

Merton Council
**Sustainable Communities
Overview and Scrutiny
Panel**



Date: 26 February 2014
Time: 19:15
Venue: Committee rooms B & C - Merton Civic Centre, London Road, Morden SM4 5DX

AGENDA

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1.	Declarations of Interest	
2.	Apologies for absence	
3.	Minutes of the meeting held on 9 January 2014	1 - 8
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5.	Scrutiny Review - 20mph Limits/Zones update	9 - 60
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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

Russell Makin (Chair)
Stan Anderson
David Dean
Samantha George
Ian Munn BSc, MRTPI(Rtd)
Dennis Pearce
John Sargeant
Ray Tindle (Vice-Chair)

Substitute Members:

Janice Howard
Philip Jones
Peter Southgate
Geraldine Stanford
Miles Windsor

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 4035 or by e-mail on scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

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SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL 9 JANUARY 2014

(19.15 - 22.03)

PRESENT: Councillors Russell Makin (in the Chair), Stan Anderson, Dennis Pearce, John Sargeant, Ray Tindle, Ian Munn, Gilli Lewis-Lavender and David Williams

ALSO PRESENT: Councillors Peter Southgate, Mark Allison and Nick Draper

John Hill (Head of Public Protection and Development, ENVR), Caroline Holland (Director of Corporate Services), Mario Lecordier (Highways and Traffic Services Manager, ENVR), Chris Lee (Director of Environment and Regeneration), James McGinlay (Head of Sustainable Communities), Cormac Stokes (Head of Street Scene and Waste), Simon Williams (Director, Community & Housing Department), Chris Burke (Customer & Performance Officer) and Paul Walshe (Parking Services Manager), Julia Regan (Head of Democracy Services)

Andrew Wakefield

1. MINUTES OF THE CALL IN MEETING HELD ON 9TH OCTOBER 2013
(Agenda Item 1)

RESOLVED: The Panel agreed the minutes subject to an amendment to the attendance list to show that Councillor Russell Makin was not present.

2. MINUTES OF CALL IN MEETING HELD ON 9TH OCTOBER 2013
(EXEMPT) (Agenda Item 2)

RESOLVED: The Panel agreed the minutes subject to an amendment to the attendance list to show that Councillor Russell Makin was not present.

3. MINUTES OF THE CALL IN MEETING HELD ON 6 NOVEMBER 2013
(Agenda Item 3)

RESOLVED: The Panel agreed the minutes subject to two amendments:

- amendment to the attendance list to show that Councillor Peter Southgate's attendance was as a substitute for Councillor John Sargeant and Councillor Miles Windsor's attendance was as a substitute for Councillor David Dean
- amendment to apologies for absence to remove Councillor David Dean as he was present at the meeting.

4. MINUTES OF THE MEETING HELD ON 12 NOVEMBER 2013 (Agenda Item 4)

RESOLVED: The Panel agreed the minutes subject to two amendments:

- Item 7 – public value review. Amendment to last paragraph on page 17 to replace “Councillor Ian Munn said he had received complaints” with “Councillor Ian Munn said he had received concerns from residents regarding the long absence of a well-regarded streetsweeper and that residents hoped he would get well soon and be re-instated to duties on their streets”.
- Item 9 – parking. Amendment to last paragraph on page 19 to replace “Chris Lee confirmed the approach to be taken was set out in the report” with “Chris Lee confirmed that this would be rolled out where identified as appropriate for the parade. Implementation would be progressed on a parade by parade basis”.

Matters arising – p13 - James McGinlay, Head of Sustainable Communities, confirmed that information on Rainbow Industrial Estates had been sent to Councillor Samantha George as requested.

5. BUSINESS PLAN UPDATE 2014-2018 (Agenda Item 5)

Caroline Holland, Director of Corporate Services, introduced the report and outlined the content. She said that there will be a further business plan update to Cabinet on 20 January in order to take into account the local government financial settlement. The service plans had been provided as context and they would be finalised after the completion of the budget process.

Some members said that they found the report difficult to follow, partly due to its length. They said that members without a financial background would find explanations of the kind provided verbally at the meeting easier to understand than the terminology used in the report.

Revenue budget – amendments to previously agreed savings (pages 41-43)

Chris Lee, Director of Environment and Regeneration, explained the reasons for the proposed changes to the four previously agreed savings (ER07, ER23, EN12 and ENV1).

The Panel expressed concerns at the lack of detail for ENV1 given that the proposed £334k saving is relatively large. Chris Lee and Caroline Holland said that it would be achieved through removing some underspend, income growth and reductions in a number of areas, some of which will not be easy to make. The Panel agreed that it wished to see more detail on how the proposed savings would be made before making a decision on this.

RESOLVED: to recommend that a breakdown of how the proposed ENV1 saving will be achieved should be provided prior to Cabinet making a decision on this item.

In response to a question on the basis of funding for taxi cards and freedom passes (page 30), Caroline Holland said that this had changed and was now mainly based

on usage. Members expressed concern that funding may be reduced if card users didn't touch in and out during journeys.

RESOLVED: to recommend that Cabinet consider how best to raise awareness of the importance of freedom pass users touching in and out during journeys so that the council achieves maximum financial benefit. This may include use of My Merton to communicate the message.

Revenue budget – new savings proposals (pages 59-64, 68-70)

The Panel asked questions about each of the savings proposals and made comments and recommendations as set out below:

EV02 Parking services – parking permit charges

RESOLVED: the Panel noted that the proposal was for a different percentage increase for different types of permit and recommended to Cabinet that any increase should be proportionate and proportional to the current cost of each type of permit.

EV03-EV07 – building and development control

Members said that they thought that this section was already under-resourced and that the draft service plan clearly set out the impact of the proposed changes in terms of reduced performance on key performance indicators (page 284). Panel members expressed unanimous opposition to further staffing reductions in this service area.

Chris Lee said that the proposed reductions would increase the time taken to process planning applications but would still be within the legal timeframe.

Members suggested that a scrutiny task group or other review should look at the whole development control service in order to assess the best approach. John Hill, Head of Public Protection & Development, said that the last scrutiny review had been in 2007/8 and that officers had subsequently carried out LEAN service reviews. Chris Lee added that planning is in a state of flux at present due to uncertainty over government proposals for de-regulation which may reduce costs in future. He said the service is constantly looking for efficiencies, has reduced in size already and although the smallest in London, is one of the highest performing services.

RESOLVED:

1. to ask Cabinet to reject savings EV03-EV07 and to find alternative savings
2. to recommend that the Sustainable Communities Overview and Scrutiny Panel set up a task group review of enforcement, development control and building for its 2014/15 work programme, bearing in mind that this is a broad remit and the task group will need to agree focussed terms of reference

EV08 – waste disposal

A member commented on the importance of encouraging residents to recycle more. Chris Lee said that a range of awareness and education methods are used.

EV09 – leisure centres

Chris Lee, Director of Environment and Regeneration, explained that this saving was subject to renegotiation of the contract.

Caroline Holland said that the baseline budget figure was wrong.

EV10- Greenspaces

The Panel noted that the deliverability risk was set at medium and the reputational risk as high. Chris Lee outlined how these assessments had been made and that reputational risk was high due to the high level of public interest. He said that cost reductions could be made by modernising some of the booking systems. He added that Dig Merton (a community food growing project led by Sustainable Merton) was eager to be involved as volunteers in parks and highway green spaces.

Members said that they would like more detail on the implications of the saving – these were all marked as “to be determined through the TOM (target operating model)”. Chris Lee said that the TOM would be developed over the next five months.

RESOLVED: to ask Cabinet to defer consideration of this 2015/16 and 2016/17 saving to next year when more detail will be available.

EV11 – on street pay and display parking charges

In response to questions, Chris Lee and Paul Walshe, Parking Services Manager, said that this proposal is consistent with and follows on from a number of service reviews that have recommended a rationalisation of tariffs and a free parking period of 20 minutes. Changing the tariff structure will require extensive public consultation.

RESOLVED: to recommend that Cabinet accept this saving proposal.

Councillors Gilli Lewis-Lavender, Ray Tindle and David Williams asked for their dissent to be recorded and called for a thorough review of the controlled parking zone structure and charges.

CH5 – Library and Heritage service- reduction in media fund

RESOLVED: that Cabinet should accept the proposed saving.

CH6 – Library and Heritage service – increase income

RESOLVED: that the wording of the savings proposal should be amended to show that increased use of space for income purposes would not encroach into the library core offers such as choice of books.

CH7 – self service libraries at off peak times

In response to questions, Simon Williams explained that the saving would not be achieved until 2017/18 so that different models of service delivery could be piloted and that staff are used flexibly to work in any library as required.

CH8 – reduction of homelessness prevention grant

Panel noted the increased housing demand and the number of people in housing need set out in the Merton 2017 report (page 187) and asked whether, in the light of these, the proposed saving is realistic. Simon Williams agreed that there was a risk that the saving wouldn't be achieved but that the number of people in temporary accommodation is low in Merton and so he considers that the saving is achievable.

Caroline Holland drew the Panel's attention to the details on the housing benefit expenditure increase and an increase in the number in private sector rented accommodation (page 317) and said that there was some flexibility in the budget due to an underspend.

CH9 and CH10 – housing needs and enabling

RESOLVED: to recommend that Cabinet accept these saving proposals.

Capital programme

In response to a question about a seeming disparity between figures set out on pages 79 and 80, Caroline Holland undertook to check them.

The Panel noted that the information in Appendix 4 had already been scrutinised and so focussed its discussion on Appendix 7 which sets out recent movements in the capital programme. Caroline Holland said that, although there is still room for further improvement in forecasting capital spend, she is confident that the figures for 2014/15 are more realistic than previous forecasts.

A member said that it is difficult to interpret the information provided and asked whether there was a different way of presenting the figures. Caroline Holland said that would be difficult because the capital programme is fluid during the year and so there will be different figures in each of the financial monitoring reports. She added that these are examined by the Overview and Scrutiny Commission's financial monitoring task group.

Merton 2017

RESOLVED: to discuss the details at a future meeting of the Panel.

6. STREET LIGHTING CONTRACT - OPTIONS REPORT (Agenda Item 6)

Chris Lee, Director of Environment and Regeneration, introduced the report and said that the current street lighting contract will run till the end of September. The two options are to extend the contract for two years or to re-procure through competitive tendering. He said that officers are likely to recommend the contract extension subject to negotiations because the current contract is working well. Officers are in the process of negotiating further improvements that could be included in a contract extension.

Chris Lee and Mario Lecordier, Traffic & Highways Services Manager, said that they consider the current contract to be competitive and good value for money

In response to questions, Chris Lee and Cormac Stokes, Head of Street Scene and Waste, said that they are in discussion with other boroughs regarding the potential for achieving savings through a shared service and/or a joint contract. Extending the current contract would give time for this to be explored further. Cormac Stokes said that it is not necessary for all boroughs' current contracts to finish at the same time because it can be helpful to the contractor to start these on a phased basis and that this approach has worked for other services.

A Panel member noted the lack of contractor and council resources referred to in the report and asked how much of an issue this was. Mario Lecordier said that the difficulties for the contractor had mainly been due to staff turnover in the first two years of the contract but that the workforce was now stable and performance has improved.

A number of Panel members commented that they thought highly of the street lighting service and the current contractors, based on their own experiences and views received from residents.

RESOLVED: that the officers should take the Panel's comments into account when drafting the report to Cabinet's meeting on 20 January 2014

7. WORK PROGRAMME (Agenda Item 7)

RESOLVED:

1. The Panel agreed to make the Merton Priory Homes report the main item for its meeting on 26 February 2014 and to delete the following items in order to have sufficient time for discussion :
 - Commercial waste
 - Morden town centre regeneration programme

- Quality of footpaths
 - Passing inspection
2. The Panel agreed the following changes to the agenda for its meeting on 23 April 2014:
- add report of the climate change and green deal scrutiny task group
 - delete work programme report
3. The Panel agreed that there should be a meeting of the Public Transport Liaison Committee in June 2014, at a date to be determined by officers.
ACTION: Head of Democracy Services to inform the Future Merton Programme Manager

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Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 26th February 2014

Agenda item: 5

Subject: Scrutiny Review – 20 mph limits / zones update

Lead officer: Chris Lee, Director of Environment and Regeneration

Lead member: Councillor Andrew Judge, Cabinet Member for Environmental Sustainability & Regeneration

Contact officer: Mario Lecordier / Richard Lancaster

Recommendations:

- A. That Sustainable Communities O & S Panel considers the information in the report and the council's approach to Speed Management.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The purpose of the report is to provide an update to Members of the Overview & Scrutiny Panel regarding the council's approach to 20mph zones and limits.
- 1.2 The report has been prepared in response to a motion and resolution from Council in November 2012, set out as follows:

'As part of the work to increase road safety and reduce casualties, Merton has a combination of roads with 20 mph limits and 20 mph zones, the majority of which have been implemented during the last 4 years.

In order to assess the effectiveness of the current Merton schemes, monitoring analysis has been commissioned. This is focusing on a comparison of 'before' and 'after' accident data at each of the individual limits and zones, along with 'before' and 'after' traffic flow and vehicle speed data at each. This work will be reported in the next few months.

The intention is to examine the evidence alongside the evidence from places such as Portsmouth and Islington which have implemented 'area wide' 20 mph speed limits to determine what has and will work best to reduce road traffic casualties in an outer London location like Merton.

The council affirms that:

- (1) *It is important that road traffic policy and schemes are based on empirical evidence and developed in consultation with residents; and*
- (2) *Asks that the work is completed with due urgency as a priority; and*
- (3) *Asks that a report is presented to both Cabinet and Scrutiny with balanced recommendations for future policy including practical measures to maximise road safety for all road users.'*

1.3 A previous version of this paper was presented to Sustainable Communities Overview & Scrutiny Panel on 16th October 2013 (included as appendix A).

2 **Details**

Background

- 2.1 Having a safe road network and public realm is a key factor in ensuring that Merton remains a sustainable and liveable borough.
- 2.2 In 2012 there were a total of 196,000 casualties of all severities in road accidents reported to the police in the UK, 4% lower than in 2011. There were 1,750 people killed, an 8% decrease from 2011, and 23,000 seriously injured, down 0.4%.
- 2.3 In Greater London in 2012 there were 28,780 casualties. Of these, 134 were fatally injured, 2884 were seriously injured and 55,762 were slightly injured. Fatalities fell by 16% (159 to 134) to the second lowest level since recent records began.
- 2.4 Merton has demonstrated positive progress in order to meet collision reduction targets over the last 15 years. Between 1996 and 2011 Merton experienced a 65% reduction in those Killed or Seriously Injured (KSI's), along with a 34% reduction in the number of slight casualties during the same period. Whilst there was an increase in year-on-year KSI's in 2012, provisional results from 2013 indicate further reductions.
- 2.5 Speed significantly increases the chance of being injured in a collision. Studies which compare injury severity with vehicle speed show that accidents at speeds above 20mph are more likely to result in severe injuries, rather than slight injuries. The risk of being fatally injured increases too, and a UK study of accidents found that at 20mph there was a 2.5% chance of being fatally injured, compared to a 20% chance at 30mph.

