

Merton Council Sustainable Communities Overview and Scrutiny Panel



Date: 24 February 2016
Time: 7.15 pm
Venue: Committee rooms C, D & E - Merton Civic Centre, London Road, Morden
SM4 5DX

AGENDA

		Page Number
1	Apologies for absence	
2	Declarations of pecuniary interest	
3	Minutes of the previous meeting	1 - 6
4	Morden Leisure Centre: verbal update A presentation will be provided at the meeting.	
5	Performance report: sustainable communities	7 - 14
6	Cycle routes update report	15 - 24
7	Phase C procurement programme (including parks, grounds, maintenance and waste)	25 - 36
8	Town centre regeneration update A presentation will be provided at the meeting.	
9	Libraries annual report	37 - 46
10	Work Programme	47 - 58

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

For more information about the work of this and other overview and scrutiny panels, please telephone 020 8545 4035 or e-mail scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

Press enquiries: press@merton.gov.uk or telephone 020 8545 3483 or 4093

Email alerts: Get notified when agendas are published
www.merton.gov.uk/council/committee.htm?view=emailer

Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

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

Substitute Members:

Edward Foley
Daniel Holden
Abdul Latif
Laxmi Attawar
Jeff Hanna

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

This page is intentionally left blank

Agenda Item 3

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

SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

7 JANUARY 2016

(19.15 - 21.30)

PRESENT Councillors Councillor Abigail Jones (in the Chair), Councillor Russell Makin, Councillor Stan Anderson, Councillor Ross Garrod, Councillor John Sargeant and Councillor Janice Howard, Councillor Daniel Holden and Councillor Laxmi Attwar

Caroline Holland, (Director of Corporate Services), Steve Langley, Head of Housing Needs and Strategy, Chris Lee (Director of Environment and Regeneration), James McGinlay (Head of Sustainable Communities) and Cormac Stokes (Head of Street Scene and Waste) Stella Akintan, (Scrutiny Officer)

Councillor Nick Draper, Cabinet Member for Community and Culture, Councillor Mark Allison, Deputy Leader and Cabinet Member for Finance, Councillor Judy Saunders Cabinet Member for Environmental Cleanliness and Parking.

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Councillor David Dean and Councillor Imran Uddin

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

Councillor Russell Makin declared that he is on the board of Mitcham Cricket Green Conservation and Heritage Group and Wandle Valley Conservation Trust.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

Councillor Daniel Holden declared that he was at the last meeting of the panel and this has not been recorded in the minutes

4 VERBAL UPDATE FROM CIRCLE HOUSING AND MERTON PRIORY HOMES (Agenda Item 6)

Simon Gagen, Director of Property Services gave an overview of the latest developments in relation to repairs and maintenance. He reported that the focus is on providing a positive service and good communication with residents. Estate residents have indicated that a visible presence is a priority; therefore surveyors now patrol the estates. An improved surveyor's offer is also being made to leaseholders. It was reported that some repairs can be resolved relatively quickly while others will take longer. A Customer satisfaction survey conducted by an independent company found that it is on an upward trajectory. Customer Satisfaction is currently at 85%

and was 81% last year. The target for satisfaction is 90%. Member enquiries are also decreasing they were 98 last year and 369 in previous years.

Lesley Smith, Assistant Director of Neighbourhood Services reported that they are working to support engagement. A number of themed groups have been established to increase the levels of involvement and give residents the opportunity to provide feedback on service improvement. These cover; neighbourhoods, community safety, anti-social behaviour, CCTV and tenancy fraud. The resident scrutiny panel was shortlisted for the TPAS award. There was also a successful mobile job club which toured Merton.

Paul Quinn Director of Merton Regeneration reported that there has been a positive response to regeneration plans. Consultation with residents will begin this week and a planning application will be submitted in May 2016.

A panel member asked CHMP to outline their three main areas of concern. The Director of Property Services said his main concern is to build upon the current improvement and to build the confidence of residents. The Director of Merton Regeneration reported that budgets are tight in the current climate, it will also be important to keep momentum to ensure the project moves to the house building stage. The Assistant Director of Neighbourhood Services outlined concerns around meeting the needs of customers, it can time to resolve issues and support people to address behaviours.

A panel member highlighted the importance of councillors being involved in the naming of new streets and housing blocks and the need to consider the wider infrastructure. The Director of Merton Regeneration responded that they will take a lead from the council in naming new streets and building.

A panel member sought clarification on the types of tenures of the new properties including numbers of affordable housing and social housing. Also will tenancies be re-let as temporary or permanent accommodation. The Director of Merton Regeneration reported that the regeneration project consisted of new homes and re-housing existing tenants. There are a mixture of leaseholders and tenants as well as houses obtained under early buy backs in which case assured short hold tenancies were used.

A panel member expressed concern that they cannot add any value to the performance data provided. It would be useful to look at issues that require improvement. The panel could usefully consider feedback from the tenancy scrutiny panel. The Director of Property Services added that the panel may also find it useful to consider long standing issues that take additional time to resolve because of their complexity. The panel agreed that these should be included in a future agenda item.

A panel member noted that there had been significant improvements in repairs and considered if this could be attributed to recent mild weather conditions or improvements at CHMP. The panel member said they had submitted two repairs requests over the last two days and it was difficult to believe that CHMP had only received 98 over the last year. There seemed to be a consistent pattern of issues

including problems with old boilers. Also Sadler Close has reported issues with mice and cockroaches.

The Director of Property Services reported that there has been additional investment to replace boilers and there is a concerted programme in place to improve repairs, it is also part of the decent homes standard. They are tackling structural issues at Sadler Close such as replacing windows which should deal with those issues. Improvements to communication, installing new kitchens and bathrooms have all been attributed to improved repair ratings, however the Director emphasised that they cannot afford to be complacent.

A panel member asked what assurance can be given about fraud and overcharging based on the Saville review. The Director of Merton Regeneration said they will use the quantity surveyors to scrutinise the process.

A panel member asked if Circle Housing is merging with Affinity Sutton. The Director of Merton Regeneration said that this has been agreed in principle but the process is still on-going.

RESOLVED

Next six monthly update from Circle Housing and Merton Priory to include feedback from the tenants' scrutiny panel and case studies on resolution of long standing issues.

5 PERFORMANCE REPORT NOVEMBER 2015 (Agenda Item 4)

The Director of Environment and Regeneration outlined some key issues within his department; cleanliness and missed collections are always important because they drive customer satisfaction and perception of council performance overall. This indicator is currently green but it was red in earlier in the year due to issue pertaining to vehicle and staff availability. This has been dealt with but there is also a challenge in sustaining this area of performance. The new customer contact project will help as it will mean that messages can be relayed directly to the refuse collection team.

There is heightened interest in CCTV due to counter terrorism and need for security. The council invest in CCTV maintenance and contracts and the Director was pleased to report that CHMP have re-considered their plan to withdraw from their contribution in this area and will continue to be part of the borough wide service.

The cemeteries income indicator is red because thankfully there have been a lower number of deaths and burials than anticipated.

A panel member said there seemed to a specific problem with missed collections from flats with communal bins. The Head of Street Scene and Waste said there can

be major access issues in relation to flats; it is a problem that the department are working to resolve.

RESOLVED

The Panel noted the performance reports.

6 BUDGET AND BUSINESS PLAN 2016-2020 (Agenda Item 5)

The Director of Corporate Resources reported that a paper went to Cabinet in December outlining the implications of pay, prices, cost of freedom passes as well as an update on the capital programme. Early indications suggest that the Revenue Support Grant will have reduced by £10 million by 2019-2020. We are still awaiting figures on business rate income and some grants, these figures are expected in February although some may be published after the budget has been finalised.

ENV33 – “Development of emissions based charging policy for resident/business permits recognising the damage particularly from diesel engine motor vehicles”. The Director of Environment and Regeneration reported that he will bring an air quality report to Scrutiny in the new municipal year. The department are looking at a number of options for adding additional premiums for diesel cars. Panel members queried how this will work and the Director said the detail is still to be finalised.

ENV35 – “Efficiency measures to reduce domestic residual waste by 1 crew following analysis of waste volumes and spread across the week” This saving includes a financial marker and further detail will be provided to the panel in due course.

EN36 – “Review and removal of neighbourhood recycling centres” A panel member expressed concern that this proposal could result in an increase in fly-tipping if recycling centres are removed. The Cabinet member for Environmental Cleanliness and Parking said she has received requests from within the community to remove the centres as they encourage people to leave their unwanted goods next to the centres and can become unsightly. A panel member agreed that this had been the experience at a recycling centre in Wimbledon Park and the local community were pleased when it was removed. The Head of Street Scene and Waste said the department will keep levels of fly tipping under review and look at the outcomes from Sutton who have already removed their recycling centres.

EN11 – “Building and Development Control staff reduction deputy area team leader” A panel member expressed concern about losing staff in the planning department given the volume of planning applications.

A panel member expressed concern about the proposed loss of 3.5 posts in housing as set out in the service plan and asked what the implications will be. The Head of Housing Needs and Strategy said that reductions in staffing can be challenging, the emphasis will be on fulfilling statutory obligations and it may take longer to complete an assessment.

Resolved

The Panel noted the budget report

7 COMMERCIAL SERVICES TASK GROUP - DRAFT SCOPING REPORT
(Agenda Item 7)

The terms of reference were agreed by the Panel

8 EXECUTIVE RESPONSE AND ACTION PLAN - HOUSING SUPPLY TASK
GROUP (Agenda Item 8)

The task group chair Councillor Ross Garrod thanked Cabinet Members and officers for their work in implementing the recommendations.

RESOLVED

The Panel noted the Executive response and Action Plan

9 SAVINGS PROPOSALS CONSULTATION PACK (Agenda Item 9)

10 WORK PROGRAMME (Agenda Item 10)

The Panel agreed that:

The draft heritage strategy has already been looked at by the panel and should be removed from the work programme.

Councillor James Holmes to be invited to Panel in March when the Climate Change and Green Deal Task Group is discussed.

RESOLVED

The work programme was agreed.

