

# Merton Council Overview and Scrutiny Commission



Date: 23 March 2016

Time: 7.15 pm

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

## AGENDA

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

For more information about the work of this and other overview and scrutiny panels, please telephone 020 8545 3864 or e-mail [scrutiny@merton.gov.uk](mailto:scrutiny@merton.gov.uk). Alternatively, visit [www.merton.gov.uk/scrutiny](http://www.merton.gov.uk/scrutiny)

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## Overview and Scrutiny Commission membership

### Councillors:

Peter Southgate (Chair)  
Peter McCabe (Vice-Chair)  
Stan Anderson  
Hamish Badenoch  
Brenda Fraser  
Suzanne Grocott  
Jeff Hanna  
Abigail Jones  
Oonagh Moulton  
Katy Neep

### Substitute Members:

David Simpson CBE  
John Dehaney  
Russell Makin  
John Sargeant  
David Williams

### Co-opted Representatives

Simon Bennett, Secondary and Special School Parent Governor Representative  
Denis Popovs, Primary School Parent Governor Representative  
Colin Powell, Church of England diocese  
Geoffrey Newman (Co-opted member, non-voting)

### Note on declarations of interest

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

### What is Overview and Scrutiny?

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

Scrutiny's work falls into four broad areas:

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

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

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

# Agenda Item 3

All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at [www.merton.gov.uk/committee](http://www.merton.gov.uk/committee).

## OVERVIEW AND SCRUTINY COMMISSION

28 JANUARY 2016

(19.15 - 21.35)

PRESENT: Councillor Peter Southgate (in the Chair),  
Councillor Peter McCabe, Councillor Stan Anderson,  
Councillor Hamish Badenoch, Councillor Brenda Fraser,  
Councillor Suzanne Grocott, Councillor Jeff Hanna,  
Councillor Abigail Jones, Councillor Oonagh Moulton,  
Councillor Katy Neep  
Co-opted members Denis Popovs and Geoffrey Newman

ALSO PRESENT: Councillor Mark Allison, Deputy Leader and Cabinet Member for Finance  
Caroline Holland (Director of Corporate Services) and Julia Regan (Head of Democracy Services)

### 1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies were received from John Hill, Head of Public Protection.

### 2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declaration of pecuniary interest. Councillor Peter McCabe said that when he was Mayor of Merton, South Thames Crossroads had been his charity.

### 3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

Agreed.

Julia Regan, Head of Democracy Services, undertook to find out if Sutton and Merton Community Services were now engaged in the Traveller protocol review and in providing welfare assessments. ACTION: Head of Democracy Services

### 4 BUSINESS PLAN UPDATE 2016-2020 (Agenda Item 4)

#### **Savings proposals – Corporate Services**

Members asked questions and made comments about individual savings proposals:

CS2015-08 staffing support savings and CS2015-09 safety services and emergency planning

The Commission accepted these savings.

CS2015-10 energy invest to save initiatives

The Commission accepted this saving and asked that elements of the programme be brought forward where feasible.

Members asked whether savings CS2015-12 South London Partnership efficiency savings, CS2015-13 shared investigation services and CS2015-14 shared audit service could be brought forward. The Director of Corporate Services, Caroline Holland, described each of the savings and explained why they were assigned to future years. The Commission accepted these savings.

#### CSD7 restructure print and post division

Caroline Holland explained that this saving had been deferred due to delays in introducing an electronic document and records management system (EDRMS). The system would enable incoming post to be scanned and circulated electronically thus freeing up staffing resources.

#### CSD43 share FOI and information governance policy service

Caroline Holland explained that this saving had been deferred due to difficulty in finding a partner authority that had a similar approach to this work.

RESOLVED: to accept the Corporate Services savings proposals, with a recommendation that Cabinet should bring forward elements of CS2015-10 energy invest to save initiatives where feasible.

### **Draft service plans – Corporate Services**

#### Legal Services

A member asked why there were different patterns for each borough's chargeable hours. Caroline Holland undertook to investigate, in particular to provide an explanation for Kingston's figures for 2014/15. ACTION: Director of Corporate Services

#### Human Resources

In response to a question about apprentices shown for 2014/15 on a number of service plans and not subsequently, Caroline Holland said that these are now entered onto the HR service plan and that different arrangements were being explored in order to get apprentices into work areas where there would be an opportunity for subsequent employment, subject to the usual recruitment procedures being followed.

#### Resources

A member asked what was meant by a tactical recharge review. Caroline Holland said this referred to the need to make internal customers aware of what is being recharged and how.

A member asked why some of the major projects were shown as being medium risk and what action was being taken in mitigation. Caroline Holland said that, for example, the project board was working with the provider of the new financial systems to ensure they work effectively and that users understand them.

#### Customer Services

Members noted the slight decrease in overall customer numbers and telephone callers predicted from 2016/17. Members asked that the number of internet users also be shown in future as this is an integral part of the customer contact programme.

Members asked for an explanation for the lack of change in the number of council tax properties from 2015/16 to 2017/18 and an increase in 2018/19. Caroline Holland undertook to investigate. In response to a question, she said that the figures relate to the number of council tax bills sent out and that the figures used for the medium term financial strategy were calculated on a different basis.

ACTION: Director of Corporate Services

### **Draft service plan – Safer Merton**

Members asked a number of questions and requested additional information:

- On what basis has the predicted number of anti social behaviour cases reduced in 2018/19 and 2019/20?
- How have the predicted numbers of clients presenting at the One Stop Shop been calculated? Is it an extrapolation?
- The plateau on all figures from 2017/18 lacks plausibility. Members requested that these be reviewed
- How will the performance indicators be reviewed in the absence of an Annual Residents Survey? Caroline Holland said that there would be a survey in future years, operating on a slightly different basis.

ACTION: Head of Democracy Services to contact Head of Public Protection to obtain and circulate responses to members

### **Business Plan 2016-2020**

Caroline Holland provided a brief introduction to the report. She said that there was still a lack of detail on some aspects of the local government finance settlement 2016/17 and uncertainty about when these would be received. The settlement was smaller than predicted but the increase in the council tax base will offset some of that difference and there will be no need for emergency savings to be taken to set the 2016/17 budget. The forecast overspend in 2015/16 will be met from general fund balances or reserves.

Caroline Holland provided additional information in response to questions:

- A further £5.668m savings will need to be identified to balance the budget in 2019/20
- The reason for the low take up rate for renewal of Freedom Passes to date is not clear

The Chair invited Khadiru Mahdi, Chief Executive of Merton Voluntary Service Council (MVSC), to address the meeting on the position of the voluntary sector and the adult social care precept.

Khadiru Mahdi said that he fully understood the huge financial constraints facing the council but would like to reiterate the potential effect both on vulnerable people and on the voluntary sector's ability to provide services for them. He said that MVSC

endorsed the recommendations made by the Healthier Communities and Older People Overview and Scrutiny Panel. He said that the voluntary sector has a significant role in service delivery, including a range of family services that have also been impacted by savings.

Khadiru Mahdi urged the Commission to consider the option available to the council for raising an adult social care precept and asked the Commission to urge Cabinet to take up this option.

Members asked a number of questions about how an adult social care precept would work, the basis on which the local government settlement was made and assumptions behind the council tax collection rate. Caroline Holland made the following points in response:

- The local government settlement is based on the overall level of money assumed to be available to local councils across all authorities
- There is no direct correlation but it does include an assumption of a 1.75% increase in council tax income and the availability of a 2% adult social care precept
- Merton's medium term financial strategy (MTFS) does not assume any increase in the rate of council tax but does include an increase in the number of chargeable dwellings
- The MTFS includes an assumption that the council tax collection rate will maintain its current high level
- New council tax freeze grants are no longer available
- Monies raised by an adult social care precept would be ringfenced, but how this would be monitored for subsequent years has not been clarified by DCLG

Councillor Mark Allison, Deputy Leader and Cabinet Member for Finance, responded to specific questions about the administration's pledge to freeze council tax, saying that in doing so a number of factors had been taken into account including residents' views regarding the impact that an increase would have on their cost of living, particularly for older people and those on a fixed income.

In response to question about how an increase in council tax might impact on the collection rate, Caroline Holland agreed to look at data from 2009/10 which was the last year in which council tax was increased in Merton. ACTION: Director of Corporate Services

Members discussed some of the forecasts within the MTFS and the impact that an adjustment to those assumptions might have on the overall budget. They also discussed the way in which use of the adult social care precept might be offset by a reduction in the GLA precept. For example, a 2% adult social care precept would result in a net increase of £3 for a Band D council tax payer, comprising a £22 Merton increase, partially offset by a £19 GLA decrease. In response to a question, Caroline Holland said that a 1.7% adult social care precept would be totally offset by the reduction in the GLA precept. The overall net impact on council tax would be 0% if there was no change in the Wimbledon and Putney Common Conservators' precept.

It was moved by Councillor Peter Southgate and seconded by Councillor Hamish Badenoch that Cabinet should review the assumptions made in the Medium Term Financial Strategy on inflation for the financial year 2017/18. The Commission voted and the motion was unanimously agreed.

It was moved by Councillor Peter Southgate and seconded by Councillor Hamish Badenoch that Cabinet should review the assumptions made in the Medium Term Financial Strategy on the council revenue tax base for the financial year 2016/17, specifically whether the number of properties should be increased in the light of information on future housing development set out in the London Plan. The Commission voted and the motion was passed by 6 votes to 4.

It was moved by Councillor Suzanne Grocott and seconded by Councillor Hamish Badenoch that Cabinet should consider alternative options to the sale of the P4 land in order to retain a revenue stream and ownership of the land. The Commission voted 3 in favour and 6 against. The motion fell.

It was moved by Councillor Peter Southgate and seconded by Councillor Suzanne Grocott that Cabinet consider levying an adult social care precept of up to 2% as a way of partially offsetting the adult social care savings, noting that at 2% this would result in a net increase of £3 for a Band D council tax payer - comprising a £22 Merton increase, partially offset by a £19 GLA decrease - noting also that were the precept to be levied at 1.7% this would be counterbalanced by the reduction in the GLA precept and would have an overall net impact of 0%. The Commission voted and the motion was passed by 9 votes to 1.

RESOLVED: To make a reference to Cabinet to recommend that it should:

1. review the assumptions made in the Medium Term Financial Strategy on inflation for the financial year 2017/18;
2. review the assumptions made in the Medium Term Financial Strategy on the council revenue tax base for the financial year 2016/17, specifically whether the number of properties should be increased in the light of information on future housing development set out in the London Plan;
3. consider levying an adult social care precept of up to 2% as a way of partially offsetting the adult social care savings, noting that at 2% this would result in a net increase of £3 for a Band D council tax payer - comprising a £22 Merton increase, partially offset by a £19 GLA decrease - noting also that were the precept to be levied at 1.7% this would be counterbalanced by the reduction in the GLA precept and would have an overall net impact of 0%.

### **Capital programme**

In response to questions, Caroline Holland explained that the way the revenue implications are calculated is set out by the government, that the council does not currently anticipate any external borrowing in the foreseeable future and that the impact on revenue of changes made to the capital programme will be set out in a report to Cabinet in February 2016.

5 SCRUTINY OF THE BUSINESS PLAN 2016-2020: COMMENTS AND RECOMMENDATIONS FROM THE OVERVIEW AND SCRUTINY PANELS (Agenda Item 5)

The Chair invited each of the Panel Chairs to summarise the Panel discussions and set the context for any recommendations made to Cabinet.

Councillor Abigail Jones, Chair of the Sustainable Communities Overview and Scrutiny Panel, said that the Panel was aware of the tough decisions that needed to be made and found that the savings had been well thought through by officers. Savings proposals included efficiencies, back office savings and some innovative ideas. Members had some concerns about the impact of savings in the Planning service but had been reassured by officers. She said that the Panel also had a thorough discussion of the draft service plans.

Councillor Katy Neep, Chair of the Children and Young People Overview and Scrutiny Panel, said that the Panel had a comprehensive discussion of the savings proposals and the indicative capital programme. It welcomed the additional information provided on services for children with disabilities. The Panel had accepted the high level staff structure savings proposal and had asked to be kept up-to-date with progress on this. The Panel had ongoing concerns arising from changing demographics and the pressures that this puts on children's services, particularly for children with special educational needs. The Panel will keep performance indicator targets under review.

Councillor Peter McCabe, Chair of the Healthier Communities and Older People Overview and Scrutiny Panel, said that the Panel had listened to eloquent contributions from service users. He said that the Panel had made an unanimous reference to Cabinet in the light of real concerns that had been raised in regard to some of the adult social care savings proposals. The Panel had been troubled by the potential impact on quality of life, personal dignity and ability for independent living. The Panel had also heard about the valuable lifeline and respite services provided by South Thames Crossroads.

RESOLVED: to forward to Cabinet the comments and recommendations made by the Overview and Scrutiny Panels as set out in Appendix 1 of the report.

6 DISCUSSION OF QUESTIONS TO ASK THE BOROUGH COMMANDER AT COMMISSION MEETING ON 23 MARCH 2016 (Agenda Item 6)

Members agreed to request that the Borough Commander provides an overview of any changes since the last meeting and anything he wants to draw to the Commission's attention. Performance indicators should be submitted in advance of the meeting in the same format as previously.



Members agreed to submit the following questions to the Borough Commander for discussion at the meeting on 23 March:

- Has the Borough Commander given any thought to how the government's announcement on greater collaboration between the emergency services might be taken forward locally?
- Has the reduction in the use of stop and search powers impacted on knife crime?
- How does the level of policing, and reduction in numbers of officers, compare to other boroughs?
- Is the dispersal of rough sleepers in Hyde Park likely to have an impact locally?
- How do the ward teams work together? In particular, how is consistency across the borough monitored and how is good practice shared between teams?
- How much collaboration is there between the police, council and other agencies to deal with low level crimes? Will there be an impact on the council's planning enforcement team when these issues are not dealt with by the police?
- Have cutbacks had an impact on 999 call response times?

7 WORK PROGRAMME 2015/16 (Agenda Item 7)

Agreed.

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## **Committee:** Overview and Scrutiny Commission

**Date:** 23 March 2016

## **Subject:** Crime and policing in Merton

Lead officer: Stuart Macleod, Merton Borough Commander

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

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

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### **Recommendations:**

- A. That the Overview and Scrutiny Commission discuss and comment on the crime data provided by the Borough Commander (see Appendix A) and ask other questions as appropriate.
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## **1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY**

- 1.1. The Borough Commander has been invited to attend the Overview and Scrutiny Commission meeting to give a brief overview of any changes since he last attended the Commission in July 2015 and to address the questions identified by Commission members as set out in section 2 below.
- 1.2. He was also been requested to provide crime data in the same format as that provided previously. This is set out in Appendix A.

## **2 DETAILS**

- 2.1. The Commission, at its meeting on 28 January 2016, agreed to ask the Borough Commander to provide an overview of any changes since the last meeting and anything he wished to draw to their attention.
- 2.2. Commission members also identified a number of questions they would like to discuss with the Borough Commander and agreed that there was no need to provide a written report in advance of the meeting.
- 2.3. The questions are:
- Has the Borough Commander given any thought to how the government's announcement on greater collaboration between the emergency services might be taken forward locally?
  - Has the reduction in the use of stop and search powers impacted on knife crime?
  - How does the level of policing, and reduction in numbers of officers, compare to other boroughs?
  - Is the dispersal of rough sleepers in Hyde Park likely to have an impact locally?
  - How do the ward teams work together? In particular, how is consistency across the borough monitored and how is good practice shared between teams?

- How much collaboration is there between the police, council and other agencies to deal with low level crimes? Will there be an impact on the council's planning enforcement team when these issues are not dealt with by the police?
- Have cutbacks had an impact on 999 call response times?

### **3 ALTERNATIVE OPTIONS**

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

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

4.1. Not applicable.

### **5 TIMETABLE**

5.1. Not applicable.

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

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

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

7.1. None for the purposes of this report.

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

8.1. None for the purposes of this report.

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

9.1. None for the purposes of this report.

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

None for the purpose of this report.

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

Appendix A –MOPAC performance indicators for Merton and surrounding boroughs

### **12 BACKGROUND PAPERS**

12.1. None



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# Merton Daily Dashboard

Last Refresh Date: 15 March 2016

Area / Borough  
Merton

## MOPAC 7 Crime

MOPAC 7 Crime Type	FY 11/12 Offences	Current R12 Offences	Offences % Change		FY 11/12 SD Rate	Current R12 SD Rate	
MOPAC 7	7,746	6,072	-21.6%	●	11.1%	13.3%	●
Burglary	2,232	1,382	-38.1%	●	6.4%	9.6%	●
Criminal Damage	1,637	1,442	-11.9%	●	13.0%	12.0%	●
Robbery	677	262	-61.3%	●	12.0%	10.7%	●
Theft From Motor Vehicle	1,445	919	-36.4%	●	1.7%	1.8%	●
Theft Of Motor Vehicle	431	425	-1.4%	●	4.9%	8.7%	●
Theft From Person	272	275	1.1%	●	5.1%	1.1%	●
Violence With Injury	1,052	1,367	29.9%	●	34.3%	30.7%	●

## I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	4,786	4,226	-11.7%
ASB Repeat Callers	112	108	-3.6%
I Calls In Target	92.4%	90.2%	●
S Calls In Target	88.3%	84.7%	●

## Offences & SDs

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change		SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		873	760	-12.9%		731	612	83.7%	80.5%	●
	TNO - Victim		11,226	12,049	7.3%		1,769	1,802	15.8%	15.0%	●
	TNO - Unknown		20	16	-20.0%		7	4	35.0%	25.0%	●
	<b>Total</b>		<b>12,119</b>	<b>12,825</b>	<b>5.8%</b>		<b>2,507</b>	<b>2,418</b>	<b>20.7%</b>	<b>18.9%</b>	●
Burglary	Burglary in a Dwelling		1,060	872	-17.7%	●	81	79	7.6%	9.1%	●
	Burglary in Other Buildings		687	510	-25.8%	●	83	53	12.1%	10.4%	●
	<b>Total</b>	-6%	<b>1,747</b>	<b>1,382</b>	<b>-20.9%</b>	●	<b>164</b>	<b>132</b>	<b>9.4%</b>	<b>9.6%</b>	●
Criminal Damage	<b>Total</b>	-5%	<b>1,338</b>	<b>1,442</b>	<b>7.8%</b>	●	<b>163</b>	<b>173</b>	<b>12.2%</b>	<b>12.0%</b>	●
Robbery	Business Property		31	31	0.0%	●	13	8	41.9%	25.8%	●
	Personal Property		260	231	-11.2%	●	51	20	19.6%	8.7%	●
	<b>Total</b>	-2%	<b>291</b>	<b>262</b>	<b>-10.0%</b>	●	<b>64</b>	<b>28</b>	<b>22.0%</b>	<b>10.7%</b>	●
Robbery - Mobile Phone	<b>Total</b>		<b>125</b>	<b>100</b>	<b>-20.0%</b>	●	<b>25</b>	<b>5</b>	<b>20.0%</b>	<b>5.0%</b>	●
Theft and Handling	Theft From M/V	-6%	984	919	-6.6%	●	16	17	1.6%	1.8%	●
	Theft/Taking of M/V	-8%	377	425	12.7%	●	24	37	6.4%	8.7%	●
	Theft Person	-2%	231	275	19.0%	●	5	3	2.2%	1.1%	●
	Other Theft & Handling		2,923	3,068	5.0%	●	497	456	17.0%	14.9%	●
	<b>Total</b>		<b>4,515</b>	<b>4,687</b>	<b>3.8%</b>	●	<b>542</b>	<b>513</b>	<b>12.0%</b>	<b>10.9%</b>	●
Theft Person - Mobile Phone	<b>Total</b>		<b>132</b>	<b>144</b>	<b>9.1%</b>	●	<b>2</b>	<b>0</b>	<b>1.5%</b>	<b>0.0%</b>	●
VWI	VWI - Domestic Abuse		439	482	9.8%	●	203	180	46.2%	37.3%	●
	VWI - Non Domestic Abuse		746	885	18.6%	●	209	240	28.0%	27.1%	●
	<b>Total</b>	12%	<b>1,185</b>	<b>1,367</b>	<b>15.4%</b>	●	<b>412</b>	<b>420</b>	<b>34.8%</b>	<b>30.7%</b>	●
Domestic Abuse	<b>Total</b>		<b>1,245</b>	<b>1,475</b>	<b>18.5%</b>	●	<b>493</b>	<b>509</b>	<b>39.6%</b>	<b>34.5%</b>	●
Sexual Offences	Rape		65	115	76.9%	●	12	13	18.5%	11.3%	●
	Other Sexual		146	187	28.1%	●	44	44	30.1%	23.5%	●
	<b>Total</b>		<b>211</b>	<b>302</b>	<b>43.1%</b>	●	<b>56</b>	<b>57</b>	<b>26.5%</b>	<b>18.9%</b>	●
Gun Discharges	<b>Total</b>		<b>2</b>	<b>6</b>	<b>200.0%</b>	●	<b>0</b>	<b>2</b>	<b>0.0%</b>	<b>33.3%</b>	●
Knife Injury Victims (U25 Non DA)	<b>Total</b>		<b>24</b>	<b>28</b>	<b>16.7%</b>	●					●

