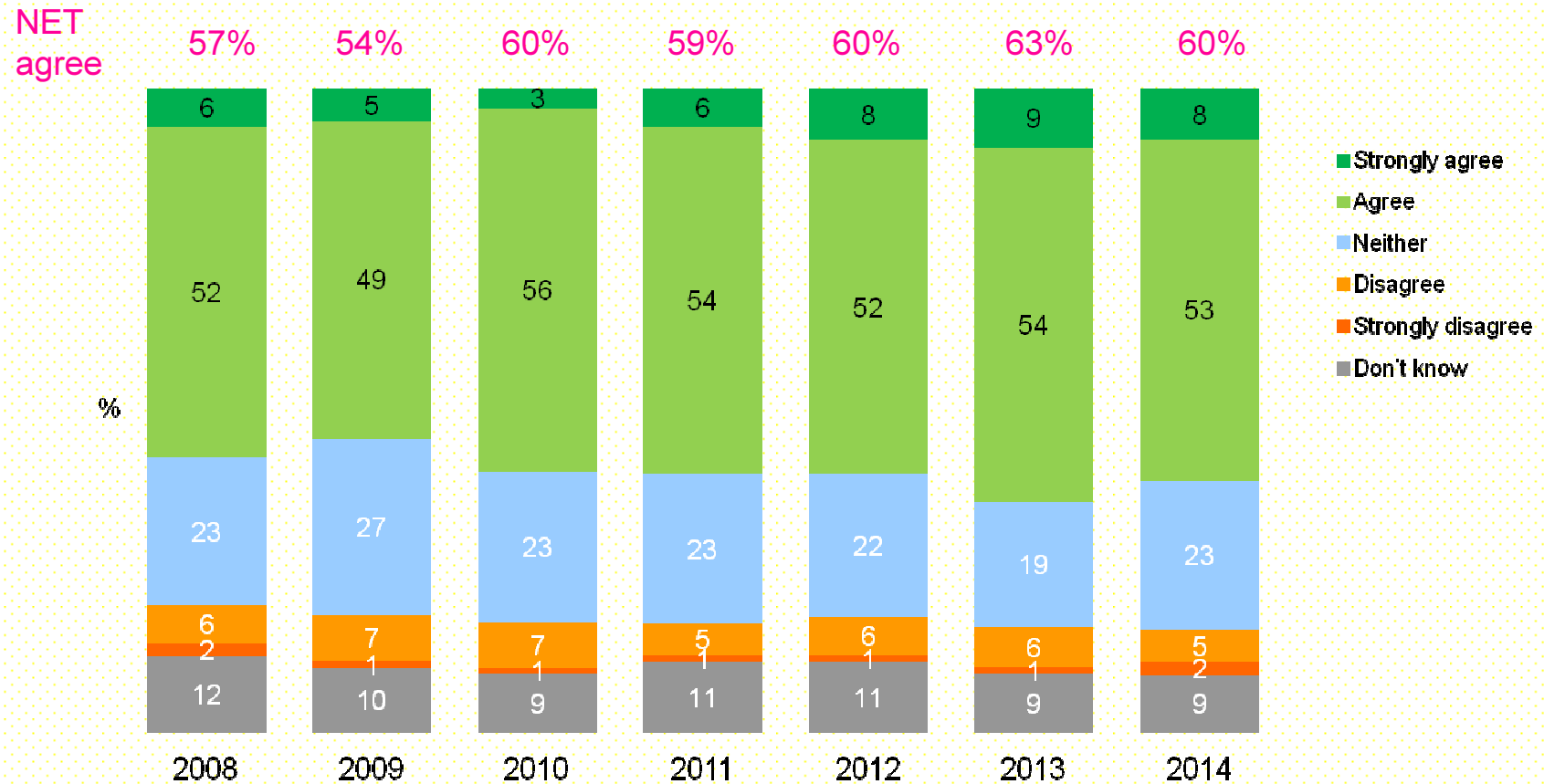
Worry about...

Concerns around crime, anti-social behaviour, drug users, and drunken rowdiness have changed little from last year



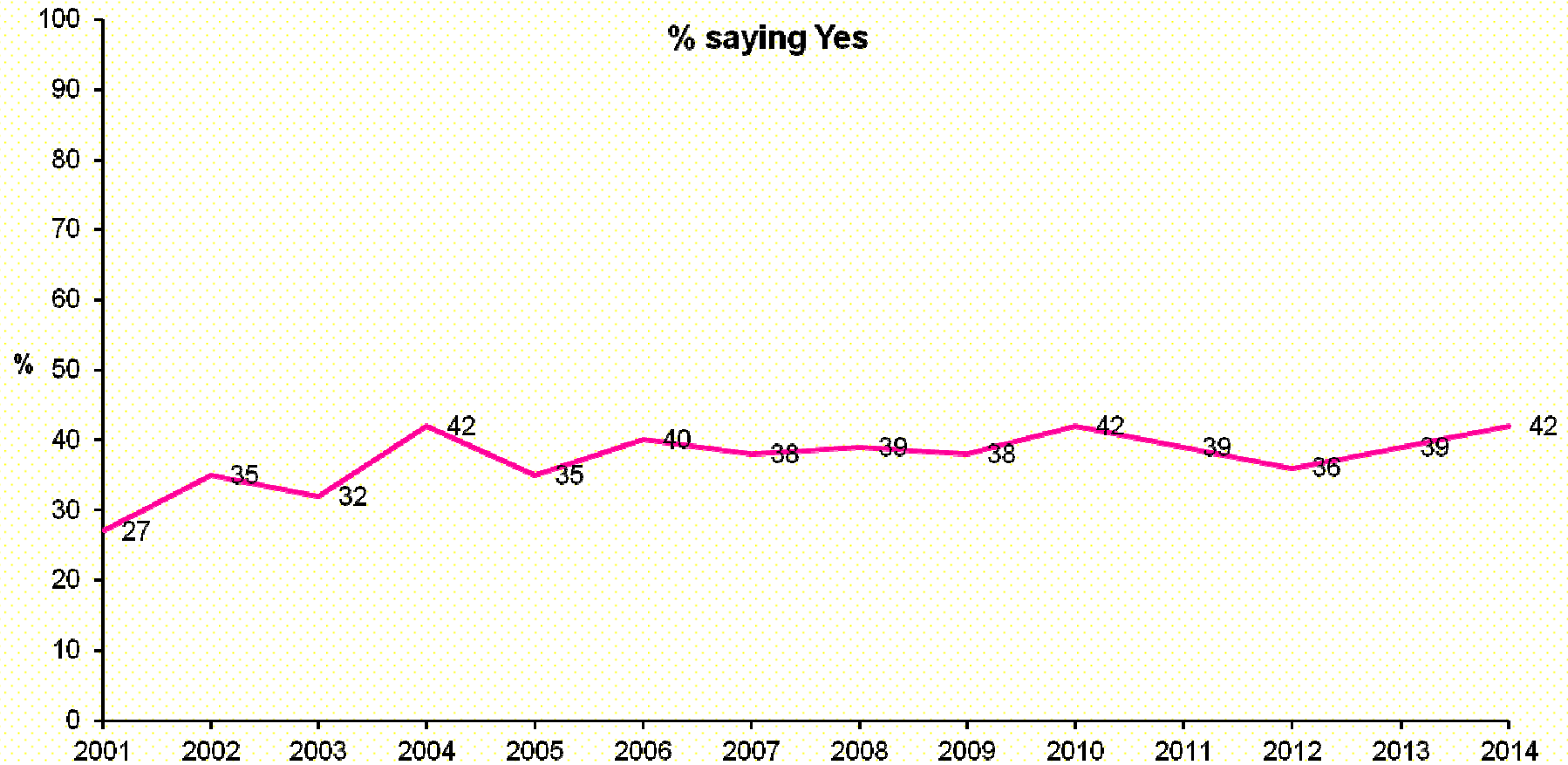
Source: Q6 How worried are you about each of the following in Merton?
Base: All adults (Merton 2014: 1084)