This page is intentionally left blank

Environment and Regeneration – January 2016 Performance v2

Public Protection

PI Code & Description	Jan 2016					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend			
Regulatory Services								
SP 041 % of service requests replied to in 5 working days (Regulatory Services)	93.53%	90%				92.7%	90%	
SP 042 Income generation by Regulatory Services	£22,921	£20,000				£353,345	£333,000	
SP 111 No. of underage sales test purchases (Quarterly)	Measured quarterly					52	45	
SP 254 Data capture from air pollution sites	Measured quarterly					71.67%	85%	
SP 255 % licensing apps. processed within 21 days (Quarterly)	Measured quarterly					100%	96%	
SP 316 % of Inspection category A,B & C food premises (annual)	Measured annually					A/W result	95%	A/W result
SP 381 % of food premises rated 2* or above (Quarterly)	Measured quarterly					91%	92%	
Parking Service and CCTV								
CRP 044 Parking services estimated revenue	£1,040,695	£1,605,506				£10,213,573	£12,153,960	
SP 127 % of parking permits issued within 5 working days	95%	90%				94.5%	90%	
SP 258 Sickness- No of days per FTE from snapshot report (parking)	1.7	0.83				12.91	8.3	
SP 397 % of cases won at PATAS	56.14%	52%				56.12%	52%	
SP 398 % of cases lost at PATAS	22.81%	22%				23.33%	22%	
SP 399 % of cases where council does not contest at PATAS	17.54%	26%				20.23%	26%	

Streetscene and Waste

PI Code & Description	Jan 2016					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend			
Waste Services								
CRP 047 / SP 068 Number of refuse collections including recycling and kitchen waste missed per 100,000	62.87	55.00				53.71	55.00	
SP 064 % Residents satisfied with refuse collection (annual)	Measured Annually					N/A	74%	N/A
SP 065 % Household waste recycled and composted	33.28%	38%				37.06%	38%	
SP 066 Residual waste kg per household	476.64	448				476.64	448	
SP 067 % of municipal solid waste sent to landfill (waste management & commercial waste)	66%	60%				61%	60%	
SP 071 Days lost from through sickness per FTE from snapshot report (waste mgmt)	2.65	1.25				30.63	12.5	
SP 262 % Residents satisfied with recycling facilities (annual)	Measured Annually					N/A	75%	N/A
SP 354 Total waste arising per households (KGs)	78.48	79				757.36	752	
SP 407 % of FPN's issued that have been paid	70%	65%				69.6%	65%	
Street Cleaning								
CRP 048 % of sites surveyed on local street inspections for litter that are below standard	6.19%	8%				7.57%	8%	
CRP 049 / SP 059 Number of fly tips reported in streets and parks	263	308				2,817	3,080	
SP 058 % of sites surveyed on local street inspections for litter that are below standard (KBT) (Quarterly)	Measured quarterly					8.72%	9.5%	
SP 061 Days lost through sickness per FTE from snapshot report (street cleaning)	1.32	1.25				10.74	12.5	
SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Measured quarterly					4.84%	4.5%	

PI Code & Description	Jan 2016					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend			
SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Measured quarterly					0.97%	1%	✓
SP 139 % Sites surveyed below standard for weeds (Quarterly)	Measured quarterly					8.54%	13.5%	✓
SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Measured quarterly					12.24%	15%	✓
SP 269 % Residents satisfied with street cleanliness (annual)	Measured Annually					N/A	60%	N/A
Commercial waste								
SP 046 Total Income from commercial waste	£10,005	£251,000	⊘	↓	↓	£1,262,959	£1,151,000	✓
SP 377 % customer satisfaction with commercial waste service (annual)	Measured Annually					A/W result	85%	A/W result
SP 378 % market share for commercial waste (Quarterly)	Measured quarterly					26.23%	26%	✓
Transport								
SP 135 % MOT vehicle pass rate (transport passenger fleet) (Quarterly)	Measured quarterly					96.5%	95%	✓
SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Measured Annually					A/W result	65%	A/W result
SP 137 % User satisfaction survey (transport passenger fleet) (annual)	Measured Annually					A/W result	97%	A/W result
SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Measured Annually					A/W result	85%	A/W result
SP 355 Spot checks on contractors (Transport Commissioning)	12	6	✓	↑	↑	40	40	✓
SP 392 % satisfaction of parents / carers on taxi journeys (annual)	Measured Annually					A/W result	75%	A/W result
SP 393 Average sickness days per FTE from snapshot report (transport fleet)	1.72	1.19	⊘	↓	↓	11.02	10.14	⊘

Sustainable Communities

PI Code & Description	Jan 2016					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend			
Development and Building Control								
CRP 045 / SP 118 Income (Development and Building Control)	141,201	170,000				1,553,392	1,700,000	
CRP 050 Volume of planning applications	199	170				2,052	1,700	
CRP 051 / SP 114 % Major applications processed within 13 weeks	0%	55%				53.33%	55%	
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks	65.22%	60%				59.59%	60%	
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control)	76.57%	81%				83.81%	81%	
SP 040 % Market share retained by LA (Building Control)	48.81%	66%				52.64%	66%	
SP 113 Number of enforcement cases closed	104	50				648	500	
SP 117 % appeals lost (Development & Building Control) (Quarterly)	Measured quarterly					26.33%	35%	
SP 380 Number of backlog enforcement cases	784	750				784	750	
SP 408 % of residents satisfied with planning services (annual)	Measured annually					N/A	29%	N/A
Property Management								
CRP 046 / SP 023 Maintain level of Capital receipts to support the financial strategy (excluding Merton Priory Homes) (Quarterly)	Measured quarterly					£2.5m	£0.5m	
SP 024 % Vacancy rate of property owned by the council (Quarterly)	Measured quarterly					0.43%	3.5%	
SP 025 % Debt owed to LBM by tenants including businesses (Quarterly)	Measured quarterly					6.47%	8%	
SP 386 Property asset valuations (annual)	Measured annually					A/W result	150	A/W result

PI Code & Description	Jan 2016					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend			
Leisure and Culture Development								
SP 015 Income generated - Merton Active Plus activity	£1,384	£1,500				£46,409	£48,500	
SP 251 Income from Watersports Centre	£4,894	£3,450				£354,537	£359,450	
SP 314 External funding and internal investment £ (Quarterly)	Measured quarterly					£127,232	£100,000	
SP 325 % of residents rating Leisure & Sports facilities Good to Excellent (annual)	Measured annually					N/A	51.5%	N/A
SP 349 14 to 25 year old fitness centre participation at leisure centres	9,624	9,550				93,455	84,080	
SP 405 Total number of users of Merton's leisure centres	80,300	81,340				678,549	674,170	
SP 406 Total number of users of Polka Theatre (Quarterly)	Measured quarterly					62,002	67,077	
Parks								
SP 026 Residents % satisfaction with parks & green spaces (annual)	Measured annually					N/A	72%	N/A
SP 027 Young peoples % satisfaction with parks & green spaces (annual)	Measured annually					N/A	71	N/A
SP 028 Total LBM cemeteries income	£55,930	£51,000				£321,348	£426,000	
SP 029 Total outdoor events income	£0	£0				£345,363	£324,000	
SP 032 Number of Green Flags (annual)	Measured annually					4	5	
SP 318 Number of outdoor events in parks	0	0				175	125	
SP 385 Volunteer input in parks management (number of groups) (Annual)	Measured annually					A/W result	30	A/W result
Future Merton Regeneration								
SP 020 New Homes (annual)	Measured annually					A/W result	320	A/W result
SP 257 % Town centre vacancy rates (Quarterly)	Measured quarterly					4.9%	10%	
SP 263 % modal share for walking and cycling in the borough (annual)	Measured annually					A/W result	36	A/W result





















PI Code & Description	Jan 2016					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend			
SP 265 Reduce total no. killed or seriously injured in road traffic accidents (annual)	Measured annually					A/W result	44	A/W result
SP 382 New jobs created - number of apprenticeships (Annual)	Measured annually					A/W result	60	A/W result
SP 383 Number of new businesses created through the Economic Development Strategy (EDS) (Annual)	Measured annually					A/W result	100	A/W result
SP 395 Number of new jobs created through the Economic Development Strategy (EDS) (annual)	Measured annually					A/W result	300	A/W result
SP 396 % modal increase in cycling from 2% baseline in the borough (annual)	Measured annually					A/W result	0.5%	A/W result
Future Merton T&H								
SP 260 % Streetworks inspections completed (Quarterly)	Measured quarterly					41%	37%	
SP 327 % to Emergency callouts within 2 hours (traffic & highways)	100%	100%				100%	100%	
SP 328 % Streetworks permitting determined	100%	98%				100%	98%	
SP 329 Percentage of Condition Surveys completed on time (traffic and highways) (annual)	Measured annually					A/W result	92%	A/W result
SP 350 Percentage of jobs completed where no Fixed Penalty Notice issued	94%	93%				94.66%	93%	
SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)	Measured annually					A/W result	21%	A/W result
SP 390 Footway condition - defectiveness condition indicator (annual)	Measured annually					A/W result	21%	A/W result
SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Measured quarterly					2.51	3	

**** No Annual Resident Survey took place for 2015-16 so this is shown as N/A = Not available**

Sustainable Communities ~ Community & Housing ~ December 2015

Dept.	PI Code & Description	Polarity	Dec 2015					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Housing Needs & Enabling	CRP 062 / SP 035 Number of homelessness preventions	High	439	413				439	413	
Housing Needs & Enabling	CRP 61SP036MP045 Number of households in temporary accommodation	Low	168	130				155.67	130	
Housing Needs & Enabling	SP 037 Highest no. of families in Bed and Breakfast accommodation during the year	Low	5	10				4.89	10	
Housing Needs & Enabling	SP 038 Highest no. of adults in Bed and Breakfast accommodation	Low	2	10				5.89	10	
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months	High	63,493	55,000				63,493	55,000	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line	High	169,370	126,500				169,370	126,500	
Libraries	SP 279 % Self-service usage for stock transactions (libraries)	High	96%	95%				96%	95%	
Libraries	SP 280 Active volunteering numbers in libraries (Rolling 12 Month)	High	324	200				324	200	
Libraries	SP 282 Partnership numbers (Libraries)	High	62	30				62	30	
Libraries	SP 287 Maintain Income (Libraries)	High	£290,417	£226,886				£290,417	£226,886	

Sustainable Communities ~ Community & Housing ~ Quarter 3

Dept.	PI Code & Description	Polarity	Q3 2015/16					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Merton Adult Education	CRP 063 / SP 242 Number of enrolments funded by SFA on non-accredited courses (CL - Community Learning) (academic) (Quarterly)	High	1,998 (Q2)	1,500 (Q2)				1,998 (Q2)	1,500 (Q2)	
Merton Adult Education	SP 243 Number of enrolments funded by SFA on accredited courses (ASB - Adult Skills Budget) (academic) (Quarterly)	High	1,135 (Q2)	750 (Q2)				1,135 (Q2)	750 (Q2)	
Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	259	270				259	270	
Housing Needs & Enabling	SP 360 Number of enforcement / improvement notices issued (Quarterly)	High	72	39				72	39	
Housing Needs & Enabling	SP 361 Number of Disabled Facilities Grants (DFG) approved (Quarterly)	High	21	52				21	52	

Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 24th February 2016

Wards: All

Subject: Cycle Routes

Lead officer: Paul McGarry (Head of futureMerton)

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

Contact Officer: Paul Miles, futureMerton cycling projects officer Tel: 020 8545 4869
Email: paul.miles@merton.gov.uk

Recommendation: That Members note the content of this report and provide their views.

