

Merton Council

Sustainable Communities Overview and Scrutiny Panel



Date: 9 June 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 previous meeting | 1 - 6 |
| 4 | Morden Leisure Centre Update A verbal update will be provided at the meeting. | |
| 5 | Performance monitoring | 7 - 14 |
| 6 | Agreeing the Work Programme | 15 - 48 |
| 7 | Circle Housing: agreement of questions for mergers meeting | |
| 8 | South London Waste Partnership (Procurement of Waste Collection and Related Environment Services) pre-decision scrutiny | 49 - 188 |

**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

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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

Russell Makin
Stan Anderson
Abigail Jones (Chair)
James Holmes
John Sargeant
Najeeb Latif
Imran Uddin
Janice Howard
David Chung

Substitute Members:

Edward Foley
Abdul Latif
Laxmi Attawar
Mike Brunt

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

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

16 MARCH 2016

(7.15 pm - 8.35 pm)

PRESENT: Councillor Abigail Jones (in the Chair),
Councillor Stan Anderson, Councillor Ross Garrod,
Councillor Imran Uddin, Councillor David Dean,
Councillor Janice Howard and Councillor John Dehaney

ALSO PRESENT: Councillor Andrew Judge (Cabinet Member for Environmental Sustainability and Regeneration), John Hill (Head of Public Protection), Chris Lee (Director of Environment and Regeneration), Damian Hemmings (Climate Change Officer), Paul McGarry (FutureMerton Manager), James McGinlay (Head of Sustainable Communities), Christine Parsloe (Leisure and Culture Development Manager) and Annette Wiles (Scrutiny Officer).

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Councillors Russell Makin and John Sargeant.

Councillors Nick Draper and Judy Saunders, respectively the Cabinet members for Community and Culture and Environmental Cleanliness and Parking, also sent their apologies.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

The minutes of the previous meeting were approved subject to the following amendment; item 6 (page 4 of the agenda pack) should make clear that it is Merton's element of the Clapham Common to Wimbledon cycle route to which reference is being made.

4 MORDEN LEISURE CENTRE: VERBAL UPDATE (Agenda Item 4)

A brief update on the Morden Leisure Centre development was given by Christine Parsloe, Leisure and Culture Development Manager.

The Planning Application has been submitted to London Borough of Merton's Planning Department. Those organisations with which there is a statutory obligation

to consult have already been engaged in pre-planning discussions. These are the Greater London Assembly (GLA), Merton's Planning Department and Sport England.

Additionally, the design has been considered from the perspective of preventing crime by the Crime Prevention Officer and Merton Centre for Independent Living has been consulted in relation to access for those with disabilities.

Meetings have been held with all companies short-listed to undertake the construction contract. The deadline for return of the Stage 1 tenders is 8 April 2016. The date for Cabinet to agree which construction company will undertake the construction has been set and is on the forward plan (18 May 2016).

Additionally, work is now underway to amend the contract with Greenwich Leisure, the organisation that currently operates the Morden Park Pools site and will run the new centre.

In response to member questions, Christine Parsloe provided the following clarification:

- It isn't possible to state how many organisations have expressed an interest in tendering. However, in issuing the tender, it was stated that five companies would be taken through to Stage 1 should sufficient numbers be forthcoming and based on the quality of prequalification questionnaires; and
- The land swap (from the current Morden Park Pools site to that of the new development) will require approval by the GLA. This isn't thought likely to be problematic; it's virtually a straight swap with the new building being slightly smaller than the current. The demolition of the Morden Park Pool and re-landscaping of that site is part of the planning application.

RESOLVED: To note the verbal update provided.

5 SHARED SERVICES REPORT (Agenda Item 5)

Chris Lee, Director of Environment and Regeneration, introduced the Shared Services report highlighting this covers three areas:

- An update on existing shared services;
- An overview of what areas might be suitable for an expansion of shared services; and
- Information on the Government's proposals for commercialisation of planning, which is already being considered as a future shared service at Merton.

In response to questions from Panel members, Chris Lee clarified:

Planning shared service:

- Consultation with staff regarding the option of a staff mutual has not been formal but there has been no interest expressed. Also, a single team could not offer the required level of cost savings;

- Kingston and Sutton have different operating models for the proposed shared service and an earlier launch date because they started this process earlier – Merton’s involvement has happened later;
- Provision for withdrawing from the shared service would be included in the agreement;
- The overhead per member of staff will be clarified. The business case is due in September 2016. This is the point at which a detailed understanding will be gained of the likely cost saving;
- Whilst the Government’s proposal for commercialising the planning process hadn’t been anticipated, it is still intended to proceed with developing a shared service because this will lower costs and provide service resilience.

Government’s proposed commercialisation of the planning service:

- Currently, this is a proposal that the Government is seeking to explore through a number of pilots. There is a lack of detail which learning from the pilots will seek to address;
- The commercialisation of the service would mean any council or any private company could be contracted directly by the developer to write a planning report but the council would retain responsibility for the planning decision; and
- Merton is yet to agree what stance it will take in the consultation response on the pilots. A draft can be shared with Panel members for their feedback.

Panel members expressed their concerns about the Government’s proposal to commercialise the planning service:

- Where reports are no longer prepared by the council, there will potentially be no source of income for the council to cover its costs;
- Potential for duplication of cost as reports are reviewed by Council staff;
- Unclear where Prior Approval applications / Permitted development applications would be dealt with since these carry no fee;
- With developers paying for their own report writers, there is a risk that reports won’t be impartial and therefore will undermine trust in the planning process;
- External providers may give a different level of service (potentially to make this cost effective) and this may not be sufficient to enable councils to make well-informed decisions which leaves them exposed;
- There is potential for commercial providers to focus on larger developments where higher fees can be charged;
- One approach would be for the Government to set the level of fees; and
- Analysis shows that delays in development aren’t caused by local authorities that are in the main reaching all their targets for processing planning applications. Largely, delays are down to developers that either don’t want to build what they have permission for or are holding onto land in the hope that this will increase in value. These proposals will not have the desired effect.

RESOLVED: To note the report and feed into the draft of the council’s consultation response when this is available.

6 COMMERCIALISATION TASK GROUP: UPDATE (Agenda Item 6)

No members of the Task Group were present at the meeting to talk to the report provided. It was agreed questions regarding the Task Group will be emailed direct.

As outlined in point 10.1 of the report, Panel members resolved to give the Task Group permission to co-opt.

RESOLVED: To note the report and give the Task Group permission to co-opt.

7 CLIMATE CHANGE AND GREEN DEAL TASK GROUP: PROGRESS REPORT (Agenda Item 7)

Damian Hemmings, Climate Change Officer, introduced the updated Task Group action plan highlighting that the majority of recommendations are now complete or are deemed complete. The latter have been influenced by changes to the feed-in tariff for solar PV and the withdrawal of the Green Deal meaning that the original recommendations can no longer be fulfilled as intended.

In response to Panel member questions, Damian Hemmings clarified:

- The changes to solar PV feed-in tariffs (a reduction in value and an end to any guarantee that the tariff available on sign-up will be sustained) means the business case for expanding solar PV needs to be re-examined. To make this cost effective, off-setting energy costs and/or power purchase agreements will need to be included in the business case. As a result, future solar PV installations are only likely on council owned buildings or schools. This is reinforced by the complexities involved in charging for electricity on non-council owned sites;
- There are currently 34 solar PV systems already installed which as they are on previous, much more favourable feed-in tariff schemes, means they will provide a positive return; and
- Work will be on-going until 2017 to explore the feasibility and technicalities of setting up a local energy services company. External funding has been secured and use of waste heat will be one of the options explored.

Paul McGarry, FutureMerton Manager, clarified that it isn't possible for Merton to specify that solar PV is a requirement of all new developments. Merton would have to successfully argue why its policy should be different from that for the rest of London and England. Therefore, the focus tends to be on working with developers to stop need rather than generating energy.

RESOLVED: With most of the recommendations from the Task Group now complete, it was agreed that those outstanding around developing an energy services company be referred to the Commercialisation Task Group for its consideration.

8 ADULT SKILLS AND EMPLOYABILITY TASK GROUP: IMPLEMENTATION PROGRESS REPORT (Agenda Item 8)

The final report of the Adult Skills and Employability Task Group was published in June 2013 since when progress against the Task Group's recommendations has been reviewed by the Panel on several occasions. James McGinlay, Head of Sustainable Communities, highlighted that the recommendations of this Task Group have become part of day-to-day working practice for the department and that Chris Lee, Director of Environment and Regeneration, is about to undertake a review of adult employability as part of a pan-London review. It was therefore recommended that the Panel continue to monitor progress against the recommendations of this Task Group through the minutes of the Economic Wellbeing Group.

RESOLVED: To monitor progress against the recommendations of this Task Group through the minutes of the Economic Wellbeing Group.

9 SCRUTINY TOPIC SUGGESTIONS (Agenda Item 9)

The Panel was given the opportunity to consider its work programme for next year. This will be reviewed in more detail at a workshop to be held at 7pm on Tuesday 24 May 2016. The work programme will be agreed at the Panel's first meeting of the municipal year (June 2016).

There were no points made on what has and hasn't worked with this year's work programme. A number of topics were suggested for scrutiny review during the forthcoming year:

- Development of CrossRail 2;
- Merger of Circle House and Affinity Sutton;
- Consistency of services and the Panel's lack of ability to influence the quality of services where these are outsourced;
- The future of Morden Park Pool;
- Auditing the trees in Merton;
- Improving air quality. This was thought likely to emerge from activity to discourage the use of diesel vehicles. An initial business case for this work is likely to be available in late summer/early autumn; and
- Sustaining and enhancing green infrastructure generally and in conjunction with the masterplanning activity underway to support the regeneration of town centres.

RESOLVED: For the Chair to meet with the Directors of Environment and Regeneration and Community and Housing prior to the workshop on 25 May 2016.

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Sustainable Communities – Community & Housing - April 2016

| Dept. | PI Code & Description | Polarity | Apr 2016 | | | | | YTD Result | Annual YTD Target | YTD Status |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|---------|--------|-------------|------------|------------|-------------------|------------|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Housing Needs & Enabling | CRP 062 / SP 035 No. of homelessness preventions | High | 58 | 38 | | | | 58 | 38 | |
| Housing Needs & Enabling | CRP 61SP036MP045 No. of households in temporary accommodation | Low | 178 | 225 | | | | 178 | 225 | |
| Housing Needs & Enabling | SP 037 Highest No. of families in Bed and Breakfast accommodation during the year | Low | 8 | 10 | | | | 8 | 10 | |
| Housing Needs & Enabling | SP 038 Highest No. of adults in Bed and Breakfast accommodation | Low | 1 | 10 | | | | 1 | 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 | 65,856 | 56,000 | | | | 65,856 | 56,000 | |
| Libraries | CRP 060 / SP 009 No. of visitors accessing the library service on line | High | 20,170 | 12,250 | | | | 20,170 | 12,250 | |
| Libraries | SP 279 % Self-service usage for stock transactions (libraries) | High | 95% | 96% | | | | 95% | 96% | |
| Libraries | SP 280 No. of active volunteers in libraries (Rolling 12 Month) | High | 312 | 210 | | | | 312 | 210 | |
| Libraries | SP 282 Partnership numbers (Libraries) | High | 62 | 30 | | | | 62 | 30 | |
| Libraries | SP 287 Maintain Library Income | High | £36,830 | £20,000 | | | | £36,830 | £20,000 | |

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E&R April 2016 performance report

Public Protection

| PI Code & Description | Apr 2016 | | | | | YTD Result | Annual YTD Target | YTD Status |
|------------------------------------------------------------------------------|-------------------|-----------|--------|-------------|------------|------------|-------------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | | | |
| Parking | | | | | | | | |
| CRP 044 Parking services estimated revenue | 1,017,483 | 1,112,096 | | | | 1,017,483 | 1,112,096 | |
| SP 127 % Parking permits issued within 5 working days | 95% | 90% | | | | 95% | 90% | |
| SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly) | 0.84 | 0.75 | | | | 0.84 | 0.75 | |
| SP 397 % Cases won at PATAS (Monthly) | 39.62% | 54% | | | | 39.62% | 54% | |
| SP 398 % Cases lost at PATAS (Monthly) | 34.62% | 21% | | | | 23.18% | 22% | |
| SP 399 % Cases where council does not contest at PATAS (Monthly) | 26.42% | 25% | | | | 26.42% | 25% | |
| SP 417 % Public Spaces CCTV cameras working (Monthly) | 97.44% | 95% | | | | 97.44% | 95% | |
| Regulatory Services | | | | | | | | |
| SP 041 % Service requests replied to in 5 working days (Regulatory Services) | 94.04% | 95% | | | | 94.04% | 95% | |
| SP 042 Income generation by Regulatory Services | £73,891 | £60,000 | | | | £73,891 | £60,000 | |
| SP 111 No. of underage sales test purchases (Quarterly) | Quarterly measure | | | | | | 100 | |
| SP 255 % licensing apps. processed within 21 days (Quarterly) | Quarterly measure | | | | | | 96% | |
| SP 316 % Inspection category A,B & C food premises (annual) | Annual measure | | | | | | 97 | |
| SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual) | Annual measure | | | | | | 40 | |
| SP 419 Days Nitrogen Dioxide levels exceed 200 micrograms per m3 (Quarterly) | Quarterly measure | | | | | | 13.5 | |
| SP 420 Annual average amount of Particulates per m3 (Annual) | Annual measure | | | | | | 40 | |

| PI Code & Description | Apr 2016 | | | | | YTD Result | Annual YTD Target | YTD Status |
|------------------------------------------------------------------------|-------------------|--------|--------|-------------|------------|------------|-------------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | | | |
| SP 421 Days particulate levels exceed 50 micrograms per m3 (Quarterly) | Quarterly measure | | | | | | 27 | ? |
| SP 422 % Food premises rated 2* or below (Quarterly) | Quarterly measure | | | | | | 15 | ? |

Streetscene

| PI Code & Description | Apr 2016 | | | | | YTD Result | Annual YTD Target | YTD Status |
|---------------------------------------------------------------------------------------------------------------|----------------|----------|--------|-------------|------------|------------|-------------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | | | |
| Waste Services | | | | | | | | |
| Page 10 SP 047 / SP 068 No. of refuse collections including recycling and kitchen waste missed per 100,000 | 34.60 | 50.00 | ✓ | ↑ | ↑ | 48.52 | 50.00 | ✓ |
| SP 064 % Residents satisfied with refuse collection (annual) | Annual measure | | | | | | 72% | ? |
| SP 065 % Household waste recycled and composted | 36.22% | 38% | ⚠ | ↑ | ↑ | 36.22% | 38% | ⛔ |
| SP 066 Residual waste kg per household | 45.63 | 48 | ✓ | ↑ | ↑ | 45.63 | 48 | ✓ |
| SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) | 64% | 59% | ⚠ | ↑ | ↓ | 64% | 59% | ⛔ |
| SP 071 Days lost from sickness per FTE from snapshot report (waste mgmt) | 1.82 | 1.16 | ⛔ | ↓ | ↑ | 1.82 | 1.16 | ⛔ |
| SP 262 % Residents satisfied with recycling facilities (annual) | Annual measure | | | | | | 73% | ? |
| SP 354 Total waste arising per households (KGs) | 71.54 | 75 | ✓ | ↓ | ↑ | 71.54 | 75 | ✓ |
| SP 407 % FPN's issued that have been paid | 70% | 68% | ✓ | ↓ | ↑ | 70% | 68% | ✓ |
| Commercial waste | | | | | | | | |
| SP 046 Total Income from commercial waste | £314,969 | £240,000 | ✓ | ↑ | ↑ | £314,969 | £240,000 | ✓ |
| SP 377 % customer satisfaction with commercial waste service (annual) | Annual measure | | | | | | 89% | ? |

| PI Code & Description | Apr 2016 | | | | | YTD Result | Annual YTD Target | YTD Status |
|-------------------------------------------------------------------------------------------------------------------------|-------------------|--------|--------|-------------|------------|------------|-------------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | | | |
| Street Cleaning | | | | | | | | |
| CRP 048 % of sites surveyed on local street inspections for litter that are below standard | 8.45% | 8% | | | | 8.45% | 8% | |
| CRP 049 / SP 059 No. of fly tips reported in streets and parks | 287 | 300 | | | | 287 | 300 | |
| SP 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly) | Quarterly measure | | | | | | 9% | |
| SP 061 Days lost through sickness per FTE from snapshot report (street cleaning) | 1.31 | 1.16 | | | | 1.31 | 1.16 | |
| SP 062 % Sites surveyed below standard for graffiti (Quarterly) | Quarterly measure | | | | | | 5.5% | |
| SP 063 % Sites surveyed below standard for flyposting (Quarterly) | Quarterly measure | | | | | | 1% | |
| SP 139 % Sites surveyed below standard for weeds (Quarterly) | Quarterly measure | | | | | | 13% | |
| SP 140 % Sites surveyed below standard for Detritus (Quarterly) | Quarterly measure | | | | | | 14% | |
| SP 269 % Residents satisfied with street cleanliness (annual) | Annual measure | | | | | | 56% | |
| Transport | | | | | | | | |
| SP 135 % MOT vehicle pass rate (transport passenger fleet) (Quarterly) | Quarterly measure | | | | | | 95% | |
| SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual) | Annual measure | | | | | | 85% | |
| SP 137 % User satisfaction survey (transport passenger fleet) (annual) | Annual measure | | | | | | 97% | |
| SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual) | Annual measure | | | | | | 85% | |
| SP 355 Spot checks on contractors (Transport Commissioning) | 3 | 3 | | | | 3 | 3 | |
| SP 393 Average sickness days per FTE from snapshot report (transport fleet) | 0.81 | 0.95 | | | | 0.81 | 0.95 | |