Whether people feel council treats them in a fair and non-discriminatory way



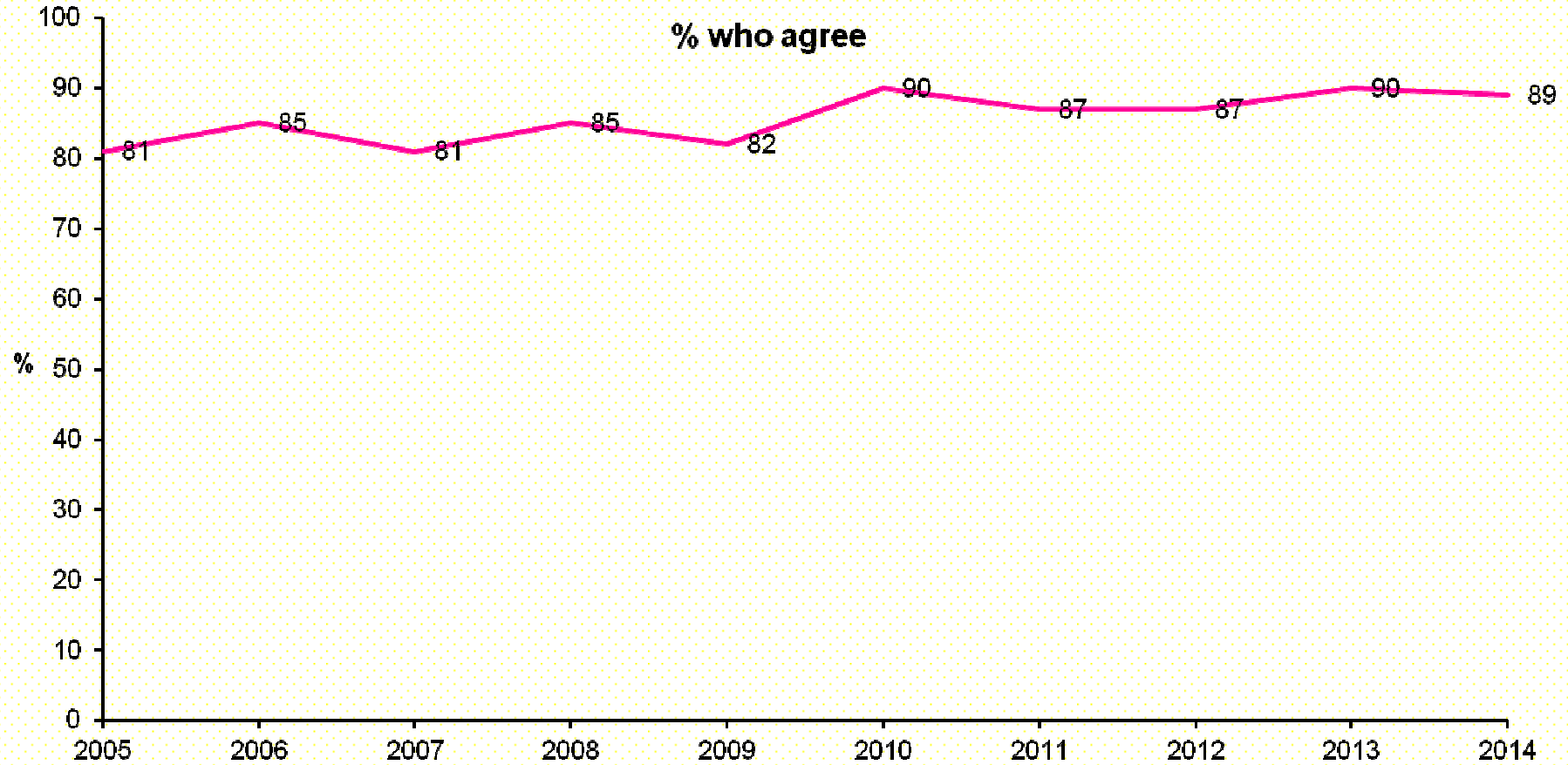
Source: Q8 Do you agree that Merton Council treats people in a fair and non-discriminatory way?
Base: All adults (Merton 2014: 1084)

Whether people think that the council tackles racism



Source: Q10 In your opinion do you think that Merton Council tackles racism or not?
Base: All adults (Merton 2014: 1084)