Characteristics of 20mph zones and speed limits

- 2.6 There is a significant difference between the characteristics of a 20mph speed limit and a 20mph zone.

20mph limits are areas where the speed limit has been reduced to 20 mph but there are no physical measures to reduce vehicle speeds

within the areas. Drivers are alerted to the speed limit with 20mph speed limit repeater signs.

20mph limits are most appropriate for roads where average speeds are already low, and the guidance suggests below 24mph. The layout and use of the road must also give the clear impression that a 20mph speed or below is the most appropriate.

20 mph zones use traffic calming measures to reduce the adverse impact of motor vehicles on built up areas. The principle is that the traffic calming slows vehicles down to speeds below the limit, and in this way the zone becomes “self-enforcing”. Speed humps, chicanes, road narrowing, planting and other measures can be introduced to both physically and visually reinforce the nature of the road.

- 2.7 The Police have the authority to enforce speed limits in both 20 mph zones and limits.

Effectiveness of 20mph limits

- 2.8 Transport Research Laboratory (TRL) carried out research on 20mph limits in 1998 which examined the effectiveness of 20mph limits without traffic calming measures. It found that traffic calming was a more effective way of reducing vehicle speeds than signs only, which only produced a small reduction in speed. There was some evidence that public awareness campaigns and enforcement further reduced traffic speeds.
- 2.9 In 2009, an interim analysis was conducted of the 20mph limits introduced in Portsmouth, which cover 91% of the 438km of the city’s roads. The evaluation was taken from 158 sites which were monitored for vehicle speeds, one year after the limits were implemented.
- 2.10 It found that 20 mph speed limits reduced the average speed by 0.9 miles per hour, which was not statistically significant. However, at sites where the average speed was above 24mph before the new limit was introduced, there was a statistically significant average speed reduction of 7 mph.
- 2.11 An analysis of accidents found that there was an overall reduction in casualties but it was not significant when compared to the national trend. Further research after 3 years of the scheme will hopefully clarify its effectiveness, but, no date has currently been set for the publication of this information.
- 2.12 In other cities and towns research regarding limits remains relatively scarce due to the embryonic stage that the majority of the schemes are at.
- 2.13 Islington became the first London Borough to introduce the limit on all side roads after introducing a scheme in early 2012. However, it should

be noted that 78% of the roads in the borough were already covered by zones, so the new 20mph limit only covers the remaining 22% of roads. On 16th December 2013 Camden also announced that it would be introducing a 20mph limit on all remaining roads in the borough not covered by existing controls in order 'to reduce the number of accidents and encourage more people to walk and cycle.' Southwark also made a similar decision in November 2013.

- 2.14 Within Merton, like a number of other London Boroughs, there is a combination of roads with 20 mph limits and 20 mph zones, the majority of which have been implemented during the last 4 years.
- 2.15 In order to assess the effectiveness of the current schemes that have been implemented in Merton, monitoring analysis was commissioned in 2012. The report has been included as Appendix 2.
- 2.16 The report has focused on a comparison of before and after accident data at each of the individual limits and zones, along with before and after traffic flow and vehicle speed data at each of the individual limits and zones.
- 2.17 The purpose of the report was to help inform whether a borough-wide approach in the form of a 20mph limit is the most effective method to reduce collisions and vehicle speeds, or if it would be more effective to maintain an evidence based approach in order to target those areas that experience particular issues.
- 2.18 The Audit was carried out in July 2012 and used the following methodology:
 - Analysis of before and after accident data at each site;
 - Analysis of before and after traffic flow and speed at each site
 - Overall comparison of accidents, traffic flow and speed measures at each site.
- 2.19 The majority of the speed reducing measures was introduced in 2009 and the remainder in 2010/11. The report concluded that:
 - Both zones and limits experienced an increase in personal injury collisions per year with an increase in zones greater than that of limits;
 - Limits delivered a reduction in pedestrian and child accidents, albeit from a low base;
 - Zones experienced a greater reduction in 85thile speeds (3.7% reduction on average per zone (0.9mph – change from 26.69 to 25.79mph) compared to 2.7% (0.75mph – change from 27.65 to 26.9mph) in limits). Limits experienced a greater reduction in average speeds.

- Overall vehicle speeds were down by 5.5% (1.19mph) in limits and 7.8% (1.73mph) in zones.
- Zones performed best with regards to traffic flows with a marginal increase in traffic flows across the zones.

2.20 It is clearly evident from the extensive research on the subject that reducing speed remains the most effective way of reducing the severity and number of road casualties. However, due to the limitations of the Merton based work to date, particularly in relation to the 'after' data that in most cases was just collected for one year, it has proven to be very difficult to draw accurate conclusions and have sufficient confidence in the evidence collected.

2.20 For this reason, the council will maintain its current approach to speed management, implementing school zones and homezone 'lite' measures, aimed at reducing speeds in key areas such as in the vicinity of schools, areas with high pedestrian footfall and major trip generators such as town centres and also in residential areas. The works due to commence in March 2014 in Abbey Road, Kirkley Road and Shelton Road are examples of this work. Speed reduction measures will also be considered to encourage sustainable local travel by making cycling, walking and the use of public transport more attractive and effective.

Next Steps (with reference to the Council motion):

- 2.21 As discussed in the body of the report, whilst overall research in Merton and elsewhere with respect to 20 mph zones identifies clear reductions in vehicle speeds and accidents, there remains less clarity with regard to the effectiveness of 20mph speed limits, principally due to the lack of research in place to quantify impacts. On this basis of the need for further empirical evidence to inform the future approach to speed management, the council will commit to undertaking the following:
- (a) To undertake in-depth survey work in 2014/15 to develop a comprehensive understanding of the effectiveness of 20mph zones and limits operating in the borough and in other towns and cities. This will also consider the potential for reductions in traffic speeds / road casualties via the introduction of 20 mph speed limits or zones in areas not already covered by existing speed control measures. Funding with the council's LIP programme has been set aside for this purpose in 2014/15.
 - (b) An assessment of the business case associated with the introduction of 20 mph zones vs the introduction of borough-wide 20 mph limits, or a combination of the two;
 - (c) The sustainability of the potential benefits of 20 mph zones and limits (i.e. whether improvements are likely to be maintained without the need for further traffic calming measures).

- (d) The views of local residents with respect to both 20 mph zones and limits.
 - (e) An investigation into enforcement matters, including liaison with the Police.
- 2.22 Following this work, officers will be in a position to report back the evidence to the Panel, along with clear recommendations regarding the council's future approach to speed management.
- 3 ALTERNATIVE OPTIONS**
- 3.1 Not applicable – this report is for information only.
- 4 CONSULTATION UNDERTAKEN OR PROPOSED**
- 4.1 N/A
- 5 TIMETABLE**
- 5.1 Performance information is monitored annually as a requirement of TfL.
- 6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**
- 6.1 There are no financial, resource or property implications arising from this information report. All related services are delivered within existing resources.
- 7 LEGAL AND STATUTORY IMPLICATIONS**
- 7.1 This report is for information only.
- 8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
- 8.1 There are no specific human rights, equalities or community cohesion
- 9 CRIME AND DISORDER IMPLICATIONS**
- 9.1 There are no specific crime and disorder implications arising from this information report.
- 10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
- 10.1 There are no risk management or health and safety implications arising from this information report.

Appendix 1: Scrutiny Review – 20 mph limits / zones update (October 2013)

Appendix 2: 20 mph Speed Limit and Zones – Interim Monitoring Analysis

Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 16th October 2013

Agenda item: 6

Wards: All

Subject: Scrutiny Review – 20 mph limits / zones update

Lead officer: Chris Lee, Director of Environment and Regeneration

Lead member: Councillor Andrew Judge, Cabinet Member for Environmental Sustainability & Regeneration

Forward Plan reference number: N/A

Contact officer: Mario Lecordier / Richard Lancaster

Recommendations:

- A. That Sustainable Communities O & S Panel considers the information in the report and the council's approach to Speed Management.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The purpose of the report is to provide an overview to Members regarding the council's approach to 20mph zones and limits.

2 Details

Background

- 2.1 There are still a high number of casualties on urban roads in the UK. In 2008, there were 771 fatalities and 92,714 injuries reported on built up roads in Great Britain. A large proportion of these collisions occurred on residential roads.
- 2.2 The majority of pedestrian casualties also occur in built up areas: 24 child pedestrians and 278 adult pedestrians were killed in 2010 on such roads. In total there were 24,950 pedestrian injuries. Pedal cyclists are also vulnerable in built up areas and there were 59 cyclist fatalities and 15,995 casualties of all severities.
- 2.3 Merton has demonstrated positive progress in order to meet collision reduction targets over the last 15 years. Between 1996 and 2011 Merton experienced a 65% reduction in those Killed or Seriously Injured (KSI's), along with a 34% reduction in the number of slight casualties during the same period.
- 2.4 Speed significantly increases the chance of being injured in a collision. Studies which compare injury severity with vehicle speed show that accidents at speeds above 20mph are more likely to result in severe injuries, rather than slight injuries. The risk of being fatally injured increases too, and a UK study of accidents found that at 20mph there was a 2.5% chance of being fatally injured, compared to a 20% chance at 30mph.

History

- 2.5 In December 1990 the Department of Transport issued Circular Roads 4/90 which set out guidelines for the introduction of 20mph speed limits; local authorities had to apply for consent from the Secretary of State to introduce a 20mph zone.
- 2.6 In 1999, the law was changed by the Road Traffic Regulation Act (Amendment) Order 1999, which gave Highways Authorities more flexibility so they no longer had to apply for permission to introduce a zone. The updated legislation made two distinct types of 20mph speed limit possible:
- 20mph limits**, which consist of just a speed limit change to 20mph which is indicated by the speed limit (and repeater) signs, and
- 20mph zones**, which are designed to be “self-enforcing” due to the traffic calming measures that must be introduced along with the change in the speed limit.
- 2.7 The Department for Transport’s current guidance is set out in DfT Circular 01/2006 which encourages and supports Local Authorities to implement 20 mph limits and zones in situations where there is a particular risk to vulnerable road users. The guidance sets out that the purpose of 20 mph areas is to create conditions in which drivers naturally drive at around 20 mph as a result of traffic calming measures or the general nature of the location.
- 2.8 It, therefore, suggests that 20mph limits are appropriate for roads where average speeds are already low (below 24mph) or can be reduced to this level following the introduction of traffic calming. Ultimately the Local Authority is responsible for deciding which of these is the most appropriate.
- 2.9 The Department for Transport has recently announced its intention to revise and reissue “*Circular 01/06, Setting Local Speed Limits*’ with a key aim of increasing flexibility for Local Authorities when considering the introduction of 20mph zones and limits.
- 2.10 The guidance in the document on 20mph zones and 20mph limits has been expanded to make it clearer that highway authorities have flexibility in the use of 20mph zones and limits, and should apply the option best suited to the local circumstances and that brings the most benefits in terms of casualty reduction and community benefits. This amends the previous advice that 20mph zones without traffic calming should generally be restricted to single or small groups of streets, and traffic authorities are reminded that they can, over time, introduce 20mph zones or limits into:
- Major streets where business on foot is more important than slowing down traffic and;

- Lesser residential roads in cities, towns and villages, particularly where this would be reasonable for the road environment, there is community support and streets are being used by pedestrians and cyclists

Characteristics of 20mph zones and speed limits

- 2.11 There is a significant difference between the characteristics of a 20mph speed limit and a 20mph zone.

20mph limits are areas where the speed limit has been reduced to 20 mph but there are no physical measures to reduce vehicle speeds within the areas. Drivers are alerted to the speed limit with 20mph speed limit repeater signs.

20mph limits are most appropriate for roads where average speeds are already low, and the guidance suggests below 24mph. The layout and use of the road must also give the clear impression that a 20mph speed or below is the most appropriate.

20 mph zones use traffic calming measures to reduce the adverse impact of motor vehicles on built up areas. The principle is that the traffic calming slows vehicles down to speeds below the limit, and in this way the zone becomes “self-enforcing” . Speed humps, chicanes, road narrowing, planting and other measures can be introduced to both physically and visually reinforce the nature of the road.

Effectiveness of 20mph limits

- 2.12 Transport Research Laboratory (TRL) carried out research on 20mph limits in 1998 which examined the effectiveness of 20mph limits without traffic calming measures. It found that traffic calming was a more effective way of reducing vehicle speeds than signs only, which only produced a small reduction in speed. There was some evidence that public awareness campaigns and enforcement further reduced traffic speeds.
- 2.13 In 2009, an interim analysis was conducted of the 20mph limits introduced in Portsmouth, which cover 91% of the 438km of the city’s roads. The evaluation was taken from 158 sites which were monitored for vehicle speeds, one year after the limits were implemented.
- 2.14 It found that 20 mph speed limits reduced the average speed by 0.9 miles per hour, which was not statistically significant. However, at sites where the average speed was above 24mph before the new limit was introduced, there was a statistically significant average speed reduction of 7 mph.
- 2.15 An analysis of accidents found that there was an overall reduction in casualties but it was not significant when compared to the national trend. Further research after 3 years of the scheme will hopefully clarify its effectiveness.

Next Steps

- 2.16 Focusing specifically on 20 mph limits, Islington became the first borough in the country to introduce the limit on all side roads after introducing a scheme in early 2012. On 12th October 2012 Camden also announced that it 'would consider introducing the 20 mph limit on all roads under its control in a bid to reduce the number of accidents and encourage more people to walk and cycle.'
- 2.17 Within Merton, like a number of other London Boroughs, there is a combination of roads with 20 mph limits and 20 mph zones, the majority of which have been implemented during the last 4 years.
- 2.18 In order to assess the effectiveness of the current schemes that have been implemented in Merton, monitoring analysis has recently been commissioned. This has focused on a comparison of before and after accident data at each of the individual limits and zones, along with before and after traffic flow and vehicle speed data at each of the individual limits and zones.
- 2.19 The Audit was carried out in July 2012 and used the following methodology.
- Analysis of before and after accident data at each site
 - Analysis of before and after Traffic Flow and Speed at each site
 - Overall comparison of accidents, traffic flow and speed measures at each site.
- 2.20 A total of twenty three 20mph Zones / Limits were reviewed as part of this audit. These are:

20mph Zones

High Path area
Pelham Road area
Parkway area
Pollards Hill area
Easfields area
Ridgway area
Lake Road area
Hillcross area
Commonside East area
Cromwell Road area
West Barnes area

20mph Limits

Trinity road
Merton Hall Road
Quicks road
Merton Park

Melrose Avenue
Wandle Road
Ashbourne Road
Cambridge Road
Claremont Road
Ernle Road
Edge Hill
Farm Road

2.21 The majority of the speed reducing measures was introduced in 2009 with the rest in 2010/11. The report concluded that:

- Both zones and limits experienced an increase in Personal Injury Collisions per year with an increase in Zones greater than that of Limits.
- Limits delivered a significant reduction in pedestrian and child accidents
- Zones experienced a greater reduction in 85thile speeds (3.7% reduction (0.9mph – change from 26.69 to 25.79mph) on average per Zone compared to 2.7% (0.75mph – change from 27.65 to 26.9mph) in limits). Limits experienced a greater reduction in average speeds
- Overall vehicle speeds were down by 5.5% (1.19mph) in limits and 7.8% (1.73mph) in zones.
- Zones performed best with regards to traffic flows with a marginal increase in traffic flows across the zones.
- Pelham Road and Eastfields Zones and Merton Park 20mph Limit were the worst performing in terms of collision reduction.