Sustainable Communities

| PI Code & Description | Apr 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) | 219,810 | 175,000 | | | | 219,810 | 175,000 | |
| CRP 051 / SP 114 % Major applications processed within 13 weeks | 100% | 55% | | | | 100% | 55% | |
| CRP 052 / SP 115 % of minor planning applications determined within 8 weeks | 54.05% | 60% | | | | 54.05% | 60% | |
| CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) | 89.85% | 82% | | | | 89.85% | 82% | |
| SP 040 % Market share retained by LA (Building Control) | 53.82% | 60% | | | | 53.82% | 60% | |
| SP 113 No. of enforcement cases closed | 36 | 25 | | | | 36 | 25 | |
| SP 117 % appeals lost (Development & Building Control) (Quarterly) | Quarterly measure | | | | | | 35% | |
| SP 380 No. of backlog enforcement cases | 629 | 900 | | | | 629 | 900 | |
| SP 408 % of residents satisfied with planning services (annual) | Annual measure | | | | | | 29% | |
| SP 414 Volume of planning applications | 437 | 366 | | | | 437 | 366 | |
| Property | | | | | | | | |
| SP 024 % Vacancy rate of property owned by the council (Quarterly) | Quarterly measure | | | | | | 3.5% | |
| SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly) | Quarterly measure | | | | | | 8% | |
| SP 386 Property asset valuations (annual) | Annual measure | | | | | | 150 | |
| Future Merton regeneration | | | | | | | | |
| SP 020 New Homes (annual) | Annual measure | | | | | | 411 | |
| SP 263 % modal share for walking and cycling in the borough (annual) | Annual measure | | | | | | 36.4 | |

| PI Code & Description | Apr 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) | Annual measure | | | | | | 50 | ? |
| SP 382 New jobs created - number of apprenticeships (Annual) | Annual measure | | | | | | 80 | ? |
| SP 383 No. of new businesses created through the Economic Development Strategy (EDS) (Annual) | Annual measure | | | | | | 200 | ? |
| SP 395 No. of new jobs created through the Economic Development Strategy (EDS) (annual) | Annual measure | | | | | | 450 | ? |
| SP 396 % Modal increase in cycling from 2% baseline in the borough (annual) | Annual measure | | | | | | 0.5% | ? |
| Future Merton traffic and Highways | | | | | | | | |
| SP 260 % Streetworks inspections completed (Quarterly) | Quarterly measure | | | | | | 37% | ? |
| SP 327 % Emergency callouts attended within 2 hours (traffic & highways) | 100% | 100% | ✓ | ▬ | ▬ | 100% | 100% | ✓ |
| SP 328 % Streetworks permitting determined | 97% | 98% | ⚠ | ↓ | ↓ | 97% | 98% | ⛔ |
| SP 329 Percentage of Condition Surveys completed on time (traffic and highways) (annual) | Annual measure | | | | | | 95% | ? |
| SP 350 Percentage of jobs completed where no Fixed Penalty Notice issued | 98% | 93% | ✓ | ↑ | ↑ | 98% | 93% | ✓ |
| SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual) | Annual measure | | | | | | 20% | ? |
| SP 390 Footway condition - defectiveness condition indicator (annual) | Annual measure | | | | | | 20% | ? |
| SP 391 Average number of days taken to repair an out of light street light (Quarterly) | Quarterly measure | | | | | | 3 | ? |
| Leisure Development | | | | | | | | |
| SP 015 Income generated - Merton Active Plus activity | £8,514 | £8,000 | ✓ | ↑ | ↑ | £8,514 | £8,000 | ✓ |
| SP 251 Income from Watersports Centre | £13,940 | £10,000 | ✓ | ↑ | ↓ | £13,940 | £10,000 | ✓ |
| SP 314 External funding and internal investment £ (Quarterly) | Quarterly measure | | | | | | £100,000 | ? |
| SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) | Annual measure | | | | | | 45% | ? |

| PI Code & Description | Apr 2016 | | | | | YTD Result | Annual YTD Target | YTD Status |
|--------------------------------------------------------------------------|-------------------|---------|--------|-------------|------------|--------------|-------------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | | | |
| SP 349 14 to 25 year old fitness centre participation at leisure centres | Awaiting GLL | 8,690 | ? | ? | ? | Awaiting GLL | 8,690 | ? |
| SP 405 No. of Leisure Centre users | Awaiting GLL | 66,302 | ? | ? | ? | Awaiting GLL | 66,302 | ? |
| SP 406 No. of Polka Theatre users (Quarterly) | Quarterly measure | | | | | 92,609 | 92,928 | ? |
| Parks and Open Spaces | | | | | | | | |
| SP 026 Residents % satisfaction with parks & green spaces (annual) | Annual measure | | | | | | 73% | ? |
| SP 027 Young peoples % satisfaction with parks & green spaces (annual) | Annual measure | | | | | | 72 | ? |
| SP 028 Total LBM cemeteries income | £38,857 | £20,000 | ✓ | ↓ | ↑ | £38,857 | £20,000 | ✓ |
| SP 029 Total outdoor events income | £5,832 | £5,000 | ✓ | ↑ | ↓ | £5,832 | £5,000 | ✓ |
| SP 032 No. of Green Flags (annual) | Annual measure | | | | | | 5 | ? |
| SP 318 No. of outdoor events in parks | 6 | 5 | ✓ | ↑ | ↓ | 6 | 5 | ✓ |
| SP 385 Volunteer input in parks management (number of groups) (Annual) | Annual measure | | | | | | 35 | ? |

Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 9 June 2016

Wards: All

Subject: Sustainable Communities Overview and Scrutiny Panel Work Programme 2016/17

Lead officer: Annette Wiles, Scrutiny Officer

Lead member: Cllr Abigail Jones, Chair of the Sustainable Communities Overview and Scrutiny Panel

Contact officer: Annette Wiles: annette.wiles@merton.gov.uk, 020 8545 4035

Recommendations:

That members of Sustainable Communities Overview and Scrutiny Panel:

- i. Consider their work programme for the 2016/17 municipal year, and agree issues and items for inclusion (see draft in Appendix 1);
 - ii. Consider the methods by which the Panel would like to scrutinise the issues/items agreed;
 - iii. Identify a Member to lead on performance monitoring on behalf of the Panel;
 - iv. Identify a Member to lead on budget scrutiny on behalf of the Panel;
 - v. Agree on an issue for scrutiny by a task group and appoint members to the Task Group;
 - vi. Consider the appointment of co-opted members for the 2016/17 municipal year, to sit on the Panel and/or on the Task Group;
 - vii. Consider whether they wish to make visits to local sites; and
 - viii. Identify any training and support needs.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 The purpose of this report is to support and advise Members to determine their work programme for the 2016/17 municipal year.
- 1.2 This report sets out the following information to assist Members in this process:
 - a) The principles of effective scrutiny and the criteria against which work programme items should be considered;
 - b) The roles and responsibilities of the Sustainable Communities Overview and Scrutiny Panel;
 - c) The findings of the consultation programme undertaken with councillors and co-opted members, Council senior management, voluntary and community sector organisations, partner organisations and Merton residents;
 - d) A summary of discussion by councillors and co-opted members at a topic selection workshop held on 25 May 2016; and

e) Support available to the Sustainable Communities Overview and Scrutiny Panel to determine, develop and deliver its 2016/17 work programme.

2. **Determining the Sustainable Communities Overview and Scrutiny Panel Annual Work Programme**

- 2.1 Members are required to determine their work programme for the 2016/17 municipal year to give focus and structure to scrutiny activity to ensure that it effectively and efficiently supports and challenges the decision-making processes of the Council, and partner organisations, for the benefit of the people of Merton.
- 2.2 The Sustainable Communities Overview and Scrutiny Panel has a specific role relating to housing, environmental sustainability, culture, enterprise and skills, libraries and transport scrutiny and to performance monitoring that should automatically be built into their work programmes.
- 2.3 The Sustainable Communities Overview and Scrutiny Panel may choose to scrutinise a range of issues through a combination of pre-decision scrutiny items, policy development, performance monitoring, information updates and follow up to previous scrutiny work. Any call-in work will be programmed into the provisional call-in dates identified in the corporate calendar as required.
- 2.4 The Sustainable Communities Overview and Scrutiny Panel has six scheduled meetings over the course of 2015/16, including the scheduled budget meeting (representing a maximum of 18 hours of scrutiny per year – assuming 3 hours per meeting). Members will therefore need to be selective in their choice of items for the work programme.

Principles guiding the development of the scrutiny work programme

- 2.5 The following key principles of effective scrutiny should be considered when the Commission determines its work programme:
- **Be selective** – There is a need to prioritise so that high priority issues are scrutinised given the limited number of scheduled meetings and time available. Members should consider what can realistically and properly be reviewed at each meeting, taking into account the time needed to scrutinise each item and what the session is intended to achieve.
 - **Add value with scrutiny** – Items should have the potential to ‘add value’ to the work of the council and its partners. If it is not clear what the intended outcomes or impact of a review will be then Members should consider if there are issues of a higher priority that could be scrutinised instead.
 - **Be ambitious** – The Panel should not shy away from carrying out scrutiny of issues that are of local concern, whether or not they are the primary responsibility of the council. The Local Government Act 2000 gave local authorities the power to do anything to promote economic, social and environmental well being of local communities. Subsequent Acts have conferred specific powers to scrutinise health services, crime and disorder issues and to hold partner organisations to account.

- **Be flexible** – Members are reminded that there needs to be a degree of flexibility in their work programme to respond to unforeseen issues/items for consideration/comment during the year and accommodate any developmental or additional work that falls within the remit of this Panel. For example Members may wish to question officers regarding the declining performance of a service or may choose to respond to a Councillor Call for Action request.
- **Think about the timing** – Members should ensure that the scrutiny activity is timely and that, where appropriate, their findings and recommendations inform wider corporate developments or policy development cycles at a time when they can have most impact. Members should seek to avoid duplication of work carried out elsewhere.

Models for carrying out scrutiny work

2.6 There are a number of means by which the Sustainable Communities Overview and Scrutiny Panel can deliver its work programme. Members should consider which of the following options is most appropriate to undertake each of the items they have selected for inclusion in the work programme:

| | |
|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Item on a scheduled meeting agenda/ hold an extra meeting of the Panel | <ul style="list-style-type: none"> ■ The Panel can agree to add an item to the agenda for a meeting and call Cabinet Members/ Officers/Partners to the meeting to respond to questioning on the matter ■ A variation of this model could be a one-day seminar-scrutiny of issues that, although important, do not merit setting up a 'task-and-finish' group. |
| Task Group | <ul style="list-style-type: none"> ■ A small group of Members meet outside of the scheduled meetings to gather information on the subject area, visit other local authorities/sites, speak to service users, expert witnesses and/or Officers/Partners. The Task Group can then report back to the Commission with their findings to endorse the submission of their recommendations to Cabinet/Council ■ This is the method usually used to carry out policy reviews |
| The Panel asks for a report then takes a view on action | <ul style="list-style-type: none"> ■ The Panel may need more information before taking a view on whether to carry out a full review so asks for a report – either from the service department or from the Scrutiny Team – to give them more details. |
| Meeting with service Officer/Partners | <ul style="list-style-type: none"> ■ A Member (or small group of Members) has a meeting with service officers/Partners to discuss concerns or raise queries. ■ If the Member is not satisfied with the outcome or believes that the Panel needs to have a more in-depth review of the matter s/he takes it back to the Panel for discussion |
| Individual Members doing some initial research | <ul style="list-style-type: none"> ■ A member with a specific concern carries out some research to gain more information on the matter and then brings his/her findings to the attention of the Panel if s/he still has concerns. |

2.7 Note that, in order to keep agendas to a manageable size, and to focus on items to which the Panel can make a direct contribution, the Panel may choose to take some “information only” items outside of Panel meetings, for example by email.

Support available for scrutiny activity

2.8 The Overview and Scrutiny function has dedicated scrutiny support from the Scrutiny Team to:

- Work with the Chair and Vice-Chair of the Panel to manage the work programme and coordinate the agenda, including advising officers and partner organisations on information required and guidance for witnesses submitting evidence to a scrutiny review;
- Provide support for scrutiny members through briefing papers, background material, training and development seminars, etc;
- Facilitate and manage the work of the task and finish groups, including research, arranging site visits, inviting and briefing witnesses and drafting review reports on behalf on the Chair; and
- Promote the scrutiny function across the organisation and externally.

2.9 The Sustainable Communities Overview and Scrutiny Panel will need to assess how it can best utilise the available support from the Scrutiny Team to deliver its work programme for 2016/17.

2.10 The Panel is also invited to comment on any briefing, training and support that is needed to enable Members to undertake their work programme. Members may also wish to undertake visits to local services in order to familiarise themselves with these. Such visits should be made with the knowledge of the Chair and will be organised by the Scrutiny Team.

2.11 The Scrutiny Team will take the Sustainable Communities Overview and Scrutiny Panel’s views on board in developing the support that is provided.

3. Selecting items for the Scrutiny Work Programme

3.1 The Sustainable Communities Overview and Scrutiny Panel sets its own agenda within the scope of its terms of reference. It has the following remit:

- Housing, including housing need, affordable housing and private sector housing;
- Environmental sustainability, including energy, waste management, parks and open spaces and the built environment;
- Culture, including tourism, museums, arts, sports and leisure;
- Enterprise and skills, including regeneration, employment, adult education and libraries; and
- Transport.

- 3.1 The Scrutiny Team has undertaken a campaign to gather suggestions for issues to scrutinise either as agenda items or task group reviews. Suggestions have been received from members of the public, councillors and partner organisations including the police, NHS and Merton Voluntary Service Council. Issues that have been raised repeatedly at Community Forums have also been included. The Scrutiny Team has consulted departmental management teams in order to identify forthcoming issues on which the Panel could contribute to the policymaking process.
- 3.2 A description of all the suggestions received is set out in Appendix 2.
- 3.3 The councillors who attended a “topic selection” workshop on 25 May 2016 discussed these suggestions. Suggestions were prioritised at the workshop using the criteria listed in Appendix 3. In particular, participants sought to identify issues that related to the Council’s strategic priorities or where there was underperformance; issues of public interest or concern and issues where scrutiny could make a difference.
- 3.4 A note of the workshop discussion relating to the remit of the Panel is set out in Appendix 4.
- 3.5 Appendix 1 contains a draft work programme that has been drawn up, taking the workshop discussion into account, for the consideration of the Panel. The Panel is requested to discuss this draft and agree any changes that it wishes to make.
- 4. Task group reviews**
- 4.1 The Panel is invited to select an issue for in-depth scrutiny and establish a task group.
- 5. Co-option to the Panel membership**
- 5.1 Scrutiny Panels can consider whether to appoint non-statutory (non-voting) co-optees to the membership, in order to add to the specific knowledge, expertise and understanding of key issues to aid the scrutiny function. Panels may also wish to consider whether it may be helpful to co-opt people from “seldom heard” groups.
- 6. Public involvement**
- 6.1 Scrutiny provides extensive opportunities for community involvement and democratic accountability. Engagement with service users and with the general public can help to improve the quality, legitimacy and long-term viability of recommendations made by the Panel.
- 6.2 Service users and the public bring different perspectives, experiences and solutions to scrutiny, particularly if “seldom heard” groups such as young people, disabled people, people from black and minority ethnic communities and people from lesbian gay bisexual and transgender communities are included.
- 6.3 This engagement will help the Panel to understand the service user’s perspective on individual services and on co-ordination between services. Views can be heard directly through written or oral evidence or heard indirectly through making use of existing sources of information, for example from surveys. From time to time the Panel/Task Group may wish to carry out engagement activities of its own, by holding discussion groups or sending questionnaires on particular issues of interest.

- 6.4 Much can be learnt from best practice already developed in Merton and elsewhere. The Scrutiny Team will be able to help the Panel to identify the range of stakeholders from which it may wish to seek views and the best way to engage with particular groups within the community.

7. ALTERNATIVE OPTIONS

- 7.1 A number of issues highlighted in this report recommend that Panel members take into account certain considerations when setting their work programme for 2016/17. The Sustainable Communities Overview and Scrutiny Panel is free to determine its work programme as it sees fit. Members may therefore choose to identify a work programme that does not take into account these considerations. This is not advised as ignoring the issues raised would either conflict with good practice and/or principles endorsed in the Review of Scrutiny, or could mean that adequate support would not be available to carry out the work identified for the work programme.
- 7.2 A range of suggestions from the public, partner organisations, officers and Members for inclusion in the scrutiny work programme are set out in the appendices, together with a suggested approach to determining which to include in the work programme. Members may choose to respond differently. However, in doing so, Members should be clear about expected outcomes, how realistic expectations are and the impact of their decision on their wider work programme and support time. Members are also free to incorporate into their work programme any other issues they think should be subject to scrutiny over the course of the year, with the same considerations in mind.

8. CONSULTATION UNDERTAKEN OR PROPOSED

- 8.1 To assist Members to identify priorities for inclusion in the Panel's work programme, the Scrutiny Team has undertaken a campaign to gather suggestions for possible scrutiny reviews from a number of sources:
- a. Members of the public have been approached using the following tools: articles in the local press, My Merton and Merton Together, request for suggestions from all councillors and co-opted members, letter to partner organisations and to a range of local voluntary and community organisations, including those involved in the Inter-Faith Forum and members of the Lesbian Gay and Transgender Forum;
 - b. Councillors have put forward suggestions by raising issues in scrutiny meetings, via the Overview and Scrutiny Member Survey 2016, and by contacting the Scrutiny Team direct; and
 - c. Officers have been consulted via discussion at departmental management team meetings.

9. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 9.1 There are none specific to this report. Scrutiny work involves consideration of the financial, resource and property issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific financial, resource and property implications.