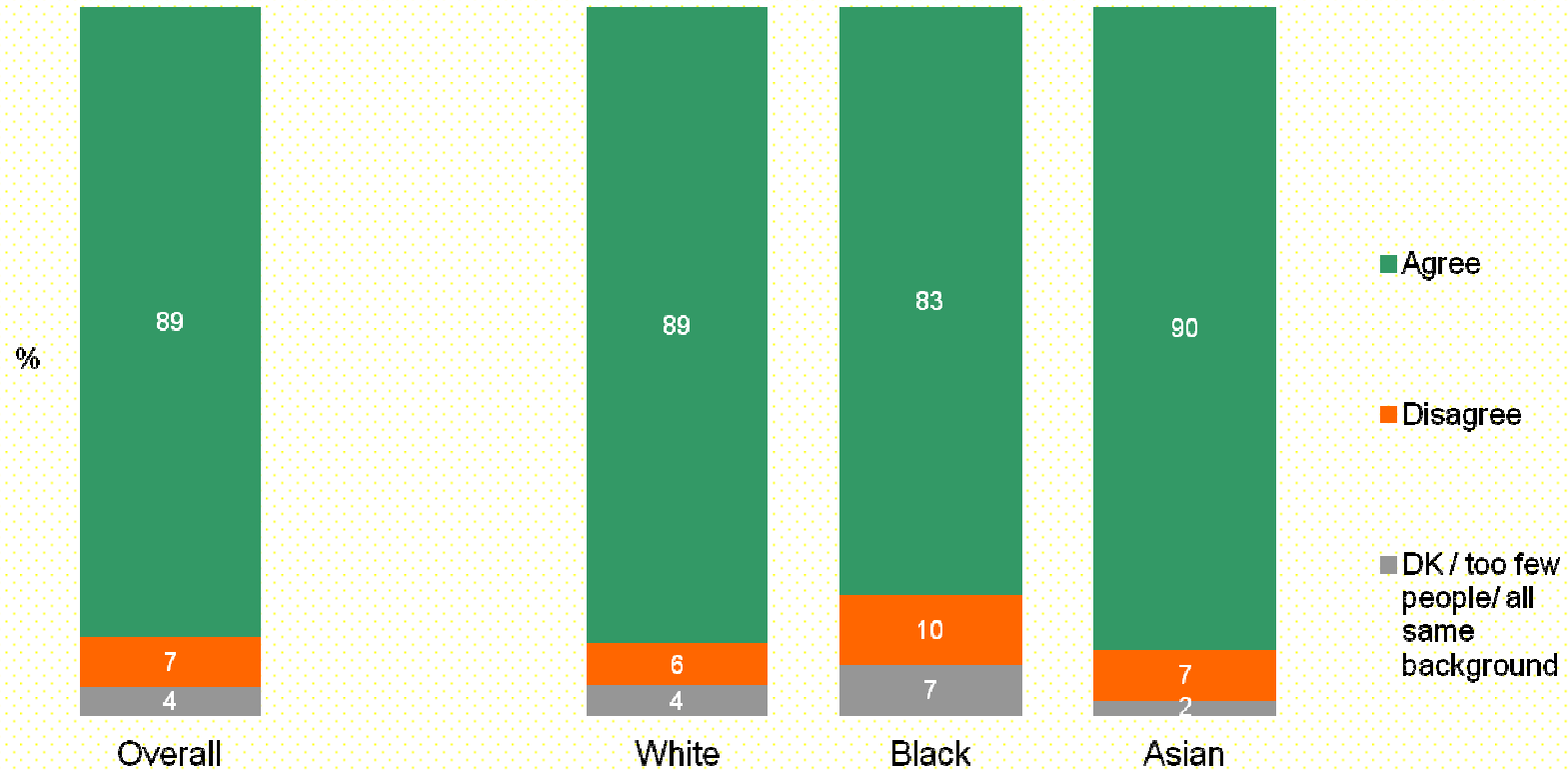
Agreement that people from different backgrounds get on well together



Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
Base: All adults (Merton 2014: 1084)

Agreement that people from different backgrounds get on well together

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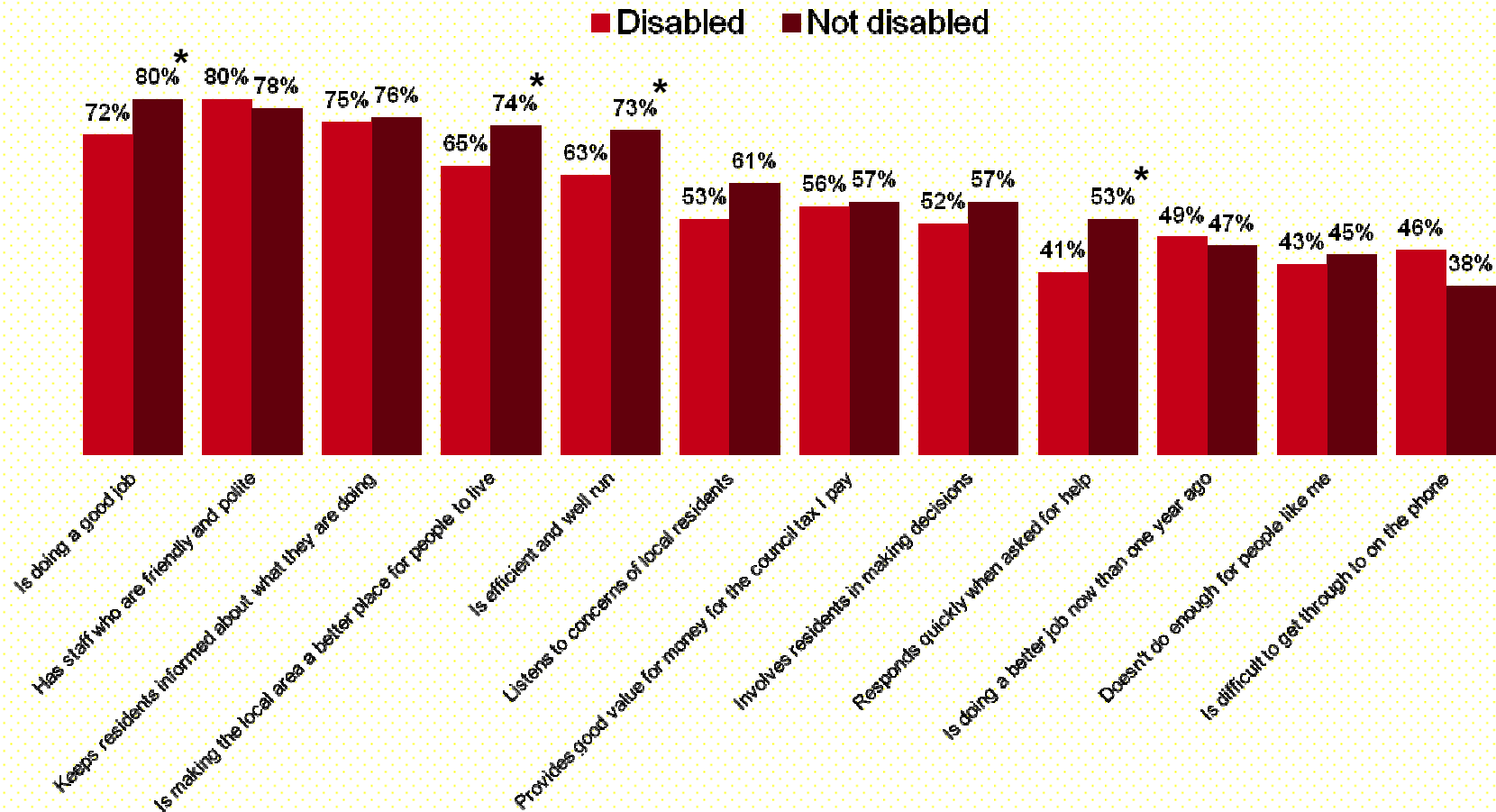