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 This report provides details of the borough's cycle improvement programme. It sets out all cycle improvement works undertaken thus far and future planned works as well as the borough's future aspirations over the next 5 years to improve cycling infrastructure in the borough of Merton.

2. DETAILS

2.1 Transport for London allocates money to the borough to spend on cycle projects which support the Mayors Transport Strategy through the local implementation plan.

2.2 The London Borough of Merton's cycling strategy and objectives consist of the following measures within the borough -

- To provide high quality cycling Infrastructure.
- To increase permeability and improve the provision of cross borough cycling.
- To reduce cycle related accidents.
- To encourage sustainable transport by encouraging people to use bikes as a form of transport.
- To encourage the use of cycling at a recreational level.

2.3 In 2013 the council submitted a bid to the Mayor of London for the Mayor's Cycling 'mini-Hollands' in Outer London Fund.

2.4 Although the bid was unsuccessful the document encapsulates the cycling vision for the borough that will be implemented incrementally as funding allows. A copy of the report can be found at –

http://www.merton.gov.uk/merton_mini_holland_phase_2_bid_final_with_appendices.pdf

2.5 The London Borough of Merton's Cycling Budget consists of the following.

Borough Cycling Programme

Includes Safer Urban Driving, Cycle Strategies, Bikeability, Balance bike training and Cycle Parking. Total Budget=£135,000

Facilitating Cycle Access including Cycle Parking-£249,000

Local Transport Schemes-£100,000

Cycle Quietway- Clapham Common to Wimbledon-£344,000

Wimbledon to Raynes Park-Funding TBC

Raynes Park -New Malden link- Funding TBC

Extra Major Scheme funding-Croydon Road Shared use path-£325,000

3 Borough Cycling Programme

3.1 Cycle training programmes from 2014-2016

Cyclists continue to be one of the most vulnerable road user groups, and the Mayor of London has set a 40% target to reduce the numbers killed or seriously injured on our roads. Merton is committed to providing quality training and a safe infrastructure in order to reduce casualties, improve air quality and assist toward a healthier lifestyle for both children and adults. Future Merton Road Safety provides a wide range of Bikeability cycle training at levels 1,2 and 3 for children and adults. In 2014-2016 we trained 2,742 children working with 95% of schools in our borough. We also trained 853 adults at our weekend and evening sessions.

- Merton has also provided cycle training for special needs teenagers at weekends, and next month will work with the Smart Centre on a build-a-bike scheme for excluded teens in education. Blossom House special education school will also be receiving cycling sessions as part of their PHSE curriculum.
- After school cycling clubs continue to be hugely successful at Wimbledon College, and the scheme is due to start at South Thames College next term.

- We have also provided balance bike training for younger children as a precursor to cycle training, and have training scheduled with four schools.
- Last year we worked with the Ethnic Community Centre to provide cycle training for their members.
- Dr Bike maintenance sessions are offered at 3 town locations and are always well received with the Wimbledon town centre site being the most popular. Cyclists receive free basic bike repairs, security marking and high visibility vests.
- Changing Places is an on road event in town centres with Met Police, Future Merton Road Safety, cyclists and HGV drivers to show blind spots and safe positioning when on road.
- Merton offers pool cycles for employees who can cycle to site visits and appointments rather than use a car. Further training at commuter level is available at times to suit. Employees can also buy their own bike through the payroll scheme.
- Providing Safer Urban Driving from a cyclists perspective for all businesses in Merton with registration through our website.
- Future Merton is also working with Willow Lane businesses to promote cycling for employees.
- Future events will be family and ladies rides which are planned to commence after Easter when the weather improves. We will also be offering holiday training courses for children.

3.2 Scooter Training in schools

In 2015 as part of Merton's road safety programme for schools we developed and delivered a child scooter training programme for children aged 5 – 8 years with the following objectives:

- To give a greater understanding and awareness of road safety
- A valuable pre-cursor to cycling ie balance and maneuverability
- Improve child and adult health by encouraging adults and children to walk / scoot to and from school
- With more children scooting to / from schools this will lead to increased interest in child cycle training and ultimately in modal shift of adults from cars to cycles
- Reduce pollution and congestion around schools by encouraging adults to park further away from school and walk with children scooting to and from school
- Recycle a scooter initiative – parents / guardians donate unwanted child scooters to their school who then 'free' scooters (one per child per annum,) to encourage above

Since introducing the programme 1,892 children from 19 schools have participated with another 8 schools (around 600 children) due to complete training in the early part of 2016 financial year

3.3 Cycle Stands

7 stands have been installed at Morden Hall Park

16 stands on Fair Green – Upper Green East , Mitcham

7 Stands introduced in the vicinity of Tesco's / Co-op Streatham Road.

4 **Cycling Schemes Constructed 2014-2015**

4.1 A number of cycling schemes were constructed in 2014-15 and are detailed below:

4.2 Bishopsford Road Combined Cycle and Pedestrian Zebra Crossing

These works involved a zebra crossing linking up the Wandle Trail for pedestrians and Cyclists and has provided a safe crossing point across Bishopsford Road. Safety and access for both the Wandle Trail (National Cycle Network 20) and the recently implemented paths in Poulter Park and Watermeads has been improved.

4.3 Green Lane-(from Garth Road to Sutton boundary) Footpath converted to shared cycle/pedestrian/bridle path with Street Lighting

Green Lane existing surface was improved to tarmac surfacing which provided high quality cycle infrastructure linking into the borough of Sutton. Street lighting was also provided.

4.4 Converting small section of cycle path to shared use space - Outside entrance to Wimbledon Chase School

Due to one of the schools entrances being located behind a cycle path there were safety issues with conflicts between school children and cyclists. To reduce the conflict the cycle path at this location was replaced with shared used space to advise cyclists to be aware of pedestrians and proceed with caution.

4.5 Cycle permeability -Replacement of fire gates with bollards and trees

Fire gates were removed and replaced with trees and bollards to allow 1.5m gap for cycle accessibility requirements. The scheme has generally been successful however there are current issues with the bollards being removed. The following roads were made permeable.

Abbotts Road, All Saints Road, Trafalger Road, Bruce Rd/Ashbourne Rd., Aston Road, Batsworth Road, Beech Grove, Bourne Drive, Bronson Road, Castleton Road, Chestnut Road, Clifton Park Avenue, Cottenham Park Avenue,

Byegrove Road, Devonshire Road, Dorien Road, Dupont Road, Harwood Avenue,
Lancaster Avenue, Lewis Road , Love Lane, Mitcham Park, Norman Road,
New Barns Avenue, Sydney Road, Tamworth Park, St Georges Road

Various dropped kerbs have also been implemented in the borough to improve cycle permeability.

4.6 Bike Hangers on Circle Housing Estates

Due to a lack of storage on estates where there is a demand for cycle storage sheds to benefit existing and future cyclists and encourage sustainable forms of transport. Two shelters have been installed at Sadlers Close and the remaining shelters are awaiting consultation feedback and are scheduled to be installed in the next couple of months.

5. Croydon Road Shared use Path

- 5.1 Croydon Road has proven to be a dangerous route for cyclists. Safety and access is also a serious issue for pedestrians as there is no established footway even though there are bus stops along the road.
- 5.2 Over the years officers have received numerous complaints from cyclists, bus users and pedestrians regarding safety and lack of access along this road. Safety has always been an issue and many attempts have been made in previous years to resolve these issues but without success with the primary contributory factor being the Common Land that would be required for a meaningful engineering measure.
- 5.3 Given the strategic connection between Merton, Croydon and Sutton it is considered paramount that the appropriate safe facilities are provided for cyclists, pedestrians and bus passengers in order to promote usage in what can be described as a very hostile environment. The proposed measures will provide:
- A route for cyclists of all abilities for both commuting and leisure
 - Safer and improved accessibility for bus passengers
 - A safe and DDA compliant walking route for pedestrians.
- 5.4 The proposed shared use path will be 3 metres wide which will run parallel to the carriageway along the northern side of Croydon Road running parallel with the Common. The existing kerb line will be built out by approximately 1.5 metres into the carriageway and 1.5 metres of common land will be taken of which the majority is grass verge. Construction works started on 18 January 2016 and be completed July 2016. Improvements to drainage will be implemented during the construction phase.

5.5 Funding

The majority of the Facilitating Cycle Access including Cycle Parking and Local Transport Schemes have been used to fund this scheme as well as an additional £325k funded from the TfL Major Scheme budget.

6 Cycle Quietways

6.1 Cycle Quietways are a network of cycle routes throughout London which link key destinations. They follow direct back-street routes, through parks, waterways and tree lined streets. The routes overcome barriers to cycling targeting less confident cyclists who want to use low traffic routes, while also providing for existing cyclists who want to travel at a gentle pace. The works are paid for by TfL and part of the Mayor's vision for cycling.

6.2 Clapham Common to Wimbledon Quietway

6.3 This Quietway runs from Clapham Common to Wimbledon Town Centre and is focused on utilising the Wandle Trail. The scheme is split into different sub schemes outlined below.