2.22 Reducing speed remains the most effective way of reducing the severity and number road casualties the outcome of the Audit does not support a borough-wide approach to the introduction of 20mph limit in Merton. This is supported by the results of the audit which shows that both zones and limits have shown a slight increase in the annual accident rates. This could be due to the short before and after assessment period. A longer before and after assessment period (over 5 years) would be required to get a better understanding of the impact of 20mph limits on mean speed, average speed and casualty reduction. It is however clear that inappropriate or excessive speed remains a concern to both residents and the Council. The Council will therefore focus its resources on developing Home / School Zones aimed at reducing speeds in key areas such as in the vicinity of schools, areas with high pedestrian footfall and major trip generators such as Town Centres and also in residential areas. Speed reduction measures will also be considered to encourage sustainable local travel by making cycling, walking and the use of public transport more attractive and effective.

- 2.23 Enforcement will also remain a key consideration in achieving the objectives of reducing the number and severity of road casualties. The Council has no legal powers to undertake speed enforcement and caution drivers in breach of speed regulations. Only the Police have the necessary powers to undertake enforcement and prosecute offenders. It is however recognised that the Police is not sufficiently resourced to undertake local speed enforcement and the Council will continue to work with them to encourage a pro-active Police participation in managing speeds on local roads.

3 ALTERNATIVE OPTIONS

- 3.1 Not applicable – this report is for information only.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1 N/A

5 TIMETABLE

- 5.1 Performance information is monitored annually as a requirement of TfL.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1 There are no financial, resource or property implications arising from this information report. All related services are delivered within existing resources.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1 This report is for information only.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

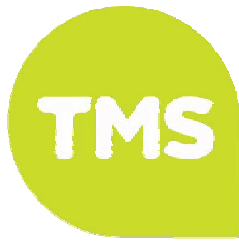
- 8.1 There are no specific human rights, equalities or community cohesion

9 CRIME AND DISORDER IMPLICATIONS

- 9.1 There are no specific crime and disorder implications arising from this information report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1 There are no risk management or health and safety implications arising from this information report.



safer roads for everyone

20 mph Speed Limit and Zones

on behalf of London Borough of Merton

DRAFT - Interim Monitoring Analysis

TMS Project No: XXXX
Date: July 2012



Vanguard Centre, University of Warwick Science Park,
Sir William Lyons Road, Coventry CV4 7EZ

Tel: +44 (0)24 7669 0900
Fax: +44 (0)24 7669 0274
Email: info@tmsconsultancy.co.uk
Web: www.tmsconsultancy.co.uk



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20 mph Speed Limit and Zones

Interim Monitoring Analysis

1 Introduction

- 1.1 This report refers to an Interim Monitoring Analysis of the 20 mph Speed Limit and Zones in Merton commissioned by London Borough of Merton.
- 1.2 TMS Consultancy was established in 1990 to provide specialist consultancy, research and training services in traffic management and road safety Engineering. TMS currently provides these services to a wide client base in both the public and private sectors in the UK and internationally. TMS Consultancy has an internationally recognised reputation in this field of work and runs the industry standard RoSPA 2-week Road Safety Engineering (AIP) and 1-week Advanced Road Safety Engineering training courses.

2 Methodology

- 2.1 TMS Consultancy has been commissioned by London Borough of Merton to carry-out an Interim Monitoring Analysis of their 20mph Speed Limits and Zones. The Interim Monitoring Analysis comprises of:
 - Analysis of the before and after accident data at each of the individual Limits and Zones
 - Analysis of the before and after Traffic Flow and Traffic Speed data at each of the individual Limits and Zones
 - Overall comparison of the accidents, traffic flows and traffic speeds of the Limits and Zones as a whole.
- 2.2 The Interim Monitoring Analysis has been carried out by:

Darren Newbold – MSc, BSc (Hons), MCIHT, MSoRSA
Engineer, TMS Consultancy

Robert Cyples - BSc (Hons), MCIHT, MSoRSA
Senior Road Safety Consultant, TMS Consultancy
- 2.3 Accident data for years 2007 to 2011 was provided by London Borough of Merton as well as before and after traffic flow and speed data for each site.
- 2.4 A summary table of the 'before and after accident data' can be found in Appendix A. A summary table of the 'before and after traffic flow and vehicle speeds' can be found in Appendix B.

3 20 mph Speed Limit and Zone Analysis

3.1 High Path 20 mph Zone

- 3.1.1 The 20mph zone within the area is bordered by Merantun Way, Morden Road, Merton High Street and Mill Road. For this area to comply with the requirements and regulations, additional speed cushions were installed on High Path (within the vicinity of 25 High Path); Nelson Grove Road (within the vicinity of the entrance into Merton Place and Norfolk House); Meadow Road (within the vicinity of 19 Meadow Road) and Croft Road (within the vicinity of 25 Croft Road).
- 3.1.2 The 20mph Zone was implemented in October 2008 (actual date is unknown). Due to the range of the data, it has only been possible to analyse 12 months 'before' data, which includes personal injury accidents (PIA) between 1/10/07 and 30/09/08. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 14/11/08 to 13/11/09.
- 3.1.2 There has been one reported PIA within the High Path Zone in the 12 months prior to the scheme, giving a frequency of one PIA per year.

Table 3.1.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	1	1	0	0	0

- 3.1.3 There has been no reported PIA within the High Path Zone in the 12 months after the scheme, giving a frequency of no PIA per year.

Table 3.1.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

- 3.1.4 The accident data appears to show that PIAs have reduced within the High Path Zone since the implementation of the scheme (however, this is based only on 12 months before and 12 months after data). There are no immediate concerns for any particular vulnerable user group.
- 3.1.5 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for High Path totalled 20,822 and post survey flows totalled 69,059. Although this appears to represent a 300% increase, the pre survey was carried out over two days and the post over seven days, therefore the flows are incomparable.
- 3.1.6 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.1.6 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	16.29	17.24	+ 0.95	+ 5.8
Average speeds (mph)	12.31	13.73	+ 1.42	+ 11.5

3.1.7 No conclusion can be drawn with regards to before and after traffic flow surveys as the two sets of data were incomparable. However, the speed survey data shows that both 85 %ile and average speeds have increased within the zone (5.8% and 11.5% respectively).

3.2 Pelham Road 20 mph Zone

3.2.1 Pelham Road 20 mph Zone is bounded by The Broadway, Morden Road, Kingston Road and Gladstone Road (included).

3.2.2 The 20mph Zone was implemented on 5th January 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 05/01/07 to 04/01/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 05/02/09 to 04/02/09.

3.2.3 There has been no reported PIA within the Pelham Road Zone in the 24 months prior to the scheme, giving a frequency of 0 PIA per year.

Table 3.2.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.2.4 There have been four reported PIA within the Pelham Road Zone in the 12 months after the scheme, giving a frequency of 4 PIA per year.

Table 3.2.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	4	2	2	0	0

3.2.5 The data shows that PIA have increased within Pelham Road since the implementation of the scheme (4 in 12 months after compared to 0 in 24 months before), with riders of two wheeled vehicle proving most vulnerable (2 P2W and 2 pedal cycle accidents).

3.2.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Pelham Road totalled 12,979 and post survey flows totalled 41,159. Although this appears to represent a 300% increase, the pre survey was carried out over two days and the post over seven days, therefore the flows are incomparable.

3.2.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.2.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	26.56	29.94	+3.38	+ 12.7
Average speeds (mph)	20.86	19.73	- 1.13	- 5.4

3.2.8 No conclusion can be drawn with regards to before and after traffic flow surveys as the two sets of data were incomparable. However, the speed survey data shows that both 85 %ile have increased (13%) within the zone but average speeds have fallen (5.4%).

3.3 Parkway 20 mph Zone

3.3.1 The 20mph zone is bordered by Grand Drive, Canon Hill Lane and Heath Drive/Parkway (both included).

3.3.2 The 20mph Zone was implemented on 16th February 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 16/02/07 to 15/02/2009. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 16/03/09 to 15/03/10.

3.3.3 There has been one reported PIA within the Parkway Zone in the 24 months prior to the scheme, giving a frequency of 0.5 PIA per year.

Table 3.3.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	1	0	0	0	0

3.3.4 There has been no reported PIA within the Parkway Zone in the 12 months after the scheme, giving a frequency of 0 PIA per year.

Table 3.3.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.3.5 There were no reported PIAs in the 12 months following the implementation of the scheme. This represents a minor reduction in accidents and no immediate concerns for any particular vulnerable user group.

3.3.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Parkway Zone totalled 16,865 and post survey flows totalled 21,532. This represents an increase of 4,667 (22%) increase in traffic flows following the implementation of the scheme.

3.3.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.3.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	27.17	26.83	- 0.34	-1.25
Average speeds (mph)	21.8	21.47	- 0.33	- 1.5

3.3.8 Traffic flows within the Parkway Zone increased by nearly a quarter following the implementation of the scheme. However, there were reductions in the 85 %ile and average speeds (1.25% and 1.5% respectively).

3.4 Pollards Hill 20 mph Zone

3.4.1 Pollards Hill Area is bounded by South Lodge Avenue and Chestnut Grove Zone) and Galpin's Road which is included within the 20 mph speed limit area. The introduction of a 20mph speed limit requires signage to be installed at all the entry points into the area. The scheme also includes the 20mph speed limit repeater signs throughout. Physical measures have been provided on South Lodge Avenue which include raised table junctions at Wide Way roundabout, Tavistock Crescent, Yorkshire Road, four pedestrian refuge islands with associated speed cushions and one pedestrian refuge island without speed cushions. An additional raised table junction has been provided at the junction of Berkshire Way and Tavistock Crescent. Existing traffic calming features are present on Yorkshire Road and Lancaster Avenue consisting mainly of raised features at side roads.

3.4.2 The 20mph Zone was implemented on 7th June 2010. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 07/06/08 to 06/06/10 Allowing for a month for

construction works and a settling down time, the 'after' data is for the 12 month period from 07/07/10 to 06/07/11.

- 3.4.3 There has been eight reported PIA within the Pollards Hill Zone in the 24 months prior to the scheme, giving a frequency of 4 PIA per year.

Table 3.4.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	7	0	1	4	2

- 3.4.4 There has been 2 reported PIA within the Pollards Hill Zone in the 12 months after the scheme, giving a frequency of 2 PIA per year.

Table 3.4.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	2	0	0	1	1

- 3.4.5 The accident analysis shows that the yearly accident rate has halved in the 12 months since the scheme was implemented. Both accidents that occurred in the after period were both from vulnerable road user groups (1 pedestrian and 1 child).
- 3.4.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Pollards Hill totalled 130,015 and post survey flows totalled 132,527. This represents an increase of 2,512 (2%) increase after the implementation of the scheme.
- 3.4.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.4.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	33.78	29.83	- 3.95	- 11.7
Average speeds (mph)	29.83	24.98	- 3.4	- 11.4

- 3.4.8 Traffic flows within the Pollards Hill area increased very slightly (2%) in the post scheme implementation survey. Traffic speeds reduced significantly with 85% ile speeds down by 11.7% and average speeds by 11.4%.

3.5 Eastfields 20 mph Zone

- 3.5.1 The 20mph zone is bounded by Commonsides East, Grove Road, Tamworth Lane and Cedars Avenue (all included).
- 3.5.2 The 20mph Zone was implemented on 7th June 2010. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 07/06/08 and 06/06/10. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 07/07/10 to 06/07/11.
- 3.5.3 There have been three reported PIA within the Eastfields Zone in the 24 months prior to the scheme, giving a frequency of 1.5 PIA per year.

Table 3.5.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	3	1	0	2	2

- 3.5.4 There have been five reported PIA within the Eastfields Zone in the 12 months after the scheme, giving a frequency of 5 PIA per year.

Table 3.5.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	5	2	0	1	1

- 3.5.5 The annual accident rate increased significantly (more than 3 times) in 12 months following the implementation of the scheme from 1.5 per year to 5 per year. Four of the five reported PIA involved vulnerable user groups (2 P2W, 1 pedestrian and 1 child).
- 3.5.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Eastfields totalled 24,380 and post survey flows totalled 24,380. The before and after surveys show no change in traffic flows since the implementation of the scheme.
- 3.5.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.5.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	20.36	20.25	- 0.11	- 0.5
Average speeds (mph)	16.03	15.85	- 0.18	- 1.1

3.5.8 There was no change in traffic flows before and after the scheme implementation. However, the scheme has experienced a slight reduction in vehicle speeds with 85%ile speeds reduced by 0.5% and average speeds by 1.1%.

3.6 Ridgway 20 mph Zone

3.6.1 The scheme consists of the implementation of a 20mph zone for the Ridgway Area bounded by Ridgway and Worple Road. 20 mph zone and 30 mph entry signage is to be provided at all entries into the zone as well as raised junction tables. Speed cushions are to be provided on Thornton Road, Denmark Road, Murray Road, Ridgway Place, Spencer Hill, Denmark Avenue and Thornton Hill.

3.6.2 The 20mph Zone was implemented on 17th August 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 17/08/07 and 16/08/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 17/09/09 to 16/09/10.

3.6.3 There has been no reported PIA within the Ridgway Zone in the 24 months prior to the scheme, giving a frequency of 0 PIA per year.

Table 3.6.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.6.4 There has been no reported PIA within the Ridgway Zone in the 12 months after the scheme, giving a frequency of 0 PIA per year.

Table 3.6.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.6.5 Ridgway zone has no history of accidents in either the pre or post scheme implementation periods.

3.6.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Ridgway totalled 25,711 and post survey flows totalled 24,179. This represents a reduction on traffic flows of 1532 (6%).

3.6.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.6.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	29.88	27.84	- 2.04	- 6.8
Average speeds (mph)	23.94	22.29	- 1.65	- 6.9

3.6.8 The 20 mph zone at Ridgway has performed very well at reducing traffic flows with post scheme flows down by 6%. Vehicle speeds have also been reduced with 85% ile speeds and average speeds down by nearly 7% each.

3.7 Lake Road 20 mph Zone

3.7.1 The 20mph zone covers Lake Road, Church Hill, St. Mary's Road, Leeward Gardens, Pine Grove, Ricards Road, Leopold Avenue and St Aubyn's Avenue.

3.7.2 The 20mph Zone was implemented on 17th July 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 17/07/07 and 16/07/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 17/08/09 to 16/08/10.

3.7.3 There has been no reported PIA within the Lake Road Zone in the 24 months prior to the scheme, giving a frequency of 0 PIA per year.

Table 3.7.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.7.4 There has been one reported PIA within the Lake Road Zone in the 12 months after the scheme, giving a frequency of 1 PIA per year.