Source: PS18a To what extent do you agree or disagree that your local area is a place where people from different backgrounds get on well together?
 Base: All adults (Merton 2014: 1084); White (671) Asian (233) Black (123)

Image of the council 2014/15

% agreeing a great deal/ to some extent

4 measures show significantly lower positive results among disabled respondents



Source: Q3 These are some things which other people have said about their council. To what extent do you think these statements apply to your borough?

Base: All adults (1084)

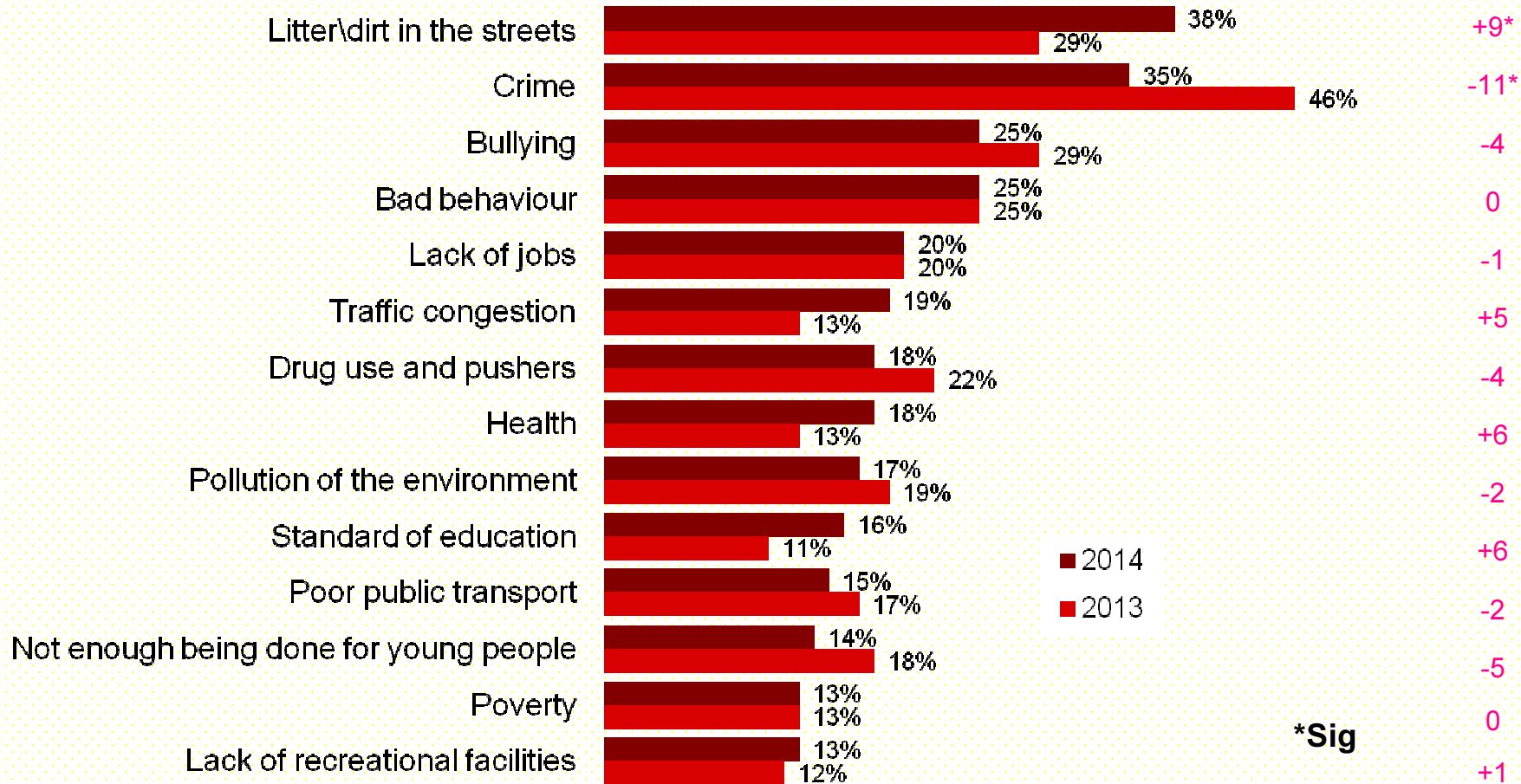
*Sig higher

Young people's personal concerns

Large changes in crime and litter/dirt sees latter take top spot

Change from 2013/14 (% pts)

