Merton Council
# Overview and Scrutiny Commission

Date: 15 November 2017
Time: 7.15 pm
Venue: Committee Rooms C, D & E, Merton Civic Centre, London Road, SM4 5DX

## AGENDA



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

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

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

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

## Overview and Scrutiny Commission membership

**Councillors:**
Peter Southgate (Chair)
Peter McCabe (Vice-Chair)
Hamish Badenoch
Mike Brunt
Brenda Fraser
Abigail Jones
Sally Kenny
Dennis Pearce
Oonagh Moulton
David Williams

**Substitute Members:**
Agatha Mary Akyigyina OBE
Michael Bull
Suzanne Grocott
John Sargeant
John Dehaney

**Co-opted Representatives**
Helen Forbes, Parent Governor Representative - Secondary and Special Sector
Colin Powell, Church of England diocese

**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 mater and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, .withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

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

Scrutiny's work falls into four broad areas:

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

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

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

OVERVIEW AND SCRUTINY COMMISSION
20 SEPTEMBER 2017

(7.15 pm - 9.35 pm)

PRESENT: Councillors Peter Southgate (in the Chair), Hamish Badenoch, Mike Brunt, Brenda Fraser, Sally Kenny, Dennis Pearce, David Williams, Agatha Mary Akyigyina OBE, Suzanne Grocott and John Dehaney

Co-opted Member Helen Forbes

ALSO PRESENT: Councillor Edith Macauley MBE (Cabinet Member for Community Safety, Engagement and Equalities)

Chief Superintendent Steve Wallace (Borough Commander), Sophie Ellis (Assistant Director of Business Improvement) and Julia Regan (Head of Democracy Services)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies were received from Councillor Peter McCabe (substituted by Councillor John Dehaney), Councillor Abigail Jones (substituted by Councillor Agatha Akyigyina) and Councillor Oonagh Moulton (substituted by Councillor Suzanne Grocott). Apologies were also received from co-opted member Colin Powell. The Chair announced that co-opted member Mansoor Ahmad had resigned from the Commission subsequent to publication of the agenda because he is no longer a parent governor.

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 were agreed as an accurate record of the meeting.

4 CRIME AND POLICING IN MERTON (Agenda Item 4)

Crime data and policing in Merton
Chief Superintendent Steve Wallace, Borough Commander, introduced the crimes figures set out in Appendix 1 of the report. He drew the Commission’s attention to the 10% reduction in burglary over the past year, though comparisons should be made with caution due to some re-categorisation issues. Robbery has increased, particularly personal property of robbery committed by moped riders. Taking of vehicles, particularly mopeds, has also increased in the rolling year to date compared to last year but overall is now since April reducing considerably. Reports of domestic

abuse have decreased, which is indicative of the commitment to tackling domestic abuse and successful partnership working.

The Borough Commander provided additional information in response to questions:

- The level of knife crime has been fairly static
- The police have been robust in serving notice and using powers to deal with Traveller encampments. Additional resources can be drafted in from within the Metropolitan Police as and when needed.
- The overall increase of just over 2% in crime in Merton has been at a lower level than in neighbouring boroughs. Merton Police have maintained a prompt response to 999 calls, with more than 90% receiving a response within 5 minutes

The Borough Commander answered questions about the Eastern Electrics festival held on 5 August in Morden Park. He said that although the Police, Fire Service and Council had significant concerns in advance of the event, overall he was pleased with how well policing of the event had gone. There were around 15,000 attendees, no arrests and no significant crimes reported to the police.

<u>MOPAC Public Access and Engagement Strategy</u>
The Borough Commander said that he was well aware of public concerns that have been expressed regarding the proposed closure of Wimbledon Police Station. He said that the consultation document was evidence based and contained a lot of detail, including data on the reduction in public use of front offices. He reminded members that the proposals had been made in the context of the need to save a further £400m from the MPS budget over the next four years and that the priority was to protect frontline policing and to redesign services in order to make better use of digital technology. He urged all concerned to respond formally to the MOPAC consultation.

The Borough Commander said that there would be a 24/7 front office in every borough. He assured members that the police would continue to police Wimbledon town centre and respond to crimes regardless of where the front office was based. He envisaged that there would be a need for an operational base in the west of the borough if the 24/7 front office were to be located in the east.

Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities, stated that Wimbledon town centre is a crime hotspot and her view is that the police stations in Wimbledon and Mitcham should both remain open to provide a deterrent and protection to residents.

The Borough Commander provided additional detail in response to the questions set out in paragraph 2.4 of the agenda report:

1. Addressed this question in his opening remarks

2. Reassured members that the proposals should not impact on response times and that town centres would continue to be patrolled. Each ward will have two named officers, with well publicised contact details.
3. Proud that Merton remains one of the safest boroughs in London. He said that the crime hotspot in Wimbledon town centre was due to the density of licensed premises in the Broadway area. He assured members that police resources would be flexed as appropriate and that the proposals should not affect the overall effectiveness of policing in the West of the borough.
4. Understood that fear of crime is often higher than the reality. Added that police officers spend the vast majority of time out responding to crime rather than sitting in police stations.
5. Some vacancies remain at detective rank and for police sergeants – otherwise the establishment level has now been reached in Merton. Police numbers are reducing across London and Merton will need to take a share of this but numbers not known at present.
6. The value of the Wimbledon police station site is estimated to be £6.75m. Running costs are around £500,000 pa.
7. Opening Mitcham police station 24/7 is one option but it would need some investment in order to provide that facility.
8. Addressed this question in his opening remarks

Members of the Commission discussed the consultation document and the information provided by the Borough Commander and made a number of points that the Commission AGREED should be included in its formal response to the consultation:

The Commission agreed that it is important to have a debate about the best way to resource policing in the borough and that the location of police stations would not necessarily be the same as at present. It was noted that the operational presence on the street does not necessarily have to be matched by public access to police stations.

The Commission asked whether a pragmatic proposal could be developed that would differ from the traditional police station but would provide a 24/7 "shop front". Some members expressed a preference for a traditional police station to provide reassurance to the public and act as a deterrent to criminals.

Noted that Wimbledon is a significant transport hub and suggested that moving a police front office away from Wimbledon would send the wrong message to the public. Members supported the retention of a front office in Wimbledon and suggested that the building could be reconfigured for other uses (such as housing) to generate revenue.

Views differed on whether Mitcham Police Station was currently in the best location to serve Mitcham town centre and whether an alternative location in the east of the borough would work better operationally for accessing other parts of the borough.

The Commission questioned whether it is wise to cut so much from police budgets at a time of increasing terrorism and civil unrest.

RESOLVED: that the Commission would make a formal response to the MOPAC consultation, using the minutes of this meeting as a basis for the response. The Head of Democracy Services will circulate a draft response to all Commission members by email so that a final response can be agreed.

## 5 CUSTOMER CONTACT PROGRAMME - UPDATE (Agenda Item 5)

Sophie Ellis, Assistant Director of Business Improvement, introduced the report and drew the Commission's attention to the progress that had been made, in particular with the website and the redesign and automation of customer processes, since her last report. She explained that the council had experienced ongoing delays in the provision of services from GDIT and that the mechanisms within the contract are being used to address this. Despite this, a constructive working relationship has been maintained and progress is still being made to complete work on the website and the customer account.

In response to questions from members, Sophie Ellis said that the project was in its final phase and that the remaining elements were set out in paragraph 3.4 of the report. As part of the TOM process the customer contact strategy will be refreshed. Sophie Ellis said she would consider how councillors could feed in to this.

The Commission RESOLVED that the Financial Monitoring Task Group should examine the programme's budget and associated savings and how lessons would be learned from this project.

## 6 PROPOSAL FOR TASK GROUP REVIEW OF RECRUITMENT AND RETENTION OF TEACHERS (Agenda Item 6)

RESOLVED: that the Commission

1. Sets up a task group to review the recruitment and retention of teachers in Merton;
2. Approves the terms of reference and scope of the task group as set out in the report;
3. Appoints Councillors Agatha Akyigyina, Dennis Pearce and Peter Southgate plus co-opted member Helen Forbes to the task group.

## 7 MINUTES OF MEETING OF FINANCIAL MONITORING TASK GROUP 25 JULY (Agenda Item 7)

The Commission noted the minutes of the Financial Monitoring Task Group’s meeting on 25 July 2017.

8 WORK PROGRAMME (Agenda Item 8)

The work programme was AGREED.

This page is intentionally left blank

**Committee: Sustainable Communities Overview and Scrutiny Panel**
2 November 2017

**Healthier Communities & Older People Overview and Scrutiny Panel**
7 November 2017

**Children and Young People Overview and Scrutiny Panel**
8 November 2017

**Overview and Scrutiny Commission**
15 November 2017

**Agenda item:**

**Wards**:

**Subject:** Business Plan Update 2018-2022

**Lead officer**: Caroline Holland

**Lead member**: Councillor Mark Allison

**Contact officer:** Roger Kershaw

**Forward Plan reference number:**

---

**Recommendations:**

1. That the Panel considers the proposed amendments to savings, a new saving and associated equalities analysis where applicable, set out in Appendix 1 and Appendix 4 of the attached report on the Business Plan 2018-2022 which it is proposed are incorporated into the draft MTFS 2018-22.
2. That the Panel considers the draft capital programme 2012-22 and indicative programme for 2022-27 set out in Appendix 3 of the attached report on the Business Plan
3. That the Overview and Scrutiny Commission considers the comments of the Panels on the Business Plan 2018-2022 and provides a response to Cabinet when it meets on the 11 December 2017.

---

**1. Purpose of report and executive summary**

1.1 This report requests Scrutiny Panels to consider the latest information in respect of the Business Plan and Budget 2018-22, including proposed amendments to savings previously agreed by Council, a new saving, and associated equalities assessments where applicable, and the draft capital programme 2018-22, and feedback comments to the Overview and Scrutiny Commission.

1.2 The Overview and Scrutiny Commission will consider the comments of the Panels and provide a response on the Business Plan 2018-22 to Cabinet when it meets on the 11 December 2017.

## 2. Details - Revenue

2.1 The Cabinet of 16 October 2017 received a report on the business plan for 2018-22.

2.2 At the meeting Cabinet

RESOLVED: That

1. That Cabinet agree the proposed amendments to savings set out in Appendix 1 and incorporate the financial implications into the draft MTFS 2018-22.

2. That Cabinet agrees the latest draft Capital Programme 2018-22 detailed in Appendix 3 for consideration by scrutiny in November and notes the indicative programme for 2022-27.

## 3. Alternative Options

3.1 It is a requirement that the Council sets a balanced budget. The Cabinet report on 16 October 2017 sets out the progress made towards setting a balanced budget. This identified the current budget position that needs to be addressed between now and the report to Cabinet on 11 December 2017, with further reports to Cabinet on 15 January 2018 and 19 February 2018, prior to Council on 28 February 2018, agreeing the Budget and Council Tax for 2018/19 and the Business Plan 2018-22, including the MTFS and Capital Programme 2018-22.

## 4. Capital Programme 2018-22

4.1 Details of the draft Capital Programme 2018-22 were agreed by Cabinet on 16 October 2017 in the attached report for consideration by Overview and Scrutiny panels and Commission.

## 5. Consultation undertaken or proposed

5.1 Further work will be undertaken as the process develops.

6. **Timetable**

6.1 The timetable for the Business Plan 2018-22 including the revenue budget 2018/19, the MTFS 2018-22 and the Capital Programme for 2018-22 was agreed by Cabinet on 18 September 2017.

7. **Financial, resource and property implications**

7.1 These are set out in the Cabinet report for 16 October 2017. (Appendix 1)

8. **Legal and statutory implications**

8.1 All relevant implications have been addressed in the Cabinet reports. Further work will be carried out as the budget and planning proceeds and will be included in the budget report to Cabinet on the 11 December 2017.

8.2 Detailed legal advice will be provided throughout the budget setting process further to any proposals identified and prior to any final decisions.

9. **Human Rights, Equalities and Community Cohesion Implications**

9.1 All relevant implications will be addressed in Cabinet reports on the business planning process.

9.2 A draft equalities assessment has been carried out with respect to the proposed replacement savings and new saving where applicable and is included as Appendix 4 to the Business Plan report (Appendix1).

10. **Crime and Disorder implications**

10.1 All relevant implications will be addressed in Cabinet reports on the business planning process.

11. **Risk Management and Health and Safety Implications**

11.1 All relevant implications will be addressed in Cabinet reports on the business planning process.

**Appendices – the following documents are to be published with this report and form part of the report**

Appendix 1: Cabinet report 16 October 2017: Draft Business Plan 2018-22

## BACKGROUND PAPERS

12.1 The following documents have been relied on in drawing up this report but do not form part of the report:

Budget files held in the Corporate Services department.

2017/18 Budgetary Control and 2016/17 Final Accounts Working Papers in the Corporate Services Department.
Budget Monitoring working papers
MTFS working papers

## 13. REPORT AUTHOR


– Name: Roger Kershaw
– Tel: 020 8545 3458

**email:** roger.kershaw@merton.gov.uk

# Cabinet

## Date: 16 October 2017

**Subject**: Draft Business Plan 2018-22

**Lead officer**: Caroline Holland – Director of Corporate Services

**Lead member**: Councillor Mark Allison – Deputy Leader and Cabinet Member for Finance

**Contact Officer**: Roger Kershaw

**Recommendations:**

---

1. That Cabinet agree the proposed amendments to savings set out in Appendix 1 and incorporate the financial implications into the draft MTFS 2018-22.
2. That Cabinet agrees the latest draft Capital Programme 2018-22 detailed in Appendix 3 for consideration by scrutiny in November and notes the indicative programme for 2022-27.

---

1. **Purpose of report and executive summary**

1.1 This report provides an update on progress towards preparing the Business Plan 2018-22 and requests Cabinet to consider and agree some proposed amendments to savings, including replacement savings, which have been approved previously and are incorporated into the current MTFS.

1.3 The report also provides details of the latest capital programme, including new bids and an indicative programme for 2022- 2027

**Details**

**2. Medium Term Financial Strategy 2018-22**

2.1 At its meeting on 18 September 2017 Cabinet considered a report which updated the Business Plan 2018-22. At the meeting it was resolved by Cabinet:-

RESOLVED:

1. That the rolled forward MTFS for 2018-22 be noted.
2. That the latest position with regards to savings already in the MTFS be confirmed.
3. That the approach to setting a balanced budget using weighted controllable expenditure for each department as the basis for the setting of targets be agreed.

4. That the proposed corporate and departmental targets be agreed.
5. That the timetable for the Business Plan 2018-22 including the revenue budget 2018/19, the MTFS 2018-22 and the Capital Programme for 2018-22 be agreed.
6. That the process for the Service Plan 2018-22 and the progress made so far be noted.

2.2 In the September Cabinet report, the following budget gap in the MTFS was identified before identifying any new savings and income proposals:-

| | 2018/19 £000 | 2019/20 £000 | 2020/21 £000 | 2021/22 £000 |
|---|---|---|---|---|
| Budget Gap | 0 | 5,619 | 15,284 | 828 |
| Budget Gap (Cumulative) | 0 | 5,619 | 20,903 | 21,731 |

2.3 The September Cabinet report set out initial targets, based on controllable spend and shortfalls in previously identified targets, to balance the MTFS at this stage for each department as follows:-

| **SAVINGS TARGETS BY DEPARTMENT** | **2018/19 £000** | **2019/20 £000** | **2020/21 £000** | **2021/22 £000** | **Total £000** |
|---|---|---|---|---|---|
| Corporate Services | 0 | 2,363 | 1,911 | 169 | 4,443 |
| Children, Schools and Families | 0 | 0 | 3,328 | 132 | 3,460 |
| Environment and Regeneration | 0 | 3,256 | 3,352 | 262 | 6,870 |
| Community and Housing | 0 | 0 | 6,693 | 265 | 6,958 |
| **Total** | **0** | **5,619** | **15,284** | **828** | **21,731** |
| **Cumulative** | **0** | **5,619** | **20,903** | **21,731** | |

3. **Proposed Amendments to Previously Agreed Savings**

3.1 In recent years, the introduction of multi-year financial planning has resulted in savings agreed in a particular financial year having an impact on future years. These have been incorporated into the Council's Medium Term Financial Strategy. The full year effect of savings in the current MTFS from 2018/19 onwards is shown in the following table:-

| | **2018/19 £000** | **2019/20 £000** | **2020/21 £000** | **2022/22 £000** | **Total £000** |
|---|---|---|---|---|---|
| Corporate Services | 2,043 | 301 | 0 | 0 | 2,344 |
| Children, Schools & Families | 489 | 429 | 0 | 0 | 918 |
| Environment & Regeneration | 1,358 | 650 | 0 | 0 | 2,008 |
| Community & Housing | 3,128 | 339 | 0 | 0 | 3,467 |
| **Total** | **7,018** | **1,719** | **0** | **0** | **8,737** |
| **Cumulative total** | **7,018** | **8,737** | **8,737** | **8,737** | |

3.2 Monitoring of the delivery of savings is important and it is essential to recognise as quickly as possible where circumstances change and savings previously agreed are either not achievable in full or in part or are delayed. The following changes to agreed savings are proposed in this report:-

3.2.1 Environment and Regeneration

There is a need to amend some savings previously agreed which are now seen to be undeliverable. The majority of these are in Development Control/Building Control where the slowdown in the economy and reduction in fee income has affected our income levels . In addition we have struggled to absorb the service changes without a significant impact on performance . Without the promised increase in planning fee charges proposed by Government earlier this year but yet to materialise we need to amend these savings . In addition some income assumptions in greenspaces have been over optimistic and whilst possible in the longer term will take more time to ramp up to.

A new saving, which will contribute towards meeting E&R's future savings target is also attached.

3.2.2 Further details of the proposed amendments to previously agreed savings and the new saving are provided in Appendix 1.

3.2.3 Equalities Assessments are included as Appendix 4.

3.3 Summary

The overall effect of the proposed amendments is set out in the following table:-

| **SUMMARY (cumulative)** | **2018/19 £000** | **2019/20 £000** | **2020/21 £000** | **2021/22 £000** | **Total £000** |
|---|---|---|---|---|---|
| Corporate Services | 0 | 0 | 0 | 0 | 0 |
| Children, Schools & Families | 0 | 0 | 0 | 0 | 0 |
| Environment & Regeneration | 0 | 300 | 0 | 0 | 300 |
| Community & Housing | 0 | 0 | 0 | 0 | 0 |
| **Total** | **0** | **300** | **0** | **0** | **300** |
| **Net Cumulative total** | **0** | **300** | **300** | **300** | |

## 4. Treasury Management: Capital Financing Costs and Investment income

4.1 The report to Cabinet in September 2017 provided information on the capital financing costs of the Capital Programme based on the July monitoring position.

4.2 Investment Income

There are two key factors that impact on the level of investment income that the Council can generate:-

- The amount invested
- The interest rate that is achieved

Based on latest information, the projected levels of investment income over the period of the MTFS have been revised. The following table show the latest projections compared with the amounts included in the MTFS approved by Cabinet in September 2017:-

| **Investment Income** | **2018/19 Estimate £'000** | **2019/20 Estimate £'000** | **2020/21 Estimate £'000** | **2021/22 Estimate £'000** |
|---|---|---|---|---|
| MTFS (Cabinet September 2017) | **(393)** | **(283)** | **(258)** | ***(1,184)** |
| Latest projections | **(566)** | **(452)** | **(428)** | ***(1,355)** |
| Change | **(173)** | **(169)** | **(170)** | **(171)** |

* Includes interest on Property Company loan

4.3 **Capital Programme for 2018-22**

This report includes the latest information on the draft Capital Programme 2018-22 based on August monitoring information including the addition of new schemes commencing in 2021/22. An indicative programme for 2022-27 is also provided. The draft programme is set out in Appendix 3.

4.4 The bidding process for 2021/22 was launched on 26 June 2017.

4.5 The current capital provision and associated revenue implications in the currently approved capital programme, based on August 2017 monitoring information, are as follows:-

| | 2018/19 £000 | 2019/20 £000 | 2020/21 £000 | 2021/22 £000 |
|---|---|---|---|---|
| Capital Programme | 64,274 | 31,360 | 9,280 | 8,569 |
| | | | | |
| Revenue Implications (net of investment income | 11,333 | 13,636 | 14,870 | 13,857 |

4.6 The change in the capital programme since that reported to Cabinet on 18 September 2017, based on July 2017 monitoring information, is summarised in the following table:-

| | 2018/19 £000 | 2019/20 £000 | 2020/21 £000 | 2021/22 £000 |
|---|---|---|---|---|
| Capital Programme:<br>- Cabinet 18 September 2017<br>- Revised Position with Slippage revisions and new schemes | <br>60,004<br>64,274 | <br>30,200<br>31,360 | <br>9,222<br>9,280 | <br>8,661<br>8,569 |
| Change | 4,270 | 1,160 | 58 | (92) |
| Revenue impact (net of investment income)<br>Cabinet 18 September 2017<br>Revised | <br>11,506<br>11,333 | <br>13,567<br>13,636 | <br>14,731<br>14,870 | <br>13,717<br>13,857 |
| Change | (173) | 69 | 139 | 140 |

4.6 The programme has been rigorously reviewed and reduced where appropriate. The changes made to the programme are detailed within Appendix 3, along with movements when compared to the current programme. This review is continuing and it is envisaged that further information will be presented to December 2017 Cabinet.

## 5. Update to MTFS 2018-22

5.1 If the changes outlined in this report are agreed the forecast budget gap over the MTFS period is:-

| | **2018/19 £000** | **2019/20 £000** | **2020/21 £000** | **2021/22 £000** |
|---|---|---|---|---|
| **Budget Gap in MTFS** | **0** | **5,215** | **20,742** | **21,571** |

5.2 A more detailed MTFS is included as Appendix 2.

5.3 It is anticipated that new revenue savings/income proposals and revisions to the capital programme will continue to be identified during the business planning process and these will be included in future reports to Cabinet in accordance with the agreed timetable and these will go onto Overview and Scrutiny Panels and the Commission in January 2018.

## 6. Alternative Options

6.1 The range of options available to the Council relating to the Business Plan 2018-22 and for setting a balanced revenue budget and fully financed capital programme will be presented in reports to Cabinet and Council in accordance with the agreed timetable.

7. **Consultation Undertaken or Proposed**

7.1 All relevant bodies have been consulted.

7.2 The details in this report will be considered by the Overview and Scrutiny Panels and Commission on the following dates:-

| | |
|---|---|
| Sustainable Communities | 2 November 2017 |
| Healthier Communities and Older People | 7 November 2017 |
| Children and Younger People | 8 November 2017 |
| Overview and Scrutiny Commission | 15 November 2017 |

7.3 As for 2017/18, it is proposed that a savings proposals consultation pack will be prepared and distributed to all councillors at the end of December 2017 that can be brought to all Scrutiny and Cabinet meetings from 10 January 2018 onwards and to Budget Council. This makes the information more manageable for councillors and ensures that only one version of those documents is available so referring to page numbers at meetings is easier. It considerably reduces printing costs and reduces the amount of printing that needs to take place immediately prior to Budget Council.

7.4 The pack will include:

- Savings proposals
- Equality impact assessment for each saving proposal
- Service plans (these will also be printed in A3 to lay round at scrutiny meetings)

**8. Timetable**

8.1 In accordance with current financial reporting timetables.

8.2 The proposed timetable for developing the business plan and service plans was approved by Cabinet on 18 September 2017.

**9. Financial, resource and property implications**

9.1 As contained in the body of the report.

9.2 The Chancellor of the Exchequer has announced that there will be an Autumn Budget published on 22 November 2017. The Autumn Budget sets out the government's plans for the economy based on the latest forecasts from the Office for Budget Responsibility (OBR). Overall funding allocations for local government will be notified in the review but details of provisional funding allocations for each local authority will not be known until the provisional Local Government Finance Settlement is published in mid/late December 2017.

## 10. Legal and statutory implications

10.1 As outlined in the report.

## 11. Human rights, equalities and community cohesion implications

11.1 None for the purposes of this report, these will be dealt with as the budget is developed for 2018 – 2022.

11.2 Equalities Assessments for replacement savings are provided in Appendix 4.

## 12. Crime and Disorder Implications

12.1 Not applicable.

## 13. Risk Management and health and safety implications

13.1 There is a specific key strategic risk for the Business Plan, which is monitored in line with the corporate risk monitoring timetable.

## 14. Appendices – The following documents are to be published with this Report and form part of the Report.

Appendix 1 – Proposed Amendments to previously agreed savings
Appendix 2 – Latest draft MTFS 2018-22
Appendix 3 – Draft Capital Programme 2018-22
Appendix 4 - Equalities analyses for new saving

## 15. Background Papers

15.1 The following documents have been relied on in drawing up this report but do not form part of the report:

Budgetary Control and Final Accounts Working Papers in the Corporate Services Department.
Budget Monitoring working papers
MTFS working papers

## 16. REPORT AUTHOR

- Name: Roger Kershaw
- Tel: 020 8545 3458
email: **roger.kershaw@merton.gov.uk**

# E&R Swap/Alternative Savings

## Introduction

As at Period 5 (August), we are reporting to DMT and Cabinet the following shortfall against our agreed savings:-

| YEAR IMPLEMENTED | AMOUNT (£'000) |
|---|---|
| 2016/17 | 612 |
| 2017/18 | 1,447 |
| 2018/19 | 709 |
| **TOTAL** | **2,768** |

Some of this shortfall may be achieved next year but it appears that, for whatever reason, a significant proportion simply cannot be achieved.

Therefore, we need to take this opportunity to mitigate these saving shortfalls as far as possible. Due to the scale of savings in question the mitigating action may arise from other areas/services that can assist with meeting the department's targets.

## Pressures

The majority of 'at risk' savings relate to Sustainable Communities, notably Development and Building Control (D&BC) but other pockets of unachievable savings exist across the department. The below tables show the key savings that are currently at risk.

Savings implemented in 2016/17

| Ref | Section | Description of Saving | Savings Required £000 | 2017/18 Expected Shortfall £000 | 17/18 RAG |
|---|---|---|---|---|---|
| E&R33a | D&BC | Various D&BC Budgets - Increase in income from commercialisation of services | 75 | 75 | R |
| E&R39 | Future Merton | Pre-application income. This is in addition to any previous pre-app savings proposal. | 50 | 50 | R |
| E&R10 | Parking Services | Back office reorganisation | 80 | 80 | R |
| E&R21 | Waste Services | HRRC Site operations procured to external provider. Contractual savings. | 30 | 30 | R |
| | | **Total Environment and Regeneration Savings 2016** | **235** | **235** | |

## Savings implemented in 2017/18

| Ref | Section | Description of Saving | 2017/18 Savings Required | 2017/18 Expected Shortfall £00 | 17/18 RAG |
|---|---|---|---|---|---|
| D&BC1 | D&BC | Fast track of householder planning applications | 55 | 55 | R |
| D&BC2 | D&BC | Growth in PPA and Pre-app income | 50 | 50 | R |
| D&BC3 | D&BC | Commercialisation of building control | 50 | 50 | R |
| D&BC5 | D&BC | Eliminate the Planning Duty service (both face to face and dedicated phone line) within D&BC | 35 | 35 | R |
| D&BC6 | D&BC | Stop sending consultation letters on applications and erect site notices only | 10 | 10 | R |
| ENV20 | D&BC | Increased income from building control services. | 35 | 35 | R |
| ENV06 | Parking Services | Reduction in transport related budgets | 46 | 46 | R |
| ENV18 | Greenspaces | Increased income from events in parks | 100 | 100 | R |
| | | **Total Environment and Regeneration Savings 2017/18** | **381** | **381** | |

## Savings to be implemented in 2018/19

| Ref | Section | Description of Saving | 2018/19 £000 | 2018/19 Deliver-ability Risk RAG |
|---|---|---|---|---|
| D&BC7 | D&BC | Shared service collaboration with Kingston/Sutton | 50 | R |
| D&BC8 | D&BC | Review of service through shared service discussions | 274 | R |
| | | **TOTAL** | **324** | |

**Proposal**

The main opportunities to assist with mitigating these pressures relate to Parking Services, as follows:-

- ENV33 = £250k saving implemented this year relating to the diesel surcharge is being exceeded by c£290k. With the permit fee increasing to £115 next year, the surplus should increase to around £440k.
- E&R8 = £500k growth currently built in to Medium term Financial Strategy (MTFS) for 2018/19

This provides the department with a total budget of £940k that can be used to help offset the department's above pressures. Therefore, it is proposed that:-

- E&R8 will be used as a swap saving
- The diesel surcharge surplus will be used as an alternative saving – an Equalities Assessment is provided in Appendix 4.

This income forms part of the On-Street Parking Account maintained by the Council. Any surpluses on the account can only be applied towards the specific purposes set out in section 55 of the Road Traffic Regulation Act 1984. For example, in 2016/17 the surplus was notionally applied to concessionary fares.

The details of the Parking Account are included within the annual Statement of Accounts, and reported to the Mayor for London.

The above savings relate to income that will be included as part of the 2017/18 Parking Account in the usual manner. The associated surpluses have materialised through existing pricing structures, either agreed by Cabinet (diesel surcharge) or the Secretary of State (Penalty Charge Notices), primarily aimed at improving both driver behaviour and air quality, and reducing congestion within the borough. The Council currently utilises significant General Fund resources for transport related costs.