Table 3.7.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	1	0	0	1	1

- 3.7.5 There has been an increase in PIA within the Lake Road zone since the implementation of the scheme, with one slight child accident being recorded. However, this small increase may be insignificant in the long term when a longer after period can be assessed.
- 3.7.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Lake Road totalled 47,769 and post survey flows totalled 45,964. This represents a reduction on traffic flows of 1805 (3.4%).
- 3.7.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.7.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	30.7	27.52	- 3.18	- 10.4
Average speeds (mph)	25.93	22.65	- 3.28	- 12.6

- 3.7.8 The 20mph zone at Lake Road has performed very well at reducing traffic flows with post scheme flows down by 3.4%. Vehicle speeds have also been reduced with 85% ile speeds down by 10.4% and average speeds down by 12.6%.

3.8 Hillcross Avenue 20 mph Zone

- 3.8.1 The 20mph zone is a short section that begins to the west of Monkleigh Road and ends adjacent to Ashridge Way.
- 3.8.2 The date of implementation of the 20 mph Zone at Hillcross Avenue is unknown. Therefore it has not been possible to ascertain before and after periods for the accident analysis. Only one PIA has occurred within the four year period of 2007 to 2010.
- 3.8.3 No before and after traffic flow and traffic speed survey data has been provided.
- 3.8.4 It has not been possible to analyse the performance of the Hillcross Avenue 20mph zone at this time due to the lack of data available.

3.9 Commonsides East 20 mph Zone

- 3.9.1 The 20mph zone includes Commonsides East, Hallowell Close, Pentlands Close, St George's Road, Tamworth Lane, Tamworth Park, Worthington Close, Cambridge Road, Oxford Close, Marlowe Square and Barnfield Avenue.

3.9.2 The 20mph Zone was implemented on 7th June 2010. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 07/06/08 and 06/06/10. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 07/07/10 to 06/07/11.

3.9.3 There has been six reported PIA within the Commonsides East Zone in the 24 months prior to the scheme, giving a frequency of 3 PIA per year.

Table 3.9.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	6	1	1	2	2

3.9.4 There have been four reported PIA within the Commonsides East Zone in the 12 months after the scheme, giving a frequency of 4 PIA per year.

Table 3.9.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	3	1	0	2	1

3.9.5 The annual accident rate at Commonsides East has increased slightly in the 12 months following the scheme implementation. Vulnerable road user groups are highly represented in those accidents recorded (1 P2W, 2 pedestrian and 1 child).

3.9.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Commonsides East totalled 383,891 and post survey flows totalled 334,219. This represents a reduction on traffic flows of 49,672 (13%).

3.9.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.9.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	30.87	29.1	- 1.77	- 6.1
Average speeds (mph)	25.48	23.98	- 1.5	- 5.9

3.9.8 The 20 mph zone at Commonsides East has performed very well at reducing traffic flows with post scheme flows down by 13%. Vehicle speeds have also been reduced with 85% ile speeds and average speeds both down by 6%.

3.10 Cromwell Road 20 mph Zone

- 3.10.1 The scheme consists of the implementation of a 20mph zone for the Cromwell Road area. This area was already subject to traffic calming, this scheme consists of the introduction of 20 mph Zone entry/exit signs at all entry/exit junctions. The 20mph zone is bounded by Gap Road, Haydon's Road, the railway line and Ashcombe Road (inclusive).
- 3.10.2 The 20mph Zone was implemented on 24th January 2011 Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 24/01/09 and 23/01/11. As LB Merton only have accident available up to the end of 2011, a suitable after period cannot be assessed.
- 3.10.3 There has been no reported PIA within the Cromwell Road Zone in the 24 months prior to the scheme, giving a frequency of 0 PIA per year.

Table 3.10.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

- 3.10.4 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Cromwell Road totalled 130,374 and post survey flows totalled 128,563. This represents a reduction on traffic flows of 1811 (1.4%).
- 3.10.5 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.10.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	23.34	23.84	+ 0.5	+ 2.1
Average speeds (mph)	19.16	19.53	+ 0.37	+ 1.9

- 3.10.6 The 20 mph zone at Cromwell Road has performed very well at reducing traffic flows with post scheme flows down by 1.4%. Vehicle speeds however have increased slightly, with 85% ile speeds up by 2.1% and average speeds up by 1.9%.

3.11 West Barnes 20 mph Zone

- 3.11.1 The scheme consists of the implementation of a 20mph zone for the West Barnes Area. West Barnes Lane, Phyllis Avenue, Adela Avenue, Estella Avenue and Seaforth Avenue all feature existing traffic calming features. Additional traffic calming features are to be provided on Estella Avenue (3 pairs) and Douglas Avenue (2 sets of 3).
- 3.11.2 The 20mph Zone was implemented on 18th January 2010. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 18/01/08 and 17/01/10. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 19/02/10 to 18/02/11.
- 3.11.3 There has been two reported PIA within the West Barnes Zone in the 24 months prior to the scheme, giving a frequency of 1 PIA per year.

Table 3.11.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	2	1	0	0	0

- 3.11.4 There has been no reported PIA within the West Barnes Zone in the 12 months after the scheme, giving a frequency of 0 PIA per year.

Table 3.11.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

- 3.11.5 There have been no reported PIA within the West Barnes 20 mph zone within the 12 month after period which shows a reduction in the annual accident rate.
- 3.11.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for West Barnes totalled 139,187 and post survey flows totalled 192,479. This represents a traffic flow increase of 53,292 (38.3%).
- 3.11.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the zone. Average 85 percentile speeds and average mean speeds were calculated for the whole of the zone.

Table 3.11.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	27.95	25.54	- 2.41	- 8.6
Average speeds (mph)	22.46	20.3	- 2.16	- 9.6

3.11.8 Traffic flows within the West Barnes 20 mph area increased significantly following the implementation of the scheme (38%). However, the scheme has performed well with regards to reducing vehicle speeds, with 85 %ile speeds down by 8.6% and average speeds down by 9.6%.

3.12 Trinity Road 20 mph Limit

3.12.1 Trinity Road area had been identified as an area for a 20mph limit. The area is bounded by The Broadway; Queen’s Road; Trinity Road; South Park Road and Haydon’s Road.

3.12.2 The 20mph Limit was implemented on 5th January 2009. Due to the range of the data, it has only been possible to analyse 24 months ‘before’ data, which includes personal injury accidents (PIA) between 05/01/07 and 04/01/09. Allowing for a month for construction works and a settling down time, the ‘after’ data is for the 12 month period from 05/02/09 to 04/02/10.

3.12.3 There has been six reported PIA within the Trinity Road Limit in the 24 months prior to the scheme, giving a frequency of 3 PIA per year.

Table 3.12.3 ‘Before’ PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	5	1	1	1	1

3.12.4 There has been two reported PIA within the Trinity Road Limit in the 12 months after the scheme, giving a frequency of 2 PIA per year.

Table 3.12.4 ‘After’ PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	2	0	0	0	0

3.12.5 There has been a slight reduction (1/3) in the annual accident rate since the implementation of the scheme. There are no immediate concerns for vulnerable road users as they were not represented in the accident data.

3.12.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Trinity Road totalled 32,410 and post survey flows totalled 103,029. Although this appears to represent a 300% increase, the pre survey was carried out over two days and the post over seven days, therefore the flows are incomparable.

3.12.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.12.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	25.13	24.3	- 0.83	- 3.3
Average speeds (mph)	20.28	14.88	- 5.4	- 26.6

3.12.8 No conclusion can be drawn with regards to before and after traffic flow surveys as the two sets of data were incomparable. However, the speed survey data shows that both 85 %ile and average speeds have decreased within the limit (3.3% and 26.6% respectively).

3.13 Merton Hall Road 20 mph Limit

3.13.1 Merton Hall Road, Wilton Crescent, Fairlawn Road, Toynbee Road and Dundonald Road are the only roads within the proposed area with existing traffic calming features. The roads without any traffic calming features are Henfield Road, Rayleigh Road, Cliveden Road, Wilton Grove, Mayfield Road, Kingswood Road, Sherwood Road, Avebury Road, Braeside Avenue, Mandeville Close, Rotherwood Close, Merton Hall Gardens, The Quadrant, Dennis Park Crescent, Burstow Road, Trevor Road, William Road, Newtown Road, Cochrane Road, Goodenough Road, and Caroline Road.

3.13.2 The 20mph Limit was implemented on 2nd March 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 02/03/07 and 01/03/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 02/04/09 to 01/04/10.

3.13.3 There has been two reported PIA within the Merton Hall Road Limit in the 24 months prior to the scheme, giving a frequency of 1 PIA per year.

Table 3.11.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	2	0	0	0	1

3.13.4 There has been no reported PIA within the Merton Hall Road Limit in the 12 months after the scheme, giving a frequency of 0 PIA per year.

Table 3.13.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.13.5 There were no reported PIA in the 12 months following the implementation of the scheme. There are no immediate concerns for vulnerable road users as they were not represented in the accident data.

3.13.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Merton Hall Road totalled 47,566 and post survey flows totalled 56,203. This represents an increase in traffic flows of 8637 (18%).

3.13.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.13.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	26.02	24.78	- 1.24	- 4.8
Average speeds (mph)	20.68	19.5	- 1.18	- 5.7

3.13.8 Traffic flows within the limit increased by 18% in the post implementation survey. The limit performed well with regards to traffic speeds with 85%ile speeds down by 4.8% and average speeds don by 5.7%.

3.14 Quicks Road 20 mph Limit

- 3.14.1 The roads that are encompassed by the Quicks Road Area 20 mph Speed limit are Victory road, Nelson road, Hardy Road, Hamilton Road, Trafalgar Road, Quicks Road, Ridley Road, Latimer Road, Cardigan Road, Wycliffe Road and Haccombe Road.
- 3.14.2 The 20mph Limit was implemented on 5th January 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 05/01/07 and 04/01/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 04/02/09 to 03/02/10
- 3.14.3 There has been one reported PIA within the Quicks Road Limit in the 24 months prior to the scheme, giving a frequency of 0.5 PIA per year.

Table 3.14.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	0	1	0	0	0

- 3.14.4 There has been one reported PIA within the Quicks Road Limit in the 12 months after the scheme, giving a frequency of 1 PIA per year.

Table 3.14.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	1	0	0	0	0

- 3.14.5 There has been a slight increase in PIA within the Quicks Road limit since the implementation of the scheme, with one slight child accident being recorded. However, this small increase may be insignificant in the long term when a longer after period can be assessed. There is no immediate concern for any of the vulnerable road user groups.
- 3.14.6 No traffic flow and vehicle speed before survey was carried out for the scheme. Post survey traffic flows for the scheme totalled 38,187.
- 3.14.7 Results post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.14.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	n/a	25.53	n/a	n/a
Average speeds (mph)	n/a	18.01	n/a	n/a

3.14.8 It has not been possible to draw any conclusions about the performance of the limit with regards to traffic flows and traffic speeds as no before survey was taken.

3.15 Merton Park 20 mph Limit

3.15.1 Merton Park Area is bounded by Kingston Road, Canon Hill Lane, Martin Way, Crown Lane, London Road and Morden Road, none of which are included within the scheme. Dorset Road, Church Lane, Mostyn Road, Sheridan Road, Poplar Road, Kenley Road, Tybenham Road, Leafield Road, Aylward Road, Sandbourne Avenue, Windermere Avenue and Grasmere Avenue all feature existing traffic calming measures. Roads that do not feature traffic calming features are Langley Road, Poplar Road South, Circle Gardens, Cranleigh Road, Church Path, Manor Road, Manor Gardens, Watery Lane and Wessex Avenue. The introduction of a 20mph limit requires signage to be installed at all the entry points into the area and no additional traffic calming features.

3.15.2 The 20mph Limit was implemented on 30th March 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 30/03/07 and 29/03/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 1/05/09 to 30/04/10.

3.15.3 There have been five reported PIA within the Merton Park Limit in the 24 months prior to the scheme, giving a frequency of 2.5 PIA per year.

Table 3.15.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	5	0	3	1	1

3.15.4 There have been eight reported PIA within the Merton Park Limit in the 12 months after the scheme, giving a frequency of 8 PIA per year.

Table 3.15.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	7	2	4	0	1

- 3.15.5 There has been a significant increase in the annual accident rate within the Merton Park 20 mph limit (from 2.5 per year to 8 per year). Of the eight reported PIAs in the 12 months after the scheme implementation there has been one serious accident. Of the eight PIA, seven have represented vulnerable road users with 2 P2W, 4 pedal cycle and 1 child accidents having been reported.
- 3.15.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Merton Park totalled 207,063 and post survey flows totalled 202,491. This represents a reduction in traffic flows of 4572 (2%).
- 3.15.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.15.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	27.75	27.27	- 0.48	- 1.7
Average speeds (mph)	22.58	13.48	- 9.1	- 40.3

- 3.15.8 The 20 mph limit has performed well with regards to traffic flows and vehicle speeds. Traffic flows have reduced by 2% in the post implementation survey whilst 85%ile speeds are down by 1.7% and average speeds down by 40.3%.

3.16 Melrose Avenue 20 mph Limit

- 3.16.1 The 20mph limit is bounded by Durnsford Road, Arthur Road, Revelstoke Road and Melrose Avenue (included).
- 3.16.2 The 20mph Limit was implemented on 9th February 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 09/02/07 and 08/02/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 09/03/09 to 08/03/10.
- 3.16.3 There has been one reported PIA within the Melrose Avenue Limit in the 24 months prior to the scheme, giving a frequency of 0.5 PIA per year.

Table 3.16.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	0	0	0	0	0

3.16.4 There has been no reported PIA within the Melrose Avenue Limit in the 12 months after the scheme, giving a frequency of 0 PIA per year.

Table 3.16.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.16.5 There were no reported PIA in the 12 months following the implementation of the scheme. There are no immediate concerns for vulnerable road users as they were not represented in the accident data.

3.16.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Melrose Avenue totalled 10,311 and post survey flows totalled 8997. This represents a reduction in traffic flows of 1314 (12.7%).

3.16.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.16.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	28.18	25.82	- 2.36	- 8.4
Average speeds (mph)	21.75	21.32	- 0.43	- 1.97

3.16.8 The 20 mph limit mph limit has performed well with regards to traffic flows and vehicle speeds. Traffic flows have reduced by 12.7% in the post implementation survey whilst 85%ile speeds are down by 8.4% and average speeds down by 2%.

3.17 Wandle Road 20 mph Limit

3.17.1 Wandle Road Area is a 20 mph speed limit. Wandle Road, The Drive, Lilleshall Road, Llanharry Road and Montacute Road all feature existing traffic calming features. Other roads within the speed limit area are Pollard Road, Seddon Road, Morton Road, Milner Road, Edward Avenue and Muchelney Road. The introduction of a 20mph limit requires signage to be installed at all the entry points into the area. 20mph repeater signs are provided regularly throughout the scheme. Three priority give way buidlouts have been provided on Seddon Road.

3.17.2 The 20mph Limit was implemented on 8th June 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 08/06/07 and 07/06/09 Allowing for a month for

construction works and a settling down time, the 'after' data is for the 12 month period from 08/07/09 to 07/07/10.

