

Merton Council Overview and Scrutiny Commission



Date: 24 April 2019

Time: 7.15 pm

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

AGENDA

Page Number

1	Apologies for absence	
2	Declarations of pecuniary interest	
3	Minutes of the previous meeting	1 - 6
4	Crime and policing in Merton	7 - 24
5	Travellers unauthorised encampment protocol Report to follow	
6	Safer Merton CCTV service	25 - 34
7	Safety of young people in Merton - response from Cabinet	35 - 40
8	Equality and Community Cohesion Strategy	41 - 106
9	Overview and scrutiny annual report	107 - 134
10	Planning the Commission's 2019/20 work programme	135 - 144

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Overview and Scrutiny Commission membership

Councillors:

Peter Southgate (Chair)
Peter McCabe (Vice-Chair)
Laxmi Attawar
John Dehaney
Sally Kenny
Paul Kohler
Rebecca Lanning
Oonagh Moulton
Owen Pritchard
David Williams

Substitute Members:

Dennis Pearce
Eleanor Stringer
Nick McLean
Thomas Barlow
Carl Quilliam
Edward Foley

Co-opted Representatives

Helen Forbes, Parent Governor
Representative - Secondary and Special
Sector
Emma Lemon, Parent Governor
Representative - Primary 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 matter and must not participate in any vote on that matter. If members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item. For further advice please speak with the Assistant Director of Corporate Governance.

What is Overview and Scrutiny?

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

Scrutiny's work falls into four broad areas:

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

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

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Agenda Item 3

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OVERVIEW AND SCRUTINY COMMISSION

20 MARCH 2019

(7.15 pm - 9.45 pm)

PRESENT: Councillors Peter Southgate (in the Chair), Peter McCabe, Laxmi Attawar, John Dehaney, Sally Kenny, Paul Kohler, Rebecca Lanning, Owen Pritchard, David Williams and Thomas Barlow

Co-opted Member Helen Forbes

ALSO PRESENT: Rachael Wardell (Director, Children, Schools & Families Department), Sophie Ellis (Assistant Director of Customers, Policy and Improvement), Karin Lane (Head of information governance) and Julia Regan (Head of Democracy Services)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies were received from Councillor Oonagh Moulton (substituted by Councillor Thomas Barlow) and from co-opted members Emma Lemon and Colin Powell.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

The minutes of the meeting held on 25 January 2019 were agreed as an accurate record.

4 ACCESS TO SERVICES THROUGH THE COUNCIL'S WEBSITE - THE CONCLUSION OF THE CUSTOMER CONTACT CONTRACT (Agenda Item 4)

The Chair advised that as much of the discussion of this agenda item should take place in public as possible.

The Assistant Director of Business Improvement, Sophie Ellis, drew the Commission's attention to the key points in the public report – 50% of the 156 specified outcomes have been achieved as have 62% of the automated transactions, new hosting and support arrangements are in place, website traffic has increased even though the new website has not been promoted. Sophie Ellis said that work to improve the website will continue and that examples of what this would include are given in Appendix B.

Members commented that the spike in web and phone transactions in September 2018 was largely due to difficulties experienced in contacting Veolia and getting

responses from them at that time. Sophie Ellis said that the data has been analysed and the contact comprised largely requests for information and containers.

In response to a question about members of the public being able to continue to contact the council by phone, Sophie Ellis reassured the Commission that phone contact was an integral part of the customer contact strategy and would not be withdrawn.

In response to a question about the priorities and timetable for delivering the rest of the project outcomes, Sophie Ellis said that the main focus would be to develop the remaining online transactions and refine existing customer accounts.. She explained that some actions would be quick to complete and others would take longer, also that a range of providers would be used in order to avoid over-reliance on one provider. There will be a pause in work when MS Office 365 is installed and, until the MS provider has been appointed, it will not be possible to predict how long that pause will be or exactly when it will take place.

Members of the Commission asked why new providers had been appointed prior to completing the review of lessons learned from the previous contract. Sophie Ellis said that this had been a pragmatic decision to keep the project moving forward and deliver some of the remaining smaller items of work quickly pending the lessons learned review.

The Commission RESOLVED to move to a closed session in order to discuss the exempt report that had been provided to them. The rest of this minute is a public record of this discussion, without inclusion of any commercially sensitive information.

Public minute of closed session

Sophie Ellis outlined the difficulties that had been experienced with the contract and on the actions consequently taken by the council. The Commission discussed the confidential financial information that was provided in an exempt appendix to the report and were given additional information in response to questions about the expected cost of completing the remaining parts of the project.

Members of the Commission stressed the importance of learning from this project to future proof subsequent projects and to compartmentalise risk. They also stressed the importance of listening to the views and experiences of service users and staff.

It was RESOLVED that a future report on lessons learned should be brought to the Commission's financial monitoring task group.

5 GENERAL DATA PROTECTION REGULATION (GDPR) (Agenda Item 5)

The Head of Information Governance, Karin Lane, provided an overview of the presentation slides that were included in the agenda papers and drew the Commission's attention to the policies and procedures that were in place, the regular ongoing training that is provided and the potential for fines to be imposed in relation to data breaches, including loss or misuse of information.

Karin Lane provided additional information in response to questions:

- Council staff are encouraged to report all data breaches, no matter how minor, so that these are logged and can be learnt from. Many of these are minor breaches such as loss of IT tokens or mobile phones.
- No serious incidents have been reported to the Information Commissioner's Office in the last 12 months.
- There has been a slight increase in the number of subjects access requests. These are logged centrally and then passed to the relevant department for action.
- Most local authorities, including Merton, used existing staff to carry out the new requirements of the GDPR/DPA Act 2018 as these were on a par with previous duties and expertise.
- Schools are registered as data owners and have responsibility for their own data. There is a data protection officer in the council's Children Schools and Families Department who can advise.
- Councillors should always use their secure Merton email account for correspondence (and not use a personal email address as this is insufficiently secure), and should be careful about who they share information with. Karin Lane undertook to provide regular bulletins of "top tips" to councillors, similar to those provided to staff.

ACTION: Head of Information Governance

6 GOVERNMENT RESPONSE TO THE COMMUNITIES AND LOCAL GOVERNMENT COMMITTEE REVIEW OF THE EFFECTIVENESS OF OVERVIEW AND SCRUTINY COMMITTEES (Agenda Item 6)

The Chair introduced the item and said that the new statutory guidance has still not been published by the government. He said that it was anticipated that the guidance would not be overly prescriptive so that authorities would be able to implement in a way that was appropriate to their organisational culture. He drew members' attention to a proposal for the Commission to carry out a review of the scrutiny function, hopefully with support from the Centre for Public Scrutiny, to further improve the effectiveness of scrutiny in Merton.

In discussing the government's response to the select committee's recommendations, members of the Commission agreed that they wish to encourage greater and more meaningful involvement of the public in scrutiny.

Suggestions as to how to do this included provision of more informal opportunities to give views, looking at anonymised case studies setting out service user experiences, reaching out through visits and discussions with frontline staff, holding meetings in other locations, involving the youth parliament. Members agreed that the review of the scrutiny function should address ways of improving public engagement in scrutiny.

It was also suggested that the Commission may wish to take a report on community engagement next year, with a focus on involving the public in all aspects of governance.

ACTION: Head of Democracy Services

The Commission RESOLVED to carry out a review of the overview and scrutiny function in Merton and to develop an improvement programme, preferably with assistance funded by the Local Government Association (LGA) and carried out by the Centre for Public Scrutiny. In response to a request from two members to include an assessment of alternative models of governance, the Head of Democracy Services said that this would be outside the scope of the LGA funding and would have to be resourced separately.

7 ACTION PLAN UPDATE ON RECOMMENDATIONS OF THE RECRUITMENT AND RETENTION OF TEACHERS SCRUTINY TASK GROUP (Agenda Item 7)

The Director of Children Schools and Families, Rachael Wardell, introduced the updated action plan and detailed the action that had been taken and progress made since the initial action plan was reported to the Commission in September 2018. She highlighted the work undertaken by Attain, previously known as the School Effectiveness Partnership, with recruitment now identified as a key priority for the partnership.

In response to a question, Rachael Wardell said that Merton schools have a good reputation and, although there are pockets of recruitment difficulties from time to time, overall the authority does not have a recruitment problem. She said that there was no room for complacency, particularly in the context of house prices, and that she would continue to keep a close eye on the situation and would welcome scrutiny in future should the situation deteriorate.

Rachael Wardell undertook to provide further detail on action taken in response to recommendation 14 to explore the setting up of a rent deposit scheme for teachers. The Head of Democracy Services, Julia Regan, undertook to find out if recommendation 15, a briefing to the Sustainable Communities Overview and Scrutiny Panel on the Mayor of London's London Living Rent Initiative, had been received.

ACTION: Head of Democracy Services

Members of the Commission said that they were encouraged by the amount of progress that had been made, particularly on the appointment of the Attain partnership co-coordinator, the use of the e-teach site and the more personalised approach taken to recruitment, wider routes available for apprenticeships and options for professional development.

The Commission RESOLVED that it was satisfied with progress made with implementation of the task group's recommendations and that there was no need for a further update on the action plan.

8 DRAFT MINUTES OF THE FINANCIAL MONITORING TASK GROUP, 25 FEBRUARY 2019 (Agenda Item 8)

Noted.

9 DISCUSSION OF QUESTIONS FOR THE BOROUGH COMMANDER (Agenda Item 9)

The Commission RESOLVED to forward the following questions to the Borough Commander for a written response to be included in the agenda pack for the meeting on 24 April:

- what are the police doing to limit the theft from vehicles and theft of vehicles, also in particular the short term rise in theft of cat converters in certain types of vehicles (but not others)
- what are the police doing to tackle the rise of 'organised' begging and 'false homeless people', including scammers and trouble makers
- why is it that the Police do not impound van and lorries without road tax, MOT or insurance that are used to transport rubbish that is fly-tipped? (for example, the fly-tipping that occurred on the car wash site at the top of West Barnes Lane in May last year, see: <https://twitter.com/stephencrowe999>) This specific lack of action appears to be in line with a general policy on non-enforcement in these types of incident; why?
- what is being done to educate children and prevent knife crime across the borough? Please include the knife crime action plan in the agenda pack.
- what is the Borough Commander doing to press the Deputy Mayor for Policing to finalise the issue of whether Wimbledon police station will be closed or not?

It was AGREED that members of the Commission should forward any further specific questions to the Head of Democracy Services by 27 March so that these can also be sent to the Borough Commander.

Members also AGREED that they would focus their questioning on a few areas and that these should also be notified to the Borough Commander by the Head of Democracy Services so that she can bring colleagues with her where required:

- policy and response in relation to Traveller sites (in conjunction with written report from the council's Property Management and Review Manager already on the Commission's agenda for 24 April)
- future of Wimbledon police station
- how the BCU has impacted on police resourcing within the borough and how resources are flexed. In particular, the Commission is interested in the deployment and backfilling of Community Police Support Officers, particularly in areas with higher than average TNO rates

10 WORK PROGRAMME (Agenda Item 10)

The Commission RESOLVED to agree the work programme as set out in the report.

Committee: Overview and Scrutiny Commission

Date: 24 April 2019

Subject: Crime and policing in Merton

Lead officer: Chief Superintendent Sally Benatar, BCU Commander

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

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

Recommendations:

- A. That the Overview and Scrutiny Commission discuss and comment on the responses to its questions (see Appendix A) and the crime data provided by the Borough Commander (see Appendix B) and ask other questions as appropriate.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The Basic Command Unit (BCU) Commander, Chief Superintendent Sally Benatar, has been invited to attend the Overview and Scrutiny Commission meeting to give a brief overview of any changes since she attended previously in September 2018 and to address the questions identified by Commission members in section 2 below. Her responses are set out in Appendix A.
- 1.2. She was also requested to provide crime data in the same format as that provided previously. This is set out in Appendix B.

2 DETAILS

- 2.1. The BCU Commander has been asked to provide an overview of any changes since the last meeting and anything she wished to draw to the Commission's attention.
- 2.2. Commission members also identified a number of questions they would like to discuss with the BCU Commander. These were emailed in advance of the meeting so that the BCU Commander could prepare her answers. The questions and answers are set out in full in Appendix A. The questions are:
1. what are the police doing to limit the theft from vehicles and theft of vehicles, also in particular the short term rise in theft of cat converters in certain types of vehicles (but not others)
 2. what are the police doing to tackle the rise of 'organised' begging and 'false homeless people', including scammers and trouble makers
 3. why is it that the Police do not impound van and lorries without road tax, MOT or insurance that are used to transport rubbish that is fly-tipped? (for example, the fly-tipping that occurred on the car wash site at the top of West Barnes Lane in May last year, see: <https://twitter.com/stephencrowe999>) This specific lack of action appears to be in line with a general policy on non-enforcement in these types of incident; why?

4. what is being done to educate children and prevent knife crime across the borough? Please include the knife crime action plan in the agenda pack.
 5. what is the Borough Commander doing to press the Deputy Mayor for Policing to finalise the issue of whether Wimbledon police station will be closed or not?
 6. What communication has the BCU Commander had with the Deputy Mayor for Policing & Crime (or any other member of MOPAC) in connection with future plans for Wimbledon and/or Mitcham police stations.
 7. When is the Morden Police Station opening?
 8. Following the inaccurate response to our previous question, where the BCU Commander incorrectly stated the capacity of Mitcham police station yard to be 45 vehicles, when it is in fact no more than 30, what plans does she have to house all the vehicles currently stationed at Wimbledon & Mitcham police stations?
 9. Merton is struggling to access resources through the Tactical Tasking and Co-ordinating Group (TTCG) because most of it is going to Wandsworth. What does Merton need to do to access it and ensure it doesn't lose out?
 10. People are fearful of coming forward and reporting crimes, particular low level crimes like anti-social behaviour, because of the repercussions so there is a lot of unreported crimes. There has to be a focus on getting people to come forward, but in cases where this isn't possible what more can be done to ensure that crimes can still be addressed.
 11. People in Mitcham are asking for Bobbies on the Beat. What are you doing to ensure that addressing crime in Mitcham Town Centre is made a strategic priority?
 12. Is the BC aware of any returning ISIS fighters and their families who have come back to the four boroughs making up the BCU, and specifically to Merton? What measures are being taken to monitor their activities?
 13. What were police response times in Merton, for each of the three categories of call out, in each of the 12 months prior to the merger of the BCU and in each of the months following merger.
- 2.3. The BCU Commander's responses to these questions are set out in Appendix A.
- 2.4. The BCU Commander has been informed that members of the Commission intend to ask additional detailed questions at the meeting on the 24th to focus on three specific areas:
- policy and response in relation to Traveller sites (in conjunction with written report from the council's Property Management and Review Manager already on the Commission's agenda for 24 April
 - the future of both Wimbledon & Mitcham police stations and the operational impact on the BCU of the decision to retain Lavender Hill Police Station.
 - how the BCU has impacted on police resourcing within the borough and how resources are flexed. In particular, the Commission is interested in the deployment and backfilling of Community Police Support Officers, particularly in areas with higher than average TNO rates

3 ALTERNATIVE OPTIONS

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

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Not applicable.

5 TIMETABLE

5.1. Not applicable.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

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

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. None for the purposes of this report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None for the purposes of this report.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None for the purposes of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

None for the purpose of this report.

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

Appendix A – BCU Commander’s response to questions posed by members of the Overview and Scrutiny Commission

Appendix B – crime data for Merton and surrounding boroughs

12 BACKGROUND PAPERS

12.1. None

Appendix A Questions and answers from the BCU Commander

1. what are the police doing to limit the theft from vehicles and theft of vehicles, also in particular the short term rise in theft of cat converters in certain types of vehicles (but not others)

answer

Work is ongoing with a mixture of plain clothes and uniformed activity. Morden Neighbourhood teams have completed a number of proactive operations at known places and times where cars have been targeted. We have had staff in the Council CCTV room during these operations to look for and target a vehicle that we have identified involved in a significant number of crimes both in Merton and Sutton. The vehicle has been on several sets of false plates but work continues to identify and target these offences. We also continue to push out crime prevention advice to warn people not to leave their possessions in view in their vehicles.

2. what are the police doing to tackle the rise of 'organised' begging and 'false homeless people', including scammers and trouble makers

answer

Our neighbourhood teams have been completing proactive plain clothes work to target not just the people doing the begging but the vehicles dropping them off. They have been liaising with officers across the South West Command Unit in order to proactively target the offenders and the people who are assisting them. Offenders have been given support information. A number of community protection warnings (CPWs) have now been issued.

3. why is it that the Police do not impound van and lorries without road tax, MOT or insurance that are used to transport rubbish that is fly-tipped? (for example, the fly-tipping that occurred on the car wash site at the top of West Barnes Lane in May last year, see: <https://twitter.com/stephencrowe999>) This specific lack of action appears to be in line with a general policy on non-enforcement in these types of incident; why?

answer

Police are limited in their powers when fly tipping is occurring on private property. Lack of road tax is a matter for the DVLA. If vehicles are parked on private property there are legal issues with prosecuting offenders for vehicle offences. When vehicles are seen on roads, police will look to deal with any offences that are identified.

Police have worked closely with the council and have successfully seized and crushed vehicles that have been involved in fly tipping. This work is ongoing and footage of the first vehicles crushed was widely publicised by police and council. We will continue to do this.

4. what is being done to educate children and prevent knife crime across the borough? Please include the knife crime action plan in the agenda pack.

answer

We are working tirelessly to identify and pursue offenders, help bring perpetrators to justice, take weapons off the street, support victims, engage and reassure the public, and keep our communities safe.

Tackling crime requires strong partnership working. Police often have a role in galvanising a response but it will take sustained and effective partnership working with a holistic, preventative approach at grass-roots levels to deal with the complex causes and to create tangible alternatives for our young people, helping them avoid the draw into gangs and violence.

We have initiated public information campaigns to educate the public and urge citizens to be vigilant and report concerns to the police; and to give them the confidence to play a proactive part in tackling the issue within their communities. We support the work of our partners in understanding and effectively tackling the root causes of drug and violent crime affecting young people.

Some of our key assets in tackling violence include the Violent Crime Taskforce, which is a team of specifically selected, full-time police officers who focus on tackling violent crime on the streets of London, using a full range of proactive tactics. We also have the Trident unit in place to tackle gun and gang crime through intelligence led stop and search, armed patrols, pro-active and reactive investigations. Trident is committed to extensive diversionary work to steer young people and gang members away from a life of crime, as well as working with the firearms industry, licence holders and registered firearms dealers to ensure gun safety. We work closely with social media companies to take down videos which encourage and promote violence.

We are also running or involved in a multitude of other diversionary schemes utilising sport or music, working with organisations such as Wave Trust and Kicks to build relationships, provide positive mentoring and signposting to help and support more positive life choices.

The Volunteer Police Cadets have 5,100 cadets aged between 10-18 and seeks referrals from Youth Offending Teams, partner organisations and schools. They undertake a range of activities exploring key crime issues, helping with police activities including community knife sweeps and test purchasing operations.

We work closely with Merton Council on the Community Safety Partnership Knife Crime and Serious Youth Violence Plan, which focuses on the protection of life, the reduction in youth violence, bringing offenders to justice and supporting victims and their witnesses.

5. what is the Borough Commander doing to press the Deputy Mayor for Policing to finalise the issue of whether Wimbledon police station will be closed or not?

Answer - I will provide an update on this subject at the Commission.

6. What communication has the BCU Commander had with the Deputy Mayor for Policing & Crime (or any other member of MOPAC) in connection with future plans for Wimbledon and/or Mitcham police stations.

Answer - I communicate regularly with the MOPAC team and will provide an update at the Commission.

7. When is the Morden Police Station opening?

answer

There is no date for the reopening of this police base. Our Property Service colleagues are reviewing whether it's viable to retain this premises for use as a Safer Neighbourhood base. I'm optimistic that it will be but I don't have a definitive answer or timescale yet. I will update the Head of Community Safety as soon as I can.

8. Following the inaccurate response to our previous question, where the BCU Commander incorrectly stated the capacity of Mitcham police station yard to be 45 vehicles, when it is in fact no more than 30, what plans does she have to house all the vehicles currently stationed at Wimbledon & Mitcham police stations?

answer

The capacity is 45.

9. Merton is struggling to access resources through the Tactical Tasking and Co-ordinating Group (TTCG) because most of it is going to Wandsworth. What does Merton need to do to access it and ensure it doesn't lose out?

answer

Merton does receive resources from through Tactical and Coordinating Group process. Merton officers bid for resources at the meetings. The resources are limited and have to be deployed across the South West Command Unit to the areas where the need is greatest. For the first two weeks of April, there is a significant increase in plain clothes tasked resources in Mitcham as per recent bids at TTCG.

If a partner identifies an issue which they feel needs tackling the first point of call should be their Neighbourhood team who will complete some analysis and give some thought as to how to solve the problem; the team will then attend the TTCG to request resources to assist them.

10. People are fearful of coming forward and reporting crimes, particular low level crimes like anti-social behaviour, because of the repercussions so there is a lot of unreported crimes. There has to be a focus on getting people to come forward, but in cases where this isn't possible what more can be done to ensure that crimes can still be addressed.

answer

A lot of the work the Met is doing has been outlined at question 4. Communities have a vital role to play in tackling violent crime. We want to hear from anyone who may have information about anti-social behaviour or crime in their neighbourhood. This information could save lives in the future. Non-urgent crime including anti-social behaviour can be reported online via the Met Police website, and there is a link to this on the Merton Council website. Anti-social behaviour can also be reported directly to the council.

If people aren't comfortable speaking directly to the police, we encourage them to contact the independent charity Crimestoppers. They do not ask your name or trace your call. Fearless.org is a site where people can access non-judgemental information and advice about crime and criminality. It also provides a safe place to provide information anonymously about crime.

Our Neighbourhood teams run weekly community contact sessions for residents to contact them and will take action when information is received, where it is appropriate.

11. People in Mitcham are asking for Bobbies on the Beat. What are you doing to ensure that addressing crime in Mitcham Town Centre is made a strategic priority?

answer

Anti-social behaviour is one of the Merton priorities with a specific focus on Mitcham. The Dedicated Ward Officers are out patrolling across their ward on foot, bike and occasionally in vehicles. There are no vacancies on the Neighbourhood teams in Mitcham and I recognise the importance of keeping the teams up to strength in this area. As in a previous answer, there is also proactive work by the CID ongoing in Mitcham to address crime issues and this is reviewed regularly through our tasking process.

12. Is the BC aware of any returning ISIS fighters and their families who have come back to the four boroughs making up the BCU, and specifically to Merton? What measures are being taken to monitor their activities?

answer

The Counter-Terrorist Command are not aware of any returnee ISIS fighters that have returned to one of the four boroughs that make up the South West Command Unit.

If this were to happen, which would most probably be in the context of a prisoner release, the Counter-Terrorist Command would link in with me and the Local Authority at the earliest opportunity in order to discuss this further and to jointly manage any associated risk and / or safeguarding concerns.

13. What were police response times in Merton, for each of the three categories of call out, in each of the 12 months prior to the merger of the BCU and in each of the months following merger.