The following table demonstrates that the additional £440k will fund specific purposes as per the Road Traffic Regulation Act 1984:-

| | £000 |
|---|---|
| Parking Surplus | (7,554) |
| Spend on Concessionary Fares | 9,319 |
| Amount over and above Surplus applied | 1,765 |
| Additional Parking income | (440) |
| Revised Amount above surplus | 1,325 |

## DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS - BUDGET PROCESS 2018/19

| Panel | Ref | Description of Saving | | Baseline Budget 17/18 £000 | 2017/18 £000 | 2018/19 £000 | 2019/20 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|---|---|
| SC | ENR10 | **Service/Section** | **Leisure & Culture** | | | | | | | |
| | | **Description** | Two year extension of the GLL contract | **573** | | | **300** | **Med** | **Low** | **SP1** |
| | | **Service Implication** | Extend continuity of service provision with same contractor for 2 further years. | | | | | | | |
| | | **Staffing Implications** | None | | | | | | | |
| | | **Business Plan implications** | Continuity of service maintained with existing contractual arrangements. Puts back the need to reprocure contract by two years | | | | | | | |
| | | **Impact on other departments** | Procurement and legal - as re-procurement delayed by 2 years; Children, Schools and Families - continuity of service provision by current contractor for 2 further years - school curriculum swimming, etc. | | | | | | | |
| | | **Equalities Implications** | Continuity of service maintained with existing contractual arrangements. | | | | | | | |
| | | **TOM Implications** | Contract change creating efficiencies. Key officer across council will be involved in the detail of the changes to ensure delivery. | | | | | | | |



**Savings Type**

| | |
|---|---|
| **SI1** | Income - increase in current level of charges |
| **SI2** | Income - increase arising from expansion of existing service/new service |
| **SS1** | Staffing: reduction in costs due to efficiency |
| **SS2** | Staffing: reduction in costs due to deletion/reduction in service |
| **SNS1** | Non - Staffing: reduction in costs due to efficiency |
| **SNS2** | Non - Staffing: reduction in costs due to deletion/reduction in service |
| **SP1** | Procurement / Third Party arrangements - efficiency |
| **SP2** | Procurement / Third Party arrangements - deletion/reduction in service |
| **SG1** | Grants: Existing service funded by new grant |
| **SG2** | Grants: Improved Efficiency of existing service currently funded by unringfenced grant |

**Panel**

| | |
|---|---|
| **C&YP** | Children & Young People |
| **CC** | Corporate Capacity |
| **HC&OP** | Healthier Communities & Older People |
| **SC** | Sustainable Communities |

## Previously Agreed Savings

### DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS

| Ref | | Description of Saving | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|
| E&R10 | **Service/Section** | **Parking Services** | | | | | | |
| | **Description** | Back office reorganisation | **80** | | | **Low** | **Low** | **SS1** |
| | **Service Implication** | Review the current back office structure | | | | | | |
| | **Staffing Implications** | Reduction in staff | | | | | | |
| | **Business Plan** | Improve efficiencies by reducing revenue expenditure | | | | | | |
| | **Impact on other** | None | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| E&R21 | **Service/Section** | **Waste Services** | | | | | | |
| | **Description** | HRRC Site operations procured to external provider. Contractual savings. | **30** | | | **Low** | **Low** | **SP1** |
| | **Service Implication** | None - Continuation of externalised service - current procurement in progress | | | | | | |
| | **Staffing Implications** | TUPE and impact on transfer station. | | | | | | |
| | **Business Plan** | None | | | | | | |
| | **Impact on other** | None | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| E&R33a | **Service/Section** | **D&BC Various Budgets - Increase in income from commercialisation of services** | | | | | | |
| | **Description** | Increase in commercial income across a range of budgets following recruitment of commercial sales manager from 15/16. This includes events in parks / commercial waste / leisure/ building control and other income streams to be developed | **75** | | | **High** | **Low** | **SI1/SI2** |
| | **Service Implication** | Will work closely with Business managers in EandR and across Council | | | | | | |
| | **Staffing Implications** | 2 year Fixed term contract due to commence early 2015 funded from Transformation budgets alongside Marketing Manager. | | | | | | |
| | **Business Plan** | Consistent with transformation Plan | | | | | | |
| | **Impact on other** | Will work with other income generating staff across the council | | | | | | |
| | **Equalities Implications** | None anticipated | | | | | | |
| E&R39 | **Service/Section** | **Traffic & Highways** | | | | | | |
| | **Description** | Pre-application income. This is in addition to any previous pre-app savings proposal. | **50** | | | **Med** | **Med** | **SI2** |
| | **Service Implication** | Charging for pre-application services inputted from the T&H service as part of the pre application service. | | | | | | |
| | **Staffing Implications** | Delivered within existing resources | | | | | | |
| | **Business Plan** | Increased income | | | | | | |
| | **Impact on other** | Will require close liaison with DC/BC team | | | | | | |
| | **Equalities Implications** | None | | | | | | |

## DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS

| Ref | Description of Saving | | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|
| D&BC1 | **Service/Section** | **Building and Development Control** | | | | | | |
| | **Description** | Fast track of householder planning applications | | 55 | | Low | Low | SI2 |
| | **Service Implication** | New processes to be implemented and securely embedded | | | | | | |
| | **Staffing Implications** | None. Sufficient staff will have to be retained to service the concept. Failure to deliver properly and the service will not be used thereby eliminating the income generation. | | | | | | |
| | **Business Plan implications** | Increased income | | | | | | |
| | **Impact on other departments** | None | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| | **TOM Implications** | In line with TOM proposals | | | | | | |
| D&BC2 | **Service/Section** | **Building and Development Control** | | | | | | |
| | **Description** | Growth in PPA and Pre-app income | | 50 | | Med | Low | SI2 |
| | **Service Implication** | Responsiveness to service requests should not change. | | | | | | |
| | **Staffing Implications** | As the service/income improves extra staffing will be needed and funded from a proportion of that extra income. | | | | | | |
| | **Business Plan implications** | Increased income | | | | | | |
| | **Impact on other departments** | Future Merton could also need to adjust staffing accordingly | | | | | | |
| | **Equalities Implications** | none | | | | | | |
| | **TOM Implications** | In line with TOM proposals | | | | | | |
| D&BC3 | **Service/Section** | **Building and Development Control** | | | | | | |
| | **Description** | Commercialisation of building control | | 50 | | High | Low | SI2 |
| | **Service Implication** | This has so far proven difficult mainly due to recruitment issues | | | | | | |
| | **Staffing Implications** | Will need an invest to save with any additional staff funded by some of the increased income generation | | | | | | |
| | **Business Plan implications** | Increased income | | | | | | |
| | **Impact on other departments** | None . Expanded team could better support other internal users | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| | **TOM Implications** | Integral part of the TOM for BC | | | | | | |

## DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS

| Ref | Description of Saving | | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|
| D&BC5 | **Service/Section** | **Building and Development Control** | | | | | | |
| | **Description** | Eliminate the Planning Duty service (both face to face and dedicated phone line) | | 35 | | Low | High | SS2 |
| | **Service Implication** | Callers will still try to contact officers by other means in any event, so there will have to be a clear understanding and agreed supported message that such calls will not be dealt with. Web site self service improvements will be required | | | | | | |
| | **Staffing Implications** | Reduce by 1FTE | | | | | | |
| | **Business Plan implications** | none | | | | | | |
| | **Impact on other departments** | Less assistance for pre app enquiries (unless charged) | | | | | | |
| | **Equalities Implications** | reduced assistance for all residents in understanding the planning process | | | | | | |
| | **TOM Implications** | Reduced customer care, contrary to the general aims of TOM | | | | | | |
| D&BC6 | **Service/Section** | **Building and Development Control** | | | | | | |
| | **Description** | Stop sending consultation letters on applications and erect site notices only | | 10 | | Low | Med | SNS2 |
| | **Service Implication** | Site notices will be mandatory so failsafe system to be devised | | | | | | |
| | **Staffing Implications** | none | | | | | | |
| | **Business Plan implications** | None | | | | | | |
| | **Impact on other departments** | none | | | | | | |
| | **Equalities Implications** | Those without web site connections will find it difficult to search for application details | | | | | | |
| | **TOM Implications** | None | | | | | | |
| ENV06 | **Service/Section** | **Parking Services** | | | | | | |
| | **Description** | Reduction in transport related budgets | | 46 | | Low | Low | SNS1 |
| | **Service Implication** | May result in slight reduction in quality of some areas of service, particularly in respect of civil enforcement | | | | | | |
| | **Staffing Implications** | some changes in staff travel arrangements to ensure on site as effectively and efficiently as possible. | | | | | | |
| | **Business Plan implications** | None | | | | | | |
| | **Impact on other departments** | None | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| | **TOM Implications** | consistent with TOM direction of travel | | | | | | |

## DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS

| Ref | Description of Saving | | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|
| ENV18 | **Service/Section** | **Greenspaces** | | | | | | |
| | **Description** | Increased income from events in parks | | 100 | | Med | Med | SI2 |
| | **Service Implication** | Increased income through a broader range of commercial opportunities - over and above those previously agreed. | | | | | | |
| | **Staffing Implications** | Some unquantified extra resource likely to be required, linked to the business case for each initiative. | | | | | | |
| | **Business Plan implications** | In line with the TOM outcomes | | | | | | |
| | **Impact on other departments** | None | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| | **TOM Implications** | In line with the TOM direction of travel | | | | | | |
| ENV20 | **Service/Section** | **Development & Building Control** | | | | | | |
| | **Description** | Increased income from building control services. | | 35 | | Med | Low | SI2 |
| | **Service Implication** | Increased income through a broader range of commercial opportunities - over and above those previously agreed. | | | | | | |
| | **Staffing Implications** | None | | | | | | |
| | **Business Plan implications** | In line with the TOM outcomes | | | | | | |
| | **Impact on other departments** | None | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| | **TOM Implications** | In line with the TOM outcomes however care will be needed to ensure there is no duplication of commercial income counting . | | | | | | |
| D&BC7 | **Service/Section** | **Building and Development Control** | | | | | | |
| | **Description** | Shared service collaboration with Kingston/Sutton | | | 50 | Low | Low | SI2 |
| | **Service Implication** | Combined analysis of service delivery should result in further additional income streams from PPA's and Pre-apps and more efficient working practices across the service | | | | | | |
| | **Staffing Implications** | Additional service demand may need more staff. Efficiencies should result in less staff. | | | | | | |
| | **Business Plan implications** | Increased income, PPA's and pre apps | | | | | | |
| | **Impact on other departments** | None | | | | | | |
| | **Equalities Implications** | None | | | | | | |
| | **TOM Implications** | Significant progress on one of the main TOM strategies | | | | | | |

## DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS

| Ref | Description of Saving | | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|
| D&BC8 | **Service/Section** | **Building and Development Control** | | | | | | |
| | **Description** | Review of service through shared service discussions | | | 274 | High | Med | SI1; SI2; SS1; SS2;SNS1: SNS2 |
| | **Service Implication** | To be determined through shared service discussions | | | | | | |
| | **Staffing Implications** | To be determined through shared service discussions | | | | | | |
| | **Business Plan implications** | To be determined through shared service discussions | | | | | | |
| | **Impact on other departments** | None. | | | | | | |
| | **Equalities Implications** | None. | | | | | | |
| | **TOM Implications** | In line with the TOM. | | | | | | |
| | | **TOTAL** | 235 | 381 | 324 | | | |
| | | **Cumulative Total** | 235 | 616 | 940 | | | |

## DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS

| Ref | Description of Saving | | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|

## Swap Saving

| Ref | Description of Saving | | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|
| E&R8 | **Service/Section** | **Parking Services - ORIGINALLY A GROWTH ITEM** | | | | | | |
| | **Description** | In response to residents concerns about traffic congestion, enforcement of moving traffic contraventions, following the Implementation of ANPR. | | | 500 | Med | High | SI2 |
| | **Service Implication** | Improvement of traffic enforcement efficiency and compliance by motorists | | | | | | |
| | **Staffing Implications** | Expansion of FTEs in PCN processing and Debt Registration teams by up to 100% | | | | | | |
| | **Business Plan implications** | Increase in fines from PCNs and expenditure and a need for more accommodation | | | | | | |
| | **Impact on other departments** | Corporate Services: increasing accommodation will require Facilities input along with support from Business Improvement and IT infrastructure | | | | | | |
| | **Equalities Implications** | None | | | | | | |



## Alternative Saving

| Ref | Description of Saving | | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|---|
| ALT1 | **Service/Section** | **Parking Services/Regulatory Services Partnership** | | | | | | |
| | **Description** | The further development of the emissions based charging policy by way of increased charges applicable to resident/business permits as a means of continuing to tackle the significant and ongoing issue of poor air quality in the borough. | | | 440 | Med | Med | SI2 |
| | **Service Implication** | Will have no impact on service although the permit issuing system will need to be capable of accommodating changes to the price/variety of permits. | | | | | | |
| | **Staffing Implications** | None | | | | | | |
| | **Business Plan implications** | Will underpin the key aims and objectives of the emerging Air Quality Action Plan deisgned to encourage cleaner air quality and and change in motorist behaviour. | | | | | | |
| | **Impact on other departments** | Will require continues close liaison between Parking and EH (P) team to monitor the effectiveness of this proposal as a means of tackling poor air quality. | | | | | | |
| | **Equalities Implications** | None anticipated as vehicle emissions has no known correlation with equalities groups | | | | | | |
| | **TOM Implications** | Both service area TOMS (Parking & RSP) are committed to takling traffic congestion and improving air quality. The propsal is entirely consistent with these aims. | | | | | | |
| | | | **0** | **0** | **940** | | | |

## DEPARTMENT: ENVIRONMENT AND REGENERATION SAVINGS

| Ref | Description of Saving | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | Risk Analysis Deliverability | Risk Analysis Reputational Impact | Type of Saving (see key) |
|---|---|---|---|---|---|---|---|

| Savings Type | | Panel | |
|---|---|---|---|
| SI1 | Income - increase in current level of charges | C&YP | Children & Young People |
| SI2 | Income - increase arising from expansion of existing service/new service | CC | Corporate Capacity |
| SS2 | Staffing: reduction in costs due to deletion/reduction in service | HC&OP | Healthier Communities & Older People |
| SNS1 | Non - Staffing: reduction in costs due to efficiency | SC | Sustainable Communities |
| SNS2 | Non - Staffing: reduction in costs due to deletion/reduction in service | | |
| SP1 | Procurement / Third Party arrangements - efficiency | | |
| SP2 | Procurement / Third Party arrangements - deletion/reduction in service | | |
| SG1 | Grants: Existing service funded by new grant | | |
| SG2 | Grants: Improved Efficiency of existing service currently funded by unringfenced grant | | |
| SPROP | Reduction in Property related costs | | |

| DRAFT MTFS 2018-22: | | | | |
|---|---|---|---|---|
| | **2018/19 £000** | **2019/20 £000** | **2020/21 £000** | **2021/22 £000** |
| **Departmental Base Budget 2017/18** | **151,131** | **151,131** | **151,131** | **151,131** |
| Inflation (Pay, Prices) | 3,816 | 7,632 | 10,669 | 13,706 |
| Autoenrolment/Nat. ins changes | 315 | 315 | 315 | 315 |
| FYE – Previous Years Savings | (7,018) | (8,737) | (8,737) | (8,737) |
| FYE – Previous Years Growth | 974 | (1,532) | (1,032) | (1,032) |
| Amendments to previously agreed savings | 0 | 0 | 0 | 0 |
| Change in Net Appropriations to/(from) Reserves | (1,257) | (993) | (851) | (984) |
| Taxi card/Concessionary Fares | 450 | 900 | 1,350 | 1,800 |
| Change in depreciation/Impairment (Contra Other Corporate items) | 0 | 0 | 0 | 0 |
| Growth | 0 | 0 | 0 | 0 |
| Other | 1,360 | 1,436 | 3,323 | 3,604 |
| **Re-Priced Departmental Budget** | **149,770** | **150,151** | **156,167** | **159,802** |
| Treasury/Capital financing | 7,885 | 12,135 | 13,510 | 12,631 |
| Pensions | 3,469 | 3,552 | 3,635 | 3,718 |
| Other Corporate items | (18,528) | (18,866) | (18,652) | (18,661) |
| Levies | 614 | 614 | 614 | 614 |
| **Sub-total: Corporate provisions** | **(6,560)** | **(2,565)** | **(893)** | **(1,698)** |
| | | | | |
| **Sub-total: Repriced Departmental Budget + Corporate Provisions** | **143,211** | **147,587** | **155,274** | **158,104** |
| Savings/Income Proposals 2018/19 | 0 | (300) | (300) | (300) |
| **Sub-total** | **143,211** | **147,287** | **154,974** | **157,804** |
| | | | | |
| Appropriation to/from departmental reserves | 173 | (92) | (234) | (100) |
| | | | | |
| Appropriation to/from Balancing the Budget Reserve | (1,977) | (3,473) | 0 | 0 |
| | | | | |
| **BUDGET REQUIREMENT** | **141,406** | **143,722** | **154,740** | **157,704** |
| | | | | |
| **Funded by:** | | | | |
| Revenue Support Grant | (10,071) | (5,076) | 0 | 0 |
| Business Rates (inc. Section 31 grant) | (36,304) | (37,176) | (37,725) | (38,285) |
| Adult Social Care Improved BCF - Budget 2017 | (2,115) | (1,054) | 0 | 0 |
| PFI Grant | (4,797) | (4,797) | (4,797) | (4,797) |
| New Homes Bonus | (3,110) | (2,984) | (2,000) | (1,500) |
| Council Tax inc. WPCC | (85,382) | (87,420) | (89,477) | (91,552) |
| Collection Fund – (Surplus)/Deficit | 372 | 0 | 0 | 0 |
| **TOTAL FUNDING** | **(141,406)** | **(138,507)** | **(133,999)** | **(136,134)** |
| | | | | |
| **GAP including Use of Reserves (Cumulative)** | **0** | **5,215** | **20,742** | **21,571** |

## Capital Programme as at August 2017

APPENDIX 3

| | Approved 2018/19 | Approved 2019/20 | Approved 2020/21 | Indicative 2021/22 | Indicative 2022/23 | Indicative 2023/24 | Indicative 2024/25 | Indicative 2025/26 | Indicative 2026/27 |
|---|---|---|---|---|---|---|---|---|---|
| **Capital** | **58,162** | **26,380** | **8,432** | **8,944** | **7,457** | **9,852** | **7,869** | **13,855** | **6,902** |
| **Corporate Services** | **16,798** | **10,626** | **2,135** | **3,962** | **2,510** | **4,800** | **2,862** | **4,560** | **1,920** |
| **Business Improvement** | **1,362** | **0** | **0** | **2,042** | **100** | **3,075** | **682** | **2,550** | **0** |
| Customer Contact Programme | **0** | **0** | **0** | **2,000** | **0** | **900** | **0** | **2,000** | **0** |
| IT Systems Projects | 1,012 | 0 | 0 | 42 | 100 | 75 | 682 | 550 | 0 |
| Social Care IT System | 350 | 0 | 0 | 0 | 0 | 2,100 | 0 | 0 | 0 |
| **Facilities Management Total** | **1,250** | **1,250** | **950** | **950** | **950** | **950** | **950** | **950** | **950** |
| Works to other buildings | 300 | 650 | 650 | 650 | 650 | 650 | 650 | 650 | 650 |
| Civic Centre | 300 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Invest to Save schemes | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 |
| Water Safety Works | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asbestos Safety Works | 250 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Infrastructure & Transactions** | **1,085** | **630** | **1,060** | **970** | **760** | **775** | **630** | **1,060** | **970** |
| Planned Replacement Programme | 1,085 | 630 | 1,060 | 970 | 760 | 775 | 630 | 1,060 | 970 |
| **Resources** | **0** | **0** | **125** | **0** | **700** | **0** | **0** | **0** | **0** |
| Financial System | 0 | 0 | 0 | 0 | 700 | 0 | 0 | 0 | 0 |
| ePayments System | 0 | 0 | 125 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Corporate Items** | **13,101** | **8,746** | **0** | **0** | **0** | **0** | **600** | **0** | **0** |
| Acquisitions Budget | 5,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Capital Bidding Fund | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Multi Functioning Device (MFD) | 0 | 600 | 0 | 0 | 0 | 0 | 600 | 0 | 0 |
| Housing Company | 8,101 | 8,146 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CPOs Morden | | | | | | | | | |
| **Community and Housing** | **629** | **480** | **630** | **280** | **280** | **280** | **280** | **630** | **280** |
| **Housing** | **629** | **280** | **280** | **280** | **280** | **280** | **280** | **280** | **280** |
| Disabled Facilities Grant | 629 | 280 | 280 | 280 | 280 | 280 | 280 | 280 | 280 |
| **Libraries** | **0** | **200** | **350** | **0** | **0** | **0** | **0** | **350** | **0** |
| Library Enhancement Works | 0 | 200 | 0 | 0 | 0 | 0 | 0 | 350 | 0 |
| Major Library Projects | 0 | 0 | 350 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Children Schools & Families** | **16,905** | **7,536** | **650** | **650** | **650** | **755** | **650** | **650** | **650** |
| **Primary Schools** | **650** | **650** | **650** | **650** | **650** | **650** | **650** | **650** | **650** |
| Schs Cap Maint & Accessibility | 650 | 650 | 650 | 650 | 650 | 650 | 650 | 650 | 650 |
| **Secondary School** | **8,847** | **5,781** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Harris Academy Morden | 2,194 | 800 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harris Academy Merton | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| St Mark's Academy | 1,624 | 3,681 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harris Academy Wimbledon | 4,930 | 1,300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **SEN** | **7,304** | **1,000** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Perseid | 650 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Secondary School Autism Unit | 1,330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unlocated SEN | 5,324 | 1,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **CSF Schemes** | **104** | **105** | **0** | **0** | **0** | **105** | **0** | **0** | **0** |
| Admissions IT System | 0 | 105 | 0 | 0 | 0 | 105 | 0 | 0 | 0 |
| Capital Loans to schools | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Environment and Regeneration** | **23,830** | **7,738** | **5,017** | **4,052** | **4,017** | **4,017** | **4,077** | **8,015** | **4,052** |
| **Public Protection and Developm** | **0** | **60** | **0** | **35** | **0** | **0** | **60** | **0** | **35** |
| Parking Improvements | 0 | 60 | 0 | 0 | 0 | 0 | 60 | 0 | 0 |
| Public Protection and Developm | 0 | 0 | 0 | 35 | 0 | 0 | 0 | 0 | 35 |
| **Street Scene & Waste** | **5,790** | **340** | **340** | **340** | **340** | **340** | **340** | **4,338** | **340** |
| Fleet Vehicles | 400 | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 |
| Alley Gating Scheme | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 |
| Smart Bin Leases - Street Scen | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Waste SLWP | 5,344 | 0 | 0 | 0 | 0 | 0 | 0 | 3,998 | 0 |
| **Sustainable Communities** | **18,041** | **7,338** | **4,677** | **3,677** | **3,677** | **3,677** | **3,677** | **3,677** | **3,677** |
| Street Trees | 60 | 60 | 60 | 60 | 60 | 60 | 60 | 60 | 60 |
| Highways & Footways | 3,581 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 |
| Unallocated Tfl | 1,865 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mitcham Area Regeneration | 2,032 | 301 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Morden Area Regeneration | 3,000 | 3,000 | 1,000 | 0 | 0 | 0 | 0 | 0 | 0 |
| Morden Leisure Centre | 4,501 | 169 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sports Facilities | 1,550 | 250 | 250 | 250 | 250 | 250 | 250 | 250 | 250 |
| Parks | 1,452 | 491 | 300 | 300 | 300 | 300 | 300 | 300 | 300 |

# Proposed Capital Programme as at August 2017 with Bids

| | Proposed 2018/19 | Proposed 2019/20 | Proposed 2020/21 | Proposed 2021/22 | Proposed Indicative 2022/23 | Proposed Indicative 2023/24 | Proposed Indicative 2024/25 | Proposed Indicative 2025/26 | Proposed Indicative 2026/27 |
|---|---|---|---|---|---|---|---|---|---|
| **Capital** | **59,212** | **26,630** | **8,432** | **8,844** | **7,697** | **8,952** | **7,869** | **12,855** | **7,902** |
| **Corporate Services** | **17,848** | **10,876** | **2,135** | **3,862** | **2,650** | **3,900** | **2,862** | **3,560** | **2,920** |
| **Business Improvement** | **2,412** | **250** | **0** | **1,942** | **100** | **2,175** | **682** | **1,550** | **1,000** |
| Customer Contact Programme | 1,050 | 250 | 0 | 1,900 | 0 | 0 | 0 | 1,000 | 1,000 |
| IT Systems Projects | 1,012 | 0 | 0 | 42 | 100 | 75 | 682 | 550 | 0 |
| Social Care IT System | 350 | 0 | 0 | 0 | 0 | 2,100 | 0 | 0 | 0 |
| **Facilities Management Total** | **1,250** | **1,250** | **950** | **950** | **950** | **950** | **950** | **950** | **950** |
| Works to other buildings | 300 | 650 | 650 | 650 | 650 | 650 | 650 | 650 | 650 |
| Civic Centre | 300 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Invest to Save schemes | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 |
| Water Safety Works | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asbestos Safety Works | 250 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Infrastructure & Transactions** | **1,085** | **630** | **1,060** | **970** | **900** | **775** | **630** | **1,060** | **970** |
| Planned Replacement Programme | 1,085 | 630 | 1,060 | 970 | 900 | 775 | 630 | 1,060 | 970 |
| **Resources** | **0** | **0** | **125** | **0** | **700** | **0** | **0** | **0** | **0** |
| Financial System | 0 | 0 | 0 | 0 | 700 | 0 | 0 | 0 | 0 |
| ePayments System | 0 | 0 | 125 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Corporate Items** | **13,101** | **8,746** | **0** | **0** | **0** | **0** | **600** | **0** | **0** |
| Acquisitions Budget | 5,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Capital Bidding Fund | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Multi Functioning Device (MFD) | 0 | 600 | 0 | 0 | 0 | 0 | 600 | 0 | 0 |
| Housing Company | 8,101 | 8,146 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CPOs Morden | | | | | | | | | |
| **Community and Housing** | **629** | **480** | **630** | **280** | **380** | **280** | **280** | **630** | **280** |
| **Housing** | **629** | **280** | **280** | **280** | **280** | **280** | **280** | **280** | **280** |
| Disabled Facilities Grant | 629 | 280 | 280 | 280 | 280 | 280 | 280 | 280 | 280 |
| **Libraries** | **0** | **200** | **350** | **0** | **100** | **0** | **0** | **350** | **0** |
| Library Enhancement Works | 0 | 200 | 0 | 0 | 0 | 0 | 0 | 350 | 0 |
| Major Library Projects | 0 | 0 | 350 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Children Schools & Families** | **16,905** | **7,536** | **650** | **650** | **650** | **755** | **650** | **650** | **650** |
| **Primary Schools** | **650** | **650** | **650** | **650** | **650** | **650** | **650** | **650** | **650** |
| Schs Cap Maint & Accessibility | 650 | 650 | 650 | 650 | 650 | 650 | 650 | 650 | 650 |
| **Secondary School** | **8,847** | **5,781** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Harris Academy Morden | 2,194 | 800 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harris Academy Merton | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| St Mark's Academy | 1,624 | 3,681 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harris Academy Wimbledon | 4,930 | 1,300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **SEN** | **7,304** | **1,000** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Perseid | 650 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Secondary School Autism Unit | 1,330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unlocated SEN | 5,324 | 1,000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **CSF Schemes** | **104** | **105** | **0** | **0** | **0** | **105** | **0** | **0** | **0** |
| Admissions IT System | 0 | 105 | 0 | 0 | 0 | 105 | 0 | 0 | 0 |
| Capital Loans to schools | 104 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Environment and Regeneration** | **23,830** | **7,738** | **5,017** | **4,052** | **4,017** | **4,017** | **4,077** | **8,015** | **4,052** |
| **Public Protection and Developm** | **0** | **60** | **0** | **35** | **0** | **0** | **60** | **0** | **35** |
| Parking Improvements | 0 | 60 | 0 | 0 | 0 | 0 | 60 | 0 | 0 |
| Public Protection and Developm | 0 | 0 | 0 | 35 | 0 | 0 | 0 | 0 | 35 |
| **Street Scene & Waste** | **5,790** | **340** | **340** | **340** | **340** | **340** | **340** | **4,338** | **340** |
| Fleet Vehicles | 400 | 300 | 300 | 300 | 300 | 300 | 300 | 300 | 300 |
| Alley Gating Scheme | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 |
| Smart Bin Leases - Street Scen | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Waste SLWP | 5,344 | 0 | 0 | 0 | 0 | 0 | 0 | 3,998 | 0 |
| **Sustainable Communities** | **18,041** | **7,338** | **4,677** | **3,677** | **3,677** | **3,677** | **3,677** | **3,677** | **3,677** |
| Street Trees | 60 | 60 | 60 | 60 | 60 | 60 | 60 | 60 | 60 |
| Highways & Footways | 3,581 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 | 3,067 |
| Unallocated Tfl | 1,865 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mitcham Area Regeneration | 2,032 | 301 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Morden Area Regeneration | 3,000 | 3,000 | 1,000 | 0 | 0 | 0 | 0 | 0 | 0 |
| Morden Leisure Centre | 4,501 | 169 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sports Facilities | 1,550 | 250 | 250 | 250 | 250 | 250 | 250 | 250 | 250 |
| Parks | 1,452 | 491 | 300 | 300 | 300 | 300 | 300 | 300 | 300 |

## Variance between Proposed and Approved Programme

APPENDIX 3

| | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 2022/23 | 2023/24 | 2024/25 | 2025/26 | 2026/27 |
|---|---|---|---|---|---|---|---|---|---|
| **Capital** | **1,050** | **250** | **0** | **(100)** | **240** | **(900)** | **0** | **(1,000)** | **1,000** |
| **Corporate Services** | **1,050** | **250** | **0** | **(100)** | **140** | **(900)** | **0** | **(1,000)** | **1,000** |
| **Business Improvement** | **1,050** | **250** | **0** | **(100)** | **0** | **(900)** | **0** | **(1,000)** | **1,000** |
| Customer Contact Programme | **1,050** | **250** | **0** | **(100)** | **0** | **(900)** | **0** | **(1,000)** | **1,000** |
| IT Systems Projects | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Social Care IT System | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Facilities Management Total** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Works to other buildings | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Civic Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Invest to Save schemes | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Water Safety Works | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Asbestos Safety Works | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Infrastructure & Transactions** | **0** | **0** | **0** | **0** | **140** | **0** | **0** | **0** | **0** |
| Planned Replacement Programme | 0 | 0 | 0 | 0 | 140 | 0 | 0 | 0 | 0 |
| **Resources** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Financial System | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| ePayments System | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Corporate Items** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Acquisitions Budget | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Capital Bidding Fund | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Multi Functioning Device (MFD) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Housing Company | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| CPOs Morden | | | | | | | | | |
| **Community and Housing** | **0** | **0** | **0** | **0** | **100** | **0** | **0** | **0** | **0** |
| **Housing** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Disabled Facilities Grant | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Libraries** | **0** | **0** | **0** | **0** | **100** | **0** | **0** | **0** | **0** |
| Library Enhancement Works | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Major Library Projects | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Children Schools & Families** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Primary Schools** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Schs Cap Maint & Accessibility | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Secondary School** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Harris Academy Morden | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harris Academy Merton | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| St Mark's Academy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Harris Academy Wimbledon | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **SEN** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Perseid | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Secondary School Autism Unit | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unlocated SEN | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **CSF Schemes** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Admissions IT System | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Capital Loans to schools | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Environment and Regeneration** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| **Public Protection and Developm** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Parking Improvements | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Public Protection and Developm | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Street Scene & Waste** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Fleet Vehicles | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Alley Gating Scheme | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Smart Bin Leases - Street Scen | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Waste SLWP | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Sustainable Communities** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |
| Street Trees | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Highways & Footways | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unallocated Tfl | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Mitcham Area Regeneration | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Morden Area Regeneration | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Morden Leisure Centre | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sports Facilities | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Parks | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

# Equality Analysis – ENR10
# – Leisure & Culture Development Team

Guidance for carrying out Equality Impact Assessments is available on the intranet.

| | |
|---|---|
| What are the proposals being assessed? | To make Leisure Centre Contract Savings at the time of the opening of the new Morden Leisure Centre (MLC) and the demise of the existing Morden Park Pools (MPP) by way of a Change to the existing Leisure Management Contract with Greenwich Leisure Limited (GLL) |
| Which Department/Division has the responsibility for this? | Environment & Regeneration – Public Space Division |
| **Stage 1: Overview** | |
| Name and job title of lead officer | Christine Parsloe, Leisure & Culture Development Manager |
| 1. What are the aims, objectives and desired outcomes of your proposal? (Also explain proposals e.g. reduction/removal of service, deletion of posts, changing criteria etc) | Outcome: To achieve leisure management contract savings<br>Aims: To open a new MLC, close & demolition the existing MPP<br>Proposals:<br>1) The new Morden Leisure Centre (MLC) is due to be completed in the Autumn of 2018 and this will result in a Deed of Variation with the contractors Greenwich Leisure Limited (GLL) to discontinue operation of the existing Morden Park Pools (MPP) and move to operate the new MLC. In doing this we expect to be making savings on the contract sum. |
| 2. How does this contribute to the council's corporate priorities? | Delivers savings and transformation of services |
| 3. Who will be affected by this proposal? For example who are the external/internal customers, communities, partners, stakeholders, the workforce etc. | Customers, community organisations, schools, other departments, stakeholders etc. as we open a new leisure centre and close the existing MPP. The main terms of the contract pricing structures, membership, etc. will not change, rather a new suite of leisure opportunities will be provided generating a saving on the leisure management contract. |
| 4. Is the responsibility shared with another department, authority or organisation? If so: Who are the partners and who has overall responsibility? | No |

## Stage2: Collecting evidence/data

6. What evidence have you considered as part of this assessment? List the data, results of consultation, research and other sources of evidence reviewed to determine impact on the protected characteristics (equality groups). Where there are gaps in data you may have to address this by including it in the action plan.

**Type of evidence**

The range and type of facilities to be included in the new MLC has already been fully considered and consulted upon with the community through formal and informal consultations, planning applications and will continue to occur as the plans and designs implemented. This will include local interest groups, disability organisations, schools, those from ethnic minority communities and faith groups.

## Stage 3: Assessing impact and analysis

7. From the evidence you have considered, what areas of concern have you identified regarding the potential negative impact on one or more protected characteristics (equality groups)?

| Equality group | Positive impact | | Potential negative impact | | Reason |
|---|---|---|---|---|---|
| | Yes | No | Yes | No | |
| Age | √ | | | √ | The facility mix for sports & leisure opportunities will be increased for all. The service contract will remain as is in making this saving. |
| Disability | √ | | | √ | |
| Gender Reassignment | √ | | | √ | |
| Marriage and Civil Partnership | √ | | | √ | |
| Pregnancy and Maternity | √ | | | √ | |
| Race | √ | | | √ | |
| Religion/ belief | √ | | | √ | |
| Sex | √ | | | √ | |
| Sexual orientation | √ | | | √ | |
| Socio-economic status | √ | | | √ | |

8. How do you plan to mitigate the negative impact that has been identified above? Also describe how you will promote equality through the policy, strategy, procedure, function or service?

No negative impact identified above.

## Stage4: Decision

9. Decision – Please indicate which of the following statements best describe the outcome of the EIA (✓ tick one box only)

| Outcome 1 - √ | Outcome 2 - | Outcome 3 | Outcome 4 |
|---|---|---|---|
| | | | |

| | |
|---|---|
| **Outcome 1** – No change required: when the EIA has not identified any potential for discrimination or negative impact and all opportunities to promote equality are being addressed. | Your analysis demonstrates that the proposals are robust and the evidence shows no potential for discrimination and that you have taken all appropriate opportunities to advance equality and foster good relations between groups. If this conclusion is reached, remember to document the reasons for this and the information that you used to make this decision. |
| **Outcome 2** – Adjustments to remove negative impact identified by the EIA or to better promote equality. List the actions you propose to take to address this in the Action Plan. | This involves taking steps to remove barriers or to better advance equality. It can mean introducing measures to mitigate the potential negative effect. Remember that it is lawful under the Equality Act to treat people differently in some circumstances, for example taking positive action or putting in place single-sex provision where there is a need for it. It is both lawful and a requirement of the general equality duty to consider if there is a need to treat disabled people differently, including more favorable treatment where necessary. |
| **Outcome 3** – Continue with proposals despite having identified some potential for negative impact or missed opportunities to promote equality. In this case, the justification needs to be included in the EA and should be in line with the PSED to have 'due regard'. List the actions you propose to take to address this in the Action Plan. (You are advised to seek Legal Advice) | This means a recommendation to adopt your proposals, despite any negative effect or missed opportunities to advance equality, provided you have satisfied yourself that it does not unlawfully discriminate. In cases where you believe discrimination is not unlawful because it is objectively justified, it is particularly important that you record what the objective justification is for continuing with your proposals, and how you reached this decision. This is very important to show that you have paid 'due regard' to the Public Sector Equality Duty |

| | |
|---|---|
| **Outcome 4** – Stop and rethink: when your EA shows actual or potential unlawful discrimination. | If a policy shows unlawful discrimination it **must** be removed or changed. |
| **Note:** If your EA is assessed as **outcome 3**, explain your justification with full reasoning to continue with your proposals? | Include information as to why you suggest going ahead with your proposals despite negative impact being identified. |

**Stage 5: Making adjustments – Improvement Action Pan**

## 10. Equality Analysis Improvement Action Plan template – Making adjustments for negative impact

This action plan should be completed after the assessment and analysis and outlines the action to be taken to mitigate the potential negative impact identified.

| Risks or improvements identified in the EIA | Action required | Performance measure & target(s) | By when | Uses existing or additional resources? | Lead Officer | Progress |
|---|---|---|---|---|---|---|
| No negative impacts identified, | | | | | | |
| | | | | | | |
| | | | | | | |

**Have you incorporated these actions into your divisional service plan or team plan? Please give details of where they have been included.**

Included as part in the existing Leisure & Culture Development Team's transformation and service plans.