3.17.3 There has been four reported PIA within the Wandle Road Limit in the 24 months prior to the scheme, giving a frequency of 2 PIA per year.

Table 3.17.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	4	0	1	2	1

3.17.4 There has been two reported PIA within the Wandle Road Limit in the 12 months after the scheme, giving a frequency of 2 PIA per year.

Table 3.17.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	1	0	0	0	0

3.17.5 The annual accident rate at the Wandle Road 20 mph limit has remained constant between the before and after periods. There is no immediate concern for vulnerable road user groups as they have not been represented in the accident data following the scheme implementation.

3.17.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Wandle Road totalled 16,556 and post survey flows totalled 28,211. This represents an increase in traffic flows of 11,655 (70%).

3.17.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.17.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	28.93	30.39	+ 1.46	+ 5
Average speeds (mph)	22.68	23.39	+ 0.71	+ 3.1

3.17.8 Traffic flows within Wandle Road limit have increased in the post scheme survey with flows up by 70%. Traffic speeds were also up, 8%ile speeds by 5% and average speeds by 3.1%.

3.18 Ashbourne Road 20 mph limit

3.18.1 The 20mph limit is bounded by London Road, Streatham Road and Ashbourne Road (inclusive).

3.18.2 The 20mph Limit was implemented on 9th March 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 09/03/07 and 08/03/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 09/04/09 to 10/04/10.

3.18.3 There have been three reported PIA within the Ashbourne Road Limit in the 24 months prior to the scheme, giving a frequency of 1.5 PIA per year.

Table 3.18.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	3	0	1	0	1

3.18.4 There has been two reported PIA within the Ashbourne Road Limit in the 12 months after the scheme, giving a frequency of 2 PIA per year.

Table 3.18.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	1	0	1	0	0

3.18.5 There has been a slight increase in the annual accident rate since the implementation of the scheme (1.5 per year up to 2 per year). There was one pedal cycle PIA reported before and this is replicated in the after period. There are no concerns for other vulnerable road user groups.

3.18.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Ashbourne Road totalled 18,360 and post survey flows totalled 18,353. This represents a decrease in traffic flows of 7 (0.04%).

3.18.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.18.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	27.55	26.17	- 1.38	- 5
Average speeds (mph)	21.63	20.53	- 1.1	- 5

3.18.8 The 20 mph limit mph limit has performed well with regards to traffic flows and vehicle speeds. Traffic flows have reduced by 0.04% in the post implementation survey whilst 85%ile speeds and average speeds are both down by 5%.

3.19 Cambridge Road 20 mph Limit

3.19.1 Cambridge Road scheme is a short section of 20 mph speed limit which terminates to the west at the junction with Coombe Lane and the east at the junction with Pepy's Road. The introduction of a 20mph limit requires signage to be installed at all the entry points into the area and no additional traffic calming features. 20mph repeater signs are provided regularly throughout the scheme. There are existing speed humps on the section between Durham Road and Pepy's Road.

3.19.2 The implementation date of the Cambridge Road 20 mph Limit is unknown. Therefore it has not been possible to ascertain before and after periods for the accident analysis. Only one PIA has occurred within the four year period of 2007 to 2010. There were no PIA reported between 2007 and 2010.

3.19.4 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Cambridge Road totalled 18,898 and post survey flows totalled 22,765. This represents an increase of 2867 (14.4%).

3.19.5 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.19.5 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	29.95	26.53	- 3.32	- 11.1
Average speeds (mph)	24.8	21.73	- 3.07	- 12.4

3.19.6 Traffic flows within the limit increased by 14.4% in the post implementation survey. However, vehicle speeds were significantly down, with 85%ile speeds down by 11.1% and average speeds by 12.4%.

3.20 Claremont Avenue 20 mph Limit

3.20.1 Claremont Avenue Area is bounded by Burlington Road, Malden Way (Kingston by-pass) southwest bound on slip and West Barnes Lane (which is included within the scheme). The only road to include existing traffic calming features throughout the scheme is Claremont Avenue. The introduction of a 20mph limit requires signage to be installed at all the entry points into the area and no additional traffic calming features. 20mph repeater signs are provided regularly throughout the scheme.

3.20.2 The 20mph Limit was implemented on 18th January 2010. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 18/01/08 and 17/01/10. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 19/02/10 to 18/02/11.

3.20.3 There has been one reported PIA within the Claremont Avenue Limit in the 24 months prior to the scheme, giving a frequency of 0.5 PIA per year.

Table 3.20.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	1	0	0	0	0

3.20.4 There has been no reported PIA within the Claremont Avenue Limit in the 12 months after the scheme, giving a frequency of 0 PIA per year.

Table 3.20.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.20.5 There were no reported PIA in the 12 months following the implementation of the scheme. There are no immediate concerns for vulnerable road users as they were not represented in the accident data.

3.20.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Claremont Avenue totalled 66,981 and post survey flows totalled 73,134. This represents an increase in traffic flows of 10,153 (15%).

3.20.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.20.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	28.17	27.95	- 0.22	- 0.8
Average speeds (mph)	22.47	22.31	- 0.16	- 0.7

3.20.8 Traffic flows within the limit increased by 15% in the post implementation survey. Marginal reductions in vehicle speeds were recorded with 85%ile speeds down by 0.8% and average speeds by 0.7%.

3.21 Ernle Road 20 mph Limit

3.21.1 Ernle Road Area is a 20 mph speed limit which is entered at the junctions of Ernle Road with Copse Hill and Woodhayes Road and the junction of Dunstall Road with Woodhayes Road. The introduction of a 20mph limit requires signage to be installed at all the entry points into the area. 20mph repeater signs are provided regularly throughout the scheme. Raised table junctions have been provided on Ernle Road at the junctions with Copse Hill and Woodhayes Road. An additional speed table is to be provided on Ernle Road outside no. 18.

3.21.2 The 20mph Limit was implemented on 30th March 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 30/03/07 and 29/03/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 01/04/09 to 31/03/10.

3.21.3 There has been one reported PIA within the Ernle Road Limit in the 24 months prior to the scheme, giving a frequency of 0.5 PIA per year.

Table 3.21.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	1	0	0	0	0

3.21.4 There has been no reported PIA within the Ernle Road Limit in the 12 months after the scheme, giving a frequency of 0 PIA per year.

Table 3.21.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	0	0	0	0	0

3.21.5 There were no reported PIA in the 12 months following the implementation of the scheme. There are no immediate concerns for vulnerable road users as they were not represented in the accident data.

3.21.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Ernie Road totalled 16,996 and post survey flows totalled 14,482. This represents a reduction in traffic flows of 2514 (14.8%).

3.21.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.21.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	29.28	29.02	- 0.26	- 0.9
Average speeds (mph)	22.98	22.95	- 0.03	- 0.1

3.21.8 The 20mph limit mph limit has performed well with regards to traffic flows and vehicle speeds. Traffic flows have reduced by nearly 15% in the post implementation survey whilst 85%ile speeds and average speeds are both down marginally by 0.9 and 0.1% respectively.

3.22 Edge Hill 20 mph Limit

3.22.1 Edge Hill 20 mph limit is bounded by Ridgway, Worple Road and The Downs (inclusive). Other roads included within the limit are Edge Hill, Darlaston Road and numerous other minor side roads. Existing traffic calming features are present on The Downs and Edge Hill.

3.22.2 The 20mph Limit was implemented on 22nd February 2010. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 22/02/08 and 21/02/10. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 22/03/10 to 21/03/11.

3.22.3 There has been one reported PIA within the Edge Hill Limit in the 24 months prior to the scheme, giving a frequency of 0.5 PIA per year.

Table 3.22.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	1	0	0	2	0

3.22.4 There has been one reported PIA within the Edge Hill Limit in the 12 months after the scheme, giving a frequency of 1 PIA per year.

Table 3.22.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	0	0	1	0	0

3.22.5 The annual accident rate increased slightly in the 12 months following the implementation of the scheme (0.5 per year to 1 per year). With one serious pedal cycle accident occurring.

3.22.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Edge Hill totalled 31,708 and post survey flows totalled 32,578. This represents an increase in traffic flows of 870 (2.7%).

3.22.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.22.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	28.18	27.6	- 0.58	- 2.1
Average speeds (mph)	22	21.53	- 0.47	- 2.1

3.22.8 Traffic flows within the limit increased by 2.7% in the post implementation survey. However, 85%ile speed and average speeds reduced by 2.1% each.

3.23 Farm Road 20 mph Limit

3.23.1 Farm Road Area is bounded by Green Lane, St Helier Avenue and Central Road of which none are included within the 20 mph speed limit. The introduction of a 20mph speed limit requires signage to be installed at all the entry points into the area. The scheme also includes the 20mph speed limit repeater signs throughout. Physical measures have been provided on Middleton Road (six sets of 3 speed cushions). Existing traffic calming features (speed humps and cushions) are present on Farm Road, Canterbury Road and Furness Road.

3.23.2 The 20mph Limit was implemented on 23rd February 2009. Due to the range of the data, it has only been possible to analyse 24 months 'before' data, which includes personal injury accidents (PIA) between 23/02/07 and 22/02/09. Allowing for a month for construction works and a settling down time, the 'after' data is for the 12 month period from 23/03/09 to 22/03/10.

3.23.3 There has been five reported PIA within the Farm Road Limit in the 24 months prior to the scheme, giving a frequency of 2.5 PIA per year.

Table 3.23.3 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	2	3	0	1	2	1

3.23.4 There has been two reported PIA within the Farm Road Limit in the 12 months after the scheme, giving a frequency of 2 PIA per year.

Table 3.23.4 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	0	2	0	0	0	0

3.23.5 The annual accident rate within the limit reduced marginally from 2.5 per year to 2 per year. None of the accidents recorded in the post 12 month period involved vulnerable road users.

3.23.6 Results for the pre and post traffic flow surveys have been provided by LB Merton. The total traffic flows in the pre survey for Farm Road totalled 54,915 and post survey flows totalled 58,180. This represents an increase in traffic flows of 3265 (6%).

3.23.7 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the limit. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Table 3.23.7 'Before and After' Vehicle speeds

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	26.03	25.59	- 0.44	- 1.7
Average speeds (mph)	21.65	20.65	- 1	- 4.6

3.23.8 Traffic flows within the limit increased by 6% in the post implementation survey. However, 85%ile speed and average speeds reduced by 1.7% and 4.6% respectively.

4 Overall 20 mph Zone and Limit Analysis

4.1 Due to the small number of accidents at the zones and limit on an individual basis, the following analysis combines the individual scheme data into the relevant zones or limits overall. Cromwell Road and Hillcross Avenue have not been included within the PIA analysis due to insufficient 'after' data and unknown construction period respectively. Cambridge Road has been excluded from the limit analysis as the implementation is unknown.

4.2 Within the 20 mph zones, there have been 21 PIA in the 24 months prior to the schemes, giving a frequency of 10.5 PIA per year. This equates to 1.17 accidents per zone per year.

Table 4.2 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	20	4	2	8	6

4.3 Within the 20 mph zones, there have been 16 PIA in the 12 months after the schemes, giving a frequency of 16 PIA per year. This equates to 1.78 accidents per zone per year.

Table 4.3 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	1	15	5	2	5	4

4.4 Within the 20 mph limits, there have been 32 PIA in the 24 months prior to the schemes, giving a frequency of 16 PIA per year. This equates to 1.33 accidents per limit per year.

Table 4.4 'Before' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	5	27	3	7	8	6

4.5 Within the 20 mph limits, there have been 18 PIA in the 12 months after the schemes, giving a frequency of 18 PIA per year. This equates to 1.5 accidents per limit per year.

Table 4.5 'After' PIA severity and vulnerable user category

Fatal	Serious	Slight	P2W	Pedal Cycle	Pedestrian	Child (<= 16)
0	4	14	2	6	0	1

4.6 Both zones and limits experienced a slight increase in the annual accident rate but this analysis is limited due to the short before and after periods assessed. It is likely that the longer term average will reflect a lower PIA rate. 20 mph limits performed slightly better than 20 mph zones with a smaller increase in PIA (increase of 0.17 accidents per year per limit as opposed to 0.61 accidents per year per zone). There were no recorded pedestrian accidents within the 20 mph limits compared to 8 before and only 1 child accident compared to 6 before (child accidents are still quite high within zones – 4 reported). Powered 2 Wheeled vehicle and pedal cycle accidents remain common in both limits and zones.

4.7 Results for the pre and post traffic flow surveys have been provided by LB Merton.

The total traffic flows in the pre survey for All Zones totalled 898,192 and post survey flows totalled 903,843. This represents an increase in traffic flows of 5651 (0.6%).

Please note that traffic flows for Pelham Road and High Path have not been included due to incomparable before and after surveys. No traffic or speed survey data was provided for Hillcross Avenue so this zone has also been excluded.

The total traffic flows in the pre survey for All Limits totalled 504,461 and post survey flows totalled 530,139. This represents an increase in traffic flows of 25,678 (5%).

Please note that Quicks Road has been excluded as no before traffic flow or speed data was provided. Trinity Road has also been excluded as the before and after survey data was incomparable.

4.8 Results of the pre and post traffic speed surveys were provided in a tabular form for the various roads within the schemes. Average 85 percentile speeds and average mean speeds were calculated for the whole of the limit.

Please note that speed data for Hillcross Avenue has not been included as no surveys were provided. Quicks Road has also been excluded as no before data was provided.

Table 4.8 Average Before and After Speeds for ALL Zones

Average	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	26.69	25.79	-0.9	-3.37
Average speeds (mph)	21.64	20.45	-1.19	-5.5

Table 4.8 Average Before and After Speeds for All Limits

	Before	After	Change (mph)	Change (%)
85% ile speeds (mph)	27.65	26.9	-0.75	-2.7
Average speeds (mph)	22.05	20.32	-1.73	-7.8

5 Conclusions

- 5.1 Both Zones and Limits experienced an increase in PIA per year with the increase in zones greater than that of limits (0.61 per year per zone compared to 0.17 per year per limit).
- 5.2 Limits experienced a significant reduction in pedestrian and child accidents.
- 5.3 P2W and pedal cycle accidents remain constant in both zones and limits.
- 5.4 Zones experienced a greater reduction in 85 %ile speeds (3.7% reduction on average per zone compared to 2.7% in limits).
- 5.5 Limits experienced a greater reduction in average speeds (7.8% reduction on average per limit compared to 5.5% in zones).
- 5.6 Overall vehicle speeds were down for limits and zones.
- 5.7 Zones performed best with regards to traffic flows, experiencing a marginal increase in total flows across the zones of 0.6%. The increase on the sum of flows on limits was 5%. However, it is unknown whether specific local conditions (i.e. road works, weather etc) may have contributed to exceptionally high increases in certain zones or limits.
- 5.8 Pelham Road and Eastfields (zones) and Merton Park were the worst performing schemes for accidents (see sections 3.2, 3.5 and 3.15 for more detail).