Answer

I have provided details of Immediate call performance (calls that are graded as requiring a response within 15 minutes) and I will of course be happy to answer questions on this at the Commission.

Merton Daily Dashboard

Reporting Period Ending: 9 April
2019

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Merton



Offences & SDs

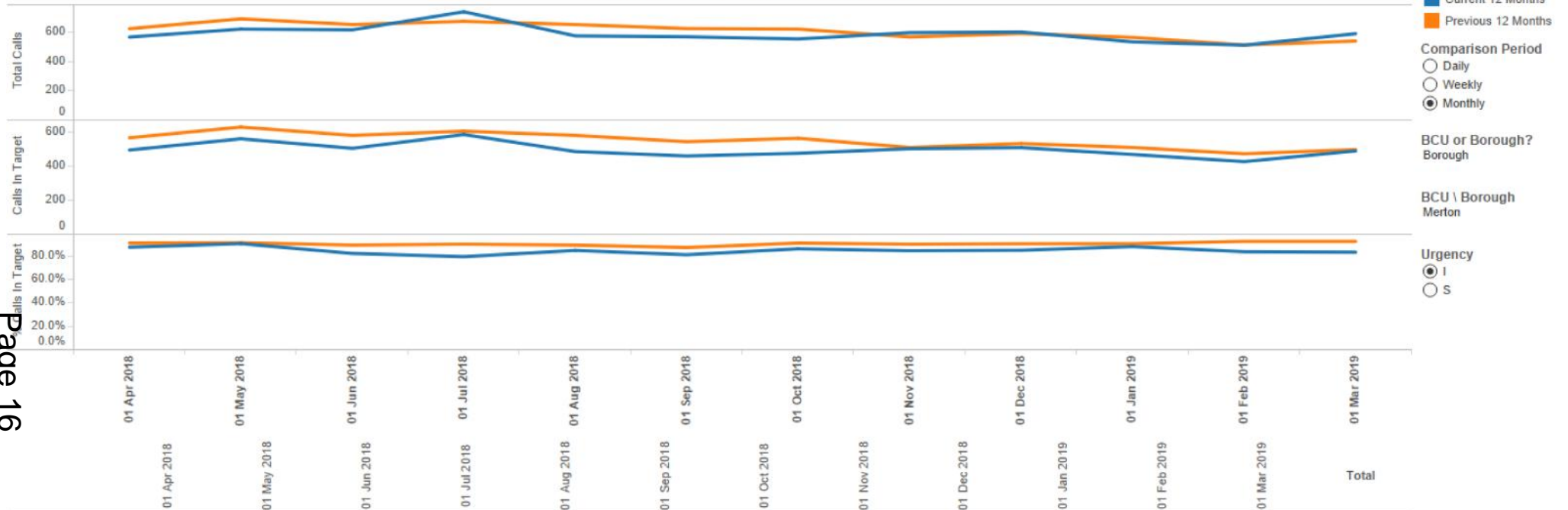
Crime Category	Sub Category	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO	13,788	14,078	2.1%	2,103	1,337	15.3%	9.5%	●
	Total	13,788	14,078	2.1%	2,103	1,337	15.3%	9.5%	●
Burglary	Total	1,402	1,670	19.1%	72	91	5.1%	5.4%	●
Robbery	Robbery of Business P..	40	41	2.5%	9	9	22.5%	22.0%	●
	Robbery of Personal Property	329	343	4.3%	20	18	6.1%	5.2%	●
	Total	369	384	4.1%	29	27	7.9%	7.0%	●
Robbery - Mobile Phone	Total	84	92	9.5%	5	6	6.0%	6.5%	●
Theft Person - Mobile Phone	Total	93	107	15.1%	1	1	1.1%	0.9%	●
VWI	VWI - Domestic Abuse	474	520	9.7%	135	106	28.5%	20.4%	●
	VWI - Non Domestic A..	918	872	-5.0%	190	103	20.7%	11.8%	●
	Total	1,392	1,392	0.0%	325	209	23.3%	15.0%	●
Domestic Abuse	Total	1,527	1,831	19.9%	371	314	24.3%	17.1%	●
Sexual Offences	Rape	132	115	-12.9%	13	6	9.8%	5.2%	●
	Other Sexual Offences	246	235	-4.5%	26	22	10.6%	9.4%	●
	Total	378	350	-7.4%	39	28	10.3%	8.0%	●
Total Gun Crime	Total	41	33	-19.5%	4	5	9.8%	15.2%	●
Lethal-barrelled Gun Discharges	Total	6	6	0.0%	2	-	33.3%	-	●
Total Knife Crime	Total	185	221	19.5%	31	30	16.8%	13.6%	●
Knife Injury Victims (U25 Non DA)	Total	17	18	5.9%	-	-	-	-	●
Theft	Other Theft & Handling	1,482	1,596	7.7%	57	35	3.8%	2.2%	●
	Bicycle Theft	467	345	-26.1%	16	5	3.4%	1.4%	●
	Shoplifting	1,080	893	-17.3%	265	131	24.5%	14.7%	●
	Theft from Person	230	249	8.3%	1	2	0.4%	0.8%	●
	Total	3,259	3,083	-5.4%	339	173	10.4%	5.6%	●

I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	3,875	4,010	3.5%
ASB Repeat Callers	74	82	10.8%
I Calls In Target	90.5%	84.4%	
S Calls In Target	84.5%	71.7%	

Merton I Calls YTD

Monthly I Calls and I Calls In Target



Page 16

	01 Apr 2018	01 May 2018	01 Jun 2018	01 Jul 2018	01 Aug 2018	01 Sep 2018	01 Oct 2018	01 Nov 2018	01 Dec 2018	01 Jan 2019	01 Feb 2019	01 Mar 2019	Total
Total Calls Previous Year	622	689	650	672	650	623	619	566	589	563	511	538	7,292
Total Calls Current Year	565	619	614	737	573	567	552	595	599	532	510	588	7,051
Calls In Target Previous Year	567	630	581	606	581	544	564	510	533	510	473	498	6,597
Calls In Target Current Year	495	561	505	586	486	460	476	503	509	469	427	490	5,967
% Calls In Target Previous Year	91.2%	91.4%	89.4%	90.2%	89.4%	87.3%	91.1%	90.1%	90.5%	90.6%	92.6%	92.6%	90.5%
% Calls In Target Current Year	87.6%	90.6%	82.2%	79.5%	84.8%	81.1%	86.2%	84.5%	85.0%	88.2%	83.7%	83.3%	84.6%
% Difference	-3.5%	-0.8%	-7.1%	-10.7%	-4.6%	-6.2%	-4.9%	-5.6%	-5.5%	-2.4%	-8.8%	-9.2%	-5.8%

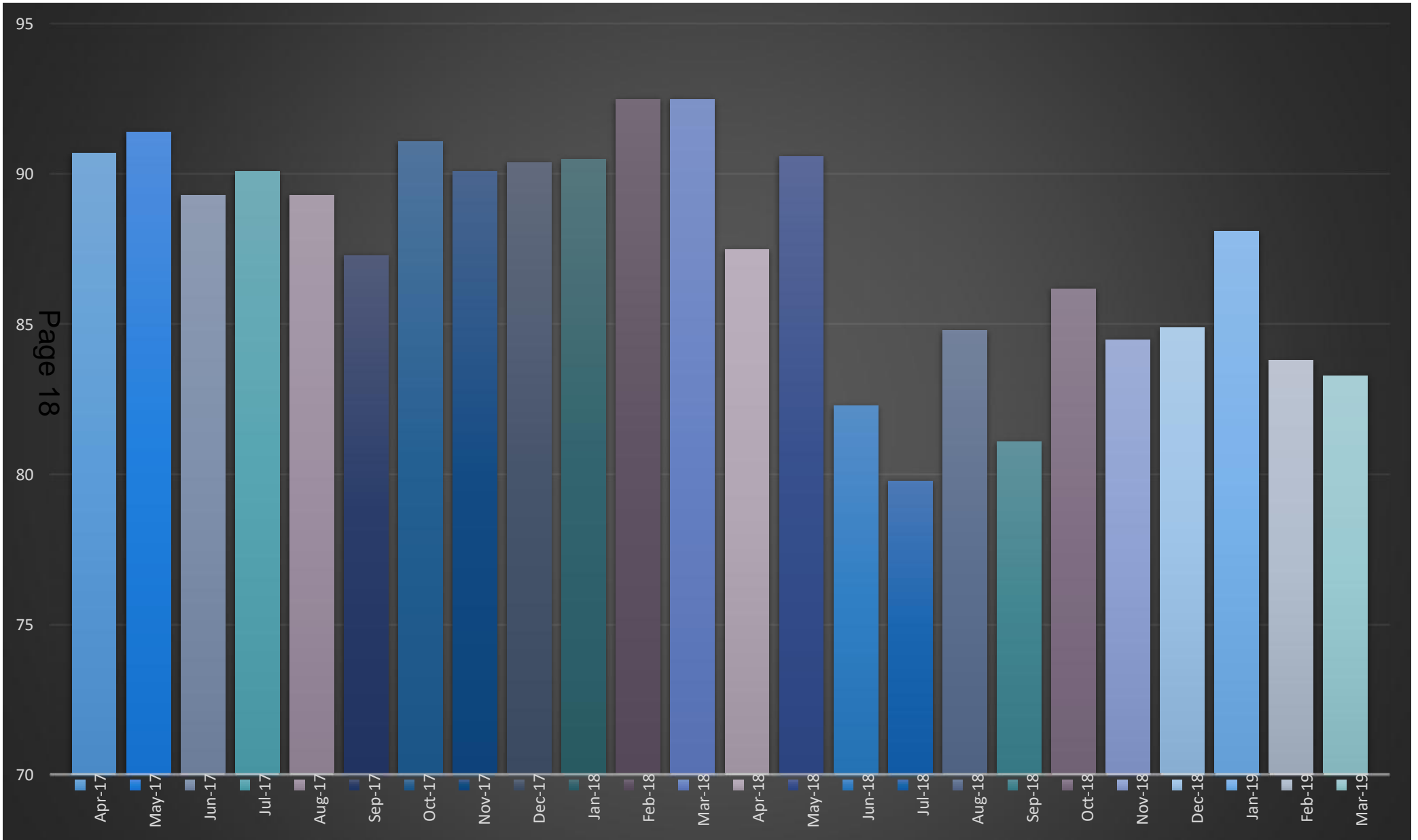
[Click here for 52-weeks \ FYTD view](#)



An I call, or Immediate Call, is an emergency response by a police unit that aims to attend within 15 minutes of the call being received.

The following slide shows the average response times each month in Merton Borough during the period of April 2017 to March 2019.

Average Response Times Apr'17-Mar'19



Kingston upon Thames Daily Dashboard

Reporting Period Ending: 9 April
2019

Select BCU \ Borough
Kingston upon Thames



Offences & SDs

Crime Category	Sub Category	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO	11,624	12,768	9.8%	1,764	1,119	15.2%	8.8%	●
	Total	11,624	12,768	9.8%	1,764	1,119	15.2%	8.8%	●
Burglary	Total	1,000	1,038	3.8%	56	31	5.6%	3.0%	●
Robbery	Robbery of Business P..	20	31	55.0%	6	5	30.0%	16.1%	●
	Robbery of Personal Property	181	268	48.1%	9	11	5.0%	4.1%	●
	Total	201	299	48.8%	15	16	7.5%	5.4%	●
Robbery - Mobile Phone	Total	43	85	97.7%	2	5	4.7%	5.9%	●
Theft Person - Mobile Phone	Total	131	217	65.6%	-	1	-	0.5%	●
VWI	VWI - Domestic Abuse	310	364	17.4%	108	78	34.8%	21.4%	●
	VWI - Non Domestic A..	849	916	7.9%	188	100	22.1%	10.9%	●
	Total	1,159	1,280	10.4%	296	178	25.5%	13.9%	●
Domestic Abuse	Total	1,112	1,460	31.3%	303	267	27.2%	18.3%	●
Sexual Offences	Rape	125	156	24.8%	7	1	5.6%	0.6%	●
	Other Sexual Offences	196	247	26.0%	29	27	14.8%	10.9%	●
	Total	321	403	25.5%	36	28	11.2%	6.9%	●
Total Gun Crime	Total	22	27	22.7%	8	4	36.4%	14.8%	●
Lethal-barrelled Gun Discharges	Total	2	2	0.0%	2	1	100.0%	50.0%	●
Total Knife Crime	Total	94	158	68.1%	23	13	24.5%	8.2%	●
Knife Injury Victims (U25 Non DA)	Total	21	19	-9.5%	-	-	-	-	●
Theft	Other Theft & Handling	1,361	1,489	9.4%	38	22	2.8%	1.5%	●
	Bicycle Theft	390	722	85.1%	4	2	1.0%	0.3%	●
	Shoplifting	1,120	938	-16.3%	260	152	23.2%	16.2%	●
	Theft from Person	343	506	47.5%	4	1	1.2%	0.2%	●
	Total	3,214	3,655	13.7%	306	177	9.5%	4.8%	●

I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	3,371	3,512	4.2%
ASB Repeat Callers	84	74	-11.9%
I Calls In Target	89.5%	74.8%	
S Calls In Target	85.0%	70.5%	

Richmond upon Thames Daily Dashboard

Reporting Period Ending: 9 April
2019

Select BCU \ Borough
Richmond upon Thames



Offences & SDs

Crime Category	Sub Category	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO	13,225	12,978	-1.9%	1,374	837	10.4%	6.4%	●
	Total	13,225	12,978	-1.9%	1,374	837	10.4%	6.4%	●
Burglary	Total	1,834	1,803	-1.7%	65	63	3.5%	3.5%	●
Robbery	Robbery of Business P..	15	15	0.0%	4	4	26.7%	26.7%	●
	Robbery of Personal Property	227	406	78.9%	15	11	6.6%	2.7%	●
	Total	242	421	74.0%	19	15	7.9%	3.6%	●
Robbery - Mobile Phone	Total	54	138	155.6%	6	1	11.1%	0.7%	●
Theft Person - Mobile Phone	Total	89	76	-14.6%	-	-	-	-	●
VWI	VWI - Domestic Abuse	378	342	-9.5%	101	78	26.7%	22.8%	●
	VWI - Non Domestic A..	654	666	1.8%	102	74	15.6%	11.1%	●
	Total	1,032	1,008	-2.3%	203	152	19.7%	15.1%	●
Domestic Abuse	Total	1,241	1,220	-1.7%	311	232	25.1%	19.0%	●
Sexual Offences	Rape	115	92	-20.0%	6	3	5.2%	3.3%	●
	Other Sexual Offences	214	204	-4.7%	25	8	11.7%	3.9%	●
	Total	329	296	-10.0%	31	11	9.4%	3.7%	●
Total Gun Crime	Total	22	19	-13.6%	3	4	13.6%	21.1%	●
Lethal-barrelled Gun Discharges	Total	3	2	-33.3%	-	-	-	-	●
Total Knife Crime	Total	128	166	29.7%	25	12	19.5%	7.2%	●
Knife Injury Victims (U25 Non DA)	Total	16	19	18.8%	-	-	-	-	●
Theft	Other Theft & Handling	1,385	1,326	-4.3%	41	31	3.0%	2.3%	●
	Bicycle Theft	950	866	-8.8%	13	5	1.4%	0.6%	●
	Shoplifting	603	571	-5.3%	90	80	14.9%	14.0%	●
	Theft from Person	253	231	-8.7%	-	2	-	0.9%	●
	Total	3,191	2,994	-6.2%	144	118	4.5%	3.9%	●

I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	3,616	3,486	-3.6%
ASB Repeat Callers	65	53	-18.5%
I Calls In Target	87.3%	77.9%	
S Calls In Target	83.0%	69.5%	

Wandsworth Daily Dashboard

Reporting Period Ending: 9 April
2019

Select BCU \ Borough
Wandsworth



Offences & SDs

Crime Category	Sub Category	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO	25,855	25,927	0.3%	2,956	2,197	11.4%	8.5%	●
	Total	25,855	25,927	0.3%	2,956	2,197	11.4%	8.5%	●
Burglary	Total	2,557	2,769	8.3%	120	111	4.7%	4.0%	●
Robbery	Robbery of Business P..	52	80	53.8%	10	28	19.2%	35.0%	●
	Robbery of Personal Property	782	753	-3.7%	40	37	5.1%	4.9%	●
	Total	834	833	-0.1%	50	65	6.0%	7.8%	●
Robbery - Mobile Phone	Total	181	185	2.2%	10	10	5.5%	5.4%	●
Theft Person - Mobile Phone	Total	345	317	-8.1%	-	2	-	0.6%	●
VWI	VWI - Domestic Abuse	755	690	-8.6%	208	157	27.5%	22.8%	●
	VWI - Non Domestic A..	1,573	1,739	10.6%	243	207	15.4%	11.9%	●
	Total	2,328	2,429	4.3%	451	364	19.4%	15.0%	●
Domestic Abuse	Total	2,426	2,573	6.1%	587	505	24.2%	19.6%	●
Sexual Offences	Rape	252	245	-2.8%	23	2	9.1%	0.8%	●
	Other Sexual Offences	451	463	2.7%	51	44	11.3%	9.5%	●
	Total	703	708	0.7%	74	46	10.5%	6.5%	●
Total Gun Crime	Total	69	69	0.0%	13	33	18.8%	47.8%	●
Lethal-barrelled Gun Discharges	Total	3	8	166.7%	1	1	33.3%	12.5%	●
Total Knife Crime	Total	403	420	4.2%	72	58	17.9%	13.8%	●
Knife Injury Victims (U25 Non DA)	Total	52	51	-1.9%	-	-	-	-	●
Theft	Other Theft & Handling	3,254	3,325	2.2%	106	41	3.3%	1.2%	●
	Bicycle Theft	1,205	1,049	-12.9%	17	11	1.4%	1.0%	●
	Shoplifting	1,446	1,273	-12.0%	234	130	16.2%	10.2%	●
	Theft from Person	743	732	-1.5%	5	5	0.7%	0.7%	●
	Total	6,648	6,379	-4.0%	362	187	5.4%	2.9%	●

I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	6,659	6,990	5.0%
ASB Repeat Callers	142	144	1.4%
I Calls In Target	87.5%	85.2%	
S Calls In Target	76.5%	71.1%	

South West BCU Daily Dashboard

Reporting Period Ending: 9 April
2019

Select BCU \ Borough
South West BCU



Offences & SDs

Crime Category	Sub Category	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO	64,492	65,751	2.0%	8,197	5,490	12.7%	8.3%	●
	Total	64,492	65,751	2.0%	8,197	5,490	12.7%	8.3%	●
Burglary	Total	6,793	7,280	7.2%	313	296	4.6%	4.1%	●
Robbery	Robbery of Business P..	127	167	31.5%	29	46	22.8%	27.5%	●
	Robbery of Personal Property	1,519	1,770	16.5%	84	77	5.5%	4.4%	●
	Total	1,646	1,937	17.7%	113	123	6.9%	6.4%	●
Robbery - Mobile Phone	Total	362	500	38.1%	23	22	6.4%	4.4%	●
Theft Person - Mobile Phone	Total	658	717	9.0%	1	4	0.2%	0.6%	●
VWI	VWI - Domestic Abuse	1,917	1,916	-0.1%	552	419	28.8%	21.9%	●
	VWI - Non Domestic A..	3,994	4,193	5.0%	723	484	18.1%	11.5%	●
	Total	5,911	6,109	3.3%	1,275	903	21.6%	14.8%	●
Domestic Abuse	Total	6,306	7,084	12.3%	1,572	1,318	24.9%	18.6%	●
Sexual Offences	Rape	624	608	-2.6%	49	12	7.9%	2.0%	●
	Other Sexual Offences	1,107	1,149	3.8%	131	101	11.8%	8.8%	●
	Total	1,731	1,757	1.5%	180	113	10.4%	6.4%	●
Total Gun Crime	Total	154	148	-3.9%	28	46	18.2%	31.1%	●
Lethal-barrelled Gun Discharges	Total	14	18	28.6%	5	2	35.7%	11.1%	●
Total Knife Crime	Total	810	965	19.1%	151	113	18.6%	11.7%	●
Knife Injury Victims (U25 Non DA)	Total	106	107	0.9%	-	-	-	-	●
Theft	Other Theft & Handling	7,482	7,736	3.4%	242	129	3.2%	1.7%	●
	Bicycle Theft	3,012	2,982	-1.0%	50	23	1.7%	0.8%	●
	Shoplifting	4,249	3,675	-13.5%	849	493	20.0%	13.4%	●
	Theft from Person	1,569	1,718	9.5%	10	10	0.6%	0.6%	●
	Total	16,312	16,111	-1.2%	1,151	655	7.1%	4.1%	●

I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	17,521	17,998	2.7%
ASB Repeat Callers	365	353	-3.3%
I Calls In Target	88.5%	81.6%	
S Calls In Target	81.2%	70.8%	

MPS Daily Dashboard

Reporting Period Ending: 9 April
2019

Select BCU \ Borough
MPS



Offences & SDs

Crime Category	Sub Category	Offences Previous R12	Offences Current R12	Offences % Change	SDs Previous R12	SDs Current R12	SD Rate - Previous R12	SD Rate - Current R12	
TNO	TNO	828,401	867,370	4.7%	108,453	80,044	13.1%	9.2%	●
	Total	828,401	867,370	4.7%	108,453	80,044	13.1%	9.2%	●
Burglary	Total	77,806	81,329	4.5%	4,232	3,942	5.4%	4.8%	●
Robbery	Robbery of Business P..	2,287	2,456	7.4%	344	351	15.0%	14.3%	●
	Robbery of Personal Property	30,634	32,190	5.1%	1,930	1,615	6.3%	5.0%	●
	Total	32,921	34,646	5.2%	2,274	1,966	6.9%	5.7%	●
Robbery - Mobile Phone	Total	10,139	10,296	1.5%	634	580	6.3%	5.6%	●
Theft Person - Mobile Phone	Total	28,232	23,593	-16.4%	286	177	1.0%	0.8%	●
VWI	VWI - Domestic Abuse	23,927	24,192	1.1%	7,043	5,583	29.4%	23.1%	●
	VWI - Non Domestic A..	53,362	53,903	1.0%	9,069	6,919	17.0%	12.8%	●
	Total	77,289	78,095	1.0%	16,112	12,502	20.8%	16.0%	●
Domestic Abuse	Total	78,781	88,083	11.8%	18,567	15,426	23.6%	17.5%	●
Sexual Offences	Rape	7,960	8,350	4.9%	554	226	7.0%	2.7%	●
	Other Sexual Offences	12,065	12,268	1.7%	1,805	1,056	15.0%	8.6%	●
	Total	20,025	20,618	3.0%	2,359	1,282	11.8%	6.2%	●
Total Gun Crime	Total	2,542	2,327	-8.5%	487	501	19.2%	21.5%	●
Lethal-barrelled Gun Discharges	Total	409	381	-6.8%	57	75	13.9%	19.7%	●
Total Knife Crime	Total	14,763	14,788	0.2%	2,445	1,894	16.6%	12.8%	●
Knife Injury Victims (U25 Non DA)	Total	2,084	1,732	-16.9%	-	-	-	-	●
Theft	Other Theft & Handling	108,898	122,932	12.9%	2,815	1,878	2.6%	1.5%	●
	Bicycle Theft	20,584	20,434	-0.7%	307	225	1.5%	1.1%	●
	Shoplifting	46,951	43,441	-7.5%	8,514	5,871	18.1%	13.5%	●
	Theft from Person	47,348	46,538	-1.7%	573	461	1.2%	1.0%	●
	Total	223,781	233,345	4.3%	12,209	8,435	5.5%	3.6%	●

I & S Calls and ASB

	Previous R12	Current R12	Change %
ASB Calls	247,142	251,515	1.8%
ASB Repeat Callers	6,427	6,366	-0.9%
I Calls In Target	85.7%	85.8%	
S Calls In Target	79.9%	79.3%	

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Committee: Overview and Scrutiny

Date: Wednesday 24 April

Wards: All

Subject: Safer Merton CCTV Service

Lead officer: Neil Thurlow

Lead member: Cllr Edith Macauley MBE

Contact officer: 02085253240

Recommendations:

1. The Commission is asked to discuss and comment on the report and to note the offer for elected members to visit the CCTV control room at a time convenient to themselves
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The purpose of the report is *“to provide an update on Merton Councils CCTV service subsequent to its return to Safer Merton, as well as providing the results of the Merton and the London wide reviews of CCTV”*.
- 1.2. The report will also seek to inform members in regard CCTVs role in addressing residents’ fear of crime - the role of CCTV as an enabler to reducing fear of crime - as well as informing members of the operational costs for the service for consideration in future budget setting and the setting of saving targets.
- 1.3. There are no decisions to be made within this report at this time.
- 1.4. Instead of requesting decision(s) from members there is an offer from the service. This offer is for all elected members to visit the CCTV control room at a time and date convenient to yourselves. Visiting the control room you will be able to see the work of the service and understand the contextual nature of CCTV coverage in Merton.