**11. How will you share lessons learnt from this assessment with stakeholders and other council departments?**

We will share any learning from this with others through one to one support, advice and guidance as appropriate and time allows.

| **Stage 6: Monitoring**<br>**The full impact of the decision may only be known after the proposals have been implemented; therefore it is important the effective monitoring is in place to assess the impact.** |
|---|
| **How will you monitor the impact of the proposal once it has been implemented?**<br>Monitoring will be done through the leisure management contract monitoring processes within existing business practices<br>**How often will you do this?**<br>Quarterly through formal meetings, otherwise through day to day working and business operations. |

| **Stage: 7 Reporting outcomes (Completed assessments must be attached to committee reports and a summary of the key findings included in the relevant section with in them)** | |
|---|---|
| **Summary of the assessment**<br>➢ What are the key impacts – both negative and positive?<br>➢ What course of action are you advising as a result of this assessment?<br>➢ Are there any particular groups affected more than others?<br>Do you suggest to proceeding with your proposals although a negative impact has been identified? | **Summary of the key findings:**<br><br>None. |

| **Stage 8: Sign off by Head of Service** | | | |
|---|---|---|---|
| **Assessment completed by: Name/Job Title** | Christine Parsloe<br>Leisure & Culture Development Manager | **Signature:**<br>C A Parsloe | **Date:**<br>**29 Sept 2017** |
| **Improvement action plan signed off by Head of Service** | Graeme Kane, Head of Public Space Division | **Signature:**<br>G Kane | **Date:**<br>**29 Sept 2017** |
| **Department** | **Environment & Regeneration** | | |

# Equality Analysis

## 06 E&R Parking Services (Ref No. TBC)

| | |
|---|---|
| What are the proposals being assessed? | **Further development of an emissions based charging Policy for resident/business permits** |
| Which Department/ Division has the responsibility for this? | **Enfv & Regeneration /Public Protection/Parking and CCTV Services** |

| **Stage 1: Overview** | |
|---|---|
| Name and job title of lead officer | Paul Walshe Head of Parking and CCTV Services |
| 1. What are the aims, objectives and desired outcomes of your proposal? (Also explain proposals e.g. reduction/removal of service, deletion of posts, changing criteria etc) | To encourage cleaner air quality and contribute to the public health agenda |
| 2. How does this contribute to the council's corporate priorities? | To improve the health of the Community. |
| 3. Who will be affected by this proposal? For example who are the external/internal customers, communities, partners, stakeholders, the workforce etc. | Residents, Businesses and Trade who purchase a parking permit |
| 4. Is the responsibility shared with another department, authority or organisation? If so, who are the partners and who has overall responsibility? | The responsibility is not shared with any other department. The section will work closely with the Shared Regulatory Service Pollution Team when implementing the proposal. |

**Stage 2: Collecting evidence/ data**

5. **What evidence have you considered as part of this assessment?**
   Provide details of the information you have reviewed to determine the impact your proposal would have on the protected characteristics (equality groups).

It is not believed that levels of vehicle emissions have a correlation with motorists with protected characteristics. If, during the implementing of the policy, it becomes evident that this is not the case, this assessment will be reviewed.

**Stage 3: Assessing impact and analysis**

6. **From the evidence you have considered, what areas of concern have you identified regarding the potential negative and positive impact on one or more protected characteristics (equality groups)?**



| Protected characteristic (equality group) | Tick which applies: Positive impact | | Tick which applies: Potential negative impact | | Reason<br>Briefly explain what positive or negative impact has been identified |
|---|---|---|---|---|---|
| | Yes | No | Yes | No | |
| **Age** | x | | | x | Healthy environment |
| **Disability** | X | | | x | No surcharge will be applied to a vehicle used by a Blue Badge holder |
| **Gender Reassignment** | X | | | x | Healthy environment |
| **Marriage and Civil Partnership** | X | | | x | Healthy environment |
| **Pregnancy and Maternity** | X | | | x | Healthy environment |
| **Race** | X | | | x | Healthy environment |
| **Religion/ belief** | X | | | x | Healthy environment |
| **Sex (Gender)** | X | | | x | Healthy environment |
| **Sexual orientation** | X | | | x | Healthy environment |
| **Socio-economic status** | | X | x | | The increase in costs may affect this group |

## 7. Equality Analysis Improvement Action Plan template – Making adjustments for negative impact

This action plan should be completed after the analysis and should outline action(s) to be taken to mitigate the potential negative impact identified (expanding on information provided in Section 7 above).

| **Negative impact/ gap in information identified in the Equality Analysis** | **Action required to mitigate** | **How will you know this is achieved?** e.g. performance measure/ target) | **By when** | **Existing or additional resources?** | **Lead Officer** | **Action added to divisional/ team plan?** |
|---|---|---|---|---|---|---|
| **N/A** | | | | | | |
| **N/A** | | | | | | |
| **N/A** | | | | | | |

**Note that the full impact of the decision may only be known after the proposals have been implemented; therefore it is important the effective monitoring is in place to assess the impact.**

## Stage 4: Conclusion of the Equality Analysis



**8. Which of the following statements best describe the outcome of the EA (Tick one box only)**
Please refer to the guidance for carrying out Equality Impact Assessments is available on the intranet for further information about these outcomes and what they mean for your proposal

| OUTCOME 1 | OUTCOME 2 | OUTCOME 3 | OUTCOME 4 |
|---|---|---|---|
| ☐ | X | ☐ | ☐ |

| **Stage 5: Sign off by Director/ Head of Service** | | | |
|---|---|---|---|
| **Assessment completed by** | **Paul Walshe Head of Parking and CCTV Services** | **Signature:** | **Date: 10th Nov 2015** |
| **Improvement action plan signed off by Director/ Head of Service** | **John Hill Head of Public Protection** | **Signature:** | **Date:** |

# Overview and Scrutiny Commission

**Date:** 15 November 2017

**Subject**: **Results of the Residents' Survey 2017**

**Lead officer**: **Caroline Holland, Director Corporate Services**

**Lead member**: **Councillor Mark Allison, Deputy Leader and Cabinet Member for Finance**

## Recommendations:

A. That the Commission discuss and comment on the results of the Annual Residents' Survey 2017

### 1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1 This paper reports the results of the latest Residents' Survey, highlighting key messages and findings. A detailed report from the research provider is available in Appendix 1.

### 2. BACKGROUND

2.1 Between 1999 and 2014 Annual Residents' Survey (ARS) was Merton's principal survey of local residents. It collected information on local people's concerns and their perceptions of local services, the image of the Council and a host of local issues based on the Survey of Londoners model previously commissioned by London Councils. The former provider withdrew from delivery of this survey in 2015. Discussions with neighbouring boroughs took place to explore options for a joint approach to surveying residents but due to their existing arrangements that was not possible. A competitive tendering process began in autumn 2016 to replace the Merton resident's survey.

2.2 In January 2017 BMG was appointed to deliver a face-to-face survey with 1,000 adults that reflect our local population – segmented by age, ethnicity, gender, tenure, residence, and family composition. In addition, a different survey of 200-250 young people aged 11 – 17 was carried out in parallel.

2.2 The survey fieldwork was conducted in February and March 2017. There is no longer a matching London wide survey to compare the results against but by incorporating standard questions set by the Local Government Association (LGA) it is possible to make some comparisons against a national telephone survey conducted by the LGA in February 2017.

2.3 Where it is possible to compare results to previous surveys in Merton the results have been tested for statistical significance to ensure that changes reflect public perceptions. Changes quoted as significant have passed this validation. Testing for different demographic groups has also been conducted and any significant differences have been highlighted.

**Highlights from the 2017 results**

2.4 The most notable results, are:

- The vast majority of Merton residents were satisfied with their local area as a place to live (92%). This is a positive finding and is 12-percentage points higher than the national benchmark of 80%.
- A clear majority of residents felt safe in their local area both during the day (96%) and after dark (85%). Again, this compares favourably against national benchmarking.
- Almost all residents (93%) agreed that their local area is a place where people from different ethnic backgrounds get on well together.
- Two-thirds (67%) of Merton residents were satisfied with the way the Council runs things, broadly in line with the national survey.
- 65% agreed that the Council provides value for money, well ahead of the national figure of 47%.
- Similarly 75% agreed the council acts on the concerns of local residents, and 81% agreed it keeps residents informed, both all well ahead of national benchmarking (59% and 60% respectively).
- There were significant improvements in residents agreeing the Council is efficient and well run; responds quickly when asked for help; and involves residents in decision making when compared to the 2014 results.
- However there was also a significant increase in the number of residents agreeing that it is difficult to get through on the phone.
- Across all respondents there were significant increases in satisfaction in leisure and sport; parking; repair of roads and pavements; and nursery, primary and secondary education.
- Parking and repair of roads and pavements saw significant increases in satisfaction amongst service users. Conversely, satisfaction with libraries amongst users has significantly decreased.

**LGA Questions**

2.5 A number of questions have been taken from the LGA's nationwide 'Are you being served?' question set so that comparison can be made with a national telephone survey conducted in February 2017. These are set out in the table below.

| Question | Merton % positive | Nationwide % positive |
|---|---|---|

| | | |
|---|---|---|
| Satisfaction with the local area | 92 | 80 |
| Satisfaction with the way the Council runs things | 67 | 65 |
| Agree the Council provides value for money | 65 | 47 |
| Council acts on the concerns of local residents | 75 | 59 |
| Informed about Council services and benefits | 81 | 60 |
| Feel safe after dark | 85 | 78 |
| Feel safe during the day | 96 | 94 |

2.6 The vast majority of Merton residents were satisfied with their local area as a place to live. Satisfaction levels were highest in Wimbledon, at 96%, compared to 89% in Mitcham and Morden, and both were significantly higher than the nationwide figure.

2.7 Satisfaction with the way the Council runs things is significantly higher compared to the average among residents aged 65+ but significantly lower amongst disabled respondents than non-disabled respondents.

2.8 The 14% of respondents expressing dissatisfaction with the Council were asked to indicate in their own words why this is. The responses given were grouped into themes after the completion of fieldwork so that responses could be quantified. The most common reasons given for dissatisfaction were issues relating to litter and street cleaning (5% of all those surveyed/33% of those dissatisfied), and refuse collection / recycling service (3% of all those surveyed/22% of those dissatisfied).

2.9 When the 67% of residents who were satisfied with the council were probed on why they were satisfied the most common responses were general/generic, e.g. everything is good / fine (21% of all those surveyed/31% of those satisfied) and that no problems or issues have been encountered (13% of all those surveyed/20% of those satisfied). The specific issues most commonly mentioned were the area being clean (4% of all those surveyed/6% of those satisfied) and refuse collection (3% of all those surveyed/4% of those satisfied)

2.10 Residents aged 65+ were significantly more likely, compared to those aged 45-64, to agree that the Council provides good value for money. Disabled residents were significantly less likely to ‘neither agree nor disagree’ and significantly more likely to disagree, compared to non-disabled residents.

2.11 The interaction between residents feeling informed and overall satisfaction with the Council shows a positive association. Among the 81% of residents who feel very or fairly well informed about Council services and benefits 72% were satisfied with the way Merton Council runs things, compared to 67% of all respondents.

2.12 Wimbledon residents were more likely to feel safe after dark than Mitcham and Morden residents (88% cf. 82%), who nevertheless feel more safe than the nationwide comparison. Female residents, disabled residents and those over 65 were less likely to feel safe after dark. Nationwide comparison figures are not available for different demographic groups.

**Overall image of the council**

2.13 A number of questions about the image of the council have been continued from the former survey. The results from these questions and a comparison with the results from 2014 are set out below.

| **Your council….** | **% In agreement** | **Change since 2014** |
|---|---|---|
| Is doing a good job | 82 | +3 |
| Is efficient and well run | 76 | +4 |
| Involves residents in making decisions | 62 | +6* |
| Is difficult to get through to on the phone^ | 50 | +11* |
| Responds quickly when asked for help | 65 | +13* |
| Has friendly and polite staff | 78 | 0 |
| Is doing a better job than one year ago | 48 | +1 |
| Is making the local area a better place | 76 | +3 |

^Negative polarity – disagreement is desirable
* Significant change

2.14 The proportion stating that the Council is doing a good job; is efficient and well run, responds quickly when asked for help and involves residents when making decisions are all at the highest level to date. However, the proportion feeling that the Council is difficult to get through to on the phone has increased significantly.

2.15 In 2014 disabled respondents were less likely to agree the council was doing a good job, efficient and well run, responds quickly and is making the area a better place to live. There are no significant differences in the level of agreement from disabled respondents in 2017 in any of these questions. The percentage of disabled respondents agreeing the council is efficient and well run has increased from 63% in 2014 to 75% in 2017; the percentage agreeing the council responds quickly has increased from 41% to 72%.

2.16 Residents were also asked whether they would speak positively or negatively about the Council. Nearly two-thirds (64%) would speak positively whilst only 9% would speak negatively.

**Budget issues**

2.17 A set of questions were included in this survey of Merton residents to ascertain the current levels of understanding the public have of pressures on council budgets. This question set was used on BMG's monthly online omnibus poll of 1,500 GB residents in November 2016, allowing the views of Merton residents to be placed against those nationally

2.18 Over half were aware that the Council has had to make significant savings over recent years (59%), and that they understand the scale of savings that still need to be made (53%). These are similar to the national benchmarking (55% and 51% respectively).

2.19 Half (49%) agree that they have noticed changes to some Council services - this is higher than the national average (41%). However, the survey does not analyse whether this is because Merton residents feel better informed about changes, or because their own experience has been impacted.

2.20 Residents were more likely to agree than disagree that the Council seeks residents' views before making decisions (55% agree, 21% disagree), that it acts on residents' concerns (47% agree, 21% disagree), and that it explains decisions (45% agree, 23% disagree).

2.21 A question was asked in which residents were asked for their potential response if a service they cared about was at risk of being cut. In this scenario, residents were more likely to agree than disagree that they would volunteer some of their time to help maintain the service (46% cf. 33%). The options of making a one off donation, or paying a new or higher charge at the point of use, were also put to respondents. The proportion agreeing / disagreeing that they would be prepared to do this is similar (38/36% and 35/36%).

**Satisfaction with services**

2.22 Residents were asked to rate local services on a scale from very poor to very good. Compared to the 2014 survey a much smaller list of service areas was put to respondents, with those services that previously had high levels of non-response excluded. In addition a slightly different scale point was used so whilst we have compared the new scores with previous results this should be treated with some caution. The percentage of residents providing a positive rating to services is set out in the table below, along with the change since 2014.

| Service | % Good | Change since 2014 |
|---|---|---|
| Parks, playgrounds, open spaces | 75 | +3 |
| Recycling facilities | 71 | -1 |
| Street Lighting | 70 | -2 |
| Refuse collection | 69 | -1 |
| Libraries | 68 | +2 |
| Leisure and sports | 63 | +19* |
| Street cleaning | 53 | -1 |
| Primary education | 51 | +7* |
| Parking | 51 | +16* |
| Repair of roads | 48 | +6* |
| Nursery education | 47 | +14* |
| Secondary education | 42 | +9* |

*Significant change

2.23 Respondents were asked to identify which services they or their family used from this list, so that we could compare responses from services users and non-service users. For service users there were positive changes in parking and repair of roads compared to 2014 whilst there was a significant decrease in satisfaction for library service users.

2.24 Respondents were also asked to consider how the Council deals with specific environmental issues. Nearly three-quarters (74%) of respondents were satisfied with the way the council deals with graffiti, 63% with dog fouling, 60% with litter and 59% fly-tipping. This compares to 63% graffiti, 49% dog fouling, 61% litter and 54% fly-tipping in 2014.

**The Council and the local area**

2.25 Respondents were presented with a list of local information sources and were asked which they currently use to keep them informed about what's happening in Merton. The most-mentioned sources were produced by the Council: My Merton (43%), the Council website (33%), and Council information leaflets (33%). Almost one in three also refer to the Wimbledon Guardian (31%). A similar question in 2014 had My Merton at 37%.

2.26 Respondents were read a list of neighbourhood issues and asked to rate the extent to which these are problems in their local area. Of the issues listed, rubbish or litter was the issue most frequently described as a very or fairly big problem; although nearly twice as many people felt that it was not a problem (37% described it as a very or fairly big problem, whilst 63% did not think it was a problem). Mitcham and Morden residents were significantly more likely than Wimbledon residents to report noisy neighbours or loud parties, people using or dealing drugs, and groups hanging around the streets

2.27 One fifth of Merton residents have done voluntary work within the past 12 months. This is consistent with responses in 2014. Of the 80% who have not volunteered, the most common reason for not doing so they was that they do not have time to volunteer (61% of all those surveyed), with 6% of all those surveyed saying that it had never occurred to them.

2.28 Standard questions used by the Office of National Statistics to measure wellbeing were added to the 2017 survey. Merton residents were more positive about their health and wellbeing compared to London and UK-wide benchmarks across all four measures. The responses given by disabled residents were in general less positive compared to non-disabled residents, which is consistent with the national findings.

2.29 93% of respondents felt that people from different backgrounds get on well together, with just 2% disagreeing with this statement. This compares with 89% agreeing in 2014 although slightly different wording was used in that survey.

**Young People's Survey**

2.30 As with the adults the vast majority of young people in Merton were satisfied with their local area as a place to live (94%). 11-15 year olds were more likely to be satisfied than 16-17 year olds.

2.31 Most (84%) were satisfied with how Merton Council runs things, with just 4% dissatisfied. This compares favourably to the findings from the survey of adults, where 67% were satisfied.

2.32 Respondents were then asked to agree or disagree to statements about the Council relating to specific services and communications. Overall, respondents were more positive in relation to service delivery (doing enough to protect young people 57%; providing services which young people need 48%) than on engagement measures (listens to concerns of young people 47%; involves young people when making decisions 40%; keeps young people informed about what they are doing 38%).

2.33 In relation to safeguarding, respondents were shown a list of possible sources of help if they were worried about their health and safety and asked to select which they might use. Multiple responses were allowed. Much the most common response was family members (92%), followed by teachers (29%), and police (24%).

2.34 Respondents were asked to rate a series of local services in their area.

| **Service** | **% very good / good** |
|---|---|
| Libraries | 65% |
| Primary schools | 64% |
| Public transport | 63% |
| Secondary schools | 60% |
| Leisure and sports facilities | 59% |
| Local health services | 58% |
| Parks, playgrounds and open spaces | 56% |
| The police | 56% |
| Support / guidance on future jobs/careers | 50% |
| Sixth form/ Further Education college | 47% |
| Activities for young people | 47% |
| Street cleaning | 42% |
| Social services for children/families | 37% |
| Arts and culture | 35% |

2.35 Of a list of possible ways to get involved in their community, current or previous engagement is highest in terms of doing voluntary work (15%) and being a member of a school council (17%). However, in addition to this, for each activity at least one in three (35%) state that they will do this in the future.

2.36 Respondents were asked if they attend any of a list of activities out of school hours. The most popular activities, were sports and gym (45%), libraries and parks (39%), and after school clubs (36%).

2.37 Respondents were also shown a list of activities and facilities and asked which, if any, they would like to attend out of school hours. Up to two responses were allowed. The most popular activities were a place to meet my friends and other people (40%), and sports activities (37%). Around one in four also mention a place for play and hobbies (28%), a place for music, art, and drama (27%), and a place to do homework (25%).

**3 ALTERNATIVE OPTIONS**

3.1 None.

**4 CONSULTATION UNDERTAKEN OR PROPOSED**

4.1 The survey was conducted with a sample of 1,020 people based on the key components of the local population. The survey is conducted by means of interviews in homes and public places, and also contains a specific set of questions for young people, which were put to 252 11-17 year-olds.

**5 TIMETABLE**

5.1 The results were made publicly available in July 2017 and have been shared with partner organisations.

**6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS**

6.1 The 2017 residents' survey has cost £24,950 met from departmental budgets.

**7 LEGAL AND STATUTORY IMPLICATIONS**

7.1 The Council has a best value duty to consult residents and the survey helps meet this duty.

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

8.1 A number of questions in the survey measure equalities and community cohesion targets. The survey also enables the Council to understand the views and priorities of local people, so that services can be tailored accordingly.

**9 CRIME AND DISORDER IMPLICATIONS**

9.1 The survey is a tool for identifying the crime and disorder concerns and priorities of local people.

## 10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1 None.

## 11 APPENDICES – the following documents are to be published with this report and form part of the report

11.1 Appendix I: Resident Survey 2017 Report.

## 12 BACKGROUND PAPERS – the following documents have been relied on in drawing up this report but do not form part of the report

12.1 Resident Survey cross-tabulations and charts.
12.2 LGA Polling on resident satisfaction with councils February 2017
http://www.local.gov.uk/polling-resident-satisfaction-councils-february-2017

# Research Report

# Resident Satisfaction Survey 2017

## Prepared for: London Borough of Merton

# Resident Satisfaction Survey 2017

**Prepared for: London Borough of Merton**

**Prepared by: Steve Handley, Research Director**

**Date: April 2017**

**Produced by BMG Research**



**www.bmgresearch.co.uk**

Project: 1196

Registered in England No. 2841970

Registered office:

BMG Research
Beech House
Greenfield Crescent
Edgbaston
Birmingham
B15 3BE
UK

Tel: +44 (0) 121 3336006

# Table of Contents

# 1 Background and methodology

## 1.1 Survey aims and objectives

This report summarises the results of a bespoke piece of research into the perceptions Merton residents hold in relation to their Council and the local area. A representative sample of 1,020 residents aged 18 and over was interviewed face to face at randomly selected sampling points between 9th February and 5th March 2017 in order to provide fresh data to inform Council decision making. All those invited to participate were asked how long they had lived in the Borough, with only those who had done so for 6 months or more being interviewed.

252 interviews were also completed with 11-17 year olds in the same households (with permission obtained from parent or guardian in the case of respondents aged under 16); the findings from this research are covered in Section 11 of this report.

The objectives of the research amongst adults aged 18+ were as follows:

- To measure overall perceptions of Merton Council's performance and the value for money it provides.
- To benchmark the perceptions of Merton residents where possible using national data collected by the Local Government Association.
- To benchmark the perceptions of Merton residents where possible against the findings of previous resident research.
- To examine public awareness in 2017 of the budget challenges the Council faces and to explore how the Council is perceived to make difficult decisions.
- To record satisfaction with local services.
- To measure perceptions of the local area in terms of neighbourhood safety, levels of anti-social behaviour, and community cohesion.
- To evaluate current levels of volunteering and quantify the barriers to volunteering.
- To understand how residents receive information about the area.

The research amongst 11-17 year olds also aimed to measure overall perceptions of the Council's performance and to record satisfaction with local services. However, this research also aimed to do the following:

- To establish what the main concerns are for young people living in the Borough.
- To measure young people's perceptions of whether the Council delivers services that meet their needs, the extent to which the Council communicates with young people, and the extent to which the Council takes their views into account.
- To measure the extent to which young people are involved in their communities or are interested in doing so in the future.
- To establish what organised activities young people participate in out of school hours, and which activities they would like to see available.

## 1.2 Methodology

Within the Borough, deprivation scores at Super Output Area (SOA) level were ranked from high to low. These were then segmented into quartiles within each ward to ensure that the bands reflected the relative deprivation within Merton. This provided the basis for a stratified random sampling of Census Output Areas (COAs) as sampling points, ensuring that the sampling points selected covered relatively high and relatively low levels of deprivation.

Sampling points (COAs) were selected randomly per ward and all addresses were identified from the postcode address file within each COA to form the sample. Proportional interviewing targets were set per ward, with 5-6 sampling points selected in each of the 20 wards that make up the Borough. A target of 10 interviews was set per sampling point.

Whilst the interviewers were able to approach any address within a sampling point quotas were set by age, gender and ethnicity within each ward to ensure a representative spread by demographic profile. The survey was administered on a face-to-face basis, using a tablet computer.

Post fieldwork the data was weighted by ward population, age, gender, ethnicity, and economic activity / inactivity for the resident population aged 18+. The 2011 census was used as the basis for the demographic weights to provide a sufficient level of granularity.

For the research carried out amongst 11-17 year olds, respondents were asked to give their exact age (11, 12, etc), and the data was weighted by this criteria, again to match the profile established by the 2011 census.

## 1.3 Questionnaire and LGA polling

Separate, bespoke questionnaires were used for the adult and young people surveys. Several questions were included to allow adult perceptions of Merton Council to be benchmarked against polling conducted nationally by the Local Government Association (LGA).

The latest LGA polling highlighted in this report was conducted at roughly the same time as fieldwork for this research (2nd - 5th February 2017). Valid comparisons can therefore be made between the findings from this research and LGA polling, both in terms of fieldwork dates and question wording. It should also be noted however that there are differences in methodology that may influence findings:

- LGA polling was carried out by telephone, compared to the face to face methodology used for this research. The impact of this on the findings, if any, cannot be quantified. Typically the largest difference in findings is produced by a self-completion methodology (e.g. postal, online) compared to an interviewer-administered survey (telephone, face to face). Self-completion surveys can produce less inhibited, more critical responses; this may be replicated to a lesser extent when respondents complete a survey by telephone (LGA) as opposed to when they speak to an interviewer face to face (Merton).
- As discussed throughout this report, the proportion giving the most positive response (e.g. strongly agree) is consistently below LGA findings, even though

the proportion giving combined positive responses (strongly agree / agree) is consistently higher. This may in part reflect the difference in methodology, with telephone interviewers reading out an answer scale that starts with the most positive response and therefore potentially biasing results towards this response. On the Merton resident survey, respondents were shown a list of possible responses for all such questions, i.e. could see all responses at once.

- Quotas and weights were set by age and gender for both surveys; however the approach for the two surveys is not identical e.g. on the Merton survey quotas and weights are set by ethnicity whereas this is not done for LGA polling. Again, the impact of such differences cannot be quantified.

## 1.4 Report contents

This document contains a concise summary of the key findings to emerge from this survey. It aims to highlight the positive messages in the data, plus any areas of concern that require further consideration.

The data used in this report is rounded up or down to the nearest whole percentage point. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly to the text in the report this is due to the way in which figures are rounded up (or down) when responses are combined. Results that differ in this way should not have a variance that is any larger than 1%.

When a figure is shown in bold and underlined within a table this denotes that this figure is significantly higher compared to the total (determined by the t-test). The t-test is a statistical method used to evaluate the differences between two opposing groups. Results described as significant in this report will have been identified by this test as substantial variations in opinion.

For reasons of space, area names are sometimes abbreviated in this report as follows:

- *Village:* Village/ Hillside/ Raynes Park/ Wimbledon Park
- *Dundonald:* Dundonald / Trinity / Abbey
- *Cannon Hill:* Cannon Hill / Merton Park / West Barnes / Lower Morden
- *Lavender Fields:* Lavender Fields / Pollards Hill / Figge's Marsh
- *Ravensbury:* Ravensbury / St Helier / Cricket Green
- *Colliers Wood:* Colliers Wood / Graveney / Longthornton

# 2 Key findings

## 2.1 Local area perceptions

The vast majority of Merton residents are satisfied with their local area as a place to live (92%). This is a positive finding and is 12-percentage points higher than the national benchmark of 80% (LGA polling Feb 17).

Alongside this high area satisfaction, a clear majority of residents feel safe in their local area both during the day (96%) and after dark (85%). Again, this compares favourably against national benchmarking.

Almost all residents (93%) agree that their local area is a place where people from different ethnic backgrounds get on well together. This includes 38% who give the most positive response of definitely agree. Only 2% of all residents disagree that that people of different ethnic backgrounds get on well together

## 2.2 Perceptions of Merton Council

Two-thirds (67%) of Merton residents are satisfied with the way the Council runs things. Whilst this is only slightly more positive compared with the national figure (65%), perceptions that the Council provides value for money, acts on the concerns of local residents, and keeps residents informed about the services and benefits it provides, are all well ahead of national benchmarking.

Indications of the direction of travel are also positive, with significant improvements compared to previous (2014) findings in relation to the Council being efficient and well run (+4 percentage points), responding quickly when asked for help (+13 percentage points), and involving residents when making decisions (+6 percentage points). On all these measures perceptions are at their highest level to date over a period extending back to 1995/1999. Conversely, there has been a significant increase in the proportion stating that it is difficult to get through to the Council on the phone.

The main reasons given for dissatisfaction with the Council are litter / poor street cleaning (33%), and poor refuse collection / recycling service (22%). However, to contextualise this finding, only a minority of residents (37%) when asked directly about this issue suggest that rubbish and litter lying around is a fairly or very big problem in their local area.

## 2.3 Perceptions of local services

Of a given list of local services, service users are more likely to give a very good / good rating than poor / very poor. Responses are particularly positive in relation to primary and nursery education and parks / playgrounds / open spaces. Responses are least positive in relation to street cleaning (53% rate very good / good), parking services (50%), and road / pavement repair (48%). The relatively low ratings given to road / pavement repair and street cleaning may be a cause for concern given how many residents ‘use’ these services. As discussed above, litter / poor street cleaning is also the leading cause of dissatisfaction with the Council, suggesting that this should be an area for focus.

## 2.4 Budget issues

Over half of residents are aware that the Council has had to make significant savings over recent years (59%), and that they understand the scale of savings that still need to be made (53%). These levels of awareness are similar to national benchmarks compiled by BMG. However, just 8% and 6% respectively strongly agree with these statements, suggesting that awareness of the budget situation is not fully engrained despite an ongoing narrative about austerity. Half (49%) agree that they have noticed changes to some Council services - this is higher than the national average (41%), but just 5% strongly agree, indicating that most residents have yet to notice the full impact of service changes. These findings provide a reference point for future Council communications, suggesting that it cannot be assumed that the public hold an understanding of the financial imperatives behind difficult decisions.

In terms of what residents would do if a local service they cared about was at risk of being cut, roughly similar proportions agree that they would make a one-off donation or pay a new or higher charge at the point of use (38% and 35% respectively). The fact that only a minority would offer these forms of financial support for a service that they care about provides further emphasis the likely resistance to additional revenue raising strategies by the authority.

Residents are more likely to agree than disagree that they would volunteer their time in such a scenario (46% cf. 33%); however, it should be noted that just 4% strongly agree, and that this question was asked in general terms. With just 20% of Merton residents having undertaken voluntary work locally in the last 12 months, the figure of 46% would represent a major increase in such activity. These results indicate that the scope the Council has for finding models of service delivery that are uncontroversial remains limited.

## 2.5 Wellbeing

On measures of personal wellbeing - feeling satisfied with life, feeling that the things you do in life are worthwhile, feelings of happiness and anxiety - Merton residents give more positive responses compared to both London and UK benchmarks.

## 2.6 Young people

As with the findings for adults, the vast majority of young people in Merton are satisfied with their local area as a place to live (94%). Most (84%) are also satisfied with the way the Council runs things, compared to 67% of Merton adults. However, one in four (25%) believe that the Council does not keep young people at all informed about what it is doing, indicating that there may be scope for improvement in perceptions of how the Council communicates with young people.

# 3 Summary of key indicators

The tables below summarise perceptions of the local area and of Merton Council that can be compared to wider national benchmarks or can be tracked against data collected in Merton in 2014 when the last survey of this type was completed.

**Table 1: Summary of Merton responses compared to LGA benchmarking**

| LGA indicator | Merton 2017 (%) | LGA Feb 17 national benchmark - (%) |
|---|---|---|
| **Satisfaction with the local area** | | |
| Satisfied | 92% | 80% |
| Dissatisfied | 4% | 11% |
| **Satisfaction with the way the Council runs things** | | |
| Satisfied | 67% | 65% |
| Dissatisfied | 14% | 19% |
| **Agree the Council provides value for money** | | |
| Agree | 65% | 47% |
| Disagree | 12% | 26% |
| **Council acts on the concerns of local residents** | | |
| A great deal/ a fair amount | 75% | 59% |
| Not very/much at all | 17% | 40% |
| **Informed about Council services and benefits** | | |
| Very/fairly well informed | 81% | 60% |
| Not very well/not informed at all | 18% | 30% |
| **Safety after dark** | | |
| Safe | 85% | 78% |
| Unsafe | 7% | 11% |
| **Safety during the day** | | |
| Safe | 96% | 94% |
| Unsafe | 1% | 2% |

## Summary of key indicators

In the table below, coloured cells denote a statistically significant change.

**Table 2: Council Image 2014-2017 (All responses)**

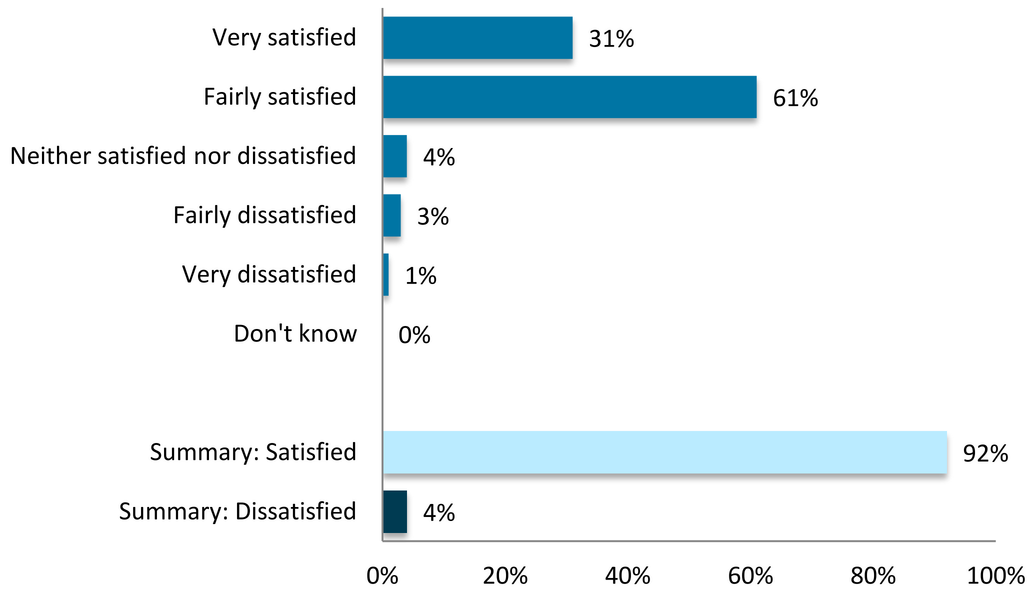
| % a great deal / to some extent | 2014 (%) | 2017 (%) | Percentage point change |
|---|---|---|---|
| Is doing a good job | 79% | 82% | +3 |
| Has staff who are friendly and polite | 78% | 78% | 0 |
| Is efficient and well run | 72% | 76% | +4 |
| Is making the local area a better place for people to live | 73% | 76% | +3 |
| Responds quickly when asked for help | 52% | 65% | +13 |
| Involves residents when making decisions | 56% | 62% | +6 |
| Is difficult to get through to on the phone | 39% | 50% | +11 |
| Is doing a better job now than one year ago | 47% | 48% | +1 |
| **Sample base** | **1,084** | **1,020** | |

# 4 Perceptions of the local area

## 4.1 Local area as a place to live

The vast majority of Merton residents are satisfied with their local area as a place to live (92%). Of these, three in ten residents are very satisfied (31%). Just 4% of residents are dissatisfied with their local area as a place to live to any extent.