# Merton Daily Dashboard

Last Refresh Date: 15 February 2016

Area / Borough  
Merton

## MOPAC 7 Crime

MOPAC 7 Crime Type	FY 11/12 Offences	Current R12 Offences	Offences % Change		FY 11/12 SD Rate	Current R12 SD Rate	
MOPAC 7	7,746	5,978	-22.8%	●	11.1%	13.6%	●
Burglary	2,232	1,386	-37.9%	●	6.4%	10.8%	●
Criminal Damage	1,637	1,432	-12.5%	●	13.0%	11.5%	●
Robbery	677	263	-61.2%	●	12.0%	14.4%	●
Theft From Motor Vehicle	1,445	901	-37.6%	●	1.7%	2.1%	●
Theft Of Motor Vehicle	431	406	-5.8%	●	4.9%	8.6%	●
Theft From Person	272	275	1.1%	●	5.1%	1.1%	●
Violence With Injury	1,052	1,315	25.0%	●	34.3%	30.7%	●

## I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	4,863	4,214	-13.3%
ASB Repeat Callers	116	109	-6.0%
I Calls In Target	92.5%	90.4%	●
S Calls In Target	88.5%	84.9%	●

## Offences & SDs

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change		SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		876	773	-11.8%		703	642	80.3%	83.1%	●
	TNO - Victim		11,229	11,833	5.4%		1,757	1,785	15.6%	15.1%	●
	TNO - Unknown		20	16	-20.0%		7	4	35.0%	25.0%	●
	<b>Total</b>		<b>12,125</b>	<b>12,622</b>	<b>4.1%</b>		<b>2,467</b>	<b>2,431</b>	<b>20.3%</b>	<b>19.3%</b>	●
Burglary	Burglary in a Dwelling		1,026	886	-13.6%	●	76	83	7.4%	9.4%	●
	Burglary in Other Buildings		694	500	-28.0%	●	74	66	10.7%	13.2%	●
	<b>Total</b>	-6%	<b>1,720</b>	<b>1,386</b>	<b>-19.4%</b>	●	<b>150</b>	<b>149</b>	<b>8.7%</b>	<b>10.8%</b>	●
Criminal Damage	<b>Total</b>	-5%	<b>1,339</b>	<b>1,432</b>	<b>6.9%</b>	●	<b>165</b>	<b>164</b>	<b>12.3%</b>	<b>11.5%</b>	●
Robbery	Business Property		26	29	11.5%	●	8	11	30.8%	37.9%	●
	Personal Property		256	234	-8.6%	●	45	27	17.6%	11.5%	●
	<b>Total</b>	-2%	<b>282</b>	<b>263</b>	<b>-6.7%</b>	●	<b>53</b>	<b>38</b>	<b>18.8%</b>	<b>14.4%</b>	●
Robbery - Mobile Phone	<b>Total</b>		<b>127</b>	<b>102</b>	<b>-19.7%</b>		<b>18</b>	<b>12</b>	<b>14.2%</b>	<b>11.8%</b>	●
Theft and Handling	Theft From M/V	-6%	1,013	901	-11.1%	●	13	19	1.3%	2.1%	●
	Theft/Taking of M/V	-8%	388	406	4.6%	●	21	35	5.4%	8.6%	●
	Theft Person	-2%	238	275	15.5%	●	6	3	2.5%	1.1%	●
	Other Theft & Handling		2,943	3,044	3.4%	●	506	452	17.2%	14.8%	●
	<b>Total</b>		<b>4,582</b>	<b>4,626</b>	<b>1.0%</b>	●	<b>546</b>	<b>509</b>	<b>11.9%</b>	<b>11.0%</b>	●
Theft Person - Mobile Phone	<b>Total</b>		<b>135</b>	<b>151</b>	<b>11.9%</b>		<b>3</b>	<b>0</b>	<b>2.2%</b>	<b>0.0%</b>	●
VWI	VWI - Domestic Abuse		437	468	7.1%	●	204	181	46.7%	38.7%	●
	VWI - Non Domestic Abuse		756	847	12.0%	●	214	223	28.3%	26.3%	●
	<b>Total</b>	12%	<b>1,193</b>	<b>1,315</b>	<b>10.2%</b>	●	<b>418</b>	<b>404</b>	<b>35.0%</b>	<b>30.7%</b>	●
Domestic Abuse	<b>Total</b>		<b>1,246</b>	<b>1,433</b>	<b>15.0%</b>		<b>497</b>	<b>500</b>	<b>39.9%</b>	<b>34.9%</b>	●
Sexual Offences	Rape		68	109	60.3%	●	11	13	16.2%	11.9%	●
	Other Sexual		147	178	21.1%	●	44	44	29.9%	24.7%	●
	<b>Total</b>		<b>215</b>	<b>287</b>	<b>33.5%</b>	●	<b>55</b>	<b>57</b>	<b>25.6%</b>	<b>19.9%</b>	●
Gun Discharges	<b>Total</b>		<b>3</b>	<b>5</b>	<b>66.7%</b>		<b>0</b>	<b>2</b>	<b>0.0%</b>	<b>40.0%</b>	●
Knife Injury Victims (U25 Non DA)	<b>Total</b>		<b>22</b>	<b>26</b>	<b>18.2%</b>						●



# Croydon Daily Dashboard

Last Refresh Date: 15 March 2016

Area / Borough  
Croydon

## MOPAC 7 Crime

MOPAC 7 Crime Type	FY 11/12 Offences	Current R12 Offences	Offences % Change		FY 11/12 SD Rate	Current R12 SD Rate	
MOPAC 7	17,333	13,358	-22.9%	●	13.7%	14.8%	●
Burglary	4,492	2,674	-40.5%	●	11.8%	7.3%	●
Criminal Damage	3,544	3,116	-12.1%	●	13.5%	13.5%	●
Robbery	1,834	724	-60.5%	●	15.4%	18.0%	●
Theft From Motor Vehicle	2,871	1,993	-30.6%	●	1.5%	1.9%	●
Theft Of Motor Vehicle	995	916	-7.9%	●	5.9%	8.8%	●
Theft From Person	795	532	-33.1%	●	4.0%	2.8%	●
Violence With Injury	2,802	3,403	21.4%	●	33.8%	32.2%	●

## I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	9,849	8,827	-10.4%
ASB Repeat Callers	276	198	-28.3%
I Calls In Target	94.1%	94.6%	●
S Calls In Target	94.1%	94.9%	●

## Offences & SDs

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		2,716	2,358	-13.2%	2,151	1,896	79.2%	80.4%	●
	TNO - Victim		25,927	26,548	2.4%	4,073	3,814	15.7%	14.4%	●
	TNO - Unknown		38	44	15.8%	8	7	21.1%	15.9%	●
	<b>Total</b>		<b>28,681</b>	<b>28,950</b>	<b>0.9%</b>	<b>6,232</b>	<b>5,717</b>	<b>21.7%</b>	<b>19.7%</b>	●
Burglary	Burglary in a Dwelling		2,034	1,749	-14.0%	121	101	5.9%	5.8%	●
	Burglary in Other Buildings		1,028	925	-10.0%	135	95	13.1%	10.3%	●
	<b>Total</b>	-6%	<b>3,062</b>	<b>2,674</b>	<b>-12.7%</b>	<b>256</b>	<b>196</b>	<b>8.4%</b>	<b>7.3%</b>	●
Criminal Damage	<b>Total</b>	-5%	<b>2,911</b>	<b>3,116</b>	<b>7.0%</b>	<b>442</b>	<b>421</b>	<b>15.2%</b>	<b>13.5%</b>	●
Robbery	Business Property		106	83	-21.7%	29	25	27.4%	30.1%	●
	Personal Property		842	641	-23.9%	207	105	24.6%	16.4%	●
	<b>Total</b>	-2%	<b>948</b>	<b>724</b>	<b>-23.6%</b>	<b>236</b>	<b>130</b>	<b>24.9%</b>	<b>18.0%</b>	●
Robbery - Mobile Phone	<b>Total</b>		<b>429</b>	<b>276</b>	<b>-35.7%</b>	<b>132</b>	<b>59</b>	<b>30.8%</b>	<b>21.4%</b>	●
Theft and Handling	Theft From M/V	-6%	1,984	1,993	0.5%	24	37	1.2%	1.9%	●
	Theft/Taking of M/V	-8%	851	916	7.6%	60	81	7.1%	8.8%	●
	Theft Person	-2%	511	532	4.1%	14	15	2.7%	2.8%	●
	Other Theft & Handling		6,453	6,039	-6.4%	1,018	836	15.8%	13.8%	●
	<b>Total</b>		<b>9,799</b>	<b>9,480</b>	<b>-3.3%</b>	<b>1,116</b>	<b>969</b>	<b>11.4%</b>	<b>10.2%</b>	●
Theft Person - Mobile Phone	<b>Total</b>		<b>280</b>	<b>327</b>	<b>16.8%</b>	<b>13</b>	<b>7</b>	<b>4.6%</b>	<b>2.1%</b>	●
VWI	VWI - Domestic Abuse		1,247	1,230	-1.4%	507	502	40.7%	40.8%	●
	VWI - Non Domestic Abuse		2,027	2,173	7.2%	516	593	25.5%	27.3%	●
	<b>Total</b>	12%	<b>3,274</b>	<b>3,403</b>	<b>3.9%</b>	<b>1,023</b>	<b>1,095</b>	<b>31.2%</b>	<b>32.2%</b>	●
Domestic Abuse	<b>Total</b>		<b>3,540</b>	<b>3,823</b>	<b>8.0%</b>	<b>1,172</b>	<b>1,112</b>	<b>33.1%</b>	<b>29.1%</b>	●
Sexual Offences	Rape		309	303	-1.9%	46	56	14.9%	18.5%	●
	Other Sexual		370	437	18.1%	55	70	14.9%	16.0%	●
	<b>Total</b>		<b>679</b>	<b>740</b>	<b>9.0%</b>	<b>101</b>	<b>126</b>	<b>14.9%</b>	<b>17.0%</b>	●
Gun Discharges	<b>Total</b>		<b>9</b>	<b>14</b>	<b>55.6%</b>	<b>3</b>	<b>7</b>	<b>33.3%</b>	<b>50.0%</b>	●
Knife Injury Victims (U25 Non DA)	<b>Total</b>		<b>68</b>	<b>58</b>	<b>-14.7%</b>					●

## MOPAC 7 Crime

MOPAC 7 Crime Type	FY 11/12 Offences	Current R12 Offences	Offences % Change		FY 11/12 SD Rate	Current R12 SD Rate	
MOPAC 7	5,239	4,152	-20.7%	●	14.0%	18.0%	●
Burglary	1,323	881	-33.4%	●	7.1%	7.7%	●
Criminal Damage	1,176	1,037	-11.8%	●	14.5%	17.3%	●
Robbery	248	119	-52.0%	●	18.5%	21.8%	●
Theft From Motor Vehicle	743	472	-36.5%	●	4.4%	2.1%	●
Theft Of Motor Vehicle	162	160	-1.2%	●	11.7%	8.8%	●
Theft From Person	448	404	-9.8%	●	2.2%	1.2%	●
Violence With Injury	1,139	1,079	-5.3%	●	32.0%	41.2%	●

## I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	4,216	3,990	-5.4%
ASB Repeat Callers	102	103	1.0%
I Calls In Target	92.8%	91.3%	●
S Calls In Target	93.4%	90.8%	●

## Offences & SDs

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change		SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		1,022	1,141	11.6%		882	987	86.3%	86.5%	●
	TNO - Victim		8,729	8,990	3.0%		1,673	1,688	19.2%	18.8%	●
	TNO - Unknown		12	5	-58.3%		4	1	33.3%	20.0%	●
	<b>Total</b>		<b>9,763</b>	<b>10,136</b>	<b>3.8%</b>		<b>2,559</b>	<b>2,676</b>	<b>26.2%</b>	<b>26.4%</b>	●
Burglary	Burglary in a Dwelling		629	500	-20.5%	●	42	31	6.7%	6.2%	●
	Burglary in Other Buildings		381	381	0.0%	●	76	37	19.9%	9.7%	●
	<b>Total</b>	-6%	<b>1,010</b>	<b>881</b>	<b>-12.8%</b>	●	<b>118</b>	<b>68</b>	<b>11.7%</b>	<b>7.7%</b>	●
Criminal Damage	<b>Total</b>	-5%	<b>1,032</b>	<b>1,037</b>	<b>0.5%</b>	●	<b>155</b>	<b>179</b>	<b>15.0%</b>	<b>17.3%</b>	●
Robbery	Business Property		6	15	150.0%	●	5	2	83.3%	13.3%	●
	Personal Property		96	104	8.3%	●	17	24	17.7%	23.1%	●
	<b>Total</b>	-2%	<b>102</b>	<b>119</b>	<b>16.7%</b>	●	<b>22</b>	<b>26</b>	<b>21.6%</b>	<b>21.8%</b>	●
Robbery - Mobile Phone	<b>Total</b>		<b>34</b>	<b>42</b>	<b>23.5%</b>		<b>10</b>	<b>7</b>	<b>29.4%</b>	<b>16.7%</b>	●
Theft and Handling	Theft From M/V	-6%	491	472	-3.9%	●	11	10	2.2%	2.1%	●
	Theft/Taking of M/V	-8%	153	160	4.6%	●	14	14	9.2%	8.8%	●
	Theft Person	-2%	282	404	43.3%	●	4	5	1.4%	1.2%	●
	Other Theft & Handling		2,926	2,613	-10.7%	●	623	530	21.3%	20.3%	●
	<b>Total</b>		<b>3,852</b>	<b>3,649</b>	<b>-5.3%</b>	●	<b>652</b>	<b>559</b>	<b>16.9%</b>	<b>15.3%</b>	●
Theft Person - Mobile Phone	<b>Total</b>		<b>128</b>	<b>184</b>	<b>43.8%</b>		<b>4</b>	<b>0</b>	<b>3.1%</b>	<b>0.0%</b>	●
VWI	VWI - Domestic Abuse		246	338	37.4%	●	126	186	51.2%	55.0%	●
	VWI - Non Domestic Abuse		666	741	11.3%	●	219	259	32.9%	35.0%	●
	<b>Total</b>	12%	<b>912</b>	<b>1,079</b>	<b>18.3%</b>	●	<b>345</b>	<b>445</b>	<b>37.8%</b>	<b>41.2%</b>	●
Domestic Abuse	<b>Total</b>		<b>857</b>	<b>1,047</b>	<b>22.2%</b>		<b>355</b>	<b>441</b>	<b>41.4%</b>	<b>42.1%</b>	●
Sexual Offences	Rape		76	69	-9.2%	●	7	6	9.2%	8.7%	●
	Other Sexual		145	170	17.2%	●	38	37	26.2%	21.8%	●
	<b>Total</b>		<b>221</b>	<b>239</b>	<b>8.1%</b>	●	<b>45</b>	<b>43</b>	<b>20.4%</b>	<b>18.0%</b>	●
Gun Discharges	<b>Total</b>		<b>1</b>	<b>3</b>	<b>200.0%</b>		<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0.0%</b>	●
Knife Injury Victims (U25 Non DA)	<b>Total</b>		<b>7</b>	<b>6</b>	<b>-14.3%</b>						●

# Sutton Daily Dashboard

Last Refresh Date: 15 March 2016

Area / Borough  
Sutton

## MOPAC 7 Crime

MOPAC 7 Crime Type	FY 11/12 Offences	Current R12 Offences	Offences % Change		FY 11/12 SD Rate	Current R12 SD Rate	
MOPAC 7	6,210	5,152	-17.0%	●	12.4%	14.9%	●
Burglary	1,559	1,286	-17.5%	●	6.9%	6.9%	●
Criminal Damage	1,621	1,316	-18.8%	●	12.0%	14.1%	●
Robbery	319	160	-49.8%	●	20.4%	20.0%	●
Theft From Motor Vehicle	1,264	731	-42.2%	●	1.6%	1.9%	●
Theft Of Motor Vehicle	278	250	-10.1%	●	7.9%	10.8%	●
Theft From Person	180	156	-13.3%	●	3.9%	1.9%	●
Violence With Injury	989	1,253	26.7%	●	35.6%	33.4%	●

## I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	3,897	3,366	-13.6%
ASB Repeat Callers	94	58	-38.3%
I Calls In Target	93.9%	94.1%	●
S Calls In Target	92.8%	91.6%	●

## Offences & SDs

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change		SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO - State		730	810	11.0%		561	630	76.8%	77.8%	●
	TNO - Victim		10,178	10,105	-0.7%		1,740	1,709	17.1%	16.9%	●
	TNO - Unknown		10	17	70.0%		6	3	60.0%	17.6%	●
	<b>Total</b>		<b>10,918</b>	<b>10,932</b>	<b>0.1%</b>		<b>2,307</b>	<b>2,342</b>	<b>21.1%</b>	<b>21.4%</b>	●
Burglary	Burglary in a Dwelling		748	649	-13.2%	●	44	44	5.9%	6.8%	●
	Burglary in Other Buildings		651	637	-2.2%	●	59	45	9.1%	7.1%	●
	<b>Total</b>	-4%	<b>1,399</b>	<b>1,286</b>	<b>-8.1%</b>	●	<b>103</b>	<b>89</b>	<b>7.4%</b>	<b>6.9%</b>	●
Criminal Damage	<b>Total</b>	-2%	<b>1,316</b>	<b>1,316</b>	<b>0.0%</b>	●	<b>180</b>	<b>186</b>	<b>13.7%</b>	<b>14.1%</b>	●
Robbery	Business Property		11	23	109.1%	●	4	7	36.4%	30.4%	●
	Personal Property		167	137	-18.0%	●	26	25	15.6%	18.2%	●
	<b>Total</b>	-3%	<b>178</b>	<b>160</b>	<b>-10.1%</b>	●	<b>30</b>	<b>32</b>	<b>16.9%</b>	<b>20.0%</b>	●
Robbery - Mobile Phone	<b>Total</b>		<b>53</b>	<b>38</b>	<b>-28.3%</b>	●	<b>13</b>	<b>8</b>	<b>24.5%</b>	<b>21.1%</b>	●
Theft and Handling	Theft From M/V	-5%	913	731	-19.9%	●	15	14	1.6%	1.9%	●
	Theft/Taking of M/V	-2%	284	250	-12.0%	●	30	27	10.6%	10.8%	●
	Theft Person	-2%	136	156	14.7%	●	5	3	3.7%	1.9%	●
	Other Theft & Handling		2,440	2,286	-6.3%	●	448	494	18.4%	21.6%	●
	<b>Total</b>		<b>3,773</b>	<b>3,423</b>	<b>-9.3%</b>	●	<b>498</b>	<b>538</b>	<b>13.2%</b>	<b>15.7%</b>	●
Theft Person - Mobile Phone	<b>Total</b>		<b>62</b>	<b>57</b>	<b>-8.1%</b>	●	<b>1</b>	<b>1</b>	<b>1.6%</b>	<b>1.8%</b>	●
VWI	VWI - Domestic Abuse		460	455	-1.1%	●	199	191	43.3%	42.0%	●
	VWI - Non Domestic Abuse		760	798	5.0%	●	251	228	33.0%	28.6%	●
	<b>Total</b>	12%	<b>1,220</b>	<b>1,253</b>	<b>2.7%</b>	●	<b>450</b>	<b>419</b>	<b>36.9%</b>	<b>33.4%</b>	●
Domestic Abuse	<b>Total</b>		<b>1,253</b>	<b>1,390</b>	<b>10.9%</b>	●	<b>493</b>	<b>507</b>	<b>39.3%</b>	<b>36.5%</b>	●
Sexual Offences	Rape		99	95	-4.0%	●	15	9	15.2%	9.5%	●
	Other Sexual		188	177	-5.9%	●	72	28	38.3%	15.8%	●
	<b>Total</b>		<b>287</b>	<b>272</b>	<b>-5.2%</b>	●	<b>87</b>	<b>37</b>	<b>30.3%</b>	<b>13.6%</b>	●
Gun Discharges	<b>Total</b>		<b>3</b>	<b>9</b>	<b>200.0%</b>	●	<b>0</b>	<b>2</b>	<b>0.0%</b>	<b>22.2%</b>	●
Knife Injury Victims (U25 Non DA)	<b>Total</b>		<b>23</b>	<b>20</b>	<b>-13.0%</b>	●					●