10. LEGAL AND STATUTORY IMPLICATIONS

- 10.1 Overview and scrutiny bodies operate within the provisions set out in the Local Government Act 2000, the Health and Social Care Act 2001 and the Local Government and Public Involvement in Health Act 2007.
- 10.2 Scrutiny work involves consideration of the legal and statutory issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific legal and statutory implications.

11. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 11.1 It is a fundamental aim of the scrutiny process to ensure that there is full and equal access to the democratic process through public involvement and engagement. The reviews will involve work to consult local residents, community and voluntary sector groups, businesses, hard to reach groups, partner organisations etc and the views gathered will be fed into the review.
- 11.2 Scrutiny work involves consideration of the human rights, equalities and community cohesion issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific human rights, equalities and community cohesion implications.

12. CRIME AND DISORDER IMPLICATIONS

- 12.1 In line with the requirements of the Crime and Disorder Act 1998 and the Police and Justice Act 2006, all Council departments must have regard to the impact of services on crime, including anti-social behaviour and drugs. Scrutiny review reports will therefore highlight any implications arising from the reviews relating to crime and disorder as necessary.

13. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 13.1 There are none specific to this report. Scrutiny work involves consideration of the risk management and health and safety issues relating to the topic being scrutinised. Furthermore, scrutiny work will also need to assess the implications of any recommendations made to Cabinet, including specific risk management and health and safety implications.

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

- 14.1 Appendix 1 – Sustainable Communities Overview and Scrutiny Panel draft work programme 2016/17
- 14.2 Appendix 2 – Summary of topics relating to the Sustainable Communities Overview and Scrutiny Panel's remit suggested for inclusion in the scrutiny work programme
- 14.3 Appendix 3 – Selecting a Scrutiny Topic – criteria used at the workshop on 25 May 2016
- 14.4 Appendix 4 – Notes from discussion of topics relating to the remit of the Sustainable Communities Overview and Scrutiny Panel, Scrutiny Topic Selection Workshop on 25 May 2016

15. BACKGROUND PAPERS

15.1 None

Draft work programme 2016/17**Meeting date – 9 June 2016**

| Item/Issue |
|----------------------------------------------------------------------------------------------------|
| Cabinet Member for Regeneration, Environment and Housing (Cllr Martin Whelton) |
| Agreeing the work programme |
| Performance monitoring |
| Phase C pre-decision scrutiny (inc parks, green infrastructure, street scene and waste management) |
| Morden Leisure Centre update ¹ |
| Circle Housing: agreement of questions for mergers meeting |

Meeting date – 7 September 2016

| |
|-------------------------------------------------------------------------------------------------------------|
| Cabinet Members for Community and Culture (Cllr Nick Draper) and Cleanliness and Parking (Cllr Ross Garrod) |
| Performance monitoring (including Circle Housing) |
| Diesel premium report for pre-decision scrutiny |
| Draft final report of the commercialisation task group ² |
| Scoping the task group for 2016/17 (air quality) |
| Town centre regeneration update report |
| Circle Housing representatives to discuss merger |
| Circle Housing: agreement of questions for meeting on repairs and regeneration |

Meeting date – 1 November 2016

| |
|----------------------------------------------------------------------------------|
| Budget scrutiny round 1 |
| Performance monitoring |
| Circle Housing representatives to discuss repairs and regeneration |
| Housing supply task group six monthly monitoring |
| Planning shared service pre-decision scrutiny |
| Highways maintenance contract for pre-decision scrutiny |
| Crossrail 2 representatives (recommended this happen through a separate meeting) |

Meeting date - 12 January 2017 (scrutiny of the budget)

¹ It has been agreed that further updates on the development of the Morden Leisure Centre will be provided at Panel meetings when needed.

² The issues of public toilets and café facilities in parks are to be referred to the commercialisation task group.

| |
|----------------------------------------------------------------------------------------------------------|
| Scrutiny of budget |
| Performance monitoring |
| Merton Adult Education performance monitoring |
| ANPR performance monitoring |
| Environmental health, trading standards and licensing shared service expansion for pre-decision scrutiny |

Meeting date - 22 February 2017

| |
|--------------------------------------------------------------|
| Performance monitoring |
| Town centre regeneration update |
| Parking update report (including pavement parking and RINGO) |
| Libraries annual report |
| Task group update |

Meeting date - March 2017³

| |
|----------------------------------------------------------------------|
| Performance monitoring (including Circle Housing) |
| Housing supply task group six monthly monitoring |
| Review of facilities for physical activity in children's playgrounds |

³ There is a proposal to swap the date of this meeting with that of the Children and Young People Panel to optimise phasing.

Background

Review of the Sustainable Communities topic suggestions from the last municipal year (2015/16)

| Topic suggestion | What happened |
|-----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 20 mph Zones/Limits | The Panel decided not to include this in the work programme. |
| Adult Skills and Employability Task Group | Implementation of the task group's recommendations was further monitored by the Panel. It was agreed that there would be no further action and that on-going monitoring would be achieved through the distribution of the minutes of the Economic Wellbeing Group to members of the Panel. |
| Basement conversions/dwellings | The Panel decided not to include this issue in the work programme. |
| Climate Change and the Green Deal Task Group | Implementation of the task group's recommendations was further monitored by the Panel. It was agreed that no further action would be taken and outstanding recommendations would be referred to the Commercialisation task group. |
| Commercial services and the opportunities to maximise resources | A task group has been formed and is currently working on its final report. This will be presented to the Panel at its September meeting before progressing to Cabinet later that month. |
| Community facilities | The Panel decided not to include this issue in the work programme. |
| Community transport | The Panel decided not to include this issue in the work programme. |
| Converting commercial buildings to residential properties | The Panel indicated it wished to receive an update on the number of conversions but it |

| | |
|----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | is unclear if this was happened. |
| Creating a tourist industry in Merton | The Panel scrutinised this issue through the provision of a briefing paper. |
| Creation and maintenance of green spaces | This was looked at as part of the Phase C procurement programme which in addition to waste management also includes parks and grounds maintenance. |
| Cycle routes | Implementation of the Council's cycling strategy was subjected to scrutiny by the panel through an update report. |
| Economic Development and Public Health – The Health and Wellbeing strategy | It was agreed this would be considered as part of the work of the Overview and Scrutiny Commission. |
| Fox control | The Panel decided not to include this issue in the work programme. |
| Highways maintenance – contract renewal | The contract is due for renewal in September 2017. It was envisaged that the Panel would want to review the contract before this occurs. However, it was too early for this to happen in 2015/16 and it has been suggested for this year's work programme. |
| Housing supply | The final report of Housing Supply Task Group was approved by the Panel and Cabinet with an action plan being presented to the Panel by officers in January 2016. Implementation of the action plan will be monitored through the Panel. |
| Merton Adult Education | The change to the commissioning model was subject to pre-decision scrutiny through the Panel. |
| Monitoring the stock transfer of Circle Housing/Merton Priory | Subject to performance monitoring through meeting with the Panel every 6 months and the quarterly presentation of performance data. |

| | |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | |
| Morden Leisure Centre | Included in the work programme and subject to pre-decision scrutiny throughout the year. |
| Planning | The Panel decided not to include this issue in the work programme. |
| Public Toilets | It was agreed to include this in the work programme. There was a concern about whether businesses are advertising their membership of the community toilet scheme. It was suggested residents could be engaged as mystery shoppers. However, it was agreed not to progress this at the first Panel meeting. |
| Public Transport | All topic suggestions were referred to the Public Transport Liaison Committee. |
| Shared Services | It was agreed that the department would provide a briefing after the shared services task group has reported. This report is being finalised and it is suggested the briefing to the Panel happen as part of this year's work programme. |
| Street lighting | It was agreed that if this subject appeared on the forward plan the Panel could decide if scrutiny was required. Lighting doesn't appear to have been scrutinised during the last year. |
| Town centre regeneration | Implementation of town centre regeneration strategies was subjected to scrutiny by the panel through an update report. |
| Waste management | The panel subjected the results of the wheeled bin pilot to pre-decision scrutiny. |

Annual Resident Survey:

The annual survey of Merton's residents did not take place in 2015 (because the contractor withdrew from delivering the Survey of Londoners package). It is currently

unclear whether or not this will happen in 2016. Until this occurs, the most recent resident survey results are from 2014 which are referenced in this paper.

Complaints relating to the remit of this Panel in 2015/16:

With regard to the Council's complaints process, in 2015/16 the Environment and Regeneration Department received 710 complaints (potentially up from 557 in the last reported period although it is unclear whether this is a true comparison). Of these, 577 have been categorised as relating to street scene and waste services (including 164 = refuse, 128 = garden waste and 86 = food waste). A further 78 are categorised under sustainable communities services (including 32 = planning and 25 = traffic and highways).

The Community and Housing Department received 96 (potentially up from 73 in the last reported period although it is again unclear whether this is a true comparison). Of these, 28 were related to housing.

Description of topic suggestions received in relation to the remit of the Sustainable Communities Overview and Scrutiny Panel 2016/17

The following topics were suggested by residents, members and officers, for consideration by the Sustainable Communities Overview and Scrutiny Panel, for its 2016/17 work programme:

1. Air quality;
2. Automatic number plate recognition project
3. Circle Housing
4. Crossrail2;
5. Green infrastructure;
6. Highways maintenance contract;
7. Housing supply;
8. Libraries
9. Merton Adult Learning;
10. Mitcham Common Conservators;
11. Morden Leisure Centre;
12. Parking;
13. Parks;
14. Public toilets;
15. Public transport;
16. Shared Services:
 - Environmental health, trading standards and licensing
 - Overview and Scrutiny Commission Shared Services task group update
 - Planning shared service
 - South London Waste Partnership
17. Street scene
18. Street trading licenses;
19. Town Centre Regeneration;
20. Transport services for adults with special education needs; and
21. Waste management.

1. TOPIC: Air Quality

Who suggested it?

This is a popular topic having been suggested by the Wimbledon Society, the Environment and Regeneration Department Management Team and Panel members.

Summary of the issue

The report published in February 2016 by the Royal College of Physicians and the Royal College of Paediatrics and Child Health (*Every Breath We Take*) calculates that 40,000 people in Britain die early each year because of outdoor air pollution, a significant increase on the previous estimate of 29,000. Emissions from factories, power plants and traffic create smog linked to asthma, heart disease, Type 2 diabetes and dementia. The authors of the report said progress in some areas had been undermined by the dash for diesel; "In 2000, just 14% of new cars were diesel powered, but today this figure has risen to 50%... Particulates from diesel engines have been poorly controlled and remain a problem". The report found unborn and young children were particularly susceptible to air pollution.

The council is currently exploring a number of options which will deter the use of diesel cars through the application of premiums. Details are still to be finalised although one suggestion is the development of an emissions based charging policy for resident/business permits.

The *Every Breadth We Take* report also highlights the need to understand the link between indoor air pollution and health, including the key risk factors and the effects of poor air quality in homes, schools and workplaces. Local authorities can play an important role in raising awareness of indoor pollutants such as risks from badly maintained gas appliances, radon gas and second-hand tobacco smoke, as well as pollutants and toxins from household cleaning products.

How can scrutiny look at it?

The diesel premium policy needs to be agreed in autumn 2016. It has already been suggested that the Panel subject this to **pre-decision scrutiny**. It is envisaged that the Panel will need to look at this at its September meeting.

The panel could appoint a **task group** to explore other initiatives that might sit alongside a diesel premium policy that would also promote better air quality. Examples include encouraging council staff and local residents to increase their use of public transport, electric cars, car sharing, cycling and walking. The Task Group might consider the role of public health and education in developing awareness and prompting a change in behaviours. (Several residents have suggested more needs to be done to support walking, calling for this to be given great focus and for support to be offered through changes such as improved phasing of crossing times at pelican and other pedestrian crossings.)

Given the impact on health the Panel could also consider the strength of the partnership approach between public health, environmental health and Merton Clinical Commissioning Group to address these issues.

2. TOPIC: Automatic number plate recognition (ANPR) project

Who suggested the topic?

Scrutiny of the ANPR project has been suggested by the Environment and Regeneration Department Management Team. The Council has been successful in lifting an injunction brought by the unsuccessful bidder. As a result, work is on-going with the preferred bidder for the scheme to go live in June 2016.

Summary of the issue

The objective of the ANPR project is to greatly improve the Council's ability to manage traffic flows, congestion, and traffic pollution, improve the free flow of all vehicles including buses and emergency vehicles as well as ensuring increased safety for pedestrians, particularly around schools. Motorists who do not comply with the moving traffic regulations will receive a Penalty Charge Notice.

Resident surveys have listed traffic congestion as one of the top three concerns in the borough and it has increased as a concern in the recent past. During summer 2014 surveys were carried out at different locations within the borough with the aim of identifying how efficient and effective the existing enforcement methods are for capturing moving traffic contraventions and testing the technology available. These surveys clearly showed that the current methods of enforcement are not as efficient as they should be.

How can scrutiny look at it?

The Panel could look at the implementation of the ANPR scheme following its go live date in June 2016. Members could ask officers for a report on the implementation of the scheme and what affect this has had (**performance monitoring**). It has been suggested performance monitoring happen six months after launch and therefore during the early part of 2017.

3. TOPIC: Circle Housing

Who suggested the topic?

This has been suggested by Panel members, the Environment and Regeneration Departmental Management Team and Stephen Hammond MP.

Summary of the issue

The ownership of all 9,000 Merton Council homes was transferred to the housing association [Circle Housing Merton Priory Homes](#) (CHMP) in March 2010. This was based on a vote in favour of the transfer by 53% of tenants. The organisation committed to invest £129 million in improvements to their homes from the point of the transfer up until 2020, with a planned £383 million being invested in the stock over 30 years. CHMP also set up a £1 million community fund to invest in projects across the borough.

Panel members have considered the benefits resulting from the transfer and delivery against the promises contained within the transfer agreement as part of its 2013/14, 2014/15 and 2015/2016 work programmes. This is achieved through the quarterly CHMP report to Cabinet being shared with Panel members and by inviting CHMP representatives to six monthly meetings with the Panel.

The Sustainable Communities Scrutiny Panel has also received pre-decision reports at appropriate intervals on the CHMP Regeneration programme of its three estates.

A merger between Circle Housing and Affinity Sutton is progressing. Concern is being expressed about what this means for tenants, lease holders and freeholders and whether this will add to difficulties residents have expressed about repairs and communications with Circle. Councillors and at least one local MP report these difficulties are already causing a considerable case load.

The Panel has also raised concerns about the progress of repairs through its regular performance monitoring. It has already been suggested by the Panel that it invite the tenants' scrutiny group to attend alongside Circle representatives.

How could scrutiny look at it?

In addition to having oversight of quarterly performance reports, it is suggested that the Panel continue to receive six monthly updates on progress with implementation of the commitments within the housing stock transfer document and on associated benefits to residents. This could be achieved by continuing to ask a CHMP representative to attend the Panel (**performance monitoring**).

Based on the experience gained in the last municipal year, it will be important for the Panel to develop an agenda for these sessions to ensure they provide valuable insight. Asking the tenants' scrutiny group to attend one or both of these sessions during the municipal year may prove informative in understanding the perceived gap between reported performance and councillors' casework. However, it has also been highlighted by the Director of Community and Housing, that with the fifth anniversary of the transfer approaching, it will need to be agreed with CHMP that the Panel will continue to have oversight of its work.

To help provide additional insight into this topic, it has also been suggested that one panel meeting at which this topic will be discussed during this year, could take place in a community venue co-located with CHMP property.

4. TOPIC: Crossrail2

Who suggested the topic?

Interest in this topic is broad. It has been suggested by the Sustainable Communities panel itself, the Environment and Regeneration Department Management Team and residents. On the one hand, there is concern to fully exploit the potential offered to Merton by the Crossrail2 development, whilst on the other there is concern about the potential disruption caused by the development. The high level of interest is demonstrated by the large number of responses to the recent Crossrail2 consultation from Merton (1,979).

Summary of the issue

Crossrail2 is a proposed new railway serving London and the wider South East. It would connect the National Rail networks in Surrey and Hertfordshire via new tunnels and stations between Wimbledon, Tottenham Hale and New Southgate, linking in with London Underground, London Overground, Crossrail 1, national and international rail services. Currently, it is only proposed; the formal decision to proceed will require primary legislation, with construction projected to happen from the early 2020s until the early 2030s. It has therefore been suggested that the focus for scrutiny over the next period should be on ensuring the Council look long term at the opportunity provided by the development and to integrate this into regeneration and development happening now. Additionally, there is a need to ensure residents' concerns continue to inform the Council's response to Crossrail2.

How could scrutiny look at it?

Given how long it is likely to take for this development to come to fruition and the level of impact it will have on the borough, this could become a standing item for the Panel which could be reviewed at least once every six months. This could be achieved through a separate report and by considering how Crossrail 2 is integrated into other development initiatives already happening (**executive accountability**).

It may be appropriate for Panel to invite representatives from Crossrail 2 to present to members. This would provide the opportunity for the Panel to directly question those responsible for the development.

5. TOPIC: Green infrastructure

Who suggested the topic?

This topic has been raised separately from and in connection to the outsourcing of parks and grounds maintenance that is part of the Phase C procurement. Residents and members have questioned whether enough is being done to sustain Merton's green infrastructure through activities such as tree watering and tree preservation orders. The link between this and air quality is highlighted. It has also been suggested by the Environment and Regeneration Department Management Team in the context of the masterplanning activity underway to regenerate Merton's town centres; the need to ensure this includes sufficient emphasis on green infrastructure has been highlighted.

Summary of the issue

Merton is rich in green spaces, with over [60 public parks](#). The council has a number of duties to maintain parks and green spaces and a dedicated service for this purpose with a range of specialists in arboriculture etc.

The Panel undertook a [review](#) of Parks and Open Spaces as part of its 2009/10 work programme. In addition, the Panel undertook a Task Group [review](#) of trees as part of the 2011/12 work programme.