6 Recommendations

- 6.1 The accident analysis should be reviewed again when a longer after period is available. The longer term averages will give a more accurate reflection of any real change in accidents and statistical analysis can also be applied.
- 6.2 In areas where two wheeled vehicles are still vulnerable (which is reflected in the accident statistics); additional measures should be considered.
- 6.3 Pelham Road and Cromwell Road (zones) and Wandle Road (limit) all experienced an increase in vehicle speeds. Additional traffic calming features may be required.

Assessor

Darren Newbold – MSc, BSc (Hons), MCIHT, MSoRSA
Engineer, TMS Consultancy

Signed

Date

Checked by:



Robert Cyples - BSc (Hons), MCIHT, MSoRSA
Senior Road Safety Consultant, TMS Consultancy



Signed

Date

TMS Consultancy

Vanguard Centre
University of Warwick Science Park
Sir William Lyons Road
Coventry
CV4 7EZ

 + 44 (0)24 7669 0900
 + 44 (0)24 7669 0274

 info@tmsconsultancy.co.uk
 www.tmsconsultancy.co.uk

APPENDIX A

'Before and After' Accident Summary Table

Zone or Limit	Before (2.4 Months)						After (12 Months)							
	Accs Per Year	Serious	Slight	Total	Pedal Cycle	P2W	Pedestrian <=16	Accs Per Year	Serious	Slight	Total	Pedal Cycle	P2W	Pedestrian <=16
High Path	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pelham Road	0.5	0	1	1	0	0	0	4	0	4	4	2	2	0
Parkway	4	1	7	8	1	0	4	2	0	2	2	0	0	1
Pollards Hill	1.5	0	3	3	0	2	2	5	0	5	5	0	2	1
Eastfields	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Ridgway	0	0	0	0	0	0	0	1	0	1	1	0	0	1
Lake Road														
Hillcross Avenue	Construction period unknown – 1 accident June 2007													
Commonside East	3	0	6	6	1	2	2	4	1	3	4	0	1	2
Cromwell Road	0	0	0	0	0	0	0	Insufficient After Data						
West Baines	1	0	2	2	0	1	0	0	0	0	0	0	0	0
Trinity Road	3	1	5	6	1	1	1	2	0	2	2	0	0	0
Merton Hall Road	1	0	2	2	0	0	1	0	0	0	0	0	0	0
Quicks Road	0.5	1	0	1	0	1	0	1	0	1	1	0	0	0
Merton Park	2.5	0	5	5	3	0	1	8	1	7	8	4	2	1
Mehrose Avenue	0.5	1	0	1	0	0	0	0	0	0	0	0	0	0
Wandle Road	2	0	4	4	1	0	2	2	1	1	2	0	0	0
Ashbourne Road	1.5	0	3	3	1	0	1	2	1	1	2	1	1	0
Cambridge Road	Construction period unknown – no accidents between 2007 and 2010 (inclusive)													
Claremont Avenue	0.5	0	1	1	0	0	0	0	0	0	0	0	0	0
Ernie Road	0.5	0	1	1	0	0	0	0	0	0	0	0	0	0
Edge Hill	0.5	0	2	2	0	0	2	1	1	0	1	1	0	0
Farm Road	2.5	2	1	5	1	0	2	1	2	0	2	0	0	0

APPENDIX B

'Before and After' Traffic Flow and Vehicle Speed Summary Table



LB Merton 20 mph ZONES										
Scheme	Total Flows	85%ile Speeds (mph)	Average Speed (mph)	Total Flows	85%ile Speeds (mph)	Average Speed (mph)	Total Flows	85%ile Speeds (mph)	Average Speed (mph)	Comments
		Before			After			Changes (+/-)		
Peilham Road Area	12373	26.56	20.86	4165	23.94	18.73	3.38	-1.15	3.38	Traffic Flows not comparable
High Path Area	20522	16.29	12.31	6305	17.24	13.73	0.96	-0.34	0.96	142 Traffic Flows not comparable
Parkway Area	16985	27.17	21.88	2653	26.83	21.47	-0.34	-0.33	-0.33	
Flidgway Place Area	25711	29.88	23.94	2479	27.84	22.29	-2.04	-1.65	-1.65	
Lake Road Area	47763	30.7	25.93	45964	27.52	22.65	-3.18	-3.28	-3.28	
Pollards Hill Area	130015	33.76	28.38	132527	29.83	24.98	-3.95	-3.4	-3.4	
West Barnes Area	139187	27.95	22.46	194779	25.64	20.3	-2.41	-2.16	-2.16	
Eastfields Area	24380	20.36	16.03	24380	20.25	16.85	-0.11	-0.18	-0.18	
Commonside East Area	383391	30.87	25.48	334219	29.1	23.98	-1.77	-1.5	-1.5	
Cromwell Road Area	130374	23.34	18.16	128963	23.84	18.63	0.5	0.37	0.37	
Total ZONES	331933.00	26.90	21.63	101406.00	25.73	20.45	-6.97	-1.84	-1.84	
Ave Per ZONE	33193.30	26.89	21.64	10140.60	25.79	20.45	-0.90	-1.18	-1.18	
Total Zones-Adjusted	838182.00			303843.00			5851.00			Flows removed for Peilham and High Path
LB Merton 20 mph LIMITS										
Scheme	Total Flows	85%ile Speeds (mph)	Average Speed (mph)	Total Flows	85%ile Speeds (mph)	Average Speed (mph)	Total Flows	85%ile Speeds (mph)	Average Speed (mph)	Comments
		Before			After			Changes (+/-)		
Trinity Road Area	32410	25.15	20.28	103023	24.3	14.88	-0.83	-5.4	-5.4	Traffic Flows not comparable
Merton Park Area	207963	27.75	22.98	202431	27.27	13.48	-0.48	-3.1	-3.1	
Merton Hill Road Area	47966	26.02	20.68	56203	24.78	18.5	-1.24	-1.88	-1.88	
Quick Road Area	0	0	0	38187	25.63	18.01	26.63	18.01	18.01	No before survey
Melrose Avenue Area	10311	28.18	21.75	8997	25.82	21.32	-2.36	-0.43	-0.43	
Farm Road Area	54915	26.03	21.65	56180	26.69	20.65	-0.44	-1	-1	
Vandle Road Area	16566	28.93	22.68	28211	30.39	23.39	1.46	0.71	0.71	
Ashbourne Road Area	18360	27.55	21.63	18353	26.17	20.63	-1.38	-1.1	-1.1	
Ernie Hill Area	16396	29.28	22.98	14482	29.02	22.95	-0.26	-0.03	-0.03	
Edge Hill Area	31708	28.18	22	32578	27.6	21.63	-0.58	-0.47	-0.47	
Claremont Avenue Area	66381	28.17	22.47	72134	27.95	22.31	-0.22	-0.16	-0.16	
Cambridge Road Area	19698	29.95	24.8	22765	26.63	21.73	-3.32	-3.07	-3.07	
Pollards Hill Area	14107	26.63	21.15	14745	27.33	21.63	0.7	0.88	0.88	
Total LIMITS	536871.00	33.180	26.465	671555.00	34.838	16.58	-16.58	-2.84	-2.84	
Ave Per LIMIT	41297.77	26.52	20.36	51642.69	26.80	20.14	1.28	-0.22	-0.22	
Total LIMITS-ADJUSTED	504461.00	33.180	26.465	630130.00	32.265	24.380	-8.95	-20.89	-20.89	Quicks Road Removed - flows for Trinity
Ave Per LIMIT	45860.09	27.65	22.05	48184.45	26.80	20.32	-0.75	-1.74	-1.74	
Summary										
85%ile speeds		Ave 85%ile Zone		Ave Speed/Zone		Traffic Flows				
20 mph ZONES	-837	0.9	-11.84	6551						
20 mph LIMITS	-8391	-0.75	-20.86	-174						

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Committee: Sustainable Communities Scrutiny Panel

Date: 26 February 2014

Agenda item: 6

Wards:

Subject: Update on the housing stock transfer to Circle Housing Merton Priory

Lead officer: Simon Williams, Director of Community and Housing
Lead member: Councillor Nick Draper, Cabinet Member for Community and Culture

Contact officers: Steve Webb, Business Support and Relations Manager (steve.webb@merton.gov.uk)
Steve Langley, Head of Housing Needs and Strategy (steve.langley@merton.gov.uk)

Recommendations:

- a) That the Sustainable Communities Overview and Scrutiny Panel note the contents of the report.

2 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 2.1. This report presents a review following the housing stock transfer. It examines the performance of Circle Housing Merton Priory (CHMP) against the promises made in the offer document and the financial commitments made by CHMP and the council in the transfer agreement. The report also provides information on elements of operational performance.

3 DETAILS

3.1. Background

Following the positive vote by tenants in June 2009, the council transferred its 6326 tenanted properties and 2535 leasehold properties to Merton Priory Homes (now CHMP) on 22 March 2010.

The offer document on which tenants voted contains a number of promises to be fulfilled by CHMP should the transfer go ahead. These were commitments made in the council's name. The transfer agreement between the council and CHMP also contains a number of financial commitments comprising mainly of payments that CHMP are due to make to the council.

- 3.2. It is very important that CHMP's performance both in delivering the offer document promises and in making payments when due is closely monitored. To achieve this, an agreed framework has been

developed involving regular programmed liaison meetings, the production of reports and the logging of any issues that arise, and this is working well. Importantly in over three years since transfer, a positive and professional working relationship between the council and CHMP continues to develop. Whilst issues do occur from time to time these are resolved by negotiation and discussion.

3.3. Progress against offer document promises

2.3.1 The offer document contains 91 legally binding promises. Of the 91 separate promises 80 have been completed and work has commenced and is in progress on the remaining 11.

2.3.2 **Completed promises:** A list of the 80 completed promises can be found at Appendix A.

2.3.3 **Promises in progress:** A list of these 11 promises with an update on each can be found at Appendix B.

2.3.4 Sheltered Housing development

One of the key promises is the eradication of shared facilities at three sheltered housing schemes. In consultation with residents, the decision was made to redevelop the schemes rather than refurbish. Progress is well underway and the current position is:

- Gresham House (18 x 1bed 2 person flats plus communal facilities) – Handover of new development completed and tenants moved in from 19 February 2013.
- Oaks Court (51 flats – 26x 1bed and 25x 2bed – plus communal facilities) – superstructure is finished and work is progressing on completing, snagging and signing off flats progressively around the building. There has been some further slippage in the programme due to adverse weather (affecting completion of external areas) and one of the sub-contractors going in to receivership. The contractor is now forecasting completion in mid-March 2014.
- Dolliffe Close (43 flats – 16x 1bed and 7x 2 bed for older people – 18x 1bed flats for people with learning disabilities – 2x 1bed general needs flats) – now forecasting completion in late July – the two general needs flats are largely complete and the builder is progressively working on the main block from the south west end of the site to the north east end. Apart from the substantial delay already incurred due to the need to re-design the foundations the main delays since then have been due to adverse weather conditions.

3.4. Progress against financial commitments in the transfer agreement

The transfer agreement contains a number of provisions for payment to the council by CHMP. The summary of the current position is set out below.

Description	Amount £ (March 2010 to date)
Council's pre- and post-ballot set up costs (One –off)	£2,097,970
Equipment transferred to MPH (One–off)	£34,147
Accommodation related costs (One–off)	£16,657
Fee for continued access to Home Connections (choice based lettings system) (Annual)	£48,383
Payment for rent arrears (two instalments / year 1)	£605,683
Right To Buy clawback (quarterly when properties sold)	£4.2416m
Payment for service charge arrears	£879,378
Payment for ongoing service charge collection on major works schemes due to LBM	(included in £879k above)
VAT shelter	£9.1828m
Rent for 328 London Rd (MTRF office) (4x Quarterly payments / year)	£30,000

A more detailed position can be found at Appendix C.

2.5 Major Works / Development Programme

The Development Agreement made at transfer was for CHMP to invest £224m in the stock. As part of this agreement, the *Major works programme* is a commitment to invest £110m in the first 10 years, on improving the quality of the housing stock, both internally and externally. The improvement and modernisation programme (meeting the Merton Standard) is the single biggest promise in the offer document.

As an indication of progress, at the end of December 2013, CHMP has invested a total of £60.2m since transfer and reduced non-decency to 26.9%.

CHMP has made good progress in meeting its commitments to date, despite having encountered some performance issues in 2013/14.

Shortly after transfer the responsive repairs contractor in place at the point of transfer went into administration and in order to ensure continuity of service CHMP utilised an existing contractor within the Circle Housing Group as a temporary measure. Circle Housing embarked upon a procurement exercise in 2012/13 for a regional repairs and maintenance contract that covers three housing associations, including CHMP (to achieve greater economies of scale and to support further investment). At this time the responsibility for the repairs and maintenance was transferred to the Regional Director of Property Services. The operations team are based at the CHMP

offices. The responsive repairs contract moved to a new contractor in February 2013.

In addition, the procurement exercise presented an opportunity to reduce the number of contractors delivering the planned investment programme from three to one, representing better value for money for residents. The planned investment contract moved to a new contractor in April 2013. CHMP has experienced a number of operational and reporting issues since the move to new contractors and has worked with the new contractors to ensure solutions are in place. This has had limited impact upon performance.

Planned investment progression has been impaired by the need to resolve issues with Leaseholders, property data, investment requirements, project delays and the service provider partner responsible for its delivery. As a result elements of the programme have been re-profiled over the next 2 years to ensure delivery of the related promises due by December 2015.

Additionally, there were works planned for the three estates that are proposed for regeneration, these works have been re-scheduled pending a decision to proceed. As a result CHMP's best-case projection for this year is to complete works to the value of £6.2m compared to the highest projection of £19.8m. They advise however that the worst-case projection could be £5.1m.

To provide some context to these projections, at the time of transfer it was projected that CHMP would spend £66.8m over the first four years, the current projection is for £62.2m. The impact on the VAT Shelter receipts to the council shows a difference of £800K on the initial projection of £11.7m compared to the latest projection.

2.6 Operational Performance

There are very few specific operational targets within the offer document and the council monitors operational performance through regular meetings attended by the Managing Director of CHMP, the Cabinet Member for Community and Culture, the Director of Community and Housing and the Business Support and Relationship Manager. CHMP seeks to ensure that it continues to "enhance life chances" of its residents by providing services of the same standard or higher standard than they were with the council.

During the first three years of operation CHMP performance showed a steady and sustained improvement. It is not proposed to comment in detail on operational performance in this report and headline information is set out below:

	LBM Performance March 2010	CHMP Target (Tolerance) March 2013	CHMP Performance March 2013
Repairs completed in target	99.27%	91% (88.3%)	97.3%
Tenant satisfied with last repair	N/a	90% (85%)	90.3%
Units with valid Gas Safety Certificate	99.29%	100% (100%)	99.1%
Units with a completed Fire Risk Assessment (properties with a common area)	N/a	100% (97.5%)	100%
Units with all Cat 1 works identified completed	N/a	100% (90%)	71.6%
Re-let times (General Needs)	26.8 days	20 days (28 days)	15.5 days
% of non-decent homes	61.45	N/a	28.35
Rent Arrears	5.76%	3.5% (3.9%)	3.2%
Rent and Service Charge Collection	96.46%	100.5% (99%)	104.4%
Complaints responded to on time	95.3%	90% (85%)	85.1%
Members enquiries responded to on time	98.4% (15 days)	98% (95%) (10 days)	87.4%

As outlined in section on Major Works / Development programme, there have been operational issues completing the 2013/14 programme of works. With this in mind, some indicators contained in the year-to-date performance below have been affected.