2 DETAILS

- 2.1. **The current offer – staffing, performance, service offer, service cost**
- 2.2. The councils CCTV service is based within the E&R directorate under the Public Protection division and Safer Merton service
- 2.3. Located in the Civic Centre the service operates 24 hours a day every day of the year.
- 2.4. The service was introduced in 1994 with a mere four cameras and one operator. The service was operational 14 hours a day.
- 2.5. In 2019 we now have some 207 static cameras and 13 deployable cameras within the service – all of which are constantly in use. All of our cameras are overt as the service has no covert asset within it.
- 2.6. Whilst the CCTV service has no overt capacity of its own, by working with colleagues within our environmental enforcement team the council does have

access to redeployable cameras that can be used covertly with the appropriate authority. The service can, and will monitor these cameras and may also undertake directed surveillance on behalf of partners when appropriate authorisation is provided.

- 2.7. The services cameras are monitored by eight staff whom are supported by a newly created CCTV Manager post. All operators work shifts to ensure that the service is maintained as both elected members and the residents require – i.e. 24/7, 365.
- 2.8. The service has grown over the last few years as CCTV provision has increased, technology been enhanced and the work demands of CCTV expanded.
- 2.9. The service, and our operators, have been stretched and challenged with some major incidents and events over the last few years ranging from the London riots in 2011, the London Olympic and Paralympic Games in 2012 as well as the terror attacks and Grenfell fire atrocities in 2017 – all of these impacted on CCTV both within Merton, across London and the country.
- 2.10. In 2016 the service purchased a number of deployable CCTV cameras (13 in total) which now allow the council to deploy cameras into hotspot areas for crime and ASB within a short period of time.
- 2.11. Operating the CCTV suite is a complex process. The operators can view between 48 and 96 cameras at any one time on the monitor wall as well as an additional nine on their desk based monitors.
- 2.12. Each camera is constantly recording footage onto council servers where imagery is stored for 31 days before being written over. Images are sent to the Civic Centre via two modes of communication – broadband cable and 4G wireless technology
- 2.13. CCTV currently has a direct expenditure budget of c£482k pa (2018/19). This budget includes provision for staffing, fix and fail repairs and funds our contracts with the broadband and 4G data providers. It also has budgeted income expectations of £123k, increasing to £223k in 2019/20. Based on Period 10 (Jan) forecasts, the service is forecasting a net overspend of c£79k.
- 2.14. The service does not have a replacement budget for cameras built into it
- 2.15. The service is currently delivering service via two externally awarded contracts. These contracts, which see the service monitor and maintain CCTV provision for partners, via a charged for service, is a model which we will seek to expand further over the coming years.
- 2.15.1 **Areas requiring service development and investment.**
- 2.15.2 Following the transition back to Safer Merton, in summer 2018, a range of factors, which all impact on service delivery, have been identified as needing improvement.
- 2.15.3 In order to assist in addressing some of these challenges a range of work has been undertaken including a small restructure which allowed the deletion of two team manager posts and the creation of a new, permanent CCTV Manager.

2.15.4 The CCTV manager will work to ensure that the following areas of business are considered in the coming months:

(i) Staffing – staff are suitably supported, trained and managed to ensure that Merton’s CCTV offering is one which members can continue to be proud of

(ii) Commissioning and infrastructure - the CCTV manager will explore how the council may procure a range of functions affecting business need. These include, but are not exclusive to, broadband provision, 4G provision, and a CCTV camera replacement schedule

(iii) An appropriate charging schedule for externally won contracts

2.15.5 **Aspirations for service development included in the TOM.**

2.15.6 Safer Merton’s Target Operating Model (TOM) sets out the aspirations of the service for the coming four year period. For CCTV the TOM lists the following areas of focus:

Layer(s)	Proposed timeline	Lead officer	Detail
SERVICE	Year one and two	HoS	Delivery of a greater enforcement offer within Safer Merton and start to develop wider enforcement linkages and alignments within E&R
CUSTOMERS & SERVICE	Duration of the TOM	HoS	Increased offer within Safer Merton – CCTV transfer, explore wider enforcement alignments across E&R
SERVICE	Year one	Business improvement	Fundamental service review of Public Realm CCTV provision, with the business continuity team
PEOPLE	Duration of TOM	Safer Merton management team	Developed and more confident staff – officers understand wider work parameters and opportunities to engage and/or enforce across work boundaries
PROCESSES	Years two and four	Business improvement team	Undertake regular LEAN reviews on a two yearly cycle to ensure that service delivery is efficient, effective, evolving and meeting service user needs
CUSTOMERS, SERVICE & INFORMATION	Year one and two	Communities lead	Developed and enhanced Neighbourhood Watch offer with strong links with place c/o street champions, SNT panels, CCTV etc. and with BCU links

- 2.15.7 By undertaking the work identified within the TOM it will aid the service as we seek to make the offer more commercial in nature and we also plan to enhance the functionality and reliability of CCTV across the partnership further enhancing relationships with all partners, especially those working in enforcement
- 2.15.8 Work with Neighbourhood Watch and other key community groups is also essential to increase engagement and awareness of CCTV within our communities as we know that CCTV presence can assist in providing reassurance and decreasing fear of crime
- 2.15.9 **Community reassurance and links to CCTV**
- 2.15.10 Merton is the fourth safest borough in the capital according to official Metropolitan Police figures sitting behind Richmond, Kingston and Sutton. The South West BCU as a whole hosts three out of four of these boroughs and is currently the lowest crime Borough Command Unit cluster.
- 2.15.11 Despite these facts Merton's residents state that fear of crime is a key concern and, as a service, we receive numerous requests a year for new, permanent installations or temporary CCTV installations in the public realm.
- 2.15.12 CCTV is only part of any crime solution. CCTV does not always capture incidents – the cameras within Merton's assets do not have a full 360 visualisation and CCTV alone is not the utopia some consider it to be.
- 2.15.13 CCTV is one tool in the crime prevention toolbox. Residents can be reassured that our camera locations are based on evidence of most need and our static stock is based primarily in the areas of most footfall – predominantly the town centres of Mitcham, Morden and Wimbledon.
- 2.15.14 The services deployable asset (13 cameras) may be "bid" for by partners and elected members. These cameras are available for a finite period of time to address specific issues – predominantly focused on ASB hotspots requiring partnership intervention.
- 2.15.15 Members can make requests for these cameras on behalf of constituents should they wish. Where installations are requested the chairs of a partnership meeting will consider the request using a framework of data to make an informed, evidence lead, decision. Where a camera request is upheld against the framework criteria an installation can occur for a specific period of time – these are not permanent cameras.
- 2.15.16 Camera requests should be made via safermerton@merton.gov.uk and a bidding template will be provided.
- 2.15.17 Each deployable camera installation costs the local authority circa £1000 – this is based on the end to end cost and is an unavoidable charge.
- 2.15.18 Residents have also been asking the service about the legalities of installing their own CCTV. There are legal parameters which sit around this as included in the [ICO CCTV Code of Practice](#) but, as a very basic rule, any private CCTV can only look at land owned by the occupier i.e. the CCTV cannot look onto public highway, into neighbour's gardens, parks etc.
- 2.15.19 The council does not offer any support on this nor make recommendations as to which system(s) the residents may seek to use. Private camera systems

are exempt from the requirements of GDPR 2018, as long as they do not encroach on public land. Therefore the owner of such system is not required to do a privacy impact assessment prior to installing.

2.15.20 Recent successes and key performance information

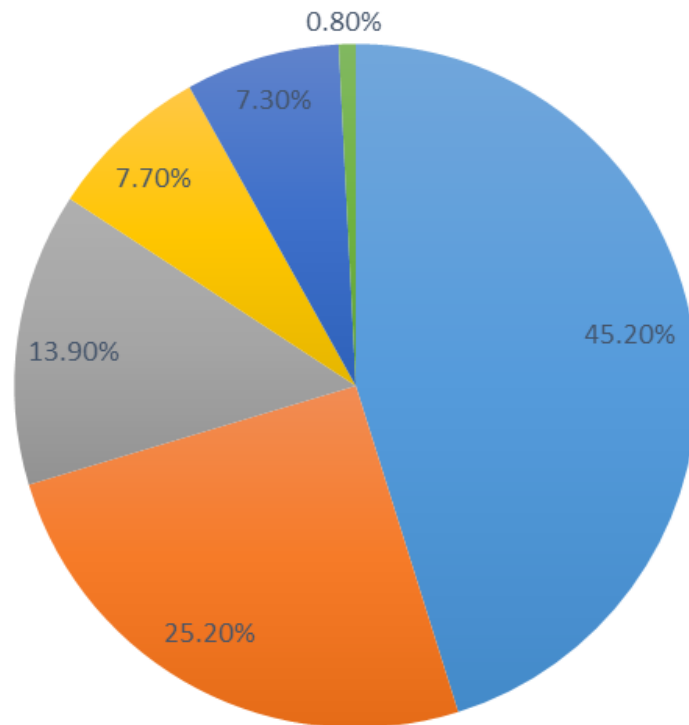
2.15.21 The CCTV service outcomes are monitored via a very complex case management system – Synergy 3

2.15.22 Members are reminded to refer to recent Safer Merton updates for more details on successes however recent work from the control room has resulted in, or contributed to, drug dealers being arrested, a brothel being closed, shop lifters being pursued with arrests made (stock was recovered) as well as supporting police to address poor behaviour in, and around, licensed premises.

2.15.23 Members are asked to consider the below as examples of some performance information which we use to ensure that the service operates as required and that officers, managers and partners constantly and consistently evolve the use of CCTV to improve outcomes:

2.15.24 The Synergy 3 CCTV system allows us to closely monitor the types of incidents, by day, time, location, operator etc. All of these options allow us to determine where to deploy the cameras in the most efficient manner. Below chart shows what percentage of incidents from 2018-19 happened in which part of the borough.

% of incidents



■ Wimbledon
 ■ Mitcham
 ■ Morden
 ■ All areas
 ■ Colliers Wood
 ■ Raynes Park

The most common incidents reported on the CCTV system in 2018-19 were:

Fly tipping	534
Disturbance	503
Road traffic accident	316
Begging	278
Suspicious behaviour	264
Alcohol related	242
ASB	174
Assault	172
Fighting	139
Missing Person	133
Drugs	121
Domestic	106
Burglary	65

2.16. **Headlines from the London wide (Capita – MOPAC) CCTV review**

- 2.16.1 In summer 2017 Westminster council announced that they were to review their CCTV investment and operational use, across the borough as the running cost(s) were prohibitive to the local authority. This announcement was of concern to the Mayor of London.
- 2.16.2 As a result of this announcement the Mayor's Office for Policing and Crime (MOPAC) commissioned work to better understand what London's CCTV provision was and they commissioned a review to map service capacity, camera numbers, contract arrangements and staffing levels – to name a few areas – to provide a conclusive regional perspective.
- 2.16.3 The report also sought, at the outset, to explore opportunities for more collaborative working and to ask whether London could and/or should seek to duplicate the New York City approach to CCTV where all cameras within the capital could be viewed from one central place.
- 2.16.4 This work commenced in late autumn 2017 and Capita concluded their work in summer 2018 with MOPAC then publishing a full report in November of that year.
- 2.16.5 The report's findings were varied with MOPAC reporting that across London a range of operational practices were in place:
- (i) Not all councils provide funding for and monitoring of, CCTV on a 24/7 basis. Indeed a couple offer no physical monitoring at all
 - (ii) The numbers of CCTV operators varied – there was no “formal ratio” of cameras to operators
 - (iii) Many councils face significant challenges in upgrading and/or maintaining current CCTV infrastructure
 - (iv) Only two councils shared a CCTV service
- 2.16.6 The report found that a London wide offer, co-ordinated and/or managed by MOPAC or the Metropolitan Police centrally was not viable and, whilst suggesting that BCU level exploration should be undertaken, no funding was allocated from MOPAC to further explore that work either on a regional or more local level.
- 2.16.7 Following the conclusion of the work MOPAC confirmed their position and next steps stating: *“There are no next steps as such for MOPAC as the CCTV technical Assessment project has now been closed”*
- 2.16.8 As MOPAC are not investing any further work on this report we are working with colleagues in the BCU to enhance the CCTV offer across the boroughs albeit via a more informal approach as opposed anything regimented and directed by this review.
- 2.16.9 This work is at an early stage and as such there are no considerations or options to bring to members at this time
- 2.17. **Wider aspirations for Merton's CCTV service**

- 2.17.1 It is essential that Merton's CCTV service continues to evolve and improve. In addition to the aspirations listed above, c/o the TOM and service managers work, the other key areas of focus in the coming year will be:
- (i) To see Merton Councils CCTV service accredited via the British National Standard in CCTV. Should we achieve this accreditation we will be one of a small number of local authorities in London with this award.
 - (ii) To expand our reach, and use by partners. We will expand our collaborative approach across departments both within the council and outside to benefit the wider community e.g. working to support environmental enforcement teams in their pursuit of fly-tippers, working with Business Improvement Districts to protect shoppers and working with Police teams both within and beyond the BCU to tackle broader criminality.
- 2.16 The Borough Command Unit (BCU) and its impact on CCTV provision.**
- 2.16.1 Members will recall in May 2018 the Police implemented the Borough Command Unit (BCU) rollout for the South West area combining the boroughs of Merton, Kingston, Richmond and Wandsworth into one police grouping. The BCU being managed by Chief Superintendent Sally Benatar
- 2.16.2 The experiences and impact of the BCU on CCTV have been mixed with several challenges overcome and some remaining. These challenges have been felt by both the Police and local authority as we work to ensure that CCTV is utilised in the most efficient and effective manner in tackling crime and ASB
- 2.16.3 The BCU alignment has seen the four local authorities work very closely together, the relationships are positive and this is helping us all to develop our CCTV services in a more collegiate manner.
- 2.16.4 What have the opportunities and improvements been as a result of the BCU?
- 2.16.4.1 Closer working with the additional three boroughs.
 - 2.16.4.2 The CCTV service managers have been able to share best practice and ideas which has seen Merton implement processes quicker than we would have been able had we done this alone.
 - 2.16.4.3 We have also shared our work with colleagues in surrounding boroughs and they too have implemented changes in their work.
- 2.16.5 Improved relationships with the police call handlers and the superintendent for response.
- 2.16.5.1 As the BCU was implemented CCTV noticed a drop in detail from the Met call handlers in Hendon – partly caused, it is believed, by the merging of Wandsworth and Merton onto one radio channel, and the duplication of road names in the two boroughs. Through close working with Superintendent Debbie Brown these concerns were heard and solutions worked through
- 2.16.6 What challenges which have been overcome as a result of the BCU?
- 2.16.6.1 Initial impact was felt as Police response officers were paired with one Wandsworth officer and one Merton officer. The communication between police and CCTV (in both directions) waivered for a while as new working practices were embedded but now the flow of information with response is as it was previously

- 2.16.6.2 Clear tasking provision being provided to CCTV dropped as the BCU was embedded. Officer knowledge changed and CCTV were not being directed by Police as previously happened. This has improved greatly over recent months.
- 2.16.7 What challenges remain as a result of the BCU?
- 2.16.7.1 Information sharing – prior to both the BCU and GDPR the CCTV suite was garnered with information, and imagery, of key personnel whom were of interest to the police. This information sharing has been halted due to GDPR and CCTV across the BCU is affected
- 2.16.7.2 Non collection of evidence bundles have increased. Response officers, in the main, request DVD footage of incidents and would come to collect for prosecutions etc.
- 2.16.8 Forthcoming changes and opportunities
- 2.16.9 On Monday 01 April Wandsworth and Richmond opened a joint 24hr control room increasing their operational hours. We would expect that as a result of these changes a closer relationship between CCTV control room operators will develop as both Wandsworth and Merton will be operational working 24/7 supporting the officers covering these two boroughs
- 2.16.10 Chief Superintendent Benatar has been very supportive in working to address the information sharing challenges and we think a solution is agreed. If this is the case we should see information flow return to previous levels in reasonable quick time

2.17 ALTERNATIVE OPTIONS

- 2.17.1 N/A this is an update report only

2.18 CONSULTATION UNDERTAKEN OR PROPOSED

- 2.18.1 N/A this is an update report only

2.19 TIMETABLE

- 2.19.1 N/A this is an update report only

2.20 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 2.20.1 Should the council seek to replace all permanent CCTV in the borough a capital fund of circa £600-700k would be required
- 2.20.2 As part of the service planning process the service seeks to increase externally awarded contracts by one each year for the next four years to offer greater coverage of CCTV in Merton whilst reducing financial demands on the local authority

2.21 LEGAL AND STATUTORY IMPLICATIONS

- 2.21.1 All cameras are subject to Privacy Impact Assessments and Operational Requirements which are required under the Information Commissioners legislation, which deals with data protection and GDPR
- 2.21.2 All direct employees of Merton's CCTV service have the SIA qualification, as required following Private Security ACT of 2001

2.21.3 The CCTV operations are guided by a number of legal acts, the main of which are:

- Protection of Freedoms Act (2012) which includes the Surveillance Camera Commissioner's Code of Practice
- Regulation of Investigatory Powers Act (2000)
- Human Rights Act (1998)
- Criminal Procedures and Investigations Act (1996)
- General Data Protection Regulation (2018)

2.22 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

2.22.1 CCTV operations are bound by the Human Rights Act 1998. Specifically

- Article 5: Right to liberty and Security
- Article 6: Right to a fair trial
- Article 8: Respect for private family life, home and correspondence
- Article 14: Protection from discrimination

2.23 CRIME AND DISORDER IMPLICATIONS

2.23.1 It is the statutory duty of the crime and disorder act which governs the work of Safer Merton and the service discharges the Community Safety Partnerships responsibilities around this.

2.23.2 There are no specific crime and disorder implications for the contents of this report which members require sighting on

2.24 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

2.24.1 N/A this is an update report only

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

11.1 None

2.26 BACKGROUND PAPERS

12.1 MOPAC CCTV PHASE 2 REPORT

Committee: Overview and Scrutiny Commission

Date: 24 April 2019

Wards: All

Subject: Keeping young people safe in Merton – executive response and action plan

Lead officer: Rachael Wardell, Director Children Schools and Families

Lead member: Councillor Kelly Braund, Cabinet Member for Children’s Services; Councillor Caroline Cooper-Marbiah, Cabinet Member for Education; Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Contact officer: Julia Regan, Head of Democracy Services, 0208 545 3864

Recommendations:

-
1. That the Overview and Scrutiny Commission consider Cabinet’s response and the action plan setting out how it proposes to implement the recommendations arising from the joint scrutiny exercise with the youth parliament on the issue of keeping young people safe in Merton – attached as Appendix 1;
 2. That the Commission considers how it wishes to involve young people in scrutiny in the coming municipal year.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. At its meeting on 14 November, the Commission received a report and recommendations arising from a Local Democracy Week event that scrutiny councillors held jointly with youth parliament members in order to give them some experience of the council’s scrutiny processes. The theme of the event, chosen by the youth parliament, was keeping young people safe in Merton.
- 1.2. The Overview and Scrutiny Commission resolved to forward the recommendations to Cabinet. These recommendations and a draft officer response were considered and accepted by Cabinet at its meeting on 14 January. Cabinet agreed to delegate the development of the action plan to the Director of Children Schools and families.
- 1.3. An updated action plan has been attached at Appendix 1 for the Commission’s consideration. This incorporates proposed timescales for initiation or completion of those elements where these can be specified. In some cases, the actions are necessarily ‘ongoing’ (e.g. Recommendations 2 and 5) and specific activities to engage young people in consultation and / or counter negative stereotypes will need to be developed during the course of the year.

2 DETAILS

- 2.1. Appendix 1 to this report sets out the recommendations made by the Youth Parliament and by the Overview and Scrutiny Commission alongside cabinet’s initial response and the action planned, together with dates and the responsible officer.

In connection with Recommendation 2 particularly, the Commission has an opportunity to specify how it wishes to involve young people in scrutiny during the coming municipal year. Relevant courses of action could include engagement of young people in CYP Scrutiny and / or other Panels or the Commission for specific items. It will also be possible to develop a standalone children's scrutiny event, held once again in local democracy week, to follow on from 2018's successful item on keeping young people safe in Merton.

3 ALTERNATIVE OPTIONS

- 3.1. None for the purposes of this report.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. The Young Advisors conducted consultation with 742 local young people aged 11-20. The results were presented to the scrutiny meeting and subsequently to the Overview and Scrutiny Commission at its meeting on 14 November 2018.

5 TIMETABLE

- 5.1. This is the first formal response from Cabinet following its consideration of the scrutiny report at its meeting on 14 January 2019.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. Delivery of these recommendations can either be met within existing budgets or will be the subject of a bid for support through the council's usual financial procedures.

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. Cabinet is constitutionally required to receive, consider and respond to scrutiny recommendations within two months of receiving them at a meeting.
- 7.2. Cabinet is not, however, required to agree and implement recommendations from overview and scrutiny. Cabinet could agree to implement some, or none, of the recommendations made in the scrutiny report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. None for the purposes of this report.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. None for the purposes of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. None for the purposes of this report.