The Annual Resident Survey 2014 found that 72% of residents felt that the standards of parks and green spaces were good. Satisfaction has increased on the previous year.

How could scrutiny look at it?

The Panel, having already undertaken in-depth scrutiny reviews of this topic, could receive a briefing report and performance information on how the department is performing in this area. This could look at how it is envisaged performance will be sustained/enhanced through the Phase C procurement (**performance monitoring**).

The Panel has already indicated its desire to undertake on-going **pre-decision scrutiny** of the procurement of the waste management contract and Phase C including outsourcing of parks and grounds maintenance.

6. TOPIC: Highways maintenance contract

Who suggested the topic?

This item is remaining from the work programme for the last municipal year. The Environment and Regeneration Department Management Team suggested that the Panel may wish to undertake pre-decision scrutiny of the renewal of the highways maintenance contract. However, the timing of the contract renewal was such that it wasn't right for scrutiny to consider this last year and it remains for consideration in 2016/2017. Residents have also submitted relevant topic suggestions specifically about the quality of pavements in the borough.

Summary of the issue

The Council aims to maintain all footpaths and roads in a safe condition and ensure they make a positive and attractive contribution to the appearance of the borough. The Panel receives regular performance information regarding the maintenance of highways as part of its work programme.

How could scrutiny look at it?

Members may wish to undertake **pre-decision scrutiny** of the renewal of the highways maintenance contract at the appropriate time. The renewal is scheduled for Autumn 2016 and therefore this needs to be addressed at either the June or September meetings.

7. TOPIC: Housing supply

Who suggested the topic?

A resident has suggested housing supply as a topic. Additionally, it has been raised in the context of the welfare issues resulting from homelessness and by the Director of Community and Housing as a key and pressing issue for the borough.

Summary of the issue

Lack of affordable housing is a concern for 21% of residents within the 2014 Annual Resident Survey 2014. London's housing crisis can be put simply; for years, the Greater London area has been failing to generate the numbers of new homes it needs to house a population that has been growing fast. According to the last census, London needs at least 40,000 new homes every year just to keep pace but this isn't being achieved. In Merton, this means there are over 8,000 people on the housing register, with housing prices rising by 42% and private rents rising by 22% in the last three years.

In recognition of this, the Panel appointed a Task Group as part of its 2014/15 work programme, to investigate housing supply in the borough. The review had the following terms of reference:

- To understand housing market characteristics and the level of housing need in Merton;
- The national and local policy context surrounding the provision of affordable housing;
- Data on housing need in Merton;
- The role of the local authority and partners (i.e. Registered Providers, private landlords and private developers) in ensuring good quality housing;
- An overview of what affordable housing is being built in Merton;
- To review the Council's existing housing strategy with a view to strengthening and/or developing this policy in light of the review's findings;
- To determine how the Council might support and encourage the production of new affordable homes in Merton and what land is available for development; and
- To determine what good practice exists elsewhere that might be utilised in responding to the demand for affordable housing.

The Task Group explored a number of models for housing provision and met with housing associations, other local authorities, the GLA and NHS to enable them to determine feasible models for Merton to meet housing needs. The Task Group [reported](#) to the panel in September 2015 with an [action plan](#) for the implementation of the Task Group's recommendations being presented in January 2016.

How could scrutiny look at it?

It is suggested that the Panel monitor every six months the delivery of the agreed recommendations resulting from the task group review of housing supply (**performance monitoring**).

This on-going agenda item will allow the Panel to provide on-going scrutiny of the housing supply issue in general as has been requested by the Director of Community and Housing. It also gives the opportunity to be kept informed of policy developments and how this issue is being addressed by other Councils.

8. TOPIC: Libraries

Who suggested the topic?

This has been suggested by the Director of Community and Housing based on it being a standing agenda item for the Panel.

Summary of the issue

Libraries in Merton have undergone a complete change in their delivery model. This has been driven by a significant reduction in Council funding which has been replaced by external funding and delivery through volunteers. The Panel has taken a role in scrutinising this changing services which was judged to be highly successful in 2015/2016 (five out of the six key performance indicators for the service were achieved at record levels).

How could scrutiny look at it?

The Panel could continue to have oversight of the performance of the libraries service and receive the libraries annual report for review (**performance monitoring**).

9. TOPIC: Merton Adult Education

Who suggested the topic?

A focus for scrutiny on Merton Adult Education has been suggested by residents, Panel members and the Community and Housing Department Management Team. Members have specifically suggested the need to consider the future of adult education in Merton in the light of changes to how the service is delivered and how skills, identified as needed by local employers, will be provided. A resident has questioned the provision of courses for adults with learning difficulties.

Summary of the issue:

Merton is in the process of shifting to a commissioning model for its provision of Adult Education. New providers are being selected and courses commissioned.

South Thames College has been selected to provide the lion's share of adult education courses in areas such as English for Speakers of Other Languages, English and Maths, Creative Arts, Modern Foreign Languages, Information Technology and vocational courses.

Employability skills such as CV writing and job interview techniques and family learning courses such as English and maths and healthy living, will be provided by [Groundwork London](#), a charity that has been delivering accredited skills training in London for over 10 years, often to those who face the greatest barriers to employment.

Officers are working with new providers to finalise the courses that will be on offer for the academic year 2016/17. The curriculum will be published in the late spring/early summer.

The next phase of discussions is taking place with the staff of the current service so transition to the new service is as smooth as possible.

Many of the adult learning courses which Merton has traditionally offered will still be available and, as the new curriculum is developed, there will be a range of new courses on offer.

When the new providers were announced, it was noted that they were chosen for their individual areas of expertise and their ability to provide adult learners with a comprehensive range of courses and great facilities. Also, that the new contract for adult learning in Merton allows the continuation of a rounded and quality adult learning service that is good value for taxpayers in the context of the reduced funding of £500,000 from the government's Skills Funding Agency in the past five years.

It is also noted that a Merton is currently supporting a pan-London review of skills on which the Director of Environment and Regeneration is the lead.

How scrutiny could look at it?

During the last municipal year, prior to going to Cabinet for decision, the Panel reviewed proposals to move to a commissioning model for adult education services. Whilst the new service is now being commissioned, delivery won't commence until September 2016. However, there is still a potential role for scrutiny. The Community and Housing Department Management Team has already signalled the importance of scrutiny oversight of Merton's adult learning provision. This is in the context of the service being subject to inspection by Ofsted which has previously been critical ([here](#)).

The panel could request a report from officers to establish how the new provision responds to Ofsted's criticism and to scrutinise targets for the new service (**performance monitoring**). The Director of Environment and Regeneration could also be asked to update the Panel on the pan-London skills review on which he is leading for Merton.

To support Panel members in knowing the new providers and the service they offer, it has been suggested that the Panel meeting covering this item take place in the premise of one of the new providers. This would allow members to benefit from a tour and to question the provider directly.

10. Mitcham Common Conservators

Who suggested the topic?

[Mitcham Cricket Green Community & Heritage](#) has suggested the need for the effectiveness of [Mitcham Common Conservators](#) to be independently reviewed. It states that this is long overdue and feels it is necessary based on its belief that the Conservator's representations at planning do not appear to have the best interests of the Common at heart.

Summary of the issues

Mitcham Cricket Green Community & Heritage has suggested that one example of the need for a review is that Mitcham Common's Management plan, which expired in 2012, is not available on its website and there has been no public notification of a review.

How could scrutiny look at it?

The Panel could request a report from the conservators on their activities and plans for it to review its management plan (**performance monitoring**).

11. TOPIC: Morden Leisure Centre

Who suggested the topic?

Members of the Sustainable Communities Scrutiny Panel have asked to be kept informed and engaged at pre-decision stages of the project to develop the new Morden Leisure Centre and restore the former centre site.

Summary of the issue

The Panel undertook pre-decision scrutiny of the development of Morden Leisure Centre, and use of the site of the former centre, as part of its 2015/16 work programme.

How could scrutiny look at it?

Members asked to be engaged at the appropriate intervals in the programme of development of the leisure centre and restoration of the former site. This is to enable them to undertake **pre-decision scrutiny** and maintain an overview of the project.

12. TOPIC: Parking

Who suggested it?

Parking control in town centres and other shopping areas has been suggested by the Wimbledon Society and the St John's Area Residents Association.

Summary of the issue

The Panel has previously received a report on Town Centre Parking and Parking at Neighbourhood Shopping Parades that contributed to the town centre parking review undertaken by the Panel in February 2015. This report highlighted that parking is at a premium. There is high level of demand from all user groups – passing trade; local residents; businesses; workers and commuters. This is being addressed through a range of initiatives such as parking/loading provision; electronic parking signs; cashless parking; simplification of tariff structures and the introduction of a free 20 minute parking period. The Council is currently campaigning to stop pavement parking.

How could scrutiny look at it?

The Panel may wish to receive a progress report on parking in town centres (**performance monitoring**).

13. TOPIC: Parks

Who suggested it?

The facilities available in Merton's parks have been raised by a number of residents with specific focus on children's playgrounds, provision of places to eat and drink and some park areas where all dogs must be on a lead.

Summary of the issues

- **Children's playground facilities** in local parks and green spaces provide an important role in creating healthy spaces in local neighbourhoods. This can help to support children's learning and mental wellbeing. It can also promote physical activity tackle other local authority objectives such as reducing childhood obesity. With the current budget reductions many local authorities are no longer able to invest in these facilities;
- **Café facilities** can attract residents to their local park as well as provide essential facilities such as toilets. The Commercial Services task group, set up by this panel has identified that there may be opportunities for Merton parks to increase their commercial role and generate additional income for the council; and
- **Dogs on leads** provides reassurance to those who are uncomfortable around dogs and will alleviate the difficulties faced by dog owners when they need to prevent them interacting with other dogs.

How can scrutiny look at it?

- **Children's playgrounds:** the Panel could look at the level of investment in Merton's playgrounds and the options available to improve children's play areas (**Executive Accountability**);

- **Café facilities:** the panel could review the current facilities in parks and consider how this provision could be expanded either through the council or private ownership (**task group**); and
- **Dogs on leads:** the Panel could request a report on Council policy in relation to dogs in parks (**Executive Accountability**).

This topic also links to consideration of Merton's green infrastructure.

14. TOPIC: Public toilets

Who suggested the topic?

A topic suggestion was received from a resident regarding the availability of public toilets in Merton.

Summary of the issue:

The council has a [community toilet scheme](#) which was launched in 2009. The Sustainable Communities Scrutiny Panel considered the scheme as part of their 2009/10 work programme.

The scheme enables the public to use toilets in facilities in the borough such as those in shops, pubs, restaurants etc. where that business has signed up to the scheme. Public toilets that the council previously ran were closed due to funding issues some time ago and there are no proposals to reinstate them.

Currently, the community toilet scheme has seven members across the whole of the borough comprising a number of restaurants and the Council's Civic Centre premises.

How could scrutiny look at it?

This topic was suggested last year and it appears it was agreed that it would be included in the work programme. However, it was agreed not to progress this at the first Panel meeting.

Members may wish to receive an update on the Community Toilet Scheme (**performance monitoring**). Alternatively, (or possibly in addition) Panel members may want to undertake a survey of the scheme in their wards to understand if it is being adequately advertised to residents and if there are other local premises owners who are willing to participate.

15. TOPIC: Public transport

Who suggested the topic?

A number of topic suggestions were received from residents in relation to public transport.

Summary of the issue:

The council is not responsible for providing public transport but does work with Transport for London (TfL) and other providers to ensure that any proposals to expand or improve public transport provision are commented on, opportunities for partnership working are established and income streams to fund related projects are identified.

The council is also responsible for ensuring the correct infrastructure is in place for public transport.

The council administers a [Public Transport Liaison Committee](#) (PTLC) that provides a mechanism by which residents can raise issues about public transport with TfL and other providers.

How could scrutiny look at it?

It is suggested that the Panel refer these issues to the PTLC and for it to respond; issues raised fall within its remit and may be more effectively dealt with in this forum in discussion with TfL. The Panel and Committee chair are one and the same which will further aid communication.

16. TOPIC: Shared Services

- **Environmental health, trading standards and licensing**

Who suggested the topic?

Environment and Regeneration Departmental Management Team (DMT) has asked the Panel to continue to provide scrutiny of the expanding regulatory shared service.

Summary of the issue

A shared regulatory service was established with Merton and Richmond Councils in 2014 covering Licensing, Trading Standards, Environmental Health (Commercial, Environmental Protection), including administrative support. Expansion of the service to include another Council is now being tentatively considered.

How could scrutiny look at it?

The scrutiny of the service in all respects, but particularly performance, is already provided by the Joint Regulatory Committee which is made up of elected Members from both Richmond and Merton. This meets on a quarterly basis and was established at the outset in order to provide scrutiny of the shared service.

It is suggested that the Panel undertake **pre-decision scrutiny** of proposals relating to the expansion of regulatory shared services at appropriate intervals. It is envisaged this will be achieved through the receipt of a progress report on the development of the service.

- **Overview and Scrutiny Commission Shared Services task group update**

Who suggested the topic?

The Scrutiny Officer suggests the panel receive a presentation on the findings and recommendations from the Shared Services review recently conducted by the Overview and Scrutiny Commission.

Summary of the issue

Against a background of reduced funding, the Council has explored a range of ways to continue to deliver core services whilst cutting costs and maintaining quality standards. This includes sharing services with other local councils. Many of these arrangements are within the remit of Environment and Regeneration, with the Sustainable Communities Panel providing pre-decision scrutiny and performance monitoring for these arrangements. As a result, the findings and the recommendations of the Shared Service review conducted by the Overview and Scrutiny Commission seem particularly pertinent for members of the Panel.

How could scrutiny look at it?

The Panel could invite members of the Commission to present the findings and recommendations of their review and to receive regular updates on the resulting action plan and its implementation.

- **Planning shared service**
Who suggested the topic?

A number of topic suggestions have been received in relation to planning processes and planning law. Further topic suggestions have also been received in relation to planning and enforcement. Notably, Mitcham Cricket Green and Community Heritage has questioned the process for public consultation on planning applications and has called for more openness with regard to planning enforcement. Similarly, the Wimbledon Society has questioned if enough is done through the public consultation element of the planning application process to achieve the Government's objective of bringing the local community into the planning process at an early stage. Members have asked for a review of planning enforcement with an emphasis on the expectations of residents and that 'de minimis' variations to approvals already granted should not be agreed as a matter of course. Residents have questioned if enough is being done to resist pressure from powerful developers whilst others highlight the detriment caused to local residents whilst developments are on-going.

Summary of the issue:

Planning is underpinned by the [Local Plan](#) (formerly known as the Local Development Framework) which encompasses a number of policies that support it including:

- [The Core Planning Strategy](#);
- [Sites and Policies Plan](#); and
- [Sustainable Transport and Local Implementation Plan](#).

Planning is a controversial issue; the Council's planning committee evaluates requests for significant changes to properties/in the borough. Major alterations, new buildings, changes in the use of buildings and land, the enlargement of existing buildings are all defined as development and therefore require planning permission.

In the 2014 Annual Resident Survey, only 29% of residents said that they feel that planning services are good.

Additionally, the Government is consulting on the commercialisation of council planning services (on which the Panel has already received a [briefing](#) from the Director of Environment and Regeneration) whilst Merton is in the process of developing a shared planning service with Sutton and Kingston councils which it is thought will launch in April 2017.

How should scrutiny look at it?

The Panel can provide **pre-decision scrutiny** of the on-going development of the shared planning service whilst placing emphasis on the feedback made through the topic suggestion process. It has been indicated that pre-decision scrutiny will be needed during Autumn 2016.

- **South London Waste Partnership**
Who suggested the topic?

The Environment and Regeneration Department Management Team have requested the Panel provide pre-decision scrutiny once the preferred bidder has been identified prior to this being taken to Cabinet for decision in July 2016.

Summary of the issue

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).

The programme was last reviewed by the Sustainable Communities Panel in Feb 2016.

How could scrutiny look at it?

Pre-decision scrutiny of the identified preferred bidder will be required at the June 2016 Panel meeting.

17. TOPIC: Street scene

Who suggested the topic?

Residents have raised a number of issues in relation to street scene including graffiti, spitting and the disposal of chewing gum.

Summary of the issue

Along with partners, (CHMP and Railtrack), the Council offers a graffiti removal service whilst ten dual cigarette and chewing gum bins have recently been piloted in the borough. Both graffiti and littering with chewing gum can be the subject of enforcement orders issued by Waste Operations.

How should scrutiny look at it?

The Panel could seek clarity on how these services will be affected by the South London Waste Partnership (Phase C), the shared outsourced service currently being developed. Consideration of the issues raised by residents should inform the Panel's **pre-decision scrutiny** of the preferred supplier and on-going **performance monitoring** once the shared service is established.

18. TOPIC: Street trading licenses

Who suggest the topic?

This has been suggested Wimbledon East Hillside Residents' Association which has expressed a concern that too many street trading licences are being granted without fair consultation with local residents. There is a belief that this detrimental to the local area.

Summary of the issue

A business in Merton, not contained within a building, is highly likely to be street trading. Under the London Local Authorities Act 1990 street trading is defined as:

- (a) the selling or the exposure or offer for sale of any article (including a living thing); and
- (b) the purchasing of or offering to purchase any ticket; and
- (c) the supplying of or offering to supply any service, in a street for gain or reward (whether or not the gain or reward accrues to the person actually carrying out the trading);

A Street Trading Licence is required to operate. These licences cover market stalls, food vans, shop forecourts and tables and chairs placed on the public highway. A fee is payable

depending on the type of licence requested and the size of the pitch involved. A Street Trading Licence means a licence for specified goods, location and time period. Licences run for not less than six months and not more than three years.

Temporary Street Trading Licences can be granted for a single day or for such a time period as specified in the licence. A temporary licence may not exceed six months in duration.

How could scrutiny look at it?