% mentioning

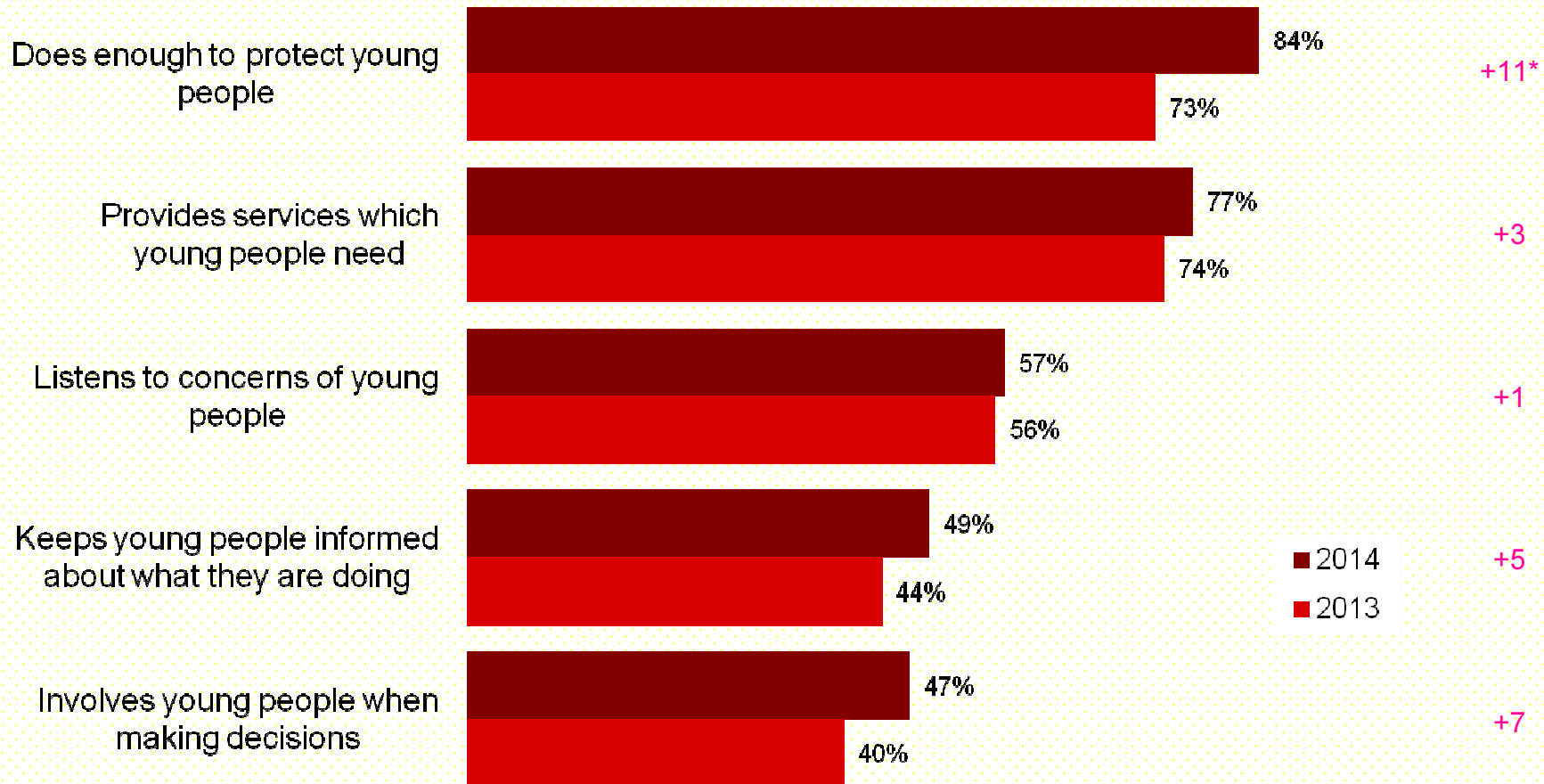


Source: QY1 Which three of these are you personally most concerned about?
 Base: All young persons aged 11-17yrs (2014: 248; 2013: 265)

Young people's image of the council

Change from 2013/14 (% pts)