6.4 Sub Scheme 1-Lighting the section of footpath along the River Wandle between Trewint Street and Plough Lane

Lighting design was submitted to Wandle Trail Stakeholders. However there were concerns about the impact of light on bats and the height of the columns. Therefore Sustrans have been commissioned to provide an alternative design and provide biodiversity advice to deal with these concerns. The lighting is proposed to be installed in 2016.

6.5 Sub scheme 2-Plough Lane Toucan Upgrade-Gateway to Wandle Trail

Due to perceived increased expected usage from the Quietway the existing Toucan crossing will be widened to 6m. It is proposed to remove the gate on the southern side of Plough Lane to provide improved permeability to the Wandle Trail for cyclists. It is also proposed to remove guard railing on the northern side of the crossing. The proposals are currently with TfL signals team and works are scheduled for spring 2016.

6.6 Sub scheme 3-Upgrade existing lanterns on lighting columns-Wandle Trail between plough lane and Wandle Meadow.

The new lanterns will provide improved lighting levels and efficiency and the light omitted will be more environmentally sensitive. Currently being developed by lighting engineer and scheduled for early Spring 2016.

6.7 Sub Scheme 4-Railway Bridge Underpass lighting

The design has been sent to Network Rail and currently awaiting approval of BAPA. Implementation date to be confirmed upon Network Rail approval

6.8 Sub Scheme 5- Wandle Meadow-New path and lighting

Proposals to provide a resin bound path on the northern section of the Wandle Meadow between the underpass and bridge and also provide lighting.

6.9 Sub Scheme 7-River Wandle Bridge widening-Wandle Meadow

It is proposed to widen the footpath to 3m to allow cyclists and pedestrians to cross with no conflict. Works are scheduled for summer 2016.

6.10 Sub Scheme 8-Haydons Road/South Park Road Junction

It is proposed to widen the existing refuge island at the zebra crossing to allow a safe crossing point for cyclists making the crossing from Cowper Road to South Park Road.

7. Wimbledon to Raynes Park Quiet Way

- 7.1 Scoping studies and initial designs have been developed to provide a cycle Quietway connecting Wimbledon Town Centre and Raynes Park. The project is currently awaiting approval from Transport for London to proceed and the route runs along the railway line pathway between the two town centres.

8. LM4 - New Maldon-Raynes Park Link-Kingston Mini Holland

- 8.1 Merton are working in partnership with the Borough of Kingston for a proposed shared use path which will link up Raynes Park to New Malden alongside the railway embankment. Resident workshops by RBK commenced at the end of January.

9. Tooting Bec Common to Wimbledon Chase

- 9.1 The route has been ridden between borough officer, cycling commissioner and Sustrans, however the inception meeting has not yet taken place.

10 Sutton Town Centre to Morden

- 10.1 Inception meeting and route ride with cycling commissioner have not been undertaken yet.

11 Mitcham Town Centre Major Scheme

11.1 Majestic Way

- 11.2 Work is currently underway in Majestic Way to introduce a new shared pedestrian and cyclist space as a continuation of the Fair Green improvements. This will improve accessibility to the Fair Green and surrounding streets, providing a quiet cycle route through this area from Mitcham Eastfields Station to Colliers Wood town centre, contributing to a revival of the shops and markets.
- 11.3 It will allow cyclists to safely proceed along a guided cycle way encouraging them to separate from pedestrians, although maintaining it as a shared space. This will be accompanied by a range of street improvements to Majestic Way itself, such as the removal of street clutter, improved lighting and paving.
- 11.4 Work is expected to be completed by the end of April 2016.
- 11.5 The first phase of the Rediscover Mitcham project around the Fair Green has since been completed with a new perimeter road, market stall area and special landscaped areas to attract more businesses and shoppers. The one-way street has an advisory contra-flow cycle lane giving better freedom and accessibility to the heart of the town centre for cyclists.

12 Future Works

- 12.1 The wider scheme is at an advanced stage of detailed design and nearing acceptance by TfL, expected in the early part of this year. For cyclists this brings a much improved network and facilities through the town centre, being one of the main design requirements of the project. Cycles along with buses will have a direct link through the heart of the Fair Green via the new designated 'Bus & Cycle Street' re-joining London Road, north to south.
- 12.2 The main junctions at London Road, Upper Green West, Holborn Way, St Marks Road and Raleigh Gardens will have improved pedestrian accessibility and cycle facilities by means of a combination of new cycle tracks, cycle lanes, advance filters and cycle parking stands. Raised cycle tracks in both directions of Holborn Way will also be added giving safer travel along this busy multiple lane carriageway.
- 12.3 These major works are planned to start in July 2016 and last until October 2017.

13 2016-2019- Cycling Infrastructure Priorities

13.1 Windmill Road at junction with Croydon Road

A pedestrian crossing stage is required at this junction. This will improve safety and increase the effectiveness of the proposed shared use path.

13.2 Croydon Road Roundabout

This involves changing the alignment of the Carshalton Road arm of the roundabout, improving road safety and accessibility for cyclists and pedestrians. This would involve widening the road by utilising the grass verge on the eastern side and widening the existing refuge island.

13.3 Connecting Mitcham Town Centre to Croydon

Initial meetings have taken place looking into providing various Quietway routes into Mitcham Town Centre.

13.4 Connecting Mitcham Town Centre to Tooting

Provide improved cycling infrastructure from Tooting to Mitcham Town Centre.

13.5 Shared use path-Beddington Lane

Provide a shared use path alongside the carriageway in what is a very hostile environment for cyclists and pedestrians.

14. FINANCIAL, RESOSURCE AND PROPERTY IMPLICATIONS

14.1. Allocated funding is outlined in section 2.1 of the report.

15. LEGAL AND STATUTORY IMPLICATIONS

15.1. None for the purpose of this report.

16. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

16.1 None for the purpose of this report.

17. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

17.1 None for the purpose of this report.

18. APPENDICES

None

This page is intentionally left blank

Committee: Sustainable Communities Overview and Scrutiny

Date: 24 February 2016

Wards: ALL

Subject: South London Waste Partnership – Procurement of Waste Collection and Related Environment Services

Lead officer: Chris Lee, Director of Environment & Regeneration

Lead member: Councillor Judy Saunders, Cabinet Member for Street cleanliness and Parking and Councillor Andrew Judge, Cabinet Member for Environmental Sustainability and Regeneration

Contact officer: Cormac Stokes, Head of Street Scene and Waste

Recommendations:

Scrutiny is recommended to:

A. Note the agreed procurement process and key milestones leading to contract award in Dec 2016 for the procurement of waste collection and associated environmental services.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. This report provides a summary of the progress to date on the South London Waste Partnership joint procurement of the South London Waste Collection and Environmental Services (Phase C) Project.
- 1.2. In November 2014, Cabinet agreed to procure jointly with the Authorities of the South London Waste Partnership an integrated contract for waste collection, street cleaning, winter maintenance, commercial waste and vehicle maintenance as the main group of services (LOT1), with a separate contract for Sutton and Merton only for grounds maintenance (including parks, arboriculture and grass verges and Cemeteries) (LOT2).
- 1.3. The report also provides an overview of the procurement process so far carried out and sets out the proposed timescales and approach to completing the procurement of these services.
- 1.4. As the procurement process is still being undertaken there are a number of commercial, technical and financial matters specific to each of the remaining bidders that must remain confidential and cannot be referenced within this report.

2 DETAILS / BACKGROUND

- 2.1. The South London Waste Partnership (SLWP) was formed in 2003 and has a proven record of providing improved and more cost-effective waste management services through the procurement of complex waste disposal treatment, recycling and Household Reuse and Recycling Centre contracts. The success of the Partnership was recognised in 2013 when it

received the International Public Private Sector Partnerships award for its Residual Waste Disposal Project, where an innovative contracting structure saved over £200m against existing budgets and was praised for its 'optimum risk transfer'.

- 2.2. For a number of years local authorities have been facing challenging reductions in central government grants whilst demands and expectations on services have grown. Merton has faced significant financial challenges as a result and has consistently addressed this through its approach to its Medium term Financial Strategy. The council is expected to explore opportunities for efficient processes, effective procurement, commercialisation of services and joint working on a regular and continual basis.
- 2.3. Whilst the SLWP was initially formed to provide improved waste transport, transfer and disposal services and meet the Landfill Allowance Trading Scheme (LATS) targets of the authorities. It was recognised that the infrastructure, experience and successes of the partnership would provide the most effective mechanisms for the Phase C Project.
- 2.4. **Governance of the SLWP**
 - 2.4.1 **Joint Waste Committee (JWC)** this is made up of Cabinet and Executive Members from each of the 4 boroughs. Each of the four boroughs has delegated authority to the JWC all functions related to waste treatment and disposal. This includes the operational management of the Household Reuse and Recycling Centres. It is important to note that all key decisions still need to be made by individual boroughs Cabinet process supported by recommendations from the JWC. The Members of the Joint Waste Committee are consulted on the Phase C Project progress at each key stage of the procurement process.
 - 2.4.2 **Strategic Steering Group (SSG)**, comprised of the four boroughs' Environment Directors; a representative of the four boroughs' Financial Directors; the Chair of the SLWP Management Group and the SLWP Strategic Partnership Manager. This is chaired by a Chief Executive from one of the partner boroughs on an annual rotation basis. This Group was established primarily to oversee the progress of the Phase C procurement project and to provide strategic advice to the Partnership's Management Group.
 - 2.4.3 **Management Group (MG)**. Comprises of Assistant Directors/Heads of Service and Service Managers from the partner boroughs. This is chaired on annual rotational bases and is currently chaired by the Director of Streets (Croydon). This Group is supported by both strategic, contract and project management roles employed by the Partnership.



2.5. Parks Governance Structure

2.5.1 **Parks strategic steering group (SSG)** comprises of the two Environment Directors from Merton and Sutton, the two Assistant Directors from Merton and Sutton, the two Heads of Parks and Grounds maintenance service managers, and the partnership lead. This is chaired alternatively between the two directors. This group oversee the progress and issues associated with Lot 2 procurement exercise.

2.5.2 **Parks Management Group (PMG)**. This comprises of the two Assistant Directors and two Heads of Parks and grounds maintenance service managers from Merton and Sutton, the partnership lead, the project manager and various back office managers as and when required i.e. Head of Property etc.