Latest performance data for affected indicators:

	LBM Performance March 2010	CHMP Target (Tolerance) Dec 2013	CHMP Performance Dec 2013
Repairs completed in target	99.27%	91% (88.3%)	74.90%
Tenant satisfied with last repair	N/a	95% (90%)	87.10%
Units with valid Gas Safety Certificate	99.29%	100% (100%)	99.93%
Units with a completed Fire Risk Assessment (properties with a common area)	N/a	100% (97.5%)	100%
Units with all Cat 1 works identified completed	N/a	100% (90%)	100%
Re-let times (General Needs)	26.8 days	20 days (28 days)	25 days
% of non-decent homes	61.45		27.0
Rent Arrears	5.76%	3.9% (4.85%)	2.95%
Rent and Service Charge Collection	96.46%	93.58% (91.50%)	99.40%
Complaints responded to on time	95.3%	95% (90%)	70.2%
Members enquiries responded to on	98.4%	98%	58.2%

	LBM Performance March 2010	CHMP Target (Tolerance) Dec 2013	CHMP Performance Dec 2013
time	(15 days)	(95%)	

2.7 Conclusion

Overall, it has been almost four years since transfer and CHMP has done well in delivering its obligations and commitments to the council.

The council continues to actively monitor progress against the promises, taking appropriate action should any failings occur, but importantly adopting a common sense approach if this is in the interests of the council, its residents and CHMP.

2.8 **ALTERNATIVE OPTIONS**

2.8.1 None for the purpose of this report.

2.9 **CONSULTATION UNDERTAKEN OR PROPOSED**

2.9.1 CHMP has been consulted on the content of this report.

2.10 **TIMETABLE**

2.10.1 None for the purpose of this report.

2.11 **FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

2.11.1 The financial agreement contains a number of financial commitments, principally payments due from CHMP to the council. These are set out at paragraph 2.4 above.

2.12 **LEGAL AND STATUTORY IMPLICATIONS**

2.12.1 The offer document promises and the financial commitments form part of the Stock Transfer Agreement, a legally binding contract.

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

2.13.1 None.

2.14 **CRIME AND DISORDER IMPLICATIONS**

2.14.1 None.

2.15 **RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**

Appendices: None

Background papers:

Offer Document
Stock Transfer Agreement
Reports provided by MPH

Appendix A

	Completed promises
1	Full survey carried out on every home.
2	Customer feedback on every improvement.
8	Full consultation (every tenant) for all proposed modernisation and improvement programmes before work is carried out. (Works to only be carried out if tenant wants them to be done unless there are health and safety issues involved, such as gas servicing)
10	Digital TV aerials to replace existing communal aerials by the 2012 deadline.
12	A mobile CCTV service (to tackle anti-social behaviour hot spots).
13	A. Consult on possibility of changing the hours of neighbourhood wardens to work from 4pm – 11.30pm. B. Additional neighbourhood warden to cover Elm, Eastfields and Laburnum estates. C. Introduce two new mobile wardens to work at weekends across the borough.
14	Hand-held technology for caretakers to report repairs and issues.
15	Consultation on increasing cleaning and caretaking services.
16	A review of grounds maintenance services, to include improvements such as the removal of litter prior to grass being cut and the removal of trimmings after grass is cut.
17	An awareness campaign to reduce dog fouling, reminding residents of associated health risks and penalties; increased facilities such as more bins in communal areas.
18	Free gardening equipment on a loan basis.
19	An increase of £50,000 to the existing budget for home adaptations to £500,000 with the ability to bid for additional substantial funds that the council is unable to bid for.
20	At cost gardening service, between March and October, with priority for elderly and vulnerable people, to be charged at £7 per hour (at 2009 rates). Costs will be reviewed annually, but tenants will only be charged for labour.
21	Home contents insurance scheme to tenants along the same lines as the one available through the council, with effect from the date of transfer so no break in tenants' insurance cover.
22	Introduction of £150 of decoration vouchers.
23	A. Employ local labour, where possible, and work in partnership with contractors to create more employment opportunities. B. Engage local youth and develop apprenticeships and training schemes.
24	Increase staffing to provide more effective front line services.
25	Maintenance of communal land.- Provide a handyperson service, with priority for elderly and vulnerable people.
26	Provide more advanced equipment for caretakers and cleaners to improve service quality, such as good quality tool kits, camera phones, and better leaf blowers.
27	£140,000 investment in each of Yrs 1 & 2 for older persons decorations. £100,000 pa from Yr 3.
28	Involve residents in helping to monitor overall repairs performance.
29	A. Compare performance with own agreed targets, as well as with the National Regulatory Code of the Tenant Services Authority.

	Completed promises
	B. Each year tenants will receive information on how well Merton Priory Homes was doing in meeting these standards. C. A simple clear complaints procedure will be available.
30	Create a 'neighbourhood profile' for each area to give new residents useful information about their neighbourhood.
31	A. Consult fully with leaseholders and service charge paying freeholders prior to the introduction of any new services. B. New services to only be introduced where the majority of those residents affected agree. C. Not to unreasonably refuse leaseholders or service charge paying freeholders the ability to opt out of new services if they wish and it is possible.
32	Offer leaseholders the opportunity to insure the contents of their home through a policy available to Circle Anglia group tenants and leaseholders, providing cover for furniture and belongings or decorations against theft, fire, vandalism and burst pipes.
33	New forums to be set up for the following groups: A. Sheltered Housing B. Youth / Young persons C. Street properties and small blocks D. Freeholders (consult on the establishment of a bi-annual service charge paying freeholder forum) E. Leasehold forum to continue
34	Provide a dedicated budget for resident skills and training.
35	Establish a resident's resource centre equipped with new IT facilities and other resources to support and encourage resident involvement and employment, including links to Connexions and Job Centre Plus.
36	Sponsor two tenants, or the children of tenants, to train as surveyors with a view to future employment with Merton Priory Homes.
37	A. Strengthen resident involvement structures. B. Develop Resident Involvement Strategy.
38	Establish groups to involve residents in planning major works in their neighbourhoods.
39	Customer satisfaction surveys to be carried out on a regular basis.
41	A. Continue to recognise and support Glebe Court Tenant Management Organisation. B. Consider applications from any other groups of tenants wishing to form a Tenant Management Organisation.
42	A. Give leaseholders and service charge paying freeholders the option of viewing invoices for services. B. Provide service charge paying freeholders and leaseholders with a breakdown of their charges for services into component parts to ensure transparency.
43	Investment of £1 million in developing local projects and initiatives within the community.
44	Provide an annual youth fund of £20,000 for young people living in Merton Priory Homes' properties to bid for improvements or new youth services or opportunities.
45	Seek to work more closely with local schools to support young people in Merton with the extension of the Junior Wardens Scheme.
47	A. £1.25 million budget to improve the attractiveness and facilities on estates in the first two years.

	Completed promises
48	Complete a review of parking and community facilities, in consultation with residents.
49	Improve external storage solutions on estates (including improvements to communal wheelie bins and recycling facilities and to bin stores, where possible).
50	Consult with local/affected residents on ideas for improvements on the main estates in the borough - detailed in offer document.
51	A dedicated annual budget of £50,000 that residents in small blocks and street properties can bid for, to make environmental improvements of their choice.
52	A. Skip days on a quarterly basis for Merton Priory Homes' residents on estates. B. Quarterly bulk rubbish removal service for residents living in street properties and small blocks with a published programme of dates, times and collection points.
53	An annual budget of £211,000 to be spent across the 22 largest estates.
54	Further consultation programme with tenants in each (sheltered) scheme prior to developing more detailed proposals that would be in the best interests of the residents
55	Eradicate all shared bathroom and toilet facilities within The Oaks, Dolliffe Close and Gresham House (through remodelling or rebuilding).
56	A. If temporary moves necessary, staff to meet with tenants and supporters, to help plan the move B. Compensation for any disturbance or inconvenience.
57	No development work (to sheltered schemes) to commence within 12 months of the date of transfer.
58	Maintain similar levels of sheltered housing as presently exist, providing there is the need.
59	Employ a handyperson specifically for sheltered housing tenants, to undertake minor repairs and decorating at all schemes.
60	Annual budget of £3,000 per (sheltered) scheme to be spent on social activities or equipment.
61	£20,000 annual fund for larger improvements in sheltered housing schemes (subject to bid process)
62	Lever taps to be fitted as standard (in sheltered accomm).
63	Improved door entry security would be installed (to sheltered accomm).
64	Soft furnishings and carpets in all (sheltered) communal rooms would be replaced.
65	Improved laundry facilities to be provided with additional machines and equipment, where necessary (in sheltered accomm).
66	Chair or stair lifts to be installed, where needed (in sheltered accomm).
67	Computer with free internet access for tenants use in all sheltered schemes to be made available.
68	Review of the (sheltered) warden service to be undertaken, with an extension to the current hours provided
69	Additional support as required during major works (in special circumstances), including tenant moves on a temporary (or permanent) basis whilst work completed and payment of appropriate disturbance costs
70	Preserved Tenants' Rights : A. The Right to Buy with a discount B. The Right of Succession (the ability to pass on home) C. The Right to Transfer and Exchange D. The Right to Sub/let or Take in Lodgers

	Completed promises
	E. The Right to Repair F. The Right to Carry Out Improvements and Receive Compensation G. The Right to be Consulted H. The Right to Information
71	A. The Right not to have Tenancy Agreement changed (except for rent and service charges) without individual consent B. The Right to Acquire
72	A. Rights to live in the home to match the rights tenants have currently with the council as far as possible. MPH will not use grounds 1, 2, 3, 4, 5, 6, 8 and 11 of Schedule 2 of the Housing Act 1988. B. Not use any of the additional grounds for eviction available under an assured tenancy. This will be written into the new tenancy agreement, as well as into the legal agreement between Merton Priory Homes and the council.
73	The tenancy agreement will be substantially in the form set out in the offer document.
74	A. (most) Existing employees from the housing management, property and support services teams of the council to transfer to Merton Priory Homes. B. Merton Priory Homes' staff would work from offices within the borough.
75	New and full programme of staff training.
76	A. Establish as a not-for-profit, organisation B. Gain charitable status
77	Management Board of 15 Members, comprising: <ul style="list-style-type: none"> • Four tenants • Two leaseholders • Five independents (selected for their specialist skills, background and experience) • Four council nominees
78	Merton Priory Homes to be an Industrial and Provident Society.
79	No extra charge to tenants for any (of these) improvements (over and above the annual rent increases).
80	A. Provide a guarantee that for a minimum of five years following transfer, rents would only increase by a maximum of inflation plus 0.5% plus up to £2.08 per week (payable over 50 weeks) until the target rent is met. B. Once the target rent is being paid, the annual increase will be no more than inflation plus 0.5%. The guarantee will apply even if Government guidance changes.
81	After the expiry of the rent guarantee period we will continue to set rent in accordance with Government policy and regulatory guidance.
82	During the rent guarantee period, no change the valuation that is used to calculate the target rent.
83	For each of the five years following transfer, the increase for existing non-utility services will not increase by more than inflation plus 0.5%, based on the current level of provision.
84	Where the landlord's costs of providing services were included in the net rent payable before the transfer date, unless required by law or by the regulator to include the cost of these services in the service charge, they will not be charged separately.
85	A. Extended interest free period of 24 months to repay major works costs invoiced in the first five years following transfer. B. For those that are still unable to meet the costs of these, or any future major works, Merton Priory Homes will also commit to reviewing individual circumstances and ability to pay, with a view to extending terms of payment

	Completed promises
	where financial hardship would be caused. C. Extended payment terms would not be available to non-resident leaseholders.
86	A five year service charge guarantee. It will not increase the charge for existing non-utility services by more than inflation plus 0.5% during this period.
87	A. To seek to mitigate VAT costs. B. To seek to use the potential advantages of any 'VAT shelter' that could be put in place to minimise the costs to leaseholders.
89	ANTI-SOCIAL BEHAVIOUR: Merton Priory Homes would ensure the following: <ul style="list-style-type: none"> • Its residents would be made aware of their responsibilities and staff would be equipped to deal with cases. Staff would use a victim centred approach, using professional witnesses, when needed. • It would work in partnership with other agencies to deliver a joined up approach, signing up to and adhering to the Government's RESPECT agenda for Housing Management. • Lettings would be appropriate and starter tenancies would be used that would give clear messages at sign up (before a tenant moves into their home) about their responsibilities. • Advice and mediation services would be offered, where needed, to support residents in resolving disputes. • All complaints received would be investigated within published timescales and all reported incidents would be recorded. • All offensive and discriminatory graffiti would be removed within 24 hours of being notified. • Victims would be supported in their own homes by working closely with partners such as the police and meeting all data protection and confidentiality requirements. • There would be investment in mobile CCTV to tackle anti-social behaviour hotspots. • Consultation would be undertaken on the possibility of changing the hours of neighbourhood wardens to work from 4pm - 11.30pm, introducing two new mobile community wardens to work at weekends across the borough, and providing residents living on the Elm, Eastfield and Laburnum estates with their own neighbourhood warden.
90	METHODS TO PAY RENT: <ul style="list-style-type: none"> • Using the Allpay system. • At a Post Office. • By credit or debit card. • By post. • By direct debit. • By standing order. • Using the internet. • At Merton Priory Homes' office. These methods would be kept under review and new methods introduced, where appropriate, after consultation.
91	A. Merton Priory Homes will work with Merton Council in allocating homes. B. The council, via the Housing Register, will continue to operate a tenants' transfer scheme

List of promises still in progress

Appendix B

	Promise	Comment
3	<p>To meet the Merton standard by 2015.</p> <p>A. Procure contracts to meet 'Merton Standard'</p> <p>B. Programme of works (published).</p> <p>C. Programme of works completed.</p>	<p>The following components have been replaced since transfer:</p> <ul style="list-style-type: none"> - 1000 Kitchens - 1036 Bathrooms - 258 Central heating systems - 1287 Boiler installations - 458 Window replacements - 506 Door replacements - 1362 Electrical upgrades / rewires - 1563 Periodic Electrical Testing <p>A. Contract has been procured and UHL appointed as Service Provider Partner to the Merton Standard</p> <p>B. 2014-15 and 2015-16 programmes are currently being finalised and will be published.</p> <p>C. Programme of works to be completed by the 31st December 2015</p>
Page 73 ⁴	<p>All homes with a shared main entrance to have a fully integrated door entry system.</p>	<p>Block surveys have been completed and these have identified that 97 door entry systems are required.</p> <p>A programme is to be developed with delivery starting in 2014/15. In the initial period after transfer CHMP has prioritised improving and maintaining existing systems.</p>
5	<p>A. External decorations for small blocks and street properties prioritised to be completed within the first two years following transfer.</p> <p>B. Full external decorations programme within 5 years.</p> <p>C. Invest £5 million to undertake a programme of regular external repairs and decoration to communal areas to keep all properties in good condition.</p> <p>D. Install a rainwater storage butt where access to a garden and suitable rainwater downpipe.</p>	<p>A. Work programme continuing with final properties to be completed in Summer 2014</p> <p>B. External decorations programme developed, majority of work to be completed as part of the block programme</p> <p>C. Provision included within annual budgets to meet identified requirements</p> <p>D. Communication and programme to be reviewed due to low level of take up</p>
6	<p>A. Fences and gates to be repaired or new fencing erected where needed, and works to improve paths and hedges where needed, to be paid for from a budget of £500,000 in the first 10 years.</p> <p>B. Replacement fences and gates to match existing (or changed</p>	<p>A. Provisions included within annual budgets to meet identified requirements. Replacements and renewals being delivered by Keepmoat and UHL. To date fencing works has exceeded the £500,000 budget originally agreed within the first 10 years.</p>