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

- Appendix 1 – executive response and action plan

12 BACKGROUND PAPERS

None

APPENDIX 1

Executive response to the recommendations of the joint scrutiny exercise on keeping young people safe in Merton

Recommendations	Executive response	Timeline	Decision making body and lead officer
<p>Recommendation 1. That the Youth Parliament will continue with making a documentary to raise awareness about crime within the borough.</p>	<p>Accepted The Young People’s Participation and Engagement Manager will continue to support the work of the Youth Parliament and to assist them in making the documentary.</p>	<p>Priority activity for the Youth Parliament in municipal year 2019/20. Documentary release date TBC.</p>	<p>Cabinet; Director of Children, School and Families</p>
<p>Recommendation 2. That forums of decision makers should consult regularly in order to understand young peoples’ views and to keep up-to-date on their perspectives</p>	<p>Accepted Children and young people in Merton are affected by changes in the borough, whether they are specifically targeted at children and young people or whether they are more general in nature. There is already considerable consultation with children and young people about CSF activity that is targeted towards them. The Director of Children Schools and Families will work with Cabinet, the Merton Partnership and other forums to identify the best way for them use their resources to draw on the views of young people to influence their decision-making, with the intention that children and young people will be recognised as residents of the borough, with as much of an interest in being consulted on all aspects of borough life as adults.</p>	<p>Ongoing activity on a case by case basis.</p>	<p>Cabinet; Merton Partnership; Community Forums; Director of Children, School and Families</p>

Recommendations	Executive response	Timeline	Decision making body and lead officer
<p>Recommendation 3. That schools and youth services will provide a link between young people and decision makers. This should include using school assemblies, workshops and class talks.</p>	<p>Accepted in principle The Young People’s Participation and Engagement Manager will work with schools and youth services to assist them with providing views to decision makers as set out in the response to Recommendations 2.</p>	<p>On election of the new Youth Parliament, for implementation in 2019/20 municipal year.</p>	<p>Cabinet; Director of Children, School and Families</p>
<p>Recommendation 4. That the Council should work with young people to help them articulate what safe means to them and to understand what safe should look and feel like at home, at school and in the community.</p>	<p>Accepted The Safeguarding Children Board will lead and support further work across the safeguarding partnership to help young people understand and articulate what it means to be safe in Merton.</p>	<p>Part of the ‘contextual safeguarding’ priority of the Merton Safeguarding Partnership, confirmed at the business planning session on 1/3/2019 and for implementation within the 2019/20 Business Plan.</p>	<p>Local Safeguarding Childrens Board; Director of Children Schools and Families</p>

Recommendations	Executive response	Timeline	Decision making body and lead officer
<p>Recommendation 5. That services work to reduce stereotypes and get to know people before judging them.</p>	<p>Accepted Council services provided to children and young people, or services provided to the public generally, including children and young people, will not make assumptions about young people’s needs and wishes, but will take proactive steps to understand young people as they are. The council will engage with young people as equal residents and citizens of the borough and seek their views at an early stage in policy development and seek feedback on service delivery. The council will set an example through this work to other providers of services in the borough, to show young people as they are and without resorting to stereotypes.</p>	Ongoing.	Cabinet; Director of Children Schools and Families
<p>Recommendation 6. That police officers should invite police cadets to attend events to raise awareness of their role amongst young people. Note – the Overview and Scrutiny Commission suggested that this invitation should also be extended to include fire cadets and other youth groups.</p>	<p>Accepted in principle Director of CSF to raise this with police, fire service and other partners via the Children’s Trust.</p>	For consideration at Children’s Trust Board on 24 April 2019.	Police; Fire Services; Director of Children, Schools and Families

Recommendations	Executive response	Timeline	Decision making body and lead officer
<p>Recommendation 7. That headteachers should ensure that the appointment of new school police officer is announced at school assemblies prior to them taking up the role and should invite them to attend an assembly when they start.</p>	<p>Accepted in principle Director of CSF to raise this with Headteachers via the Headteachers' forums.</p>	<p>For consideration at Secondary Heads Meeting 14 May 2019.</p>	<p>Police; Headteachers</p>
<p>Recommendation 8. That Cabinet consider the role that school governors may be able to take in supporting the recommendations made by the youth parliament</p>	<p>Accepted Scrutiny report to be shared with Chairs of School Governing bodies for consideration.</p>	<p>For consideration at Chair of Governors Meeting 2 May 2019</p>	<p>Cabinet; Director of Children Schools and Families</p>

Committee: Overview and Scrutiny Commission

Date: 24 April 2019

Wards: All

Subject:

Lead officer: Rachael Wardell, Director of Children, Schools and Families

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

Contact officer: Evereth Willis, Equality and Community Cohesion Officer

Recommendations:

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1. That Members of the Overview and Scrutiny Commission note and comment on the progress made on the implementation of the Equality and Community Cohesion Strategy 2017-21.
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. To provide the Overview and Scrutiny Commission with a progress report on the implementation of the Equality and Community Cohesion Strategy 2017-21.

2 DETAILS

- 2.1. The Equality Act 2010 introduced the Public Sector Equality Duty (PSED) which requires the local authority, when exercising its functions, to have due regard to the need to eliminate discrimination, harassment and victimisation and to advance equality of opportunity and foster good relations between persons who share a “protected characteristic” and those who do not. “Protected characteristics” are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 2.2. The Equality Act 2010 also requires the council to publish equality objectives every four years to demonstrate how it will meet the PSED. The Equality Strategy outlines the Council’s ‘Equality Objectives’ as the following six themes:
 - a. To ensure key plans and strategies narrow the gap between different communities in the borough;
 - b. Improve equality of access to services for disadvantaged groups;
 - c. Ensure regeneration plans increase the opportunity for all Merton’s residents to fulfil their educational, health and economic potential, participate in the renewal of the borough and create a health promoting environment;
 - d. Promoting a safe, healthy and cohesive borough where communities get on well together ;

- e. Encourage recruitment from all sections of the community , actively promote staff development and career progression opportunities and embed equalities across the organisation;
 - f. Fulfil our statutory duties and ensure protected groups are effectively engaged when we change our services.
- 2.3. The objectives aim to narrow the gap in outcomes between residents, in particular between the East and West of the borough. A cross-departmental approach has been taken to deliver some of the commitments such as Hate Crime and Domestic Violence.
- 2.4. Council approved the Equality Strategy 2017-21 in March 2017. The strategy is a four-year strategy that sets out what we will do to tackle discrimination and inequality and promote equal opportunities and community cohesion in Merton.
- 2.5. The accompanying action plan sets out the actions we will take to meet our equality priorities both corporately and departmentally.
- 2.6. The activity in the action plan is closely linked to the council's performance framework as commitments are aligned with departmental service plans. This will ensure the strategy is embedded in service plans across the council to ensure effective implementation. The aim is to set smart targets and, where no baseline information exists, improving data collection and analysis will itself become a target.

Progress on the implementation of the strategy

Overall, the update in Appendix 1 shows good progress has been made to implement the commitments in the Equality Strategy, in particular key achievements to note include:

- An increase in library usage by 11-16 year olds from a CR4 postcode, there are now 4,006 users amongst this cohort.
- A Social Value Toolkit has been launched and will give Commissioners opportunities to use the local labour supply and/or apprenticeships when major contracts (such as highways) are being procured.
- To support the financial inclusion work the Council has funded 50% of the cost for the Citizens Advice Bureau to employ a Welfare Disabilities Advisor.
- The Local Welfare Support Scheme has continued to provide support to residents.
- A new Strategic Partner programme was launched on 1 April 2019 to provide grants of £4 million from 2019-22 to local voluntary sector organisations who support our most vulnerable and marginalised communities.
- Our schools continue to improve educational outcomes for disadvantaged groups. At Key Stage 4 the gap between disadvantaged pupils and their peers has narrowed in the Progress 8 indicator from 0.62 to 0.47 with this cohort achieving a score of 0.12.
- A new 'Positive Behaviour Support' policy has been developed with an associated training programme which has supported the reduction of exclusions related to challenging behaviour. The number of permanent exclusions in secondary schools decreased significantly – below the most

recent national, London and outer London comparators. These results are against a national rising trend of permanent exclusions.

- During 2017/18 the provision of housing advice and assistance has successfully prevented homelessness in 465 cases (exceeding the target of 450).
- The Merton Autism Strategy has been developed and published. A time limited Autism Partnership steering Group has been established to implement the action plan and a Merton Autism profile has also been developed which will be published shortly.
- A Health Needs Profile on disability has been produced to inform commissioners, ensuring disability needs and issues are considered in the commissioning of services. The profile will also be useful to voluntary and community organisations, as evidence when bidding for funding.
- The 'assisted waste' collection service has been promoted as part of the direct communication to every household in advance of the service change which was introduced in October 2018. This was again promoted as part of the information pack which accompanied the new wheelie bins.
- All controlled crossings on borough roads adhere to the regulation and are DDA compliant. TfL have also completed their review and administered remedial works at all signalised junctions.
- Our community cohesion work has supported a second faith organisation (Wimbledon Synagogue) to sponsor a Syrian Refugee family through the Community Sponsorship Scheme.
- Over the 2017-18 academic year, the proportions of young people who are Not in Education, Employment or Training (NEET), or whose status is unknown, again fell and were significantly better than national averages.
- Key workers from the My Futures team have continued to provide a range of group and individual 1:1 work as well as various other support through joint working to improve outcomes for at-risk young people and those who are NEET.
- Merton has been successful in a bid for the Home Office Early Intervention Youth Fund that will deliver 'Responsive Community Engagement' where there are concerns about anti-social behaviour, 'hot spots' and increasing violence. The team will be co-located in the Adolescent and Family Service and work alongside existing provision to increase capacity to respond swiftly to these concerns and divert young people from the criminal justice system.

2.7 In addition to continuing to address the commitments in the equality strategy, the following areas will be focused on in 2019/20:

- Reduce the gap in the percentage of obese 10-11 year olds between East and West Merton, through reducing obesity amongst children in east Merton.
- Increase Adult Education course take up by 25% in deprived wards by delivering a focussed employability and family learning offer.
- Continue to press for step free access at West Barnes and Motspur Park stations under the 'Access for all' funding programme
- Embed the new waste collection service and focus on assisted collections and ensuring pavements remain free of wheeled bins.

- Develop a refreshed Sustainable Communities Plan with the aim of increasing levels of social capital in our most deprived wards

3 ALTERNATIVE OPTIONS

3.1. The Equality Act 2010 requires the council to prepare and publish equality objectives and subsequently at least four-yearly. Failure to do so would mean the Council is not fulfilling its legal obligations and could be subject to legal action.

3.2.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. The Joint Consultative Committee with Ethnic Minorities will be given a progress report on the Equality Strategy.

5 TIMETABLE

5.1. None.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. Delivery of the Equality and Community Strategy 2017-21 action plan is within existing resources.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. The Equality Act 2010 introduced the Public Sector Equality Duty (PSED) which requires the Local Authority, when exercising its functions, to have due regard to the need to eliminate discrimination, harassment and victimisation and to advance equality of opportunity and foster good relations between persons who share a “protected characteristic” and those who do not. “Protected characteristics” are age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Delivery of the commitments in the Equality Strategy action plan and the publication of an Equality Strategy setting out our equality objectives assists with working to fulfil the Council’s on-going legal obligations relating to equalities legislation.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. By setting out its equalities commitments in the Equality and Community Cohesion Strategy 2017-21 the Council is re-affirming its commitment to human rights, equality and community cohesion.

9 CRIME AND DISORDER IMPLICATIONS

9.1. There is a risk of increased hate crime activity directed towards certain groups if there is no commitment to eliminate discrimination and harassment.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. There is a risk to the Council's reputation if it fails to produce and publish equalities objectives. Additionally there is a risk of claims of discrimination based on age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

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

- Appendix 1 – Progress update of the Equality and Community Cohesion Strategy 2017-21 Action Plan

12 BACKGROUND PAPERS

- 12.1. Equality and Community Cohesion Strategy 2017-21.

[HTTPS://WWW2.MERTON.GOV.UK/COUNCIL/PLANSANDPOLICIES/EQUALITY-STRATEGY.HTM](https://www2.merton.gov.uk/council/plansandpolicies/equality-strategy.htm)

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Appendix 1 – Equality and Community Cohesion Strategy 2017-21 Action Plan - Year 2 update

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
Equality Objective 1: To ensure key plans and strategies narrow the gap between different communities in the borough				
<p>1. To reduce health inequalities between different communities in the borough: Sustained halt in rise in the gap in life expectancy between least and most deprived areas within Merton, through improving life expectancy amongst the most deprived</p>	<p>2012/14 Male -6.8 yrs Female-5 yrs Baseline 2011/13 & target Male -7.9 yrs Female- 5.2 yrs</p>	<p>Health and Wellbeing strategy (2015-18)</p>	<p>C&H</p>	<p>Latest figures for 2015-17 show males – 7.0 years and females – 4.3 years</p> <p>Many council services have a differential and beneficial impact on life expectancy in our most deprived areas e.g. supporting vulnerable adults; ensuring children have the best possible start in life; pathways to employment. These are summarised in issues paper to full council in Nov 17.</p> <p>The APHR 2018 is focussed on health inequalities in particular. The HWB strategy is being refreshed in 2019</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>2. Halt the widening gap in % of obese 10-11 year olds between east & west Merton, through reducing obesity in children in east Merton</p>	<p>Target 2015/16 – 2017/18 9.2% Baseline: 2012/13-2014/15 9.2% gap</p> <p>Trend in the gap between east and west Merton is increasing</p> <p>East: 23.6% obese West: 14.4% obese</p>	<p>Health & Wellbeing Strategy/ Merton action plan to prevent childhood obesity 2016</p>	<p>C&H</p>	<p>The Child Healthy Weight Action Plan 2016-18 is now being refreshed for the next 3 years (2019 – 2022), taking learning from the last 3 years and the Great Weight Debate Merton resident engagement in east Merton. The majority of actions in the 2016/18 Plan have been implemented to both reduce childhood obesity levels and tackle inequalities between the east & west of the borough. However the gap is still widening between east and west Merton.</p> <p>Recent work includes:</p> <ul style="list-style-type: none"> • Training for 378 school staff (mainly in the east of the borough) on raising awareness and talking about childhood obesity and weight – To support primary school staff around the issue of childhood obesity, increasing confidence, delivering consistent messages, taking a whole school approach to healthy weight, improving their ability to signpost to support. • Supporting the Healthy Schools London Programme locally - Currently, 41 schools have registered, out of these, 14 schools have achieved their Bronze award and 3 of those schools have also achieved their Silver award • Delivering family learning courses for healthy eating on a budget - The courses focused on clear messaging around physical activity,

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>meal planning, nutrition and healthy lifestyle changes and target children aged 5-7 years and their families.</p> <ul style="list-style-type: none"> • Promoting the Daily/Active Mile in schools – The Daily/Active Mile is a free initiative that has been promoted in Merton schools aiming to get children to run or jog for 15minutes every day at primary and nursery levels. 20 out of 46 primary entry schools are delivering a Daily/Active Mile with promotion still ongoing. • Extending support for the Merton School Sports Partnership for an additional year (2018/19) to continue to support schools in their applications to achieve the Healthy Schools London programme awards (bronze, silver, gold). To date, 5 schools have achieved their Bronze award, and 1 schools has achieved their silver award.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
3. Reduce gap in % of obese 10-11 year olds between east & west Merton, through reducing obesity amongst children in east Merton	target 2016/17 – 18/19 8% Baseline: 2012/13 –14/15 9.2% gap Trend in the gap between east and west Merton is increasing East: 23.6% obese West: 14.4% obese	Health & Wellbeing Strategy/ Merton action plan to prevent childhood obesity 2016	C&H	Merton Council signing the Local Government Declaration on Sugar Reduction- This is an initiative developed by charity Sustain aimed at encouraging local authorities to take significant actions to across six key areas essential to tackle the obesity crisis (including tackling unhealthy advertising, supporting healthier food business and public messaging)
4. Increase active usage of libraries by 5% in the east of the borough amongst 11-16 year olds.	2015/16: 2270 active library users aged 11-16 years in the CR4 postcode.	Business Plan 2016-2021	C&H	2017/18: Usage has significantly increased amongst 11-16 years old in the CR4 postcode due to a number of new programmes being delivered for this age group. Performance data shows that that there are now 4,006 active users amongst this cohort.
5. Increase course take up by 25% in deprived wards by delivering a focussed employability and family learning offer.	2015/16: 52% of adult learners on employability and family learning courses were from deprived wards in academic year 2015-16.	Merton Adult Learning Strategy	C&H	2017/18: 29% of all learners enrolled on adult learning courses are from deprived wards and a number of new courses are being delivered in these wards.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
6. Promote digital inclusion through activities that support the Customer Contact strategy	Proportion of completed online transactions for available services	Customer Contact strategy/Business Improvement	CS	<p>Following the launch of the new transactional website we have seen a 6% increase (from 56% to 61%) in online transactions in 2018 from the previous year.</p> <p>In the coming year we will increase the number of services available to customers through this channel and modify our responses to issue raised through social media to signpost to the appropriate mechanism for response.</p> <p>We will seek to modernise the ground floor offering a high level of self-service access</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>7. Produce guidance and training for commissioners on the use of the Social Value Act including the development of a model approach for measuring and evaluating social value.</p>	<p>Quarter 3 2017/18</p>	<p>Corporate Services/Infrastructure & Transactions division/ Commercial services team</p>	<p>CS</p>	<p>A Social Value Toolkit, policy and guidance document for suppliers (to be issued with contracting opportunities) has now been published on the Council's intranet. The Toolkit was launched in November 2018.</p> <p>The Toolkit has been created to support commissioners and procurers, along with potential providers of services to Merton Council, with embedding the principles of Social Value into the commissioning and procurement process. It has been created to inspire new thinking that will help to establish what is right for the service in the process of delivering Social Value as part of commissioning and procurement. It must however be appropriate and proportionate to the particular service being tendered.</p> <p>Merton reviews opportunities to up-skill and generate jobs for local people through major procurement contracts on a case-by-case basis, given that not all contracts lend themselves to providing these types of opportunities. For example, we will be seeking the use of local labour supply and/or apprenticeships when we go out to tender for our Highways contract this year. We will also seek such opportunities when going out to tender through the Council's newly formed, wholly owned, Housing Company.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
8. Work with MVSC to increase community giving to the VCS, in particular to support smaller groups with low/no income base - working with disadvantage and vulnerable groups.	Report to Compact Board Autumn 2017 with proposals	Voluntary Sector and Volunteering Strategy	CS	We have secured funding from the Merton Partnership to deliver a Community Giving programme via the Merton Chamber of Commerce for 2018/19. A strategy, marketing plan and new steering group are in place. Merton Giving is the overarching brand name. The first activity was to launch Merton Giving Week in November 2018 which raised funds from local businesses for the Merton Community Fund. This programme has been commissioned for a further 3 years from 2019 through the Strategic Partner programme.
9. Review the support offer to Merton's VCS organisations, in particular to smaller and informal groups	Revised commissioning objectives for VCS support in 2017/18	Voluntary Sector and Volunteering Strategy	CS	Support for the VCS has been reviewed as part of the process for commissioning a new Strategic Partner programme. Extensive consultation was undertaken with the VCS and a clear set of priorities were developed for the commissioning prospectus. MVSC and BAME Voice have recently been confirmed as the new providers and grant agreements are currently being developed for the new programme from April 2019.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
10. Financial Inclusion/Welfare Reform	Continue with existing council tax support scheme and local welfare support scheme for 2017/18. The local welfare support scheme will include referrals to the Food bank and continued part funding of a CAB Welfare Disabilities Advisor	% of council tax collection	CS	Council tax support team protected for 2019/20, and continuation of Local Welfare Support scheme for 2019/20 along with 50% funding for Welfare Disabilities Advisor and donation to Foodbank Council tax collection rate for 2018/19 similar to previous year

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>11. Continue to improve the educational outcomes for disadvantaged groups including LAC; SEN; and pupils eligible for Free School Meals or Pupil Premium</p>	<p>Education Outcomes at:</p> <ul style="list-style-type: none"> • Early Years • Key Stage 2 • Key Stage 4 <p>For disadvantaged groups of pupils</p>	<p>Children and Young People's Plan 2016 -2019</p> <p>CSF Departmental Equalities and Community Cohesion Annual Plan</p> <p>Annual School Standards Report</p>	<p>CSF</p>	<p>The Merton School Improvement (MSI) central training offer for 2018-19 delivered sessions to senior leaders on reviewing outcomes of Pupil Premium (PP) strategies during the autumn term. Training was well-attended and evaluations showed that senior leaders were more confident in their approaches and evaluations of the grant's impact. MSI's Equalities Advisor has supported and challenged primary schools around the targeting and use of the PP – this has included monitoring the publication of strategies to ensure a good standard, examining impact and scrutinising robustness of evidence against desired outcomes. Governors have also received training on understanding the use of the PP in their schools and challenged school SLT on the effectiveness of this expenditure.</p> <p>Merton Education Partners (MEP) monitor the attainment and progress of secondary students eligible for PP funding. As part of MEP visits, there is a focus on the achievement of disadvantaged pupils. In those instances where use of the PP appears less effective, schools are encouraged to alter the balance of funding in order to ensure that it is deployed in those areas where research experience suggests there is the greatest impact. The achievement of disadvantaged pupils is also discussed at relevant forums which Deputy Heads attend.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>The annual School Standards report detailed the following education outcomes in 2017-18:</p> <p>Early Years Foundation Stage</p> <ul style="list-style-type: none"> • Sixty-four percent of children eligible for Free School Meals achieved a 'Good Level of Development' (GLD), maintaining strong performance following an increase of five percentage points in 2017. The gap between those on FSM and All Others remained the same from last year at 11% but has shown a 3% improvement since 2016. • The performance of children with SEN improved again by three percentage points for both those in receipt of SEN support and those with EHCPs. Merton pupils with EHCPs now fare better than the same group nationally and in London and SEN support pupils are now in line with national but below the London average. <p>Key Stage 2</p> <ul style="list-style-type: none"> • Fifty-six percent of disadvantaged pupils reached the expected standard in reading, writing and maths. The performance gap between them and their peers has narrowed in all key indicators, and is smaller than that seen in London for writing progress but wider

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>for the combined attainment and maths progress indicators.</p> <ul style="list-style-type: none"> • Performance of pupils in receipt of SEN support also improved in all key indicators, except writing progress (where performance is in line with the national average for the same group, but below the London average). In reading, these pupils make the same progress as all pupils nationally, and in maths better progress than all pupils nationally. Attainment for this group is line with the average for the same group nationally but below the London average. <p>Key Stage 4</p> <ul style="list-style-type: none"> • The gap between disadvantaged pupils and their peers has narrowed in the Progress 8 indicator from 0.62 to 0.47 with this cohort achieving a score of 0.12. • Pupils in receipt of SEN support have maintained their very strong Progress 8 score (0.20) which is better than the average progress made by all pupils nationally. The proportion achieving the standard 9-4 pass in English and maths has risen to 54% and is even further above national and local averages. The average Attainment 8 score for 2018 dropped slightly, but still remains well