2.6. The procurement has 3 main objectives:

- Reduce spending and maximise efficiency on services across the Partnership and increase revenues on commercial services
- Maintain a high quality service with high levels of customer satisfaction
- Deliver environmentally sustainable, carbon efficient services with scope for innovation

2.7. The four SLWP boroughs have made an assessment of delivery and procurement options and modelled savings based on joint procurement by all boroughs. The modelling suggests service savings in the region of 10% could be achieved on waste collection alone, excluding potential increased revenue from recycle materials. The Partnership's advisers, who have experience of negotiating similar integrated collection contracts around the country, suggest that further savings could be achieved on other services when included in an integrated contract.

2.8. Approach Taken

2.8.1 The Partnerships Strategic Steering reviewed an outline business case in December 2013. The business case assessed the merits of a number of delivery options for waste collection and other environmental services. It

concluded that a joint procurement approach was the preferred option. To supplement this, a detailed procurement strategy has been developed.

2.8.2 The procurement strategy development included further officer and advisor workshops, research gathering and a second Soft Market Testing Exercise. This work concluded that the competitive dialogue method of procurement be used and the scope of the procurement defined as follows:

- (i) LOT 1 - Waste collection and recycling, commercial waste, street cleaning, winter maintenance and vehicle maintenance.
- (ii) LOT 2 - Parks, ground maintenance, cemeteries for Sutton & Merton only.

2.9. Findings - Research (Local Partnerships and Eunomia)

2.9.1 In 2013 the Partnership commissioned 'Local Partnerships' (an organisation established jointly by HM Treasury and the LGA that provide commercial expertise on matters of infrastructure, legal and contractual complexity) to analyse existing borough collection regimes, with a view to identifying areas where efficiencies could be achieved. This analysis was reviewed by the Partnership's technical consultants Eunomia and formed the basis of the business case. This research concluded that on waste collection services alone there is the potential for substantial savings. The findings from these workshops and recommendations were reported to Cabinet in November seeking approval for the procurement and delegated authority to the Chair of Management Group to formerly deselect bidders as part of the preferred 'competitive dialogue' process.

2.10. Competitive Dialogue

2.10.1 Given the potential scope and complexity of services and supported by feedback from the market, the Competitive Dialogue procurement route was recommended. This view was strengthened in the event that a broader range of services beyond collection needed to be considered as part of the services being procured. This was agreed by Cabinet in November 2014.

2.10.2 The key determinants of the decision to use Competitive Dialogue are:

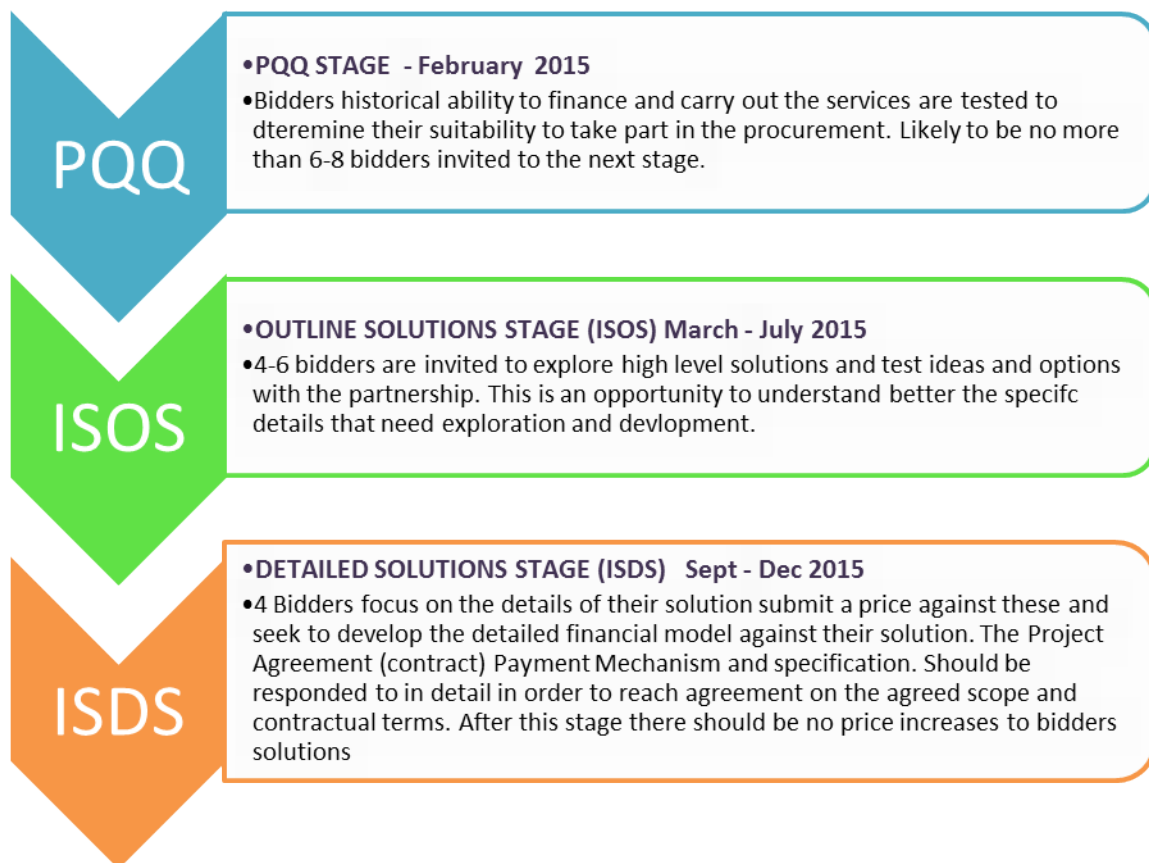
- The complexity of the requirement and the need to explore various options and service developments with bidders;
- The costs of the services which is estimated to be in the region of [£50m] per annum, and the requirement for skilled negotiation to take place with bidders, particularly given the scale of spend and that making significant savings is a core requirement of the project.

2.10.3 At the Soft Market Testing events prospective bidders confirmed they favoured this approach

2.10.4 One of the key benefits of using Competitive Dialogue is that it allows both the Authorities and bidders to enhance and adapt the scope of the requirements and therefore the final specification. It is anticipated that the specification will be finalised in advance of closing dialogue and calling for

Final Tenders. Until such time discussions with bidders of the requirements and specification remain commercially sensitive.

- 2.10.5 The Competitive Dialogue procurement route has highlighted further efficiencies. As part of this process the Partnership has been able to include the benefits of incorporating the administration function for the cemeteries services along with the bookings function for Parks within the scope of the services.
- 2.10.6 In addition, it has been possible for Merton and Sutton to review the time scale and contract start date and seek, in consultation with the bidders, to bring forward the contract start date for Lot 2 services to ensure that the contractor is potentially in place prior to the start of the horticultural cutting season.





2.11. Evaluation Methodology

- 2.11.1 At the end of each stage of the procurement the Partnership has retained the option to deselect bidders based on overall evaluation of their proposed bid.
- 2.11.2 Following the PQQ evaluation 5 bidders were invited to submit outlined solutions (ISOS) for LOT 1 services and 6 bidders were invited for LOT 2.
- 2.11.3 These have been reduced following each stage of dialogue with currently 3 bidders for LOT 1 being invited to tender for final solutions (ISFT) along with 2 bidders for LOT 2. Final submissions are due March 2016.
- 2.11.4 Bidders have been advised of the need for technical submissions to include a Waste Flow Model a Resource Model and an Assumptions Paper containing supporting information. These are deliverables that provide the operational evidence base upon which the financial information will ultimately be based.

2.12. Evaluation process for Final tenders

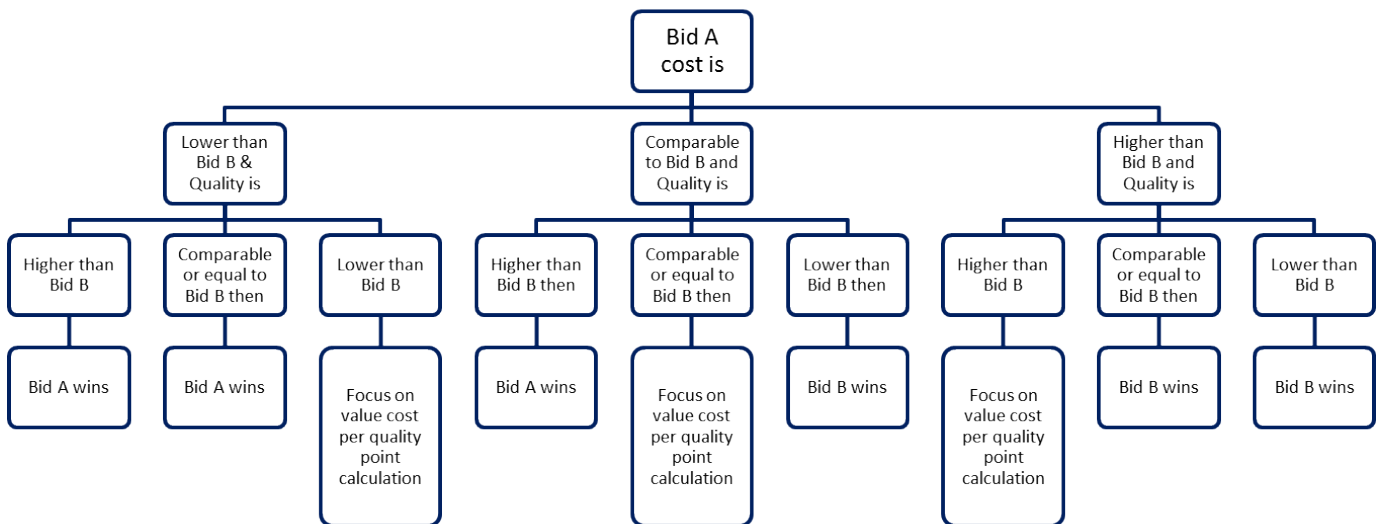
- 2.12.1 The evaluation of bid quality is broken down into four distinct categories
 - Technical (35%). This evaluates bidders approach to service delivery, their technical solutions, their approach to the contract specification and the robustness of their resource plan to deliver the outputs anticipated from the contract.
 - Financial (25%) This evaluates bidders approach to the contract payment mechanism requirements and the robustness of their pricing. It also covers bidders approach to the partnership

requirements for transparency and auditing and the robustness of their approach to financing the contract. This element does not consider the overall bid price which is evaluated separately.