	Promise	Comment
	<p>following consultation to something that fits in better with the surroundings and location)</p> <p>C. All timber to originate from a certified sustainable source</p>	<p>B. New standard being implemented to reflect customer requests utilising close boarded fencing with posts and gravel board which are 25 year rot resistant.</p> <p>C. All timber used by suppliers is Forestry Stewardship Council (FSC) certified.</p>
7 Page 74	<p>Energy Efficiency</p> <p>A. provide extra insulation to improve the SAP rating</p> <p>B. loft insulation</p> <p>C. low energy light fittings, where suitable.</p> <p>D. movement/PIR sensors on lights in communal areas to reduce energy usage and service charges</p> <p>E. energy efficient boilers, modern efficient controls and thermostatic radiator valves</p> <p>F. double glazing for all new windows</p> <p>G. support and information about energy efficiency measures at sign up</p>	<p>A. Energy Companies are finalising the details of the new ECO programme, early indications are that funding will significantly reduced compared to previous programmes. Loft and wall insulation has been installed at 363 properties</p> <p>B. Loft insulation installed at 99 properties in addition to above.</p> <p>C. Low energy light bulbs have been provided to customers.</p> <p>D. This requirement is being developed in conjunction with the estate and block investment requirements</p> <p>E. 1,287 boilers installed to date</p> <p>F. 458 properties fitted with PVCu double glazed windows. All new doors / windows are energy efficient where permitted</p> <p>G. Energy-saving advice is provided to new customers at the beginning of their tenancy and continues with regular updates throughout their tenancy</p>
9	<p>Front and rear security lighting for street properties.</p>	<p>Work has been completed where street properties have been rewired and this programme is part of the works package going forward.</p>
11	<p>Leaseholders to be given the opportunity to choose to have some, or all, of the same works carried out to the interior of their homes at the same time (as tenants in the programme).</p> <p>Leaseholders to be charged separately for this work and in addition to any charges for block or estate works.</p>	<p>Keepmoat and UHL are required to offer services to Leaseholders on equivalent rates as a direct service arrangement between the Leaseholder and the Service Provider Partner.</p>
40	<p>A. A customer advocate scheme to support vulnerable people who wish to make complaints.</p> <p>B. Mystery shopping, to drive up standards and make improvements.</p> <p>C. Independent resident inspectors to improve services and quality of works carried out outside their own neighbourhood.</p>	<p>A. Further to the meeting held with the Resident Inspectors, they have agreed to take on the role of customer advocates and this has been added to their terms of reference. Specific training is being developed on this advocacy role.</p> <p>B. Shoppers were recruited and trained and a programme of mystery</p>

	Promise	Comment
	<p>D. Involve residents in procurement processes.</p> <p>E. Involve residents in the recruitment of key new staff.</p>	<p>shopping has been in place since year 1 of transfer.</p> <p>C. As a pilot project the Resident Inspectors' first investigation looked at the operations of the Large Estate Allocation Fund (LEAF) scheme. Many of their recommendations have since been implemented. We are currently reviewing how the Resident Inspectors can be used to support estate inspections and the mystery shopping programme, inspect works carried out under resident-led budgets, and monitor grounds maintenance work.</p> <p>D. Complete (eg procurement of repairs contracts)</p> <p>E. Complete – they are involved in the appointment of all customer facing staff</p>
46	<p>Improved community safety measures: New or improved external lighting (on timers or daylight sensors where not currently fitted) to be installed across estates on a rolling programme, where needed.</p>	<p>This requirement is being developed in conjunction with the estate and block investment requirements.</p>
Page 75 88	<p>Improve the day-to-day repairs service by:</p> <ul style="list-style-type: none"> • Answering 99% of calls to the repairs helpline within 15 seconds and reducing the number of abandoned calls to less than 1%. • Exploring online services for self-diagnosis and raising repairs through the internet. • Offering specific two hour appointment timeslots where possible. • Ensuring that the repairs service is easily accessible, providing translation, interpretation and support services for people with special needs where it is needed. <p>Emergency repairs 12 hours. For example, gas leaks, dangerous electrical faults, burst pipes, total loss of heating.</p> <p>Urgent repairs 3 working days. For example, leaking roof and completion of temporary repairs to faulty space and water heating appliances.</p> <p>Routine repairs 7-60 working days, depending on the type of work and whether some parts need to be ordered. For example, internal plaster repairs, renewal/unblocking of rainwater pipes/gutters</p>	<p>The customer contact centre continues to work towards the targets set out in the transfer agreement, with a comprehensive improvement plan in place we have seen a steady reduction in the average wait time for a call to be answered and the abandonment rate.</p> <p>Customers are able to raise a repair through the website</p> <p>Two hour time slots are offered on all repair requests.</p> <p>Translation services are offered by the CST and Keepmoat contractors.</p> <p>Higher priority can be allocated where a customer is particularly vulnerable</p> <p>Keepmoat have also started a text service to notify residents.</p> <p>Emergency repairs are now attended by the operative within a 4 hour time slot.</p> <p>Urgent repairs are 3 working days</p> <p>Non urgent repairs are 28 calendar days</p>

Transfer agreement – financial commitments from MPH to LBM

Description	Amount £	Year 1 - 2010/11	Year 2 - 2011/12	Year 3 – 2012/13	Year 4 – 2013/14
Council's pre- and post-ballot set up costs (One –off)	2,097,970	Paid on 14/06/10.	N/a	N/a	N/a
Equipment transferred to MPH (One–off)	34,147	Paid on 14/06/10.	N/a	N/a	N/a
Accommodation related costs (One–off)	16,657	Paid on 14/06/10.	N/a	N/a	N/a
Fee for continued access to Home Connections (choice based lettings system) (Annual)	Percentage of annual bill, (dependant on % of MPH properties advertised)	£14,688 Paid on 17/08/10.	£12,645 paid for year 2 contribution.	£11,162 paid for year 3 contribution.	£9,888 paid for year 4 contribution
Payment for rent arrears (two instalments)	605,683	Paid on 03/08/10 and 25/11/10.	N/a	N/a	N/a
Right To Buy clawback (quarterly when properties sold)		Eight properties sold. LBM share was £990,250 (all received).	Six RTB properties sold and one “staircase” payment. LBM share = £655,136 (received).	Twelve RTB properties sold. LBM share = £861,131 (received).	32 RTB properties sold Q1 – Q3. LBM share = £1,735,074 (received).
Payment for service charge arrears	70% of amount collected	Negotiations ongoing over alternative payment methodology. £141,000 paid on account for all service charge debts	Agreement reached to make a “one-off” final payment. MPH/LBM finance teams reconciling final amount.	Final amount has been reconciled and the legal Deed of Assignment completed in February. Payment of £738,378 received 05/03/13	N/a
Payment for ongoing service charge collection on major works schemes due to LBM		Negotiations ongoing over payment.	Agreement reached to make a “one-off” final payment. MPH/LBM finance teams reconciling final amount.	As above.	N/a
VAT shelter (Half-yearly, payable by 28/4 and 28/10.)	LBM will receive 100% of the savings achieved through the VAT shelter scheme.	£450,412 received for Year 1	Total Year 2 payment of £5.214m (received)	Total year 3 payment of £3.045m (received)	Half-yearly payment received in October for £473,436
Rent for 328 London Rd (MTRF office) (4x Quarterly payments)	7,500	£7,500 Received.	£7,500 Received.	£7,500 Received.	£7,500 Received.



Sustainable Communities Work Programme 2013/14

This table sets out the Sustainable Communities Panel Work Programme for 2013/14; the items listed were agreed by the Panel at its meeting on 25th June 2013. This Work Programme will be considered at every meeting of the Panel to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

The work programme table shows items on a meeting-by-meeting basis, identifying the issue under review, the nature of the scrutiny (pre decision, policy development, issue specific, performance monitoring, partnership related) and the intended outcomes.

The Sustainable Communities Panel has specific responsibilities regarding Budget and Business Plan Scrutiny and Performance Monitoring for which Lead Members are appointed:

The Performance Monitoring Lead for 2013/14 is Councillor Russell Makin

The Budget and Business Plan Lead for 2013/14 is Councillor Ray Tindle

The Task Group Review for the 2013/14 work programme is Climate Change and the Green Deal.

Scrutiny Support

For further information on the work programme of the Sustainable Communities Panel please contact: -

Rebecca Redman, Scrutiny Officer)

Tel: 020 8545 4035; Email: rebecca.redman@merton.gov.uk

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

Meeting date –25th June 2013

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
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Priorities for 2013/14	Presentation	Verbal report	Cabinet Members/Chris Lee/Simon Williams	To enable Members to consider their work programme by outlining priorities for the year ahead and where scrutiny could add value
Sustainable Merton	Presentation	Verbal report	Tom Walshe, Sustainable Merton	To provide a presentation on the work and priorities of Sustainable Merton which the Panel may wish to consider and determine if there are key issues they would like to include in their 2013/14 work programme relating to this area.
Agreeing the 2013/14 work programme	Draft work programme	Report	Cllr Russell Makin/Rebecca Redman	To agree the work programme for 2013/14
Public Transport Liaison Committee	Update	Verbal report	Cllr Russell Makin/Cllr Dennis Pearce	To update the Panel on the outcomes of the recent PTLC meeting in June 2013.
Draft Final Report and recommendations – Adult Skills and Employability Task Group	Final Report	Report	Cllr Ray Tindle	To submit the draft Final Report and recommendations of the Panels Task Group review of adult skills and employability to seek endorsement from the Panel to forward the report and recommendations to Cabinet for consideration and approval.

26th February 2014

Meeting date – 9th October 2013

Call In meeting – Merton Priory Homes Regeneration Programme
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Meeting date –16th October 2013

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Scrutiny Review	Sutton and East Surrey Water Plan	Report	TBD	To enable the Panel to comment on the draft Sutton and East Surrey Water Plan
Progress update	Town Centre Planning/Regeneration	Presentation	James McGinlay	To update the Panel on the delivery of Regeneration Plans for town centre development.
Scrutiny Review	20 mph zones	Report	TBD	To update the Panel on Cabinets decision on the introduction of more 20 mph zones.
Task Group Update	Trees Task Group response	Executive Response and Action Plan	Doug Napier	For the Panel to be informed of the Cabinets decision on the recommendations made by the Trees Task Group, and to note the action plan and agree the intervals at which progress will be reported
Performance Monitoring	Performance Reporting	Verbal Report	Cllr Russell Makin	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Work Programme 2013/14	Draft work programme	Schedule	Rebecca Redman	To identify any items for inclusion in the work programme or any necessary amendments to the schedule

26th February 2014

Call In Meeting – Mitcham Town centre regeneration – Date to be determined

Meeting date –12th November 2013

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Scrutiny Review	Cycling Routes (including pavement cycling) Mini Holland reference	Report	TBD	To provide the Panel with a briefing on existing and proposed cycling provision.
Pre decision scrutiny	Parking (shopping parade survey analysis and proposals).	Report	Paul Walshe	To enable the Panel to comment and make any recommendations on developments to the Parking Service prior to consideration by Cabinet.
Pre decision scrutiny	Business Plan Scrutiny	Report	Caroline Holland	To enable Members to comment on the proposals
Pre decision scrutiny	PVR Street Cleaning	Report	Cormac Stokes	To enable Members to comment and make any recommendations on the outcomes and recommendations of the PVR of waste management prior to consideration by Cabinet.

Performance Monitoring	Executive Response and Action Plan – Adult Skills and Employability	Report	James McGinlay	To provide the Panel with a response from Cabinet, further to consideration of the final report and recommendations of the adult skills and employability task group. To present an action plan that can be performance managed by the Panel to ensure that the agreed recommendations are implemented and the intended outcomes delivered upon.
Performance Monitoring	Performance Reporting	Verbal Report	Cllr Russell Makin	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Work Programme 2013/14	Draft work programme	Schedule	Rebecca Redman	To identify any items for inclusion in the work programme or any necessary amendments to the schedule

Meeting date – 9th January 2014

Pre decision scrutiny	Street Lighting Replacement Programme	Report	Mario Lecordier	To make comments on the departments proposals and make any recommendations to Cabinet as appropriate.
Pre decision scrutiny	Draft budget and business plan	Report	Caroline Holland/Chris Lee/Simon Williams	To make comments on budget proposals and make any recommendations to Cabinet as appropriate.
Work Programme 2013/14	Draft work programme	Schedule	Rebecca Redman	To identify any items for inclusion in the work programme or any necessary amendments to the schedule

Meeting date –26th February 2014

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Scrutiny review	20mph zones	Report	Richard Lancaster	Report further to last report considered at October Panel
Progress update	Results of the housing stock transfer to Merton Priory Homes	Presentation/Report	Steve Langley/Steve Webb	To enable the Panel to receive up to date information on the on going performance and results of the housing stock transfer to Merton Priory Homes
Scrutiny Review	Housing policy and implications for Merton	Report	James McGinlay	To gather an overview of recent developments in housing policy legislation and its implications for Merton.

26th February 2014

Performance Monitoring	Performance Reporting	Verbal Report	Cllr Russell Makin	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
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Meeting date –26th March 2013

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Performance Monitoring	Adult Skills and Employability – Action Plan	Progress Report and verbal update from Member Champion Cllr Holmes	James McGinlay/Cllr James Holmes	To monitor progress regarding implementation of the agreed recommendations resulting from the adult skills and employability task group review.
Performance Monitoring	Regeneration in Mitcham and Morden town centres	Report	James McGinlay	To monitor progress on delivery of the councils regeneration programmes in Mitcham and Morden.
Scrutiny Review	Mini Holland Bid	Report	James McGinlay	To provide an update on developments and progress with the councils Mini Holland Bid.
Performance Monitoring	Performance Reporting	Verbal Report	Cllr Russell Makin	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary

Scrutiny Review	Draft Final Report – Climate Change and the Green Deal Task Group	Report	Cllr Russell Makin	To present the findings and recommendations of the task group review into climate change and the Green Deal to endorse to forward to Cabinet for consideration and approval.
Scrutiny Review	Topic Suggestions 2014/15	Report	Rebecca Redman	To seek topic suggestions from the Panel to inform discussions about the Panels 2014/15 work programme.