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Merton Council

Sustainable Communities

Overview and Scrutiny

Panel



Date: 3 September 2019

Time: 7.15 pm

Venue: Committee Rooms CDE, Merton Civic Centre, London Road, SM4 5DX

AGENDA

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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

Natasha Irons (Chair)
Daniel Holden (Vice-Chair)
Ben Butler
Anthony Fairclough
David Dean
Aidan Mundy
Owen Pritchard
Geraldine Stanford

Substitute Members:

Nigel Benbow
Eloise Bailey
Nick Draper
Brenda Fraser
Edward Gretton

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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SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

27 JUNE 2019

(7.15 pm - 9.30 pm)

PRESENT Councillors Councillor Natasha Irons (in the Chair),
Councillor Daniel Holden, Councillor Ben Butler,
Councillor Anthony Fairclough, Councillor David Dean,
Councillor Owen Pritchard and Councillor Geraldine Stanford

Jason Andrews (Environmental Health Pollution Manager),
Cathryn James (Interim Assistant Director, Public Protection),
Chris Lee (Director of Environment and Regeneration), Ben
Stephens (Head of Parking Services) and Dr Dagmar Zeuner
(Director, Public Health)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Cllr Mundy (with Cllr Fraser substituting).

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

The minutes of the previous meeting were agreed.

Matters arising:

1. Local Implementation Plan moved to 8 January 2020.
2. The Director of Environment and Regeneration updated the Panel that the revised proposal for agreeing environmental permits is with the legal department for their input.

4 PARKING CONSULTATION (Agenda Item 4)

The Director of Environment and Regeneration introduced the report. There were over 3000 responses to the consultation and the issues raised have been reflected upon and influenced changes.

At the invitation of the Chair, residents shared their thoughts on the proposals.

Sara Sharp: The scheme deems the health in the west of the borough is more important than the east. No extra public transport provision or cycling infrastructure. Doesn't make sense to increase charges on one side of the borough but not on the other if you want air quality to improve. There is more that could be done. Stop the school application on one other boroughs most toxic air sites, air quality monitoring, scrap Christmas car parking, ensure TfL clean up the bus fleet, better anti idling

campaign, include AQ measures in planning applications, address that 50% of free permits belong to council workers.

Jamie Attle: Proposed charges are too high - ½ day parking increasing from £1.50 to £3.50 is a 133% rise. It's a win/win for the Council but residents will suffer. It will have a negative impact on selling properties. A public meeting should be organised to hear resident's views. Transparency is needed with regards to how much it costs for parking administration as the charges should only cover the Council's expenses.

Helen Clark Bell: LOVE Wimbledon fully support Air Quality proposals but this parking proposal does not have any measurable objectives in improving Air Quality. The only town centre change has been that of St Georges Road and Queens Road. The 20 minute free bays are monopolised by food delivery bikes. Electric Vehicle charging points are not mentioned, neither is impact of the ULEZ. The Councils' anti-idling campaign is weak. Dock less bikes are repeatedly dumped in the town centre.

Eve Cohen: I fully support any initiative that will improve air quality but the increase in residents parking permit charges will not do this. Only those in a CPZ and parking on street are affected by residents parking permits. It will not reduce cars in other areas or with off street parking. The council is sending out a mixed message - Car park charges are being increased during the day but remaining at a low fixed fee for the evening. Does the council want people to reduce vehicle usage and improve air quality or not? Charges should be based on the level of vehicle emissions. How does this policy tackle vehicle pollution when it is not tackling the through traffic including buses which causes much of the pollution across the whole borough? The walking and cycling experience needs to be made easier and better. Secure cycle parking is needed. The anti-idling campaign needs to be ramped up. Those that truly need their cars for work e.g. electricians, plumbers, gas persons, nurses, doctors etc. should have some concession made until such a time as they can afford to change their vehicles to less polluting models.

Cllr Nigel Benbow: Highly unpopular decision. No evidence that this scheme will improve our air quality. The proposal doubles the amount we pay for parking permits in Wimbledon, but the Mitcham and Morden side of the borough have lesser charges. Some parts of the borough do not have CPZ's so residents there will not be paying anything at all. Many people need their cars for commuting or seeing family and friends. The Council wants to encourage visitors to Merton, but the ridiculous charges will have an impact on this. The Director of Environment and Regeneration thanked the speakers for their useful comments and explained that charges will help the Council to invest in complementary measures to support this.

In response to Members questions, the Director of Public Health, the Director of Environment and Regeneration and the Environmental Health Pollution Manager replied with the following points;

- There is a divide between life expectancy in the east and west of the borough. East Merton wards (Figges Marsh, Cricket Green) have the highest mortality and illness figures.
- Major high streets are the most polluted.
- Mitcham has a reading of 63.7. Alongside increasing parking charges, the Council is investing in cycling infrastructure and improving the quality of Mitcham Fair Green.
- Air quality statistics across London and locally, ownership of vehicles, use of car parks and the modal shift to using public transport will be the key indicators used to judge success of the strategy.
- Carer permits are available.