- Legal and commercial (35%) This evaluates the bidders response and approach to the contract as a whole,. A key area for consideration by the partnership has also been to ensure a robust approach to TUPE and pension issues and bidders' approaches are evaluated within this section. In addition to the bidders proposed organisational structure for delivering the service is also evaluated within this section
- Bid coherence (5%) This element of the evaluation examines the bids in their completeness to ensure there is consistency across all of the above elements.

2.12.2 With respect to price of the services, this will be evaluated as a Net Present Value (NPV) of the annual contract payments. This will be calculated in accordance with the Payment Mechanism from the Contract commencement (1 April 2017) to the anticipated first Contract break point. (Year 8) for each of the Lots.

2.12.3 The flow diagram below (Decision Tree) sets out the evaluation process to determine the ranking of each of the detailed bids with regard to ensuring the most economically advantageous tender is identified.



3 ALTERNATIVE OPTIONS

3.1. Although each of the partners has a number of potential routes in which they can provide these services in the future it was concluded that a joint procurement of a single, integrated contract using competitive dialogue is the preferred option for the partnership. This is for the following reasons

- Joint procurement would allow for aggregation of valuable materials, producing a high volume tonnage into recycle markets.
- Procurement efficiencies derived from procuring a range of services across four boroughs
- SLWP commissioned commercial expertise, derived from significant previous commercial negotiation with the providers within these markets
- A single contract across a range of services allows the partnership to benefit from the economies of scale
- Contractors are able to achieve savings across staff, depot, vehicles, routing and new software.

3.2. While efficiencies may be achievable by individual authority procurements a number of these might not be realisable if an individual authority procured alone. This was confirmed by the market that a higher priority to the sub regional approach is given than that for individual boroughs, particularly ones which are still delivered in-house.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Members

4.1.1 Members of the JWC have been consulted continually and at the natural points in the procurement process, when proposals and potentially prices made available. Workshops with Lead Members across all partnership Boroughs have been undertaken with a focus on developing the specification principals and evaluation framework.

4.1.2 Further member consultation has been undertaken within the individual boroughs at key points in the procurement process.

4.1.3 This has allowed the opportunity to track the progress of negotiations and shape services through the course of the dialogue process, and to agree the approach to public and staff consultation as applicable to each borough. .

4.2. Staff

4.2.1 Monthly engagement and progress up date has been provided to all impacted staff. This has been achieved with by alternate monthly News letters and further supported with by alternate monthly staff engagement sessions with the director of environment.

4.3. Lot 2 – Engagement with staff has been around key milestones with the procurement exercise (Approx. Quarterly), and friends groups every six months to keep them informed of progress around the procurement. The procurement has also been discussed at length at DCC meetings on a monthly basis.

5 TIMETABLE

5.1. The following table sets out the overall timetable for the project.

Activity	Date
Cabinet Report Recommending joint procurement through SLWP using commercial dialogue process.	November 2014
OJEU Notice Issued	January 2015
Competitive Dialogue	Feb 2015 – March 2016
Scrutiny consideration on Procurement process	Feb 2016
Evaluation of Final Tenders	April – May 2016
Pre decision Scrutiny report	June 2016
Cabinet Report Preferred Bidder	July 2016
Contract Commencement	April 2017

5.2. Final tenders are due to be received in March 2016 and following evaluation and moderation the Partnership will recommend its preferred bidder in June 2016. This will be presented to Cabinet in July 16. Depending upon the timing of the final report Scrutiny may wish to consider this at an existing or at an additional special meeting.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. The cost of the proposed procurement exercise for Merton is estimated to be £698k over a 3 year period.

6.2. The SLWP were successful in their application for external funding from the Transformational Challenge Fund and were awarded £1.3m towards the procurement cost. Merton's share of this was £332k reducing the cost of the procurement down to £365k.

6.3. The current annual cost (expenditure) of providing these services is currently £13.5m with Income of £4.0m

6.4. The council is facing increasing demand for services due to demographic pressures and the consequences of other national government policies. In addition to this the Council is facing significant reduction to its Government funding and to address this, the Council has identified savings through its Medium Term Financial Strategy.

- 6.5. The financial savings attributed from this procurement wont be known until the financial submissions have been fully evaluated and the technical solution agreed.
- 6.6. Economies of scale
- 6.6.1 As evidenced in previous procurements for waste disposal contracts a key advantage of working in partnership is the potential for economies of scale. Opportunities exist in the following areas:
- Consolidation of recyclate tonnages across the partnership resulting in more competitive prices
 - Routing and vehicle efficiencies, including fuel savings;
 - Depot efficiencies
 - Staffing and management efficiencies;
 - Reduced procurement costs;
 - The integration of services both within boroughs and across the partnership
 - Enhanced resilience across the partner boroughs

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. The partner boroughs are currently bound together by an Inter Authority Agreement (IAA) for its existing activities relating to the delegated functions of the Joint Waste Committee, notably waste disposal functions.
- 7.2. A further legal agreement has been put in place to cover the activities and contract award for this procurement. Merton Council is the lead authority for the Phase C IAA with respect to governance matters.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. A preliminary integrated impact assessment has been completed for these universal services. Prior to contract award and as part of the fine tuning process Equality impact assessments will be undertaken on each of the universal services.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. None specific to this report

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. In order for the boroughs to realise the potential benefits associated with this joint procurement a firm commitment is required from each partner in order for the partnership to progress at each of the key stages of the procurement.

10.2. A risk register for the procurement exercise has been established and monitored by Management Group Officers on a monthly bases and reported to the Strategic Steering Group. In addition to this the Register is reviewed by the Joint waste Committee . This risk register incorporates the six main categories strategic, commercial, financial, legal, technical and engagement activities.

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

12 NONE

13 BACKGROUND PAPERS

Held by Cormac Stokes, Head of Street Scene and Waste

This page is intentionally left blank

Committee: Sustainable Communities Overview & Scrutiny Panel

Date: 24 February 2016

Wards: All

Subject: Library & Heritage Service Annual Report 2015/16

Lead officer: Anthony Hopkins

Lead member: Councillor Nick Draper

Contact officer: Anthony Hopkins

Recommendations:

- A. That the Sustainable Communities Overview & Scrutiny Panel note progress made with the Library & Heritage Service in the last financial year, review performance and discuss key projects.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The Library & Heritage Service annual report sets out the key achievements that have been delivered over the last year and highlights future challenges. It also provides a summary of performance against all key performance indicators (KPI's).
- 1.2. In line with Merton's aspiration to become London's Best Council by 2020 its Library & Heritage Service continues to be a high performing and low cost service that has some of the highest levels of customer satisfaction and usage of any London borough.
- 1.3. Underpinning the Library & Heritage Service Plan are these key objectives:
1. Excellent customer service in all aspects of what we deliver and being responsive to demand.
 2. Hosting an excellent core collection of stock in formats that our customers want.
 3. Providing a comprehensive information offer that addresses changes in the way people access information and is responsive to social issues.
 4. Having libraries that are modern, flexible and adaptable to enable a range of different services to be delivered at hours that are convenient for residents.
 5. Investing in technology to provide excellent and innovative online library facilities wherever you are.
 6. Nurturing the love of reading at an early age by providing a focused range of services to children and families to improve literacy levels.
 7. Putting the community at the heart of all that we do by actively involving residents in service design and delivery.

- 1.4. Key development areas for the Library & Heritage Service include:
- Making our libraries even more accessible.
 - Providing cutting edge technology that is responsive to customer needs.
 - Broadening the service offer.
 - Maximising the use of our libraries and developing them where required.

2 DETAILS

Making our libraries even more accessible

2.1. Library Opening Hours

2.2. All libraries have extended their opening hours since 2011 and the offer is continually reviewed. Customers report high satisfaction levels with the current offer and the recent Public Library User Survey (PLUS) for adults shows that 98% of users rate library opening hours as either very good (54%), good (37%) or adequate (7%).

2.3. Library Connect

2.4. Merton's very own pop up library solution has been established for almost 18 months. During this time pop up libraries have been set up in 9 locations and have received 8,145 visits. Library Connect is designed to engage with people who are not regular users of the library service and showcase the wide range of services available. Library Connect events are usually hosted in places where there is low take up or where underrepresented user groups frequent.

2.5. Volunteering

2.6. Merton's nationally recognised volunteering model continues to flourish. 563 volunteers contributed over 34,952 hours of time to Merton's libraries and heritage services in 2014/15. Volunteering opportunities continue to broaden and new roles have been developed to support with marketing and promotion of the service and in further embedding user testing of online services.

2.7. The library service continues to advise other boroughs on the establishment of their own volunteering schemes along with advice on other projects. The service has also played an active role in the progression of some national projects being delivered by the DCMS commissioned Libraries Taskforce.

Proving cutting edge technology that is responsive to customer needs

2.8. Library website

2.9. The Library & Heritage Service website has been significantly updated this year. Pages have been rationalised so that content is easier to find and the service has further developed its use of social media. 200,529 unique customer visits were made to the website in 2014/15. This is an increase of over 20% since the previous year and visitor numbers are likely to increase again this year.