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>above the national average for the same group.</p> <p>The Progress 8 and Attainment 8 scores for pupils with EHCPs has risen slightly, and are above national averages but below London averages.</p> <p>Below is a summary of 2017-18 outcomes for Merton LAC taken from the latest Virtual School annual report:</p> <ul style="list-style-type: none"> • No child achieved a GLD at the end of the Early Years Foundation Stage – the service will ensure that these children are supported to achieve age-related expectations as soon as possible. • Academic outcomes were below the 2017 national averages (latest comparators available) at KS1 and KS2 in maths, but end of year 6 performance in reading and writing was strong. • There was a significant increase in the year 11 cohort, many of whom did not sit GCSEs. However of the thirteen 903 cohort, eight sat GCSE English and maths with 23% achieving English and Maths at Grade 4 and above - higher than the most recent national average

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				of 17.5 % for LAC. Attainment and progress scores for KS4 pupils are pending.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
12. Challenge schools to improve attendance and reduce exclusions for all children.	<p>School attendance in primary and secondary schools</p> <ul style="list-style-type: none"> • % attendance • % persistent absence <p>Exclusions in primary and secondary schools</p> <ul style="list-style-type: none"> • % of permanent exclusions • % of fixed-term exclusions 	<p>Children and Young People's Plan 2016 -2019</p> <p>CSF Departmental Equalities and Community Cohesion Annual Plan</p> <p>Annual School Standards Report</p>	CSF	<p>Data from the latest annual School Standards report revealed no permanent exclusions in primary and special schools over 2017-18. The number of permanent exclusions in secondary schools decreased significantly – below the most recent national, London and outer London comparators. These results are against a national rising trend of permanent exclusions. The number of fixed-term exclusions fell in primary, secondary and special schools (significantly at secondary phase).</p> <p>Current data shows Merton's exclusions are in line or better than National with the exception of fixed-term exclusions in special schools. In 2018-19, casework has continued with the use of Teaching Assistants in schools which has had a significant effect on keeping primary permanent exclusions to zero. Attendance continues to be higher than National and Outer London rates. There is a persistent absence (PA) issue around children with EHCPs that will be an improvement target for 2019-20.</p> <p>A new 'Positive Behaviour Support' policy has been developed with an associated training programme which has supported the reduction of exclusions related to challenging behaviour. The Transitions Working Party, led by the Virtual Behaviour Service (VBS) and participating primary and secondary</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>schools, have added the identification of those in Year 5 at risk of transition issues to their transition checklist.</p> <p>The Children Missing Education (CME) referral process continues to work effectively with identified pupils referred to the panel for appropriate education to be arranged. The Education Welfare Service (EWS) and School Admissions work together to ensure all appropriate cases are referred and placed as quickly as possible.</p> <p>Information from the 2017-18 annual School Standards report shows that the number of CME off roll cases has remained static as the school population has risen. The clear up rate in 2017-18 improved again to 95% within one month with more cases closed despite higher volumes. The numbers of pupils vulnerable to becoming CME has risen again for the third year. There has been a rise in the number of children within the vulnerable cohort with EHCPs from 22 in 2016-17 to 41 in 2017-18. This is in part due to demand exceeding provision and will be examined further.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update																									
13. Work with London Councils, as the borough lead for a pan-London employment project to address the following two priorities – 1. Inclusive labour markets 2. Skills for Growth	Quarterly outputs provided by the contractor on Total participants and including: • long term unemployed • over 50's • ethnic minorities	Economic Development Strategy Refresh 2012	E&R	<p>Progress has been slow, and the original targets set for the programme, we believe, will not be achieved by Prevista (the procured provider).</p> <p>This is due to both the time remaining for the project (as stated in the funding agreement) and target deliverables that no longer reflect the local landscape.</p> <p>It is a payment by results programme. We have identified with London Councils the options going forward and these will be discussed within the FutureMerton team to ensure that funds are used effectively, that consideration is made around other existing employment programmes on offer and that those residents needing employment support are eligible to receive the most targeted support.</p> <table border="1"> <thead> <tr> <th>Deliverables</th> <th>Target</th> <th>Submitted</th> <th>Approved</th> <th>Variance</th> </tr> </thead> <tbody> <tr> <td>Enrolments</td> <td>149</td> <td>51</td> <td>27</td> <td>-122</td> </tr> <tr> <td>Number of participants receiving 6+ hours of support (IAG, job search, mentoring, training, skills events)</td> <td>135</td> <td>13</td> <td>6</td> <td>-129</td> </tr> <tr> <td>Participants gaining basic skills</td> <td>118</td> <td>0</td> <td>0</td> <td>-118</td> </tr> <tr> <td>Participants undertaking a</td> <td>65</td> <td>1</td> <td>1</td> <td>-64</td> </tr> </tbody> </table>	Deliverables	Target	Submitted	Approved	Variance	Enrolments	149	51	27	-122	Number of participants receiving 6+ hours of support (IAG, job search, mentoring, training, skills events)	135	13	6	-129	Participants gaining basic skills	118	0	0	-118	Participants undertaking a	65	1	1	-64
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Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update				
				work placement / volunteering				
				Number of participants entering employment /apprenticeship within 4 weeks of leaving	67	6	2	-65
				Number of participants in sustained employment / apprenticeship for 26 weeks (6M)	40	0	0	-40
Equality Objective 2: Provide equality of access to services for disadvantaged groups								
1. Adult Social Care - ensure equality of uptake of social care for all- in line with residents' needs -and take action through commissioning and provision decisions to improve equality of uptake	Annual analysis of pattern of service use by characteristics relating to need- including ethnicity	Commissioning /service plans	C&H	<p>Equality Impact Assessment screening is undertaken for each significant commissioning activity to ensure that the needs of BAME residents are addressed.</p> <p>Full reporting is now achieved from the adult social care data base and we able to run year-end analysis of take up by protected characteristics.</p>				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
2. Housing –prevention of homelessness through advice and assistance	450 cases annual target	Service plan	C&H	465 cases achieved during 17/18 exceeding the target. April 18 say the introduction of the Homelessness Reduction Act 2017 which sees an increased emphasis on the prevention and relief of homelessness, with every applicant entitled to a written housing plan setting out the reasonable steps that the Council and the applicant will take to resolve their difficulties
3. Engage BAME groups to inform adult learning and library service development, tailored to their needs.	A range of services are currently provided. Workshops will be used to direct where some of our future resources are placed. Run 2 workshops each year.	Merton Adult Learning Strategy	C&H	2017/18: Annual user surveys and forums ensure that there is input and representation from BAME groups. Programmes are continuously adapted to meet the needs of BAME groups.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>4. Disabilities and autism – to assess the need and picture of inequalities and inequity for people with disabilities and autism in Merton, and develop autism and disabilities strategies and action plans to tackle gaps in support, provision and access. These will take a pragmatic approach in recognition of existing financial constraints in the statutory sector, looking at optimising existing resources.</p>	<p>Needs assessments on autism and disabilities completed. Strategies and action plans developed for autism (by September 2017) and disabilities (by 31 March 2018).</p>	<p>Health and Wellbeing Strategy Children and Young People's Plan 2016-19</p>	<p>C&H CSF</p>	<p>The Merton Autism Strategy and Action plan has been developed and published with engagement from partners and public. Click here for published documents including a separate documents on the results of the engagement exercise which fed into development of the plan. A time limited Autism Partnership steering Group has been established to implement the action plan which is scheduled to meet in March 2019. A Merton Autism profile has also been developed which will be published shortly in March 2019.</p> <p>The Autism strategy and action plan (2018-2023) provides a framework for actions to be delivered across a range of partners with the overall aim of making Merton an autism-friendly borough in which people with autism are able to reach their full potential at all stages of their lives</p> <p>A Health Needs Profile on disability has been produced to inform commissioners, ensuring disability needs and issues are considered in the commissioning of services. The profile will also be useful to voluntary and community organisations, as evidence when bidding for funding.</p> <p>The profile is available here</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
5. Provide an assisted collection for residents who otherwise may not be able to present their wheeled bin in accordance with standard policy	100% of those requesting assisted collection who meet the criteria set out in the standard policy to receive assisted collections		E&R	<p>The 'assisted waste' collection service has been promoted as part of the direct communication to every household in advance of the service change which was introduced in Oct 2018. This was again promoted as part of the information pack which accompanied the new wheelie bins.</p> <p>As anticipated we have seen an increase in the number of households requiring an 'assisted collection'. Each case is treated on its own merit and no medical assessment is required to be undertaken. To date we have 1003 households registered on the service compared to 544 households registered prior to the service change</p>
6. Continues to raise the issue of step free access at train stations such as Motspur Park, Rayne Park , Wimbledon Park Stations as opportunities arise	This falls under Network Rails' jurisdiction. However, Merton will continue to raise this at the south London partnership meetings and at other stake holder groups.	Merton Local Plan & Local Implementation Plan	E&R	Recently the Council wrote to DfT in support of step free for our stations. No feedback has been received as yet

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
7. work with TfL to ensure that all signalised crossings have the appropriate tactile and audible features & all other controlled crossings have the appropriate tactile paving	All controlled crossings on borough roads adhere to the regulation and are DDA complaint. TfL have recently completed their review and remedial works at all signalised junctions.	Merton Local Plan & Local Implementation Plan	E&R	All controlled crossings on borough roads adhere to the regulation and are DDA complaint. TfL have also completed their review and administered remedial works at all signalised junctions.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>8. Where possible, the Council endeavours to make the public realm accessible by:</p> <p>A. ensure that the kerbs are dropped at key locations such as at junctions;</p> <p>B. de-clutter the footways and footpaths to improve accessibility</p> <p>C. ensuring that dropped kerbs at formal crossings and at some informal crossings have the appropriate tactile paving.</p>	<p>Attend quarterly meetings with the sub-regional mobility forums</p> <p>This is also measured through the annual monitoring of the Local Implementation plan</p>	<p>Local Implementation plan</p>	<p>E&R</p>	<p>We continue to give priority to safety and access of all our customers paying particular attention to those with a disability.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>9. Continue to work with BAME Voice, Merton Centre for Independent Living, the LGBT and Faith and Belief forums to disseminate and raise awareness in their respective communities of services and support on offered by the council and partners.</p>	<p>Hold regular or quarterly meetings</p>	<p>Voluntary Sector Strategy</p>	<p>CS</p>	<p>We continue to facilitate meetings of the JCC and Faith and Belief Forum with regular meetings held during 2018. We also continue to support the work for the LGBTQ forum and BAME Voice (the latter having been awarded a grant via the Strategic Partner programme. The LGBTQ forum has struggled since its chair left in 2018 and we continue to work with the forum to seek a sustainable future for the group. Notable successes over the past year included:</p> <ul style="list-style-type: none"> • Holocaust Memorial Day with a focus on the work of young people to remember the Holocaust; • The largest programme to date of events during Interfaith Week. • A second refugee family welcomed to Merton through the Community Sponsorship scheme with the Wimbledon Synagogue taking the lead.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
10. Continue to target families living in areas of deprivation to utilise Children's Centres	<ul style="list-style-type: none"> • % of total 0-4 year estimated Census 2011 population from areas of deprivation (IDACI 30%) whose families have accessed children's center services 	Children and Young People's Plan 2016 -2019	CSF	<p>As part of the service re-design over 2016-17, and following on from borough-wide consultation, new Children's Centre services are targeted to families who meet specific criteria. A key commitment was to ensure that families who live in areas of deprivation are able to continue to receive early help and early intervention services within their communities and that there is swift and easy access to these services.</p> <p>Re-shaped Children's Centre services deliver additional services within the four identified areas in the borough where there are high levels of deprivation. Access criteria has been developed that includes families living in low- income households.</p> <p>Community Health services staff, including health visiting practitioners, school nursing and the Family Nurse Partnership, are co-located in five children's centres to enable stronger collaborative working. Multi-agency working, particularly with the Health Visiting service, continues to identify families where there are additional needs due to the impact of living in poverty.</p> <p>The Children's Centre programme includes the provision of a range of evidence-based programmes including Incredible Years (Baby, Toddler and Pre-School), Triple P (Stepping Stones) and PIPT.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>Centrally managed and re-designed children's centre services have completed the first year of delivery. 3,030 referrals were made for signposting, preventative or early help, with a high proportion coming from Health Visitors. Families have reported a high level of satisfaction with services accessed with over 95% stating improved outcomes due to the targeted intervention / programme attended.</p> <p>Data at the end of 2017-18 showed that 58% of the total 0-5 year population from areas of deprivation (IDACI 30%) had accessed children's centre services. This reach figure fell by 10% from the previous year due to the changed focus of the service - the indicator dates back when as many families as possible were seen whereas now the emphasis is on sustained engagement with more targeted families. Over 2018-19, this indicator stood at 35% in Q2 – in line with the previous year's data for the first two quarters.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
11. Ensure that looked after children achieve long-term stability and permanency	<ul style="list-style-type: none"> • Numbers of children adopted or subject of a special guardianship order • % of LAC in placement for at least 2 years • % of LAC at the end of the month with 3 or more placements 	<p>Children and Young People's Plan 2016 -2019</p> <p>Looked after Children and Care Leavers Strategy</p>	CSF	<p>For those aged 0-5 years, permanence is found outside of the care system either through reunification, placement with relatives or adoption. The age group most likely to remain in care is the 5-12-year old cohort most of whom are subject to care orders and permanently matched with foster carers.</p> <p>Placement stability continues to improve with a downward trend of the percentage of LAC with 3+ placements in the year falling to 12% in 2018 from 17% in 2014. Sixty-nine percent of LAC were in stable placements in 2018 compared to 58% in 2014 and 40% in 2015. Stability has been steady over the past three years due to implementation of an improvement plan that embedded actions including designating the Permanence Team with case responsibility for children on Care Orders and work around early identification of placement instability.</p> <p>Work to improve the number of children experiencing placement stability has continued throughout 2018-19 so that there is greater oversight and focus on matching long-term for those children who remain in care, early identification of placements likely to disrupt and partnership working to stabilise placements.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>In 2017-18, 9 LAC were adopted and 3 made the subject of a Special Guardianship Order (SGO). This is in line with performance over the previous four years where numbers ranged between 8 and 11.</p> <p>The Adoption Team is responsible for the recruitment of prospective adopters to meet the needs of children for whom the plan is adoption and to develop appropriate support plans as well as for family finding for children needing permanency either through adoption, special guardianship or permanent fostering.</p> <p>Adoption performance continues to be a strength in terms of clear planning and management oversight of cases. As a result of embedded processes adoption placements are achieved in a timely manner. For children who were adopted, the projected three-year rolling (2015-18) average time between a child entering care and moving in with its adoptive family was 466 days - lower than the 2014-17 national average of 520 days.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
12. Ensure the timely delivery of Education, Health and Care Plans for children with special educational needs and disabilities.	<ul style="list-style-type: none"> • % Education, Health and Care Plans completed within timescale 	Children and Young People's Plan 2016 -2019	CSF	<p>There are currently 1,756 Education Health and Care plans maintained by the Local Authority (December 2018). Agreement is in place to undertake approximately 30 new EHC needs assessments per month. The EHC data shows that 55.2%% (YTD in Dec 18) of new plans were issued within the 20-week timescale, while 70% were issued within 26 weeks. Although this is still lower than targeted, summer holidays triggered delay in receiving professional advice which parents were made aware of. SEND continue to work with colleagues in Commissioning, School Inclusion and CLCH regarding access to therapy advice.</p> <p>A business case is currently under consideration for procurement of an IT portal (EHCP Hub) to improve transparency and timeliness while clearly tracking progress with regard to timescales. It is hoped that the EHC Hub will be in place by April 2019. There continues to be positive engagement with children and young people.</p>
Equality Objective 3: Ensure regeneration plans and activities increase the opportunity for all Merton's residents to fulfil their educational, health and economic potential, participate in the renewal of the borough and create a health promoting environment.				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. Merton Partnership to look at opportunities through the One Public Estate (OPE) programme to review how the public sector collectively uses its public estate and supports the VCS to deliver increased social value.	Report to Merton Partnership on OPE opportunities Autumn 2017	One Public Estate programme	CS/ER	Sustainable Communities has completed the work to identify and map all public sector owned assets in Merton. Landowning partners have been engaged and site capacity and valuation work completed for priority sites. Further OPE will conclude with partner organisations committing to the OPE strategy and promoting site disposals.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
2. Continue to support young people into Education, 3. 4. Employment and Training	Reduce the % of NEET young people Reduce the % of "not known" NEET Reduce the % of Care Leavers NEET	Children and Young People's Plan 2016 -2019 Looked after Children and Care Leavers Strategy	CSF	<p>Over the 2017-18 academic year, the proportions of young people who are Not in Education, Employment or Training (NEET), or whose status is unknown, again fell and were significantly better than national averages. Merton NEET and 'not known' combined score is the 10th lowest of all authorities nationally. Performance in all three indicators (NEET, 'not known', and NEET or 'not known') continues to place Merton in the top quintile of performance nationally. Substantial tracking and partnership working across schools, colleges and CSF teams has been significant in these achievements.</p> <p>The latest NEET figure (December 2018) stands at 1.6% - this is presently lower than England (2.6%) and equivalent to London (1.6%). Overall, the male gender group has a higher rate of young people within the NEET group and is slightly over-represented when compared against the cohort percentage. Others over-represented within the NEET group include the White ethnic group, young people with SEN, LAC, teenage mothers and those supervised by the YOT. When compared with national benchmarking, Merton is within performance Quintile 1 (Ranking 26/150). The 'Not Known' percentage stood at 1.0% - compared with national</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>benchmarking, Merton is again within performance Quintile 1 (Ranking 21/150).</p> <p>Key workers from the My Futures team have continued to provide a range of group and individual 1:1 work as well as various other support through joint working to improve outcomes for at-risk young people and those who are NEET. The team have continued to run a series of successful programmes:</p> <p>Holiday Programmes (Summer and October half-term) engaging the most vulnerable NEET and pre-NEET young people. These are aimed at inspiring, educating, promoting appropriate behaviour and improving social skills and self-confidence. Activities have ranged from white water rafting, photography workshops, employment workshops and creating business plans. Programmes have been successful in giving disadvantaged young people opportunities that they normally would not be able to access and have grown significantly in the last year.</p> <p>Towards Employment Programme offering a chance to acquire work experience for a young person to get their foot in the door of a company with the view of gaining an apprenticeship there. The My Futures service works closely with other teams across the Council, focusing on young people who are NEET,</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>looked after or working with the YOT. Many have been offered employment / apprenticeships at the end of a successful work placement. This programme continues to grow with the My Futures team continually building links with new business keen to work in partnership to offer real job opportunities to NEET young people.</p> <p>University Programme open to academically able young people who cannot afford university and those with no family history of university attendance. Due to a successful programme last year, the My Futures service were able to support two young people into courses this past September along with a further two planning on applying next year. This was achieved via attending workshops at Kingston University, identifying grants and available funding and breaking down many myths around student life and costs involved in gaining a degree. The same programme is scheduled to run again in January 2019.</p> <p>Social Media – The My Futures service has recently launched social media platforms on Twitter, Instagram and Facebook to enable the wider Merton community to access ETE opportunities as many young people do not meet the threshold for a referral for direct keywork. The team can now signpost the same ETE opportunities to all young people in Merton</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>as well as being able to remain connected with young people once cases are closed.</p> <p>The Education Practitioner within the YOT delivers a range of interventions such as advice and guidance, help to explore colleges / apprenticeships / volunteering, access to activities to build CVs and assistance to complete forms for banks, passports or driving licences where literacy is low. The Practitioner checks and monitors young people's progress to sustain the education place and works collaboratively to provide support throughout their time with the YOT.</p> <p>NEET operational group meetings in relation to looked after children have been taking place every 3 weeks since September 2018 with the aim of increasing EET opportunities, identifying relevant and realistic plans and reviewing support provided. The group tracks the action plan for each young person and ensures management oversight of cross-departmental agencies which evidences EET care planning. A dedicated worker is in place within the Virtual School who works directly with this cohort.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
5. Housing needs for vulnerable people and families to be considered as part of the affordable housing proportion of all planning applications (planning conditions s106)	Affordable housing supply and nominations policy between LBM and RPs.	Housing Strategy & Merton's Local Plan	E&R	We have commissioned research into specialised housing needs to inform the refresh of Merton's Housing Strategy 2019/20. Local Plan refresh is drafted for 2020 adoption.
6. We will work with Clarion-Latimer to promote access to local employment and apprenticeships opportunities via planning conditions and for Clarion's procurement for re-building the estates.	To be determined and monitored as planning conditions of the regeneration.	Merton's Local Plan & Estates Local Plan	E&R	This work is underway and on-going through Merton Partnership Employment and Skills activity and will flow through the Estate Regeneration Programme as the commence works on-site. This commitment is part of the Estate Regeneration planning obligations.
Equality Objective 4: To encourage recruitment from all sections of the community, actively promote staff development and career progression opportunities and embed equalities across the organisation				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. Monitor progress with respect to the recruitment of apprenticeships as required through the Waste Collection and Environmental Services Contract	% of apprentices as a proportion of the total workforce operating on this contract within Merton. In total the Lot 1 contractor has committed to 25 apprenticeship placements being made across the contract for all SLWP boroughs.		E&R	Our LOT 1 contractor has committed and implemented an apprentice programme for long term unemployed. They have worked closely with Merton and provided opportunities in both waste and fleet roles.
2. Ensure that the procurement of Environmental services contracts, allow for the recognition of social value through the employment of special needs, apprenticeships and local long term unemployed	A commitment to implement the Contractors Voluntary Work Placement Programme (Veolia Re-start) is contained within the contract. This programme is run in conjunction with Job Centre Plus and Welfare to Work partners.		E&R	All new procurements have included the requirement for bidders to acknowledge their social responsibility and commitment to long term unemployed. This includes our enforcement contract with Kingdom security.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>3. Access to Apprenticeships:</p> <p>1. Departments will work with HR to create opportunities for apprenticeships.</p> <p>2. HR will work with managers to get maximum benefit from the Apprenticeship Levy by developing existing workforce.</p> <p>3. The Council will continue to work closely with CSF to prioritise apprenticeships for its Looked After Children and Care Leavers.</p>	<p>HR will host quarterly apprenticeship awareness workshops for managers.</p> <p>% of apprenticeship levy accessed per workforce.</p> <p>Provide regular apprenticeship news stories and plan activities for Apprenticeship Day</p> <p>Set up quarterly meetings with Head of service to establish which young person/s would benefit from participating in an apprenticeship scheme and</p>	Workforce Strategy	CS	<p>This has been done at CMT, DMTs, WSB, Collective DMT and Leadership groups engaging with senior managers across the organisation. This is ongoing.</p> <p>We currently have 77 Council staff actively undertaking apprenticeships and 20 staff in schools actively undertaking apprenticeships bringing the combined total to 97 staff.</p> <p>We have provided guidance on available apprenticeships that can be found on the Councils learning and development pages link below: https://mertonhub.merton.gov.uk/councilwide/lbm-learningdevelopment/Pages/higher_level_apprenticeships.aspx</p> <p>We have provided schools with available apprenticeship offering and will be arranging to meet with the head teachers to help maximise the levy in schools.</p> <p>We work in regular close collaboration and this is addressed in the Workforce Strategy.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
	determine the support needed to ensure the young person fulfils their potential			