The Panel could request a report from officers to understand the process for granting Street Trading Licences, including how consultation with the public is achieved and how decisions whether or not to grant a licence are made. This could also detail the number of licences and how these are clustered. This meeting could invite the Wimbledon East Hillside Residents' Association (and potentially other resident associations) to attend and express their views (**performance monitoring**).

19. TOPIC: Town Centre Regeneration

Who suggested the topic?

This is one of the most suggested topics this year with this being raised by residents and members. We have received general requests to better understand what is planned for town centre regeneration as well as those that are more specific including use of vacant buildings, improvements to shopping parades, whether there is sufficient hotel and office space provided throughout Merton in addition to masterplanning the regeneration of Morden and Wimbledon town centres.

Summary of the issue

Merton's Regeneration Programme is rooted in the Local Development Plan [Core Planning Strategy](#) vision for the Borough (2011). The programme sits alongside Merton's [Economic Development Strategy](#) and, Transport for London's [Local Implementation Plans](#).

Regeneration is planned and managed by the FutureMerton team. At present the council is working on town centre regeneration programmes across the borough.

How could scrutiny look at it?

The Sustainable Communities Scrutiny Panel has maintained an overview of the progress being made on the Council's regeneration programme by receiving regular progress reports and presentations from the FutureMerton Team. It is suggested that the Panel continue to receive progress and performance reports at six monthly intervals on the regeneration programme as a standing item on the work programme (**performance monitoring**).

The Panel may also wish to build some flexibility into the work programme to accommodate any **pre-decision scrutiny**.

20. Transport services for adults with special education needs

Who suggested it?

This has been suggested by the Environment and Regeneration Department Management Team.

Summary of the issue

Panel members have signalled their interest in exploring ways to reduce the cost of travel for adults with special educational needs and to look at ways of ensuring efficiency and greater value for money.

How could scrutiny look at it?

The Commission is looking at this topic through its finance committee (in conjunction with consideration of similar services for children and young people). Any Panel members wishing to explore this further are welcome to attend the relevant Commission meeting(s).

21. TOPIC: Waste management

Who suggested the topics?

This is the most suggested topic again this year. In fact, there has been a local campaign by residents to increase the number of waste management topic suggestions made. This is also reflected in the complaints data and the number relating to street scene and waste services.

The topics received in relation to this area are:

- the effectiveness of street cleaning;
- fly tipping; and
- getting street cleaners to place items that can be recycled into the recycling bins available on their routes.

Summary of the issue

An increase in concerns regarding litter and dirt on Merton's streets makes this a top concern for residents as noted in the 2014 Annual Resident Survey.

Work has been on-going in this area. The Environment and Regeneration Department have undertaken [a Public Value Review \(PVR\) of Street Cleaning](#). The Sustainable Communities Scrutiny Panel were engaged in the PVR from the outset and have commented on the scope of the review and received regular updates on progress and outcomes from the review as part of its 2012/13 and 2013/14 work programmes.

Furthermore, as part of the Panel's 2011 work programme an in-depth task group [review](#) of cleaner town centres was undertaken. The Panel continues to monitor implementation of the action to achieve the task group's cleaner town centre recommendations.

The council has a system for reporting any issues or concerns regarding street cleaning and have introduced an app called, 'Love Clean Streets'.

It should be noted that this topic suggestion obviously strongly links to the formation of the South London Waste Partnership (Phase C) which includes an integrated contract for waste collection, street cleaning, winter maintenance, commercial waste and vehicle maintenance as the main group of services.

Additionally, during the last municipal year, the Panel has undertaken a [review](#) of the wheeled bin pilot which found that this 'allowed a significant improvement in street cleanliness'.

How could scrutiny look at it?

It has already been suggested that the Panel need to undertake pre-decision scrutiny of the procurement of waste management services at the June 2016 meeting. This could

provide the opportunity to look at how the issues raised by residents regarding street cleaning will be addressed through the new service.

Selecting a Scrutiny Topic – criteria used at the workshop on 26 May 2016

The purpose of the workshop is to identify priority issues for consideration as agenda items or in-depth reviews by the Panel. The final decision on this will then be made by the Panel at its first meeting on 9 June 2016.

All the issues that have been suggested to date by councillors, officers, partner organisations and residents are outlined in the supporting papers.

Further suggestions may emerge from discussion at the workshop.

Points to consider when selecting a topic:

- Is the issue strategic, significant and specific?
- Is it an area of underperformance?
- Will the scrutiny activity add value to the Council's and/or its partners' overall performance?
- Is it likely to lead to effective, tangible outcomes?
- Is it an issue of community concern and will it engage the public?
- Does this issue have a potential impact for one or more section(s) of the population?
- Will this work duplicate other work already underway, planned or done recently?
- Is it an issue of concern to partners and stakeholders?
- Are there adequate resources available to do the activity well?

Note of the Sustainable Communities Overview and Scrutiny Panel topic selection meeting on 24 May 2016**Attendees:**

Councillors Abigail Jones (Chair), Stan Anderson, David Chung, Daniel Holden, Janice Howard, Philip Jones, Najeeb Latif, Imran Uddin,
Councillor Nick Draper, Cabinet Member for Community and Culture
Councillor Martin Whelton for Regeneration, Environment and Housing
Chris Lee, Director of Environment and Regeneration
Anthony Hopkins, Head of Library & Heritage Services
Julia Regan, Head of Democracy Services (note taker)

Apologies:

Councillor John Sargeant

Air quality

AGREED to receive a report on the diesel premium policy at the September 2016 meeting as a pre-decision item so that the Panel can input prior to the strategy being signed off by Cabinet.

AGREED to start a task group review of air quality once the commercialisation task group has finished its work. Members wish to finalise the terms of reference for the review once the report on diesel premium policy has been received. It was suggested that information from the Mayor of London's approach to air quality should also inform the terms of reference and/or the work of the task group.

Automatic number plate recognition (ANPR)

Noted that the ANPR scheme will go live in June 2016 in 41 locations across the borough.

AGREED to request a report on the implementation of the scheme, in particular whether it has delivered the expected outputs as well as information on cost and income generated. This report should be received at least 6 months after the go-live date.

Circle Housing

Members expressed concerns at the impact that the merger with Affinity Sutton may have on Merton tenants. Members believe that the repairs service had deteriorated in recent years and a desire to hold Circle Housing to account on this as well as in relation to their handling of complaints.

AGREED to have items at three of the panel's meetings during 2016/17 – two six monthly performance reports as previously (in September and March), with a focus on the merger at the Panel's meeting in September 2016 and on repairs and regeneration at the November meeting.

Also AGREED that members would like an opportunity to plan their lines of questioning in advance of these meetings – either by identifying questions at the previous meeting so that the scrutiny officer can send these to Circle Housing (as the Overview and Scrutiny Commission has done in relation to questioning the borough Commander) or by having a sub-group that meets prior to the Panel meeting to agree questions.

Crossrail2

AGREED to invite representatives from Crossrail2 to a Panel meeting in the autumn, timed so that the Panel can input into the consultation. If necessary this may need to be done at a special meeting of the panel. Resident groups and other stakeholders should be invited to give their views at the meeting.

Phase C, including Green infrastructure, Parks, Streetscene and Waste management

Noted that the Panel had already indicated a wish to carry out pre-decision scrutiny of the procurement of the waste management contract and Phase C, including outsourcing of parks and grounds maintenance.

AGREED that the pre-decision report on Phase C should be received at the Panel's meeting on 9 June and that the related issues on green infrastructure, parks, streetscene and waste management should be addressed within the report. This will be the main item at that meeting.

Highways maintenance contract

The Director of Environment and Regeneration advised that if the Panel wish to carry out pre-decision scrutiny on whether to renew the current contract, expiring in September 2017, it would be timely to consider the matter in November 2016.

AGREED to receive a report at the Panel's meeting in November 2016.

Housing supply

AGREED that the Panel should continue to monitor implementation of the task group's recommendations every six months until it is satisfied that they have been fully implemented.

Libraries

AGREED that the Panel should continue to scrutinise the libraries annual report.

Merton Adult Education

AGREED that the Panel should receive a report early on 2017 that would include early information on how the new model of service provision is working. Members noted that data for the first full year would not be available until September 2017.

Mitcham Common Conservators

Members noted that the Mitcham Common Conservators was set up by Statute and that primary legislation would be required in order to change how it works. It also noted that the public may attend its Board meetings.

AGREED that this issue is not a priority for scrutiny in the coming year. Suggested that the Mitcham Cricket Green Community and Heritage could write to the Mitcham Common Conservators' Board to raise issues of concern.

Morden Leisure Centre

AGREED that it would be helpful for the Panel to continue to receive brief verbal updates at appropriate intervals.

Parking

AGREED that the Panel should receive a progress report on parking in town centres and that this should include information on the impact of changes to pavement parking, RINGO as well as performance information on parking enforcement.

Parks

AGREED to refer the issue of café facilities to the commercialisation task group to consider in relation to opportunities for income generation.

Members discussed and expressed a wish to encourage the provision of facilities for physical activity in children's playgrounds. They noted that residents are interested in this issue and could be invited to take part in scrutiny discussions. AGREED to request a report on this issue so that scrutiny would have an opportunity to debate, hear from the public and make suggestions. The issue is not time sensitive so could be received at any meeting where there was space on the agenda.

Dogs on leads – noted that the council has policy on this and AGREED that it was not a priority issue for scrutiny in 2016/17.

Public toilets

AGREED to refer the issue to the commercialisation task group to consider if it feels that it is relevant to their remit.

Public transport

AGREED that the Chair should ask the appropriate officers to organise a meeting of the Public Transport Liaison Committee to deal with the topic suggestions that relate to public transport.

Shared services

AGREED to undertake pre-decision scrutiny of the on-going development of the shared planning service in autumn 2016.

Discussed the concerns that had been raised around building control and planning enforcement and AGREED to refer the matter to the Overview and Scrutiny Commission to consider whether to carry out a review of enforcement.

Also suggested that there could be discussion at Community Forum meetings of what the most common complaints are and whether these are actual breaches of planning conditions as only a small proportion are found to be.

AGREED to provide pre-decision scrutiny of plans to expand the environmental health, trading standards and licensing shared service.

Street trading licences

This was considered by members to be primarily an enforcement issue. AGREED to refer to Licensing Committee or to the Overview and Scrutiny Commission.

Town centre regeneration

AGREED to continue to receive progress and performance reports at six monthly intervals

Transport services for adults with special educational needs

Noted that the Overview and Scrutiny Commission's financial monitoring task group will be scrutinising this issue and that panel members could attend the relevant meetings.
AGREED no further action by the Panel.

Cabinet Member attendance at Panel meetings

Agreed that the Cabinet Member for Regeneration, Environment and Housing should be invited to attend the Phase C discussion on 9 June and that the Cabinet Members for Community and Culture (Nick Draper) and for Cleanliness and Parking (Ross Garrod) should be invited to the Panel's meeting on 7 September.

Committee: Sustainable Communities Overview and Scrutiny

Date: 9th June 2016

Wards: ALL

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

Lead officer: Chris Lee, Director of Environment and Regeneration

Lead member: Councillor Ross Garrod, Cabinet Member for Street Cleanliness and Parking and Councillor Nick Draper, Cabinet Member for Community and Culture

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

Recommendations:

- A. To note the Content of the draft Cabinet Report on South London Waste Partnership – Procurement of Waste Collection and Related Environment Services.
 - B. To note and consider the proposal of the preferred bidders technical solution and required changes to Merton.
 - C. To identify any areas of further work for Cabinet consideration.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. This report follows on from a report brought to this Scrutiny Panel in February 2016 which provided an update and opportunity to scrutinise the procurement process immediately before the Invitation to Final Tender stage of the Procurement of Waste Collection and Related Environmental Services (Phase C) project.
- 1.2. The 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.
- 1.3. Officers from the four partner boroughs explored opportunities for future delivery of a range of high quality environmental services. An options analysis was undertaken to assess the merits of procuring services in partnership, as opposed to procuring alone, or retaining existing arrangements. The boroughs made an assessment of delivery, procurement options and modelling savings based on joint procurement by all boroughs. The modelling suggested savings in the region of 10% from procuring jointly with the potential to achieve savings in excess of this if the partner boroughs harmonised these services.
- 1.4. On this basis a business case for a joint procurement exercise for the following services was agreed in each of the boroughs between November 2014 and January 2015:

| Lot 1 (All boroughs) | Lot 2 (Sutton & Merton only with options for other boroughs to join later) |
|-------------------------------------|---------------------------------------------------------------------------------------|
| Waste collection | Parks and grounds maintenance |
| Street cleaning | Cemeteries |
| Commercial waste | Highway verge maintenance |
| Winter Maintenance | Tree maintenance (excluding inspections) |
| Vehicle maintenance and procurement | Sports and play facilities management |

2 DETAILS

- 2.1. During the life of the contract Veolia will introduce a harmonised waste collection service across the Partnership boroughs. The recommendations would mean the continuation of weekly food waste and recycling collections; paper and card being collected one week and glass, tins and plastic the next. The remaining non-recyclable rubbish would be collected on alternate weeks encouraging behaviour change promoting recycling and food waste and making the solution affordable to Merton. This recommendation would also see the introduction of wheeled bins.
- 2.2. Other services are also harmonised across the Partnership area. The street cleaning service proposals operate on a neighbourhood basis. Parks and grounds maintenance resources are flexible with dedicated staff at key locations. Boroughs are able to share depot space, enabling the services to operate more efficiently

3 ALTERNATIVE OPTIONS

- 3.1. Alternative options were considered by Cabinet in November 2014. The agreed options was to undertake a joint procurement through the South London waste Partnership using complete dialogue.
- 3.2. The only alternative option available to the Council is to not appoint preferred bidders and withdraw from the procurement process. This would potentially expose the Council to claims from partner boroughs if the procurement was unable to proceed and potentially from bidders. The Council would also still face the need to make budget savings already built into the MTFS.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. The current level of consultation undertaken to date can be seen in Section 5 of the draft Cabinet report attached as Appendix 1.

5 TIMETABLE

5.1. The indicative timetable leading to contract commencement is as follows

| WORK STREAM | DATE |
|------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| Boroughs approval for Preferred Bidder and Reserve Bidder | June – 3 August 2016 |
| Preferred Bidder Fine tuning | August – November 2016 |
| Advertising intention to lease properties | August/September 2016 |
| Contract Award (includes 10 working days standstill period following notification of contract award) | Dec 2016 |
| Mobilisation period (includes TUPE transfer of relevant staff) | LOT 1 - January – March 2017 LOT 2 - January 2017 |
| Contract commencement | Lot 1 – April 2017 Lot 2 – February 2017 |

5.2. The final report setting out the outcome of the procurement process so far, together with recommendations will be reported to Cabinet on 4th July 2016.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. It is anticipated, based on current analysis of the financial submissions from both preferred bidders that savings in excess of that required in the original business case have been achieved. Further details are contained within the draft Cabinet Report Appendix 1.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. None for the purposes of this report

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None for the purposes of this report

9 CRIME AND DISORDER IMPLICATIONS

9.1. None for the purposes of this report

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

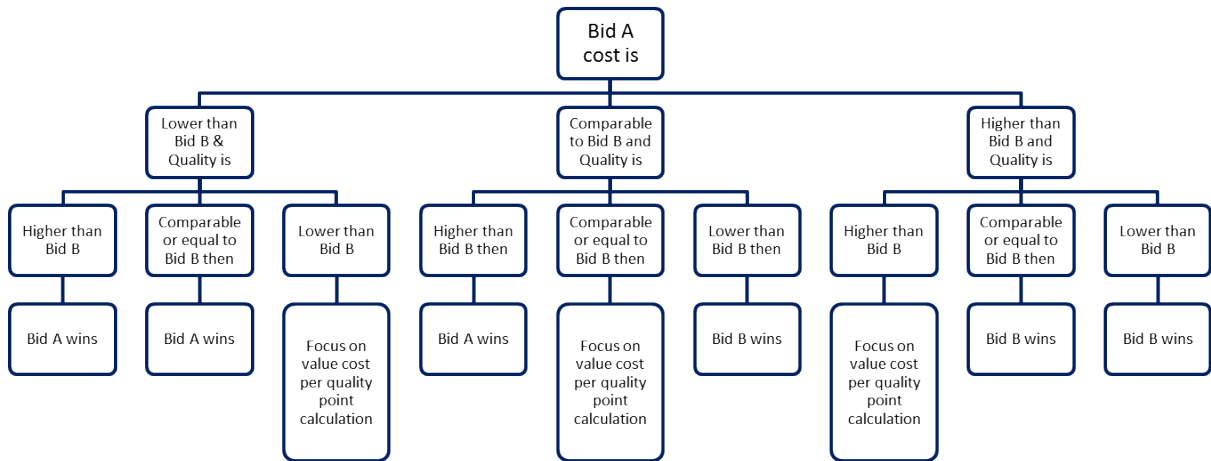
10.1. None for the purposes of this report