# Wandsworth Daily Dashboard

Last Refresh Date: 15 March 2016

Area / Borough  
Wandsworth

## MOPAC 7 Crime

MOPAC 7 Crime Type	FY 11/12 Offences	Current R12 Offences	Offences % Change		FY 11/12 SD Rate	Current R12 SD Rate	
MOPAC 7	13,181	10,442	-20.8%	●	12.5%	12.5%	●
Burglary	3,146	2,370	-24.7%	●	14.0%	6.9%	●
Criminal Damage	2,269	1,863	-17.9%	●	11.7%	14.1%	●
Robbery	1,214	496	-59.1%	●	17.2%	8.7%	●
Theft From Motor Vehicle	3,274	1,744	-46.7%	●	2.7%	1.3%	●
Theft Of Motor Vehicle	952	946	-0.6%	●	8.6%	7.1%	●
Theft From Person	813	694	-14.6%	●	6.4%	1.3%	●
Violence With Injury	1,513	2,329	53.9%	●	33.9%	31.6%	●

## I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	7,726	6,452	-16.5%
ASB Repeat Callers	213	164	-23.0%
I Calls In Target	94.1%	91.3%	●
S Calls In Target	91.2%	85.1%	●

## Offences & SDs

Crime Category	Sub Category	Target	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12		
TNO	TNO - State		1,492	1,390	-6.8%		1,189	997	79.7%	71.7%	●
	TNO - Victim		20,854	21,941	5.2%		2,828	2,759	13.6%	12.6%	●
	TNO - Unknown		19	12	-36.8%		6	2	31.6%	16.7%	●
	<b>Total</b>		<b>22,365</b>	<b>23,343</b>	<b>4.4%</b>		<b>4,023</b>	<b>3,758</b>	<b>18.0%</b>	<b>16.1%</b>	●
Burglary	Burglary in a Dwelling		1,427	1,233	-13.6%	●	103	58	7.2%	4.7%	●
	Burglary in Other Buildings		1,185	1,137	-4.1%	●	81	105	6.8%	9.2%	●
	<b>Total</b>	-6%	<b>2,612</b>	<b>2,370</b>	<b>-9.3%</b>	●	<b>184</b>	<b>163</b>	<b>7.0%</b>	<b>6.9%</b>	●
Criminal Damage	<b>Total</b>	-5%	<b>1,842</b>	<b>1,863</b>	<b>1.1%</b>	●	<b>254</b>	<b>263</b>	<b>13.8%</b>	<b>14.1%</b>	●
Robbery	Business Property		46	60	30.4%	●	16	15	34.8%	25.0%	●
	Personal Property		465	436	-6.2%	●	75	28	16.1%	6.4%	●
	<b>Total</b>	-2%	<b>511</b>	<b>496</b>	<b>-2.9%</b>	●	<b>91</b>	<b>43</b>	<b>17.8%</b>	<b>8.7%</b>	●
Robbery - Mobile Phone	<b>Total</b>		<b>200</b>	<b>168</b>	<b>-16.0%</b>	●	<b>47</b>	<b>22</b>	<b>23.5%</b>	<b>13.1%</b>	●
Theft and Handling	Theft From M/V	-6%	2,051	1,744	-15.0%	●	28	22	1.4%	1.3%	●
	Theft/Taking of M/V	-8%	1,041	946	-9.1%	●	50	67	4.8%	7.1%	●
	Theft Person	-2%	665	694	4.4%	●	11	9	1.7%	1.3%	●
	Other Theft & Handling		5,981	6,320	5.7%	●	735	677	12.3%	10.7%	●
	<b>Total</b>		<b>9,738</b>	<b>9,704</b>	<b>-0.3%</b>	●	<b>824</b>	<b>775</b>	<b>8.5%</b>	<b>8.0%</b>	●
Theft Person - Mobile Phone	<b>Total</b>		<b>355</b>	<b>336</b>	<b>-5.4%</b>	●	<b>7</b>	<b>3</b>	<b>2.0%</b>	<b>0.9%</b>	●
VWI	VWI - Domestic Abuse		642	739	15.1%	●	290	238	45.2%	32.2%	●
	VWI - Non Domestic Abuse		1,395	1,590	14.0%	●	398	497	28.5%	31.3%	●
	<b>Total</b>	12%	<b>2,037</b>	<b>2,329</b>	<b>14.3%</b>	●	<b>688</b>	<b>735</b>	<b>33.8%</b>	<b>31.6%</b>	●
Domestic Abuse	<b>Total</b>		<b>1,922</b>	<b>2,189</b>	<b>13.9%</b>	●	<b>733</b>	<b>587</b>	<b>38.1%</b>	<b>26.8%</b>	●
Sexual Offences	Rape		150	173	15.3%	●	13	13	8.7%	7.5%	●
	Other Sexual		291	420	44.3%	●	48	64	16.5%	15.2%	●
	<b>Total</b>		<b>441</b>	<b>593</b>	<b>34.5%</b>	●	<b>61</b>	<b>77</b>	<b>13.8%</b>	<b>13.0%</b>	●
Gun Discharges	<b>Total</b>		<b>4</b>	<b>7</b>	<b>75.0%</b>	●	<b>2</b>	<b>2</b>	<b>50.0%</b>	<b>28.6%</b>	●
Knife Injury Victims (U25 Non DA)	<b>Total</b>		<b>44</b>	<b>42</b>	<b>-4.5%</b>	●					●

## Committee: Overview & Scrutiny Commission

**Date: 23 March 2016**

Wards: All

**Subject: Anti-Social Behaviour (ASB) – A report for information providing an overview of service delivered by Safer Merton ASB Team.**

Lead officer: John Hill

Lead member: Councillor Edith Macauley

Contact officer: John Hill/Amanda Woodhall/Jeanette Chacksfield

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### Recommendations:

A. That Members discuss and comment on the contents of this report.

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## 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 The purpose of this report is to provide Members of the Commission with an overview of the Anti Social Behaviour (hereafter referred to as ASB) legislative framework and the mechanism by which the ASB service is delivered in Merton. The report will explain how the ASB team is structured, powers available to the team, how cases of ASB are reported and the mechanisms for dealing with these. Additionally, the report will provide an overview of current performance, in addition to explaining pressures on the service, anticipating future demands and how the service will aim to response to these.

## 2. DETAILS

### 2.1 What is Anti-Social Behaviour?

ASB is generally defined as “nuisance behaviour that causes harassment, alarm or distress to one or more persons not of the same household”. It is a broad definition used to describe the day-to-day incidents of crime, nuisance and disorder that make many people’s lives a misery: from litter and vandalism, to public drunkenness or aggressive dogs, to noisy or abusive neighbours. Such a wide range of behaviours means that responsibility for dealing with anti-social behaviour is shared between a number of agencies, particularly the police, councils and social landlords.

### The LB Merton Perspective

2.2 The ASB team forms part of the Safer Merton Team, which in turn forms part of the Public Protection division within the Environment and Regeneration directorate. The Safer Merton team is currently in the process of implementing a restructure so that the new team will operate with a single overall manager

**(See Appendix 1 – Structure Chart).** The new structure makes provision for 2 ASB officers who cover the whole borough in respect of ASB investigations. For the purposes of these investigations the borough is divided into 3 sectors, Morden, Mitcham and Wimbledon.

- 2.3 The overarching aim of the work of the ASB team is to reduce people's perceptions of ASB year on year. Such trends are measured in the Annual Residents Survey. The last survey was carried out in 2014/2015. The evidence obtained from that survey showed that whilst there are variations, overall 44% of Merton residents were concerned about ASB. This represented a drop from 51% in the previous Annual Residents Survey carried out in 2012.
- 2.4 The delivery of community safety services generally requires close partnership working with both internal and external stakeholders. This is especially the case for the ASB team who work in close partnership with internal departments and external agencies. For example, the team works closely with Environmental Health, Parking, planning enforcement, Waste Enforcement, Trading Standards, Education, Transforming families, drug and alcohol teams, MASH (Multi Agency Safeguarding Hub), LFB and the Police,
- 2.5 The ASB team meet with dedicated ward police officers on a monthly basis to share information and keep police and partners updated on local procedure.
- 2.6 The ASB Case panel is held monthly and develops action plans for individuals that are involved in anti-social behaviour on Borough.
- 2.7 Local Multi agency problem solving meetings (LMAPS) are held monthly and ASB officers attend these meetings and feedback on community issues that need a problem solving approach from partners.
- 2.8 The ASB team work with Children Schools and Families around the Youth Offending Management Panel (YOMP) for individuals that are at high risk to themselves or high risk offending in the local community.
- 2.9 The team attend monthly transforming families (TF) meetings. TF is an approach that supports the family as a whole. ASB officers can refer families that come to their attention for TF intervention or support TF with their actions.
- 2.9 The team will also attend internal meetings with other enforcement departments within the council such as the Enforcement Review Task Force meeting (ERTG); ASB officers are required to chair a fire misuse group meeting that is held quarterly to tackle the issues of fires during haymaking season on Mitcham Common and anti-social behaviour surround the autumn nights period to include Halloween fireworks and Diwali.

**Legislative tools available.**

2.10 The Anti-Social Behaviour Crime and Policing Act 2014 brought in specific powers that sought to simplify the “toolkit” available to agencies to tackle ASB. The key powers available to the ASB team now includes the following :

- Civil Injunction
- Criminal Behaviour Order (CBO)
- Community Protection Notice (CPN)
- Public Spaces Protection Order (PSPO)
- Closure Powers
- Dispersal Powers.

An explanation of each of these powers is provided in **(Appendix 2)** of this report.

### **How are complaints reported?**

2.11 Generally cases will be reported to the team by complainants either through on line reporting, telephone calls from complainants or by referral from partner agencies. The multi-agency approach to tackling ASB will sometimes mean that the team are not the lead agency in delivering a solution. However, in all instances the team will record complaints of anti-social behaviours and investigating cases, referring cases to other partners to lead where relevant. **(Appendix 3 of the report sets out in detail the ASB Complaints Procedure in full).**

In summary the ASB team will:

- Ensure all cases have a specific reference number
- Advise complainant/victim of lead officer or agency managing their case, including contact details.

### **When the ASB are the lead in managing an investigation, they will:**

Grade new cases between level 1 and level 3, dependent on risk factors, with level 1 being the highest risk. Typical level definitions for cases are described as:

#### **Level 1 (Serious ASB)**

- Primarily concerned with harassment and intimidating behaviour that causes severe distress and compromises the safety and well-being of residents – aggressive/threatening language or behaviour, violence or threatened violence, racial/hate behaviour, drug supplies and use.
- Requires a rapid investigation, response, likely to lead to enforcement action.

- The complainant must be interviewed with 24 hours of receipt of the original complaint. This may be in person or by phone, whichever is deemed by the ASB officer as most appropriate.

### **Level 2 (Persistent ASB)**

- Low level, a persistent form of ASB, which causes harassment alarm and distress or unreasonably interferes with other people's rights to the use and enjoyment of their home and community.
- No immediate danger to complainant or others – persistent noise nuisance graffiti, vandalism.
- Concentrate on frequent or persistent reports about the same household or individuals.
- Ideally tackled through a problem solving preventative approach.
- The complainant must be interviewed with 5 working days of receipt of the original complaint. This may be in person or by phone, whichever is deemed by the ASB officer as most appropriate.

### **Level 3 (Nuisance ASB)**

Nuisance behaviour that is unlikely to cause harassment, alarm or distress in the short term – One off graffiti, fly-tipping, intermittent noise nuisance.

- Likely to be resolved without enforcement action.
- The complainant must be interviewed with 12 working days of receipt of the original complaint. This may be in person or by phone, whichever is deemed by the ASB officer as most appropriate.

The primary aim of the service is to provide a prompt response to a complainant and to outline how the case will be investigated. The following sets out the scale of response times :

- i) Level 1: Respond within 24 hours;
- ii) Level 2: Respond within 2 working days and interview within 5;
- iii) Level 3: Respond within 7 working days and interview within 12.

In all categories of cases the team will:

- Offer reassurance visits to victims (this can also be provided by police);
- Keep complainants and victims informed of action taken;
- Keep all relevant partners informed.
- Take action against perpetrators when robust evidence of anti-social behaviour is obtainable. The ASB officer will then refer investigation to their monthly case panel.



### **ASB performance for period 01/04/15 to 31/12/15**

ASB cases resolved within agreed timeframe	Percentage achieved in time (with target shown in brackets)	2014/15 performance
Level 1	100% (95%)	100%
Level 2	93% (95%)	98%
Level 3	100% (95%)	100%
Percentage of case panel referrals resulting in enforcement action.	72% (70)	76%

### **The role of the ASB case panel**

The ASB Case Panel has a multi-agency membership and meets monthly (currently the first Tuesday of each month at Merton Civic Centre) to discuss persistent ASB offenders and to agree the appropriate course of action to resolve each case. Actions agreed to addresses those nominated to the case panel include:

### **Criteria for nominating an alleged persistent offender to ASB Case Panel**

- Nominations re made by agencies within the membership or partner agencies;
- Individual has been identified as participating in persistent anti-social behaviour;
- Reports of ASB are within Merton, or impacts on their Merton residency;
- Nominating officer will attend the meeting to present their case and provide further information;
- Nominating officer will take on any action agreed for them and feed back to the panel;
- Cases relating to domestic violence or child protection issues alone are not appropriate for a referral, but must instead be referred to the relevant agencies; For example, If a child protection issue becomes apparent a referral must be made to MASH (Multi Agency Safeguarding Hub) as soon as it is practical to do so;
- In some cases enforcement action may be agreed by the panel as the appropriate course of action. In doing so, the Panel will take into account the human rights of each individual discussed, ensuring actions agreed are proportionate to the behaviour of the perpetrator.

### **Current Performance**

The Annual Residents Survey for 2014 revealed that the proportion of residents who felt informed about measures to combat anti-social behaviour had risen to 35% reversing the fall seen in 2012 where the figure fell to 29%.

**Appendix 4** details the current numbers of complaints received by the team. This shows that the number of complaints received for 2015/16 will exceed 1300 by year end and indicates a steady increase in totals compared to previous year's data which is also set out in this appendix.

**Appendix 5** details the number of current formal enforcement interventions being undertaken by the team.

### **3 ALTERNATIVE OPTIONS**

- 3.1 The current Target Operating Model (TOM) sets out the strategy in respect of how the service could be delivered in the future. There will be significant emphasis on developing technology so that it enables the customer to more easily report instances of ASB and general complaints on-line. The service is also investing in other forms of technology such as mobile enforcement CCTV cameras which will help to gather evidence based information in a much shorter timeframe and of a better quality. This will help to reduce timescales for enforcement prosecutions. Through the work of the ERTG consideration is also being given to a more generic approach to enforcement which may enable other service areas to assist in ASB investigations.

Raising customer awareness is also a key objective for the future and the team are currently holding "pop-up" events, which are designed as a "roadshow" taken across the Borough and aiming to publicise the work of and services offered by the team. The first of these was held in Pollards Hill in January 2015, second to be held 23<sup>rd</sup> March in Wimbledon Library, third one is to be held at north east Mitcham Community Centre on Graveney Ward on 20<sup>th</sup> May. It is the intention to continue these events throughout the year on a rolling programme.

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

- 4.1 None for the purposes of this report.

### **5. TIMETABLE**

- 5.1 None for the purposes of this report.

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

- 6.1 The Safer Merton Team are expected to deliver efficiency savings of £70K as part of the Council's overall MTFS by 2017/18. Progress towards achieving

this target has already been achieved in part through the restructure of Safer Merton referred to above.

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

- 7.1 New powers to tackle Anti-Social Behaviour (ASB) came into effect between October 2014 and March 2015. The Anti-Social Behaviour and Policing Act 2014 that brought in these powers sought to simplify the “toolkit” available to agencies to tackle ASB. The key components of this toolkit are referred to in section 2 (above) with a more detailed explanation of each of the powers set out in Appendix 2 to 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**

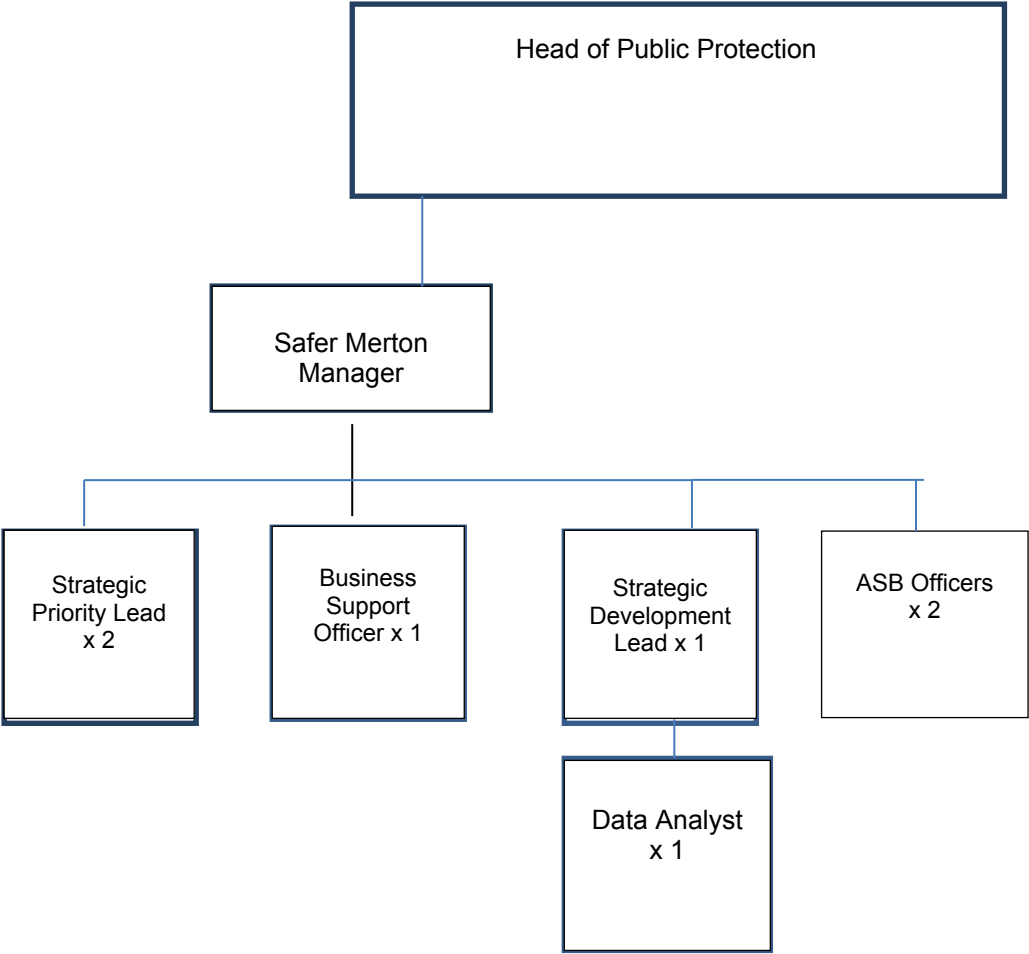
- Appendix 1 - Structure Chart
- Appendix 2 - Legislative powers available to tackle ASB
- Appendix 3 - ASB Complaints Procedure
- Appendix 4 - Breakdown of type and volume of complaints received.
- Appendix 5 – Current “live” enforcement actions being undertaken by the team.