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>4. Increase the diversity of Senior Leadership Team:</p> <p>1. We cannot positively discriminate however we will ensure that our recruitment processes are adhered to for senior roles including the appointment of the best candidate for the role.</p> <p>2. HR will ensure that the Council's Executive search consultants and recruitment team advertise the vacancies widely.</p> <p>3. HR will monitor equal access to Learning and development</p>	<p>Monitor recruitment on quarterly basis and report findings to CMT as part of the HR metrics report.</p> <p>Provide CMT with the end of recruitment summary</p> <p>Provide participation rate on a quarterly basis to identify trends and respond to these as appropriate.</p> <p>Increase rating by 5% in the staff</p>	Workforce Strategy	CS	<p>A report was received in December at JCC and the recommendations adopted by the Council.</p> <p>Reminder sent on 13th March to all staff to asking update their equalities information, including their ethnicity, through i-Trent self-service. This will ensure accurate monitoring and planning.</p> <p>The Council will introduce revised recruitment for senior posts where the name of the candidate is withheld until the long listing is completed. Protected characteristics are already withheld.</p> <p>The Council will seek to introduce diversity in panel representation for senior appointments and this can be done by panel participation or introducing stakeholders' panels</p> <p>All panel members will be required to have undertaken recruitment and selection training or a refresher in the last two years. HR is putting in place monitoring and reminder mechanisms. Sample checks will be introduced to ensure all shortlisting and interview panel members have up-to-date recruitment and selection training. This check will be undertaken in all cases for appointments at MGC and above.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>opportunities including management and leadership development.</p> <p>4. For an organisation to have a healthy, harmonious culture it needs a mission that unifies its diverse stakeholder community. Therefore, engagement with the relevant diversity interest group: customers, staff and partners.</p>	<p>survey in relation to development</p>			<p>Where external recruiters are used for senior appointments they are instructed to conduct additional searches and through their channels to encourage applications from BAME candidates.</p> <p>Quarterly data supplied to CMT. 6 monthly update on access to management development by BME staff did not show under representation in development.</p> <p>The Workforce Strategy includes actions to run a diversity and cultural awareness programme including training, with the aim to achieve a more cohesive workforce able to serve our communities better.</p> <p>A training programme is being developed by Human Resources, in addition to actions being developed at departmental level.</p> <p>The Council is currently reviewing its leadership development offer and will explore adopting cultural competency as an element within the programme. 2</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
5. In developing HR policies and procedures – statutory requirement and best practice is incorporated	<p>Policies are agreed and staff are briefed and made aware of the new policies.</p> <p>Measure take up of briefing sessions.</p> <p>Ensure the policies are compliant with Equalities Act 2010.</p>	Workforce Strategy	CS	<p>The HR policies have been updated and reviewed. Staff and managers have been briefed via the HUB and managers/staff briefings.</p> <p>We put on a total of 7 sessions on for managers with a total of 76 managers attending the sessions.</p> <p>The policies have all been reviewed in the last 2 years and are now compliant with the Equalities Act 2010.</p>
Equality Objective 5: Promoting a safe, healthy and cohesive borough where communities get on well together				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. Increase the confidence of victims to report Hate Crime and Domestic Violence	<p>The performance measures remain tbc until year 1 priorities are confirmed and the strategic assessment is completed in January 2017</p> <p>Current performance is designed to increase reporting by 20% year on year for 2016-17. This will be subject to review in the new year when the strategic assessment is finalised and the MOPAC police and crime plan performance is confirmed</p>	Hate Crime Strategy Violence Against Women and Girls Strategy	E&R	<p>Domestic Violence Research suggests that a victim of domestic abuse may suffer multiple incidents before having the confidence to report. A significant amount of the work that the partnership undertakes around domestic abuse is to raise awareness of how to report crimes, whilst supporting the victim in a number of other ways. Whilst we don't want to see the true number of victims increasing, we do want to ensure that those who have become a victim have the right level of support and knowledge of how to report. This is the rational for a target to increase reports.</p> <p>In 2018/19 the target was adjusted from the previous year's target of 20% increase – to a target increase of 5%. As of the end of quarter 3 2018/19 we are currently showing a 16.3% increase in reports of violence with injury domestic abuse.</p> <p>Work to promote the means to report and the specialist Domestic Abuse services on the borough is ongoing, namely through the 16 Days campaign in November, articles in My Merton, training for staff-delivered by our Domestic Violence Lead and partners, the weekly One Stop Shop and web based information on the Council's and partner websites. Domestic Abuse continues to be a pan London</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>priority as set out in the Mayor's Policing and Crime Plan.</p> <p>Hate Crime Like Domestic Violence, research suggests that hate crime is under reported. Its impact can be hugely harmful to the recipient of the hate crime, but it also damages entire families and communities.</p> <p>Victims can experience hate crime based on various/multiple aspects of their selves e.g. a homosexual disabled resident may be the subject of homophobic hate crime and/ or disability hate crime. Therefore due to the numerous strands it is not advisable to sum the categories to give one figure for Hate Crime reports.</p> <p>As a partnership we regularly monitor each strands and the Hate Crime Strategy continues to provide a framework for the work to be undertaken to promote services and highlight the different reporting avenues.</p> <p>Over the last year work has been ongoing to develop the opportunity for third party reporting, the design of a contact card providing key numbers for those seeking advice and support, the launch of a monthly hate crime advice surgery and the development of a hate crime video resource for schools. Hate Crime</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				Awareness Week in October saw the partnership come together to increase awareness of hate crime in the borough and a number of promotional events occurred throughout the week
2. Working in partnership to deliver the Prevent Duty and keep Merton a safe and cohesive borough	Hold monthly Prevent Case Management meetings	Prevent Delivery Plan	CS Lead	<p>Monthly Prevent Case Management and Channel Panel meetings are held to discuss referrals.</p> <p>Meetings are attended by a SO15 Police Officer, and representatives from the CCG, Mental Health Trust and Adult and Children Safeguarding staff.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
3. Working in partnership to reduce alcohol-related harm	Baseline Admission episodes for alcohol related conditions (broad)- 1,858 rate per 100,000 population	Strategic Framework for prevention of substance misuse (September 2017) Local Alcohol Action Area	Public Health & E&R	<p>The baseline performance measure (1,858 rate per 100,000 population) is for the period 2014/15. The latest performance figures are for the period 2017/18 and are:</p> <p>Admission episodes for alcohol related conditions (broad) - 2,020 rate per 100,000 population which equates to 3,254 people.</p> <p>This shows an increase (8.7%) in the numbers of admissions compared to the baseline. For 2017/18, rates are lower than London (2,324 per 100,000) and England (2,224 per 100,000). Generally, Merton has shown increasing trends over time however, these have been lower than London and England.</p> <p>The Substance Misuse partnership Board (SMPB) The LB Merton Strategic Framework for the Prevention of Substance Misuse (SFPSM) has a number of actions that directly work towards raising awareness of the risks of harm associated with alcohol use. The aims of these actions are to reduce alcohol-related harm. We are therefore hopeful that in 2018/19 the admission episodes for alcohol related conditions will not increase.</p> <p>Community Safety</p> <p>In November 2016, Merton submitted a bid to be part of the second phase of the LAAA and was successful</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>in its bid and begun implementing the project in January 2017. The bid focused upon two key areas: Wimbledon Town Centre and Mitcham Town Centre. The focus for Wimbledon was: “how can local authorities, the police and businesses ensure the safe movement of people in the night time economy” The focus for Mitcham was “how can local authorities, the police and business work together to help design out crime”?</p> <p>The project in name has now reached its conclusion, however much of the work outlined in the original action plan has either been completed or is being continued as “business as normal”. One of the key successes of the project has been the improved partnership working of those involved. Better communication and improved intelligence sharing has meant that those working in the town centres are better informed in the work that they are doing or incidents they are responding to. Designing out crime continues and a number of site visits have taken place during the project. The roll out of the “Ask Angela campaign has been widely recognised and work now continues to educate bar staff going forward.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
4. Continue to celebrate diversity by promoting community cohesion activity such as Black History Month and LGBT History Month	Hold annual civic event for Holocaust Memorial Day and promote LGBT History Month and Black History Month events	Equality Strategy	CS/E&R	<p>Working with the LGBT forum a display was set up in Merton Link for LGBT History month.</p> <p>The Faith and Belief Forum continues to promote community cohesion and integration in the borough. For interfaith week, the forum has a programme of activities including an evening of Scriptural Reasoning.</p> <p>The Faith and Belief forum worked with officers to plan and organise Holocaust Memorial Day. This year the theme was 'Torn from Home'.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
5. Continue to work collaboratively to reduce bullying in Schools	<ul style="list-style-type: none"> % of primary and secondary schools graded 'Good' or better for personal development, behaviour and welfare by Ofsted 	CSF Departmental Equalities and Community Cohesion Annual Plan	CSF	<p>Anti-bullying policy guidance templates for schools have been developed and shared, which will support them in tailoring their policies in line with their current practice to prevent, report, respond and intervene when bullying takes place and how incidents will be monitored. Youth Parliament were consulted in the development of a primary pupil-friendly version that helps children understand what bullying is, why it happens and what to do if they think someone is being bullied or if it is happening to them, which has also been shared with schools.</p> <p>The current Anti-Bullying Strategy works to four priority areas, considering the particular needs of those groups (by gender, SEND, race, religion, sexual orientation, LAC and young carers) more likely to be bullied both face-to-face and online. The strategy finishes in 2019 and will be refreshed this year. The VBS strategic manager is the local lead for the All Together Programme, a whole-school anti-bullying programme that is on offer to Merton schools. The VBS is promoting the use of Restorative Approaches in schools – this practice is included as part of the 1-day MAPA training offered to Merton schools.</p> <p>By demonstrating exceptional good practice and progress in tackling homophobic, biphobic and</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>transphobic bullying, Merton's Stonewall rating has improved to 11th out of 25 with a 1% increase. Merton is also making strides in its support for LGBT / transgender pupils through its work with Wandsworth to produce guidance applicable for both boroughs, which will be launched in Spring 2019. The majority of schools remain compliant in providing termly information to Merton School Improvement with data from the latest Homophobic, Bi-phobic & Transphobic Incidents Report showing a fall at both primary and secondary phase and in special schools in reported incidents compared to the previous year.</p> <p>Merton Council continues to support a school-led Personal, Social, Health and Economic (PSHE) network to facilitate delivery in schools, providing opportunities to share best practice in relation to PSHE education and anti-bullying practice.</p> <p>In Merton (as at December 2018) 95% of primary schools, 100% of secondary schools and 100% of special schools are graded 'Good' or better for personal development, behaviour and welfare by Ofsted</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>6. Continue to work in partnership to reduce the number of First-Time Entrants (FTE) to the Youth Justice system and undertake targeted work to identify and support those at risk of offending and re-offending.</p>	<ul style="list-style-type: none"> • Number of FTE to the YJS aged 10-17 • Rate of proven reoffending in the YJS 	<p>Children and Young People's Plan 2016 -2019</p>	<p>CSF</p>	<p>First Time Entrants (FTE) data shows a positive trend in performance with 35 young people year to date – the outcome for 2018-19 is unlikely to exceed the target of 48 of the year with one quarter remaining.</p> <p>A Partnership Prevention Strategy has been drafted with the purpose of ensuring coordination of services to prevent the onset of offending and gang activity/serious youth violence in Merton. Workshops have been held with the YCPEB members and a stakeholder engagement event (MSCB conference) is due in March. These will inform the final document, which is likely to be amalgamated into the Early Help strategy and the Youth Justice Plan and aligned to the Think Family Strategy.</p> <p>The Liaison and Diversion service has been established to provide early screening for young people entering the youth justice system. This offers an early screening and sign-posting service at first point of entry into the criminal justice system based on key principles including screening / assessment covering all vulnerabilities, consideration of how the health assessment will inform charging and court decisions and ensuring that appropriate interventions are available to meet all identified needs and that the 'health offer' underpins the justice response.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>This service provides 0.5fte CAMHS worker and 0.2fte SALT worker. In the six months from April to September 2018, there were 109 referrals (including Police notifications), with 20 consults and 9 face-to-face meetings. Funding received for this has also enabled training to be delivered to Adolescent Service staff in trauma and harmful sexual behaviour and will help develop a participation project to engage young people in the design of services.</p> <p>Merton has been successful in a bid for the Home Office Early Intervention Youth Fund that will deliver 'Responsive Community Engagement' where there are concerns about anti-social behaviour, 'hot spots' and increasing violence. The team will be co-located in the Adolescent and Family Service and work alongside existing provision to increase capacity to respond swiftly to these concerns and divert young people from the criminal justice system.</p> <p>Reoffending data shows an increase in re-offending by young people in the latest available PNC cohort (Oct 16 - Dec 16). This equates to 23 young people, of which 12 re-offended. Eight had previous outcomes and all had multiple complex needs that, for some, resulted in a high number of re-offences. These young people, many of whom had EHCP</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>and/or LAC status, required multi-agency and cross departmental responses, to manage their behaviour.</p> <p>The Multiagency Risk, Vulnerability and Exploitation (MARVE) Panel has been established to coordinate robust responses to high profile cases and identify those at risk of criminal exploitation early in order to divert them from a pathway into serious youth violence. This combines the MASE (sexual exploitation), YOMP (youth offending), GMAP (gangs) and POC (person of concern) panels and is held on a monthly basis.</p> <p>A trauma informed approach has been implemented and it is anticipated that a drop in re-offending rates should be evident in the coming years. Most work with young people is conducted on a one-to-one basis due to the risk management involved in group work. MOPAC-funded workers are utilised to deliver specialist gang and exploitation work. In addition, community voluntary sector services such as Catch22, youth services and Unique Talent are vehicles for engaging and diverting young people from criminal activity.</p>
Equality Objective 6: Fulfil our statutory duties and ensure (relevant stakeholders are consulted) protected groups are effectively engaged when we change our services.				

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
1. Equality Analysis routinely undertaken to support the decision making process	Savings, growth and service reviews to include EAs	Equality Strategy	All	EAs accompanied the savings proposals and are undertaken routinely.

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>2. Refresh User Voice Strategy and ensure children, young people and families continue to impact continuous improvement for all services across CSF</p>	<ul style="list-style-type: none"> • Ensure each CSF service commit to User Voice activity in annual Service Plans. • Report quarterly to Director's management team on annual action plan and programme of User Voice activity. 	<p>CSF User Voice Strategy 2017 -2019</p>	<p>CSF</p>	<p>The Children and Families' Voice Framework 2017-19 is set to be refreshed this year. The current strategy contains five commitments that recognise user voice in the context of the refreshed Merton Well-Being Model and 'Think Family' approach.</p> <p>Following first quarter reporting in 2017-18, the decision was taken to move towards annual reporting to provide a more comprehensive picture of user voice activity and its outcomes whilst meeting the need of Children's Trust requirements.</p> <p>The latest annual report was issued in August 2018 and provides a detailed summary of actions and positive impact on outcomes for children and families in 2017-18. Highlights include:</p> <ul style="list-style-type: none"> • Development of a 'Manifesto' work programme by Merton Youth Parliament following consultation with children and young people, focussed on preventing crime, gang awareness and health and safety. • Development of a Trans Inclusion Toolkit for schools in Merton and Wandsworth to promote good practice in supporting Trans pupils, informed by young people's feedback. • Involvement via consultation and focus groups to inform the Autistic Spectrum Disorder (ASD) Strategy 2018, Looked After Children

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>Strategy 2018, Young Carers' Multi-Agency Strategy 2018-21 and the SEN and Disabilities High Needs Strategic Review 2018.</p> <ul style="list-style-type: none"> • Implementation of a number of improvements in CSF services including Transforming Families and Fostering Service following face-to-face and survey feedback. • Set-up of a new 'University Programme' to take NEET young people on university visits to learn about grants, funding and student life to enable access and allay financial concerns. • Young people-led activity across commissioned services including service evaluation, planning, decision-making and the development of web-based information and advice. <p>The next review of user voice activity is scheduled for August 2019. CSF service areas continue to include themed activity in their yearly service plans which feed into the annual voice action plan.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>3. Continue to consult with children, young people and parents in the development of services for children with SEN and disabilities in line with the expectations of the Children and Families Act 2014</p>	<ul style="list-style-type: none"> Report quarterly to Director's management team. 	<p>CSF User Voice Strategy 2017 -2019</p>	<p>CSF</p>	<p>User Voice Commitment 4 within the strategy is focused on enabling families, parents and carers to influence change and impact decisions about their children to deliver better outcomes.</p> <p>Merton's Special Educational Needs and Disabilities (SEND) Integrated Service utilises a range of ways to ensure that the voice of children and families is central to service planning and delivery. The service works closely with the Kids First forum for parents of children with SEND</p> <p>With regard to all aspects of the Children and Families Act SEND reforms. Kids First meets regularly with key senior members of staff to discuss and focus on a broad range of issues raised and areas for improvement.</p> <p>The latest annual review of user voice activity (August 2018) reported parental concerns from the Kids First Forum that Special Educational Needs Coordinators (SENCO) in schools were inconsistent in applying for EHCPs. In response, the SENCO working group streamlined the EHCP application process and training delivered in schools on effective assessment, planning and review processes (including for children at SEN support level). The Kids First Forum also gave in-depth feedback on their assessment of the effectiveness of local</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>arrangements for children with SEND across each of the three aspects to be covered (identification, meeting needs and improving outcomes) in the upcoming SEND inspection by Ofsted and the Care Quality Commission. Parents highlighted positive aspects of support received with respect to these inspection features.</p> <p>The SEND service works closely with the Merton Information Advice and Support Service for SEN and Disabilities (MIASS) to ensure feedback from families is fed into service improvements. MIASS continues to receive very high levels of requests for support from parents and increasingly from schools and other professionals seeking specific guidance and information around SEN and Disabilities. The service has reported an increase in contacts and, as a result, a support approach has been in development for the South Thames Consortium (post-16 education) on EHC planning.</p> <p>A Post-16 Information Advice and Guidance Worker within the MIASS supports young people with SEND post-16 in the transition to adulthood via further training and ultimately towards employment opportunities. A survey of 50 users conducted during Quarter 1 of 2017-18 showed a high level of satisfaction with the service, with 92% stating that the</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
				<p>information, advice and support given 'made a great deal of difference'.</p> <p>Consultation is currently underway around new priorities for Merton's Children and Young People's Plan with special schools in the borough. The plan is being refreshed with the view of meeting the holistic needs of children and young people which will include improving the outcomes for those with SEND.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
4. Polling station review to be undertaken ahead of the council elections in May 2018	<p>Seek to ensure that all electors in the local authority area have such reasonable facilities for voting as are practicable in the circumstances.</p> <p>Seek to ensure that so far as is reasonable and practicable every polling place for which it is responsible is accessible to electors who are disabled.</p>	Electoral Commission Performance Standards for Returning Officers	CS	<p>Polling stations were reviewed ahead of 2018 elections to identify if any changes were needed.</p> <p>Statutory full polling district review taking place in 2019.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
<p>5. Target particular communities who have not responded or registered to vote:</p> <ol style="list-style-type: none"> 1. Continue to collect council tax and housing benefit data on a monthly basis in order to identify new electors, plus student data at the beginning of each academic year. Expand data mining in an attempt to gain access to registrars, blue badge, and libraries data to identify new citizens/residents. 2. Compare non responding properties to mosaic data in order to identify if there are particular communities under 	50% of all new monthly registrations through data mining.	Electoral Commission Performance Standards for Electoral Registration Officers	CS	<p>Currently 70% of all new monthly registrations (outside of the canvass) are through data mining. Data received from council tax and housing benefit forms bulk of new registrations through data mining.</p> <p>Unfortunately, access has not been granted to registrars' data, which would be useful to encourage new citizens to register to vote.</p> <p>Potential electors that have been identified by data mining who have not yet responded to an invitation to register, and who have not received a personal visit during the canvass, will receive a visit between March and May 2019 in order to encourage them to register.</p> <p>Hope to begin using mosaic this year to identify any under-represented communities, before new data led canvass process is implemented in 2020, results could be compared with electorate to adult population registration ratios from wards to see if this yields any further information.</p>

Key activity	Performance Measure	Key strategy/ Plan	Department/ Division	Update
represented on the electoral register.				

Committee: Overview and Scrutiny Commission

Date: 24 April 2019

Subject: Draft Overview and Scrutiny Annual Report 2018/19

Lead officer: Julia Regan, Head of Democracy Services

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

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

Recommendations:

- A. That, subject to any changes agreed by the Commission at its meeting on 24 April, the Commission approves the Annual Report to be presented to Council at its meeting on 10 July 2019.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 Members are invited to consider and agree any changes it wishes to make to the draft Overview and Scrutiny Annual Report 2018/19. Please note that information about items considered at the April meetings of the Commission and of the Sustainable Communities Panel will be added subsequently and signed off by the respective Chairs.

2. DETAILS

- 2.1 The Overview and Scrutiny Commission is required to produce an Annual Report outlining the work of the Overview and Scrutiny function over the course of the municipal year.
- 2.2 The Overview and Scrutiny Commission is asked to consider the draft report, identify any changes it wishes to make and approve the Annual Report to be presented to Council at its meeting on 10 July 2019 in order to update all Members on the delivery and outcomes of the scrutiny annual work programme for 2018/19.

3. ALTERNATIVE OPTIONS

- 3.1 The Overview and Scrutiny Commission is required to produce an annual report outlining the work of the Overview and Scrutiny function over the course of the municipal year to present to the full Council. The Commission would be in breach of the constitution if it did not do this.

4. CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1 The Chairs of each of the Overview and Scrutiny Panels have been consulted on the draft text relating to the undertaken by that Panel.

5. TIMETABLE

- 5.1 Any additions/amendments as agreed by the Commission at its meeting on 24 April 2019 will be included in the final version of the Annual Report to be presented to full Council at its meeting on 10 July 2019.

6. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1 There are none specific to this report. Scrutiny work involves consideration of the financial, resource and property implications of any recommendations to Cabinet, including specific financial, resource and property implications.

7. LEGAL AND STATUTORY IMPLICATIONS

- 7.1 Overview and Scrutiny operates within the provisions of the Local Government Act 2000, Health and Social Care Act 2001 and Local Government and Public Involvement in Health Act 2007.
- 7.2 The Overview and Scrutiny Commission is required by the council's constitution to produce an Annual Report outlining the work of Overview and Scrutiny during the municipal year.

8. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1 It is a fundamental aim of Overview and Scrutiny to ensure that there is full and equal access to the democratic process through public involvement and engagement.
- 8.2 The reviews involve work to consult local residents, community and voluntary sector groups; businesses, hard to reach groups etc and the views and evidence gathered are fed into the review.
- 8.3 Scrutiny work involves the consideration of the human rights, equalities and community cohesion issues relating to the topic being scrutinised. Scrutiny work also needs to assess the implications of any recommendations made to Cabinet, including specific human rights, equalities and community cohesion implications.