- 2.10. Customers can also now pay for charges through the libraries website via the newly installed online payments portal which went live in December 2015. Further work will be undertaken to develop the website over the next year and will work closely with the development of the new council website.
- 2.11. **Self-Service Technology**
- 2.12. Following a procurement exercise in the autumn replacement self-service technology has been installed in all libraries. The new machines provide improved reliability and reduced operating costs. The machines are also enabled with chip and pin and contactless payments.
- 2.13. Self-service technology currently accounts for 96% of customer transactions and this figure is expected to increase. The new machines will also allow customers to make bookings for public PC's and pay for printing through them. This upgrade is scheduled for May 2015.
- 2.14. **Carved in Stone / Merton Memories**
- 2.15. Following on from the success of the Merton Memories website, Merton's first online photographic archive with over 15,000 images of the borough, the Heritage Service was successful with a £81,000 application to the Heritage Lottery Fund (HLF) for 'Carved in Stone'.
- 2.16. The Carved in Stone project will build an online portal of all of Merton's combatants from World War One and will enable a number of documents to be preserved and made available online for the first time. Supporting officers are a team of 30 volunteers who are researching the combatants and adding content to the website. The new Carved in Stone pages will be hosted in the Merton Memories website and will be available to the public from May 2016. This year's Heritage Discovery Day will coincide with the launch of these resources.
- 2.17. **E-Services**
- 2.18. The annual 'Always With You' online campaign finished on 6 January 2016. The campaign has been established to raise awareness to residents of the many free online resources now available to customers. Both the free e-book and e-magazines services have recorded record levels of usage. 7,862 customers have used the e-book service this year, an increase of 34%. 7,961 customers have used the e-magazines service, which is an increase of 346%
- 2.19. Further work is currently being undertaken to make accessibility to e-services easier and this will include the ability for customers to directly download content from the libraries website. Currently customers are directed to a third party website content. This new service will also mean that the service will have greater flexibility to use different e-book and e-magazine providers to give residents greater choice.
- 2.20. **Public Wi-Fi**
- 2.21. On top of the line upgrades conducted in 2014/15 with funding from the GLA a further upgrade to the public Wi-Fi lines was completed in January 2016 and provide library users with some of the fastest Wi-Fi speeds available in a public environment in the borough. Public Wi-Fi accounts for approximately 40% of customer usage of the Internet in libraries.

Broadening the service offer

2.22. **Partnerships**

2.23. 62 partnership agreements are in place with a range of providers who provide services in libraries that cover subjects such as health, employability, basic skills, children's activities and ICT. A piece of work is currently underway to consolidate the current partnership arrangements and to ensure that they are delivering against the objectives of the Society of Chief Librarians (SCL) Universal Offers. The Universal Offers are segmented into five areas, which are:

- **Digital offer:** The development of digital services, skills and access in libraries. As a baseline every public library service should provide free Internet access, clear and accessible online information and with staff trained to help customer's access digital information online.
- **Health offer:** It includes a commitment to provide a range of services including public health information and promotion, sign posting and referrals as well as creative and social reading activity.
- **Information offer:** The focus of the offer is on libraries' role in supporting people to access information and services online in life-critical areas such as careers and job seeking; health, personal financial information and benefits. Central to this offer is helping people to use vital government online information services.
- **Learning offer:** Sets a framework for providing free resources for study and learning, study/learning spaces for all, information about free and low cost local learning opportunities and developing places where communities and individuals can develop and share ideas and learn together
- **Reading offer:** Is a strategic planning framework which enables libraries to develop, deliver and promote reading services. The offer sets out what public libraries will offer in order to provide a modern reading service within a local community.

2.24. **Assisted digital support**

2.25. Further assisted digital support is now undertaken through libraries in Merton. The established Citizens Advice Bureau (CAB) information service continues and new services supported by libraries include the Freedom Pass renewal service for older people and support with Universal Credit applications. Further assisted digital support work is expected to tie in closely with the development of the Customer Contact project and the further rollout of Universal Credit.

2.26. All libraries provide one-to-one ICT support provided by staff and volunteers and the provision of ICT support in libraries is continually expanding through our partnership work.

2.27. **Schools and Libraries Membership Scheme**

- 2.28. All 44 primary schools are signed up the scheme, which aims to work with schools to support them with improving the literacy levels of children and in particular to develop reading for pleasure. All Merton primary school children are now library members and a termly program of visits is in place with each school.
- 2.29. Since the scheme has been running 26 of 44 primary schools in Merton have reported demonstrable improvements in children's reading skills measured through Key Stage 2 results.
- 2.30. This project is only the second of its kind developed in England and has received national interest. The Libraries Taskforce that has been set up as a result of the DCMS commissioned 'Independent Report of Public Libraries in England' (*William Sieghart, December 2014*) is reviewing the Merton model with a view to rolling a similar scheme out nationally.

2.31. **Health and wellbeing**

- 2.32. Of the 62 partnerships established 25 of these partnership arrangements are with various health and wellbeing organisations that include support sessions in libraries for people with mental health conditions, smoking cessation and managing your diet as a few examples.
- 2.33. Collaborative work between libraries and Public Health continues to expand. A recent example is the pathway recovery work undertaken with providers to encourage people recovering from drug and alcohol addictions into volunteering opportunities in libraries.

2.34. **Employability and skills support**

- 2.35. All libraries have established job clubs working with partners such as the Job Centre Plus and Merton Priory Circle Housing. CV writing workshops and other skills support is also provided. Along with our free ICT support offer this is helping to reduce unemployment figures in the borough. Resource is particularly focussed in areas where unemployment and skills gaps are at their highest.

Maximising the use of our libraries and developing them where required

2.36. **Use of space**

- 2.37. Linked to broadening the offer the service has maximised the use of its space and hosts a number of partner services in libraries. The service is currently undertaking market testing for bringing in a coffee shop provider. The coffee shop service was identified in the 2015 consultation with non-using working age and older people as an added service that would make people use libraries more in the future. The service will also bring in income from the provider and is identified in MTFS savings for 2018/19.
- 2.38. The Library & Heritage Service has been successful in applying for a £65,000 grant to Arts Council England to convert the back space in Wimbledon Library into an out-of-hours performance and artist space. The funding will enable the space to be easily adapted from a library to a performance space overnight and an impressive programme of theatre, art, poetry and musical activities are scheduled to take place in the space. Organisations such as Wimbledon College of Art, Wimbledon Community

Centre, Attic Theatre Company, Wimbledon Bookfest, ACAVA and Merton Arts Development will be playing a key role in programme delivery. An initial year programme of events is being finalised with events due to start from July 2016.

2.39. Being free and openly accessible libraries play an important role in bringing communities together and enable a wide range of activities to take place. Developing the use of library space has enabled new initiatives to take place in libraries such as Wimbletech and a range of activities for older people including the Tuesday Rendezvous Club at West Barnes Library.

2.40. Wimbletech, based in Wimbledon Library, has been a particular success and is part of the council's inward investment strategy. Using underutilised office space Wimbletech provides space, advice and support for start-up companies and co-workers. In a little over 2 years it has almost 200 members and its members have raised over £115,000,000. It also delivers free coding clubs to young people on Saturdays and is currently in the process of being rolled out amongst other local authorities.

2.41. **Colliers Wood Library**

2.42. Temporary services are currently being provided at the Merton Vision - Guardian Centre, Clarendon Road whilst the new library at Cavendish House is built. The new library is scheduled to open in summer 2017 and will have increased floor space, community meeting/learning rooms and a coffee shop housed over 3 levels. The next round of consultation is scheduled to start soon with residents regarding the internal layout and design.

2.43. **West Barnes Library**

2.44. Work is underway to redevelop the West Barnes Library site. Public consultation in autumn 2014 indicated strong support to develop the library. Initial soft market testing has indicated that there is a market to develop the site. Officers are currently finalising recommendations on the development approach including determining whether the work could be undertaken through a council commissioned development company. Further announcements are scheduled shortly.

National Picture of Public Libraries

2.45. The DCMS commissioned William Sieghart to conduct an independent review of public libraries in England. His findings were published on 18 December 2014 and focus on 3 key areas:

- The provision of a national digital resource for libraries, to be delivered in partnership with local authorities;
- The setting up of a task and finish force, led by local government, in partnership with other bodies involved in the library sector, to provide a strategic framework for England, and to help in implementing the following:
- The task force, to work with local authorities, to help them improve, revitalise and if necessary, change their local library service, while encouraging, appropriate to each library, increased community involvement.

- 2.46. Merton's Library Service has proactively engaged with the newly formed libraries taskforce and its Chief Executive Kathy Settle visited Merton on 16 November 2015. The development of the national digital resource for libraries links in with the work that is currently being undertaken by the London Libraries Consortium (LLC). The LLC is a consortium of 18 boroughs who share their library management system and stock. Merton and the LLC are currently exploring new options around technological platforms with the view to going to market in the next year.
- 2.47. Other notable national documents that have been produced regarding public libraries in the last few years include:
- 'Envisioning the library of the future' (*Arts Council England*)
 - 'A New Chapter: Public library services in the 21st century' (*CarnegieUK*)
 - 'Library Closures (*House of Commons: CMS Special Committee*)
- 2.48. CIPFA published its national statistics for public libraries in November 2015. Since 2011 it is estimated that 120 public libraries have been closed with a further 146 being transferred to community management (*source: Public Libraries News*). A number of authorities have also reduced the opening hours of their existing libraries. In the same period Merton has extended the opening hours of all of its libraries and has not closed any of them.

3 PERFORMANCE

- 3.1. In year performance of the Library & Heritage Service recorded in November 2015 shows that all KPI's are expected to be met. Of the 6 KPI's presented 5 of the 6 are at record levels.

Summary of Performance | Nov-15

Service Plan #	Description of performance measure	Final 2014/15	YTD 2014/15	YTD 2015/16	YTD Target 2015/16	RAG Indicator
SP08	No. of people accessing the library service by borrowing an item or using a People's Network terminal at least once in the previous 12 months.	63,592	59,561	66,219	55,000	BLUE
SP09	Number of visitors accessing the library service online	200,529	130,191	151,342	112,000	BLUE
SP279	Monthly transactions - Staff and Self-service	96%	93%	96%	95%	GREEN
SP280	Active volunteering numbers in libraries	320	307	320	200	BLUE
SP282	Partnership numbers	62	41	62	30	BLUE
SP287	Increase income generation to £316,080	£287,241	178,325	£236,756	£210,720	BLUE
-	Visitor Numbers (year to date comparison with 2014/15 figures)	1,159,430	780,358	786,740	-	-
-	Issues & Renewals by Item Category (YTD comparison with 2014/15 figures)	830,950	512,861	538,430	-	-

- 3.2.
- 3.3. Following the publication of the 2014/15 CIPFA statistics before Christmas there has been national interest in declining visitor and issue figures. The figures for Merton are bucking this trend and in both areas there is an in year increase.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Working Age and Older People

4.2. Results of a consultation exercise with non-using working age and older people were published in November 2015. The results found that even amongst non-users libraries were held in high value and the majority indicated that they would use libraries again in the future.