## **12. BACKGROUND PAPERS**

- 12.1 None for purposes of this report.

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**Appendix 1 (Structure Chart)**



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## APPENDIX 2

### 1. **Civil Injunction** A quick remedy to stop or prevent individuals engaging in ASB

**Available to:** Local councils; Social landlords; Police (including British Transport Police); Transport for London; Environment Agency and Natural Resources Wales; and NHS Protect and NHS Protect (Wales)

**Injunction** will include prohibitions and should also include positive requirements to get the perpetrator to address the underlying causes of their anti-social behaviour.

**Test:** On the balance of probabilities:

**Penalty:** Breach of the injunction is not a criminal offence, but breach must be proved to the criminal standard. Over 18s - civil contempt of court with unlimited fine or up to two years in prison; Under 18s: supervision order or, as a very last resort, a civil detention order of up to three months for 14-17 year olds.

### 2. **Criminal Behaviour Order (CBO)** Issued by any criminal court against a person who has been convicted of an offence to tackle the most persistently anti-social individuals who are also engaged in criminal activity.

**Available to:** The prosecution, in most cases the Crown Prosecution Service (CPS), either at its own initiative or following a request from the police or council.

**Order** will include prohibitions to stop the anti-social behaviour but it can also include positive requirements to get the offender to address the underlying causes of the offender's behaviour.

**Penalty (on breach):** Breach of the order is a criminal offence and must be proved to a criminal standard of proof, that is, beyond reasonable doubt. For under 18s on summary conviction: up to six months imprisonment or a fine or both; for over 18s on conviction on indictment: up to five years imprisonment or a fine or both;

### 3. **Community Protection Notice (CPN)** To stop a person aged 16 or over, business or organisation committing anti-social behaviour, which spoils the community's quality of life.

**Available to (issue the CPN):** Council officers; Police officers; Police community support officers (PCSOs) if designated; and Social landlords (if designated by the council).

**Test** (behaviour has to): have a detrimental effect on the quality of life of those in the locality; be of a persistent or continuing nature and unreasonable

### 4. **Public Spaces Protection Order (PSPO)** Designed to stop individuals or groups committing anti-social behaviour in a public space.

## ASB, Crime & Policing Act 2014 Tools Summarised

**Available to:** Councils issue a public spaces protection order (PSPO) after consultation with the police, Police and Crime Commissioner and other relevant bodies.

**Test Behaviour being restricted has to:** have a detrimental effect on the quality of life of those in the locality; be of a persistent or continuing nature and unreasonable

**Restrictions and requirements set by the council;** These can be blanket restrictions or requirements or can be targeted against certain behaviours by certain groups at certain times; Can restrict access to public spaces (including certain types of highway) where that route is being used to commit anti-social behaviour; Can be enforced by a police officer, police community support officers and council officers.

**Penalty (on breach):** Breach is a criminal offence; Enforcement officers can issue a fixed penalty notice of up to £100 if appropriate; A fine of up to level 3 on prosecution.

**5. Closure Power** To allow the police or council to quickly close premises which are being used, or likely to be used, to commit nuisance or disorder.

**Available to:** Local council; Police.

**Test:** The following has occurred, or will occur, if the closure power is not used:

- Closure notice up to 48 hours - nuisance to the public; or disorder near those premises.
- Closure order (up to six months) - disorderly, offensive or criminal behaviour; serious nuisance to the public; or disorder near the premises.

**Penalty (on breach):** Breach is a criminal offence; Notice: Up to three months in prison; Order: Up to six months in prison; Both: Up to an unlimited fine for residential and non-residential premises.

**6. Dispersal Powers:** Requires a person committing or likely to commit anti-social behaviour, crime or disorder to leave an area for up to 48hrs.

**Available to:** Police officers in uniform and Police Community Support Officers (if designated the power by their chief constable).

**Test:** Contributing or likely to contribute to members of the public in the locality being harassed, alarmed or distressed (or the occurrence of crime and disorder); and direction necessary to remove or reduce the likelihood of the anti-social behaviour, crime or disorder.

**Penalty (on breach):** Breach is a criminal offence. Failure to comply with a direction to leave: up to a level 4 fine and/or up to three months in prison although under 18s cannot be imprisoned. Failure to hand over items: up to a level 2 fine.

**Details:**

- No requirement to consult council
- Must specify the area to which it relates and can determine the time and the route to leave by;
- Can confiscate any item that could be used to commit anti-social behaviour, crime or disorder;
- Use in a specified locality must be authorised by a police inspector and can last for up to 48 hours;
- A direction can be given to anyone who is, or appears to be, over the age of 10;



## ASB, Crime & Policing Act 2014 Tools Summarised

- A person who is under 16 and given a direction can be taken home or to a place of safety.
- The direction must be given in writing, unless that is not reasonably practicable.

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## SAFER MERTON: ANTI – SOCIAL BEHAVIOUR UNIT (ASBU)

### Anti-Social Behaviour (ASB) Complaints Policy and Procedure

#### **APPENDIX 3**

Safer Merton is a community safety partnership within the Public Protection division of Environment & Regeneration. Safer Merton's *Anti-social Behaviour Unit (ASBU)* receives complaints of anti social behaviour from members of the public and other stakeholders. Complaints come by telephone, 020 8274 4907, which is also the 24hr reporting line that has a voicemail facility; email ([ASBUnit@merton.gov.uk](mailto:ASBUnit@merton.gov.uk)); letter to Safer Merton, Civic Centre, London Road, Morden SM4 5DX; via on-line reporting such as 'Report It' at [www.merton.gov.uk](http://www.merton.gov.uk), or in person by attending the Civic Centre. Reports are made by members of the public, local businesses, and partner agencies. (Anyone attending the Civic Centre without an appointment cannot guarantee being seen at that time by a member of the ASBU).

Anti-social behaviour is a broad term used to describe the day-to-day incidents of crime, nuisance and disorder that causes harassment, alarm or distress. Due to the wide range of behaviours this includes, the responsibility for dealing with anti-social behaviour is shared between a number of council departments, and agencies such as the police and social landlords. The ASBU works within the boundaries of the ASB, Crime and Policing Act 2014, and the 1998 Crime and Disorder Act, amongst others.

#### **The ASBU typically deals with complaints such as:**

- Persistent and unreasonable noise nuisance from individuals or groups
- Public disorder affecting the community
- Privately owned homes attracting problems for the local community
- Groups or individuals acting in a intimidating or destructive manner

Not all anti-social behaviour is dealt with by the ASBU; some will be referred to partner agencies to lead, *for example*, to Environmental Health for matters relating to amplified noise such as loud music; Waste Enforcement for dog fouling; Police for hate crime or criminal damage, Housing Association for problems coming from one of their properties or their tenant(s).

#### **The ASBU cannot deal with all matters that may be considered a nuisance or distressing. Examples of these include:**

- One-off incidents about noise disturbance or arguments;
- Noise from children playing;
- Domestic activity, including walking on uncarpeted floors, banging doors, using domestic appliances;
- Civil disputes such as boundary issues or parking spaces;
- Tenant or landlord disputes;
- Smoking (legal substances) close to a residential or business property.

*However*, the ASBU are happy to give advice on dealing with those issues and which services they can contact, or make a referral to other agencies, such as **Merton and Sutton Mediation Service** (see below).

## SAFER MERTON: ANTI – SOCIAL BEHAVIOUR UNIT (ASBU)

### Anti-Social Behaviour (ASB) Complaints Policy and Procedure

Complaints of anti-social behaviour are dealt with in confidence. The complainant's details are not revealed to the respondent, unless with specific permission from the complainant, although the respondent may make a presumption about the source of any complaint. Details may be shared with partner agencies that follow the same guidelines.

#### When a complaint is received the officer will:

- Aim to respond to the initial complaint within 2 working days for most complaints (but see **Response Times**)
- Assess the information provided to ascertain whether it is suitable for ASBU intervention and advise;
- Give advice on how the complainant can help address the issues themselves, and keep themselves safe;
- Give advice on who is best placed to deal with the complaint;
- If suitable for ASBU intervention or referral to partner agency, record on the ASBU database system (Sentinel), which creates a case reference number. Include contact details of the complainant (or note if the complainant is anonymous); nuisance address or location and/or subject name if known; details of incident(s), other information useful to the investigation, including any witness, landlord or police reference details if available. This will be referred to as the interview.
- Anonymous complaints (where the complainant has not made it possible seek further information or to update complainant) will undergo assessment to see if the complaint can be corroborated before contact is considered to be made with the respondent or alleged perpetrator(s), to avoid proceeding on malicious or vexatious complaints.

#### For cases led by ASBU the officer will:

- Conduct a Risk Assessment of the complainant;
- Request the complainant completes and returns an ASBU diary of incidents (a C105 diary sheets can be supplied by ASBU) as part of the case procedures, unless the situation is judged by the officer that a diary completion is not suitable for the case.
- Grade the case Level 1, 2 or 3 (subject to change). See **Grading and Response Times**
- Meet the complainant face to face when it is felt to be beneficial, via a home visit or appointment at the Civic Centre at a time and date suitable for both. A request from the complainant for a home visit will be accommodated by the officer where possible. Home and site visits will be risked accessed by the visiting officer.
- Record a summary of the interview with the complainant;
- Consider no further action and closing the case if a requested completed diary is not received within a reasonable time;
- Evaluate the information on the completed diary received to ascertain if it is persistent anti-social behaviour or meets the criteria for ASBU to lead on an investigation.

## SAFER MERTON: ANTI – SOCIAL BEHAVIOUR UNIT (ASBU)

### Anti-Social Behaviour (ASB) Complaints Policy and Procedure

- When appropriate, and with the complainant's consent, contact the respondent(s), usually in the form of a standard letter (C102) stating a complainant has been made against them or their household and asking they contact the ASBU;
- Interview the respondent(s), giving details of the complaint and an opportunity to respond to the allegations;
- Feed back a summary of the respondent's comments to the complainant and discuss remedy options.
- Co-ordinate multi agency resolutions, and share information when necessary with appropriate agencies/departments. Other agencies/departments includes, but is not restricted to, Catch22 Merton YP Risk & Resilience Outreach Workers, Circle Housing Community Safety and Neighbourhood Wardens, Education Departments, Environmental Health, Housing Associations, Licensing, Local Police teams, London Ambulance Service, London Fire Service, MASH (Multi Agency Safeguarding Hub), Mental Health Teams, Merton and Sutton Mediation Service, Merton Parking and CCTV, Neighbourhood Watch, Planning, Safer Schools Officers, Thames Reach Homelessness charity, Trading Standards, Waste Enforcement, Youth Services.

#### Grading and Response Times to Initial Complaint

- Level 1: respond within 24 hours.  
*Harassment and intimidation causing severe distress and compromising the immediate safety and well being of individual(s)*
- Level 2: respond within 2 working days, and interview within 5 working days.  
*Persistent anti-social behaviour, causing harassment, alarm and distress, or interferes with other people's rights to peaceful enjoyment of their home and community. No immediate danger to complainant or others.*
- Level 3: respond within 7 working days.  
*Nuisance behaviour that is unlikely to cause harassment, alarm or distress in the short term*

For more information see **ASB - Minimum Standards** at [www.merton.gov.uk](http://www.merton.gov.uk)

#### Options for Resolution

Some cases often do not have independent witnesses or other evidence to corroborate that anti-social behaviour is taking place. Others involve matters that are a nuisance but not classed as anti-social behaviour. In these instances ASBU will look at the following options:

- Notifying the respondent that there is a problem with a view that this can then be resolved between the different parties;
- Initial informal mediation between both parties to establish agreed conduct

## SAFER MERTON: ANTI – SOCIAL BEHAVIOUR UNIT (ASBU)

### Anti-Social Behaviour (ASB) Complaints Policy and Procedure

- In the case of private tenanted properties, making the landlord aware and assisting with advice, attending meetings to discuss the complaint if necessary;
- A referral to Merton and Sutton Mediation Service when initial informal mediation with parties to establish agreed conduct has failed. Both sides of the dispute need to agree to the referral.
- A referral to Merton's Dispute Information Advise Service (DIAS) which is being run by Merton and Sutton Mediation Service (a trialled service between October 2015 and March 2016) as an alternative to a referral to mediation. Parties in the dispute can be referred separately.

### Merton and Sutton Mediation Service

Safer Merton commissions a mediation service as an additional tool to dealing with complaints of anti-social behaviour. ASBU will fund a referral for suitable cases. Further information on mediation can be found at

<http://www.mertonandsuttonmediation.com/>

### Formal Action by ASBU

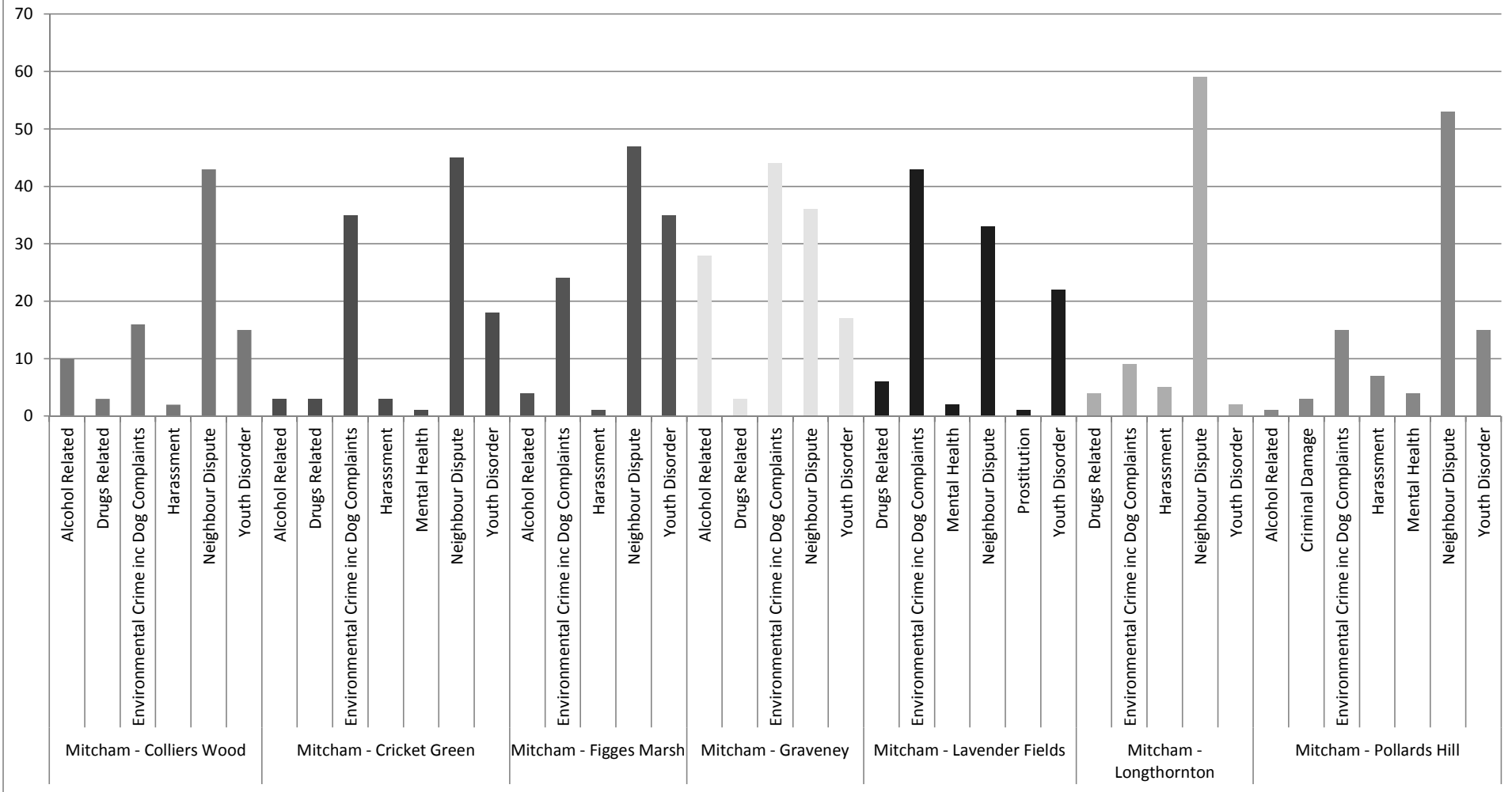
- Formal or enforcement action will be considered when there is good evidence of anti-social behaviour;
- Evidence in support will include signed diary sheets, signed statement, other witness testimony, documentation, and physical evidence;
- Formal action can be in the form, but not limited to: an Anti-social Behaviour Warning Letter, an Acceptable Behaviour Agreement (voluntary), a Good Neighbour Agreement (voluntary), a Harassment Warning Letter, a Community Protection Notice, a Closure Order, Civil Injunction, Criminal Behaviour Order;
- Any action will be recorded with ASBU and monitored whilst in effect;
- Formal action would normally be agreed via the officer nominating to the ASB Case Panel where the case will also be discussed by other agencies.

If an individual, a business or community group, have complained to the council, police or a registered housing provider about three incidents about an anti-social behaviour issue in the last six months and you consider no action has been taken there is a right to call a case review, called a **Community Trigger**. Information on the Community Trigger can be found on the Merton Website or from the ASBU.

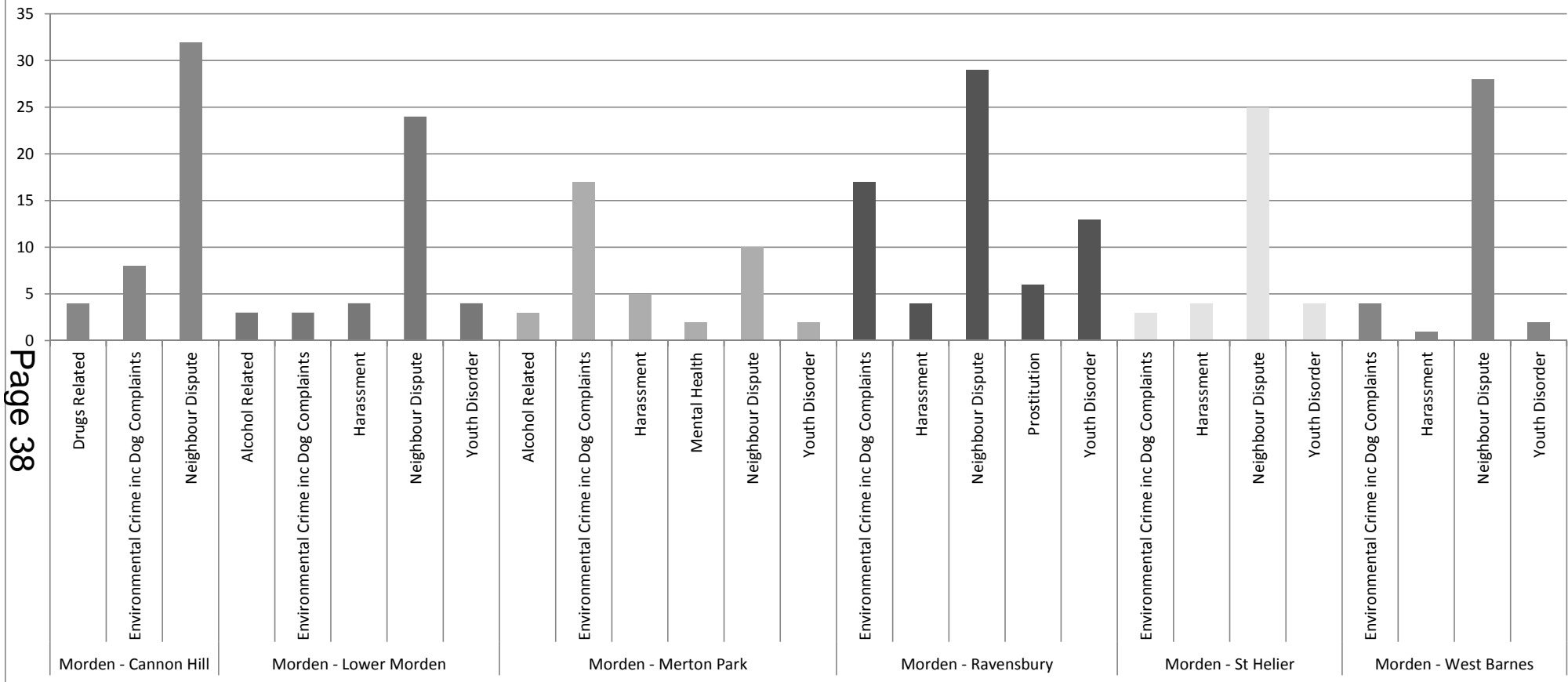
### Equalities statement

All cases will be judged on their own merit. Safer Merton is committed to ensuring any parties involved receives less favourable treatment on the grounds of: Religious belief or political opinion; Race (including colour, nationality, ethnic or national origins); Disability; Gender, including gender reassignment; Marital or civil partnership status; Sexual orientation; Age.