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

- APPENDIX 1 – Draft Cabinet Report July 4th 2016

12 BACKGROUND PAPERS – HELD BY CORMAC STOKES

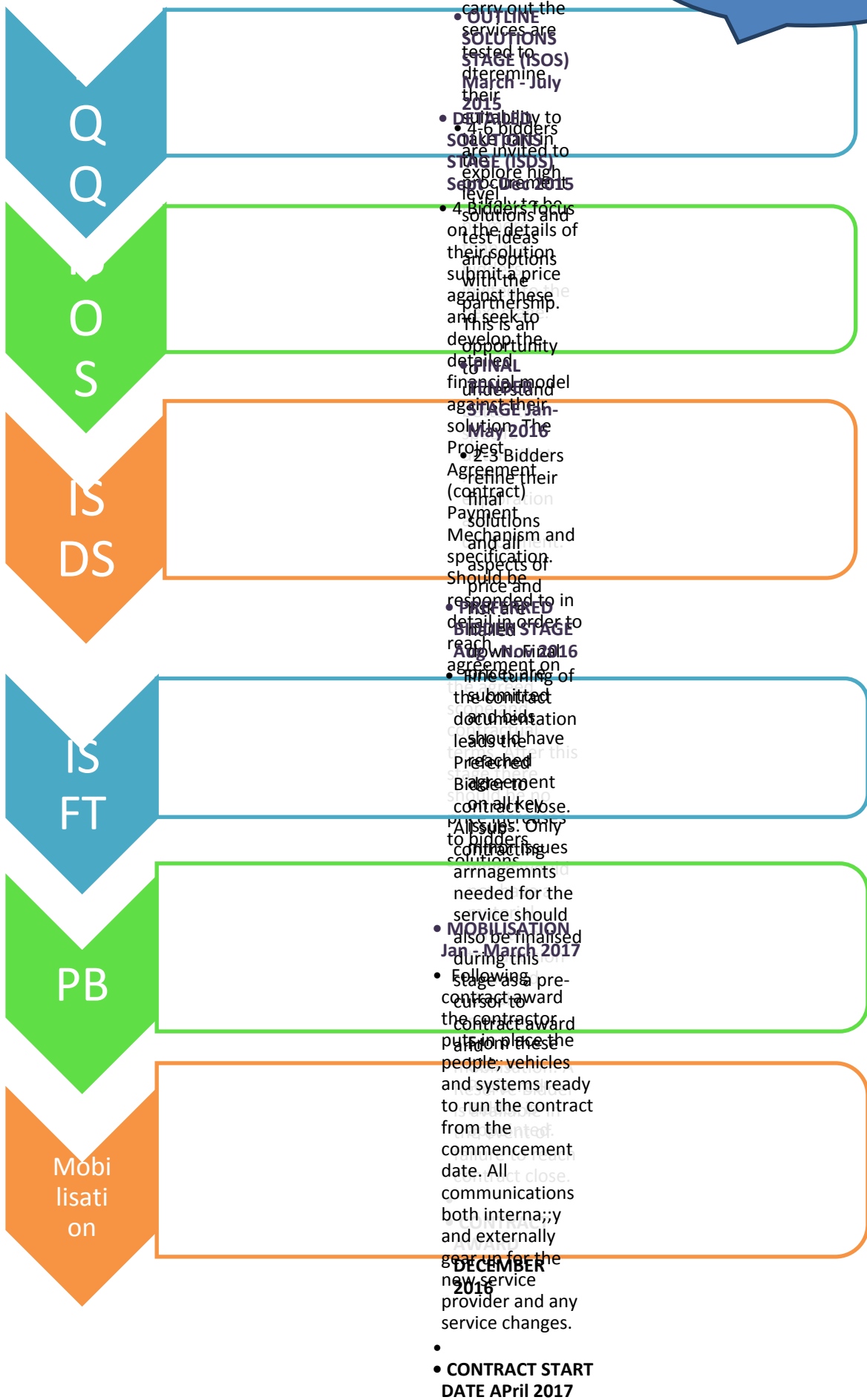
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Competitive Dialogue Process

OJEU Published Jan 2015



• **CONTRACT START DATE APRIL 2017**

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Wheelie Bin Trial Residents Feedback Consultation

London Borough of Merton

October 2015

FINAL REPORT

Wastes &
resources
management



Community
safety &
neighbourhood
policing



Sure Start
& Children's
Centres



Affordable
housing



Healthy
communities



Active citizens
& customer
research



Local
Authority
research &
evaluation



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1) Project details and acknowledgements

| | |
|-------------------------|---------------------------------------------------|
| Title | Wheelie Bin Trial Residents Feedback Consultation |
| Client | London Borough of Merton |
| Project number | PR15120 |
| Author | Sophi Dangerfield |
| Contract Manager | Sophi Dangerfield |

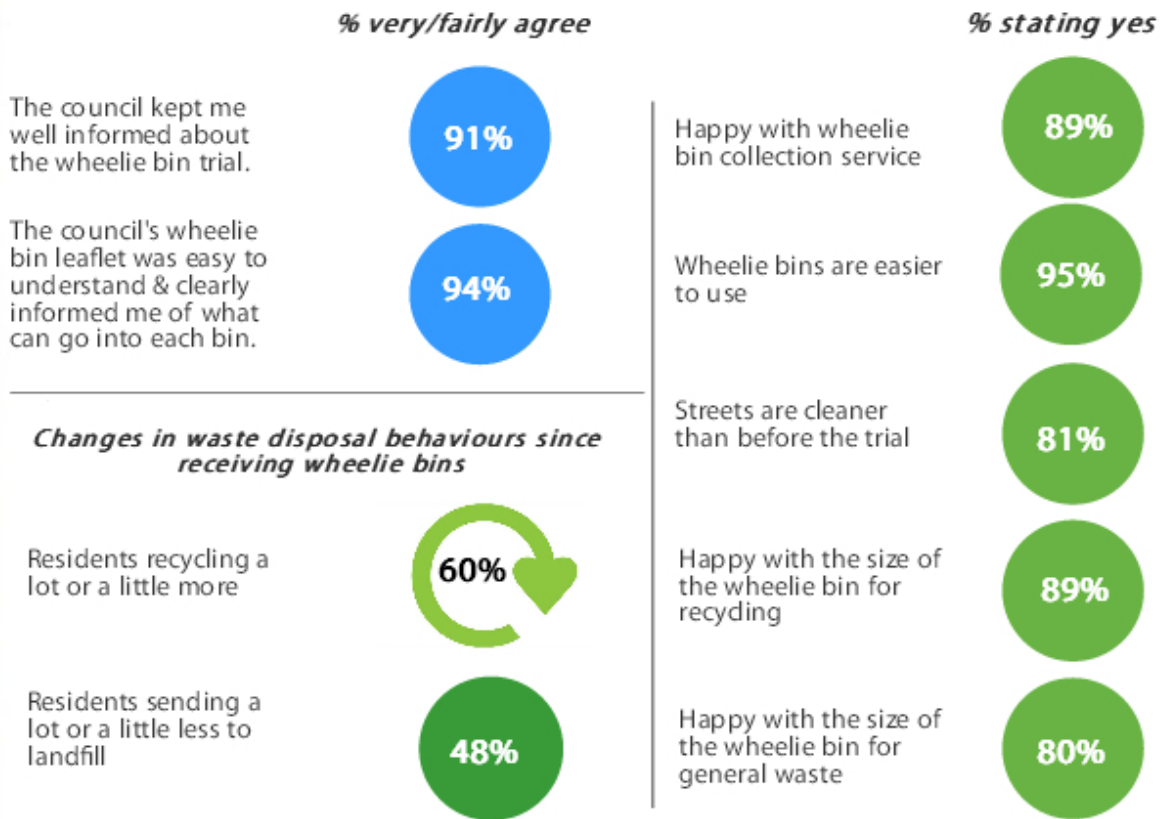
M·E·L Research
 2nd Floor, 1 Ashted Lock
 Aston Science Park
 Birmingham B7 4AZ

Tel: 0121 604 4664
 Fax: 0121 604 6776
 Email: info@m-e-l.co.uk
 Web: www.m-e-l.co.uk



2) Executive Summary

During April and September 2015 Merton Council provided residents in the Lavender Fields area with trial wheelie bins for general rubbish and commingled dry recycling which temporarily replaced the existing sack and box collection containers. The trial was funded by the Department of Communities and Local Government (DCLG). M·E·L Research were commissioned to carry out a face to face consultation with residents to gain feedback on the trial. The fieldwork was carried out just before the trial ended at the beginning of September 2015. Overall 350 face to face surveys were completed out of 1,035 households taking part in the trial. The key indicators of the consultation are presented below, further detail can be found in the main body of the report.



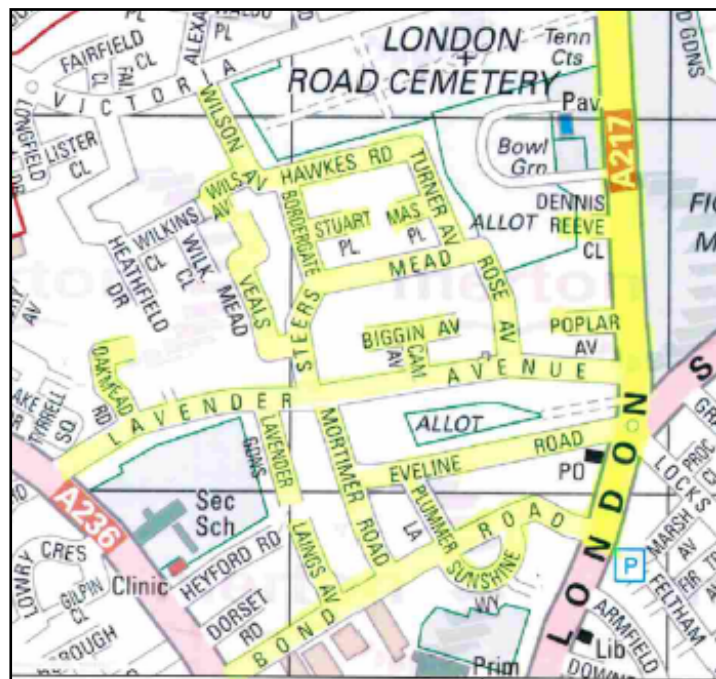
3) Background

Overview

During April and September 2015 the council provided residents in the Lavender Fields area with trial wheelie bins for general rubbish and commingled dry recycling which temporarily replaced the existing sack and box collection containers. Other than the containers provided no other aspect of the service changed during the trial period. The council's main aim of running the trial was to measure any changes in street cleanliness, the cost effectiveness of collecting waste in the wheeled bins rather than the sacks/boxes and to measure the environmental impact i.e. has recycling increased. The trial was funded by the Department of Communities and Local Government (DCLG). To gain feedback from residents in the trial area; during August 2015 M·E·L Research was commissioned to undertake a doorstep resident consultation. The main objectives of the project were to:

- ◆ Understanding residents perceptions of the wheelie bins opposed to the sacks/boxes i.e. ease of use, size of bins
- ◆ Perceived environmental improvements i.e. street cleanliness
- ◆ Perceived changes in residents waste disposal behaviour i.e. recycling more
- ◆ Satisfaction with the way the council communicated to residents about the trial

The trial area consisted of approximately 1,035 households (please see map of the trial area below). All households within the trial area received an introductory letter about the wheelie bin trial. Residents were then provided with a 240 litre green wheelie bin for commingled dry recycling and a 180 litre grey wheelie bin for non-recyclable waste as well as an informative leaflet about how to use the service.



Sampling Method

During 8th and 12th of September 2015 experienced M·E·L Research surveyors were deployed to carry out the doorstep face to face consultation. The Surveyors called at different occasions spread over daytime and evenings to ensure maximum opportunity to contact residents. The Surveyors worked on a two-knock approach; if no one was home on the second approach then a postal version of the survey was left. The face to face questionnaire can be viewed in Appendix C. In total 350 face to face surveys were completed by M·E·L Research and 675 households were provided with a postal survey.

This report covers only the face to face results as the postal survey responses were collected and analysed by the Council. For information purposes, the postal survey results are presented in a tabulated format in Appendix B, overall 201 surveys were returned.

Confidence intervals

It is necessary to take account of sampling errors when assessing the accuracy of any sample base. It is therefore possible to be more specific about how accurate each percentage value is from a survey. The confidence intervals shown in Table 3.1 below are reported to give an indication for the precision of the results and are not an absolute measure. With 350 completed surveys, this means that at a confidence level of 95% the results are within +/- 3.1% of the calculated response. For example, a figure where 50% of residents were satisfied with the collections could in reality lie within the range of 46.9% to 53.1%.

Table 3.1: Confidence intervals at 95%

| Size of sample | Approximate sampling tolerances | | |
|-----------------------------------|---------------------------------|------------|------|
| | 10% or 90% | 30% or 70% | 50% |
| | ± | ± | ± |
| 350 surveys (Face to face sample) | 3.14 | 4.79 | 5.23 |
| 201 surveys (Postal sample) | 4.15 | 6.34 | 6.91 |

Reporting conventions

The output from the survey is in the form of conventional cross-tabulations. These provide results for the total sample and various sub-groups of the resident profile (e.g. gender, age, household size and housing stock).

Within the main body of the report, where percentages do not sum to 100 per cent, this is due to computer rounding. The 'base' figure referred to in each chart and table is the total number of residents responding to the question with a valid response.

In addition, percentage levels for satisfaction are reported for valid responses only, meaning that this excludes respondents who were unable to rate their level of satisfaction i.e. 'don't know' or 'don't use service' were both deemed to be invalid responses. As an additional reference, the count of respondents citing an invalid response is highlighted for each indicator.

4) Findings

This section sets out the results for the face to face resident's consultation in both tabular and graphical form. Data tables for all of the results presented in graphical form can be viewed in Appendix A.

Demographics

The tables below present the socio-demographic characteristics for the survey respondents and are compared with Merton as a whole. It should be noted that no demographic quotas were set by age, household size, gender or housing stock and are presented for information purposes only. Table 4.1, shows that the sample surveyed was broadly representative by age relative to the adult population of Merton, although the 25-34 age groups was under represented and the older age groups (65+) have been over represented. This is due to the nature of the activity, whereby older people are generally more likely to be at home and more willing to take part when Surveyors call.

Table 4.1: Age group of respondents surveyed compared to Merton as a whole

| | Merton profile | | Survey profile | |
|-------------------|----------------|-------------|----------------|-------------|
| | Count | % | Count | % |
| 18-24 | 16301 | 10% | 26 | 7% |
| 25-34 | 40781 | 26% | 44 | 13% |
| 35-44 | 32759 | 21% | 78 | 22% |
| 45-54 | 25333 | 16% | 68 | 19% |
| 55-64 | 18126 | 12% | 48 | 14% |
| 65-74 | 11880 | 8% | 45 | 13% |
| 75+ | 11242 | 7% | 36 | 10% |
| Prefer not to say | 0 | 0% | 5 | 1% |
| Total | 156422 | 100% | 350 | 100% |

Table 4.2 shows that one person households were under represented and the larger household sizes (4+) were over represented.

Table 4.2: Household size of respondents surveyed compared to Merton as a whole

| | Merton profile | | Survey profile | |
|------------------------|----------------|-------------|----------------|-------------|
| | Count | % | Count | % |
| 1 Person in Household | 22294 | 28% | 46 | 13% |
| 2 People in Household | 23958 | 30% | 85 | 24% |
| 3 People in Household | 13311 | 17% | 48 | 14% |
| 4 People in Household | 11747 | 15% | 73 | 21% |
| 5+ People in Household | 7447 | 9% | 97 | 28% |
| Prefer not to say | 0 | 0% | 1 | 0% |
| Total | 78757 | 100% | 350 | 100% |

When comparing gender, females were slightly over represented.

Table 4.3: Gender of respondents surveyed compared to Merton as a whole

| | Merton profile | | Survey profile | |
|---------|----------------|-----|----------------|-----|
| | Count | % | Count | % |
| Males | 98515 | 49% | 140 | 41% |
| Females | 101178 | 51% | 203 | 59% |

| | | | | |
|--------------|---------------|-------------|------------|-------------|
| Total | 199693 | 100% | 343 | 100% |
|--------------|---------------|-------------|------------|-------------|

Table 4.4 shows that the housing stock surveyed was fairly representative to Merton as a whole. The trial area was selected as it provided a good representation of housing types compared to the council area.

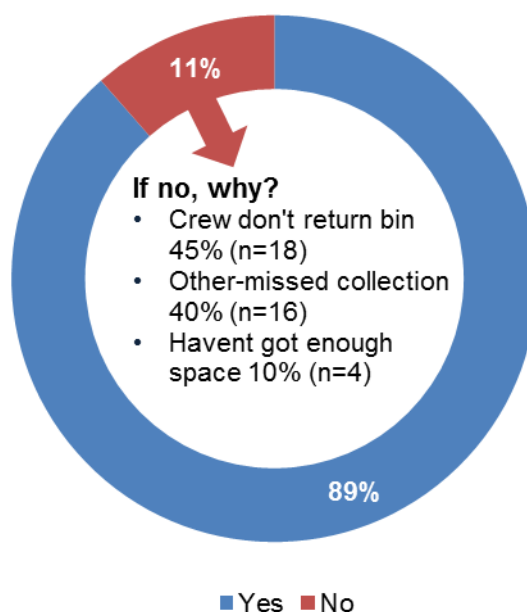
Table 4.4: Housing stock of respondents surveyed compared to Merton as a whole

| | Merton profile | | Survey profile | |
|------------------------------------------------------------|----------------|-------------|----------------|-------------|
| | Count | % | Count | % |
| House or Bungalow: Detached | 4807 | 9% | 12 | 4% |
| Detached with front garden over 6ft in length | | | 7 | 2% |
| Detached with front garden less than 6ft in length | | | 5 | 1% |
| House or Bungalow: Semi-detached | 14661 | 28% | 71 | 21% |
| Semi-detached with front garden over 6ft in length | | | 67 | 20% |
| Semi-detached with front garden less than 6ft in length | | | 4 | 1% |
| House or Bungalow: Terraced (including end-terrace) | 32882 | 63% | 251 | 71% |
| Terraced with front garden over 6ft in length | | | 226 | 62% |
| Terraced with front garden less than 6ft in length | | | 25 | 9% |
| Other | | | 15 | 4% |
| Total | 52350 | 100% | 349 | 100% |

Results

Respondents were first asked if they were happy with the council’s wheelie bin collection service. Almost nine out of ten (89%) said they were. The 11% who said that they weren’t were then asked why; most commonly cited reason was that the collection crew don’t return the bin to the place of origin. This was followed by ‘missed collections’ which was not on the pre-coded list of reasons. When comparing satisfaction with the wheelie bin collection by different age groups, the results showed that as age increased satisfaction with the service decreased.