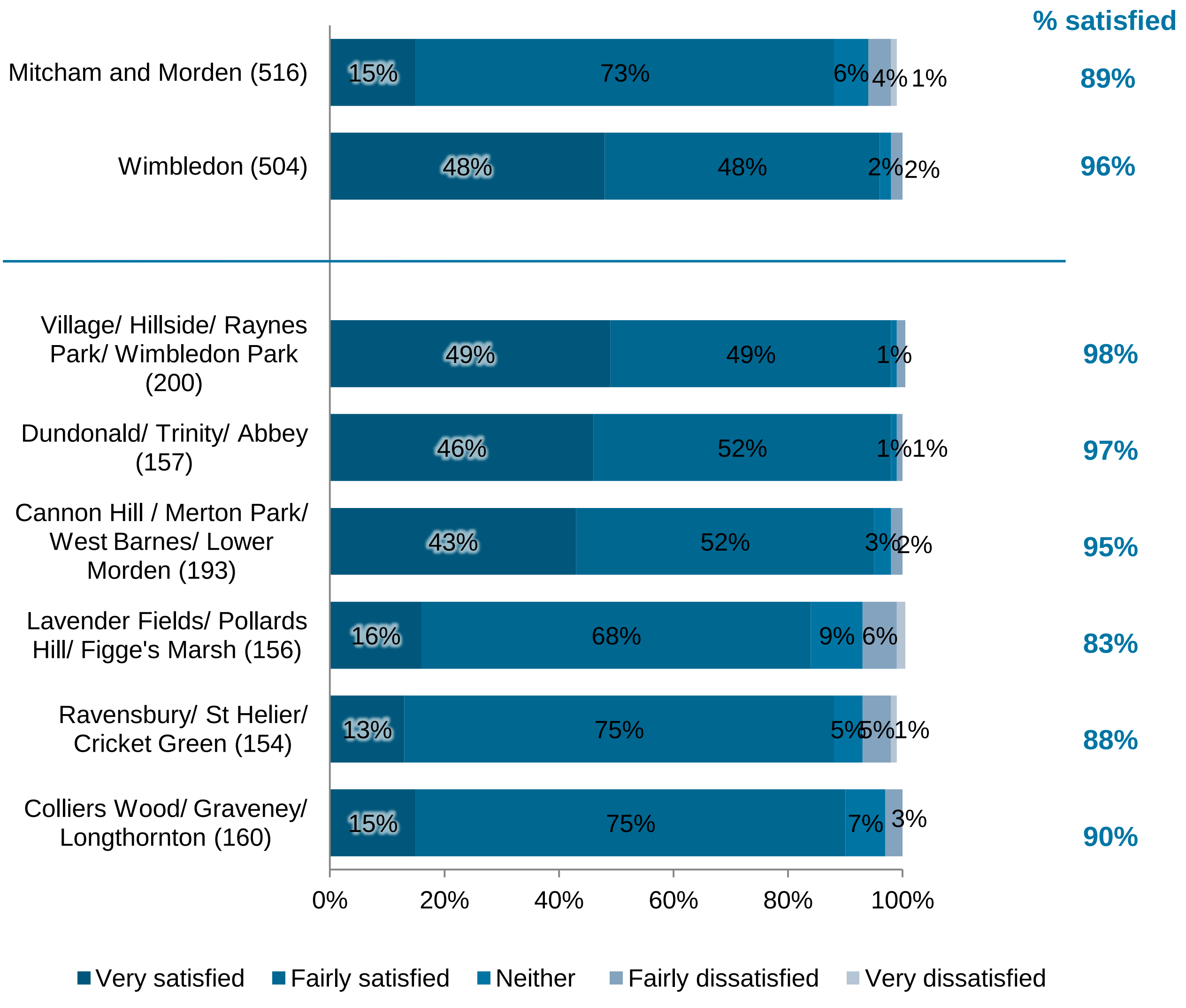
**Figure 1: Overall, how satisfied or dissatisfied are you with your local area as a place to live? (All responses)**




Unweighted sample base: 1,020

By constituency, whilst most Mitcham and Morden residents are satisfied with their local area as a place to live (89%), satisfaction levels are significantly lower compared to Wimbledon (96%). In particular, Mitcham and Morden residents are markedly less likely compared to Wimbledon to be very satisfied (15% very satisfied cf. 48%). In keeping with this, the proportion of residents in the following areas are significantly less likely to be very satisfied compared to other areas: Lavender Fields / Pollards Hill / Figge's Marsh (16% very satisfied), Ravensbury / St Helier / Cricket Green (13%), and Colliers Wood / Graveney / Longthornton (15%).

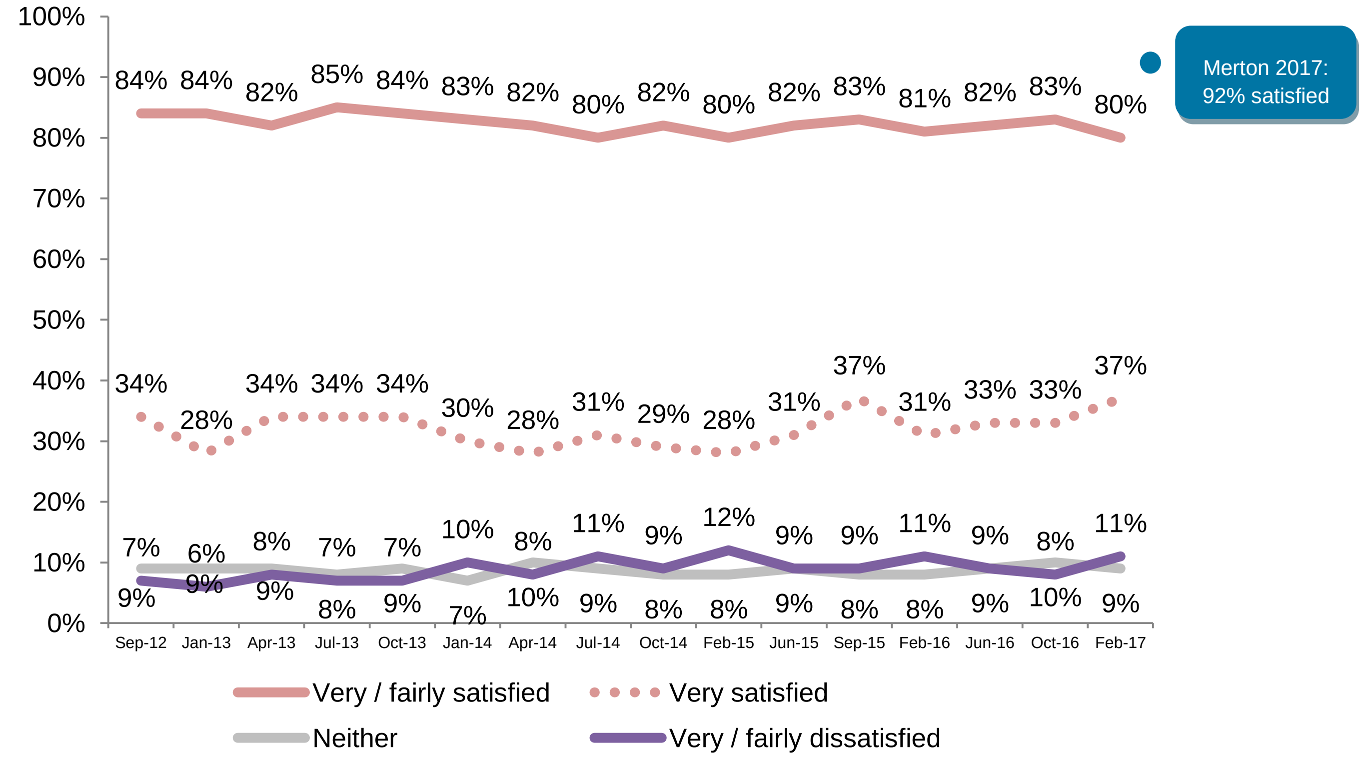
**Figure 2: Satisfaction with local area as a place to live - By constituency / area (All responses)**




Unweighted sample bases in parentheses

The satisfaction that Merton residents express with their local area is above the national benchmark for this question. In the most recent wave of national polling completed by the Local Government Association (LGA), in February 2017, 80% were satisfied on this measure and 11% dissatisfied. However, the proportion of Merton residents very satisfied with their local area - 31% - is lower than the LGA benchmark of 37%.

**Figure 3: National trend in satisfaction with the local area as a place to live– LGA Polling**

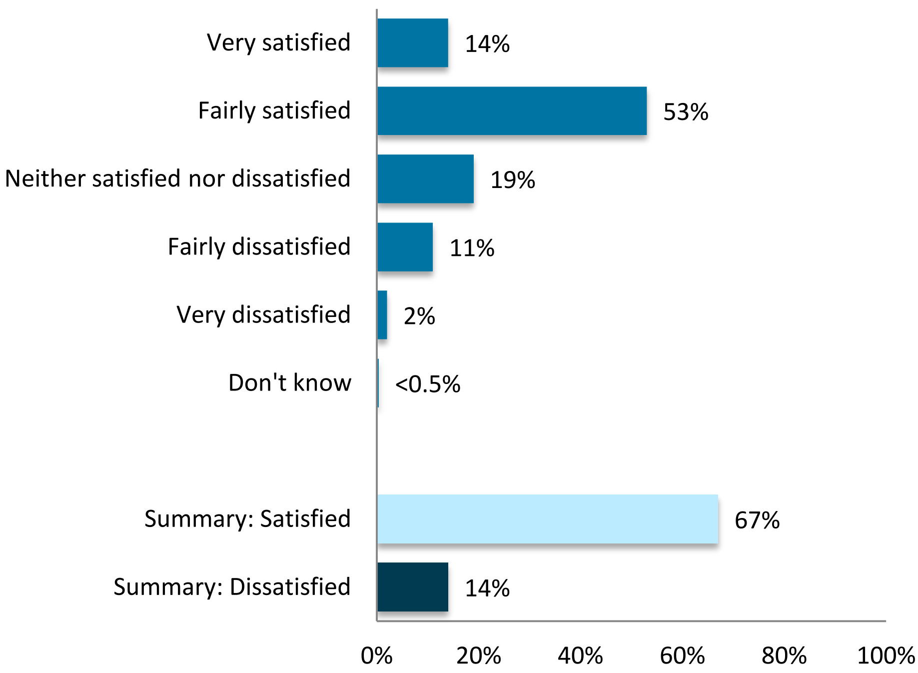


# 5 Perceptions of Merton Council

## 5.1 Overall satisfaction

All residents were asked to rate their satisfaction with Merton Council on a series of measures. Before this set of questions all respondents were read a brief summary of the services Merton Council provide. In response, two-thirds (67%) of residents are satisfied with the way the Council runs things. This is comprised of 14% who are very satisfied and 53% who are fairly satisfied. Among the remainder of residents the proportion giving a neutral response (19%) is above the proportion who are dissatisfied (14%).

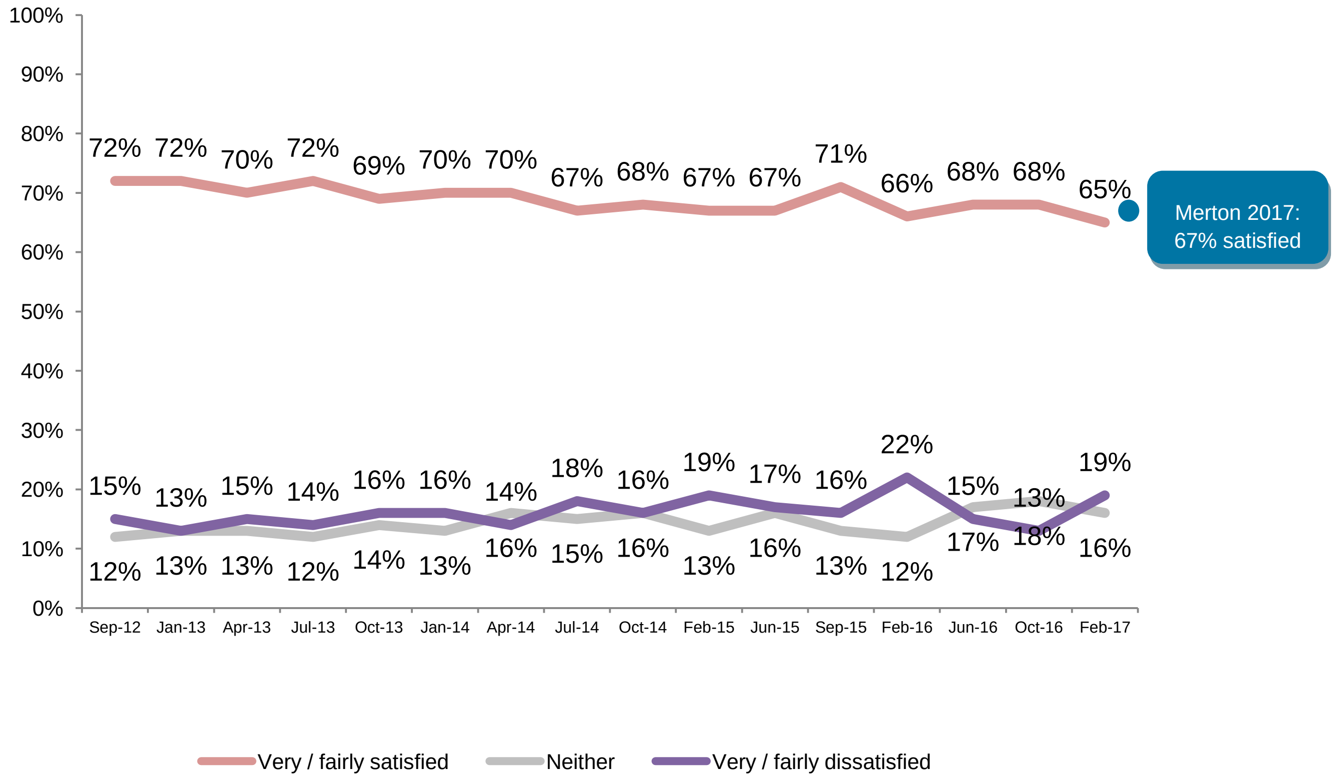
**Figure 4: Overall, how satisfied or dissatisfied are you with the way Merton Council runs things? (All responses)**




Unweighted sample base: 1,020

The wording of this question is consistent with that used in recent polling undertaken by the Local Government Association (LGA) into perceptions of local authorities. The proportion satisfied with the way Merton Council runs things (67%) is slightly above the national benchmark of 65%, although the proportion very satisfied is slightly below (14% cf. 17%).

**Figure 5: National trend in satisfaction with the way Councils run things – LGA Polling**



Looking at responses by age, satisfaction with the Council is significantly higher compared to the average among residents aged 65+, as the table below indicates. Despite the higher incidence of disability amongst this age group, residents who are disabled[1] are significantly more likely to be dissatisfied with the Council compared to those who are not (28% cf. 13%). They are also significantly more likely to be very dissatisfied (10% cf. 2%).

**Table 3: Satisfaction with the way Merton Council runs things - By age and disability (All responses)**

| | Age | | | | Disability | |
|---|---|---|---|---|---|---|
| | 18-24 | 25-44 | 45-64 | 65+ | Yes | No |
| Satisfied | 67% | 66% | 63% | **77%** | 62% | 68% |
| Neither satisfied nor dissatisfied | 15% | 20% | 21% | 12% | 10% | **19%** |
| Dissatisfied | 15% | 13% | 15% | 11% | **28%** | 13% |
| Don't know | **2%** | <0.5% | <0.5% | 0% | 0% | <0.5% |
| **Unweighted sample base** | **78** | **461** | **326** | **149** | **71** | **937** |

Among those who disagree that Merton Council provides value for money only 22% are satisfied with the way the Council runs things overall, with 61% dissatisfied in this respect. Value for money perceptions will be examined in detail later in this chapter. It is also notable that those who feel that they are either very or fairly well informed about the Council's services and benefits are significantly more likely to be satisfied with the way Merton Council run things than those who do not feel well informed (72% cf. 43%).

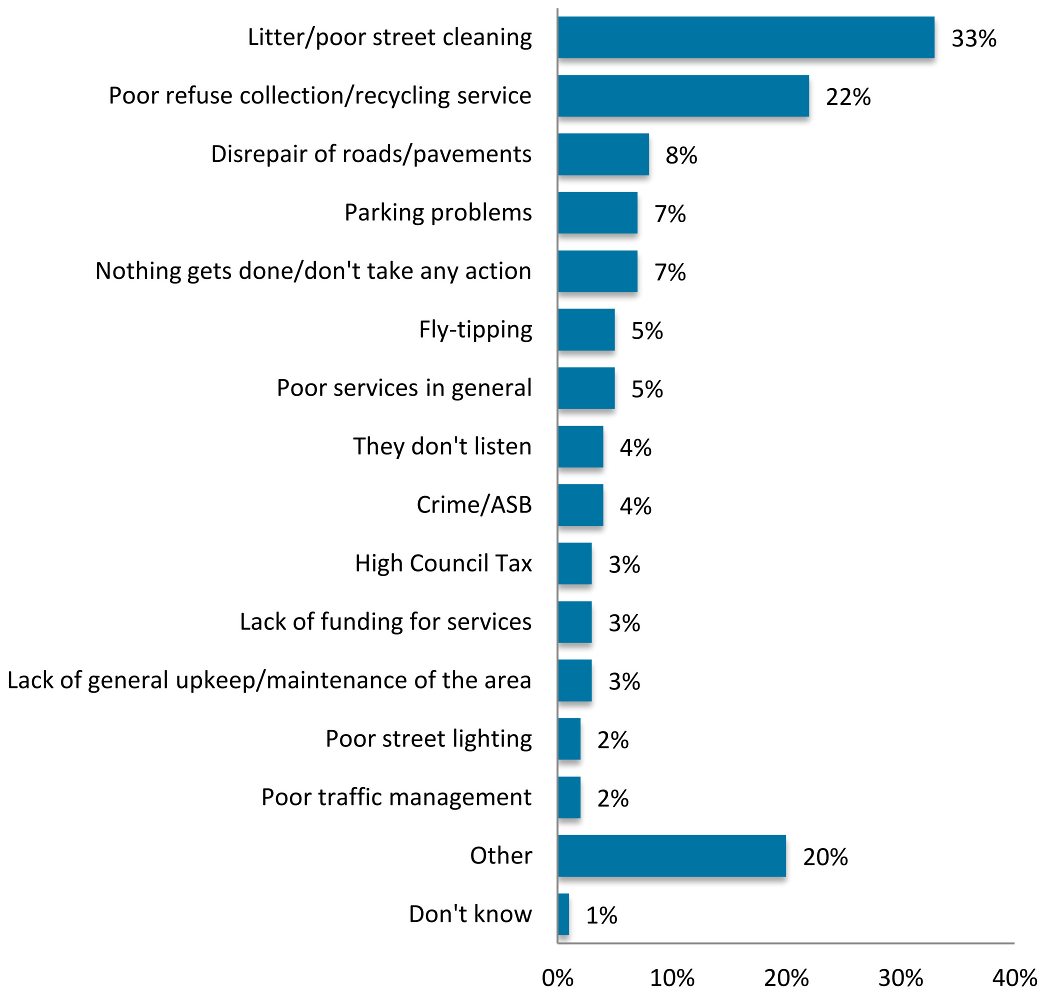
[1] 'Disabled' is defined as respondents stating that they have a long term illness, health problem or disability which limits their daily activities or the work they can do.

### 5.1.1 Reasons for current view of Merton Council

Whilst 67% of residents are currently satisfied with the way Merton Council run things, there clearly remains scope to raise this proportion further. To understand how this might best be achieved, those expressing dissatisfaction with the Council were asked to indicate in their own words why this is. The responses given were grouped into themes after the completion of fieldwork so that responses could be quantified.

Much the most common reasons given for dissatisfaction are issues relating to litter and street cleaning (33%), and refuse collection / recycling service (22%).

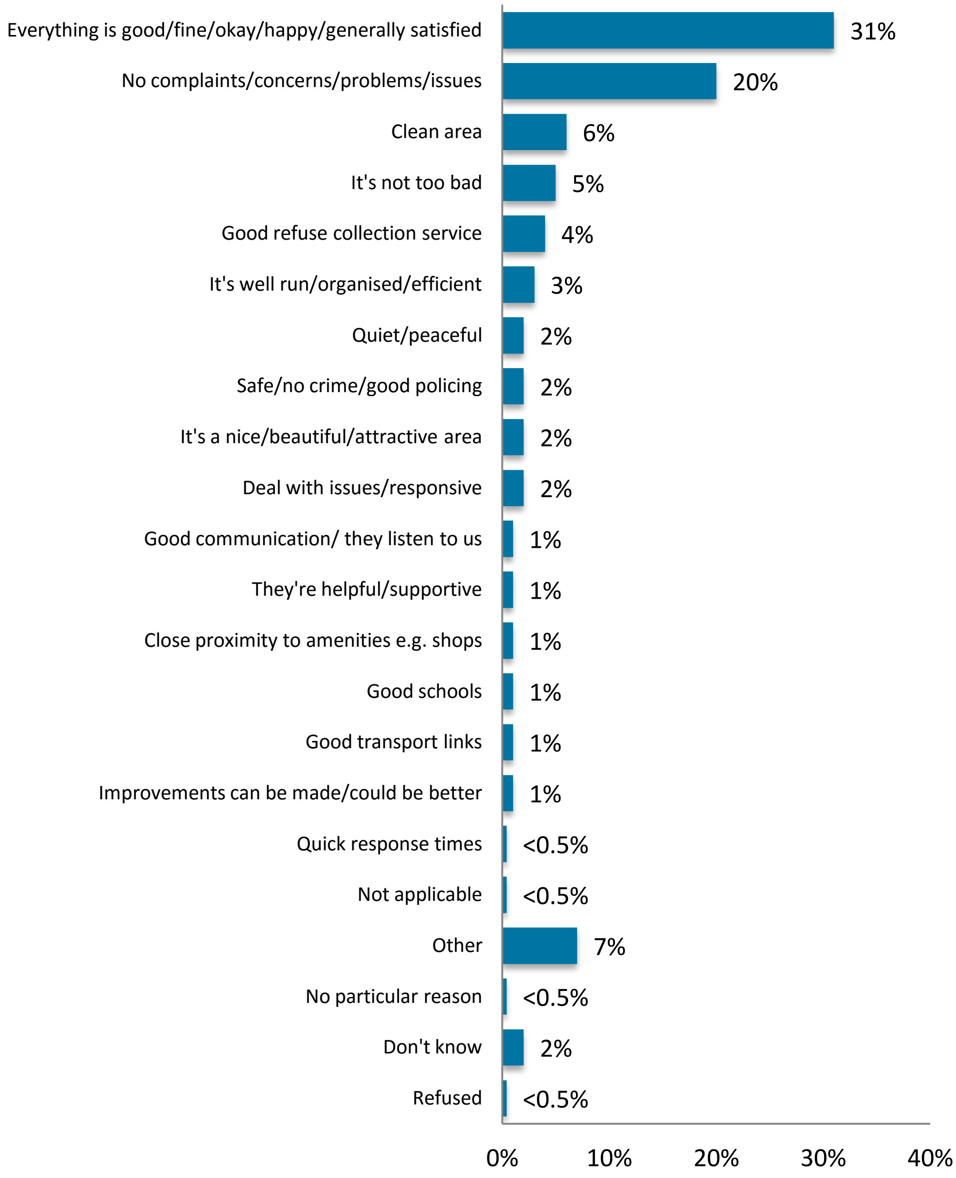
**Figure 6: Reasons given for being dissatisfied with Merton Council (All those who are dissatisfied)**




Unweighted sample base: 136

While identifying sources of dissatisfaction is important for Merton Council in order to shape both service delivery and public communications, it is also important to understand the perceived strengths of the authority. When satisfied residents were probed on this the most common responses were general/generic, i.e. everything is good / fine (31%) and that no problems or issues have been encountered (20%). The specific issues more commonly mentioned are the area being clean (6%) and refuse collection (4%), i.e. the issues that also most commonly provoke Council dissatisfaction.

**Figure 7: Reasons given for being satisfied with Merton Council (All those who are satisfied)**



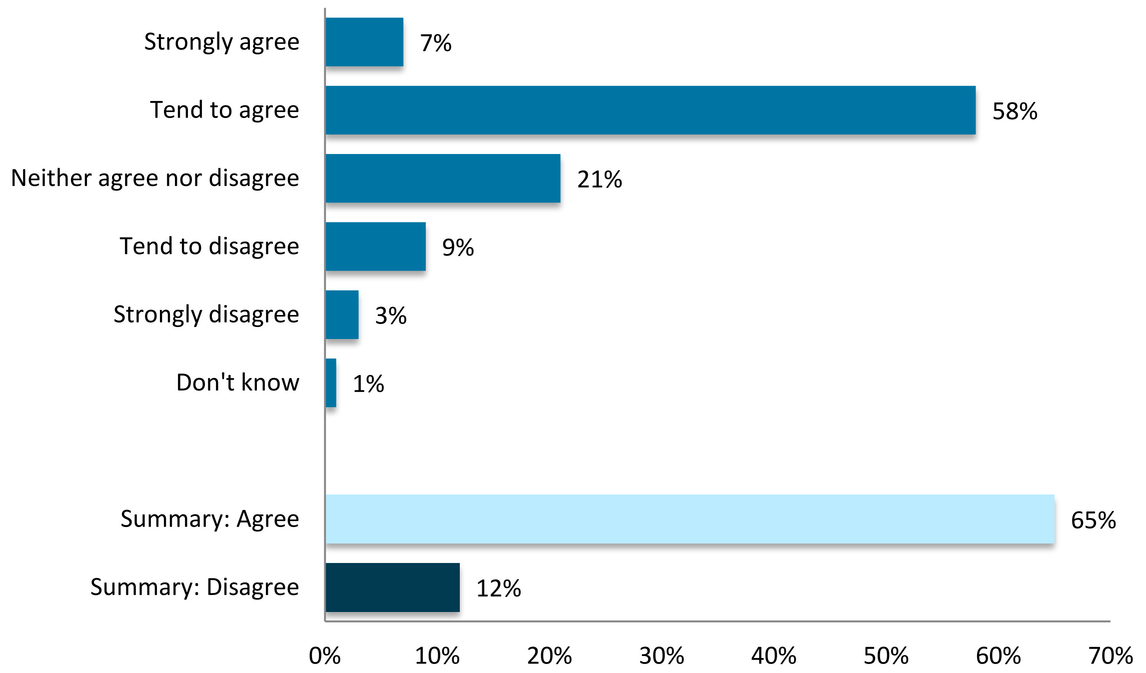

Unweighted sample base: 684

Despite being satisfied overall, at this question 17% of respondents still gave comments that were negative in tone.

## 5.2 Value for money

Residents were also asked to comment on the value for money Merton Council provides. In response, two-thirds (65%) of Merton residents agree that their Council provides good value for money, whilst 12% disagree. One in five residents (21%) gave a neutral response on this question suggesting that they do not feel sufficiently able to judge the value for money Merton Council provides.

**Figure 8: To what extent do you agree or disagree that Merton Council provides good value for money? (All responses)**

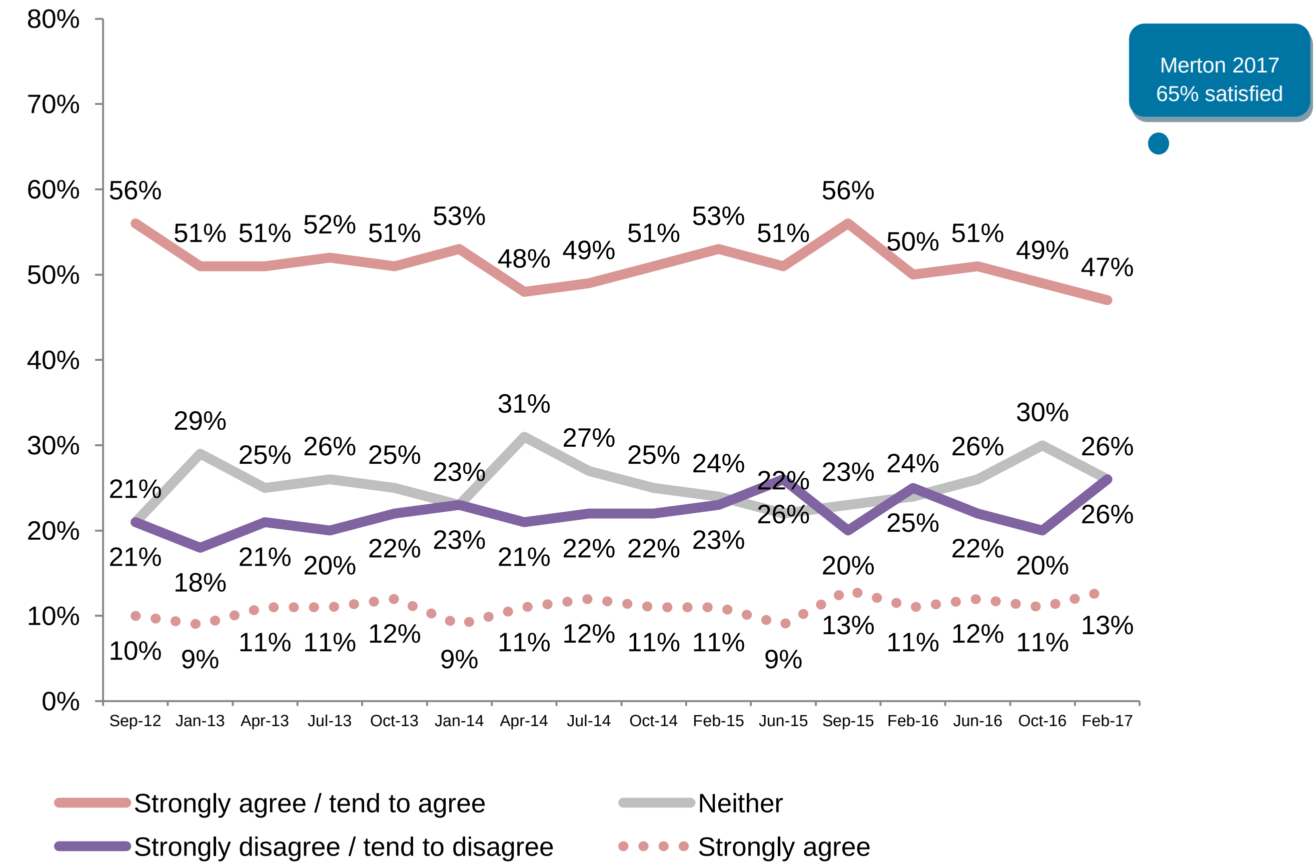



Unweighted sample base: 1,020

As might be expected, those who agree that Merton Council provides value for money are significantly more likely that those who do not to be satisfied with the way the Council runs things overall (81% cf. 22%).

Agreement that Merton Council provides value for money is substantially higher than the latest national benchmark (65% cf. 47%), despite the fact that overall Council satisfaction is in line with the benchmark. However, the proportion of Merton residents strongly agreeing that the Council provides good value for money (7%) is below the national benchmark of 13%.

**Figure 9: National trends in perceptions of Councils providing value for money - LGA Polling**



Analysis by age shows that residents aged 65+ are significantly more likely, compared to those aged 45-64, to agree that the Council provides good value for money, in keeping with the pattern on overall satisfaction with the Council.

18-24 year olds are also significantly more likely compared to the other age groups shown to give a response of ‘don’t know’ (7%).

Disabled residents are significantly less likely to ‘neither agree nor disagree’ and significantly more likely to disagree, compared to non-disabled residents. They are also significantly more likely to strongly disagree (9% cf. 3%). Again, this mirrors the pattern of responses seen in relation to overall satisfaction with the Council.

**Table 4: Agreement with whether Merton Council provides good value for money - By age and disability (All responses)**

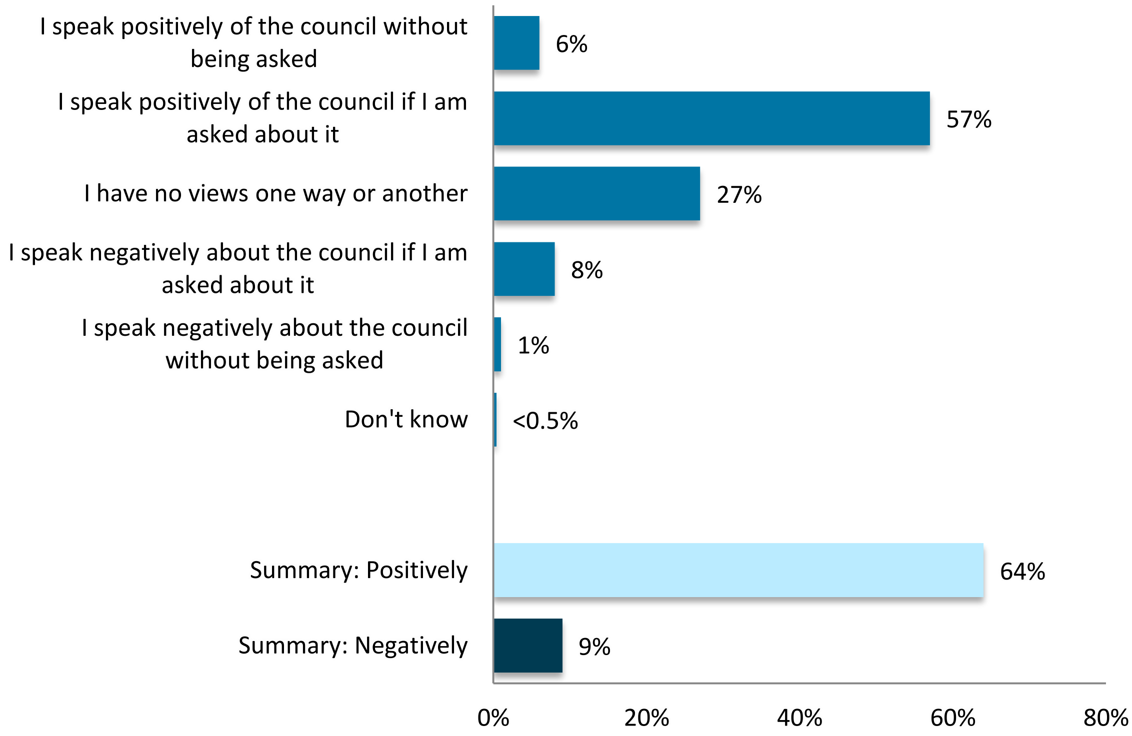
| | Age | | | | Disability | |
|---|---|---|---|---|---|---|
| | 18 to 24 | 25 to 44 | 45 to 64 | 65+ | Yes | No |
| Agree | 63% | 66% | 60% | 72% | 64% | 65% |
| Neither agree nor disagree | 24% | 21% | 23% | 17% | 13% | **22%** |
| Disagree | 6% | 12% | 15% | 10% | **20%** | 12% |
| Don’t know | **7%** | 1% | 2% | 1% | 3% | 1% |
| Unweighted sample base | 78 | 461 | 326 | 149 | 71 | 937 |

In line with the results relating to satisfaction with the way the Council runs things, informed residents have more positive views on Council value for money than the uniformed. Seven in ten (70%) of those who feel informed about the Council’s services and benefits agree that the Council provides value for money, compare to 42% among those who do not feel so well informed.