% saying a great deal/ some extent

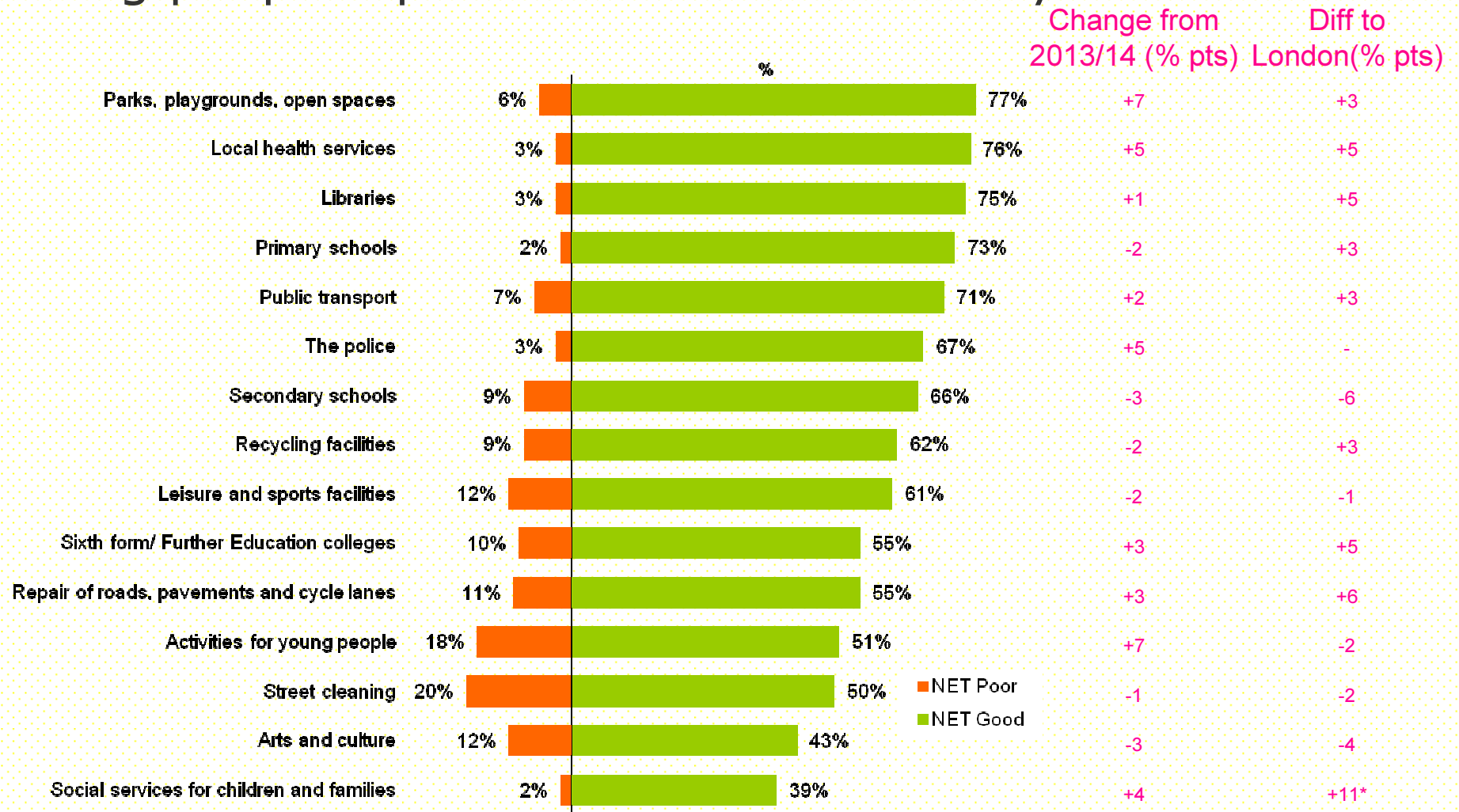


■ 2014
■ 2013

*Sig

Source: QY3 To what extent do you think these statements apply to your borough?
Base: All young persons aged 11-17yrs who know a lot or a little about the Council (2014: 158, 2013: 176)

Young people's perceived service delivery

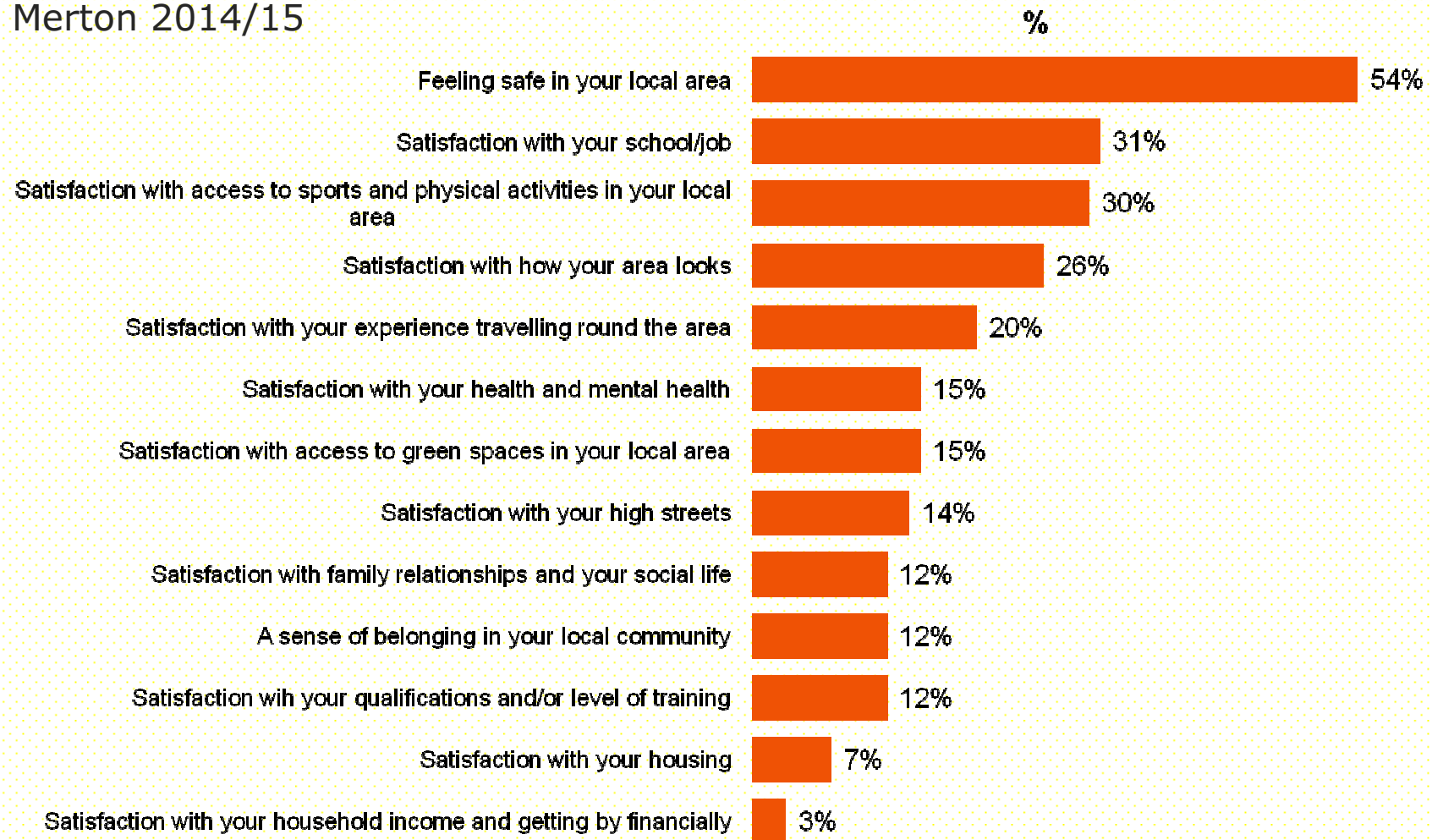


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Source: QY4 I would like to ask you about local services in this area. What is your opinion of ...?
 Base: All young persons aged 11-17yrs (Merton:248, London: 289)