**APPENDIX 4 : Total Complaints For MITCHAM For The Period April 2013 to End February 2014 = 720**

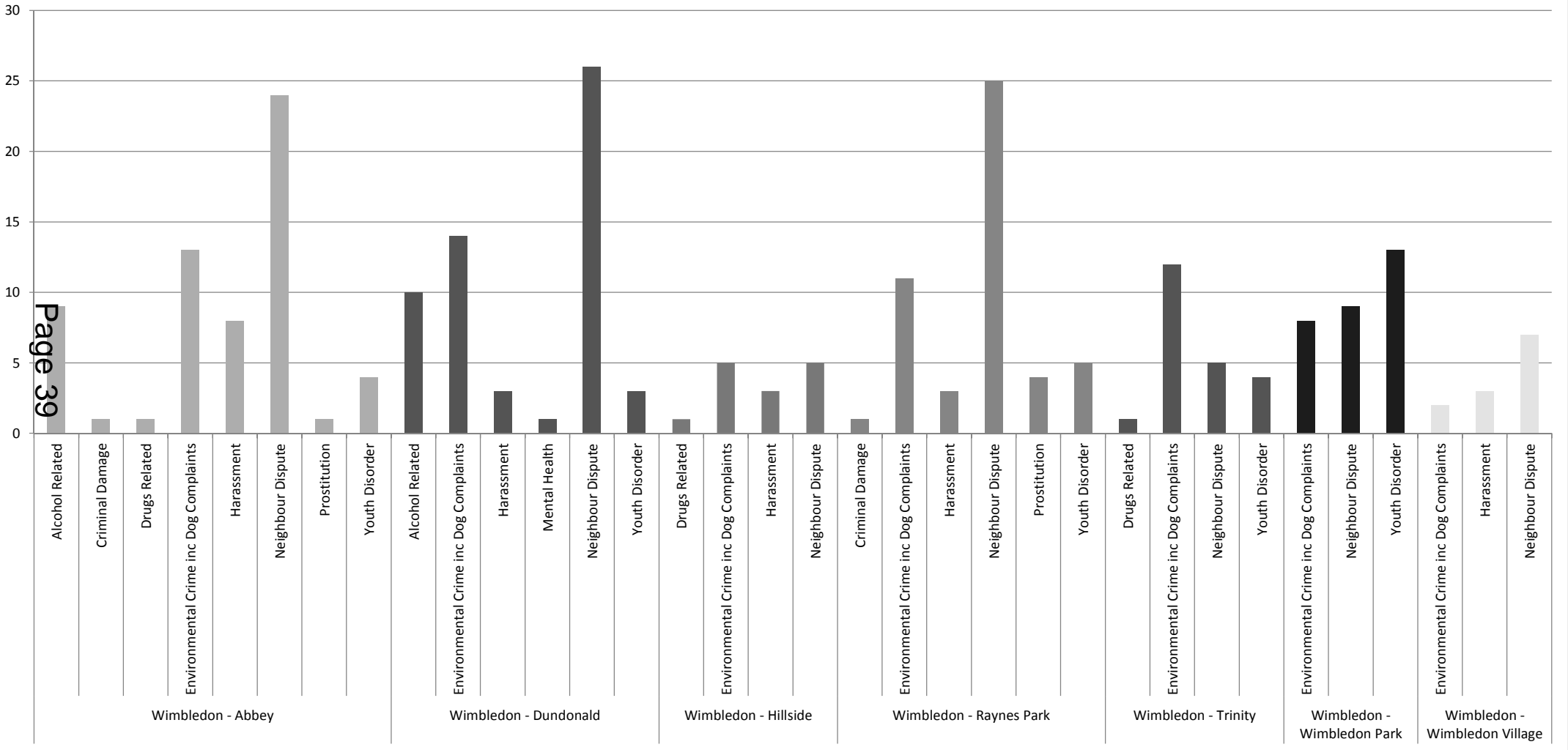


**APPENDIX 4 : Total Complaints For MORDEN For the Period April 2013 to End February 2014 = 261**

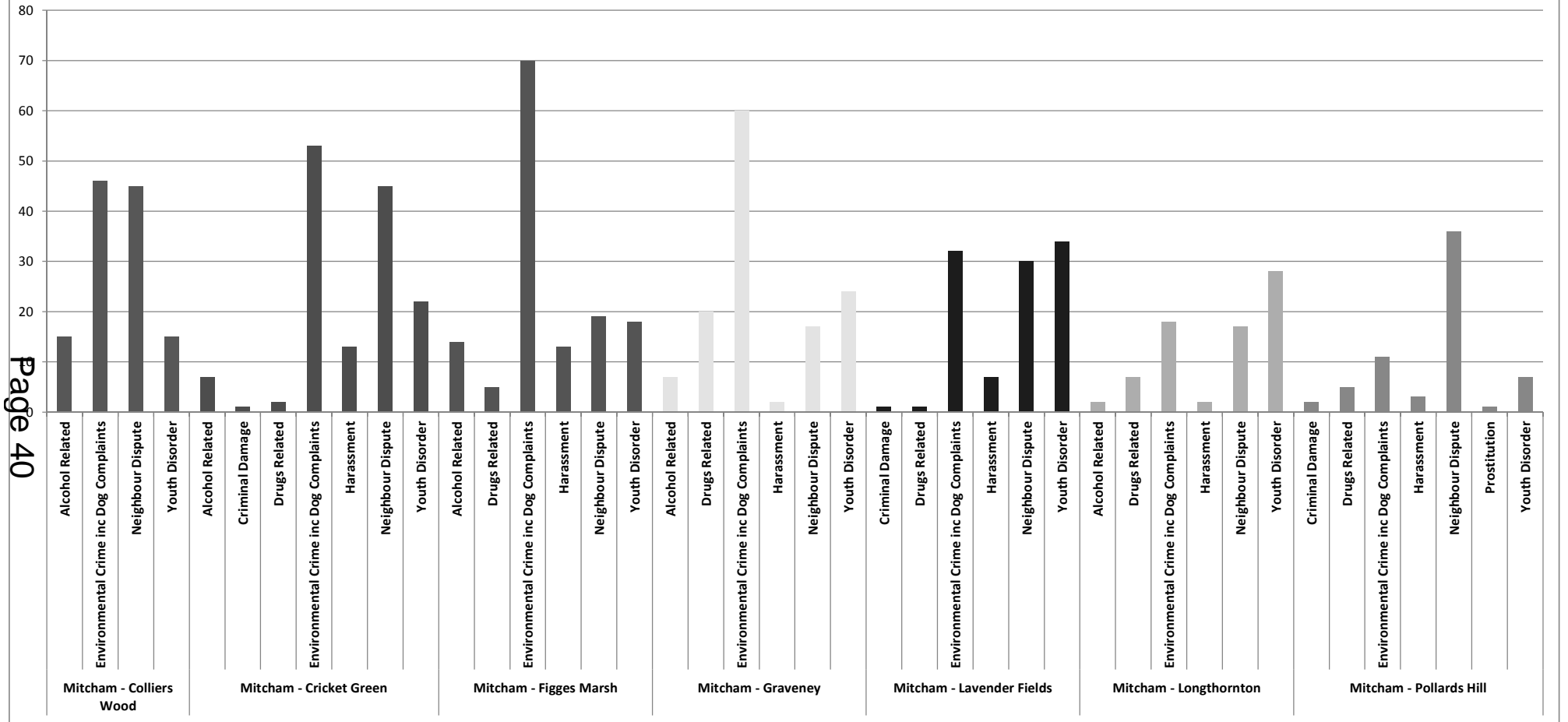




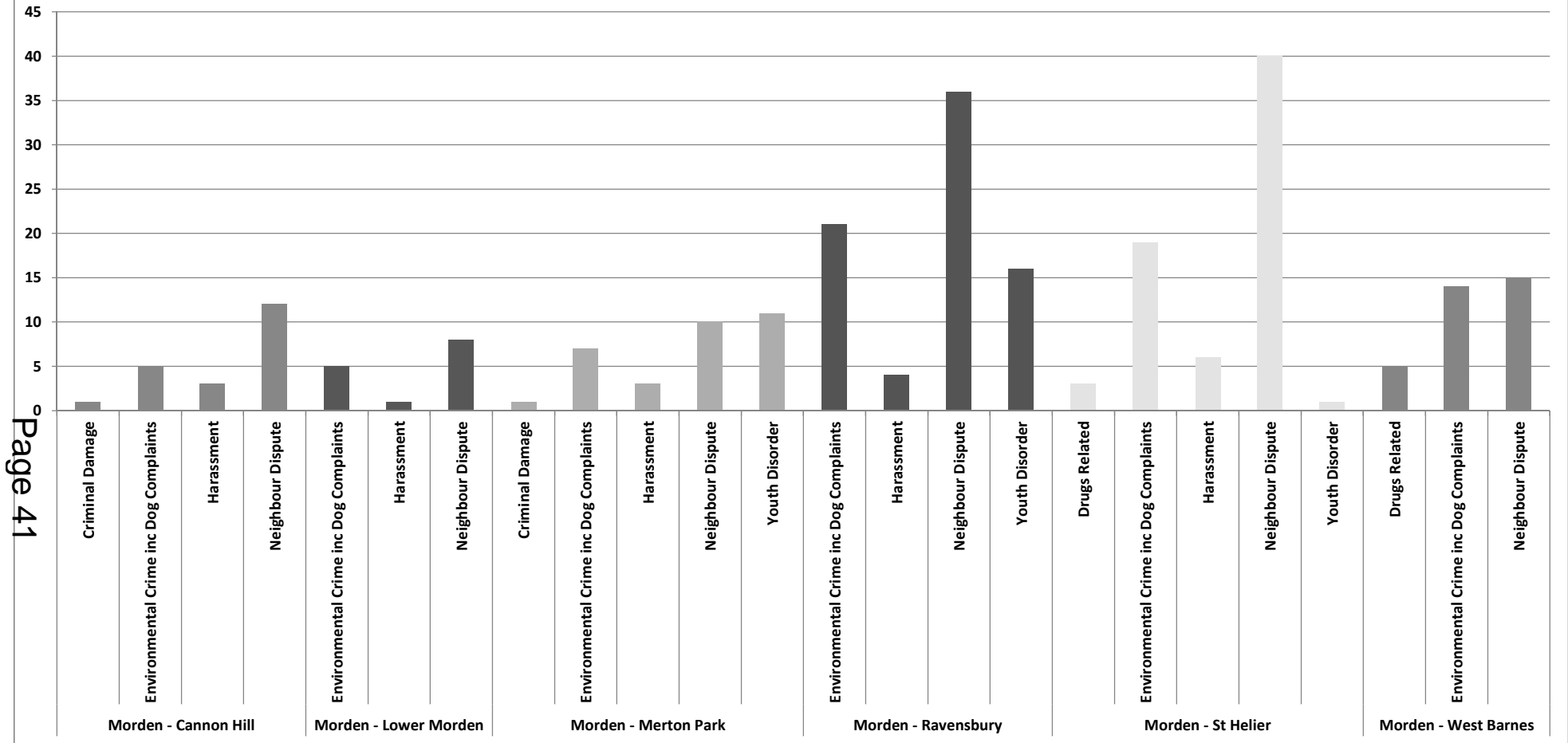
**APPENDIX 4 : Total Complaints for WIMBLEDON For The Period April 2013 to End February 2014 = 245**



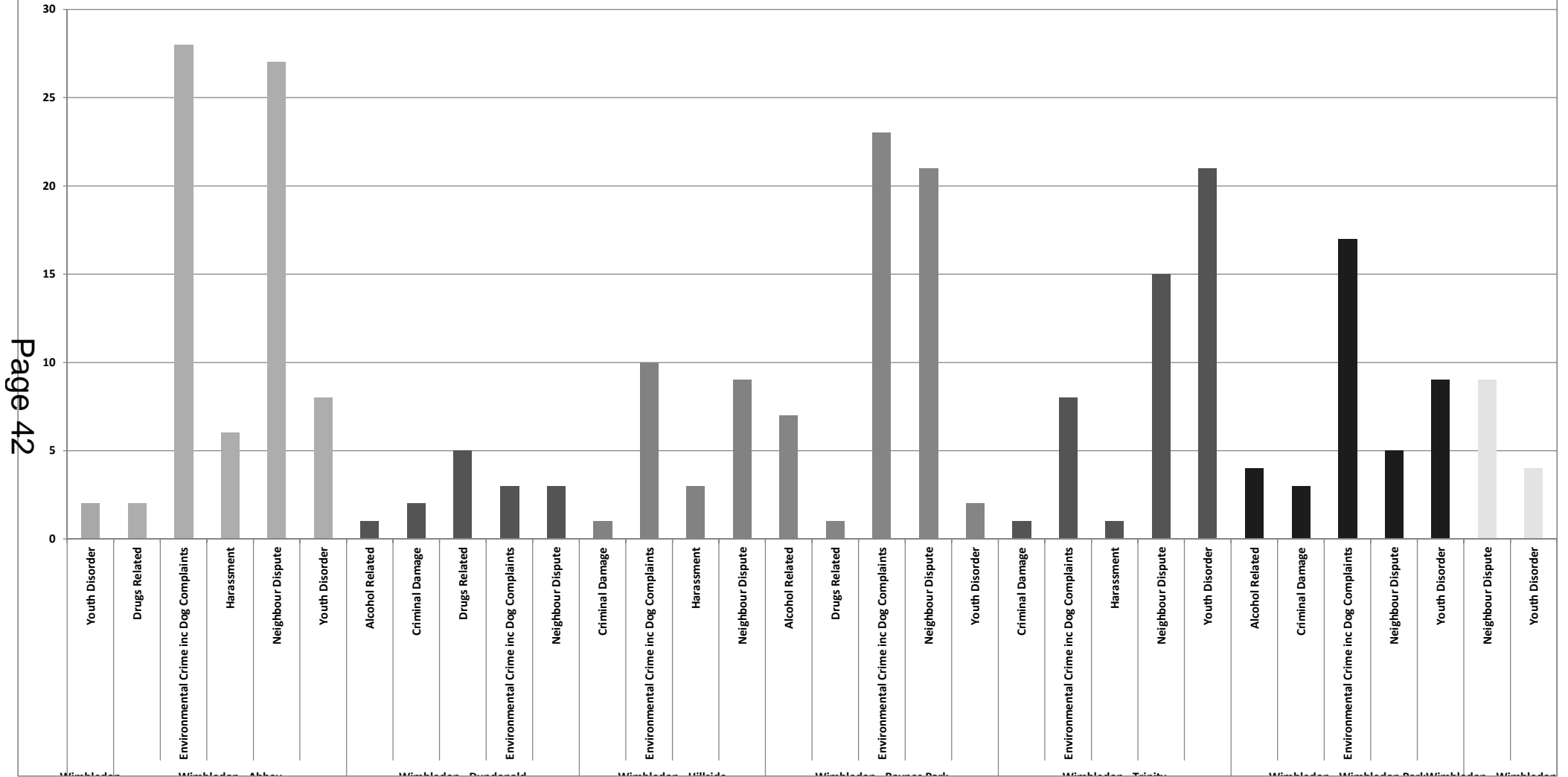
**APPENDIX 4 : Total Complaints For MITCHAM For The Period April 2014 To End February 2015 = 777**



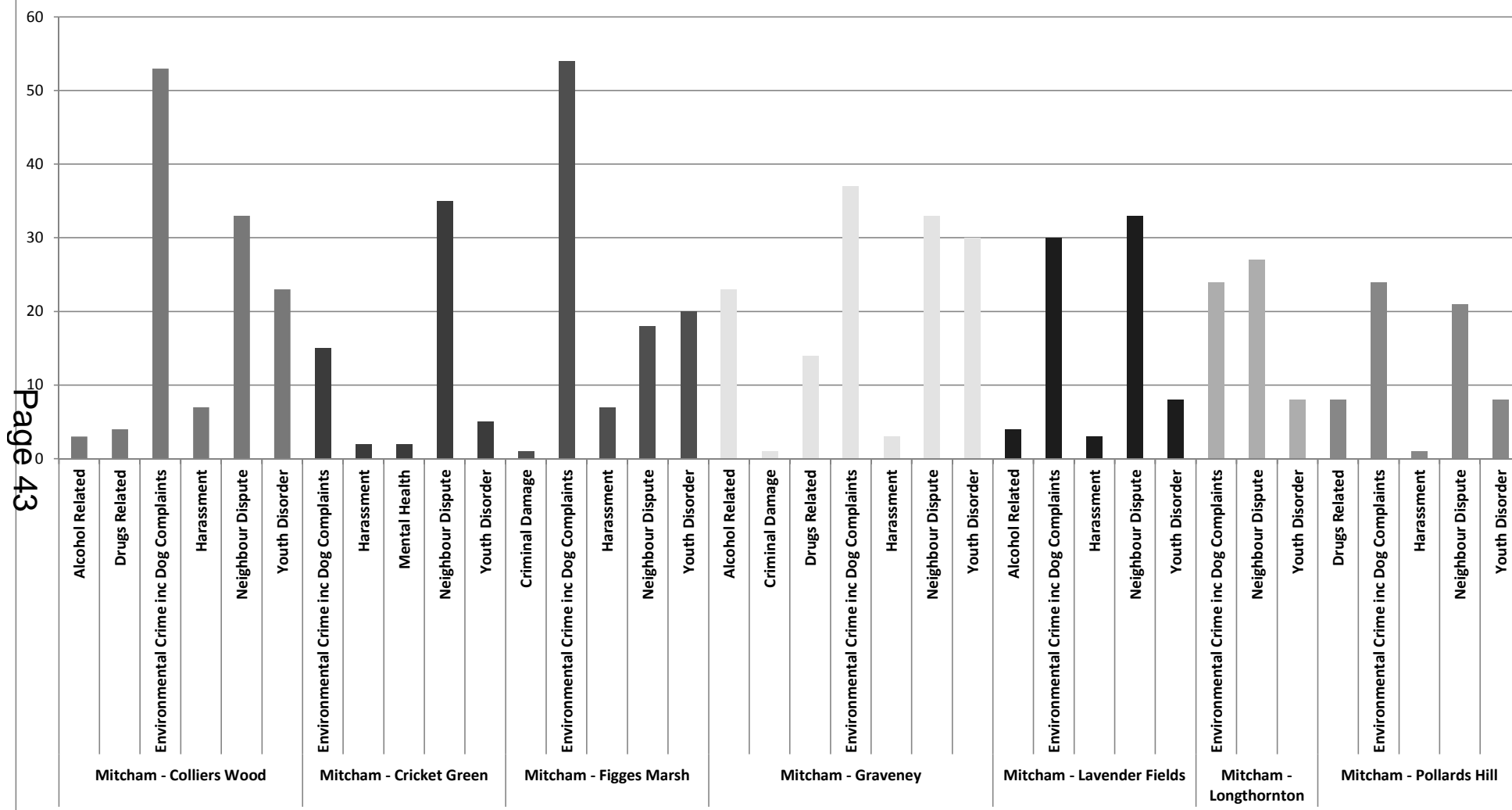
**APPENDIX 4 : Total Complaints For MORDEN For The Period April 2014 to End February 2015 = 247**