## 5.3 Advocacy of the Council

Residents were also asked whether they would speak positively or negatively about the Council. Approaching two-thirds (64%) would speak positively whilst 9% would speak negatively. Unprompted comment about the Council is less likely; 6% state they would speak positively of the Council without being asked whilst just 1% would speak negatively without being asked. Even amongst those who are satisfied with the Council overall, just 9% would speak positively without being asked; amongst those who are dissatisfied with the Council, 7% would speak negatively without being asked. There is therefore appears to be little reputational risk to the Council currently via negative word of mouth.

**Figure 10: On balance, which of these statements comes closest to how you feel about Merton Council? (All responses)**




Unweighted sample base: 1,020

By age group, residents aged 25-44 are significantly more likely compared to those aged 45-64 to speak positively of the Council (68% cf. 58%). However, there are no significant differences by age group in terms of the proportion who would speak negatively about the Council (6%-10% depending on age group). Disabled residents are both more likely to speak positively (70%) and negatively (16%) about the Council, but there are no significant differences on this measure compared to non-disabled residents.

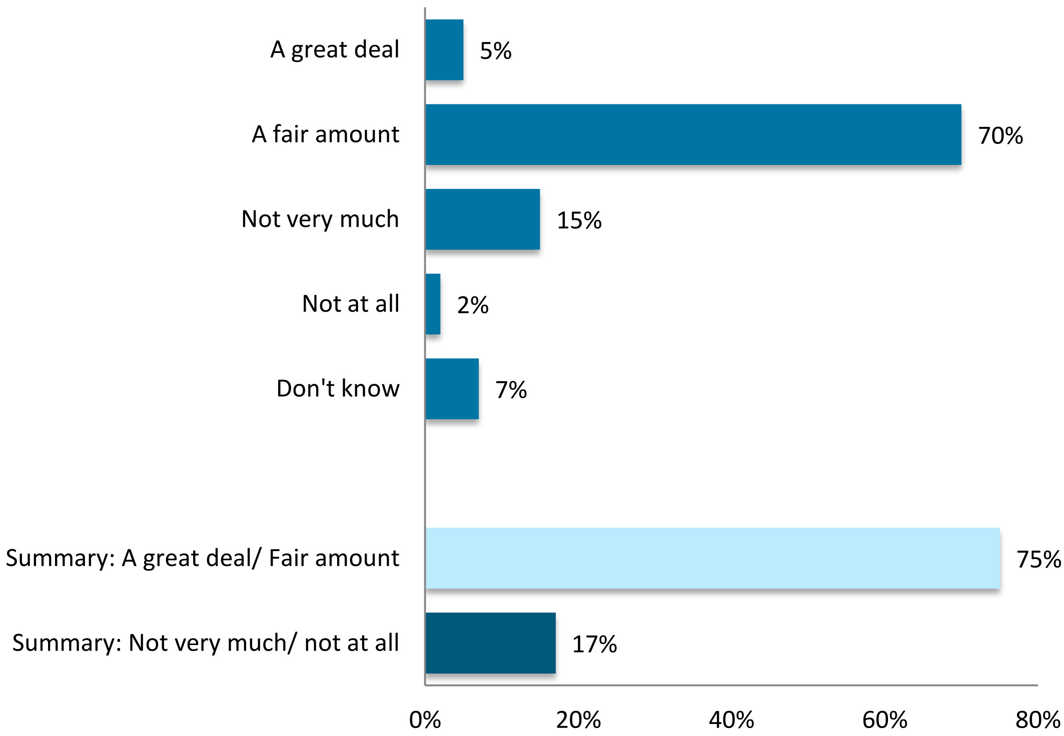
Examining the link between advocacy and satisfaction shows that among those who are satisfied with the way Merton Council runs things 78% would speak positively about the council. Although satisfaction therefore does not translate directly into advocacy, this proportion is significantly higher than the 21% of those who are dissatisfied with Merton Council overall who would speak positively about it.

## 5.4 Acting on the concerns of local residents

Asked whether they think the Council acts on the concerns of local residents, three quarters (75%) consider that the Council does this, a great deal or a fair amount. However, just 5% state the Council does this a great deal; correspondingly, just 2% state the Council fails to do this at all.

There are no significant differences in the summary responses by age group or disability.

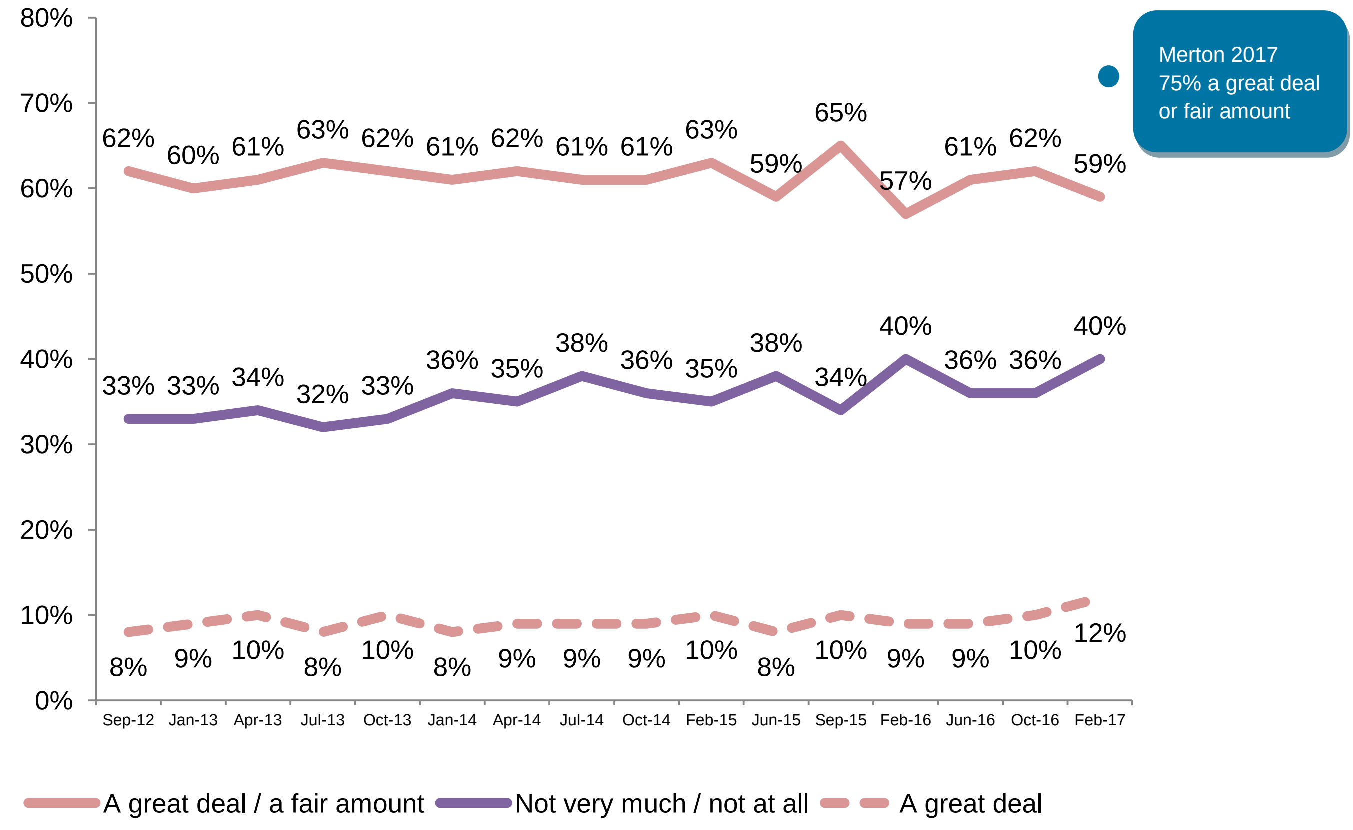
**Figure 11: To what extent do you think Merton Council acts on the concerns of local residents? (All responses)**




Unweighted sample base: 1,020

As with measures of the Council providing value for money and keeping residents informed, the proportion giving a positive response (a great deal / a fair amount) is ahead of LGA benchmarking (75% cf. 59%) while the proportion giving the most positive response is below the LGA figure (5% cf. 12%).

**Figure 12: National trends in perceptions of Councils acting on the concerns of local residents - LGA Polling**



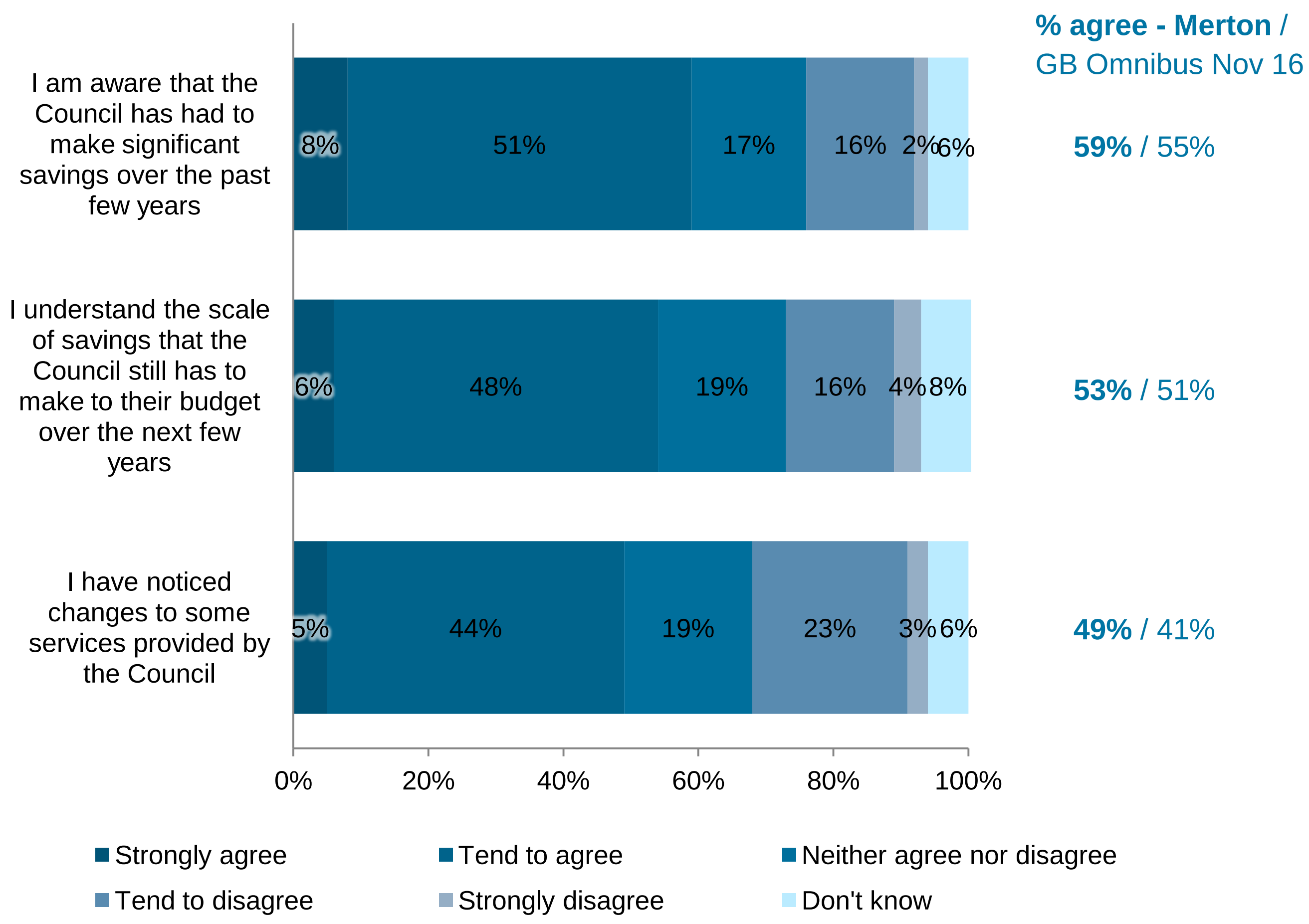

Among those who feel that Merton Council acts on their concerns a great deal or a fair amount 73% are satisfied with the way the Council runs things overall. This proportion is significantly higher than the survey average of 67%.

## 5.5 Budget issues

Clearly the impact of ongoing austerity is a key factor in Council decision making and service delivery choices. Although the period of local government austerity commenced in 2010 the efficiency savings that Councils were initially able to make generally meant that the impact of budget reductions were not immediately visible to the public. However, with finances in local government becoming ever more acute, a set of questions were included in this survey of Merton residents to ascertain the current levels of understanding the public have of budget pressures. This question set was used on BMG's monthly online omnibus poll of 1,500 GB residents in November 2016, allowing the views of Merton residents to be placed against those nationally (albeit recognising the different survey approaches used).

Over half are aware that the Council has had to make significant savings over recent years (59%), and that they understand the scale of savings that still need to be made (53%). These are similar to the omnibus benchmarking, as the figure below indicates. However, just 8% and 6% respectively strongly agree, suggesting that awareness of the budget situation is not fully engrained. Half (49%) agree that they have noticed changes to some Council services - this is higher than the national average (41%), but just 5% strongly agree, indicating that most residents have yet to notice the full impact of service changes.

**Figure 13: Awareness around Council budget issues (All responses)**



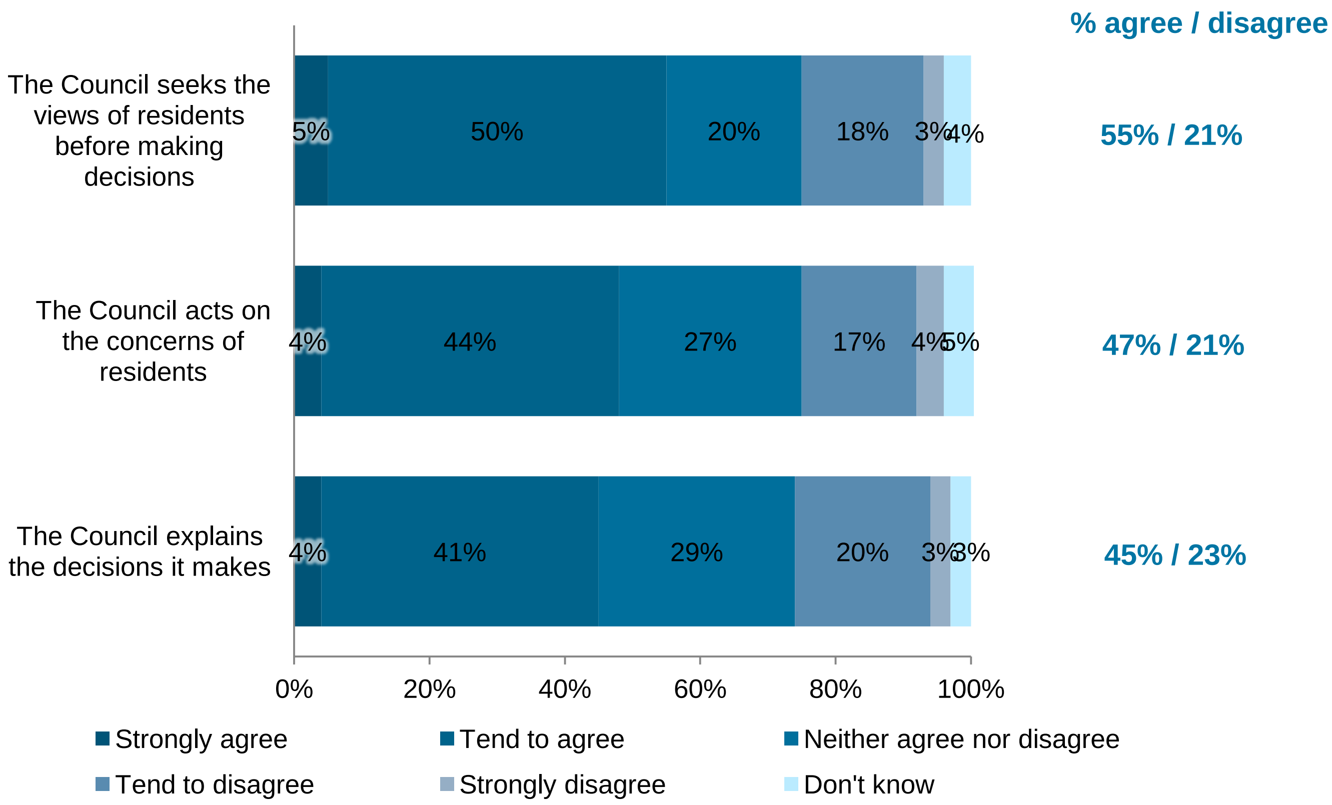

Unweighted sample base: 1,020

This insight into awareness and understanding of the Council's budget pressures can be used as a means by which to analyse more general perceptions of the Council. A fuller understanding of the budgetary situation appears to be correlated with more positive perceptions of the Council:

- Those who state that they understand the scale of the savings required over the next few years are significantly more likely to be satisfied with how the Council runs things (70%) compared to those who do not have this understanding (60%);
- 70% of those who agree that they understand the scale of required savings agree that the Council provides value for money compared to 51% of those who do not understand the scale of savings required.

Given that financial pressures necessitate difficult decisions, a bank of statements was also included in the survey to examine perceptions of how the Council navigates these decisions. Residents are more likely to agree than disagree that the Council seeks residents' views before making decisions, that it acts on residents' concerns, and that it explains decisions. However, no more than 5% strongly agree or strongly disagree with any of these propositions, again suggesting that many residents may not be fully engaged with these issues.

**Figure 14: The budget savings Merton Council has had to make means that it will be faced with tough decisions in the future. In this context do you agree or disagree that...? (All responses)**

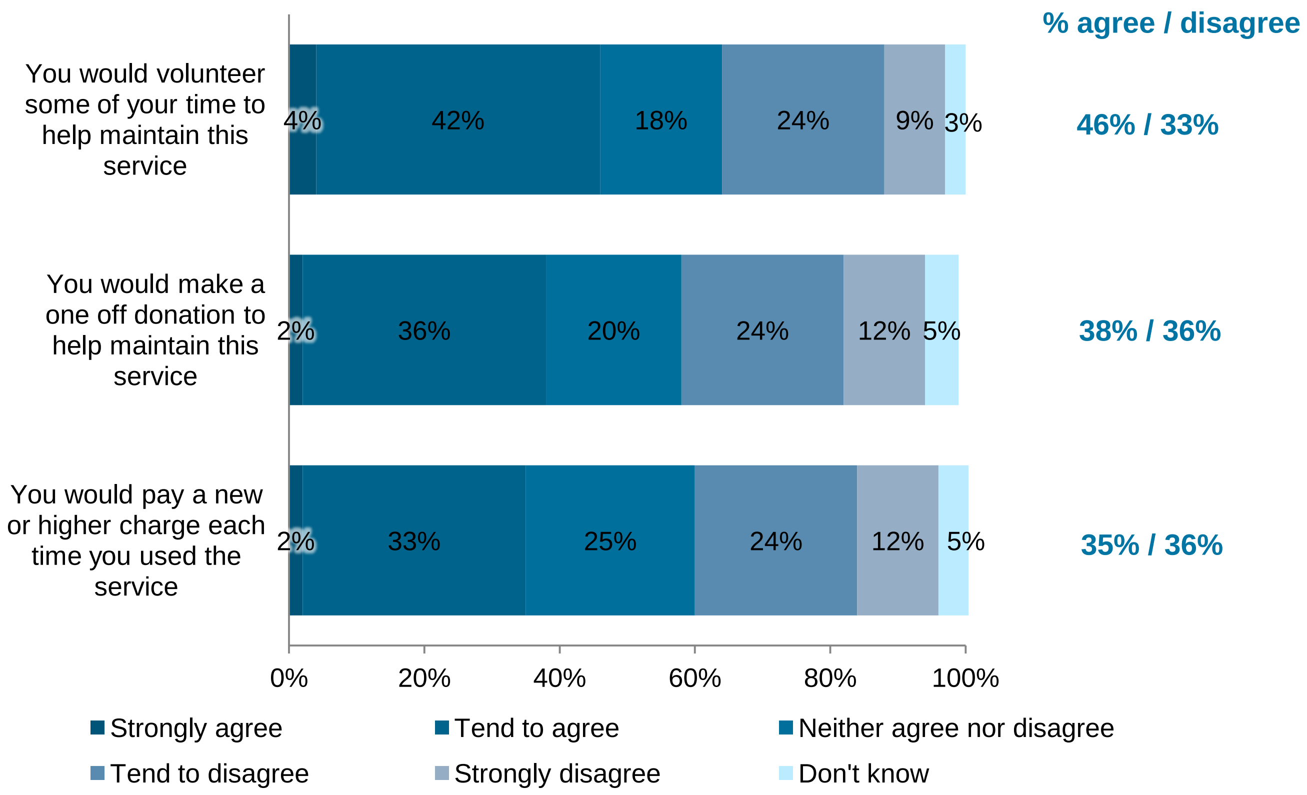



Unweighted sample base: 1,020

The design of this survey deliberately did not touch on the specifics of budget numbers, nor the services that have been affected previously or might be in the future. However, a question was asked in which residents were asked for their potential response if a service they cared about was at risk of being cut. In this scenario, residents are more likely to agree than disagree that they would volunteer some of their time to help maintain the service (46% cf. 33%). However, just 4% strongly agree, and it must also be recognised that this question was asked in the most general of terms without any reference to the practicalities of what such voluntary activity would entail. As discussed in Section 9, 20% of Merton residents have undertaken voluntary work in their local community in the last 12 months, so the figure of 46% would represent a major increase in such activity.

The options of making a one off donation, or paying a new or higher charge at the point of use, were also put to respondents. The proportion agreeing / disagreeing that they would be prepared to do this is similar, with just 2% strongly agreeing that they would be prepared to make either of these contributions. These results indicate that the scope the Council has for finding models of service delivery that are uncontroversial remains limited.

**Figure 15: If a service you cared about in your local area was at risk of being cut, how strongly do you agree or disagree that...? (All responses)**




Unweighted sample base: 1,020

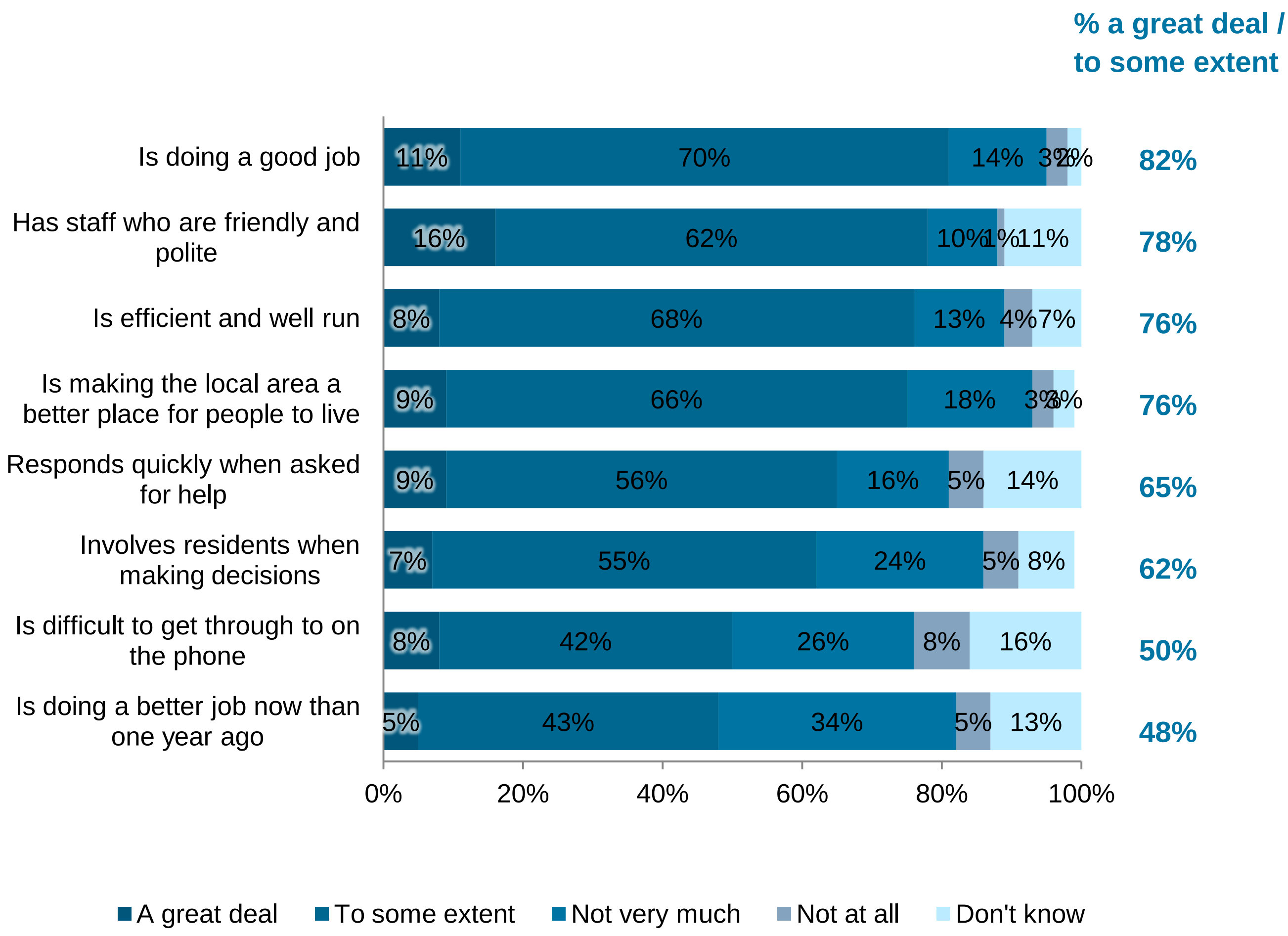
Probing these responses further shows that those who indicate that they understand the scale of the savings that the Council still has to make over the next few years are significantly more likely than those who are not to volunteer for a service they care about (55% cf. 38%); to make a one off donation (49% cf. 21%); and to pay more at the point of service use (48% cf. 18%).

# 6 Perception of the Council and its services

## 6.1 Wider perceptions of Merton Council

When presented with a list of eight statements that could be used to describe Merton Council, more residents agree than disagree that these statements are correct (a great deal / to some extent). This is positive for all statements except for Merton Council being difficult to get through to on the phone. Residents most commonly agree that Merton Council is doing a good job (82%); has staff who are friendly and polite (78%); is efficient and well run (76%); and is making the local area a better place for people to live (76%).

**Figure 16: To what extent do you think these statements apply to your Borough? Merton Council...**

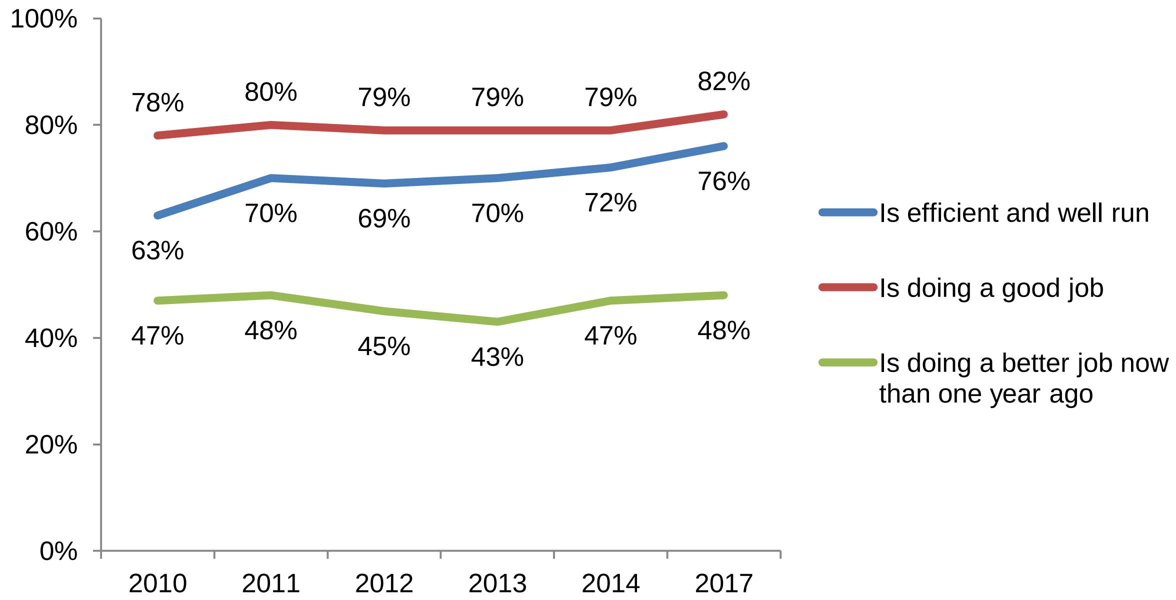



Unweighted sample base: 1,020

All these statements can be tracked over time as far back as 1995 / 1999. For brevity, the findings from 2010 onwards are shown here. The proportion stating that the Council is doing a good job is at its highest level to date (both on the period shown and over the extended time period referred to), but has not changed significantly compared to 2011 - 2014 findings. Agreement that the Council is efficient and well run is also at its highest level to date over the extended time period, and is up significantly compared to previous waves.

Perceptions that the Council is doing a better job compared to a year ago are in line with previous findings.

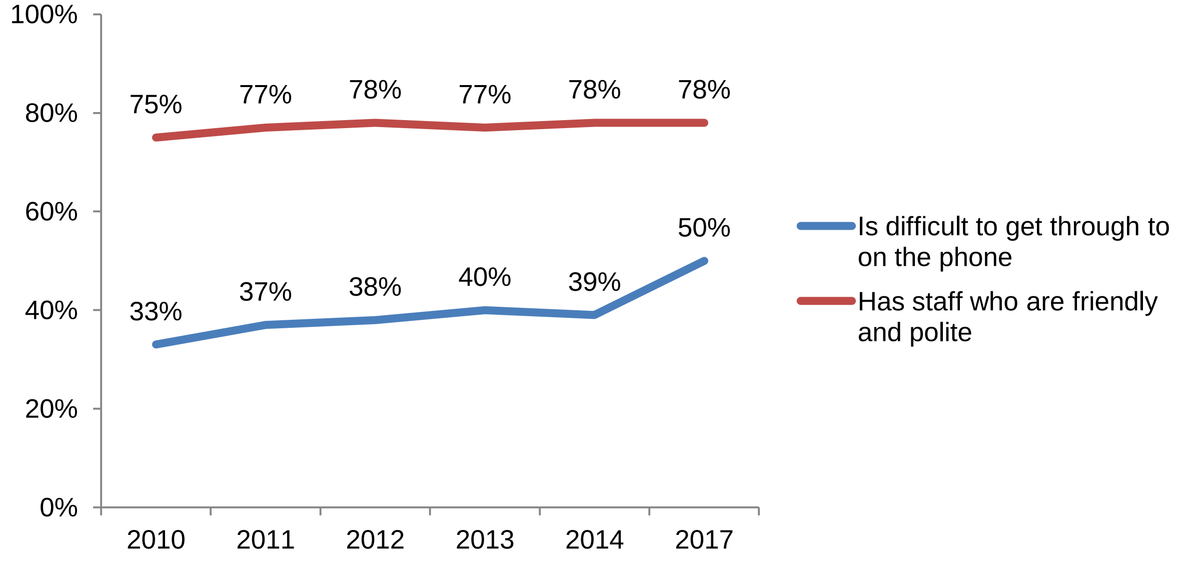
**Figure 17: Overall perceptions of Merton Council - Proportion stating a great deal / to some extent - Tracking over time (All responses)**




Unweighted sample bases vary

Perceptions of Council staff as friendly and polite have remained stable over time; however, the proportion feeling that the Council is difficult to get through to on the phone has increased significantly compared to previous findings.

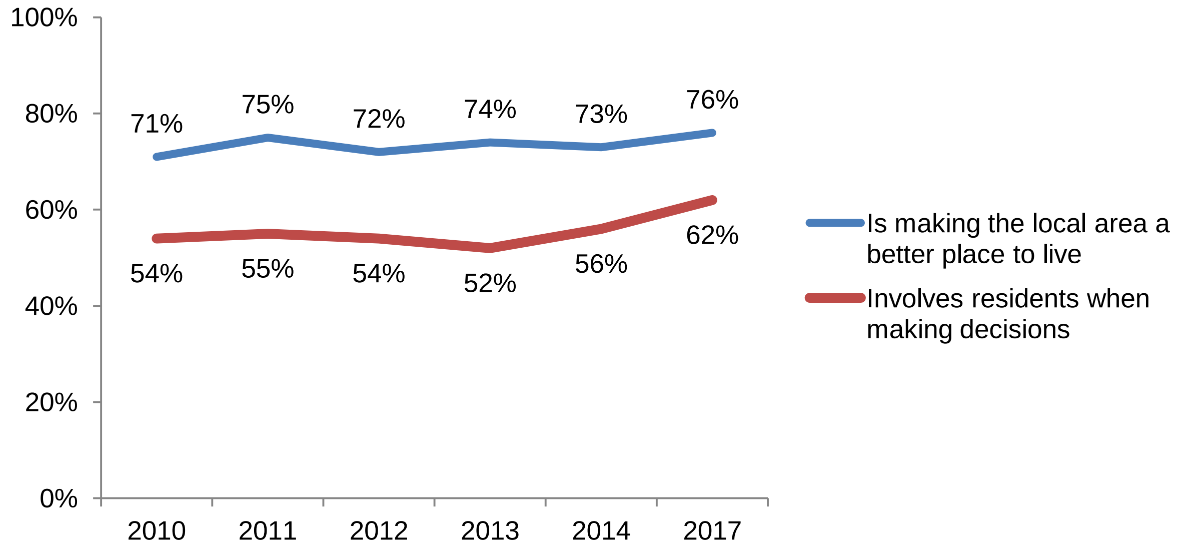
**Figure 18: Customer service perceptions of Merton Council - Proportion stating a great deal / to some extent - Tracking over time (All responses)**




Unweighted sample bases vary

The proportion stating that the Council is making the local area a better place to live has not altered significantly compared to previous findings; however, the proportion stating that the Council involves residents when making decisions is at its highest level to date (on the period shown and also extending back to 1995), with significant improvement compared to previous findings.