9. CRIME AND DISORDER IMPLICATIONS

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

10. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1 Scrutiny work involves the consideration of the risk management and health and safety implications relating to the topic being scrutinised. Scrutiny work also needs to assess the implications of any recommendations made to Cabinet, including specific risk management and health and safety implications.

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

11.1 Appendix 1 - draft Overview and Scrutiny Annual Report 2018/19

12. BACKGROUND PAPERS

12.1 None

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Overview and Scrutiny Annual Report 2018/19

London Borough of Merton

Overview and Scrutiny Annual Report 2018/19

Contents

Foreword by the Chair of the Scrutiny Commisison	3
What is overview and scrutiny?	4
Scrutiny achievements, 2018-19	5
Overview and Scrutiny Commission	7
Children and Young People Overview & Scrutiny Panel	11
Healthier Communities and Older People Overview & Scrutiny Panel	15
Sustainable Communities Overview & Scrutiny Panel	18
Get Involved	22
Contact the Scrutiny Team	23

Foreword

Each new council develops its own distinctive character as new and continuing councillors learn to work together. In May last year, the local elections introduced 23 new councillors who promise to make a strong contribution to the work of scrutiny in Merton. Nearly all of them (21) have been fully involved in scrutiny activities in the past year, three have chaired task group reviews, two have taken the roles of performance leads for their panels, and one has become Vice Chair of his panel.

This is very encouraging. Elected members must take ownership of the scrutiny process if they are to represent the concerns of their residents, and this is evident in the range of topics scrutinised in the course of the year. Key external providers such as Veolia and Idverde have been held to account over (sometimes controversial) changes to service provision, the Borough Commander has responded to questions about the future of Wimbledon police station, and the CCG has been challenged over proposals to limit access to community podiatry services. The latter may seem a minor issue, but for an elderly person it could be the difference between leading an independent life and being trapped in their own home.

We have been successful in engaging the interests of the wider public when we have chosen topics for review that reflect their concerns. More than 750 responded to a survey on road safety around schools, and scrutiny sessions with Veolia and Clarion were well attended. With the support of scrutiny members, the Youth Parliament ran its own enquiry into making young people feel safe in Merton. They interviewed 741 young people, questioned witnesses and reviewed their findings. We would like to build on our work with the Youth Parliament, and bring more members of the public into our scrutiny reviews in the year ahead.

These aspirations for scrutiny would get nowhere without the dedicated support of our scrutiny officers, and I would like to thank Stella Akintan and Rosie McKeever, led by the unflappable Julia Regan, for all their hard work on our behalf in the past year. New and old members alike have every reason to be grateful to them.

Councillor Peter Southgate
Chair, Overview & Scrutiny Commission

What is overview and scrutiny?

Overview and Scrutiny was introduced by the Local Government Act 2000. Merton operates a Leader and Cabinet model, where the Cabinet makes the executive decisions of the authority on behalf of local residents.

Overview and Scrutiny's main roles are:

- holding the Cabinet to account
- improving and developing council policies
- examining decisions before they are implemented
- engaging with members of the public
- monitoring performance of the council and its partners

Scrutiny can look into services provided by other agencies and other matters of importance to the people of the borough. Scrutiny has legal powers to monitor and hold to account local health services (Health and Social Care Act 2001) and to scrutinise crime reduction and community safety issues (Police and Justice Act 2006).

Principles

Overview and Scrutiny at Merton is:

- open to the public
- informed by methodically gathered evidence
- based on careful deliberation and discussion
- conducted in an appropriate manner

How Overview and Scrutiny works in Merton

Merton Council has an Overview and Scrutiny Commission, which acts as a coordinating body supporting three Overview and Scrutiny Panels with individual areas of responsibility:

- Children and Young People
- Healthier Communities and Older People
- Sustainable Communities

Commission and Panel meetings take place throughout the year and members of the public are welcome to attend. Dates, agendas and minutes for these meetings can be found on the council website:

<https://democracy.merton.gov.uk/ieDocHome.aspx?bcr=1>

More information about Scrutiny at Merton can be found at

<https://www2.merton.gov.uk/council/decision-making/scrutiny.htm>

or by phoning the scrutiny team on 020 8545 3864 or emailing scrutiny@merton.gov.uk.

Scrutiny achievements 2018-2019

Scrutiny is a rewarding and influential role for councillors and has led to some real changes in policies, service provision and council budgets over the past year. The detail of scrutiny activity carried out by each of the scrutiny panels and the Commission is provided in the main body of this report. Some of the highlights are set out below.

Improvements to local services

Over the last year scrutiny has made continued to recommendations that have had a significant impact on services provided by the council, its partners and other external organisations. These include:

Homeshare scheme

The recommendation of a scrutiny task group review into the viability of a home share scheme for Merton has been accepted and the scheme is now being developed. Homeshare brokers a relationship between older people who have a spare room with a younger person who will give around ten hours of support with tasks around the home.

Changes to the access criteria for the community podiatry service

Merton Clinical Commissioning Group contacted the Healthier Communities and Older People Overview and Scrutiny Panel about planned changes to the podiatry service that will limit access criteria to those with the highest need. The Panel sought re-assurance that all vulnerable residents would still receive support and made the following recommendations, all of which were accepted by Merton CCG:

- To translate information on this service into other languages
- To provide more information for people with low podiatry needs
- To promote the availability of training for carers organisations on basic foot management.

Holding external organisations to account

The Commission and each of the Scrutiny Panels have been able hold key external bodies to account through scrutiny of performance data and rigorous questioning of senior officials from a wide range of organisations that provide services that are of importance to local residents. These include Harris Federation, Police, NHS (CCG and hospital trusts), Clarion Housing, IdVerde and Veolia UK.

Changes to proposed budget savings

Cabinet responded positively to recommendations made by scrutiny asking them to reconsider two of the proposed savings – one on funding for premises occupied by voluntary sector grant recipients and the second on proposed closure of Morden Park House. Both proposed savings were withdrawn by Cabinet.

Involving the public in scrutiny

The involvement of local residents, community organisations and partners is an important part of the scrutiny process. The Commission and each of the panels have committed themselves to increasing public involvement this year and working to ensure that this is a meaningful and rewarding interaction for local residents.

A number of different approaches to public involvement have been used this year including:

- The Sustainable Communities Overview and Scrutiny Panel has used social media (Twitter) to promote upcoming items at scrutiny and to encourage resident involvement and attendance. This has been particularly successful for the meetings attended by Veolia, Clarion Housing and IdVerde.
- The single use plastics task group carried out a survey of council staff to seek their views on how to reduce plastics in council buildings. A total of 171 staff responded with useful comments and suggestions. The feedback from the survey has formed the basis of many of the task group recommendations.
- The road safety around schools task group undertook a public survey to which over 750 parents and local residents responded with information about the situation in their neighbourhood and ideas on how this could be improved. This will be invaluable to the task group in helping them to identify recommendations for change.
- Five members of the Youth Parliament joined scrutiny councillors for an event to discuss and agree recommendations on actions that could be taken to help young people feel safe in Merton. This drew on the results of a consultation the Young Advisers had carried out with 742 young people aged 11-20.

Overview and Scrutiny Commission

The Overview and Scrutiny Commission is responsible for the scrutiny of cross cutting and strategic issues, crime and disorder and issues relating to the council's "corporate capacity". The Commission acts as a coordinating body in supporting the three Overview and Scrutiny Panels and has responsibility for developing and keeping scrutiny under review.

Scrutiny reviews

Road safety around local schools

This task group, established in response to concerns raised by two school governors and a local resident, has reviewed the aspects of road design, road user behaviour and enforcement activities that are currently affecting road safety in the vicinity of schools. The task group heard from more than 750 parents and residents, head teachers and council officers as well as examining information about initiatives in other boroughs and Londonwide.

The task group is in the process of reviewing all the evidence received and will submit its findings and recommendations to the Overview and Scrutiny Commission on 3 July and to Cabinet on 15 July 2019.

Recruitment and retention of teachers

The Commission has received an initial response from Cabinet plus a progress report on how it is implementing recommendations made by the scrutiny review of the recruitment and retention of teachers. A number of recommendations have already been implemented that will assist with using existing recruitment systems and structures more effectively and with promoting them more widely.

The cost of local accommodation was found to be a key factor affecting both recruitment and retention. To assist teachers to afford local rents, the task group recommended the introduction of an interest free loan to assist teachers with payment of rent deposits. The feasibility of this is currently being explored.

Involving young people in scrutiny

An event was run during Local Democracy Week to give young people some experience of and insight into the council's scrutiny processes. Five members of the Youth Parliament joined seven scrutiny councillors to discuss "what is Merton doing to help young people feel safe?" This question was chosen by the Youth Parliament to provide them with an opportunity to present and discuss the results of a consultation the Young Advisers had carried out with 742 young people aged 11-20. A Police Sergeant and a council officer from Safer Merton also attended to outline their roles and to answer questions.

Cabinet subsequently endorsed the recommendations made by the Youth Parliament and the implementation plan is now being monitored by the Commission. These recommendations include....

A proposal on how to more actively involve young people in scrutiny was discussed by the Commission - *Update after April meeting*

Strategic issues and pre-decision scrutiny

The Leader of the Council and the Chief Executive attended to set out their priorities for 2018/19, pressures on council and health services and on housing supply in London as well as the financial challenges facing the council. The Commission asked them questions on issues including revenue streams, commercial activity undertaken and planned by the council and how service performance concerns were being addressed with Clarion and Veolia.

The Commission commented on the annual report from Merton Partnership, particularly in relationship to community development work being planned with Merton and Sutton's Voluntary Service Councils.

In November the Commission received a report detailing how the council was preparing for Brexit, including contingency plans in the event of a 'no deal', and how the council could support EU residents to secure their rights around settled status. In response, members requested that councillors be provided with information so they could encourage EU residents within their wards to apply for settled status.

Briefings were provided on the council's target operating model (a strategic planning tool to anticipate and prepare for the future) and of the council's implementation of new statutory general data protection regulation (GDPR) requirements

The Commission has continued to examine delivery of the council's customer contact programme and has closely scrutinised details of the difficulties that had been experienced with the contract and the actions subsequently taken by the council. Members stressed the importance of learning from this project to future proof subsequent projects and to compartmentalize risk. They also stressed the importance of listening to the views and experiences of service users and staff.

Equality and community cohesion strategy action plan – add after April 2019 meeting

Scrutiny of crime and disorder

Merton is now part of the south west London Basic Command Unit (BCU). The BCU Borough Commander attended twice this year to provide the latest crime data and answer questions on a wide range of issues including stop and search, anti social behaviour and *(will add further items after April meeting)*. The Commission has closely questioned the Borough Commander on levels of crime, how BCU police resources are deployed in Merton and the future of Wimbledon and Mitcham police stations.*(Update after April meeting)*

A report was received on how the police and the council respond to Traveller encampments – *update after April meeting*

The Safer Merton Manager reported twice on work being undertaken by Safer Merton and the Community Safety Partnership, including detailed information on anti social behaviour, victim support and hate crime. At the request of the Commission, an email was sent to all councillors setting out key messages about when to use the 999 and 101 police phone numbers so that this could be passed on to residents.

Add info on Safer Merton report to April 2019 meeting

Call-in

No call-in requests were received by the Commission in 2018/19.

Finance and performance monitoring

The Commission scrutinised the London pilot of business rates retention and were reassured to hear that, to date, it had been of financial benefit to Merton and that this is being kept under review.

The financial monitoring task group has continued to monitor quarterly financial management reports and the budget outturn report. It has also scrutinised a number of budget areas and related issues in depth – budget forecasting, financial risk management, use of contingency funds and reserves, debt management, financial aspects of the Veolia and Ideverde contracts, learning from Lean reviews and a progress update on Merantun Development Ltd.

Scrutiny of the budget

Budget scrutiny was undertaken in November and January. At a strategic level, the draft business plan, medium term financial strategy and capital programme were examined. There was also detailed scrutiny of each of the proposed budget savings, alongside equality impact assessments for individual savings.

The Commission made a recommendation to Cabinet in November 2018 to express disappointment that Cabinet was not further advanced in identifying proposed savings for future years, whilst recognizing the difficult situation that Cabinet faced in relation to the size of the budget gap.

A further recommendation was made to Cabinet in January 2019 asking them to support the Local Government Association in lobbying government for a more sustainable basis for the funding of local government, to reconsider two of the proposed savings, and to re-review the future capital programme and the associated implications for the revenue budget. In response, Cabinet withdrew the two proposed savings – one on funding for premises occupied by voluntary sector grant recipients and the second on the proposed closure of Morden Park House.

Children and Young People Overview and Scrutiny Panel

Areas of responsibility: scrutiny of issues relating to children and young people. This includes education, children’s social care, child protection and youth services.

Councillor Sally Kenny, Panel Chair: “It had been an honour and a privilege to chair the Children and Young People’s Scrutiny Panel. I have learned a great deal during my first year as chair and have been delighted with the questioning and statements from Panel Members. Panel members have visited several schools and Merton College to look at the post 16 education offered in Merton. This was interesting and impressive. Panel Members also met with the Youth Parliament which was inspiring and uplifting to witness the talent, commitment and thoughtfulness of Merton’s young people.

Officers and outside groups provided updates, explained innovations and kept Members well informed of the marvellous work being undertaken and continued. They responded clearly to Members questions and provided follow up information when needed. It is rewarding that Merton’s Children and Young People’s Department is successful and is committed to develop and improve its practice to serve the young people of Merton in a productive approach. It is wonderful to be part of this process. Thank you to the scrutiny officers who support the panel, the officers and groups who update us and the Members who question and challenge to forge a close working relationship to ensure that Merton is a great place for young people to live. I am hopeful that in the future we can increase the involvement of young people in this work, in particular through Merton’s Youth Parliament”.

Scrutiny reviews

Prevent task group

Following on from the previous years’ work, the Prevent Duty task group recommendations report was presented to Cabinet on 25 June 2018. In January 2019 the Panel was updated with a six month review of the agreed action plan demonstrating how the recommendations of the Prevent Task Group have been implemented. It was decided at this meeting that going forward it should be included as a standing item in the Director’s Departmental Update.

Care leaver accommodation

The topic of care leaver accommodation returned to Panel in October 2018 and March 2019 this year, both times with a progress summary on the previously made recommendations to Cabinet on aspects to explore in order to further improve the Council’s support for care leavers in gaining suitable independent accommodation upon leaving care. The report made nine recommendations and the Panel was delighted to learn that the Director of Children Schools and Families, the Head of Social Care and Inclusion and Officers across the Children, Schools and Families and Community and Housing departments had worked together to develop an action plan to further explore and address the recommendations made. Update reports on the progress made against the action plan were welcomed as were the opportunities

for Panel Members to ask questions about areas not included, such as tackling anti-social behavior and encouraging independence.

Routes into employment for vulnerable cohorts

The Children and Young People Overview and Scrutiny Panel originally set-up a task group to look at the housing, health, education and employment of care leavers or those with additional learning needs. However, this was refocused to look solely at the employment of these groups. The task group's report and recommendations were presented to the Panel for review in January 2018 which resulted in a request from the Panel to receive an update report after six months.

During the June 2018 review it was noted that the recommendations were largely met. The Panel resolved to review them further after six months' time.

Therefore the future Merton Programme Manager returned in February 2019. The Panel noted the update on the Coram research, the statistics on Apprenticeships within the Council, and the work of the 'Toward Employment Pilot' all contained in the report and congratulated Officers on the work achieved.

Children's Mental Health task group

The Panel set up a task group to consider how to improve mental health services for children and young people aged 11-25. The task group has considered how to embed prevention and resilience, mental health provision in schools and how to strengthen existing services. Task group members have met with a wide range of witnesses including; children and adolescent mental health services, charity groups, Merton youth parliament, young service users, senior council officers. The final report will be presented to the Panel in June 2019.

Pre-decision scrutiny

Harris Wimbledon Secondary Academy

Panel continued its work with officers to review progress on the delivery of the Harris Wimbledon secondary school. Members enjoyed a visit to Harris Wimbledon the day before Panel and then welcomed the attendance of Sir Daniel Moynihan, CEO of Harris Federation, and the Head teacher of Harris Academy Wimbledon, Joanne Larizadeh to the January 2019 meeting. Sir Daniel answered Panel Member Questions and stated the new build will be finished in 2020 will have 1150 pupils with 250 in the sixth Form.

Merton Safeguarding Children Board

The Panel received the annual report of the Merton Safeguarding Children Board (MSCB) in November 2018. Members used the session to understand how the board will continue its strong partnership working, what is being done to address the on-going concerns about the timeliness of health assessments, what support is provided to fathers to help them engage with the process how the service monitors illegal schools.

Health and wellbeing strategies for children and families

Officers from Public Health and the Clinical Commissioning Group provided the Panel with a progress update on the delivery of the Health and Wellbeing Strategy

(2015-2018) theme: Best Start in Life (Early year's development and strong educational achievement). This was the final report on the 2015-2018 strategy.

The Panel was pleased to see the work that had been done to reduce waiting times for the first CAMHS appointment. Panel Members and Officers also discussed the range of work being done to combat childhood obesity. Officers also sought to engage the Panel members on the refresh of the Health and Well-being Strategy for 2019-2024 particularly in relation the 'Start Well' children and young people's theme.

Regional Adoption Agency

A report that summarised the business case for Merton entering regional adoption arrangements with nine other local authorities in South London as part of Adopt London South was brought to scrutiny in October 2018.

Panel members were reassured that Merton will continue to receive sufficient resources to meet the needs of local children and that it will not weaken the good work Merton has been doing. Merton received an outstanding rating for their adoption service during the last Ofsted Inspection. Panel resolved that progress with the Regional Adoption Agency be included in the department update report at future CYP scrutiny panels.

Children and Young People's Plan 2019-23

The Director of Children Schools and Families gave an overview of the report, highlighting that young people had identified outcomes which are important to them. Members of the panel were asked to discuss their priorities for the children and young people of Merton for the period 2019-23 and to provide their views to feed into the consultation and engagement activity underway to support development of the plan.

Performance monitoring

Performance monitoring data

The Panel has continued to review progress against a basket of agreed key targets (Key Performance Indicators) with Councillor Hayley Ormrod and Councillor Eleanor Stringer sharing the role of performance monitoring lead for the Panel. This item has been discussed on the majority of agendas with time allocated to the scrutiny of the data and for key points and clarifications to then be discussed at the meeting.

Education, Health and Care Plans

The Children and Young People Overview and Scrutiny Panel has taken a lead over the last year on scrutinising the progress being made with the transfer of 1,023 SEN statements to Education, Health and Care Plans (EHCPs). This work was run in parallel to meeting requests for new EHCPs within the newly introduced Government deadline of twenty weeks between the initial request for an EHCP being accepted and production of the resulting plan.

Monthly data on performance against the twenty week target for the production of new EHCPs was provided to the Panel regularly and made publicly available as part of the

agenda for the Panel meetings.

During the June 2018 Panel, it was discussed that the department were just about to complete a formal consultation on the experience of parents/carers involved in the EHCP process. Panel resolved that the consultation results be shared with the members once completed. As agreed, the Assistant Director of Education presented the survey work report during the February 2019 Panel.

Schools annual report

The Panel received its annual schools report looking at the performance of Merton's schools over the academic year September 2017 to August 2018. The proportion of schools judged to be good or better in Merton rose from 88% to 93% over the course of the academic year. This proportion is above the London and national averages. All of the Council's secondary schools continued to be judged to be good, with the proportion judged as outstanding rising to 63% (well above national and local averages). School attendance in Merton is also above the most recent national and London comparative data for secondary and special schools, and in line with these averages for primary schools.

Financial monitoring

Members used the two budget and business planning sessions this year to explore the large budget gap of savings still to find for 2020-21, the work done regarding saving costs on School Transport and the impact of Government grants ending in the coming years.

Call-in

No call-in requests were received by the Panel in 2018/19.

Healthier Communities and Older People Overview and Scrutiny Panel

This Panel has responsibility for the scrutiny of issues relating to health, public health and adult social care. This includes promoting good health and healthy lifestyles, mental health issues, and reducing health inequalities for people of all ages.

Adult Social Care

The Panel received a comprehensive update of service provision within adult social care. The Panel were pleased that Merton has made a significant improvement in delayed discharges of care, moving from one of the worst outcomes in London to one of the best. To address the higher demand on services with less resources the team are focussed on helping people to remain independent in their own homes with re-ablement an increase in physiotherapy and a focus on prevention.

Homeshare Scheme Task Group

Last year the Panel conducted a task group review of the viability of a Home share scheme for Merton. Homeshare brokers a relationship between older people who have a spare room with a younger person who will give around ten hours of support with tasks around the home. The Panel were pleased that all the recommendations were accepted and will receive an update in the autumn of 2019.

Improving the Personal Independent Payment Process in Merton

The Panel maintains an on-going concern about Personal Independent Payment process regarding the on-going impact on Merton residents including:

- Overbooking at assessment centres
- Higher rate of appeals being overturned at tribunal by Merton residents
- There are no assessment Centres in Merton therefore people are required to travel out of the borough

The Panel have continued to seek changes with these issues and are calling for the Department for Work and Pensions to provide a 'pop up' assessment centre for Merton. The Panel worked alongside Merton Centre for Independent Living to conduct an audit of the Croydon and Wandsworth assessment centres and many of the recommendations are currently being implemented.

Changes to the access criteria for the community podiatry service

Merton Clinical Commissioning Group contacted the Panel about planned changes to the podiatry service. The proposed changes will limit access criteria to those with the highest need. The Panel sought re-assurance that all vulnerable residents would still receive support and made the following recommendations, all of which were accepted by Merton CCG:

- To translate information on this service into other languages

- To provide more information for people with low podiatry needs
- To promote the availability of training for carers organisations on basic foot management.

Adult immunisation programme

NHS England presented the Panel with the immunisation programme covering 2015-2018. The data highlighted that Merton along with most other London boroughs had lower uptake rates than the national average. Panel members put forward some suggestions on how services can be improved and highlighted that as the council is not responsible for promotion of immunisation, it is limited in what we can do to support this area within existing budgets. The Director of Public Health informed the Panel that they do their best to promote the importance of immunisations by using the material from national campaigns to highlight the issues locally.

Annual Public Health Report

The Panel received an update on tackling the health inequalities that exist between the East and West of the borough. The results painted a complex and somewhat unexpected picture. The data highlighted that the gap in life expectancy is closing for women but not for men. Also, self-reported wellbeing and mental health is worsening in more affluent areas. The Panel agreed that this is a significant long term piece of work and if interventions had not been put in place it is likely that the gap would be significantly worse.

Improving access to psychological therapies

Local news reports cited that NHS Merton was one of the 28 areas in the country were not meeting their targets for access to psychological therapies. The Panel invited NHS colleagues to attend and set out they are addressing this challenge.