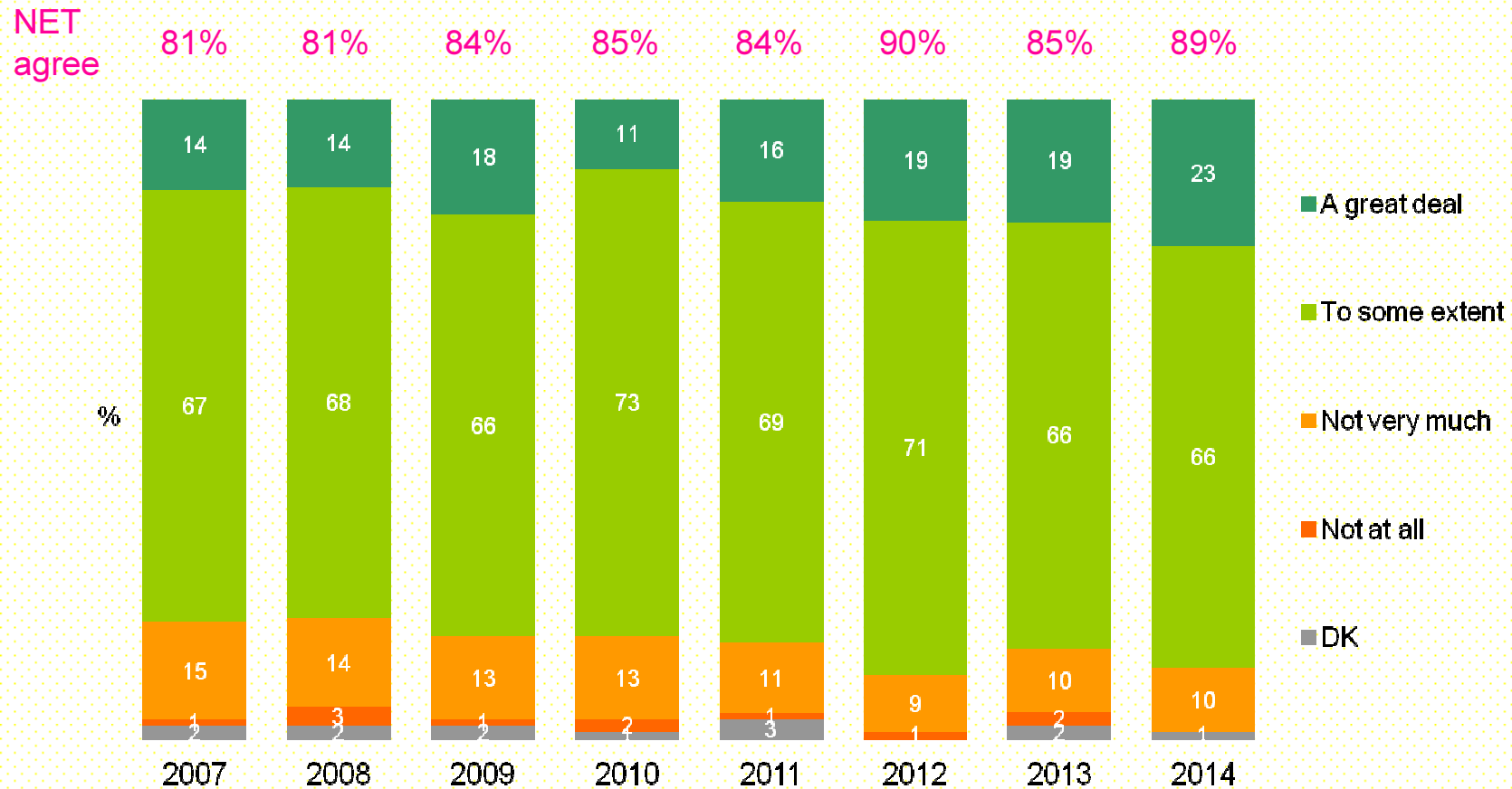
Features needing improving in Merton

Merton 2014/15



QY12b. And which three of the following factors do you think could be most improved to increase your own sense of health and wellbeing?
 Base: All young persons aged 11-17yrs (Merton 2014: 248)

Agreement that Merton is a good place for young people to live



Source: QY8 To what extent do you agree that Merton is a good place for young people to live?
 Base: All young persons aged 11-17yrs (Merton 2014: 248)

Committee: Joint Consultative Committee with Ethnic Minority Organisations

Date: 11 March 2015

Wards: All

Subject: Black, Asian and Minority Ethnic (BAME) Voice – Update

Lead officer: Evereth Willis, Interim Head of Policy, and Strategy & Partnerships

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

Contact officer: Evereth Willis, Interim Head of Policy, Strategy & Partnerships (evereth.willis@merton.gov.uk)

Recommendations:

- A. That members of the Joint Consultative Committee with Ethnic Minority Organisations (JCC) note the Black, Asian and Minority Ethnic (BAME) voice activity that has taken place since their last meeting.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To provide members of the Joint Consultative Committee with Ethnic Minority Organisations with an update on the Black, Asian and Minority Ethnic (BAME) voice activity that has taken place since their last meeting and discuss the next steps.

2 DETAILS

- 2.1. At their meeting in March 2014 the Joint Consultative Committee with Ethnic Minority Organisations considered a proposal for a project to explore concerns about capacity within the BAME voluntary sector to support BAME voice and capacity building. The JCC expressed concerns about the need for an additional piece of research, stressing that sufficient information was already available, and requested that a public meeting be called to discuss the proposed project.
- 2.2. An extra JCC meeting held on 23 July 2014 agreed that a community meeting should be held to bring together a wider group of representatives of the BAME community to seek their views on what is needed to promote BAME voice and capacity building in Merton.
- 2.3. An event was held at the Positive Network centre on 9 September 2014 and was facilitated by Carol Campayne and Paul Anthony from Diversity Practice. An update of this event was presented to the JCC held on 24 September 2014.
- 2.4. A further event was held on 11 November at the Positive Network centre and facilitated by Diversity Practice to continue the discussion on developing the BAME Voice in the borough. The event explored the following themes:

What are we working towards?

In one year's time what will we have achieved as the BAME Voice?

Representation and full engagement

How do we ensure diverse representation -

- Who does that include?
- Whose voices have not yet been heard?
- What can we do to make sure those voices are heard?
- What are the areas of focus that require representation (e.g. housing, crime, health etc.)?

How do we get full engagement? - What do we need to do to bring young people on board?

Services Provided

What will we do and how will we do it?

Credibility and Reputation –

What do we need to do to establish the credibility of the new entity?

- How do we establish credibility?
- Who do we need to build relationships with?
- What do we need to pay attention to?

Resources -

As an organisation, what resources will the BAME Voice require?

What can you commitment to?

- Membership of the steering group?

Other ways you can support establishing the BAME Voice?

2.5. The steering group met on 29 January and 19 February to develop terms of reference and agree membership for a strategic BAME Voice organisation. The steering group has suggested that BAME be replaced with 'Minority Ethnic' as it was felt that many people do not identify with term 'BAME.'

2.6. The steering group members are outlined in Appendix I and the draft terms of reference are outlined in Appendix II.

2.7. .

3 ALTERNATIVE OPTIONS

3.1. Community members could choose not to take this work forward but this would lose the momentum and commitment of those involved to date.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. The event was publicised through the council's website, Merton Connected website and newsletter, and various community mailing lists held by the council.