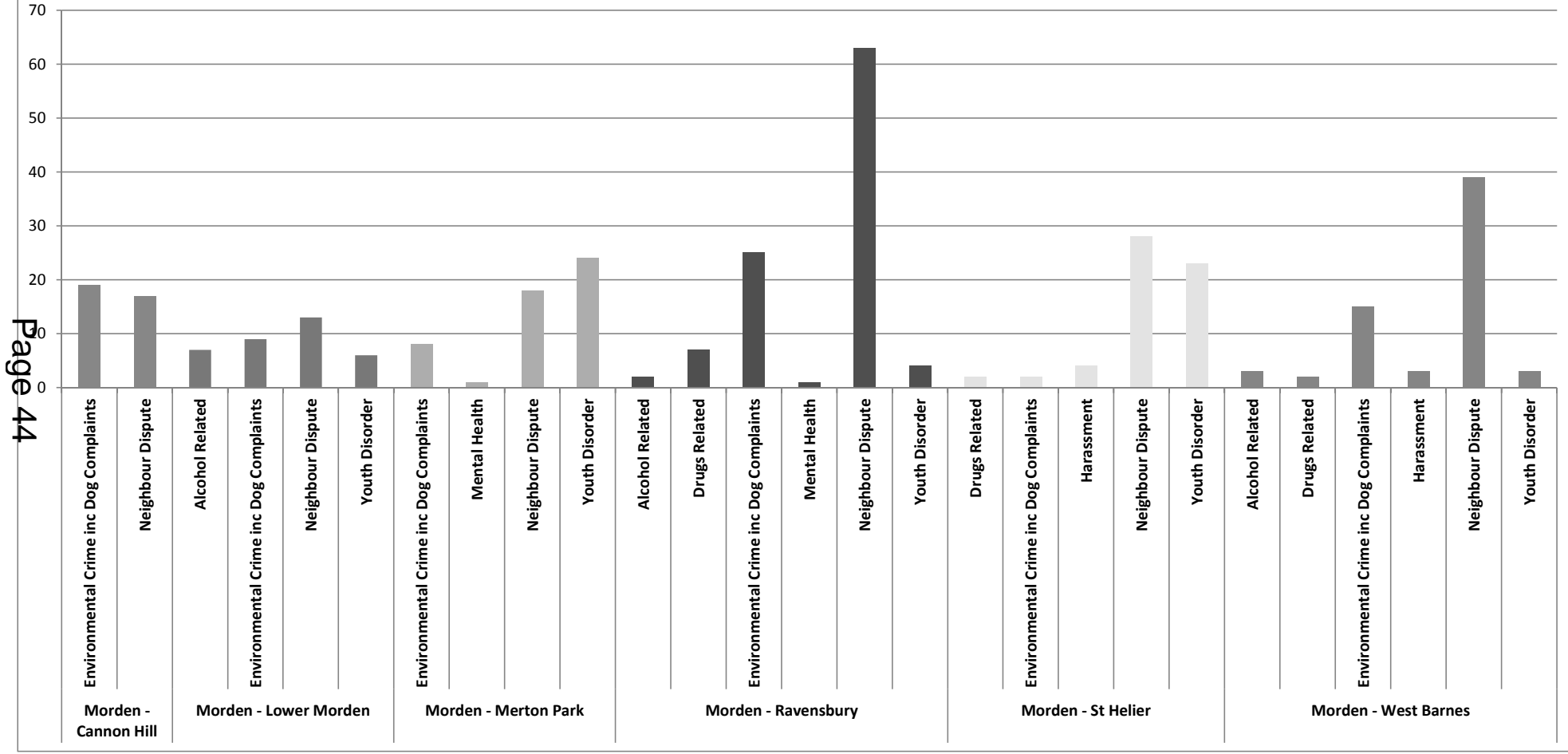
**APPENDIX 4 : Total Complaints for WIMBLEDON For The Period April 2014 to End February 2015 = 261**



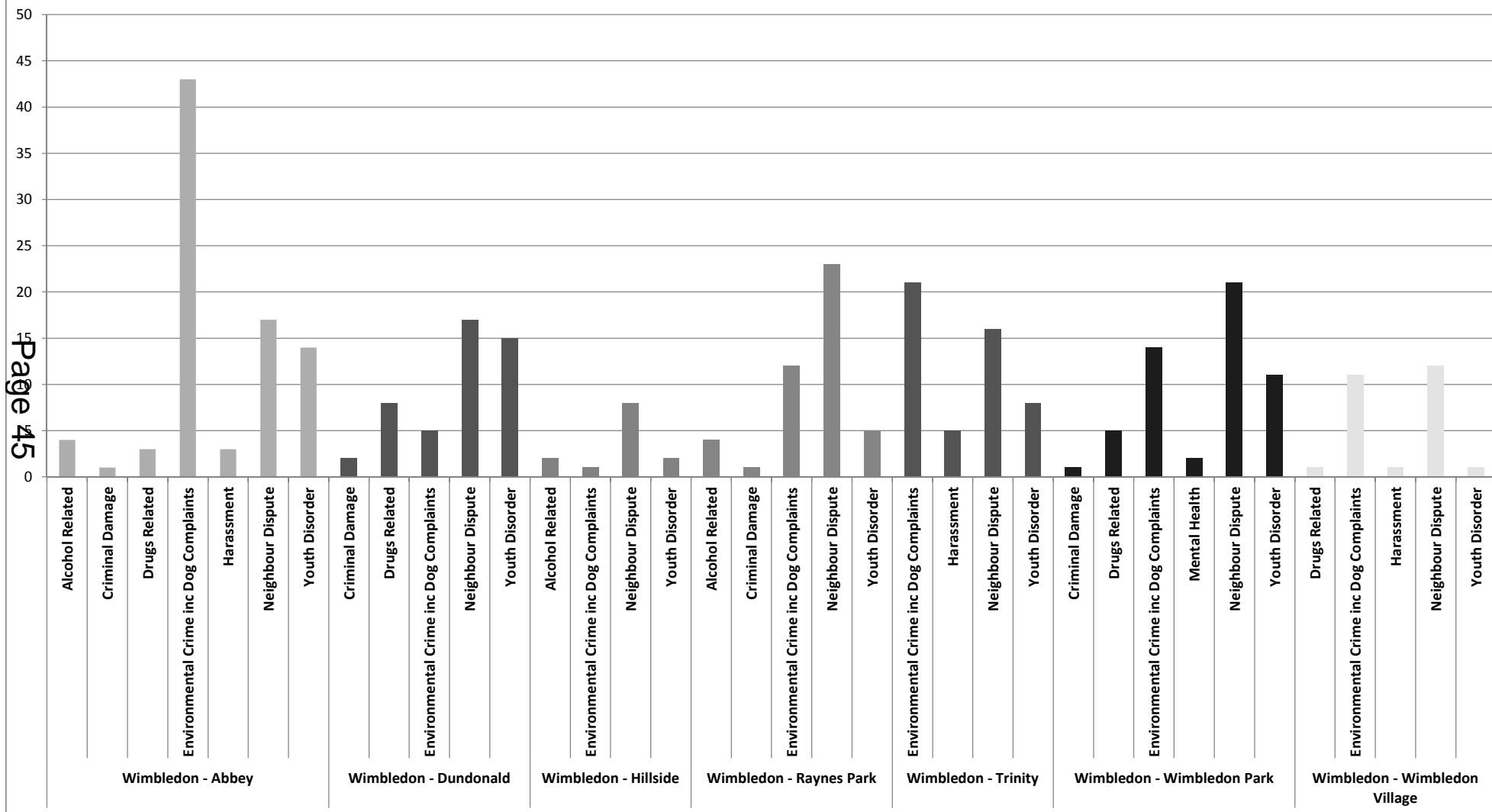
**APPENDIX 4 : Total Complaints Reported For MITCHAM For The Period April 2015 to End February 2016 = 622**



**APPENDIX 4 : Total Complaints Reported For MORDEN For The Period April 2015 to End February  
2016 = 348**



**APPENDIX 4 : Total Complaints Reported For WIMBLEDON For The Period April 2015 to End February 2016 = 320**

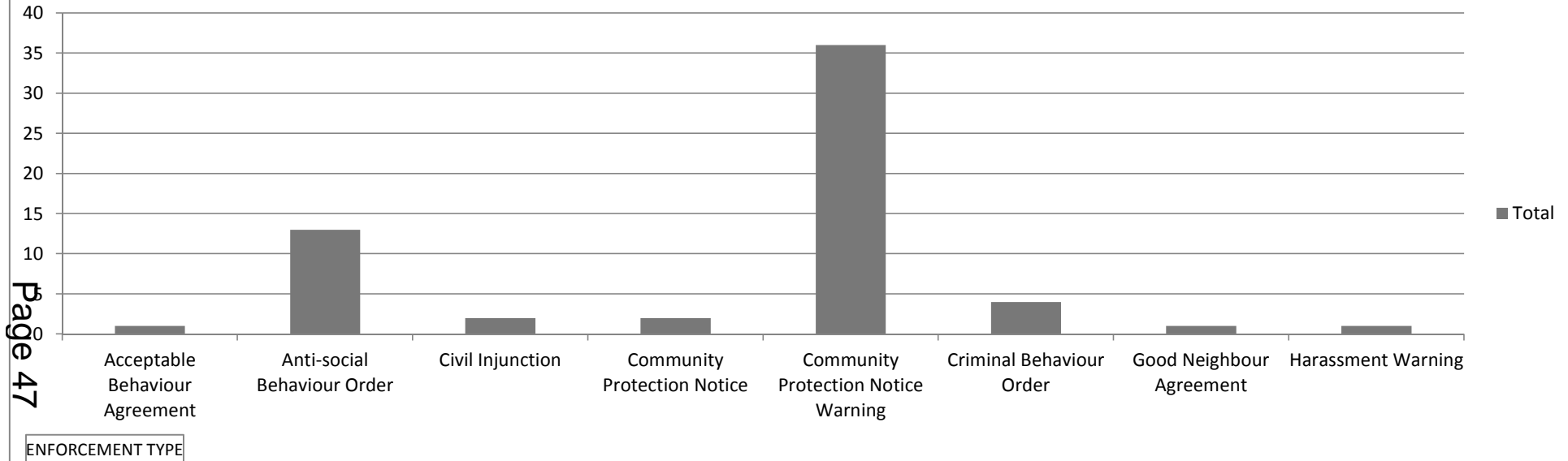


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Sum of NUMBER

## APPENDIX 5 : OPEN ENFORCEMENTS AS OF 10/03/16



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## **Committee: Overview and Scrutiny Commission**

**Date: 23 March 2016**

Wards: All

## **Subject: Grant Funding and Commissioning to the Voluntary Sector**

Lead officer: Simon Williams, Director of Community and Housing

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

Contact officer: John Dimmer, Head of Policy, Strategy and Partnerships

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**Recommendations:** That the Overview and Scrutiny Commission discuss and comment on:

- A. The responses and updates to the Internal Audit report on Grants to the Voluntary Sector
  - B. The current funding provided to voluntary sector organisations for 2015/16
- 

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

- 1.1. An Internal Audit review was carried out examining Grant Funding and Commissioning to Voluntary Organisations as part of the 2014/15 audit plan. The report included a review of the Council's payment of grants and connected decisions as well as the processes and practices for entering into contracts and to seek compliance with their obligations.
- 1.2. This report provides an update on the Council's progress against the recommendations made by Internal Audit.
- 1.3. This report also provides an overview of the 2015/16 Voluntary Sector Funding Database which provides a breakdown of all voluntary organisations funded by Merton Council by department as well as a comparison with funding in the previous financial year.

### **2 DETAIL**

#### **Internal audit of Grant Funding and Commissioning to the Voluntary Sector**

- 2.1. Merton Internal Audit undertook an audit of Grant Funding and Commissioning to the Voluntary Sector in July 2015. The scope and objective of the audit was:
  - To review the adequacy of the overall approach and consistency of current arrangements for commissioning services from the voluntary sector through grant funding.

- To ensure where applicable, compliance with both Council Standing Orders and EU Public procurement requirements, grant funding criteria and the Merton Compact Agreement with the voluntary sector.
- To ensure that there are monitoring systems in place which ensure funding support to the voluntary sector achieves value for money, as well as the desired outcomes for beneficiaries and service users.
- To ensure that there are financial systems in place which minimise the risk of fraud, duplication of payments and financial management, or non-compliance by voluntary organisations.
- To review the funding application process across departments to ensure a consistency of approach.
- To review payroll processes for payments made through Merton's financial systems.
- To review notional funding arrangements relating to a range of areas including transport and rent.

2.2 Internal Audit published their findings in July 2015. Overall they found that all key controls were in place, but there was some evidence of minor controls not operating or documentation missing. They made a number of recommendations and the Policy, Strategy and Partnerships team have co-ordinated an action plan to address these.

2.3 This report provides an update as to the current position for each<sup>1</sup> detailed recommendation. The majority of recommendations have been actioned and we plan that the remainder will have been resolved by the end of March 2016. The Policy, Strategy and Partnerships team regularly update the action plan responding to the Audit including reporting to Merton's Compact Board on a six monthly basis. In addition, the Funding Officers Group has been re-established and meets quarterly. The appendix provides an update on each recommendation.

### **Merton Council funding to the Voluntary Sector**

2.4 In 2011, it was agreed by Cabinet that the voluntary sector funding database would be published annually. This decision was welcomed by the local voluntary and community sector as it ensured the council met its commitment to transparency. The Department for Communities and Local Government (DCLG) subsequently published the Local Government Transparency Code, which lists the data that councils are required to publish which includes all funding to the voluntary and community sector, including cash grants, commissioned services, contracted services and notional/ in-kind funding.

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<sup>1</sup> Where an individual organisation has been named this action has not been listed in the Appendix.

2.5 The breakdown of funding by department for 2015/16 is set out in the table below.

Department	Cash grants/ commissioned services	Notional funding	Discretionary rate relief	Total
Environment & Regeneration	£452,589	£149,130	N/A	£601,719
Children, Schools & Families	£1,524,800	N/A	N/A	£1,524,800
Community & Housing	£10,685,912	£20,749	N/A	£10,706,661
Corporate Services	£921,456	£102,925	£153,957	£1,178,339
<b>All departments</b>	<b>£13,584,757</b>	<b>£272,804</b>	<b>£153,957</b>	<b>£14,011,518</b>

2.6 Data collected shows that £13,584.757 was awarded to the voluntary sector in cash grants/ commissioned services, with a further £272,804 awarded as notional funding and £153,957 as Discretionary Rate Relief (DRR). Therefore, the total amount funded in 2015/16 is £14,011,518. Excluding DRR, this represents a 5.5% decrease in overall funding to the voluntary sector in 2015/16, compared to 2014/15.

2.7 It should be noted that initial indications for 2016/17 suggest that voluntary sector funding could reduce by £1.5 - £2 million. The impact and approach to funding the Voluntary Sector will be considered as part of a wider review of the Voluntary Sector Strategy planned for 2016. The Compact Board and Merton Partnership will be actively involved in developing the updated Strategy.

### **3 ALTERNATIVE OPTIONS**

3.1. None for the purpose of this report

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

4.1. The audit was discussed by the Compact Board and at the Funding Officers Group.

### **5 TIMETABLE**

5.1. See Appendix 1: Audit Report Response

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

6.1. None for the purpose of this report

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

7.1. None

- 8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
- 8.1. None for the purpose of this report
- 9 CRIME AND DISORDER IMPLICATIONS**
- 9.1. None for the purpose of this report
- 10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
- 10.1. The audit response forms part of the Council's wider approach to risk management.
- 11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- Appendix 1 Response to Audit recommendations
- 12 BACKGROUND PAPERS**
- Grant Funding and Commissioning to the Voluntary Sectors, Final Report, Merton Internal Audit
  - Voluntary Sector Funding Database 2015/16

## Appendix 1: Grant Funding and Commissioning to the Voluntary Sector Action Plan

No.	Action	Timescale	Responsibility	Update – March 2016
R01	Funding officers should review the voluntary and community sector funding page on an annual basis in order to ensure that all sources of funding from the local authority which are available to the voluntary and community sector are detailed on the LBM website. Funding officers should actively promote these opportunities and encourage groups to use the authority's website.	30 June 2015	Head of Policy, Strategy and Partnerships	<b><u>COMPLETED</u></b>  This was raised at the Funding Officers Group meeting on November 3 2015. It is the responsibility of each department to update the information  This will be a standing item for Funding Officers Group and officers will be reminded to update the website with details of funding opportunities.
R02	Funding awards from the Early Years Fund made payable to voluntary organisations should be identified and added to the voluntary sector funding page. If funding is not identified, then use of this link should be reviewed.	30 September 2015	Head of Policy, Strategy and Partnerships	<b><u>COMPLETED</u></b>  A link to the Early Years Fund has been added to the voluntary sector funding page. Funding awarded has been included in the 2015/16 Voluntary Sector Funding database.
R03	A formal agreement should be drawn up with MVSC (for the small grants programme) and signed as soon as possible. The agreement should include details of the expectations of the council, the award process and any monitoring required.	30 September 2015	Head of Policy, Strategy and Partnerships	<b><u>COMPLETED</u></b>  A funding agreement for the small grants programme has been drafted and signed by MVSC.

No.	Action	Timescale	Responsibility	Update – March 2016
R04	<p>Confirmation of the arrangement made between the local authority and MVSC in relation to the Merton Partnership Fund should be obtained.</p> <p>The terms of the agreement should be signed by both parties and held on file for future reference.</p>	30 April 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>A funding agreement has been drafted and signed by MVSC.</p>
R05	<p>The funding definitions should be reviewed as soon as possible. The corporate procurement team should also be consulted regarding the review.</p>	30 June 2015	Head of Policy, Strategy and Partnerships	<p><b><u>IN PROGRESS</u></b></p> <p>Definitions have been drafted and will be discussed at the next meeting of the Funding Officers Group in March 2016.</p>
R06	<p>Consideration should be given to resurrecting the meetings of the Funding Officers Group in order to continue with the sharing of good practice and addressing any issues that may arise.</p> <p>Consideration should also be given to documenting a terms of reference for the Funding Officers Group.</p>	30 June 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>The Funding Officers Group has been reconvened to allow an opportunity to discuss the findings of the audit and use the recommendations from this audit to develop a work programme. Draft TOR will be presented to the next meeting in March 2016.</p>
R07	<p>The Voluntary Sector Strategy Action Plan should be re-presented to the Compact Board for up-dating and setting new priorities as soon as possible.</p> <p>A process for reviewing and updating the Voluntary Sector Strategy Action Plan should also be put in place as soon as possible.</p>	30 September 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>The Voluntary Sector Strategy Action Plan has been reviewed and updated and was reported to the Compact Board in July 2015. It is on the forward plan for future meetings of the Compact Board.</p>



No.	Action	Timescale	Responsibility	Update – March 2016
R08	Both funded groups and funding officers should be reminded of the requirement to complete the monitoring information as required by the terms of the agreement.	30 June 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>Funded groups have been reminded of the monitoring arrangements. Monitoring is also be discussed at Funding Officers Group meetings.</p>
R09	<p>There should be a set of guidelines detailing the required action to be taken when an organisation is found to be underperforming following receipt of funding.</p> <p>The Head of Commercial Services should be consulted prior to finalising the guidelines.</p>	31 December 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>Guidelines have been reviewed in conjunction with the Compact Board and the Head of Commercial Services. PSP have circulated the guidelines used for strategic funding which set out procedures for action to be taken if an organisation is found to be underperforming. Still await feedback from Commercial Services</p>
R10	<p>A clear transparent process should be put in place in the event that funded groups may wish to make a complaint either to, or regarding the Compact Board.</p> <p>Once in place the process should be actively promoted to funded organisations.</p>	31 December 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>Each department has a transparent process for funded groups that may wish to complain and the information is provided to the funded groups within the funding guidelines.</p>

No.	Action	Timescale	Responsibility	Update – March 2016
R11	Consideration should be given to undertaking a mapping exercise of the funding spread across the borough with the aim of highlighting any possible over / under provision in funding.	31 March 2016	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>A funding map is available that sets out funding across Merton and this information is available to the Funding Officers Group.</p> <p><a href="https://data.ncvo.org.uk/areas/merton/">https://data.ncvo.org.uk/areas/merton/</a></p>
R12	The perception of under representation of smaller voluntary groups by the Merton COMPACT should be raised at the next meeting of the Compact in order to ensure that this issue can be fully addressed.	31 July 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>The overall findings of the audit report were shared with the Compact Board and a discussion was held in July 2015 where the recommendations were included as part of the Voluntary Sector Strategy Action Plan. New structures have been put in place as of November 2015 which the representation of the BAME community and smaller groups.</p>
R13	There should be a clear set of criteria for all funding awards made from the Greenspaces fund. The criteria should include the requirement to submit an application form. (See Voluntary and Community Sector funding forms and guidance on the Merton Council Website). The application form should be held on file for future reference.		Head of Sustainable Communities	<p><b><u>COMPLETED</u></b></p> <p>There is no Greenspaces Fund and only one organisation is grant funded.</p>