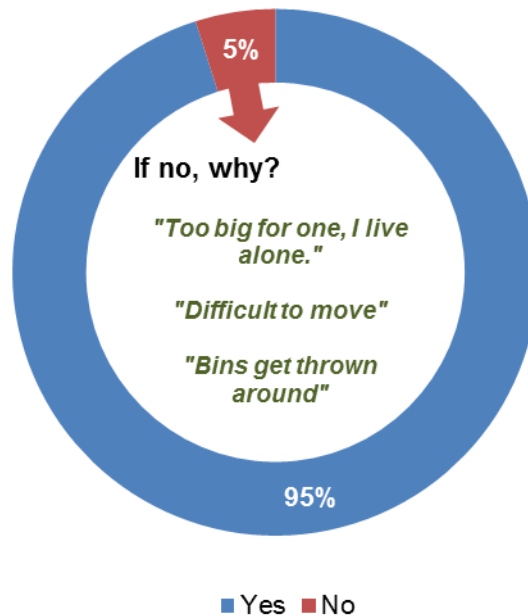
Figure 4.1: Are you happy with the council’s wheelie bin collection service, if not why? Base = 349



Respondents were then asked if they found using the wheelie bin easier when compared to the sacks and boxes. The vast majority (95%) of respondents agreed that it was the case. Of the 5% (n=17) who didn't

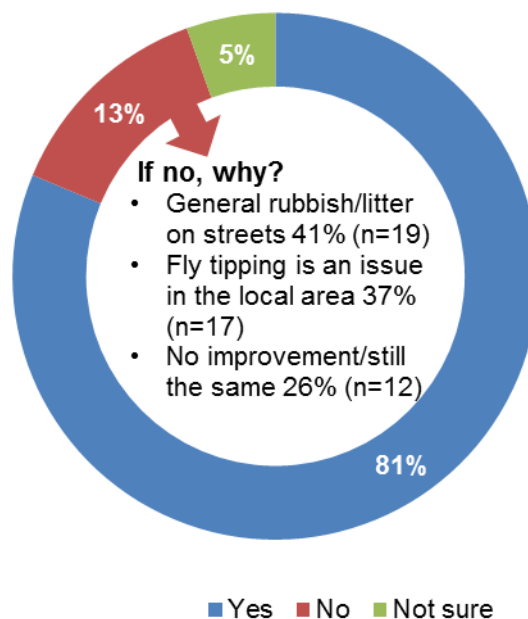
find the wheelie bins easier to use were then asked why, common responses were the bins are too big and are difficult to move, bins get thrown around and bins get in the way i.e. space issues.

Figure 4.2: Have you found using the wheelie bins easier to use than the sacks and boxes, if not why? Base = 346



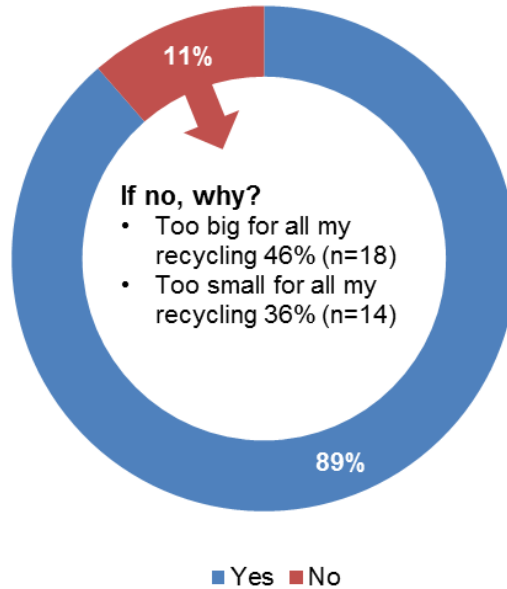
To assess any changes in the local area respondents were asked if their street was cleaner than before the wheelie bin trial started. Around eight out of ten (81%) said yes, 13% said no and 5% where unsure. Respondents who said no were asked why, most commonly cited reasons were that there is still general rubbish and litter around the local area with some respondents commenting that the road sweeper didn't come or clean properly (n=19). This was followed by concerns with fly tipping (n=17) and 12 respondents felt there had been no change in the condition of the local area since the introduction.

Figure 4.3: Is your street cleaner than before the wheelie bin trial started, if not why? Base = 347



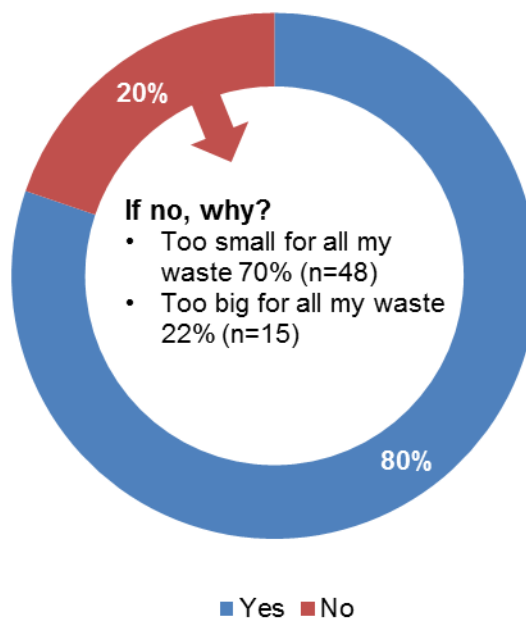
Almost nine out of ten (89%) respondents were happy with the size of the recycling wheelie bin provided. Of those who weren't (11%) when asked why, 18 respondents said the bin is too big for all their recycling; this is more so with older residents and smaller households. This was followed by 14 respondents stating the recycling wheelie bin was too small for all the recycling.

Figure 4.4: Are you happy with the size of the wheelie bins for recycling, if not why? Base = 350



Respondents were then asked if they were happy with the size of the general rubbish wheelie bin provided. Slightly fewer respondents were satisfied with this aspect when compared with the results of the recycling wheelie bin, with eight out of ten (80%) stating yes, whilst a fifth (20%) stated no. Respondents who weren't happy were asked why; 70% (n=48) felt the wheelie bin was too small for all their waste and 22% (n=22) felt it was too big for all their waste.

Figure 4.5: Are you happy with the size of the wheelie bins for general rubbish, if not why? Base = 349

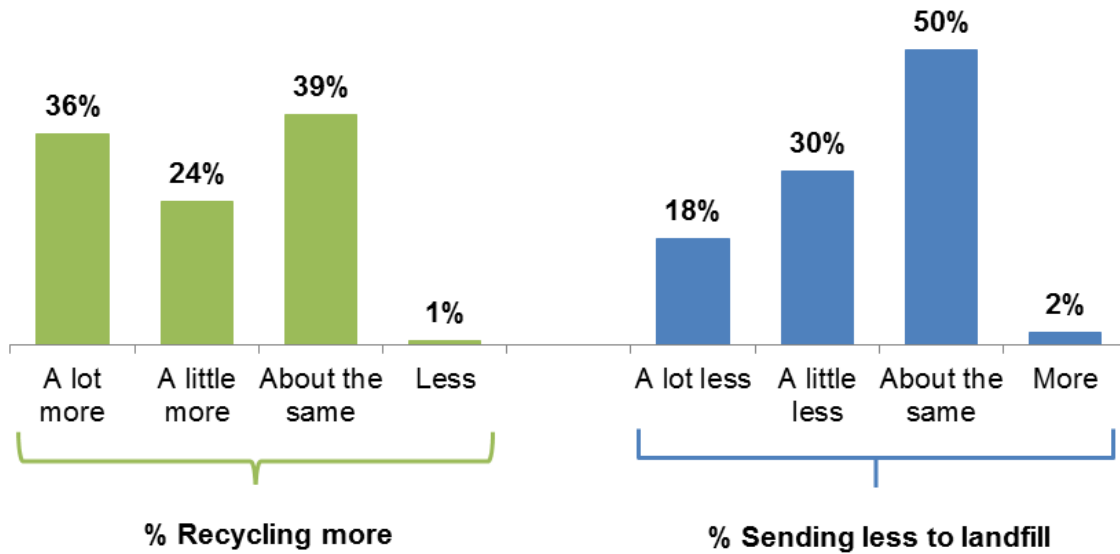


To assess any changes in residents perceived waste disposal behaviours, residents were firstly asked if since receiving the wheelie bins if they now recycle more. Almost two thirds (60%) said they now recycle a

little (24%) or a lot (36%) more since receiving the bins. When analysing the result by age, respondents falling into the middle age group (25-34) were most likely to have positively changed their recycling behaviours. When compared by household size, respondents recycling a little or a lot more increased as household size increased.

Respondents were then asked if they felt that since receiving the wheelie bins if they send less of their waste to landfill. Almost half (48%) said they now send a lot (18%) or a little (30%) less to landfill. When comparing the result by household size, those claiming to send less to landfill increased as households size increased.

Figure 4.6: Changes in waste disposal behaviour since receiving the wheelie bins? Base = 349



To assess how well the council communicated with residents about the trial, respondents were firstly asked how much they agree that the council kept them well informed about the wheelie bin trial. The majority (91%) either strongly (57%) or fairly (34%) agreed with this statement. Secondly, respondents were asked how much they agree that the council’s wheelie bin leaflet was easy to understand and clearly informed them of what can go in each bin. Again the majority (94%) either strongly (70%) or fairly (24%) agreed with this statement.

Image 4.1: Respondents stating they strongly or fairly agree Base = 321 (don’t know responses removed)



The council kept me well informed about the wheelie bin trial.



The council's wheelie bin leaflet was easy to understand & clearly informed me of what can go into each bin.

5) Conclusion

In summary the consultation results show that the majority of the respondents were happy with the wheelie bin collection and found the bins easier to use than the boxes and sacks. Although happiness with the wheelie bin collection decreases as age increases, with crews not returning bins to the place of origin and missed collections being the most common issues cited by respondents aged 55+. These issues could possibly be overcome by communicating residents' grievances to the collections crews.

Respondents were more satisfied with the size of the recycling wheelie bin when compared to the size of the general rubbish wheelie bin although both bins scored 80% or above. When comparing satisfaction by demographics, older respondents and smaller households were most likely to cite that the recycling bins are too big, whilst younger respondents and larger households were most likely to state the recycling bins are too small. A possible suggestion for this would be to offer larger households bigger recycling wheelie bins if the service was rolled out and the opposite for smaller households.

In terms of street cleanliness eight out of ten respondents surveyed felt that there had been a positive change in the condition of their street since the introduction of the wheelie trial. This satisfaction decreased as age increased, although when asked why they felt this way fly tipping was most commonly cited. This could potentially be an existing neighbourhood problem or linked to the reduction in general rubbish bin capacity; these are both out of scope of this consultation but further research could be carried out, such as a street scene/cleanliness survey, to investigate the degree of the issues.

When assessing the impact the wheelie bins have had on waste disposal behaviours, around two thirds felt they recycle a lot or a little more since the introduction of the trial. When comparing this by age and household size, the 25-34 age group and larger household sizes were most likely to have positively changed their recycling behaviours. Just under half of respondents felt that they are also sending a lot or a little less to landfill.

Finally, the majority of respondents were satisfied with the way the council communicated with them about the wheelie bin trial and the information about how the service operates.

Appendices

Appendix A: Data tables (face to face survey)

Appendix B: Postal survey results

Appendix C: Questionnaire

Appendix A: Data tables (face to face survey)

Table A1: Are you happy with the council's wheelie bin collection service?

| | Count | % |
|--------------|------------|-------------|
| Yes | 309 | 89% |
| No | 40 | 11% |
| Total | 349 | 100% |

Table A2: If no, why aren't you happy with the council's wheelie bin collection service?

| | Count | % |
|---------------------------------------------------|-----------|-------------|
| Looks less visually pleasing | 1 | 3% |
| Hard to manoeuvre | 3 | 8% |
| Crews do not return to property/where left | 18 | 45% |
| Haven't got enough space to store bins | 4 | 10% |
| Don't need such a big bin, box/bags were adequate | 1 | 3% |
| Other | 18 | 45% |
| Total respondents | 40 | 100% |

Table A3: Have you found using the wheelie bins easier to use than the sacks and boxes?

| | Count | % |
|--------------|------------|-------------|
| Yes | 329 | 95% |
| No | 17 | 5% |
| Total | 346 | 100% |

Table A6: Is your street cleaner than before the wheelie bin trial started?

| | Count | % |
|--------------|------------|-------------|
| Yes | 282 | 81% |
| No | 46 | 13% |
| Not sure | 19 | 5% |
| Total | 347 | 100% |

Table A7: If no, why do you think that your street isn't cleaner than before the wheelie bin trial?

| | Count | % |
|----------------------------|-----------|-----|
| No improvement | 12 | 26% |
| Still lots of fly tipping | 17 | 37% |
| General rubbish on streets | 19 | 41% |
| Other | 4 | 9% |
| Total respondents | 46 | |

Table A8: Are you happy with the size of the wheelie bins for recycling and general rubbish?

| | Recycling wheelie bins | | General rubbish wheelie bins | |
|--------------|------------------------|-------------|------------------------------|-------------|
| | Count | % | Count | % |
| Yes | 310 | 89% | 280 | 80% |
| No | 40 | 11% | 69 | 20% |
| Total | 350 | 100% | 349 | 100% |

Table A9: If no, why aren't you happy with the size of the wheelie bins for recycling and general rubbish?

| | Recycling wheelie bin | | General rubbish wheelie bin | |
|----------------------------------------------|-----------------------|-------------|-----------------------------|-------------|
| | Count | % | Count | % |
| Find it hard to manoeuvre | 2 | 5% | 2 | 3% |
| Too big for all my recycling/waste | 18 | 46% | 15 | 22% |
| Too small for all my recycling/waste | 14 | 36% | 48 | 70% |
| Too big, I don't have adequate storage space | 3 | 8% | 2 | 3% |
| Other | 3 | 8% | 6 | 9% |
| Total | 39 | 100% | 69 | 100% |

Table A10: Do you recycle more or less since receiving the wheelie bins?

| | Count | % |
|----------------|------------|-------------|
| A lot more | 125 | 36% |
| A little more | 85 | 24% |
| About the same | 137 | 39% |
| Less | 2 | 1% |
| Total | 349 | 100% |

Table A11: Do you have less waste going to landfill since receiving the wheelie bins?

| | Count | % |
|----------------|------------|-------------|
| A lot less | 63 | 18% |
| A little less | 103 | 30% |
| About the same | 175 | 50% |
| More | 7 | 2% |
| Total | 348 | 100% |

Table A12: Overall, on a scale of 1 to 4 where 1 is strongly agree and 4 is strongly disagree, how much do you agree with the following statements (excluding don't knows)

| | The council kept me well informed about the wheelie bin trial. | | The council's wheelie bin leaflet was easy to understand and clearly informed me of what can go into each bin. | |
|-------------------|----------------------------------------------------------------|-------------|----------------------------------------------------------------------------------------------------------------|-------------|
| | Count | % | Count | % |
| Strongly agree | 182 | 57% | 212 | 70% |
| Fairly agree | 111 | 35% | 72 | 24% |
| Disagree | 20 | 6% | 11 | 4% |
| Strongly disagree | 8 | 2% | 7 | 2% |
| Total | 321 | 100% | 302 | 100% |

Appendix B: Postal survey results

The tables below present the results from the postal survey. All data was processed by Merton Council.