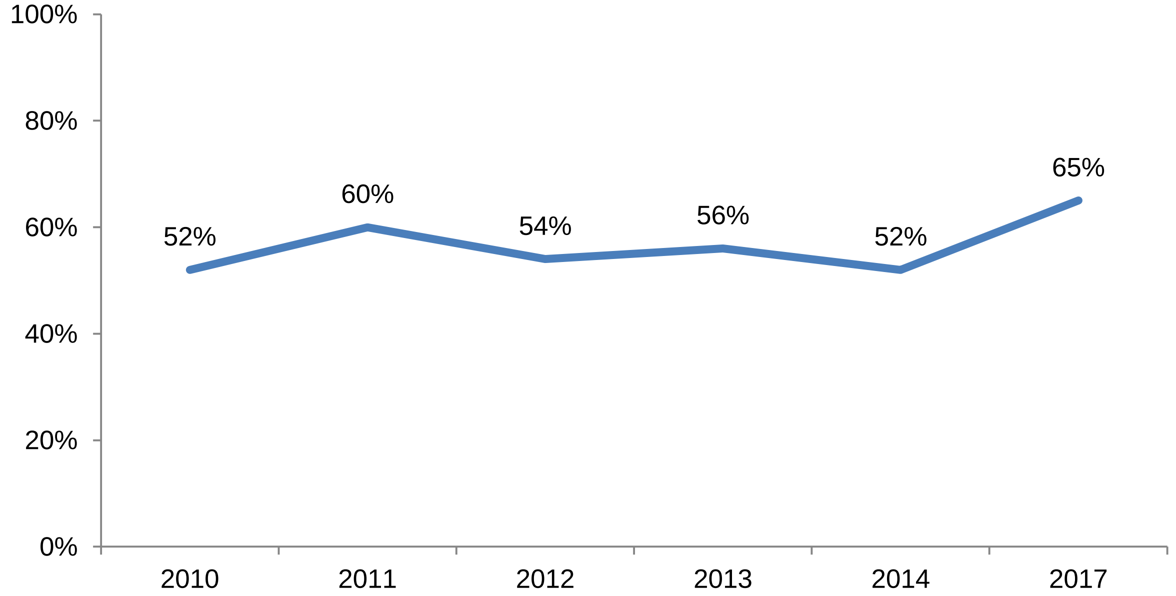
**Figure 19: The Council making the local area a better place for people to live / involving residents when making decisions - Proportion stating a great deal / to some extent - Tracking over time (All responses)**




Unweighted sample bases vary

Similarly the proportion agreeing that the Council responds quickly when asked for help is at its highest level to date (going back to 1995), and significantly higher compared to previous findings.

**Figure 20: The Council responding quickly when asked for help - Proportion stating a great deal / to some extent - Tracking over time (All responses)**




Unweighted sample bases vary

## 6.2 Views on specific areas of Council delivery

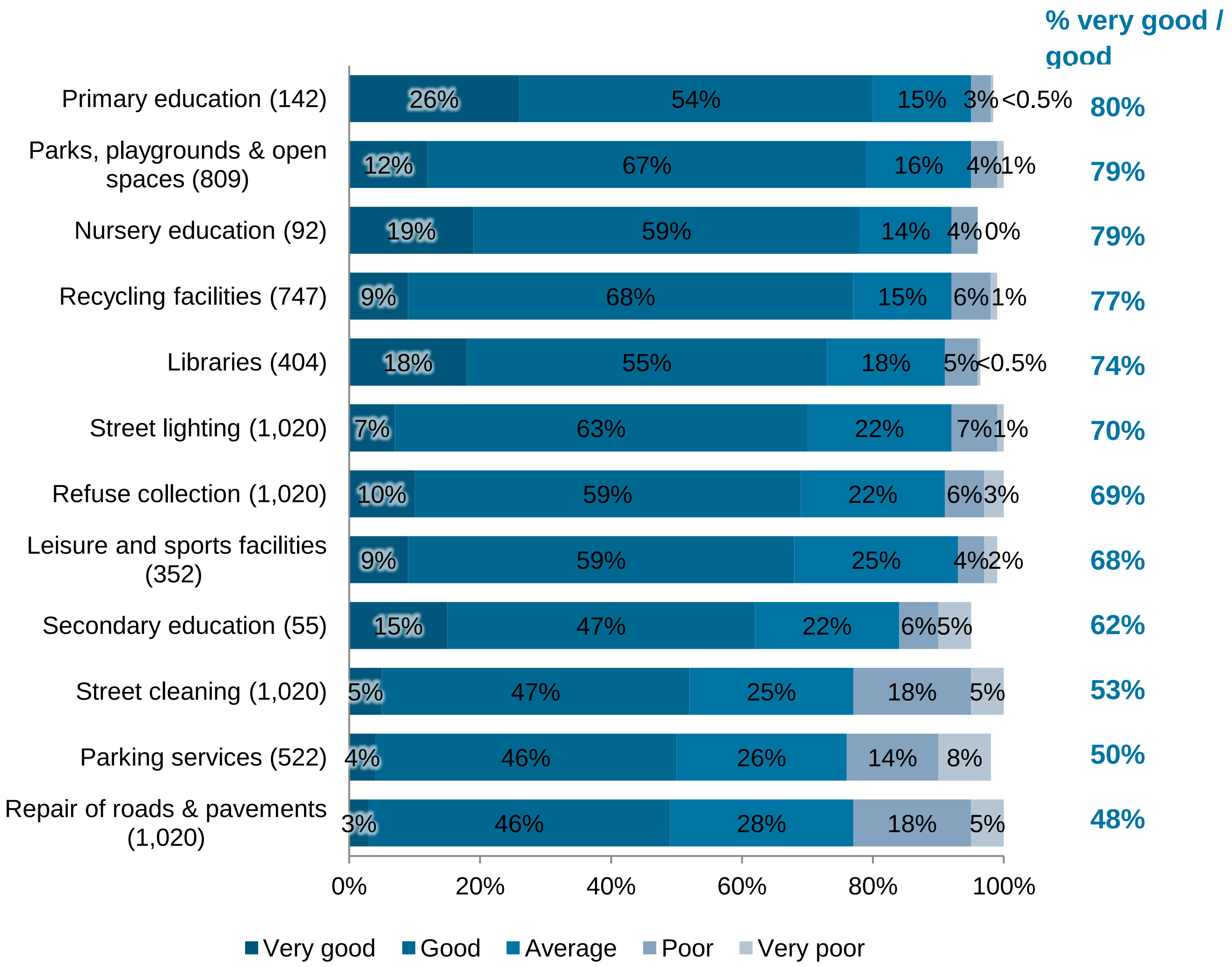
Respondents were then asked to give their views on specific local services in their area. The responses overleaf are based on all service users; in the case of street lighting, refuse collection, street cleaning, and road / pavement repair this is defined as all respondents, whilst responses for the other services shown are based just on those stating that they or other household members use the service. As a result of this, it should be noted that the base size for secondary education is relatively low (55). Responses in connection with nursery / primary / secondary education are all shown just for users of such services where they are provided by the Council (see Section 6.3).

For all these services, service users are more likely to give a very good / good rating than poor / very poor. No more than 8% give a rating of very poor for any service.

Responses are particularly positive in relation to primary and nursery education and parks / playgrounds / open spaces; and least positive in relation to street cleaning, parking services, and road / pavement repair. The relatively low ratings given to road / pavement repair and street cleaning may be a cause for concern given how many residents 'use' these services. As discussed in Section 5.1.1, litter / poor street cleaning is the leading cause of dissatisfaction with the Council, suggesting that this should be an area for focus. As discussed later in this section, the main areas of [relatively] poor perceptions in this area relate to how the Council deals with dog fouling, litter, and fly tipping, whereas perceptions of how the Council deals with graffiti are mostly positive.

A 'don't know' option was also available and coded by up to 5% of service users.

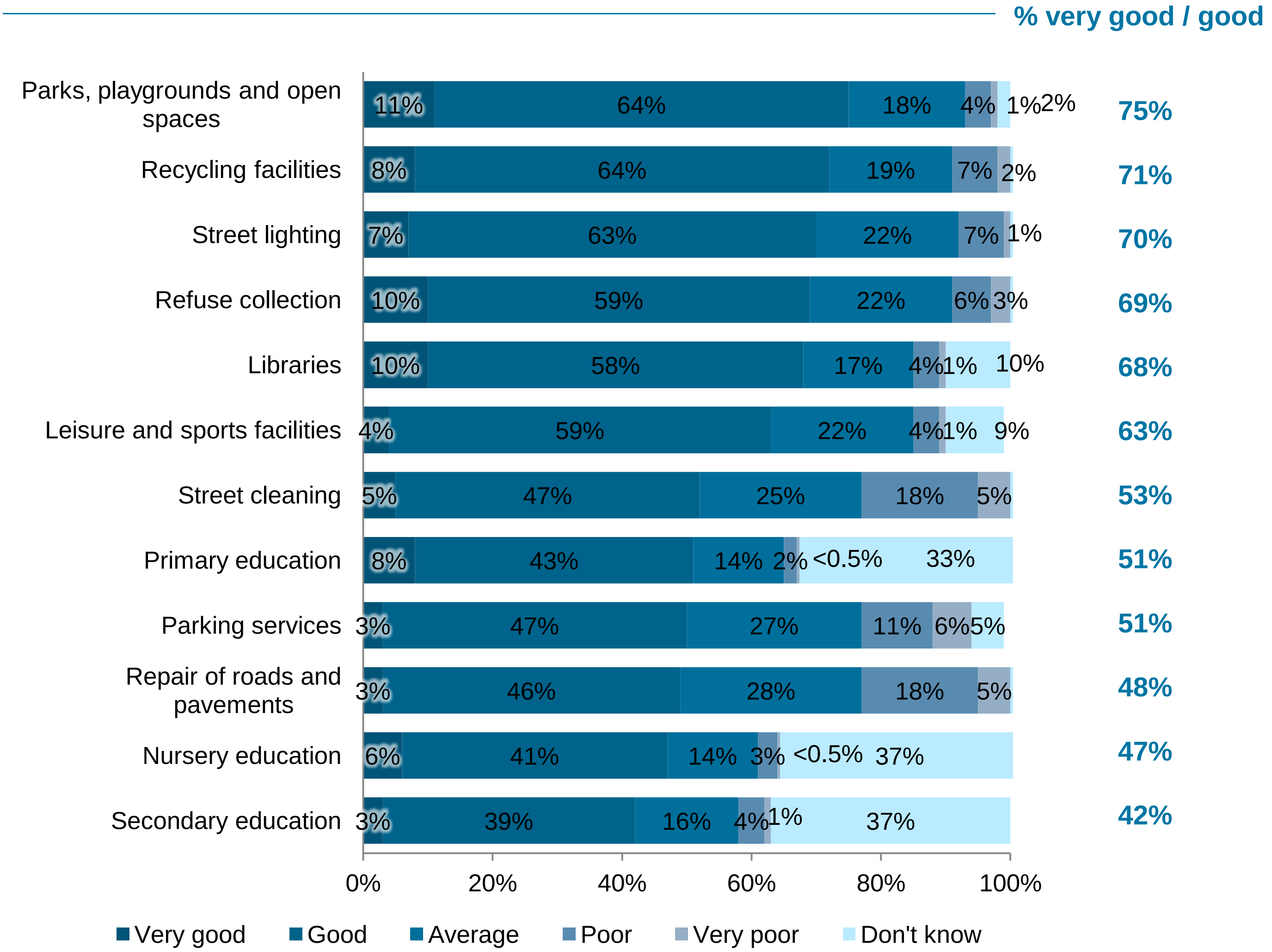
**Figure 21: What is your opinion of...? (All service users)**




Unweighted sample bases in parentheses

Responses are also shown below based on all respondents, including non-users. Don't know responses are shown, as a third or more of respondents gave this response in relation to nursery, primary, and secondary education. Chiefly as a result of these responses, nursery and secondary education has the lowest proportion giving a rating of very good or good. Parks, playgrounds, and open spaces, and recycling facilities, remain amongst the most-highly rated local services even when the views of non-users are included.

**Figure 22: What is your opinion of...? (All responses)**




Unweighted sample base: 1,020

The table below then compares the proportion of service users (as defined in Figure 21) giving a positive rating in the latest findings compared to 2014. It should be noted that in 2017 this equates to a rating of Very good / good whereas in 2014 the figure shown is the proportion giving a rating of Excellent / very good / good. Comparisons between the two sets of findings should therefore be treated with caution. All significant changes compared to 2014 are highlighted.

**Table 5: Comparison of service satisfaction against 2014 (All service users)**

| | 2014 (%) | 2017 (%) | Percentage point change |
|---|---|---|---|
| Primary education | 77% | 80% | +3 |
| Parks, playgrounds & open spaces | 78% | 79% | +1 |
| Nursery education | 81% | 79% | -2 |
| Recycling facilities | 75% | 77% | +2 |
| Libraries | 82% | 74% | -8 |
| Street lighting | 71% | 70% | -1 |
| Refuse collection | 70% | 69% | -1 |
| Leisure and sports facilities | 63% | 68% | +5 |
| Secondary education | 69% | 62% | -7 |
| Street cleaning | 54% | 53% | -1 |
| Parking services | 40% | 50% | +10 |
| Repair of roads & pavements | 42% | 48% | +6 |
| **User sample bases vary** | | | |

The table below shows the same findings based on all responses (both service users and non-users).

**Table 6: Comparison of service satisfaction against 2014 (All responses)**

| | 2014 (%) | 2017 (%) | Percentage point change |
|---|---|---|---|
| Parks, playgrounds and open spaces | 72% | 75% | +3 |
| Recycling facilities | 72% | 71% | -1 |
| Street lighting | 71% | 70% | -1 |
| Refuse collection | 70% | 69% | -1 |
| Libraries | 66% | 68% | +2 |
| Leisure and sports facilities | 44% | 63% | +19 |
| Street cleaning | 54% | 53% | -1 |
| Primary education | 44% | 51% | +7 |
| Parking services | 35% | 51% | +16 |
| Repair of roads and pavements | 42% | 48% | +6 |
| Nursery education | 33% | 47% | +14 |
| Secondary education | 33% | 42% | +9 |
| Unweighted sample base | 1,084 | 1,020 | |

As respondents were asked to give their responses in relation to their area, the findings for this question can also be analysed spatially to pinpoint locations where there is a perceived need for service improvement. As discussed in Section 8.2, half (49%) of Dundonald / Trinity / Abbey residents, and two-thirds (66%) of Ravensbury / St Helier / Cricket Green residents, cite rubbish or litter lying around as a problem in their local area. In keeping with this, Dundonald / Ravensbury residents are the least likely to rate street cleaning in their area as very good / good (43% cf. 46%), and are significantly more likely compared to the average to rate this service as very poor / poor (both 29%).

Other significant differences compared to the total by area, and constituency, are highlighted in the table below. Services with a small base size for one or more areas are excluded; base sizes for the figures shown below are at least 51.

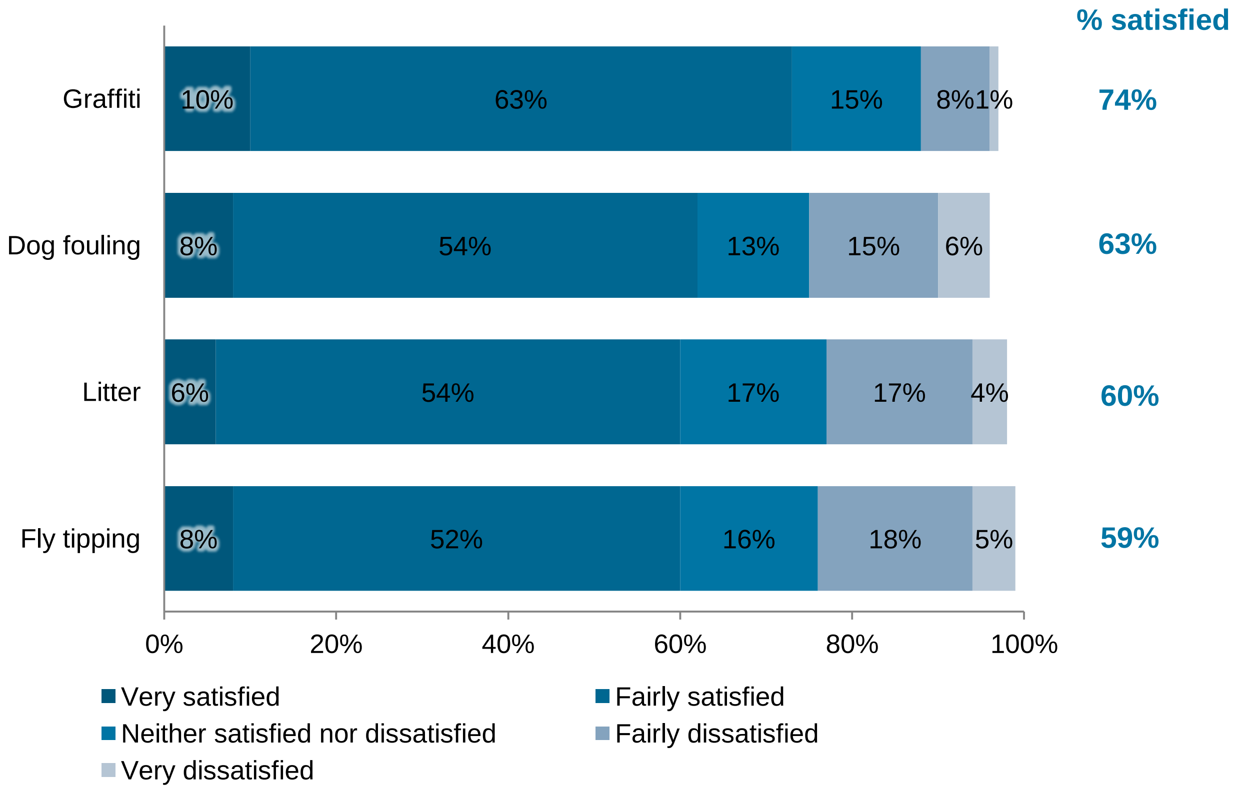
**Table 7: Proportion rating local services as very good / good - By constituency and area (All service users)**

| | | Constituency | | Area | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Total | Mitcham & Morden | Wimbledon | Village | Dundonald | Cannon Hill | Lavender Fields | Ravensbury | Colliers Wood |
| Refuse collection | **69%** | 70% | 67% | 61% | 69% | 75% | 64% | 77% | 68% |
| Street cleaning | **53%** | 54% | 51% | 51% | 43% | 60% | 55% | 46% | 60% |
| Street lighting | **70%** | 67% | 72% | 70% | 70% | 78% | 62% | 63% | 72% |
| Repair of roads and pavements | **48%** | 51% | 45% | 43% | 39% | 55% | 45% | 49% | 59% |
| Parks, playgrounds and open spaces | **79%** | 79% | 78% | 77% | 80% | 83% | 69% | 89% | 68% |
| Recycling facilities | **77%** | 81% | 75% | 76% | 79% | 77% | 69% | 86% | 75% |
| Parking services | **50%** | 54% | 47% | 49% | 49% | 53% | 34% | 59% | 54% |

Respondents were also asked to consider how the Council deals with specific environmental issues. Three-quarters (74%) express satisfaction with how the Council deals with graffiti; around six in ten are satisfied in relation to dog fouling, litter, and fly tipping.

A ‘don’t know’ option was also available and coded by up to 2% of respondents.

**Figure 23: How satisfied are you with the way the council deals with...? (All responses)**

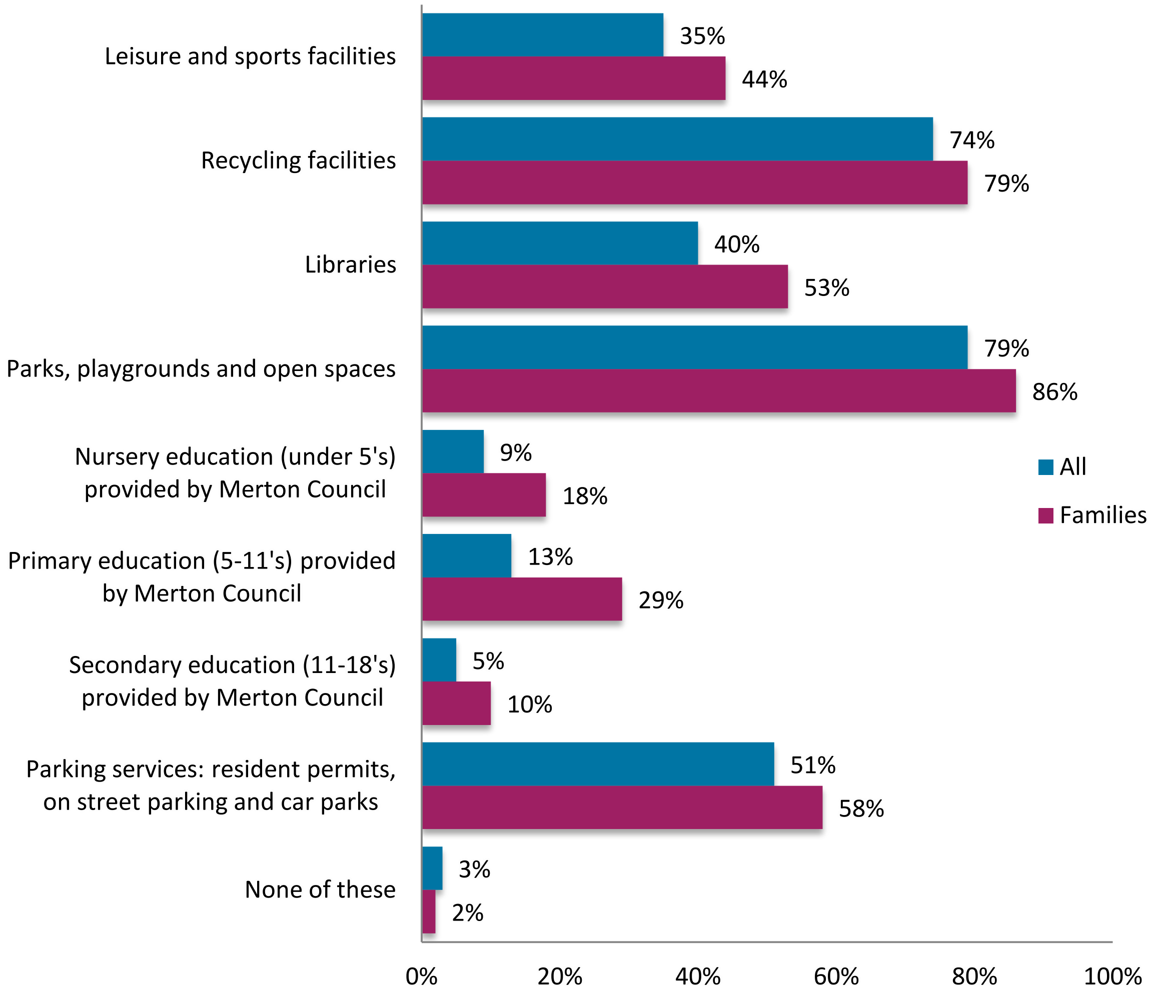



Unweighted sample base: 1,020

## 6.3 Use of local services

Asked which of a list of local services they (or other members of the household) use nowadays, three-quarters or more state they use parks, playgrounds, and open spaces (79%) and recycling facilities (74%). Families (i.e. residents with child[ren] aged under 16) are significantly more likely, compared to the average, to use each of the services shown.

**Figure 24: Which of these services provided locally do you or members of your household use nowadays? (All responses)**




Unweighted sample bases: All: 1,020, Families: 392

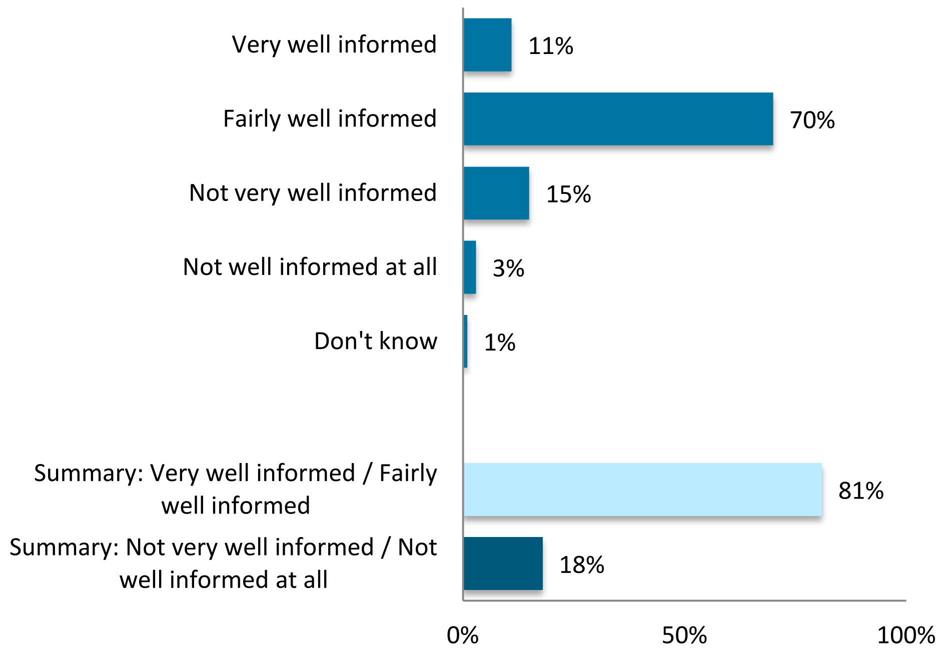
# 7 Communications and information

## 7.1 Feeling informed

The extent to which residents receive and understand the messages that Councils provide can have a key influence on how they perceive that authority. On this basis a question about how well Councils keep residents informed is included in the standard LGA question set. Eight in ten Merton residents (81%) currently feel well informed about Merton Council's services and benefits, including 11% who feel very well informed. Approaching one in five (18%) do not feel well informed, with most of these feeling not very well informed (15%).

There are no significant differences in the summary responses by age group. Disabled residents record broadly similar responses in terms of feeling very / fairly well informed (78%) and not very / not at all well informed (20%); however this group is significantly more likely compared to non-disabled residents to feel not well informed at all (7% cf. 2%).

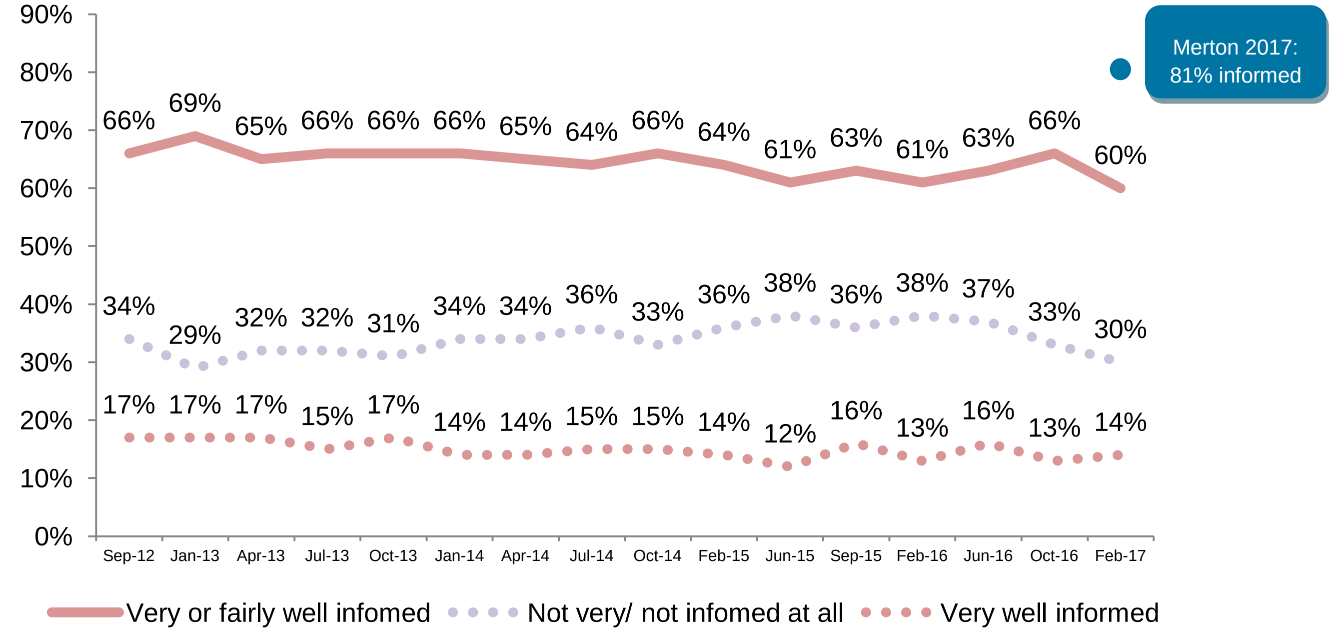
**Figure 25: Overall, how well do you think Merton Council keeps residents informed about the services and benefits it provides? (All responses)**




Unweighted sample base: 1,020

The proportion of residents who feel informed about Merton Council's services and benefits is markedly higher compared to the latest benchmark derived from LGA polling (81% cf. 60%). As with other measures, the proportion of Merton residents giving the most positive response on this measure is however behind the benchmark (11% very well informed cf. 14%).

**Figure 26: National trends in being kept informed about Council services and benefits – LGA Polling**




Looking at the interaction between residents feeling informed and overall satisfaction with the Council shows a positive association. Among those who feel very or fairly well informed about Council services and benefits 72% are satisfied with the way Merton Council runs things. This is significantly higher than the 43% who are satisfied among residents who feel less well informed.

## 7.2 Key sources of information about Merton

Respondents were presented with a list of local information sources and were asked which they currently use to keep them informed about what's happening in Merton. As the table overleaf indicates, the most-mentioned sources are produced by the Council: *My Merton* (43%), the Council website (33%), and Council information leaflets (33%). Almost one in three also refer to the *Wimbledon Guardian* (31%). The most-used sources for each age group are shaded in the table below, with figures significantly higher than the total **highlighted**. The top two or three sources for each age group are also Council-produced, although residents aged 65+ are least likely to mention the Council website (12%) and significantly more likely compared to the average to mention Council information leaflets (40%). The *Wimbledon Guardian* is mentioned by at least three in ten of each age group apart from 18-24 year olds (16%).

**Table 8: Which of the following ways do you use to keep you informed about what's happening in Merton? (All responses)**

| | Total | 18 to 24 | 25 to 44 | 45 to 64 | 65+ |
|---|---|---|---|---|---|
| Merton Council website | **39%** | 39% | **46%** | 39% | 12% |
| Wimbledon Guardian weekly newspaper | **31%** | 16% | 30% | 35% | 37% |
| Wimbledon Guardian website | **5%** | 4% | 6% | 5% | 2% |
| Wimbledon SW19 online newsletter | **3%** | 2% | 3% | 2% | 3% |
| Time and Leisure magazine | **16%** | 7% | 13% | **22%** | 16% |
| My Merton the council's quarterly publication | **43%** | 22% | 42% | 44% | **53%** |
| Twitter | **3%** | 6% | 4% | 2% | 1% |
| Facebook | **7%** | **13%** | **10%** | 4% | 1% |
| South West Families Magazine | **2%** | 1% | 2% | 3% | 2% |
| Evening Standard | **9%** | 6% | 7% | **12%** | 9% |
| BBC London | **10%** | 13% | 11% | 10% | 6% |
| Radio Jackie | **2%** | 0% | 2% | 2% | 1% |
| Metro | **9%** | 12% | 10% | 9% | 4% |
| ITV London | **4%** | **9%** | 3% | 3% | 4% |
| Darling Magazine | **2%** | 2% | 1% | **3%** | 2% |
| South West Londoner website16 | **1%** | 0% | 1% | **2%** | 0% |
| Posters and banners displayed in Merton | **16%** | 18% | 16% | 14% | 19% |
| Information leaflets provided by the council | **33%** | 42% | 30% | 32% | **40%** |
| Other | **4%** | 4% | 4% | 4% | 5% |
| Unweighted sample base | **1,020** | 78 | 461 | 326 | 149 |

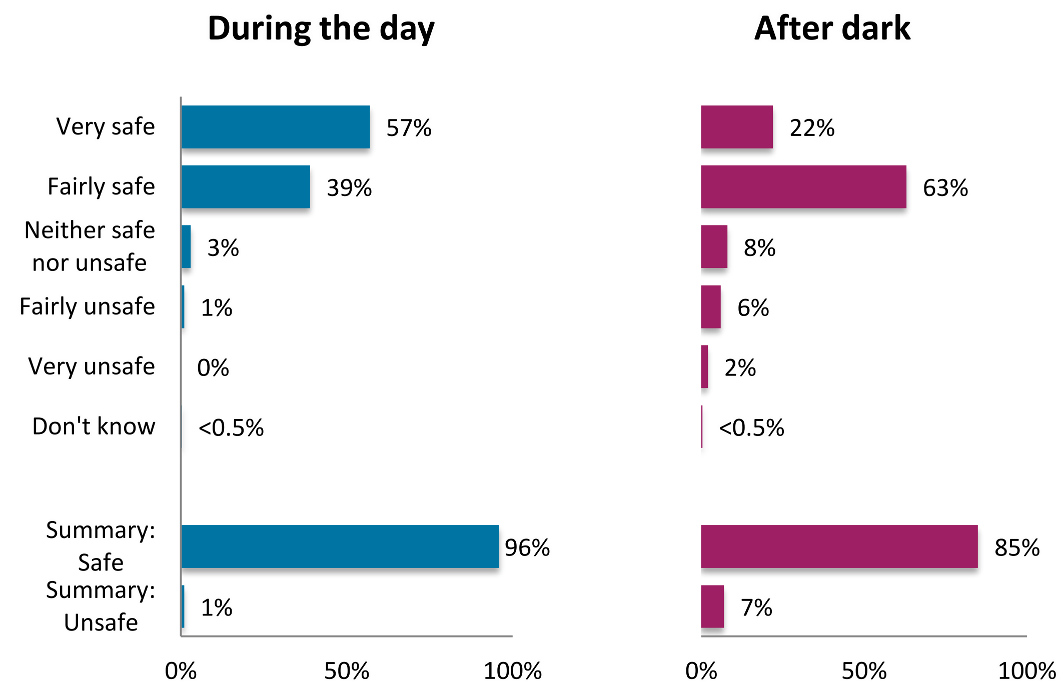
# 8 Safety, neighbourhood issues, and community cohesion

As discussed in Section 4.1, neighbourhood perceptions are less positive amongst residents of Mitcham and Morden. Reasons for this may include issues around safety and anti-social behaviour; these issues, and perceptions of community cohesion, are explored in this section.