No.	Action	Timescale	Responsibility	Update – March 2016
R15	<p>A clear set of guidelines detailing the information required prior to funding consideration should be agreed and fully documented.</p> <p>The document should include reference to the Voluntary and Community sector grant funding conditions.</p> <p>The agreed guidelines should be followed by all funding officers in order to ensure a clear audit trail and consistent approach across the authority.</p>	31 December 2015	Head of Policy, Strategy and Partnerships	<p><b><u>COMPLETED</u></b></p> <p>The funding application form and guidance notes that the Policy, Strategy and Partnerships team use for Strategic Partner Funding were developed as standardised forms to be used and adapted for different funding schemes across the council. The funding conditions are appended to the funding application form, rather than the guidance notes. We reviewed these standard forms and as part of this will look at the consistency with which these are used across the council. This will be taken forward with the Funding Officers' Group.</p>
R16	<p>The Community Association funding agreements should be reviewed and updated as a matter of urgency.</p> <p>A process should be put in place in order to ensure that the monitoring information required in the funding agreement is undertaken as required by the agreement and the process fully documented.</p>		Head of Sustainable Communities	<p><b><u>COMPLETED</u></b></p> <p>The funding agreements have been reviewed and updated and monitoring arrangements are in place and the process is fully documented.</p>
R17	<p>Details of the funding agreement with MVSC in relation to the work undertaken with the community centres should be obtained and held on file for future reference.</p>		Head of Sustainable Communities	<p><b><u>COMPLETED</u></b></p> <p>All relevant information is held on file and monitoring arrangements are in place.</p>

No.	Action	Timescale	Responsibility	Update – March 2016
	Monitoring arrangements should also be clarified and supporting documentation held on file.			
R19	A 'Lead Funder' model should be adopted across the authority so that funded organisations are not required to submit duplicate information in support of any funding awarded.	31 March 2016	Head of Policy, Strategy and Partnerships	<b><u>IN PROGRESS</u></b> The benefits and feasibility of this approach will be considered at the Funders Officers Group in March 2016.
R20	Confirmation should be provided that the monitoring undertaken in relation to the Vulnerable Families Project is in line with the terms of the contract and is available for inspection on request.		Service Manager, Early Years	<b><u>COMPLETED</u></b> Monitoring is always completed and is in line with the terms of the contract. This project no longer exists.
R22	All funding agreements should be issued prior to commencement of the period to which it relates.		Head of Access and Commissioning	<b><u>COMPLETED</u></b> Agreed and noted
R24	The funding for the Federation of Community Centres should be accurately reflected in the voluntary sector funding database and if appropriate, broken down into its component parts.		Head of Sustainable Communities	<b><u>COMPLETED</u></b> Federation of Community Centres funding is included now in the database.
R26	The Occupation of Property by Voluntary Organisations policy dated 3 <sup>rd</sup> December 1997 should be reviewed and updated as soon as possible.		Head of Sustainable Communities	<b><u>IN PROGRESS</u></b> Actions still being progressed

No.	Action	Timescale	Responsibility	Update – March 2016
R28	Invoices should not be raised to a named individual but in the name of the organisation to which they relate.		Treasury & Insurance Manager	<b><u>COMPLETED</u></b>  Agreed and noted
R30	The notional funding provided to the eight voluntary groups in receipt of the Merton payroll service should be added to the voluntary sector database.	30 September 2015	Head of Policy, Strategy and Partnerships	<b><u>COMPLETED</u></b>  The data base has been updated to show the funding details
R31	The provision of the LBM payroll service should be reviewed as soon as possible and consideration given to withdrawing the service from the funded groups who currently receive the service. Alternatively a more transparent process introduced.	30 October 2015	Head of Policy, Strategy and Partnerships / Joint Head of Human Resources	<b><u>IN PROGRESS</u></b>  Discussions to be had with Human Resources and Merton Voluntary Services Council to explore options and make proposals to the funded groups for alternative payroll provision.

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## Committee: Overview and Scrutiny Commission

**Date: 23 March 2016**

Wards: All

## **Subject: Update on Volunteering and Community Strategy Action Plan**

Lead officer: Simon Williams, Director of Communities and Housing

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

Contact officer: Khadiru Madhi ([khadiru@mvsc.co.uk](mailto:khadiru@mvsc.co.uk) 020 8685 1771)

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**Recommendations:** That the Overview and Scrutiny Commission:

- A. Notes the update to the Volunteering and Community Strategy Action Plan 2015/16 provided by MVSC;
  - B. Suggests any issues to be considered as part of the 2016 refresh of the Volunteering Strategy.
- 

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

- 1.1. To provide an update on the Merton Partnership Volunteering and Community Action Strategy Action Plan for 2015/16 and to consider priorities for a future update of the Volunteering Strategy.

### **2 DETAIL**

- 2.1 The Merton Partnership Volunteering Strategy was agreed in July 2011. The objectives for the Strategy were updated by the Merton Partnership in 2012. Appendix 1 sets out an update against the objectives for 2015/16 and key highlights include:
  - The development and launch of VolunteerMerton, a new online portal that seamlessly links up volunteers with volunteer opportunities through a digital platform. This will make it much simpler and quicker to link volunteers to actual volunteering opportunities;
  - Identifying and developing a wider range of more informal and 'light touch' volunteering opportunities for citizens who want to volunteer but perhaps have more limited time and availability;
  - Identifying and advising 2,203 new volunteers;
  - Assisting 850 volunteers who require specialist support to enable them to volunteer;
  - A new quality standard, Youth Approved Volunteering Award (YAVA), to improve the standard of volunteering opportunities and experience for young people;

- ValueYou: a new accreditation scheme to recognise individuals who have delivered over 100 hours of volunteering and offer them discount cards at local businesses;
  - An on-going joint programme to promote volunteering which will culminate in National Volunteers Week and Merton's Volunteering Awards in June 2016.
- 2.2 A refresh of the Merton Partnership Volunteering Strategy is planned for 2016 and due to be completed by November 2016 (this is part of a wider refresh of the overall Voluntary Sector Strategy). Overview and Scrutiny are invited to comment on any issues that they think a refreshed Volunteering Strategy should address.
- 3 ALTERNATIVE OPTIONS**
- 3.1. None for the purpose of this report
- 4 CONSULTATION UNDERTAKEN OR PROPOSED**
- 4.1. The Volunteering Strategy action plan is regularly considered by the Merton Partnership and also the Merton Compact Board.
- 5 TIMETABLE**
- 5.1. See Appendix 1
- 6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**
- 6.1. None for the purpose of this report
- 7 LEGAL AND STATUTORY IMPLICATIONS**
- 7.1. None
- 8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
- 8.1. Volunteering levels are a good proxy indicator for levels of community cohesion.
- 9 CRIME AND DISORDER IMPLICATIONS**
- 9.1. None for the purpose of this report
- 10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
- 10.1. None
- 11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- Appendix 1 Action Plan 2015/16 update.
- 12 BACKGROUND PAPERS**
- Merton Partnership Volunteering Strategy 2011
  - Update to the Merton Partnership Volunteering Strategy Action Plan 2012



**Appendix 1: Volunteering and Community Action Strategy Action Plan 2015-16 Update**

<p><b>Objective 1: To develop a web-enabled platform (one stop shop) to ensure individuals, groups and organisations have a single access point to volunteering and community action</b></p>
<p>Complete</p>
<p><b>Update Feb 2016</b> – new VolunteerMerton portal launched internally 29<sup>th</sup> February and goes live to the public on 22 March 2016, providing a web-enabled platform for all Merton residents wanting to volunteer. A local online platform of Merton-based volunteering opportunities, which allows people to search local opportunities and apply for them instantly.</p>
<p><b>1.1 Agree how individuals, groups and organisations can improve their use of this platform and use it to its full potential</b></p>
<p>Training and testing has been carried out by MVSC, other Volunteering Involving Organisations and volunteers to inform the design and operation of the VolunteerMerton platform. Ideas and amendments have been incorporated accordingly.</p> <p>After the launch on 21<sup>st</sup> March, Merton Connected will promote use of the VolunteerMerton platform and MVSC Volunteering Team will be on hand to offer assistance/troubleshooting to individuals and organisations.</p> <p>The hope is that the platform will be intuitive and easy to use. However, if the need arises, there will be training sessions offered to optimise its use and potential.</p> <p>Link to VolunteerMerton platform to be incorporated in all emails, communications from MVSC and disseminated via Merton Partnership.</p>
<p><b>1.2 Review and agree how such a channel is enhanced by face-to-face, telephone and online conversations and in what circumstances these would be required.</b></p>
<p>In 2015/16, 2,203 residents (850 with face-to-face support, 1,353 via MVSC website/do-it.org), were able easily to identify volunteering opportunities and either approach organisations direct, or be assisted to do this by the Volunteering Team at MVSC, if required.</p> <p>The new web-enabled platform, VolunteerMerton, provides information on how to access support to volunteer, for those who need it. They are provided with clear information on how to obtain face-to-face support, where required (eg. those with disabilities, mental health issues, vulnerable young people and others who would like to speak to someone from the Volunteering Team to help them find a suitable volunteering opportunity.) They are able to make an appointment with the Supported Volunteering Team, or book on to one of MVSC’s monthly Group Volunteer</p>

Recruitment sessions. This is supplemented by regular volunteering presence (leaflets, banners etc) at public and community events around the borough.

**Objective 2: Define and agree a local, shared approach to volunteering and community action**

**2.1 Define support for volunteers which ensures that they are supported proportionately and enabled to fulfil the role being undertaken**

Development work under way currently by MVSC Volunteering Team to work with organisations to design volunteering opportunities with built-in or peer support. For example, the Avanti Club is a Peer Support group for mental health service users, which provides regular meetings and activities, but also encourages group volunteering, led by a Peer Support volunteer. This allows a VIO to take on volunteers with support issues in the knowledge that they will receive support in the placement.

MVSC, with the support of Circle Housing and the backing of LBM Children Schools and Families, has also piloted the Youth Approved Volunteering Award (YAVA), a new quality mark to improve the standard of volunteering opportunities and experiences for young people. 4 organisations achieved the YAVA in 2015 and MVSC has applied for funding to roll out the quality mark across Merton as an incentive to organisations to involve young people effectively in their work.

In 2015/16, 850 volunteers who required extra support to volunteer, including those with disabilities, long term health conditions, mental health issues, 16-18 year old and long term unemployed have been interviewed by MVSC's Volunteering Recruitment Team and assisted into volunteering opportunities in their local community.

23 organisations have received either 1:1, or group guidance and support on volunteering practice. In addition, all Merton VIOs have access to Good Practice advice via MVSC's Virtual Development Worker and Information Bank on Merton Connected website.

**2.2 Agree Merton-wide the shared local policy to managing risk, including the use of DBS checks, to ensure that they are proportionate to the risks and that any checks are co-ordinated and managed as efficiently as possible**

There appears to be a demand from smaller voluntary organisations and groups to use the MVSC paper DBS checking service for the time being. However, we envisage the demand diminishing over 2015/16, as more people use the Update Service to make their DBS portable and renewed annually online.

**2.3 Develop a brand to promote and market a single approach to volunteering and community action across public, private and voluntary, community & faith organisations**

New MVSC branding for VolunteerMerton website/online portal includes Volunteer Centre Quality Accreditation logo to indicate that MVSC incorporates an accredited Volunteer Centre. 'Hands sign', as used in My Merton, is also employed in Merton-wide campaigns and media. (Currently being used to promote the new Merton Befriending Service pilot.)

## **2.4 Identify an approach to micro-volunteering to increase the opportunities for individuals, groups and organisations to get involved**

Informal and more flexible, 'lighter touch' volunteering opportunities have been developed such as 'Good Neighbours', 'Out and About' and one-off opportunities such as Team Merton, which have been able to support events over 2015/16, eg. Legends Rugby Festival, Mitcham Carnival, Wimbledon Village Fair, Merton Partnership Volunteer Awards, Ride London, Bonfire Night Fireworks, Light up Morden, Light up Mitcham, Phipps Bridge Winter Wonderland, Christmas Hampers Deliveries, Fulham FC Healthy Living Campaign, Find Yourself in Merton Festival. In addition, Team Merton Volunteers have been involved in one-off community action opportunities, such as litter-picking and neighbourhood clean-up campaigns.

Other one-off community action events planned for Volunteers' Week, 1-12 June and Queen's 90<sup>th</sup> Birthday celebrations.

Merton Welcomes Refugees has been supported by Merton Partnership to engage with Merton residents interested in offering material help, or volunteering their skills. First event organised in December 2015. Extremely well attended by volunteers and the community, although very few refugees attended. Nevertheless, worthwhile event to bring everyone interested in community action together and to reassess alternative methods for engaging with refugees.

Employee/Group Volunteering: groups from Public Health, CCG, faith groups have committed to engaging in one-off volunteering tasks, eg. in partnership with Sustainable Merton and Mitcham Community Orchard.

Merton Befriending Service pilot, funded by Public Health and a partnership between Age UK, Wimbledon Guild, Carers Support, MVSC and Positive Network has now been in operation for 12 months.. Volunteer befrienders are asked to give up an average of 1 hour of their time per week for face-to-face befriending. They can also get involved in telephone befriending, again giving them more flexibility around their other commitments.

A range of flexible roles are being developed for volunteers within Merton Council (see objective 4). One-off roles continue to be filled successfully when promoted on Merton Connected and through the 'Team Volunteers' with VCM.

These will be advertised separately on the new MVSC volunteering portal, VolunteerMerton.

Good Neighbours includes many micro-volunteering opportunities.

MVSC Head of Volunteering in discussion with Sustainable Merton around support for Community Champions project.

**Objective 3: Develop and implement a communications plan to promote and raise the profile of volunteering and community action**

**3.1 Develop and implement a communications strategy to ensure the ongoing drip-feed messaging of volunteering and community action to change hearts and minds across the Borough to include case studies, social media, print media, supporting the individual's voice.**

Merton Connected newsfeed and weekly ebulletin has dedicated Volunteering section, with regular stories, news, events, campaigns etc. From March 2016, this information will be automatically imported to the new VolunteerMerton portal.

Volunteering stories and events communicated via Twitter, Facebook, blogs on Merton Connected and VolunteerMerton portal.

National Volunteers' Week 2015: Volunteer recruitment campaign and events across Merton, including Centre Court Shopping Centre, Wimbledon, Morden Baptist Church, Mitcham and Raynes Park Libraries.

My Merton call to action for Merton Befriending Service volunteers resulted in over 50 enquiries.

Major campaign planned around National Volunteers' Week 2016 (1-12 June) and the Queen's 90<sup>th</sup> Birthday Celebrations, including Clean for the Queen community events in April and June (following on from event on Saturday 5<sup>th</sup> March).

Campaign also planned around European Capital of Volunteering 2016.

**3.2 Ensure communications are targeted to disadvantaged and under-represented groups to encourage volunteering and community action**

All communications are circulated widely. This can be developed further to reach those outside of the usual communication channels i.e. Merton Connected and My Merton. Effective engagement and communication carried out via new BAME Voice Forum and Small Groups Forum.

**3.3 To review Borough-wide volunteer recognition including the role of the infrastructure organisations and the Merton Partnership**

**ValueYou scheme agreed by Merton Partnership** - MVSC and Merton Partnership to partner with ValueYou to provide '100 hour certificates' of volunteering achievement that provide the basis for eligibility for the scheme. MVSC will work with them to promote the scheme to the volunteering community. Merton Chamber of Commerce has agreed to support promotion of the scheme to the business community. The scheme is currently available for charity volunteers in other boroughs. The Merton model of ValueYou will be widened to recognise the wider volunteering

community such as Library volunteers and small community organisations. MVSC will have the roles of approving these organisations.

Meets Objective 4 of the Merton Volunteer Strategy is to 'Ensure local public and private sector organisations are engaged and supported to creatively deliver their corporate social responsibility agenda and involve volunteers.' Additionally, one of the community participation outcomes of the Health and Wellbeing Strategy is to increase the number of people engaged in their communities through volunteering.

Merton Partnership Volunteering Awards 2016 scheduled for June 2016 (date and venue to be finalised asap).

<b>3.4</b>	<b>To continue to work in educational establishments across Merton to raise the profile of volunteering and community action</b>		
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Volunteer networks set-up in Morden Primary School Priory Primary School and St Peter and Paul Primary School.

South Thames College and Cricket Green School in discussion with MVSC re hiring their Fayre and Square shop in Centre Court Shopping Centre to deliver 'live' retail training to groups of students.

All Merton secondary schools contacted by MVSC (Children in Need funded ) Youth Connect Programme to help them involve vulnerable 14-18 year olds in volunteering to improve confidence, decrease isolation. Also to identify students who would benefit from a peer befriender.

<b>Objective 4: Ensure local public and private sector organisations are engaged and supported to creatively deliver their corporate social responsibility agenda and involve volunteers</b>			
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<b>4.1 Review approach to employers to promote employee volunteering</b>			
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MVSC refreshed their Employee Volunteering (EV) strategy and circulated to wider voluntary sector. Merton Chamber of Commerce adopted MVSC's strategy. LBM refreshed their EV documents. Employee/Group Volunteering: groups from Public Health, CCG, faith groups have committed to engaging in one-off volunteering tasks, eg.in partnership with Sustainable Merton and Mitcham Community Orchard.

<b>4.2</b>	<b>Consider what recognition to offer employers who support volunteering</b>		
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Employee Volunteering Team of the year will again be award category in Merton Partnership Volunteering Awards 2016.

ValueYou Merton scheme will enable local businesses to support volunteering by offering discount cards. Participating businesses will be invited to awards ceremonies.

<b>4.3</b>	<b>Identify new and continue to support existing volunteering opportunities to engage individuals, groups and organisations in shaping and delivering public services</b>		
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Good progress with Merton Council with involving volunteers in adding value to public services.

MVSC Business Engagement Manager and Head of Volunteering have initiated scheme at Priory Primary School to involve Wimbledon businesses in providing a pool of employee volunteers to hear children read 1 hour per week. If successful, this will be repeated in other primary schools.

- ✓ 'Out and About' project to link adults with social needs to go out in the community with resident who is already doing the activity e.g. going to football: This project was not successful.
- ✓ Different approach needed, resulting in pilot partnership between MVSC and LBM to recruit 20 volunteers to support staff in the 4 Day Centres by 30<sup>th</sup> September 2016. Update: 7 volunteers recruited and placed by 10th March. .
- ✓ Merton Heritage Centre 'Carved with Pride' project, recording contribution of Merton residents during WW1 .MVSC Volunteering Team worked successfully with them to recruit team of volunteers. 'Carved with Pride' team were winners of Best Volunteering Team Award at Merton Community Excellence Awards, November 2015.
- ✓ MVSC Head of Volunteering is in discussion with Borough Fire Commander re volunteer support for new Fire Cadets programme, as well as the development of further volunteering opportunities within the Fire Service.

<b>4.4</b>	<b>Build relationships with employers as beneficiaries of volunteers and support their development as assessors of the relevance of voluntary work for paid employment</b>		
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No action to date

<b>4.5</b>	<b>Link with employers to develop a training module relating to employee volunteering and volunteer inclusion as a route into paid work</b>		
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No action to date

**Objective 5: Design and undertake the first bi-annual 'snapshot' of volunteering and community action Complete**

<b>5.1</b>	<b>Design an accessible and brief survey to enable the mapping of volunteering and community action across Merton</b>		
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<b>5.2</b>	<b>Undertake a pilot survey to get a snapshot of volunteering and community action in Merton using Merton Connected and other databases to reach those carrying out volunteering and community action not engaged with sector</b>		
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Both the ARS and the 'Help shape the future of volunteering' survey, indicated that more people would volunteer if they had flexible volunteering opportunities; one-off volunteering opportunities; easy access to finding out what was happening locally.