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

- Appendix I – Steering group members

6 BACKGROUND PAPERS

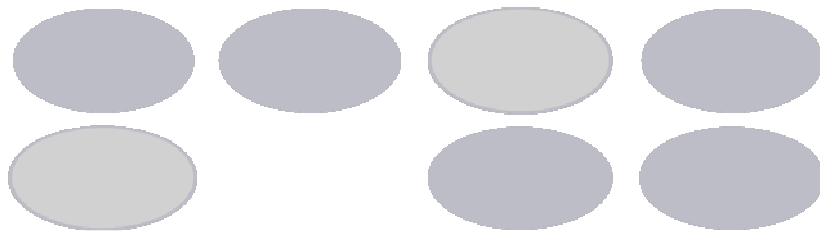
6.1. None

Appendix I

BAME Voice steering group members

| | |
|--------------------|---|
| Fitzroy Dawson | Merton Unity Network, Merton Oasis, Merton Community Transport |
| Hannah Neale | African Educational Cultural & Health Organisation |
| Grace Salmon | Positive Network |
| Edward Maliki | Power Centre Church, Wood World Missions |
| Patricia Anderson | Merton Unity Network |
| Slawek Szczepanski | Polish Family Association |
| Ibrahim Rizvi | Pakistan Welfare Association |
| Andrea Colquhoun | Mitcham Filipino British Association |
| Lola Barratt | Merton Voluntary Services Council, Grenfell Housing, Merton Unity Network |

THE MINORITY ETHNIC FORUM
THE UNIFIED VOICE OF MERTON'S MINORITY ETHNIC
COMMUNITIES



Working strategically to increase the influence, representation and active engagement of all MINORITY ETHNIC organisations and their communities in Merton in the decisions and policies that affect them

Merton's MINORITY ETHNIC Forum Terms of Reference

Introduction

Merton's MINORITY ETHNIC Forum has been formally established in response to the need for an independent representative body to look at key local issues and their impact on minority ethnic communities who make up over 35% of Merton's population.

" Too often in the past we have devoted too much time and energy in analysing the problems and not enough time in developing and delivering practical solutions that connect with real lives"

Key Aims and Objectives

- To advocate on behalf of Merton's minority ethnic communities in their dealings with public sector agencies and other statutory and non-statutory organizations.
- To provide a unified and strategic voice within the Borough ensuring that the MINORITY ETHNIC communities are actively involved in strategic decision making and that services provided meet the needs of these communities.
- To identify commonalities, but recognise the need to work through the issues a particular community might have.
- Reach out to newly settled minority ethnic communities and assist them in setting up structures and gaining access to services as well as delivering good quality services to their Users.

The Forum also aims to promote and encourage mutual co-operation, assistance and the sharing of resources, expertise and information between its members. It wishes to ensure that the Forum's representatives are accountable to the communities they serve.

Priorities for Action

Specific areas of interests within the MINORITY ETHNIC communities are in the following eight thematic groups already identified in Merton's MINORITY ETHNIC Strategic Plan compiled and published in 2006 and refreshed in 2010.

1. *Education and learning*
2. *Health and Social care*
3. *Housing, Regeneration & The Environment*
4. *Employment, Skills and Enterprise*
5. *Older People*
6. *Children and Young People*
7. *Community Safety, Crime & Disorder*
8. *Stronger and Sustainable Communities*

Leadership and Management

The Forum will be formed as a company limited by guarantee and a registered charity. It will have a board of directors with overall responsibility for the focus and work of the organisation. The board members will comprise two selected representatives from each registered MINORITY ETHNIC organisations and represent a range of MINORITY ETHNIC communities within Merton. It will select from its members, representatives to the various local Strategic Partnerships, the JCC and other bodies within Merton. The Board will meet at least four times a year, hosted in turn by each representative group. The Boards tasks will be principally to:

- Ensure that MINORITY ETHNIC voluntary sector groups are made aware of policy decisions
- and initiatives which will have an impact on their communities
- Give MINORITY ETHNIC organisations the opportunity to analyse issues, agree priorities with
- others and more crucially, have the power to instruct representatives to take the key priorities forward to the relevant bodies
- Monitor and update the MINORITY ETHNIC Strategic Plan and, where necessary, make
- representations when MINORITY ETHNIC communities/individuals are disadvantaged
- See that the Forum works in partnership with statutory and non-statutory
- organizations to advance equality of opportunity, promote cohesion and act
- as a reliable resource to public agencies.
- To improve communications, raise the profile of MINORITY ETHNIC groups and be a primary
- contributor to improving conditions for Merton residents as a whole.

An overall Chairperson will be elected. In the absence of the Chairperson another Member will be nominated to chair the meeting.

From the main Board, four groups will be formed from organisations whose primary work falls within particular themes. e.g. Education and Learning and Employment, Skills and Enterprise. Interested Forum members, invited guests from key agencies and influential local people could also be invited to attend.

These groups which will meet monthly will look in more detail at issues affecting the MINORITY ETHNIC community in each thematic area and relay suggested action to the Board.

Chairpersons will be nominated for each of the thematic groups.

The day to day running of the Forum will be carried out by volunteers until the organisation grows sufficiently to employ. These positions will function initially on agreed expenses based contracts. (Subject to the availability of funding, these posts could become paid positions).

Meetings of the Forum's Officers will be held every three months or as becomes necessary, to look at issues around the eight identified thematic groups. Any agreed action will require the full agreement of the Board.

Funding

The Board will facilitate funding streams for the Forum at local, national and international levels. Core funding will be requested from Merton Council, being the host Borough (time based) and from local commissioning agencies. The Forum will be proactive in bringing in funds to assist with various projects and activities e.g. Training to meet the specific needs of the different MINORITY ETHNIC communities and for the various community annual events e.g. Black History Month, (Oct) Gypsy Roma Traveller month (June) Refugee Week (June); Holocaust Memorial Day (Jan); other Merton cultural events.

Membership

There is no bar to membership. MINORITY ETHNIC individuals, groups, organisations and their communities will be encouraged to become members of the Forum and supported in any contributions they might wish to make to the Forum's programmes and activities. An agreed annual subscription will be required for membership.

Review

The Forum will review and update its terms of reference as well as the MINORITY ETHNIC Strategic Plan annually to reflect developments which might arise.

March 2015

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