## 8.1 Feeling safe

Asked how safe they feel when outside in their local area during the day, almost all (96%) feel safe, with no respondents stating they feel very unsafe. After dark, 85% feel safe, although most of these feel fairly safe (63%) as opposed to very safe (22%).

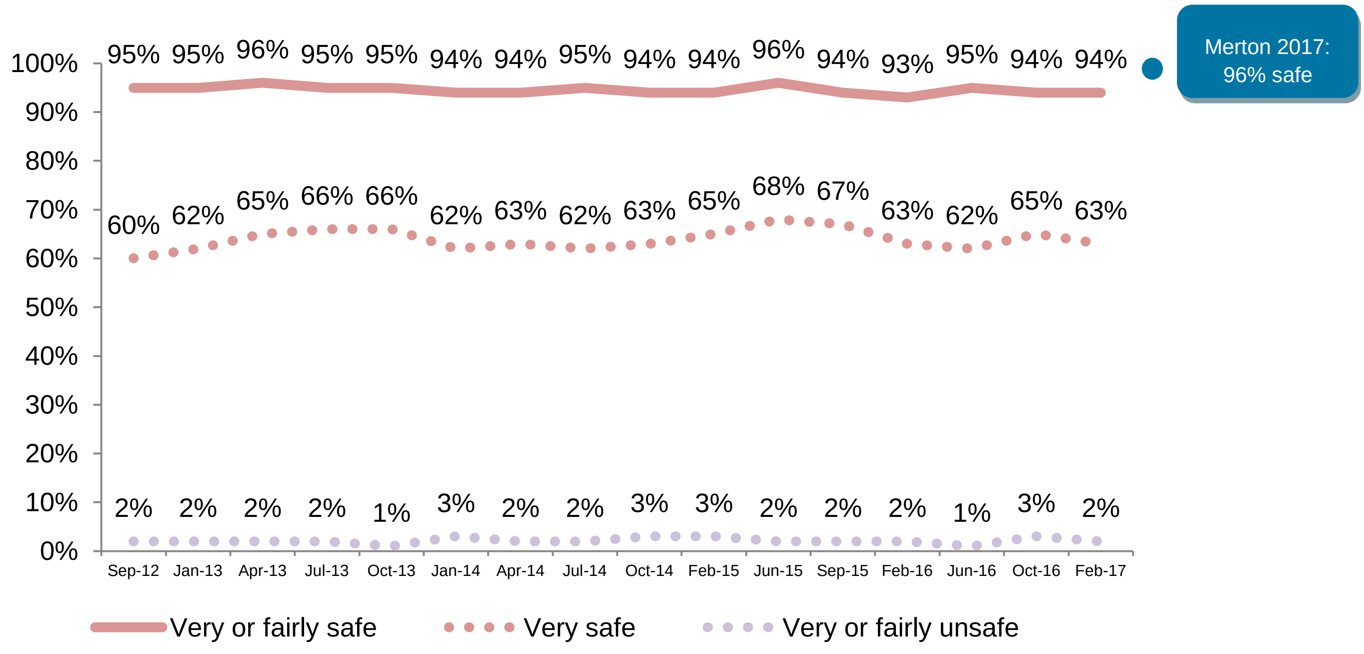
**Figure 27: How safe or unsafe do you feel when outside in your local area...? (All responses)**




Unweighted sample base: 1,020

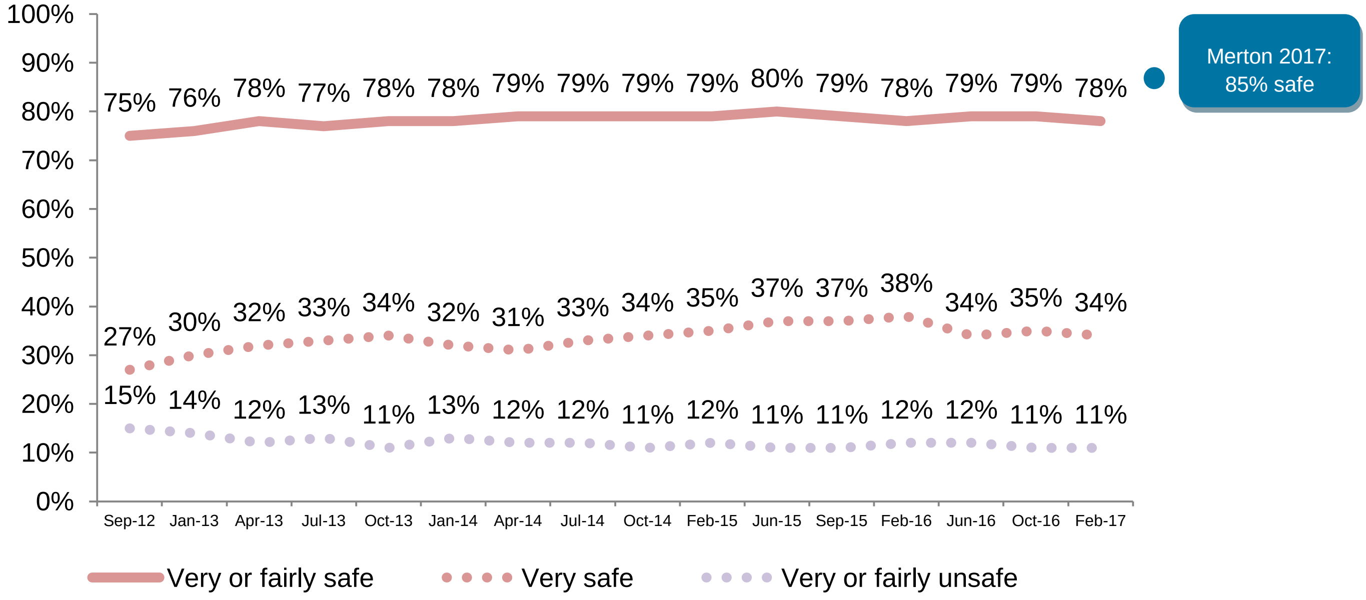
The proportion of Merton residents feeling safe during the day (96%) is in line with LGA benchmarking (94%), although the proportion of Merton residents feeling very safe is a little lower (57% cf. 63%).

**Figure 28: National trends in feelings of safety DURING THE DAY - LGA Polling**




The proportion of residents feeling safe after dark is ahead of LGA benchmarking (85% cf. 78%); however, the proportion feeling very safe is markedly lower (22% cf. 34%).

**Figure 29: National trends in feelings of safety AFTER DARK - LGA Polling**



These findings can then be broken down spatially and by gender, age group, and disability:

During the day, at least nine in ten within each of these groups feel safe, including all those interviewed in Dundonald / Trinity / Abbey and Ravensbury / St Helier / Cricket Green;

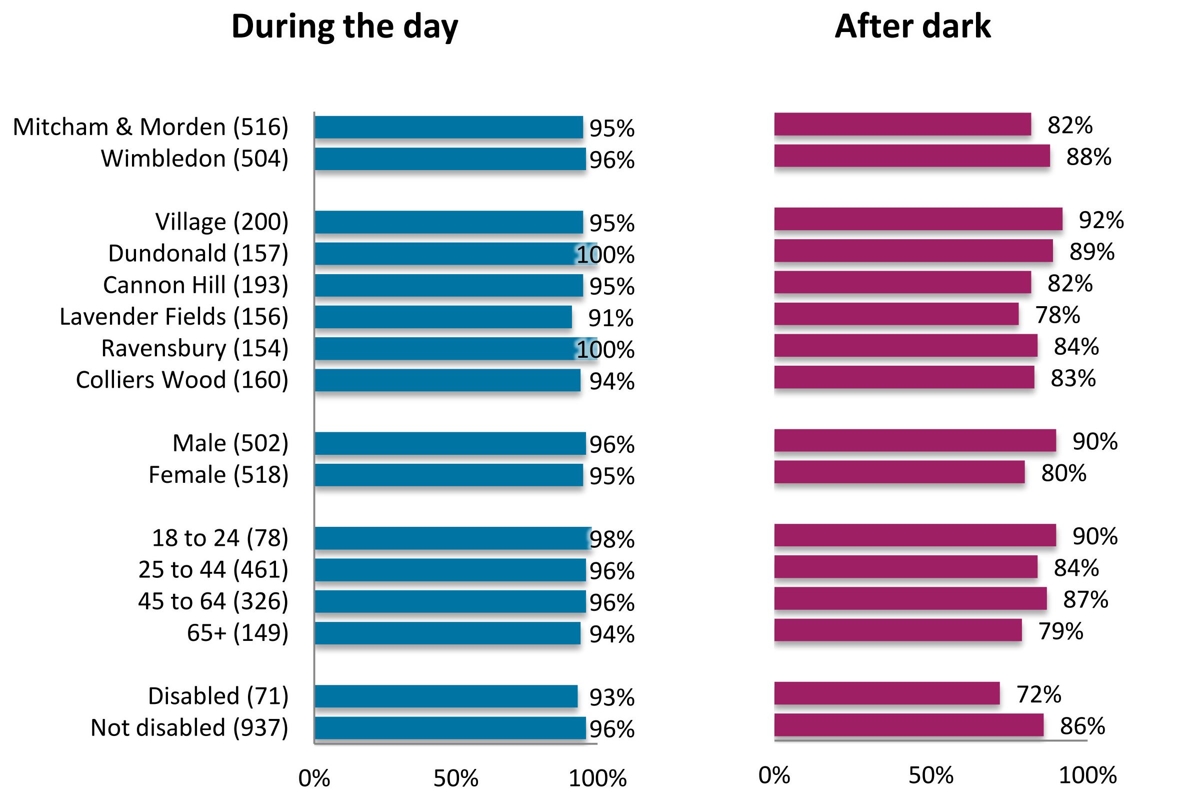
After dark, Mitcham and Morden residents are significantly less likely, compared to Wimbledon, to feel safe (82% cf. 88%). It should be noted that the proportion feeling *unsafe* is similar for both constituencies (8% cf. 7%). The lower levels of perceived safety in Mitcham and Morden are driven chiefly by responses in Lavender Fields / Pollards Hill / Figge's Marsh, where 78% feel safe and 13% unsafe.

Female residents are also significantly less likely to feel safe after dark compared to male (80% cf. 90%), with 11% of female residents feeling unsafe at this time.

By age group, residents aged 65+ are significantly less likely, compared to the average, to feel safe after dark (79%); however this is driven by a higher volume of 'neither' responses from this group (14%). For each age group, 7% to 8% feel unsafe after dark.

Disabled residents are significantly less likely to feel safe after dark compared to non-disabled residents (72% cf. 86%). Whilst this group is also more likely to feel unsafe (13% compared to 7% of non-disabled residents), this difference is not statistically significant.

**Figure 30: Proportion feeling very / fairly safe - By key demographics (All responses)**




Unweighted sample bases in parentheses

## 8.2 Neighbourhood issues

Respondents were then read a list of neighbourhood issues and asked to rate the extent to which these are problems in their local area. Of the issues listed, residents are most likely to describe rubbish or litter as a very or fairly big problem (37%), although just 7% describe this as a very big problem. Significant differences, compared to the total, are highlighted in the table below; it will be seen from this that Mitcham and Morden residents are significantly more likely to report noisy neighbours or loud parties, people using or dealing drugs, and groups hanging around the streets. Reports of the issues listed are, in general, most common amongst residents of Ravensbury / St Helier / Cricket Green.

**Table 9: Proportion describing issues as a very / fairly big problem in their local area (All responses)**

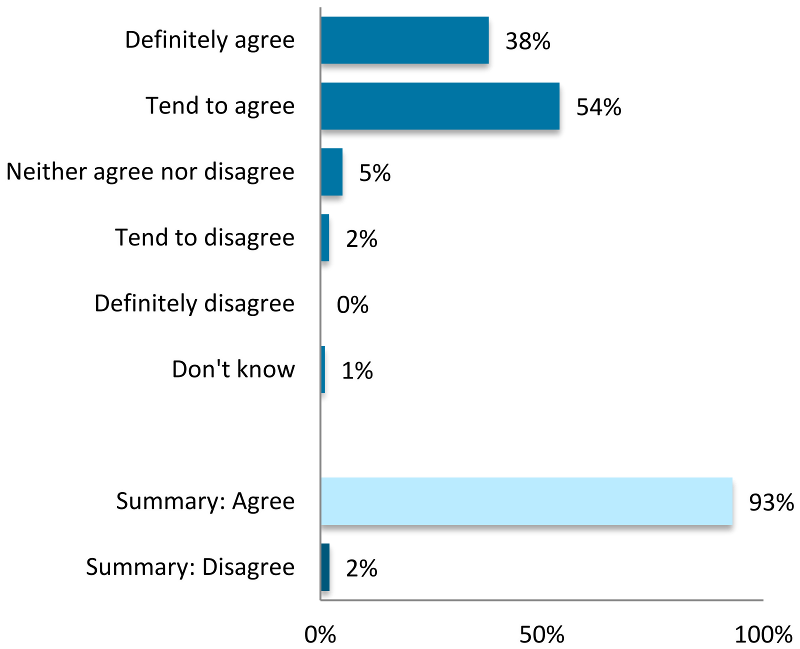
| | | Constituency | | Area | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | Total | Mitcham & Morden | Wimbledon | Village | Dundonald | Cannon Hill | Lavender Fields | Ravensbury | Colliers Wood |
| Noisy neighbours or loud parties | **11%** | 13% | 8% | 10% | 4% | 8% | 13% | 22% | 7% |
| Rubbish or litter lying around | **37%** | 39% | 34% | 25% | 49% | 35% | 33% | 66% | 16% |
| Vandalism, graffiti & other deliberate damage to property / vehicles | **9%** | 9% | 8% | 6% | 6% | 10% | 9% | 17% | 5% |
| People using or dealing drugs | **11%** | 15% | 7% | 4% | 11% | 4% | 13% | 18% | 18% |
| People being drunk or rowdy in public places | **17%** | 17% | 17% | 4% | 33% | 14% | 13% | 19% | 23% |
| Groups hanging around the streets | **19%** | 23% | 15% | 2% | 27% | 20% | 16% | 28% | 22% |
| **Unweighted bases** | **1,020** | **516** | **504** | **200** | **157** | **193** | **156** | **154** | **160** |

## 8.3 Community cohesion

Residents were also asked whether their local area is a place where people from different ethnic backgrounds get on well together. Most (93%) agree this is the case. Just 2% disagree, with none of those interviewed stating that they 'definitely disagree'.

Perceptions on this measure have improved compared to 2014, when 89% stated that they agreed and 7% disagreed. However, it should be noted that the word 'ethnic' was added to the questionnaire on this iteration of the research, and on previous waves the 'don't know' option was extended to read 'Don't know / too few people / all same background'. Comparisons against previous findings should therefore be treated with caution.

**Figure 31: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? (All responses)**

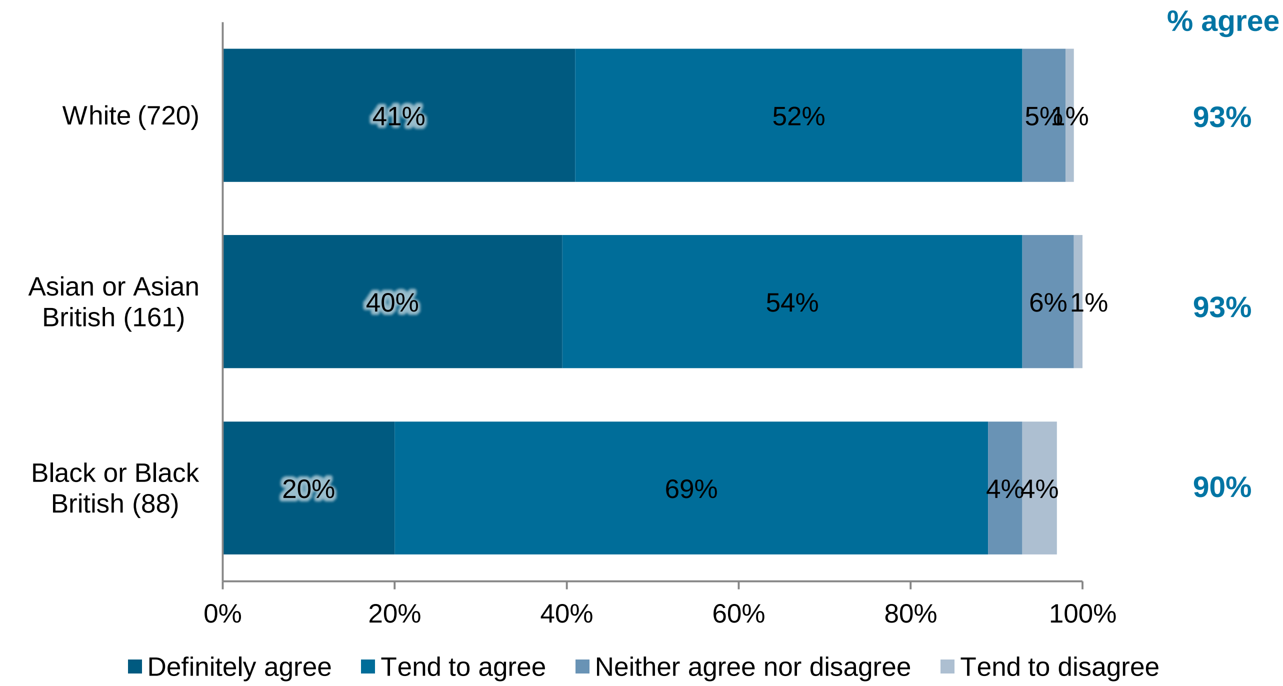



Unweighted sample base: 1,020

These findings are shown below split by broad ethnic groups for whom there is sufficient data. At least nine in ten of each of the groups shown agree that people from different ethnic backgrounds get on well together in their local area. However, black / black British residents are significantly less likely compared to white or Asian / Asian British residents to agree strongly. Black or black British residents are also significantly more likely compared to white residents to disagree (4% cf. 1%), although as discussed no residents of any ethnicity strongly disagree.

The option of 'don't know' was coded by no more than 2% of the groups shown.

**Figure 32: To what extent do you agree or disagree that your local area is a place where people from different ethnic backgrounds get on well together? - By ethnic group (All responses)**




Unweighted sample bases in parentheses

# 9 Voluntary work

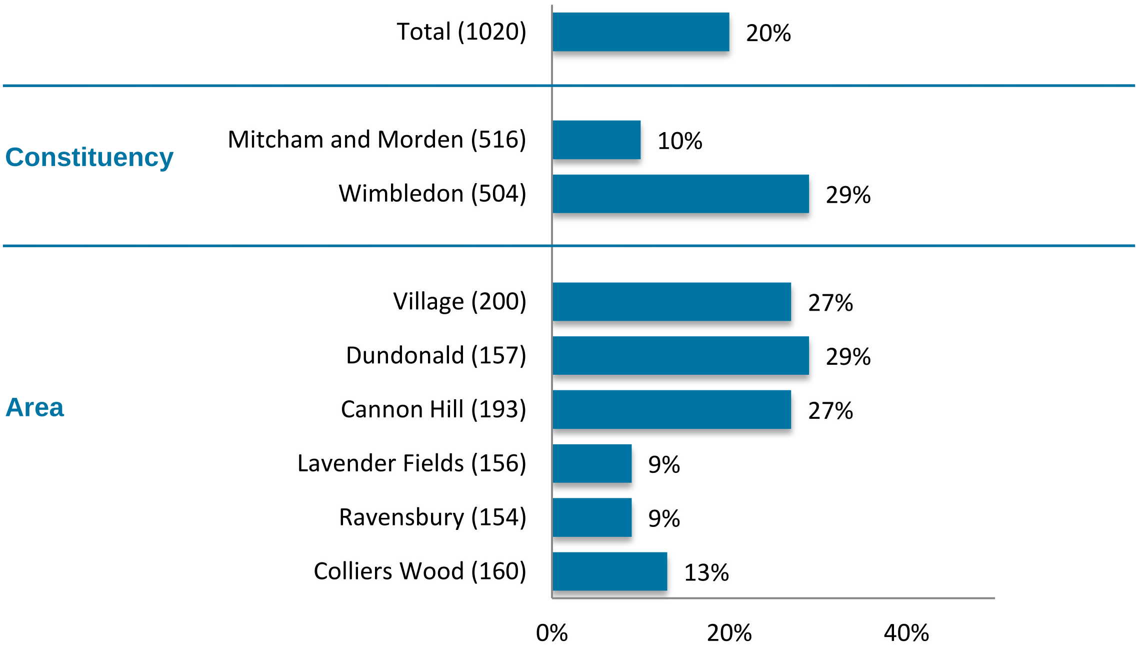
The voluntary / third sector is increasingly seen as a possible way of delivering services currently delivered by the Council that are vulnerable to budget cuts. The Council already partners with organisations such as Volunteer Centre Merton, Rethink Mental Illness, Carers Support Merton, Imagine Independence, Merton Mencap, and Merton Voluntary Service Council; as discussed in Section 5.5, up to half of Merton residents are also prepared in principle to volunteer their time to help maintain local services.

With this in mind, respondents were asked whether or not they have undertaken any unpaid activity / voluntary work in the last 12 months in their local community. One in five (20%) have done this. Levels of volunteering are higher amongst groups who are more likely to be ‘settled’ in their local community, for example:

- Residents who have lived in Merton for 5-10 years (21%) or 10+ years (22%);
- Residents who own their home (23%);
- Residents aged 45-64 (24%) or 65+ (21%).

Spatially, there are significant differences in levels of volunteering. Wimbledon residents are significantly more likely to have volunteered compared to Mitcham and Morden residents (29% cf. 10%). This is reflected in the levels of volunteering at a more local level, as the figure below indicates.

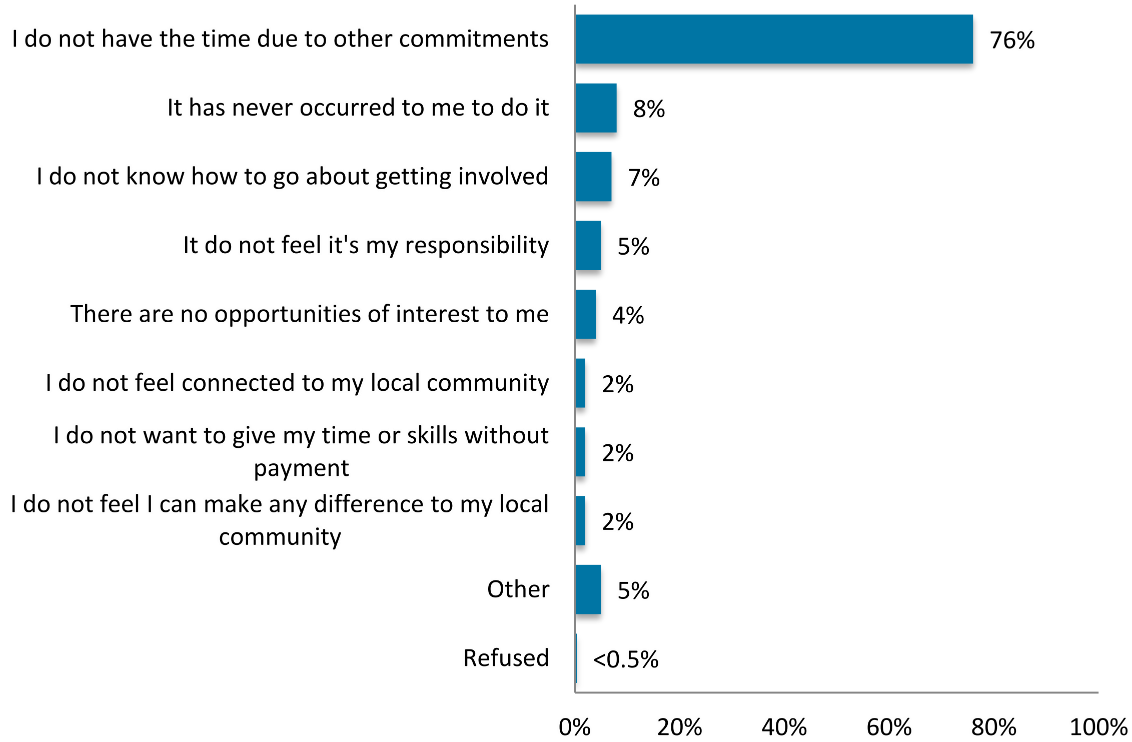
**Figure 33: Proportion volunteering in the last 12 months (All responses)**




Unweighted sample bases in parentheses

Residents who have not volunteered in the last 12 months were asked to state why, from a given list of reasons. Multiple responses to this question were allowed. Much the most common reason given is lack of time due to other commitments (76%). Unsurprisingly, this is particularly likely to be cited by residents who are economically active (81%) or who have children (80%); however, this reason is much the most common reason given by any of the demographic or area groupings mentioned in this report (at least 56%).

**Figure 34: Why do you think you have not participated in any community activity in the last 12 months? (All responses, those not volunteering in the last 12 months)**



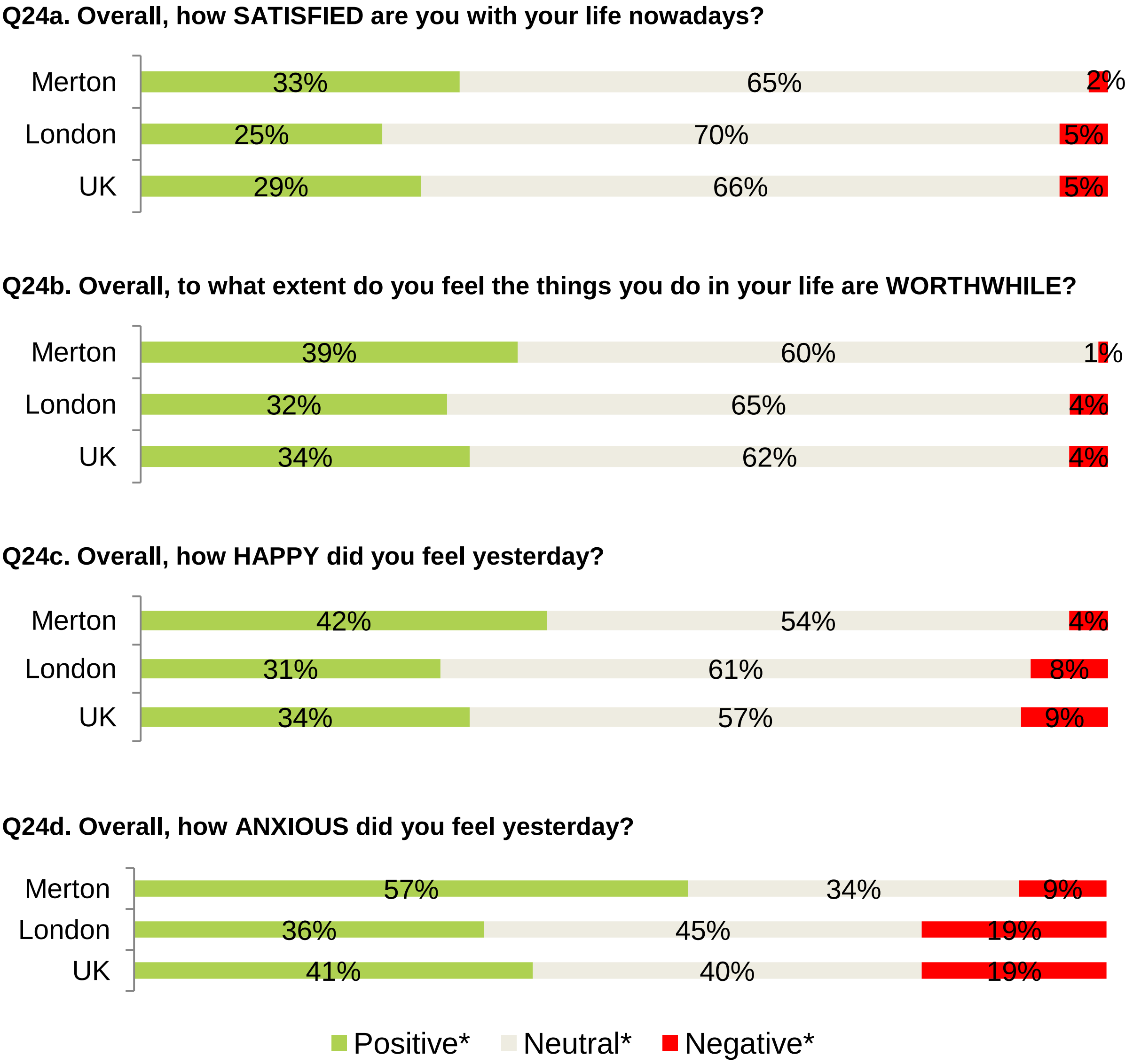

Unweighted sample base: 829

# 10 Health and Wellbeing

Standard questions used by the Office of National Statistics to measure wellbeing were added to the 2017 survey. These questions sought responses on a 0-10 scale on issues such as happiness and anxiety, with numeric responses grouped together to determine whether the respondent has a low, medium or high feeling of wellbeing (see note within graph overleaf for groupings).

As the figure below indicates, Merton wellbeing measures compare favourably to London and UK-wide benchmarks.

**Figure 35: Wellbeing measures**




** For Q24a-c, Positive = 9-10, Neutral = 5-8, Negative = 0-4*
*For Q24d, Positive = 0-1, Neutral = 2-5, Negative = 6-10*
*Base: All respondents (1,020)*
*UK / London benchmarks taken from ONS 2014-15 Wellbeing dataset*

When looking at these ratings split by age there are few significant differences. Residents aged 25-44 are significantly more likely compared to the average to state that they feel the things they do in their life are worthwhile (43% rating 9-10). Conversely, residents aged 18-24 and 65+ are significantly more likely than 25-44 year olds to give a low rating on this measure, although no more than 4% in each group give this set of responses. 18-24 year olds are also significantly more likely compared to the average to give a low rating in terms of life satisfaction (5% cf. 2% overall).

As the table below indicates, the responses given by disabled residents are in general less positive compared to non-disabled residents.

**Table 10: Feelings of different aspects of life by age and disability**

| | | Age | | | | Disability | |
|---|---|---|---|---|---|---|---|
| | **Total** | **18 to 24** | **25 to 44** | **45 to 64** | **65+** | **Yes** | **No** |
| **Satisfaction with your life nowadays?** | | | | | | | |
| Summary: Low (0-4) | 2% | 5% | 1% | 2% | 3% | 7% | 2% |
| Summary: Medium (5-8) | 65% | 71% | 64% | 65% | 65% | 65% | 65% |
| Summary: High (9-10) | 33% | 24% | 35% | 34% | 32% | 28% | 34% |
| **Feel the things you do in your life are WORTHWHILE?** | | | | | | | |
| Summary: Low (0-4) | 1% | 4% | <0.5% | 1% | 4% | 7% | 1% |
| Summary: Medium (5-8) | 60% | 62% | 57% | 61% | 63% | 62% | 59% |
| Summary: High (9-10) | 39% | 33% | 43% | 38% | 33% | 31% | 40% |
| **How HAPPY did you feel yesterday?** | | | | | | | |
| Summary: Low (0-4) | 4% | 5% | 3% | 4% | 5% | 13% | 3% |
| Summary: Medium (5-8) | 54% | 51% | 53% | 56% | 56% | 46% | 54% |
| Summary: High (9-10) | 42% | 44% | 44% | 41% | 39% | 41% | 43% |
| **How ANXIOUS did you feel yesterday?** | | | | | | | |
| Summary: Low (0-1) | 9% | 8% | 10% | 8% | 8% | 13% | 8% |
| Summary: Medium (2-5) | 34% | 32% | 34% | 35% | 35% | 43% | 33% |
| Summary: High (6-10) | 57% | 59% | 56% | 57% | 58% | 44% | 58% |

*Colours signify difference to the total sample. Red colour is when a figure is significantly more negative, green when the figure is significantly more positive. Colour coding is not applied to the 'medium' band.*

# 11 Young people

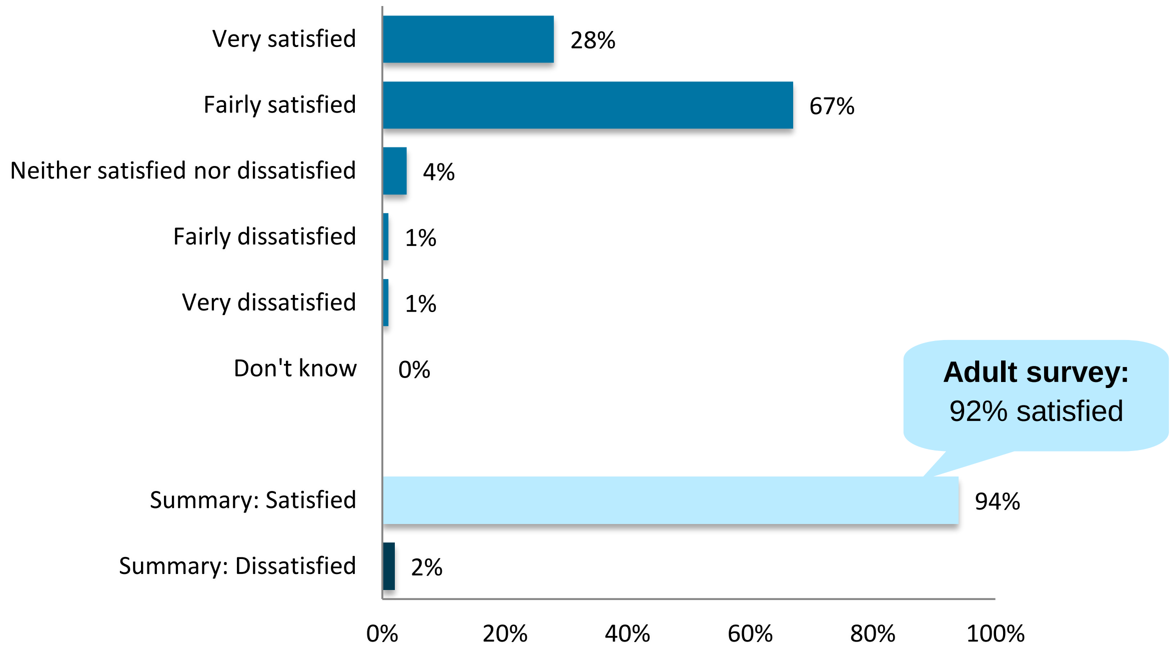
This section details findings from the research carried out amongst 11-17 year olds.