Response to these findings in 2014/15 has been the development of more flexible, 'lighter touch' volunteering opportunities,(see 2.4 above) In February and March 2015, Merton residents had the exciting opportunity to be selected as Team London Ambassadors to support at tourist venues around London, including Gatwick airport. Volunteers signed up for particular dates and shifts, working around their other commitments.

Further work being done by MVSC Head of Volunteering in partnership with LBM Head of Community and Housing to develop further flexible and one-off volunteering opps.

**Objective 6: Ensure planning, monitoring and evaluation of volunteering and community action is useful, straightforward and minimal**

6.1	Support organisations to plan, monitor and evaluate their volunteer programmes to encourage sustainability and responsiveness		
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MVSC aims to increase sustainability of voluntary sector organisations in Merton by offering to take on Volunteer Management services for organisations, rather than each having its own Volunteer Manager. This will result in savings for the individual organisations and consistent levels of Good Practice in Volunteer Management across the borough.

**Objective 7: Ensure that there are the required levels of resources to implement the Merton Volunteering and Community Action Strategy**

7.1	Ensure reporting to funders and key stakeholders		
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Discussions under way to combine Voluntary Sector Strategy and Volunteering Strategy as one strategy.

7.2	Explore an effective method of monitoring the volunteer journey to shape recommendations and ensure appropriate infrastructure arrangements to support future volunteering and community action		
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Volunteering journey and targets need to be captured in one place and consistent. Currently too many different targets across various thematic boards/strategies.

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**Committee:** Overview and Scrutiny Commission

**Date:** 23 March 2016

Agenda item:

Wards: All

**Subject:** Planning the Commission's 2016/17 work programme

Lead officer: Julia Regan, Head of Democracy Services

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

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

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## **Recommendations:**

- A. That the Commission reviews its 2015/16 work programme (set out in the appendix), identifying what worked well, what worked less well and what the Commission would like to do differently next year;
  - B. That the Commission suggests items for inclusion in the 2016/17 work programme – both agenda items and potential task group review topics;
  - C. That the Commission re-establishes the financial monitoring group and makes recommendations regarding its work programme;
  - D. That the Commission advises on agenda items for its meeting on 7 July 2016.
- 

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

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

## **2. DETAILS**

### Identifying issues for the 2016/17 work programme

- 2.1 The scrutiny officers are currently gathering suggestions for issues to scrutinise, either as Panel agenda items or task group reviews. Suggestions are being sought from members of the public, councillors and partner organisations including the police, NHS and Merton Voluntary Service Council. Other issues of public concern will be identified through the Annual Residents Survey. The council's departmental management teams have been consulted in order to identify forthcoming issues on which the Panel could contribute to the policymaking process.
- 2.2 The Commission is therefore invited to suggest items for inclusion in the 2016/17 work programme – both agenda items and potential task group review topics.
- 2.3 All the suggestions received will be discussed at the Commission's topic workshop on 25 May 2016. As in previous years, participants will be asked to prioritise the suggestions using criteria so that the issues chosen relate to:

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

#### Financial monitoring scrutiny task group

- 2.4 For the past four years the Commission has established a financial monitoring task group to lead on the scrutiny of financial monitoring information on behalf of the Commission, with the following terms of reference:
- to carry out scrutiny of the Council's financial monitoring information on behalf of the Overview and Scrutiny Commission;
  - to advise on other agenda items as requested by the Overview and Scrutiny Commission;
  - to report minutes of its meetings back to the Overview and Scrutiny Commission;
  - to send via the Commission any recommendations or references to Cabinet, Council or other decision making bodies.
- 2.5 The task group has met four times a year to enable the financial monitoring information to be examined on a quarterly basis. The meetings are held in public and the agenda and minutes are published on the Council's website.
- 2.6 It is recommended that the Commission agree to re-establish the task group for 2016/17. The Commission would then formally appoint members at its meeting on 7 July 2016.

#### Planning the first meeting of the 2016/17 municipal year

- 2.7 A note of the workshop discussion and draft work programme will be reported to the first meeting of the Commission in the new municipal year. The Commission will be requested to discuss this draft and agree any changes that it wishes to make.
- 2.8 The Leader of the Council and the Chief Executive have both confirmed that they would be able to attend on 7 July should the Commission wish them to outline their priorities and challenges for the year ahead.
- 2.9 The Merton Partnership annual report will be presented to the Commission at this meeting and members may also wish to ask the Leader and Chief Executive questions on issues arising from the report.
- 2.10 The Commission could also receive the item Rehabilitation Strategies – progress report plus discussion with Probation Service and MTC Novo, that was deferred from its March 2016 meeting.
- 2.11 Two other items of business that have been carried forward are:
- Analysis of Members' annual scrutiny survey 2016
  - Report of Outsourced services scrutiny task group
- 2.12 The Commission is asked to advise on any other items that it would be helpful to include on the agenda for its 7 July meeting.

- 3. ALTERNATIVE OPTIONS**
- 3.1 The Overview and Scrutiny Commission can select topics for scrutiny review and for other scrutiny work as it sees fit, taking into account views and suggestions from officers, partner organisations and the public.
- 4. CONSULTATION UNDERTAKEN OR PROPOSED**
- Scrutiny topic suggestions are being sought from members of the public, councillors, council officers and partner organisations including the police, NHS and Merton Voluntary Service Council.
- 5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**
- 5.1 None for the purposes of this report.
- 6. LEGAL AND STATUTORY IMPLICATIONS**
- 6.1 There are none specific to this report.
- 7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
- 7.1 It is a fundamental aim of the scrutiny process to ensure that there is full and equal access to the democratic process through public involvement and engaging with local partners in scrutiny reviews. Furthermore, the outcomes of reviews are intended to benefit all sections of the local community.
- 8. CRIME AND DISORDER IMPLICATIONS**
- 8.1 The Police and Justice Act 2006 requires every Council to have a scrutiny committee with the power to review or scrutinise decisions made, or other action taken by the Council and the other responsible authorities in the exercise of their crime and disorder functions. The other responsible authorities are the police, the police authority (Metropolitan Police Authority), the fire and rescue authority and the Primary Care Trust.
- 8.2 In Merton the responsible committee is the Overview and Scrutiny Commission.
- 8.3 Under the 2006 Act, the responsible committee is required to “meet to review or scrutinise decisions made, or action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, no less than once every twelve months”. In doing so, it may require the attendance of officers from the Council, the police and co-operating authorities.
- 9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
- 9.1 None relating to this report.
- 10. APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- 10.1 2015/16 work programme
- 11. BACKGROUND PAPERS**
- 11.1 None

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# Overview and Scrutiny Commission Work Programme 2015/16



This table sets out the Overview and Scrutiny Commission's Work Programme for 2015/16 that was agreed by the Commission at its meeting on 14 July 2015. This work programme will be considered at every meeting of the Commission to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

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

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

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

## **Scrutiny Support**

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

**Meeting date – 14 July 2015**

<b>Scrutiny category</b>	<b>Item/Issue</b>	<b>How</b>	<b>Lead Member/ Lead Officer</b>	<b>Intended Outcomes</b>
Scrutiny of crime and disorder	Borough Commander	Report and in-depth discussion	Borough Commander	Update on policing issues
	Stop and Search	Presentation and report	Chair of Merton Independent Stop & Search Monitoring Group	Understanding of stop and search
Holding the executive to account	Ensuring Council has positive impact on public health	Presentation	Kay Eilbert, Director of Public Health	To identify where scrutiny can support public health
Scrutiny reviews	Report of the Immunisation Scrutiny Task Group	Report	Cllr Brenda Fraser Kay Eilbert, Director of Public Health	To agree final report and recommendations
	Report of the Shared Services Scrutiny Task Group	Report	Cllr Peter Southgate Julia Regan	To agree final report and recommendations
	Analysis of Members' annual scrutiny survey 2015	Report	Cllr Peter Southgate Julia Regan	Discuss findings and agree action plan for 2015/16
	Overview and Scrutiny Commission work programme 2015/16	Report	Cllr Peter Southgate Julia Regan	To agree work programme and task group reviews
	Financial monitoring task group	Minutes of meeting	Cllr Peter Southgate Julia Regan	To note minutes of meeting held on 01.07.14

**Meeting date – 15 September 2015**

<b>Scrutiny category</b>	<b>Item/Issue</b>	<b>How</b>	<b>Lead Member/ Lead Officer</b>	<b>Intended Outcomes</b>
Holding the executive to account	Leader and Chief Executive – vision, key priorities & challenges for 2015/16	Presentation	Leader of the Council	Holding the executive to account
	Customer contact programme	Report	Sophie Ellis, Assistant Director of Business Improvement	Progress report for comment
	Overview of enforcement	Presentation	John Hill, Head of Public Protection	To receive overview of current policy & practice, focussing on new initiatives and the impact of moving to shared regulatory service
Scrutiny reviews	Financial monitoring task group	Minutes of meeting	Cllr Peter Southgate Julia Regan	Financial monitoring task group

**Meeting date – 24 November 2015**

<b>Scrutiny category</b>	<b>Item/Issue</b>	<b>How</b>	<b>Lead Member/ Lead Officer</b>	<b>Intended Outcomes</b>
Budget scrutiny	Business Plan 2016/20 - information pertaining to round one of budget scrutiny	Report	Cllr Mark Allison Caroline Holland, Director of Corporate Services	To send comments to Cabinet budget meeting 7 December
Policy development	Violence against women and girls	Update report	Yvette Stanley, Director of Children Schools and Families	To discuss and comment on progress
Holding the executive to account	Travellers unauthorised encampment protocol	Draft protocol plus information on position in neighbouring boroughs	James McGinlay, Head of Sustainable Communities	To comment on draft protocol
Scrutiny reviews	Financial monitoring task group	Minutes of meeting	Cllr Peter Southgate Julia Regan	To note minutes of meeting held on 05.11.15
	Health & Wellbeing Board response to recommendations of the Immunisation task group	Action plan	Cllr Caroline Cooper-Marbiah Director of Public Health	To monitor implementation of task group recommendations



**Meeting date – 28 January 2016 – scrutiny of the budget**

<b>Scrutiny category</b>	<b>Item/Issue</b>	<b>How</b>	<b>Lead Officer</b>	<b>Member/Lead</b>	<b>Intended Outcomes</b>
Budget scrutiny	Business Plan 2016/20	Report – common pack for Panels and Commission	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services		To report to Cabinet on budget scrutiny round 2
	Business Plan update - latest info from Cabinet 8 January (if any)	Report	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services		To report to Cabinet on budget scrutiny round 2
Scrutiny of crime and disorder	Discussion of questions for the Borough Commander	Discussion	Cllr Peter Southgate Julia Regan		Discussion to plan line of questioning for meeting on 23 March

**Meeting date – 23 March 2016**

<b>Scrutiny category</b>	<b>Item/Issue</b>	<b>How</b>	<b>Lead Member/Lead Officer</b>	<b>Intended Outcomes</b>
Scrutiny of crime and disorder	Borough Commander	Report and in-depth discussion	Borough Commander	Update on policing issues
	ASB Police and Crime Act	Report	John Hill, Head of Public Protection	Information on new legislation, volume of cases by type
Holding the executive to account	Volunteering	Report	Simon Williams, Director of Community and Housing	Update on implementation of Merton Partnership Volunteering Strategy
	Funding the voluntary sector	Audit report plus discussion with CE of MVSC	Khadiru Mahdi, Chief Executive MVSC Head of Policy, Strategy & Partnerships	To review and identify whether scrutiny action is needed
Scrutiny reviews	Financial monitoring task group	Minutes of meeting	Cllr Peter Southgate	To note minutes of meeting held on 23.02.16

**Meeting date – 5 April 2016**

<b>Scrutiny category</b>	<b>Item/Issue</b>	<b>How</b>	<b>Lead Officer</b>	<b>Member/Lead</b>	<b>Intended Outcomes</b>
Budget scrutiny	Scrutiny of the departmental savings weightings	Report	Caroline Holland, Director of Corporate Services		To review weightings as requested by Council
Policy review	Monitoring the Council's equalities commitments	Report	Yvette Stanley, Director, Children Schools and Families		To comment on annual action plan update
Holding the executive to account	Customer contact programme	Report	Sophie Ellis, Assistant Director of Business Improvement		Progress report for discussion & comment
Performance management	Overview and Scrutiny Annual Report	Report	Cllr Peter Southgate Julia Regan		To approve and forward to Council
	Review of arrangements for co-opted members	Report	Cllr Peter Southgate Julia Regan		To agree future arrangements for co-opted members

**July 2016**

Leader and Chief Executive have confirmed attendance

Annual Report of Merton Partnership

Rehabilitation Strategies – progress report plus discussion with Probation Service and MTC Novo

**Forward plan items relating to remit of the Commission**

# Agenda Item 9

All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at [www.merton.gov.uk/committee](http://www.merton.gov.uk/committee).

## OVERVIEW AND SCRUTINY COMMISSION - FINANCIAL MONITORING TASK GROUP 23 FEBRUARY 2016

PRESENT: Councillor Hamish Badenoch (in the Chair),  
Councillor Adam Bush, Councillor Stephen Crowe,  
Councillor Suzanne Grocott, Councillor Peter McCabe and  
Councillor Dennis Pearce

ALSO PRESENT: Councillor Andrew Judge

Marissa Bartlett (Joint Head of HR Transactional Services), Kim Brown, Caroline Holland (Director of Corporate Services), Howard Joy (Property Management & Review Manager, ENVR), David Keppler (Head of Revenues and Benefits), Bindi Lakhani (Head of Accountancy) and Julia Regan (Head of Democracy Services)

### 1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Councillor Peter Southgate and for lateness from Councillor Hamish Badenoch.

It was AGREED that Councillor Peter McCabe would chair the meeting until Councillor Badenoch arrived.

### 2 MINUTES OF MEETING HELD ON 5 NOVEMBER 2015 (Agenda Item 2)

The minutes were agreed as a true record of the meeting.

### 3 ANALYSIS OF CURRENT STAFFING VACANCIES (Agenda Item 3)

Marissa Bartlett, Joint Head of HR Transactional Services, introduced the report and said that the figures provide a full overview of the workforce as at 26 January 2016.

Members requested additional information on the number of people undertaking apprenticeships at the council.

ACTION: Joint Head of HR Transactional Services

Caroline Holland, Director of Corporate Services, said that the staffing information could be synchronised with the quarterly financial monitoring reports. Members AGREED that that would be helpful and requested that the two reports be presented together. They also asked for more data to be provided in the savings column.

ACTION: Director of Corporate Services and Joint Head of HR Transactional Services

RESOLVED:

1. to thank the officers for an informative and helpful report
2. to receive staffing information quarterly in future, synchronised with and presented at the same time as the quarterly monitoring reports

#### 4 COUNCIL TAX RECOVERY (Agenda Item 4)

David Keppler, Head of Revenues and Benefits, introduced the report and outlined the process for recovery of council tax debt. He said that taxpayers who we have previously had difficulty collecting the council tax from would be pursued with recovery action as soon as possible, this would give us a longer period to try to collect the debt within the year .

He provided additional information in response to questions:

- the council is not allowed to charge interest on overdue payments but can recoup the statutory costs and fees incurred
- system problems had delayed the recovery process this year but the end of year collection rate is on target
- in 2014/15 Merton had the 10<sup>th</sup> highest collection rate in London
- the collection rate is impacted by having a fairly transient population – around 20,000 new council tax accounts are set up each year
- 98-99% of all council tax will be received over a three year period

RESOLVED: to thank the Head of Revenues and Benefits for providing a thorough explanation of the council tax recovery process

#### 5 ESTATE MANAGEMENT (Agenda Item 5)

Howard Joy, Property Management and Review Officer, introduced the report setting out estate management arrangements for the non-operational estate and details of the yield of the assets.

Members welcomed the low vacancy rate and debt levels as set out in the report.

Howard Joy explained that the return on investment (yield) is calculated by comparing the market value of the estate against income generated. He undertook to provide data on the range of return on investment figures for other boroughs as identified within the report. ACTION: Property Management and Review Officer

A member asked whether there had been any research into other models for estate management, such as outsourcing the function and the subsequent yield. Howard Joy said that he had not approached other providers for quotes for increasing yield as the direction had been to increase income and reduce costs but that he had investigated different ways of managing council property and each time had found

the existing service to be performing well. He explained that it is difficult to get information from other boroughs.

In response to questions, Howard Joy said that the holding in Leatherhead is land that was acquired for a potential expansion of a crematorium and was retained when the crematorium was sold. Its currently rented to a farmer. The plan is to sell the land for residential development subject to planning permission being received.

RESOLVED: to thank the officer for his report.

## 6 FINANCIAL MONITORING REPORT - QUARTER 3 (Agenda Item 6)

Caroline Holland, Director of Corporate Services, introduced the report. She drew the task group's attention to the additional appendices on progress on savings for periods 9 and 10, changes to the capital programme, update on debt position, customer and client receipts and movement in reserves.

Members asked a number of questions about the New Homes Bonus and Cabinet's decision to use some of this for a Savings Mitigation Fund of £1.3m.

Caroline Holland explained that the New Homes Bonus is a grant from DCLG that is linked to the number of new homes built that are eligible for council tax. The funding was originally given over a six year period and DCLG are currently consulting on reducing this to 4 years. It is not clear whether there will be future tranches of funding. It is a complex calculation and therefore difficult to predict. For example, topslicing arrangements have changed – last year just over £1m was topsliced for the GLA but there has been no topslicing this year. Notification of the provisional settlement was made available to the council on 22 December and was finalised on 10 February 2016.

Caroline Holland said that the impact of the establishment of the Savings Mitigation Fund on reserves and on the budget gap will be shown in the report to Budget Council on 2 March.

Members made comments and asked questions relating to the departmental summaries:

### Corporate Services

Noted and welcomed the underspend.

### Environment and Regeneration

Members expressed concerns regarding the Greenspaces budget, particularly the staffing overspend on the firework displays and Wimbledon fortnight given that these are predictable annual events plus the loss of £56k on the classics in the park event compared to the £90k surplus that was originally forecast. Members suggested that, if events such as classics in the park were to be held in future, consideration should be given to sharing risk and profit with a private sector partner.

RESOLVED: to look at the Greenspaces budget in more detail at the task group's next meeting through a report that will set out the budget for 2015/16 and for 2016/17 in detail, explain how the budget is being managed and what has been learned from previous overspends.

#### Children Schools and Families

Noted that a report on SEN transport will be presented to the next meeting of the task group.

Note the underspend on the Dedicated Schools Grant.

#### Community and Housing

In response to members' concerns about delayed hospital discharge, Caroline Holland said that about £90k had been paid in fines and that the main issue was difficulty in finding providers, particularly for people who require two carers at any one time.

Caroline Holland said that analysis of processes and payments and the impact of proposed savings was being carried out. She is also seeking information on the average costs of care for different age groups and the extent to which price reductions are still achievable from providers and the work that is being done to continue to negotiate kept prices.

RESOLVED: to receive information at a future meeting (November) to examine the population estimates on which the adult social care budget is based in order to better understand the demand on services.

#### 7 CAPITAL PROGRAMME - ITEM DEFERRED FROM LAST MEETING (Agenda Item 7)

Caroline Holland briefly introduced the report and provided additional information in response to questions:

- the size of the capital programme in other boroughs would depend on their approach to increased demand for school places
- sources of funding include borrowing, grants and contributions and section 106 payments. The cost of borrowing is set out on page 49 of the agenda pack.

Members expressed interest in identifying whether savings in the revenue budget could be achieved by removing some items from the capital budget. Caroline Holland said that scope for this would be limited as many projects are already underway and that officers are rigorously challenged on new items and already encouraged to remove items wherever possible.

RESOLVED: to request a list of new schemes by department, to include cost impact on the revenue budget.

ACTION: Director of Corporate Services to circulate by email



8 DATES AND WORK PROGRAMME FOR FUTURE MEETINGS (Agenda Item 8)

AGREED dates of next three meetings:

5 July (outturn report), 26 July (quarter 1) and 10 November 2016 (quarter 2).  
The date for receiving the quarter 3 monitoring report will be agreed in due course.  
ACTION: Head of Democracy Services

AGREED work programme items for future meetings, as identified earlier in the meeting:

- Greenspaces budget
- demographics for adult social care

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