Table B1: Are you happy with the council's wheelie bin collection service?

| | Count | % |
|--------------|------------|---------------|
| Yes | 183 | 91.0% |
| No | 13 | 6.5% |
| blank | 5 | 2.5% |
| Total | 201 | 100.0% |

Table B2: Have you found using wheelie bins easier than sacks and boxes?

| | Count | % |
|--------------|------------|---------------|
| Yes | 187 | 93% |
| No | 12 | 6.0% |
| Blank | 2 | 1.0% |
| Total | 201 | 100.0% |

Table B3: Is your street cleaner than before the wheelie bin trial started?

| | Count | % |
|--------------|------------|---------------|
| Yes | 161 | 80.1% |
| No | 35 | 17.4% |
| Not Sure | 5 | 2.5% |
| Total | 201 | 100.0% |

Table B4: Are you happy with the size of the bins

| | Count | % |
|--------------|------------|---------------|
| Yes | 172 | 85.6% |
| No | 24 | 11.9% |
| No response | 5 | 2.5% |
| Total | 201 | 100.0% |

Table B5: How well did the council tell you about the trial?

| | Count | % |
|--------------|------------|---------------|
| Very well | 132 | 65.7% |
| Satisfactory | 57 | 28.4% |
| Not well | 6 | 3.0% |
| No response | 6 | 3.0% |
| Total | 201 | 100.0% |

Table B6: In the council's wheelie bin leaflet, how easy was it to understand what to put in each wheelie bin?

| | Count | % |
|--------------|------------|---------------|
| Very easy | 161 | 80.1% |
| Satisfactory | 34 | 16.9% |
| Not easy | 4 | 2.0% |
| no response | 2 | 1.0% |
| Total | 201 | 100.0% |

Table B7: Is it easier to recycle using a wheelie bin?

| | Count | % |
|--------------|------------|---------------|
| Yes | 187 | 93.0% |
| No | 12 | 6.0% |
| Blank | 2 | 1.0% |
| Total | 201 | 100.0% |

Table B8: Are you recycling more of your waste using wheelie bins?

| | Count | % |
|---------------|------------|----------------|
| A lot more | 110 | 54.7% |
| A little more | 43 | 21.4% |
| The same | 44 | 21.9% |
| Less | 2 | 1.0% |
| Blank | 2 | 1.0% |
| Total | 201 | 100.00% |

Table B9: Do you have less waste going to landfill using wheelie bins?

| | Count | % |
|---------------|------------|---------------|
| A lot less | 96 | 47.8% |
| A little less | 42 | 20.9% |
| The same | 55 | 27.4% |
| More | 4 | 2.0% |
| Not sure | 4 | 2.0% |
| Total | 201 | 100.0% |

Table B10: Gender

| | Count | % |
|--------------|------------|---------------|
| Male | 124 | 61.7% |
| Female | 66 | 32.8% |
| No response | 11 | 5.5% |
| Total | 201 | 100.0% |

Table B11: What is your age group?

| | Count | % |
|--------------|------------|---------------|
| Under 16 | 0 | 0.0% |
| 16-24 | 0 | 0.0% |
| 25-34 | 15 | 7.5% |
| 35-44 | 44 | 21.9% |
| 45-54 | 47 | 23.4% |
| 55-64 | 37 | 18.4% |
| 65-74 | 25 | 12.4% |
| 75 or over | 22 | 10.9% |
| No response | 11 | 5.5% |
| Total | 201 | 100.0% |

Table B12: Do you consider that you have a disability?

| | Count | % |
|--------------|------------|---------------|
| Yes | 21 | 10.4% |
| No | 164 | 81.6% |
| No Response | 16 | 8.0% |
| Total | 201 | 100.0% |

Table B13: How many people live in your house?

| | Count | % |
|--------------|------------|---------------|
| 1 | 45 | 22.4% |
| 2 | 47 | 23.4% |
| 3 | 26 | 12.9% |
| 4 | 39 | 19.4% |
| 5 | 23 | 11.4% |
| 6 | 0 | 0.0% |
| 7 | 1 | 0.5% |
| No Response | 20 | 10.0% |
| Total | 201 | 100.0% |

Table B14: Please tick which property type best describes your house.

| | count | % |
|------------------------------------------------------------|------------|---------------|
| Detached with front garden over 6 foot in length | 10 | 5.0% |
| Detached with front garden less than 6 foot in length | 6 | 3.0% |
| Semi-detached with front garden over 6 foot in length | 48 | 23.9% |
| Semi-detached with front garden less than 6 foot in length | 20 | 10.0% |
| Terraced with front garden over 6 foot in length | 51 | 25.4% |
| Terraced with front garden less than 6 foot in length | 29 | 14.4% |
| Other, please specify | 16 | 8.0% |
| blank | 21 | 10.4% |
| Total | 201 | 100.0% |

Table B15: Other specified to be as follows:

| | Count |
|---------------------------------------|-------|
| end of terrace | 8 |
| block of flats | 4 |
| maisonette | 2 |
| terraced with no front garden | 1 |
| terraced with rear garden over 6 foot | 1 |

Appendix C: Questionnaire



15120 Merton Wheelie Bin Trial survey

Good morning/afternoon, my name is _____ and I am working for M·E·L Research on behalf of Merton Council to carry out a survey to gain residents feedback on the wheelie bin trial. Do you have 5 minutes to spare to answer a few quick questions?

Interviewer details:

Interviewer Name _____

Date of Interview _____

ID number _____

Q1. Are you happy with the council's wheelie bin collection service? [SINGLE CODE]

| | | | |
|----------------------------|----------------|----------------------------|---------------|
| <input type="checkbox"/> 1 | Yes [GO TO Q3] | <input type="checkbox"/> 2 | No [GO TO Q2] |
|----------------------------|----------------|----------------------------|---------------|

Q2. If no, why is this? [TICK ALL THAT APPLY / DO NOT READ OUT]

| | | | |
|----------------------------|--------------------------------------------|----------------------------|---------------------------------------------------|
| <input type="checkbox"/> 1 | Looks less visually pleasing | <input type="checkbox"/> 4 | Haven't got enough space to store bins |
| <input type="checkbox"/> 2 | Hard to manoeuvre | <input type="checkbox"/> 5 | Don't need such a big bin, box/bags were adequate |
| <input type="checkbox"/> 3 | Crews do not return to property/where left | <input type="checkbox"/> 6 | Other (specify) |

Q3. Have you found using the wheelie bins easier to use than the sacks and boxes? [SINGLE CODE]

| | | | |
|----------------------------|----------------|----------------------------|---------------|
| <input type="checkbox"/> 1 | Yes [GO TO Q5] | <input type="checkbox"/> 2 | No [GO TO Q4] |
|----------------------------|----------------|----------------------------|---------------|

Q4. If no, why is this? [OPEN ENDED]

| |
|--|
| |
|--|

Q5. Is your street cleaner than before the wheelie bin trial started? [SINGLE CODE]

| | | | | | |
|----------------------------|----------------|----------------------------|---------------|----------------------------|---------------------|
| <input type="checkbox"/> 1 | Yes [GO TO Q7] | <input type="checkbox"/> 2 | No [GO TO Q6] | <input type="checkbox"/> 3 | Not sure [GO TO Q7] |
|----------------------------|----------------|----------------------------|---------------|----------------------------|---------------------|

Q6. If no, why is this? [OPEN ENDED]

| |
|--|
| |
|--|

Q7. Are you happy with the size of the wheelie bins for recycling and general rubbish? [SINGLE CODE FOR EACH OPTION]

| | Yes | No |
|----------------------|---------------------------------------|----------------------------------------|
| Recycling bins | <input type="checkbox"/> 1 (GO TO Q9) | <input type="checkbox"/> 2 (GO TO Q8a) |
| General rubbish bins | <input type="checkbox"/> 1 (GO TO Q9) | <input type="checkbox"/> 2 (GO TO Q8b) |

Q8. If no, why is this? [TICK ALL THAT APPLY FOR EACH WASTE TYPE]

| Q8a. Recycling wheelie bin | | Q8b. General waste wheelie bin | |
|----------------------------|----------------------------------------------|--------------------------------|----------------------------------------------|
| <input type="checkbox"/> 1 | Find it hard to manoeuvre | <input type="checkbox"/> 1 | Find it hard to manoeuvre |
| <input type="checkbox"/> 2 | Too big for all my recycling | <input type="checkbox"/> 2 | Too big for all my waste |
| <input type="checkbox"/> 3 | Too small for all my recycling | <input type="checkbox"/> 3 | Too small for all my waste |
| <input type="checkbox"/> 4 | Too big, I don't have adequate storage space | <input type="checkbox"/> 4 | Too big, I don't have adequate storage space |
| <input type="checkbox"/> 5 | Other (specify below) | <input type="checkbox"/> 5 | Other (specify below) |

Q9. Do you recycle more or less since receiving the wheelie bins [SINGLE CODE]

| | | | |
|----------------------------|---------------|----------------------------|----------------|
| <input type="checkbox"/> 1 | A lot more | <input type="checkbox"/> 3 | About the same |
| <input type="checkbox"/> 2 | A little more | <input type="checkbox"/> 4 | Less |

Q10. Do you have less waste going to landfill since receiving the wheelie bins? [SINGLE CODE]

| | | | |
|----------------------------|---------------|----------------------------|----------------|
| <input type="checkbox"/> 1 | A lot less | <input type="checkbox"/> 3 | About the same |
| <input type="checkbox"/> 2 | A little less | <input type="checkbox"/> 4 | More |

Q11. [SHOW CARD A] Overall, on a scale of 1 to 4 where 1 is strongly agree and 4 is strongly disagree, how much to you agree with the following statements? [TICK ONE FOR EACH OPTION]

| | 1 – Strongly agree | 2 – Fairly agree | 3 – Disagree | 4 – Strongly disagree | [DON'T PROMPT] Don't know |
|----------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| The council kept me well informed about the wheelie bin trial. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| The council's wheelie bin leaflet was easy to understand and clearly informed me of what can go into each bin. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

And now I'd just like to ask some questions about you and your household

Q12. [SHOWCARD B] What age group do you fall into? [SINGLE CODE ONLY]

| | | | | | |
|----------------------------|-------|----------------------------|-------|----------------------------|-------------------|
| <input type="checkbox"/> 1 | 18-24 | <input type="checkbox"/> 4 | 45-54 | <input type="checkbox"/> 7 | 75+ |
| <input type="checkbox"/> 2 | 25-34 | <input type="checkbox"/> 5 | 55-64 | <input type="checkbox"/> 8 | Prefer not to say |
| <input type="checkbox"/> 3 | 35-44 | <input type="checkbox"/> 6 | 65-74 | | |

Q13. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months? [SINGLE CODE ONLY]

| | | | | | |
|----------------------------|-----|----------------------------|----|----------------------------|-------------------|
| <input type="checkbox"/> 1 | Yes | <input type="checkbox"/> 2 | No | <input type="checkbox"/> 3 | Prefer not to say |
|----------------------------|-----|----------------------------|----|----------------------------|-------------------|

Q14. How many people live in your household including yourself?

Adults Children 18 and under 1 Prefer not to say

Q15. INTERVIEWER TO CODE GENDER [SINGLE CODE ONLY]

| | | | |
|----------------------------|------|----------------------------|--------|
| <input type="checkbox"/> 1 | Male | <input type="checkbox"/> 2 | Female |
|----------------------------|------|----------------------------|--------|

Q16. INTERVIEWER TO RECORD HOUSETYPE [SINGLE CODE ONLY]

| | | | |
|----------------------------|------------------------------------------------------------|----------------------------|-------------------------------------------------------|
| <input type="checkbox"/> 1 | Detached with front garden over 6 foot in length | <input type="checkbox"/> 5 | Terraced with front garden over 6 foot in length |
| <input type="checkbox"/> 2 | Detached with front garden less than 6 foot in length | <input type="checkbox"/> 6 | Terraced with front garden less than 6 foot in length |
| <input type="checkbox"/> 3 | Semi-detached with front garden over 6 foot in length | <input type="checkbox"/> 7 | Other (specify below) |
| <input type="checkbox"/> 4 | Semi-detached with front garden less than 6 foot in length | | |

Q17. INTERVIEWER: Do you think English is respondent's first language [DO NOT DIRECTLY ASK RESIDENT]

| | | | |
|----------------------------|-----|----------------------------|----|
| <input type="checkbox"/> 1 | Yes | <input type="checkbox"/> 2 | No |
|----------------------------|-----|----------------------------|----|

Q18. As part of our quality checking process, some of the people who answered the survey will be selected at random to check that they really were interviewed. Could I please take your name and telephone number so that you can be called if necessary? This will not be passed to anyone else.

| | |
|------------------|----------------------|
| Respondent name: | <input type="text"/> |
| Telephone no: | <input type="text"/> |

Q19. Thank you, that is all the questions I have. The answers you have provided, including your number, street and postcode, will be passed back to Merton Council so that they can improve services. This does not include your name or contact details. Are you happy for us to do this?

| | | | |
|----------------------------|-----|----------------------------|----|
| <input type="checkbox"/> 1 | Yes | <input type="checkbox"/> 2 | No |
|----------------------------|-----|----------------------------|----|

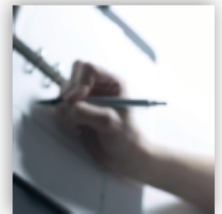
| | |
|----------------------------|--------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> 1 | Interviewer: Please tick if resident asked what was going to happen to the wheelie bin once trial ends |
|----------------------------|--------------------------------------------------------------------------------------------------------|

That's all the questions, thank you for participating!

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Appendix 4

How is street Cleanliness measured

Local authorities measure the standard of cleanliness through an agreed set of industry standard measures previously known as Ni 195. Please note that for the purposes of NI195, recent leaf and blossom falls are excluded from the definition of litter

The four elements of NI 195 – litter (NI 195a.), detritus (NI 195b.), graffiti (NI 195c.) and flyposting (NI 195d.) – are measured separately. Each site is given a grading assessment based on the 4-point scale set out in the Code of Practice on Litter and Refuse ranging from Grade A (clean) to Grade D (heavily affected).

Definitions of Litter Grades

GRADE A - no litter or refuse



GRADE B - predominantly free of litter and refuse except for some small items



GRADE C - widespread distribution of litter and refuse, with minor accumulations



GRADE D - heavily littered, with significant accumulations



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APPENDIX 5

DRAFT SERVICE CHARTERS The Service Charters are provided for information and shall be shared with the public and used by the Council in order to describe the delivery of the Services. For the avoidance of doubt, the Service Charters shall not be treated as confidential. Draft Service Charters will be finalised at Preferred Bidder stage].

Draft Service Charter for Waste Collection Services

Recycling and Refuse Collection

Our service to residents:

- Recycling and refuse is collected from all homes on the scheduled collection day
- Receptacles are returned to the point of collection and left in such a manner as to cause minimum inconvenience to residents and customers
- Any missed collections are collected within [24] hours of being reported.
- Recycling and refuse containers are delivered within [5] days of request
- Assisted collections are available for all residents who need them.
- Bulky Waste is collected from the outside of all homes within [to be discussed in dialogue] [X] days of request.
- Spillages caused by the Contractor's Staff are cleared immediately or as soon as is practicable before the end of the day.
- All work is carried out safely and Staff are always polite and courteous, behave professionally and do not seek or accept tips, rewards or payment from the public or businesses.
- Collections are managed to cause the minimum possible level of disruption whilst maintaining an efficient service.
- All public and/or communal waste and recycling sites are kept clean and tidy.

- Public and/or communal waste and recycling sites are always available for use and are emptied frequently enough to prevent them being full or overflowing.
- Full communal waste sites are cleared within [x] hours of being reported as full.
- Staff leave information for residents if containers cannot be emptied because they have the wrong things in them [note to bidders, crews will be expected to carry out an agreed level of sorting if this means the container can then be emptied at the time of collection. A process for managing repeat contamination problems will be agreed and delivered].
- Requests for information are answered within [x] working days.
- Crews will report any faults and issues they observe whilst carrying out their work within the Boroughs, regardless of whether it is for them to fix (e.g. potholes, street lights, graffiti)

We ask Service Users to help us by:

- Placing recycling and refuse containers out for collection by [6] am on collection day and in the designated location.
- Reducing waste wherever possible.
- Sorting as much material as possible for recycling.
- Placing the right materials in the right containers
- Letting us know if a collection has been missed, at the end of the same day if possible.
- Treating staff in a polite and courteous manner and not offering tips, reward or payment.
- Rinsing out bottles, jars and recyclable plastic containers if they contain food residues.
- Keeping food waste containers clean?

- Wrapping up any sharp items like knives, broken glass or crockery in newspaper before they go into the refuse container.
- Not placing hazardous items like paint or oil in the refuse or recycling containers.

Draft Service Charter for Street Cleaning Services

Our service:

- Streets and paths are kept clean. We aim to keep all roads free from litter, rubbish, weeds and animal faeces and we use the standards set out in the Code of Practice on Litter and Refuse to measure cleanliness.
- Road drains on the public highway are kept free from detritus and free flowing to prevent flooding.
- We will support Community Clean-up Initiatives to help residents look after their local area.
- Streets are kept clear of accumulations of weeds.
- Litter bins are kept clean, well maintained and always available for use, never full or overflowing.
- Bagged waste collected from litter bins is cleared by the end of the same working day.
- Fly-tipping on public land is cleared pro-actively when identified by our staff (unless enforcement activity is being undertaken) and always within [x] working day(s) of being reported. A chargeable service is available to private landowners for fly-tip clearance.
- Graffiti and fly-posting on public property is cleared pro-actively when identified by our staff and always within 5 days of being reported. Offensive graffiti is removed within 24 hours of being reported.
- Dead animals, drug litter, and debris and spillages from road traffic or other? accidents, are all cleared within [x] hours of notification.

- All work is carried out safely and staff are always polite and courteous, behave professionally and do not accept tips, rewards or payment from the public.
- Spillage of waste by street litter bins is cleared at the time of emptying the street litter bins.

We ask Service Users to help us by:

- Not dropping litter or dumping rubbish.
- Cleaning up after their dog.
- Only using litter bins for litter and dog waste, and not for commercial or household waste.
- Reporting any fly-tipping and/or fly-tippers, noting time date and vehicle registration wherever possible.
- Quickly removing graffiti from their own property if they are able to do so and reporting to the police anyone that they see causing criminal damage by fly-posting or graffiti.
- Reporting street cleaning issues to us, including any spillages, dead animals and drug litter.
- Removing weeds along their property's boundary with the footpath.

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Appendix 6

Draft Service Charter for Parks and Grounds Maintenance (Lot 2)

We aim to maintain our high level of resident satisfaction with our parks, cemeteries and allotments; we will do this by:

- Ensuring grass areas, shrub beds, flower beds and hedges, and all horticultural features are well looked after and regularly maintained.
- Promoting and maintaining our wildlife and nature conservation areas.
- Using environmentally sustainable methods in our parks maintenance, as set out in Sutton's Environmental Policy and One Planet themes
- Recycling all of our green waste, and other litter and waste streams insofar as practical.
- Keeping parks free from litter, rubbish and animal faeces.
- Ensuring litter bins in parks are kept clean and are always available for use.
- Clearing fly-tipping and graffiti on public land at the earliest opportunity.
- Ensuring trees are inspected regularly and maintained to the appropriate British Standards.
- Providing sports facilities which are safe to use and appropriate for the customer.
- Working collaboratively with sports clubs and sports governing bodies...
- Ensuring our play areas are welcoming, clean, with well-maintained equipment and inspected regularly to the appropriate British Standards.
- Working closely with and supporting our friends groups to help us maintain and improve our open spaces.

- Ensuring staff are always courteous, helpful, polite and professional.
- Listening to customer and resident feedback to help continuously improve our parks.
- Developing the service to promote social value as set out in Sutton's Asset Toolkit.

We ask residents to help us by:

- Not dropping litter, chewing gum or cigarette butts.
- Cleaning up after their dog.
- Not picking or otherwise damaging flowers and plants.
- Becoming involved with Friends of Parks groups.
- Giving us constructive feedback about the service.
- Leaving park facilities in the condition they would expect to find them

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