## 11.1 Local area as a place to live

The vast majority of young people in Merton are satisfied with their local area as a place to live (94%). Of these, approaching three in ten (28%) are very satisfied. Just 2% are dissatisfied with their local area as a place to live to any extent.

The same question was asked on the survey of adults (Section 4.1), with very similar findings (92% satisfied with local area as a place to live).

**Figure 36: Overall, how satisfied or dissatisfied are you with your local area as a place to live? (All responses)**




Unweighted sample base: 252

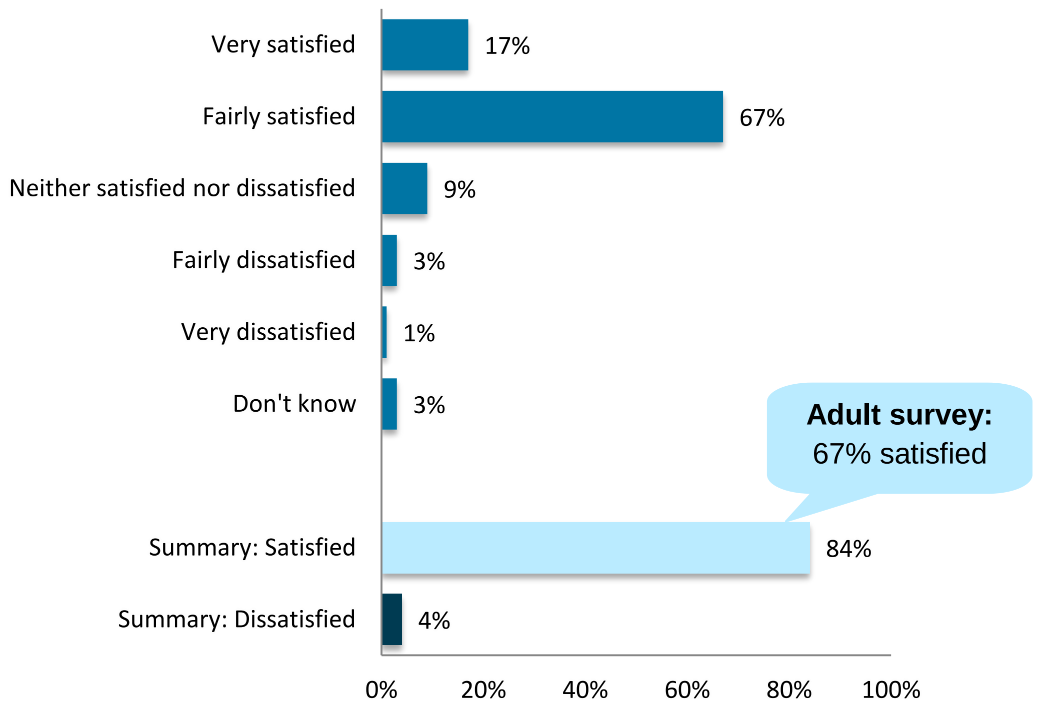
The findings can also be analysed by 11-15 year olds compared to 16-17 year olds. On this comparison, 11-15 year olds record significantly higher levels of satisfaction (96% cf. 90%) and significantly lower levels of dissatisfaction (1% cf. 5%).

## 11.2 Perceptions of Merton Council

Respondents were then asked to rate the way the Council runs things, having first been reminded of some of the Council's responsibilities (*Where you live Merton Council is responsible for the collection of bins, street sweeping and cleaning, schools and education, road maintenance and social care*). Most (84%) are satisfied on this measure, with just 4% dissatisfied. This compares favourably to the findings from the survey of adults, where 67% were satisfied.

There are no significant differences in perceptions when comparing 11-15 year olds and 16-17 year olds.

**Figure 37: Overall, how satisfied or dissatisfied are you with the way Merton Council runs things? (All responses)**



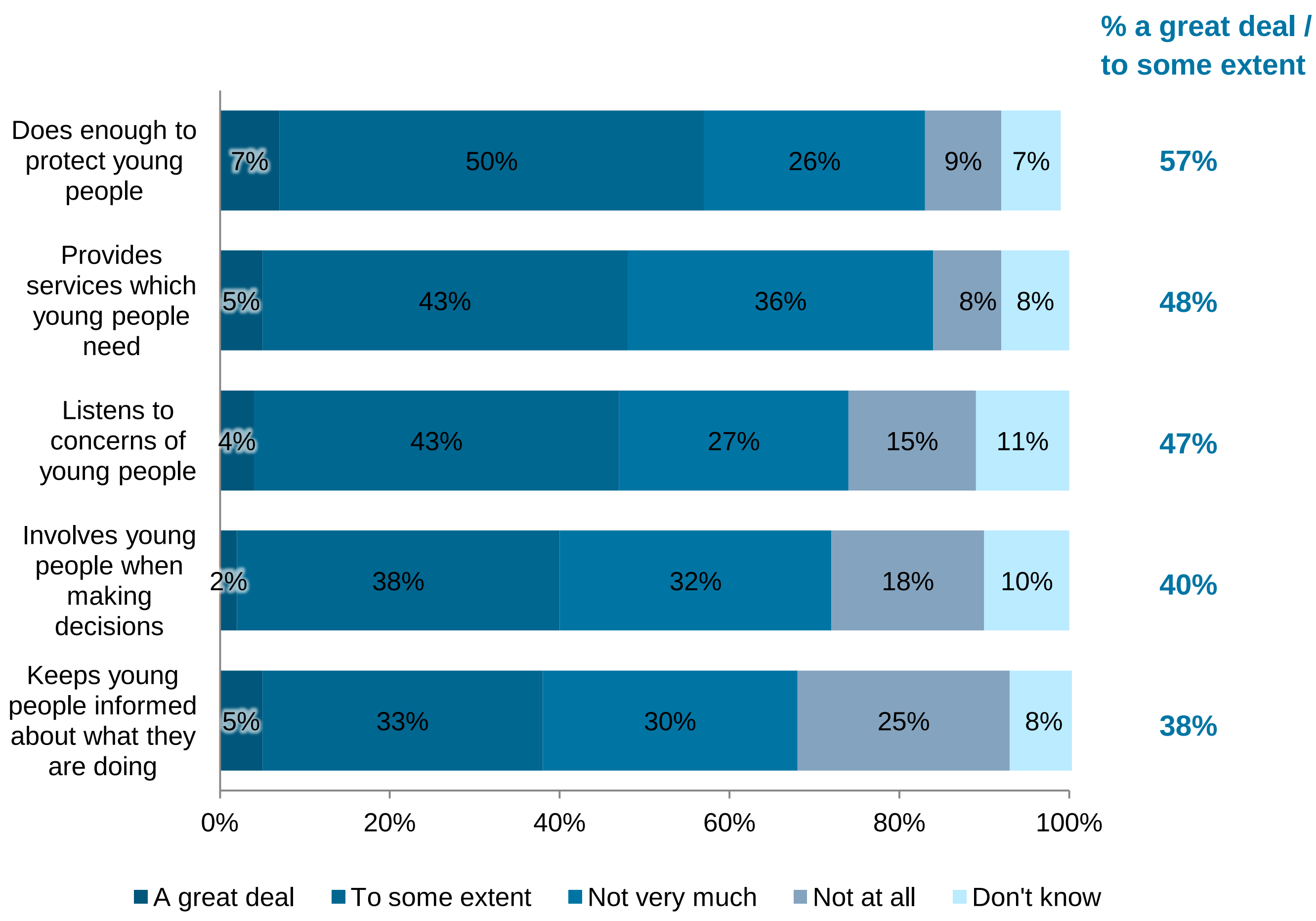

Unweighted sample base: 252

## 11.3 The Council and young people

Respondents were then asked to rate the Council on a series of more specific measures relating to services and communications, specifically in the context of young people. Perceptions are most positive in relation to service metrics, i.e. doing enough to protect young people and providing services which young people need. By contrast, on the engagement metrics shown - listens to concerns of young people, involves young people when making decisions, keeps young people informed about what they are doing - at least 15% state that the Council does not do this at all. Perceptions are least positive in relation to keeping young people informed about what the Council is doing, with one in four (25%) stating that the Council does not do this at all.

It should also be noted that no more than 7% state that the Council does any of these ‘a great deal’.

**Figure 38: These are some things which other people have said about their council. To what extent do you think these statements apply to your Borough? (All responses)**




Unweighted sample base: 252

Analysis by age group indicates that 11-15 year olds' perceptions of how the Council interacts with young people are more positive than 16-17 year olds; all measures where there are significant differences between the two groups are detailed below:

- Involves young people when making decisions: 11-15 year olds are significantly more likely to believe that the Council does this a great deal / to some extent (45% cf. 31% of 16-17 year olds).
- Keeps young people informed about what they are doing: 11-15 year olds are significantly more likely to believe that the Council does this a great deal / to some extent (42% cf. 28% of 16-17 year olds). 16-17 year olds are also significantly more likely to believe the Council does not do this at all (35% cf. 20%).

## 11.4 Concerns

From a given list, respondents were asked to select up to three issues that they are personally concerned about. An average of 2.1 issues were selected, with 13% stating that they were concerned about none of the given issues. The main issues concerning young people in Merton - approaching a quarter or more - are gangs (29%), crime (24%), and litter / dirt in the streets (23%).

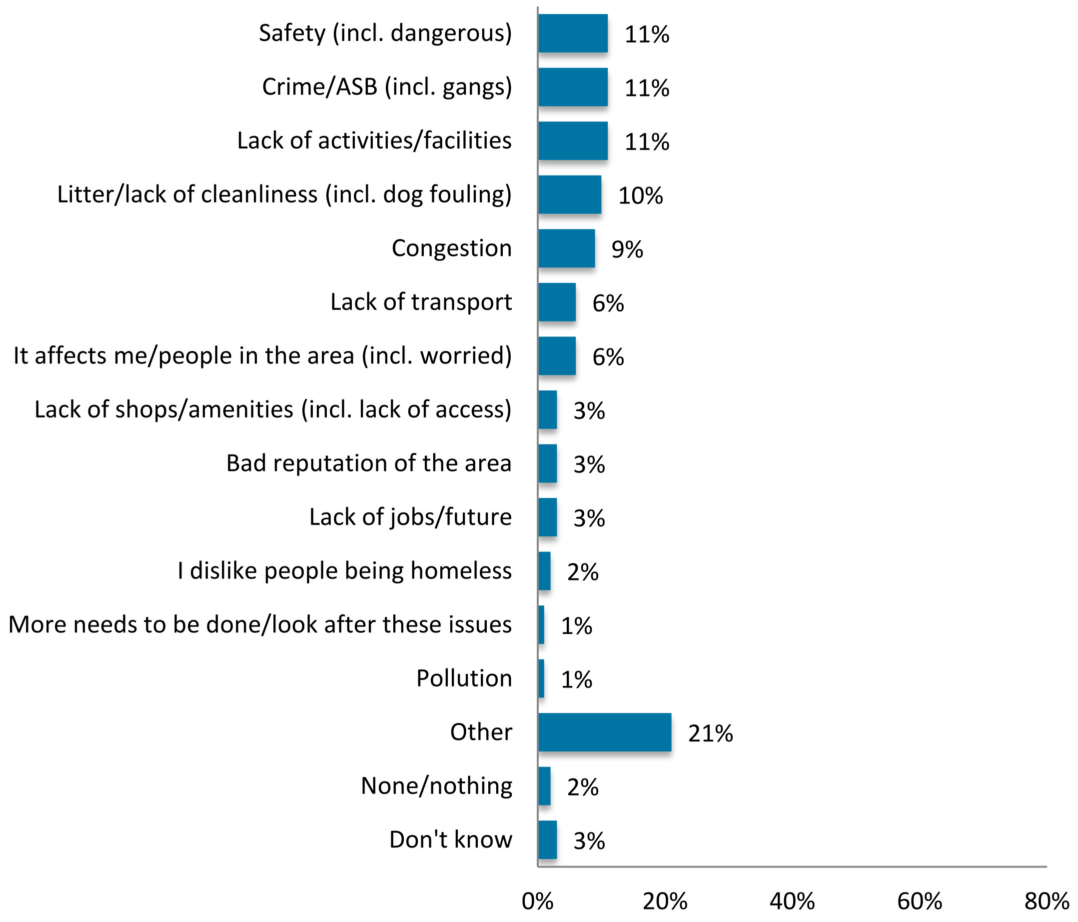
Breaking these findings down further, gangs, crime, and litter / dirt in the streets are also the leading issues of concern to 11-15 year olds. At least one in five 16-17 year olds also mention these three issues as concerns, but one in four also identify a lack of fun things to do (25%), and a lack of jobs (24%). 16-17 year olds are also significantly more likely compared to 11-15 year olds to mention standard of education and local housing as concerns, although these issues are still mentioned by a relatively low proportion of this group (10%).

**Table 11: Which three of these are you personally most concerned about? (All responses)**

| | Total | 11-15 | 16-17 |
|---|---|---|---|
| Gangs | 29% | **32%** | 20% |
| Crime | 24% | 25% | 22% |
| Litter\dirt in the streets | 23% | 23% | 23% |
| Lack of fun things to do. (e.g. sports / cinema etc) | 18% | 15% | **25%** |
| Traffic congestion | 16% | 15% | 18% |
| Pollution of the environment | 14% | 12% | 17% |
| Bullying | 12% | 13% | 9% |
| Lack of jobs | 11% | 6% | **24%** |
| Anti-social behaviour / bad behaviour in public | 11% | 12% | 6% |
| Poor public transport | 9% | 8% | 12% |
| Not enough being done for young people | 7% | 7% | 9% |
| Drug use and pushers | 7% | 8% | 3% |
| Lack of shopping facilities | 7% | 6% | 10% |
| Poverty / homeless people | 6% | 6% | 6% |
| Standard of education | 5% | 3% | **10%** |
| Local housing | 5% | 2% | **10%** |
| Access and/or quality of health care | 2% | 2% | 2% |
| Other | 1% | 1% | 0% |
| None of these | 13% | 15% | 9% |
| Don't know | 2% | 2% | 2% |
| Unweighted sample base | **252** | **165** | **87** |

As an open-ended question, respondents identifying any areas of concern were asked why they are most concerned about these issues. No consistent theme emerges from these responses, which are summarised below. Concerns about safety, crime / ASB, lack of activities / facilities, litter / lack of cleanliness, and congestion are expressed by one in ten respondents at this question, in line with the issues identified earlier in this section.

**Figure 39: Can you explain why you are most concerned about these issues? (All responses, those concerned about any issue)**




Unweighted sample base: 216

## 11.5 Health and safety

In relation to safeguarding, respondents were shown a list of possible sources of help if they were worried about their health and safety and asked to select which they might use. Multiple responses were allowed. Much the most common response is family members (92%), followed by teachers (29%), and police (24%). This pattern of responses is seen for both 11-15 year olds and 16-17 year olds, although the latter are also significantly more likely than 11-15 year olds to refer to websites (11% cf. 1% of 11-15 year olds).

**Table 12: If you were worried about your health or your safety which of these sources of help do you think you might use? (All responses)**

| | Total | 11-15 | 16-17 |
|---|---|---|---|
| Family member | 92% | 93% | 89% |
| Teacher | 29% | **32%** | 20% |
| Police or other emergency service | 24% | 24% | 24% |
| NSPCC / Childline / other national helpline | 8% | 9% | 6% |
| Websites | 4% | 1% | **11%** |
| Youth workers | 4% | 3% | 4% |
| Community leaders, such as religious leaders | 1% | <0.5% | 2% |
| Other | 4% | 3% | 7% |
| Prefer not to say | 1% | 1% | 1% |
| Unweighted sample base | **252** | **165** | **87** |

## 11.6 Perceptions of local services

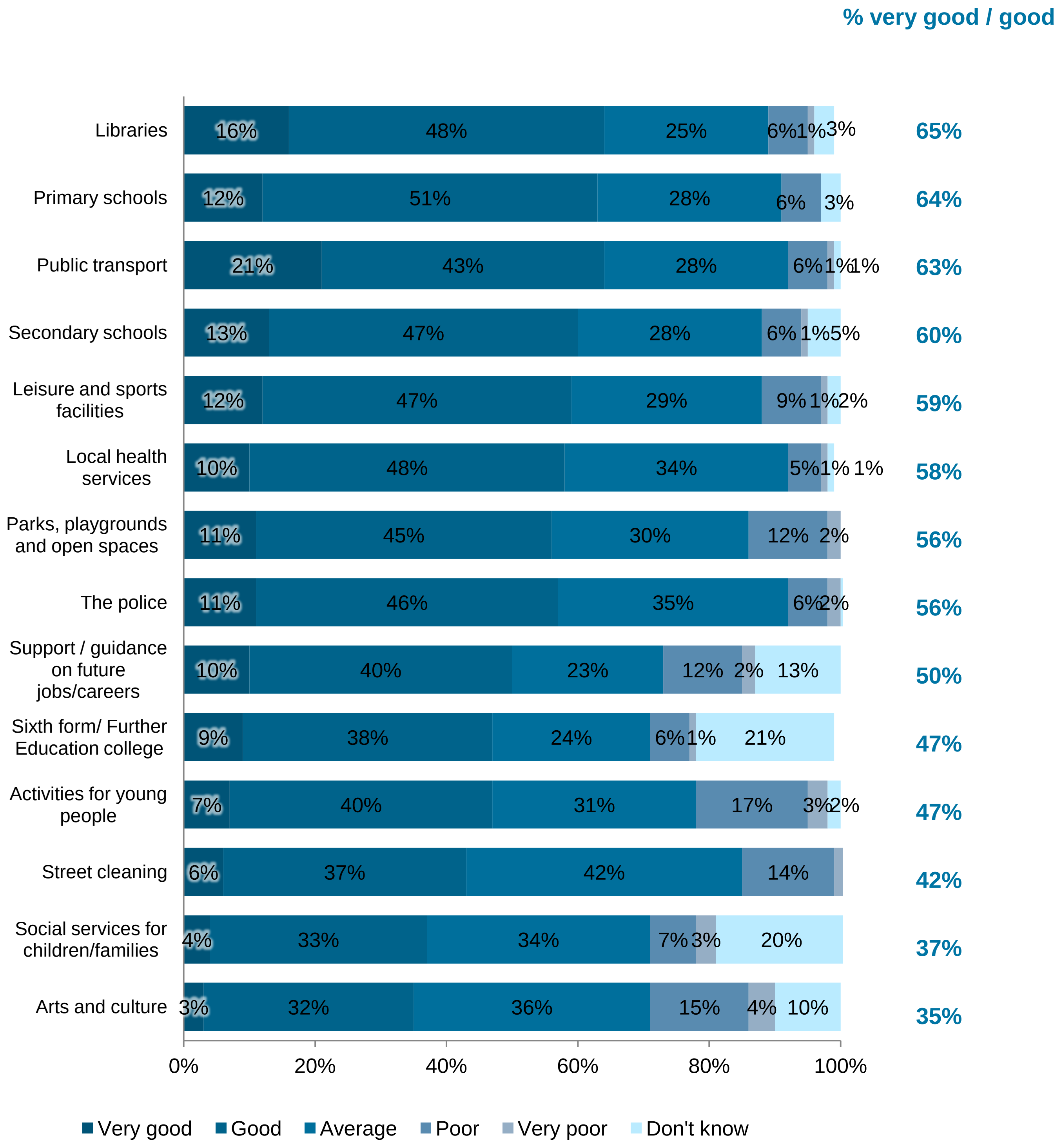
Respondents were also asked to rate a series of local services in their area. Given the greater constraints on time for the young person's survey, these findings cannot be filtered on service users; responses in connection with primary / secondary / further education, etc may not relate to Council-provided services.

Young people are more likely to consider each of the services listed as very good / good than very poor / poor. For each of the given services, no more than 4% give a rating of very poor. The relatively low proportion rating further education / social services positively is largely driven by the higher level of don't know responses for these services. Aside from these services, fewer than half rate arts and culture, street cleaning, and activities for young people positively, with 16% - 20% rating these services as very poor or poor. The relatively low ratings given to street cleaning reflect young people's concerns about litter / dirt in the streets (Section 11.4). As discussed in Section 6.2, adults' perceptions of street cleaning are also less positive compared to most other services.

There are no significant differences in perceptions of local services by age group other than for the following services:

- Sixth form / further education college: 16-17 year olds are significantly more likely to rate this service as very good (17%, cf. 6% of 11-15 year olds), although this may be driven primarily by the lower proportion of 'don't know' responses amongst 16-17 year olds (9% cf. 26%).
- Activities for young people: 11-15 year olds are significantly more likely to rate this service as very good / good (52% cf. 37%).
- Arts and culture: 11-15 year olds are significantly more likely to rate this as very good / good (39% cf. 25%).

**Figure 40: What is your opinion of...? (All responses)**

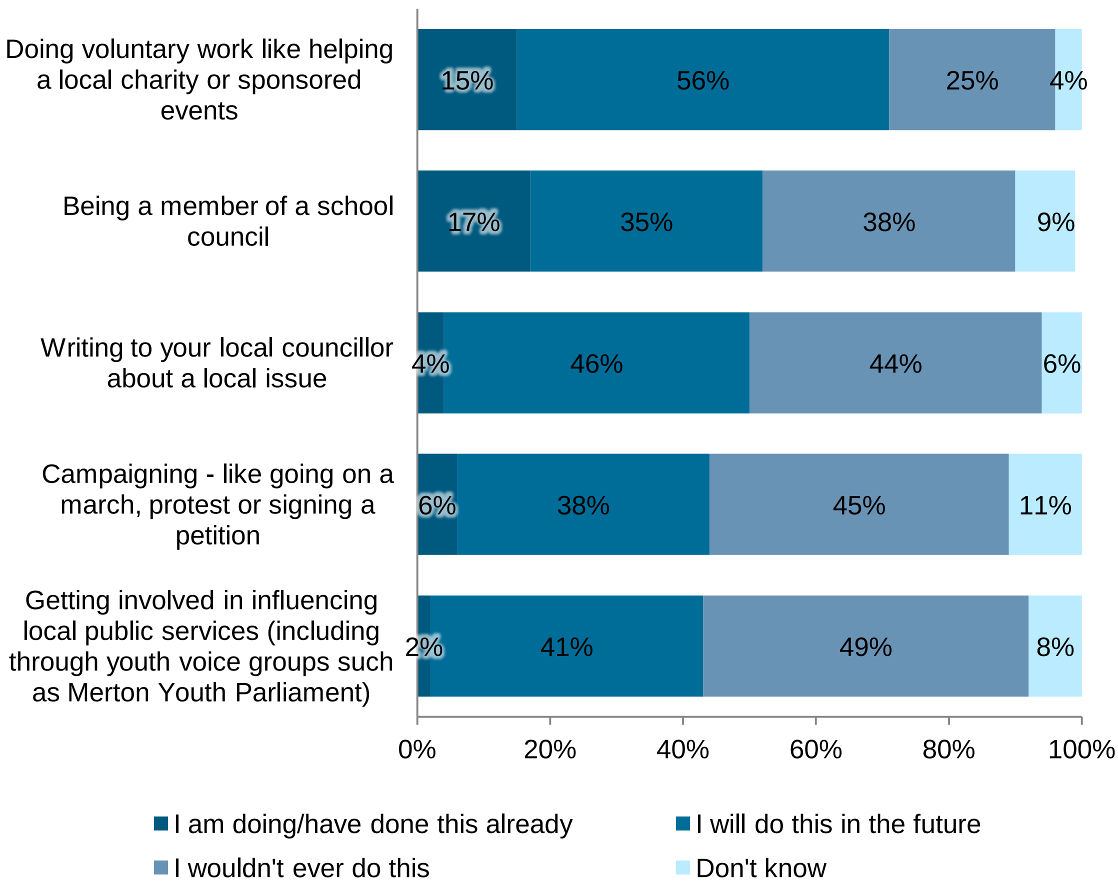



Unweighted sample base: 252

## 11.7 Getting involved

Of a list of possible ways to get involved in their community, current or previous engagement is highest in terms of doing voluntary work (15%) and being a member of a school council (17%). However, in addition to this, for each activity at least one in three (35%) state that they will do this in the future.

**Figure 41: Which of the following activities have you ever done, would consider doing in the future or would not consider doing? (All responses)**




Unweighted sample base: 252

There are no significant differences by age group, other than in relation to being a member of a school council. Unsurprisingly, 16-17 year olds are significantly less likely to state that they will do this in the future (19% cf. 42% of 11-15 year olds), whilst being slightly more likely to be doing this currently or have done this in the past (21% cf. 16% of 11-15 year olds).

## 11.8 Activities out of school hours

As discussed in Section 11.4, approaching one in five young people in Merton are concerned about a lack of fun things to do. On the theme of such activities for young people, respondents were asked if they attend any of a list of activities out of school hours. Those stating that they no longer attend school (10%) are excluded from all findings in this section. The most popular activities, for each age group, are sports and gym (mentioned by 45% of all respondents), libraries and parks (39%), and after school clubs (36%). As the table below indicates, 16-17 year olds are significantly less likely compared to 11-15 year olds to go to after school clubs, or drama, dance, or music.

15% do not attend any of the given activities. Of those expressing concern about a lack of fun things to do, the proportion not engaging in any of these activities is similar (18%), and this group is marginally more likely than other young people to engage in sports and gym; drama, dance, or music; and youth club. However, it should be noted that the base for this group in these findings consists of just 41 responses.

**Table 13: Do you attend any of the following activities out of school hours? (All responses, those still at school)**

| | Total | 11-15 | 16-17 |
|---|---|---|---|
| Sports and Gym | 45% | 45% | 44% |
| Libraries and Parks | 39% | 38% | 42% |
| After school club | 36% | **39%** | 24% |
| Drama Dance or Music | 18% | **21%** | 8% |
| Youth Club | 9% | 10% | 4% |
| Breakfast club | 7% | 8% | 3% |
| Scout/adventure/Cadet groups/girl guides | 7% | 8% | 5% |
| Other | 3% | 3% | 1% |
| Don't attend any | 15% | 13% | 20% |
| Don't know | 1% | 0% | **3%** |
| Unweighted sample base | **226** | **163** | **63** |

Respondents were also shown a list of activities and facilities and asked which, if any, they would like to attend out of school hours. Up to two responses were allowed. For each age group, the most popular activities, etc are a place to meet my friends and other people (40% of all young people), and sports activities (37%). Around one in four also mention a place for play and hobbies (28%), a place for music, art, and drama (27%), and a place to do homework (25%).

A similar pattern of responses is apparent amongst those who earlier expressed concern about a lack of fun things to do.

**Table 14: Which of these activities would you like to attend out of school hours? (All responses, those still at school)**

| | Total | 11-15 | 16-17 |
|---|---|---|---|
| A place to meet my friends and other people | 40% | 39% | 44% |
| Sports Activities | 37% | 38% | 34% |
| A place for play and my hobbies | 28% | 29% | 27% |
| A place for Music, Art and Drama | 27% | 28% | 23% |
| A place to do my homework | 25% | 23% | 30% |
| Parks and playgrounds | 17% | 18% | 13% |
| A place where adults will listen to my problems | 4% | 3% | **10%** |
| A place where adults will organise activities for me and my friends | 3% | 3% | 4% |
| Other | 0% | 0% | 0% |
| Would not like to attend any | 1% | 1% | 0% |
| Don't know | 2% | 3% | 0% |
| Unweighted sample base | **227** | **164** | **63** |

# 12 Adult survey respondent profile

The table below shows the composition of the adult survey sample prior to the application of weights.

| Demographic | Proportion (Unweighted %) | Sample base (Unweighted) |
|---|---|---|
| **Gender** | | |
| **Male** | 49% | 502 |
| **Female** | 51% | 518 |
| **Age** | | |
| **18 – 24** | 8% | 78 |
| **25 – 34** | 26% | 266 |
| **35 – 44** | 19% | 195 |
| **45 – 54** | 20% | 203 |
| **55 – 64** | 12% | 123 |
| **65 – 74** | 8% | 83 |
| **75 – 84** | 5% | 51 |
| **85 +** | 1% | 15 |
| **Refused** | 1% | 6 |
| **Tenure** | | |
| **Owner occupier** | 62% | 634 |
| **Rented from Housing Association** | 10% | 97 |
| **Rent from private landlord** | 25% | 257 |
| **Shared ownership** | <0.5% | 3 |
| **A residential home** | <0.5% | 3 |
| **Other** | 2% | 17 |
| **Refused** | 1% | 9 |
| **Time in borough** | | |
| **6 months to 1 year** | 7% | 67 |
| **Over 1 and up to 2 years** | 7% | 69 |
| **Over 2 and up to 5 years** | 15% | 152 |
| **Over 5 and up to 10 years** | 14% | 147 |
| **More than 10 years** | 57% | 584 |
| **Don't know** | <0.5% | 1 |
| **Ethnicity** | | |
| **British** | 51% | 561 |
| **Irish** | 1% | 14 |
| **Any other white background** | 13% | 145 |
| **White and Black Caribbean** | <0.5% | 1 |

| | | |
|---|---|---|
| **White and Black African** | 1% | 2 |
| **White and Asian** | 1% | 3 |
| **Other Mixed /multiple ethnic background** | 3% | 8 |
| **Indian** | 6% | 52 |
| **Pakistani** | 4% | 39 |
| **Bangladeshi** | 1% | 11 |
| **Chinese** | 2% | 13 |
| **Other Asian** | 5% | 46 |
| **Caribbean** | 5% | 45 |
| **African** | 5% | 43 |
| **Arab** | <0.5% | 5 |
| **Other ethnic group** | 2% | 26 |
| **Refused** | 1% | 6 |
| **Consider self disabled** | | |
| **Yes** | 7% | 71 |
| **No** | 92% | 937 |
| **Prefer not to say** | 1% | 12 |
| **Household composition** | | |
| **One adult under 60** | 5% | 52 |
| **One adult aged 60 or over** | 6% | 68 |
| **Two adults both under 60** | 15% | 144 |
| **Two adults, at least one 60 or over** | 11% | 115 |
| **Three or more adults, 16 or over** | 20% | 200 |
| **1-parent family with child/ren at least one under 16** | 4% | 37 |
| **2-parent family with child/ren at least one under 16** | 35% | 355 |
| **Other** | 2% | 27 |
| **Prefer not to say** | 2% | 22 |
| **Occupation** | | |
| **Employee in full-time job (30 hours plus per week)** | 51% | 470 |
| **Employee in part-time job (Under 30 hours per week)** | 12% | 104 |
| **Self employed - full or part time** | 7% | 67 |
| **On a government supported training programme, e.g. Modern apprentice** | *% | 1 |
| **Full-time education at school, college or university** | 2% | 39 |
| **Unemployed and available for work** | 4% | 38 |
| **Permanently sick/disabled** | 1% | 16 |

| | | |
|---|---|---|
| **Wholly retired from work** | 13% | 160 |
| **Looking after the home** | 7% | 104 |
| **Doing something else** | 1% | 11 |
| **Prefer not to say** | 1% | 10 |

# Appendix: Statement of Terms

**Compliance with International Standards**

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012) and The International Standard for Information Security Management ISO 27001:2013.

**Interpretation and publication of results**

The interpretation of the results as reported in this document pertain to the research problem and are supported by the empirical findings of this research project and, where applicable, by other data. These interpretations and recommendations are based on empirical findings and are distinguishable from personal views and opinions.

BMG will not publish any part of these results without the written and informed consent of the client.

**Ethical practice**

BMG promotes ethical practice in research: We conduct our work responsibly and in light of the legal and moral codes of society.

We have a responsibility to maintain high scientific standards in the methods employed in the collection and dissemination of data, in the impartial assessment and dissemination of findings and in the maintenance of standards commensurate with professional integrity.

We recognise we have a duty of care to all those undertaking and participating in research and strive to protect subjects from undue harm arising as a consequence of their participation in research. This requires that subjects' participation should be as fully informed as possible and no group should be disadvantaged by routinely being excluded from consideration. All adequate steps shall be taken by both agency and client to ensure that the identity of each respondent participating in the research is protected.

With more than 25 years' experience, BMG Research has established a strong reputation for delivering high quality research and consultancy.

BMG serves both the public and the private sector, providing market and customer insight which is vital in the development of plans, the support of campaigns and the evaluation of performance.

Innovation and development is very much at the heart of our business, and considerable attention is paid to the utilisation of the most up to date technologies and information systems to ensure that market and customer intelligence is widely shared.