4.3. The main reason for non-usage was a lack of time due to other commitments. Awareness of the current service offer was also low amongst some groups and further marketing and engagement will be undertaken to raise awareness.

4.4. The findings of the consultation report have led to three projects being identified:

- The implementation of coffee shop facilities in libraries;
- Increase marketing of services to underrepresented groups;
- Increase soft seating in libraries.

4.5. Library Redevelopments

4.6. Consultation is ongoing regarding the development of Colliers Wood and West Barnes libraries.

4.7. Annual Residents Survey

4.8. The last Annual Residents Survey was run in 2014. The survey reported record satisfaction levels with services in Merton and significantly above the London average. 82% of residents rate library services as good to excellent.

4.9. Public Library User Surveys (PLUS)

4.10. Whilst providing useful information future user surveys will be undertaken in house rather than being commissioned to CIPFA. This has been identified as a future financial saving and will enable the Library & Heritage Service to make more effective use of technology and reduce administrative costs. It will also mean that the survey can be better customised to ask users service specific questions whilst still retaining the core set of benchmark questions.

5 TIMETABLE

5.1. The Library & Heritage Service Plan 2016/17 outlines all key projects to be delivered and was presented to the Sustainable Communities Committee on 7 January 2016.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. The Library & Heritage Service has a controllable budget of £2,219,000. It is currently reporting a £90,000 underspend due to reduced operating costs whilst the new Colliers Wood Library is developed along with some short term staff vacancies. The service has the lowest operational budget of any London borough.

6.2. Agreed MTFs savings for the Library & Heritage Service are:

Description	2016/17	2017/18	2018/19	Total
Deletion of all administrative support	£26,000			£26,000
Reduction in activities program	£2,000			£2,000
Withdrawal from annual CIPFA public library user survey	£3,000			£3,000
Reduction in volunteering contract	£20,000			£20,000
Reduction in Media Fund	£45,000			£45,000
Implementation of self-service libraries at off peak times		£90,000		£90,000
Deletion of Projects & Procurement Manager post		£22,000		£22,000
Additional non-frontline staff savings		£38,000		£38,000
Shared Library & Heritage Service management team across two boroughs		£130,000		£130,000
Completion of shared management structure			£25,000	£25,000
Introduce a coffee shop franchise across libraries			£30,000	£30,000
TOTAL	£96,000	£280,000	£55,000	£431,000

- 6.3. Two new lines have been included in this year's MTFs for the sharing of management structures across two boroughs. A £130,000 saving has been identified for 2017/18 with a further £25,000 the following year. Negotiations are ongoing with other authorities and are expected to be completed shortly.
- 6.4. The Library & Heritage Service has 7 libraries and a Heritage & Local Studies Centre based on the second floor of Morden Library. Proposals to redevelop the Colliers Wood and West Barnes library sites are underway.

7 LEGAL AND STATUTORY IMPLICATIONS

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

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. Libraries hold a unique place within the community as a public space that is open to all. Where customers cannot make it to libraries a Home Visits Library Service provides books and other materials to people's homes.
- 8.2. Residents from BAME backgrounds make the most effective use of libraries with high proportions in particular of Asian and Black British people regularly using libraries. Under representation is at its highest amongst White British communities of working age. A targeted outreach plan has been constructed to focus on increasing usage amongst under used groups and is supported by Library Connect events.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None identified.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

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

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

None included.



Sustainable Communities Work Programme 2015/16

This table sets out the Sustainable Communities Panel Work Programme for 2015/16; the items listed were agreed by the Panel at its meeting on 11th June 2015. 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.

Scrutiny Support

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

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

Meeting date – 11 June 2015

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Setting the work programme	Priorities for 2014/15 – Cabinet Member/Director presentation	Report	Chris Lee/Simon Williams and Cabinet Members	To provide an overview of the departments priorities to establish where the Panel might focus their work programme and add value to the work of the council.
Setting the work programme	Agreeing the 2014/15 work programme	Report	Rebecca Redman	To enable the Panel to agree the draft 2015/16 work programme.
Scrutiny Review	Morden Leisure Centre	Verbal Update	Christine Parsloe	To provide the Panel with an update on work undertaken and planned in relation to the Morden Leisure Centre development.
Performance Monitoring	Circle Housing Merton Priory (Performance Monitoring)	Presentation	Representatives from CHMP	To enable the Panel to performance monitor progress with delivery of the stock transfer commitments, repairs and maintenance and to receive an update on the regeneration

				programme.
Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report	Chris Lee	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary

Meeting date – 2nd September 2015

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Pre decision scrutiny	Creating a Tourist Industry in Merton	Report	Chris Lee/James McGinlay	To provide the Panel with an overview of the councils work in this area to determine if Members feel a task group review of the tourist industry in Merton would add value.

Pre decision scrutiny	Merton Adult Education	Report	Simon Williams	To enable the Panel to comment on proposals for the Merton Adult Education Service and to make any recommendations for Cabinet consideration.
Scrutiny Review	Draft Final Report – Housing Supply Task Group	Report	Rebecca Redman/Cllr Ross Garrod	To present the Final Report and recommendations of the Housing Supply Task Group to the Panel for endorsement and submission to Cabinet their consideration.
Scrutiny Review	Commercial Services and opportunities to maximise resources	Report	Chris Lee	To provide the Panel with an overview of the councils work in this area to determine if Members feel a task group review of commercial services would add value.
Performance Monitoring	Climate Change and Green Deal Task Group	Progress Report	James McGinlay	To provide the Panel with an update on the delivery of the action plan to implement all agreed recommendations

				resulting from this task group review.
Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report	Chris Lee	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Setting the work programme	Work Programme 2015/16	Report	Rebecca Redman	To amend/agree the Panels work programme and accommodate any pre decision or other items that the Panel may wish to consider.

Meeting date – 11th November 2015

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Pre decision scrutiny	Budget/Business Plan Scrutiny (round 1)	Report	Chris Lee/Simon Williams/Caroline Holland	To comment on the councils budget proposals at phase 1.

Pre decision scrutiny	Results of the wheeled bin pilot	Report	Chris Lee	To comment on the findings of the wheeled bin pilot and make any recommendations to Cabinet.
Scrutiny Review	Morden Leisure Centre	Verbal Update	Chris Parsloe	To provide an update to the Panel on the development of Morden Leisure Centre.
Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report	Chris Lee	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Setting the work programme	Work Programme 2015/16	Report	Rebecca Redman	To amend/agree the Panels work programme and accommodate any pre decision or other items that the Panel may wish to consider.

Meeting date – January 2016

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
Pre decision scrutiny	Budget and business plan scrutiny (round 2)	Report	Chris Lee/Simon Williams/ Caroline Holland	To comment on the budget and business plan proposals at phase 2 and make any recommendations to the Commission to consider and coordinate a response to Cabinet.
Scrutiny Review	Scoping Report – Commercial Services Task Group	Report	Stella Akintan	To agree the scope for the Panels task group review of commercial services.
Performance Monitoring	Circle Housing Merton Priory	Presentation	CHMP	Content of presentation to be discussed. Primarily covering repairs and maintenance issues and how they have been addressed and further issues mitigated.

Scrutiny Review	Executive Response and Action Plan – Housing Supply Task Group	Report	James McGinlay/Steve Langley	To provide the Panel with a response to the Report and recommendations of the Housing Supply Task Group further to Cabinet consideration.
Performance Monitoring	Performance Reporting (including focus on waste management and street scene)	Verbal Update	Chris Lee	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Setting the work programme	Work Programme 2015/16	Report	Rebecca Redman	To amend/agree the Panels work programme and accommodate any pre decision or other items that the Panel may wish to consider.

Meeting date – February 2016

Scrutiny Category	Item/issue	How	Lead member/lead officer	Intended outcomes
--------------------------	-------------------	------------	---------------------------------	--------------------------

Scrutiny review	Merton Leisure Centre	Verbal update	Chris Parslow/Chris Jones (Sweett Group)	
Scrutiny review	Cycle Routes	Report	James McGinlay	To provide Members with an update on developments to cycling provision in Merton.
Pre decision scrutiny	Phase C Procurement programme (including parks, grounds, maintenance and waste)	Report	Cormac Stokes	To enable Members to undertake pre decision scrutiny of the contract for Phase C.
Performance Reporting	Town Centre Regeneration Update (including updates on developments re: developing cycling provision)	Presentation	James McGinlay	To provide a progress update on delivery of the councils town centre regeneration programme.
Performance Monitoring	Libraries Annual Report	Presentation	Anthony Hopkins	To provide the annual report on libraries service and to inform members of proposed future development of the libraries service.

Performance Monitoring	Performance Reporting: environment and regeneration (including focus on waste management and street scene)	Verbal Report	Chris Lee	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Setting the work programme	Work Programme 2015/16	Report	Annette Wiles	To amend/agree the Panels work programme and accommodate any pre decision or other items that the Panel may wish to consider.

Meeting date – March 2016

Scrutiny Category	Item/issue	How	Lead member/ lead officer	Intended outcomes
Pre decision	Highways maintenance – contract renewal	Report	Chris Lee	To provide members with an opportunity to comment on the highways maintenance contract renewal and to make any recommendations to Cabinet for consideration.

Performance Monitoring	Climate Change and Green Deal Task Group	Progress Report	James McGinlay	To provide the Panel with an update on the delivery of the action plan to implement all agreed recommendations resulting from this task group review.
Scrutiny review	Shared Services	Report	Chris Lee	Briefing on shared services to update the Panel on work being undertaken by the Panel in this area, including proposals for establishing shared services across functions/services within the E&R department.
Performance Monitoring	Adult Skills and Employability Task Group – Progress on implementation of action plan	Report	James McGinlay/Yvonne Tomlin Cllr Holmes (Member Champion)	To performance monitor delivery of the action plan resulting from the task groups review of adult skills and employability.

Performance Monitoring	Performance Reporting(including focus on waste management and street scene)	Verbal Report	Chris Lee	To highlight to the Panel any items for concern where under performance is evident and to make any recommendations or request information as necessary
Scrutiny Review	Topic Suggestions 2016/17	Report	Annette Wiles	To seek topic suggestions from the Panel to inform discussions about the Panels 2016/17 work programme.