The Director of Commissioning reported that the service has been re-commissioned with St George's University Hospital NHS Foundation Trust who are a larger and more experienced provider with the new service beginning on the 1st April 2019. The Panel were pleased to find that the funding been doubled for the service. Panel members highlighted the importance of reaching out to seldom heard communities such as those with long term conditions and carers.

Enabling Older People to independently at home

The Panel heard about the measures put in place to support older people to remain in their own home. This work focussed on the importance of preventing ill health and early intervention. This approach is beneficial for service users as most people prefer the comfort of their own surroundings. This approach also provides cost savings to the council.

Merton Clinical Commissioning Group Primary Care Strategy

The Panel were asked, through the topic selection process, to look at strategies to improve access to GP Surgeries. They also had a wider look at primary care

services. It was reported that this area had received significant increased funding by Merton Clinical Commissioning Group. This has led to an increase in morning and evening surgeries and more appointments available including weekends. Panel member raised a number of issues that need to be addressed including; ensuring older people are not disadvantaged by digital access, enabling doctors surgeries to collect fluid samples as people currently have to travel to different sites and continuing to tackle loneliness through the social prescribing process.

Supporting Frequent Attenders at Accident and Emergency Services

Frequent attenders are defined by primary care as those who attend A&E six times in 12 months. Many amongst this group will be vulnerable residents and the Panel were asked to look at the support provided to this group. There are a range of services in place to redirect people to appropriate provision such as mental health support and primary care. Panel highlighted the importance of making people aware of the correct service to approach in the time of an emergency or with a health issue including the 111 service.

Transitions from Children's to Adult Services for Children with Special Educational Needs and Disability – Task Group Review.

This year the Panel commissioned a task group to consider services for those who move from children adult provision. The task group decided to focus on special educational needs and disability. The task group spoke to a wide range of witnesses who highlighted that a good transition to adult life should focus on supporting greater independence and employment as a result the terms of reference were as follows:

- Review the transitions process and make recommendations for improvement.
- Review opportunities to increase volunteering and employment to reduce isolation amongst adults with SEND.
- Review support for those with substantial needs to ensure they are able to maintain independence and not revert to critical care in future.

The final report and recommendations will be presented to the Panel in June 2019.

Joint Scrutiny Committees

The Chair and vice-chair also participates in the South West London and Surrey Joint Health Scrutiny Committee looking at strategic issues affecting the South West London area.

The Chair is also sits on the Improving Healthcare Together 2020 Joint Health Scrutiny Committee with membership from Merton, Sutton and Surrey Councils. This body is reviewing the proposals for acute care re-configuration across the Epsom and St Helier Hospital sites. Merton continues to maintain support for the retention of a full range of services at St Helier Hospital.

Sustainable Communities Overview and Scrutiny Panel

(note – additional information to be added following panel meeting on 30 April)

Areas of responsibility: scrutiny of issues relating to housing, environmental sustainability, culture, enterprise and skills, libraries and transport.

Councillor Laxmi Attawar, Panel Chair: “2018/19 has been a busy year for Sustainable Communities Panel, that it has been necessary to include an additional meeting in our schedule. In my first year as chair of a relatively new panel I am pleased that we have overseen, scrutinised and reviewed the biggest change to the Borough’s waste collection scheme with the roll out and implementation of the wheelie bins. In the scrutiny process I have sought to encourage residents from across the Borough to participate to get views from a broad cross-section. In addition, a briefing was organised for all members on Housing and Homelessness which was successful and well attended.”

Scrutiny reviews

Air Quality Task Group

The Sustainable Communities Panel conducted pre-decision scrutiny of the scope of review of parking levies which are a key way to influence decisions about vehicle purchases. The action plan to achieve the task group’s recommendations will continue to be reviewed every six months.

Crossover Task Group

The task group’s action plan was presented at the September 2018 Panel meeting with a recommendation of a limit of 2.5 annual permits to be issued per bay. Once this is reached no further crossovers should be allowed in that zonal area. A review to monitor the implementation of the recommendations is scheduled for June 2019.

Commercialisation Task Group

The Panel receives annual updates on the progress against the recommendations and performance reports following large scale events.

The Panel were assured that commercialisation and income generation remain a priority and that the Council are taking every opportunity to explore ideas and events through the Greenspaces team and pursue investment in the Morden area.

Housing Supply Task Group

The Panel has enjoyed regular updates on progress against the recommendations at six month intervals and received a summative and final report on this task group in March 2019. All recommendations were achieved. Housing Officers commented on how the Task Group recommendations helped to focus their minds and added value to their work.

Single Use Plastics Task Group

The Sustainable Communities Panel set up a task group to consider the council's role in reducing single use plastic. The task group decided to focus on reducing plastic in council buildings and met with the chief Executive of Plastic Free Pledge, Sustainable Merton as well as the public health and facilities management teams. A staff survey was commissioned and 171 responses were received. The final report will be presented to the Panel in April 2019.

Strategic issues and pre-decision scrutiny

The Panel has undertaken pre-decision scrutiny on a range of strategic issues and Council priorities. These include:

Highways and maintenance contract

Members' views on the scope for the re-procurement of the highways contract were sought in September 2018. A detailed specification and details of the full procurement process returned to scrutiny at its February meeting for pre-decision scrutiny (before this progressed to Cabinet for its decision).

Diesel levy implementation

The Council introduced the diesel levy surcharge in 2016. At the time of approval, Members requested the effect of the levy be reviewed after 2 years of its operation. The Panel received a report setting out the terms of reference for this review in February 2019.

This resulted in a reference to Cabinet recommending that they consider whether to extend/clarify the terms of reference for the diesel levy review and the review into emissions based charging to examine whether there is any evidence of the type of behavioural change that these schemes drive (i.e. there might not be a fall in overall applications for permits, but over time there might be a trend for permits for less polluting vehicles).

Public health and air quality - a review of parking charges

At its meeting in January 2019 the Sustainable Communities Overview and Scrutiny Panel received a report on a strategic approach to parking charges that was referred to the Panel by Cabinet at its meeting on 10 December 2018.

The Panel was asked to discuss and comment on the report and this resulted in a reference to Cabinet recommending that Cabinet share the results of the planned public consultation with the Panel so that it can contribute additional thoughts prior to a final decision being made by Cabinet. The Panel also recommended they be given an opportunity to carry out pre-decision scrutiny of the findings of the 6-12 month review carried out after implementation of the new charges.

Performance monitoring

Performance monitoring data

The Panel has continued to review progress of both the Environment and Regeneration and the Community and Housing Departments key performance indicators. This item has been discussed on the majority of agendas. The lead member for performance monitoring this year was Councillor Nick McLean who held regular pre-meets with the relevant officers to allow further time to be given to the scrutiny of the data and for key points and clarifications to then be discussed at the meeting.

Waste, recycling and street cleaning featuring

Monitoring the performance of the waste, recycling and street cleaning contract has formed a key part of the Panel's work. This topic featured on four agendas in this municipal year. There has been increased input from residents and the involvement of Veolia representatives allowing the Panel to highlight key concerns and look at how these are being addressed.

Planning enforcement

Updates on the performance of planning enforcement were given and although there is still a backlog of cases, Panel members noted that the dip in performance was formally addressed and targets are now being accomplished. The team has been stabilized with permanent staff and greater efficiencies in I.T continue to be explored.

Town Centre regeneration

The Panel was pleased to receive a presentation highlighting all that has been achieved in delivering work to date on the programme of town centre regeneration in March 2019.

Financial monitoring

The Panel used the two sessions on budget and business planning to focus on new savings proposals, replacement savings and to question officers on the content of the service plans.

"The Panel noted that there was not a savings item in relation to Christmas parking. Subsequently a reference to Cabinet requested that once the Christmas parking analysis is concluded, the results be brought to the Sustainable Communities Overview & Scrutiny Panel for comment."

Scrutiny of external bodies

The Panel was pleased that Merton's largest social housing provider, Clarion Housing, returned this year to update the Panel and answer questions on the estates regeneration. Residents were invited to speak at the Panel and as happened previously, the opportunity was taken to seek questions from all Councillors and not just Panel members. These were sent to Clarion in advance with its responses being

circulated to members in advance of the meeting. Clarion have agreed to return again in the next municipal year.

We welcomed representatives from Veolia UK, who provide Merton's waste, recycling and street cleaning services, at the June 2018 and February 2019 Panels. These panels were used as an opportunity to discuss performance issues, hear resident feedback and receive updates on the service.

The Panel also received a report focused on the performance of the *idverde* contract. Areas of underperformance were discussed and *idverde* were asked to take responsibility for the shortcomings within the service and make improvements. The *idverde* representative in attendance reported additional staff have been employed to support the contract.

Different approaches

During the municipal year the Panel has explored different approaches to support it in achieving effective scrutiny.

Keen to reach out and engage Merton residents in the scrutiny process, Panel members have continued to use social media (Twitter) to promote upcoming items at scrutiny and to encourage resident involvement and attendance.

Before February's Panel meeting on the performance of Merton's waste, recycling and street cleaning services provided by Veolia UK, the Panel members held a pre-meet beforehand to agree on a themed line of questioning. It was felt this systematic approach was successful and had more impact in terms of scrutiny of the service in question.

There are some minor practical difficulties in getting panel members together before the meeting starts, given members are travelling directly from work but these are difficulties that can be overcome if members are keen to reproduce this approach for further meetings.

Call-in

The Panel had no call-ins during this municipal year.

Get involved

The involvement of local residents, community organisations and partners is an important part of the scrutiny process and councillors are committed to responding to the views and concerns of residents.

Getting involved in scrutiny is one of the best ways to influence decision making at the council, as councillors will hear your experiences first hand. There are a number of ways you can get involved in the work of scrutiny at the council:

Suggesting an issue for scrutiny

The council's website contains an online form which can be used to make suggestions on issues and topics for future scrutiny:

<http://www.merton.gov.uk/council/scrutiny/scrutiny-getinvolved.htm>

Suggestions may also be made in writing, by email or by phone to the Scrutiny Team – contact details overleaf.

All suggestions received will be discussed by the relevant scrutiny Panel and the person who made the suggestion will be contacted to let them know what has happened to it.

Attending meetings

All scrutiny meetings are open to the public except where confidential information has to be discussed. A list of meeting dates and agenda items can be found on the council's website. <http://www.merton.gov.uk/council/committee.htm>

If you would like to attend a meeting simply come along to the meeting venue or, if you want more information, contact the Scrutiny Team – details overleaf.

Providing information and views

Members of the public can send in written views or speak on issues that are under discussion at the Overview and Scrutiny Commission or one of the Overview and Scrutiny Panels.

Information on current task group reviews and any deadlines for submission on information can be found on <http://www.merton.gov.uk/scrutiny> or by contacting the Scrutiny Team – details overleaf.

Contact the Scrutiny Team

The Scrutiny Team provides independent and professional support and advice to the Members of the Overview and Scrutiny Commission and the three standing Overview and Scrutiny Panels.

You can contact the Scrutiny Team using one of the following methods: -

In writing:

Scrutiny Team
Democracy Services
Merton Civic Centre
London Road
Morden
Surrey SM4 5DX

By emailing:

scrutiny@merton.gov.uk

By phoning:

Julia Regan – Head of Democracy Services
020 8545 3864

Stella Akintan –Scrutiny Officer
020 8545 3390

Rosie McKeever – Scrutiny Officer
020 8545 4035

For further information about overview and scrutiny at Merton please access our web pages using the following address <http://www.merton.gov.uk/scrutiny>

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Committee: Overview and Scrutiny Commission

Date: 24 April 2019

Wards: All

Subject: Planning the Commission's 2019/20 work programme

Lead officer: Julia Regan, Head of Democracy Services

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

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

Recommendations:

- A. That the Commission reviews its 2018/19 work programme (set out in the appendix), identifying what worked well, what worked less well and what the Commission would like to do differently next year;
 - B. That the Commission suggests items for inclusion in the 2019/20 work programme – both agenda items and potential task group review topics;
 - C. That the Commission re-establishes the financial monitoring task group and makes recommendations regarding its work programme;
 - D. That the Commission advises on agenda items for its meeting on 3 July 2019.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

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

2. DETAILS

Identifying issues for the 2019/20 work programme

- 2.1 The scrutiny officers are currently gathering suggestions for issues to scrutinise, either as Commission agenda items or task group reviews. Suggestions are being sought from members of the public, councillors and partner organisations including the Police, NHS and Merton Voluntary Service Council. The council's departmental management teams have been consulted in order to identify forthcoming issues on which the Commission could contribute to the policymaking process.
- 2.2 The Commission is therefore invited to suggest items for inclusion in the 2019/20 work programme – both agenda items and potential task group review topics.
- 2.3 All the suggestions received will be discussed at the Commission's topic workshop on 21 May 2019. As in previous years, participants will be asked to prioritise the suggestions using criteria so that the issues chosen relate to:
 - the Council's strategic priorities;
 - services that are underperforming;
 - issues of public interest or concern;
 - issues where scrutiny could make a difference

Financial monitoring scrutiny task group

- 2.4 In previous years the Commission has established a financial monitoring task group to lead on the scrutiny of financial monitoring information on behalf of the Commission, with the following terms of reference:
- to carry out scrutiny of the Council's financial monitoring information on behalf of the Overview and Scrutiny Commission;
 - to advise on other agenda items as requested by the Overview and Scrutiny Commission;
 - to report minutes of its meetings back to the Overview and Scrutiny Commission;
 - to send via the Commission any recommendations or references to Cabinet, Council or other decision making bodies.
- 2.5 The task group has met four times a year to enable the financial monitoring information to be examined on a quarterly basis. The meetings are held in public and the agenda and minutes are published on the Council's website.
- 2.6 It is recommended that the Commission agrees to re-establish the task group for 2019/20. The Commission would then formally appoint members at its meeting on 3 July 2019.
- Planning the first meeting of the 2019/20 municipal year
- 2.7 A note of the workshop discussion and draft work programme will be reported to the first meeting of the Commission in the new municipal year. The Commission will be requested to discuss this draft and agree any changes that it wishes to make.
- 2.8 Last year the Leader of the Council and the Chief Executive attended the first meeting of the municipal year to outline their priorities and challenges for the year ahead. The Merton Partnership annual report was also presented at that meeting so that members could ask the Leader and Chief Executive questions on issues arising from the report.
- 2.9 The Commission also received an analysis of the Members' annual scrutiny survey and a scrutiny improvement plan at its July meeting last year.
- 2.10 It is therefore recommended that the Commission should include the following items on the agenda for the meeting on 3 July:
- priorities and challenges for 2019/20 – Leader of the Council and the Chief Executive
 - Merton Partnership Annual Report - Head of Policy, Strategy & Partnerships
 - analysis of Members' annual scrutiny survey – Head of Democracy Services
 - discussion of questions for the Borough Commander
- 2.11 The Commission is asked to advise on any other items that it would be helpful to include on the agenda for its 3 July meeting.

Involving young people in scrutiny

- 2.12 One of the outcomes of the scrutiny exercise carried out jointly with the Youth Parliament during Local Democracy Week 2018 was a recommendation to involve young people more in scrutiny in future. This should include an opportunity to get involved in suggesting and scrutinising a wide range of issues that are of concern to young people and should not be restricted to those within the remit of the Children and Young People Overview and Scrutiny Panel.
- 2.13 Youth Parliament members are elected each year in February and then develop their work programme in March/April.
- 2.14 Scrutiny topic suggestion forms are sent to all school councils and to the Youth Parliament each year so that they can suggest topics for inclusion in the Panels' and Commission's work programmes. Visits by Scrutiny Officers and/or councillors are also offered so that suggestions can be discussed face to face.
- 2.15 Scrutiny task group topics are generally agreed at Panel/Commission meetings in June/July and commence work in September. It is proposed that an invitation should be sent to the Youth Parliament so that they may co-opt young people to a scrutiny task group that is of interest to them.
- 2.16 The scrutiny work programmes will also be shared so that Youth Parliament representatives can send in a written submission or attend to join in the discussion of agenda items in which they have an interest. In particular, the Youth Parliament may wish to submit the results of consultation that they carry out so that this can inform any of the items on the agenda of any scrutiny panel or of the Commission.

3. ALTERNATIVE OPTIONS

- 3.1 The Overview and Scrutiny Commission can select topics for scrutiny review and for other scrutiny work as it sees fit, taking into account views and suggestions from officers, partner organisations and the public.

4. CONSULTATION UNDERTAKEN OR PROPOSED

Scrutiny topic suggestions are being sought from members of the public, councillors, council officers and partner organisations including the police, NHS and Merton Voluntary Service Council.

5. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 5.1 None for the purposes of this report.

6. LEGAL AND STATUTORY IMPLICATIONS

- 6.1 There are none specific to this report.

7. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 7.1 It is a fundamental aim of the scrutiny process to ensure that there is full and equal access to the democratic process through public involvement and engaging with local partners in scrutiny reviews. Furthermore, the outcomes of reviews are intended to benefit all sections of the local community.

8. CRIME AND DISORDER IMPLICATIONS

8.1 The Police and Justice Act 2006 requires every Council to have a scrutiny committee with the power to review or scrutinise decisions made, or other action taken by the Council and the other responsible authorities in the exercise of their crime and disorder functions. The other responsible authorities are the police, the police authority (Metropolitan Police Authority), the fire and rescue authority and the NHS (Merton Clinical Commissioning Group and local NHS Trusts).

8.2 In Merton the responsible committee is the Overview and Scrutiny Commission.

8.3 Under the 2006 Act, the responsible committee is required to “meet to review or scrutinise decisions made, or action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, no less than once every twelve months”. In doing so, it may require the attendance of officers from the Council, the police and co-operating authorities.

9. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

9.1 None relating to this report.

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

10.1 Appendix 1 - 2018/19 work programme

11. BACKGROUND PAPERS

11.1 None

Meeting date – 11 July 2018

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Holding the executive to account	Leader and Chief Executive – vision, key priorities & challenges for 2018/19	Presentation	Leader of the Council Ged Curran, Chief Executive	Context for Commission’s work programme
	Merton Partnership annual report	Report	Chief Executive John Dimmer, Head of Policy, Strategy & Partnerships	Context for Commission’s work programme
Scrutiny reviews	Analysis of Members’ annual scrutiny survey 2018	Report	Cllr Peter Southgate Julia Regan, Head of Democracy Services	Discuss findings and agree action plan for 2018/19
	Overview and Scrutiny Commission work programme 2017/18	Report	Cllr Peter Southgate Julia Regan	To agree work programme and task group reviews

Meeting date – 19 September 2018

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Scrutiny of crime and disorder	Borough Commander	Report and in-depth discussion	Borough Commander	Update on crime figures & discussion of policing in Merton.
	Safer Merton Update	Report	Neil Thurlow, Community Safety Manager	Progress report
Scrutiny reviews	Potential task group review for 2018/19 – road safety around schools	Report	Cllr Peter Southgate Julia Regan	Decision on whether to commence a task group review on road safety
	Recruitment and retention of teachers task group	Cabinet response and action plan	Jane McSherry, Head of Education	To receive Cabinet response and action plan
	Financial monitoring task group	Minutes of meeting on 30 August 2018	Chair of task group Julia Regan	To note minutes of meeting held on 30.08.18

Meeting date – 14 November 2018

Scrutiny category	Item/Issue	How	Lead Member/ Lead Officer	Intended Outcomes
Holding the executive to account	Assessing the impact of Brexit on the Council and the Borough	Report and discussion	Caroline Holland, Director of Corporate Services	To receive and comment on Cabinet report. Verbal update on scrutiny work carried out by Cllr Carl Quilliam
	Target Operating Model (TOM)	Report	Sophie Ellis, Assistant Director of Business Improvement	Overview to set context for budget scrutiny
	Business rates retention	Report	Caroline Holland, Director of Corporate Services	Update on the Londonwide pilot – to set context for budget scrutiny
Budget scrutiny	Business Plan 2019/23 - information pertaining to round one of budget scrutiny	Report	Cllr Mark Allison Caroline Holland, Director of Corporate Services	To send comments to Cabinet budget meeting 10 December
Scrutiny reviews	Local Democracy Week – joint scrutiny with the youth parliament	Report	Cllr Peter Southgate Julia Regan, Head of Democracy Services	To receive report and agree next steps

Meeting date – 23 January 2019 – scrutiny of the budget

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Budget scrutiny	Business Plan 2019/23	Report – common pack for Panels and Commission	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services	To report to Cabinet on budget scrutiny round 2
	Business Plan update - latest info from Cabinet 14 January (if any)	Report	Cllr Mark Allison, Cabinet Member for Finance Caroline Holland, Director of Corporate Services	To report to Cabinet on budget scrutiny round 2
	Scrutiny of the Business Plan 2019-2023: comments and recommendations from the overview and scrutiny panels	Report	Cllr Peter Southgate Julia Regan, Head of Democracy Services	To report to Cabinet on budget scrutiny round 2
Scrutiny reviews	Financial monitoring task group	Minutes of meeting	Cllr Stephen Crowe, Chair of task group Julia Regan	To note minutes of meeting held on 13.11.18

Meeting date – 20 March 2019

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Holding the executive to account	Access to services through the council's website	Report	Sophie Ellis, Assistant Director of Business Improvement	Progress report for comment
	General Data Protection Regulation (GDPR)	Report	Karin Lane, Head of Information Governance	Briefing for information and comment
Performance management	Select Committee Review of Overview and Scrutiny	Report	Cllr Peter Southgate Julia Regan	To receive government's response to the Select Committee's recommendations
Scrutiny reviews	Recruitment and retention of teachers task group	Updated action plan	Jane McSherry, Head of Education	To scrutinise progress with implementation of task group recommendations
	Financial monitoring task group	Minutes of meeting	Chair of task group Julia Regan	To note minutes of meeting held on 25.02.19
Scrutiny of crime and disorder	Discussion of questions for the Borough Commander	Discussion	Cllr Peter Southgate Julia Regan	Discussion to plan line of questioning for meeting on 24 April

Meeting date – 24 April 2019

Scrutiny category	Item/Issue	How	Lead Member/Lead Officer	Intended Outcomes
Scrutiny of crime and disorder	Borough Commander	Report and in-depth discussion	Borough Commander	Update on crime figures and local policing issues
	Travellers unauthorised encampment protocol	Report and discussion with affected residents	Howard Joy, Property Management & Review Manager	To scrutinise response to recent encampments and the timeline for review of the protocol
	CCTV service update	Report	Cathryn James, Interim Assistant Director of Public Protection	Update on CCTV service and results of Londonwide review
Holding the executive to account	Equality and Community Cohesion Strategy 2017-20	Action plan	Evereth Willis, Equality and Community Cohesion Officer	To comment on progress made with action plan
Performance management	Overview and Scrutiny Annual Report	Report	Cllr Peter Southgate Julia Regan	To approve and forward to Council
	Planning the Commission's 2019/20 work programme	Report	Cllr Peter Southgate Julia Regan	To include proposals for involving young people in scrutiny
Scrutiny review	Safety of young people in Merton – response from Cabinet plus update on action plan	Report	Rachael Wardell, Director Children Schools and Families	To comment on progress made with action plan