- With regards to staff parking permits, we recognise that we are a big user of motor vehicles. We are reviewing this. There are some contractual issues but we hope to have the review concluded within the next six months.
- CIL bids will be coming to Cabinet in the near future, which does include tree planting.

Councillor Daniel Holden raised a motion that recommended to Cabinet that this panel does not believe that the substance of the report has changed substantially or materially since January, therefore we recommend that Cabinet scraps their plans to implement the parking tax. . This was seconded by Councillor David Dean and moved to a vote. Three voted in favour, five against. Motion fell.

Councillor Daniel Holden raised a motion that the panel recommends to Cabinet that council officers proactively work with TfL and other partners to clean up the bus fleet as per the February Council motion, and consider an aggressive tree planting strategy to help mitigate emissions in areas with poor air quality, the panel also recommend a more extensive roll out of electric charging points, and that the council undertakes a promotional campaign to encourage residents to switch to electric vehicles. This panel therefore concludes that until these action are under taken it does not recommend the implementation of the parking tax. This was seconded by Councillor David Dean and moved to a vote. Three voted in favour, five against. Motion fell.

A panel member proposed the panel recommends to Cabinet that the Council carry out further consultation with specific equality organisations, disability groups and individuals with protected characteristics. This was seconded by another panel member and moved to a vote. Three voted in favour, five against. Motion fell.

RESOLVED

Panel resolved (eight votes for, none against) to make the following reference to Cabinet;

The Sustainable Communities Overview and Scrutiny Panel welcomes this opportunity to comment on the proposals and on the results of the public consultation. The Panel would like contribute additional thoughts/raise issues for consideration prior to a final decision being made by Cabinet.

1. The Panel requested that Cabinet should receive additional evidence to demonstrate how public transport accessibility issues will be addressed and improvements achieved.

The EIA action plan relies heavily on the uptake of the blue badge scheme, but with a 10.7% of the Merton population over 65 years of age and a further 1.7% over 85, it is not only the disabled population (10.8%) that will be affected by the increase in charges. How will the elderly population that cannot apply for a blue badge be supported in using sustainable travel/public transport as an alternative to owning a car? Are car clubs a suitable option?

In light of the 'Access for all' funding not being granted, a number of Merton's stations remain without step free access. The action plan refers to working with TfL but there are no substantive plans mentioned.

EIA action plan quote "Access improvements to public transport infrastructure... Respondents to the survey recorded comments regarding

accessibility issues in relation to public transport... The Council works closely with TfL and Network Rail to ensure that the Highway infrastructure accommodates the efficiency of public transport services. This includes accessibility”.

2. The Panel also reiterated their original request of 14 January 2019 that Cabinet should receive additional evidence to demonstrate that increasing parking charges results in a decrease in traffic, and on the link between higher costs for high polluting cars and changing the behaviour of drivers. To date, has this evidence been supplied?
3. The Panel welcomes the review planned 6-12 months after implementation of the new charges and recommends that the Panel has an opportunity to carry out pre-decision scrutiny of the findings of this review. However, a clearer outline of what measurements will be used to track the success? I.e. an increase in permits for electric cars, a fall in overall applications for standard resident permits, increase in cycle usage, air quality improvements?
4. The Panel recommends and encourages Officers to investigate alternative options to improve air quality and take a more proactive approach in terms of sustainable travel

For example, Waltham Forest and Kingston, who have upgraded their streets and road networks to help tackle key issues surrounding road safety, air quality, public health and ease the burden on the public transport network.

- *Waltham Forest's Mini Holland cycling infrastructure*
<https://www.enjoywalthamforest.co.uk/about-mini-holland/>
- *Kingston Go Cycle*
https://www.kingston.gov.uk/info/200382/go/1258/go_developments

5 PERFORMANCE MONITORING (Agenda Item 5)

Councillor Ben Butler was appointed as Performance Monitoring Lead.

The Director of Environment and Regeneration addressed key points;

- Veolia have sourced additional vehicles and staff to address the volume of fly tips. Not all the new vehicles have the I.T system installed so there is under reporting in terms of those collected in less than 24 hours.
- We are finalising a planning enforcement action plan with additional resources to address the backlog of cases.

The Panel would like to see longitudinal analysis added to the performance data to follow long term trends as a Panel.

A Panel Member asked if we could produce data that matches that of LG inform? This would allow us to compare our data with other Boroughs.

ACTION: Scrutiny Officer to discuss with Performance Team.

6 SETTING THE WORK PROGRAMME 19/20 AND APPROVAL OF TASK GROUP (Agenda Item 6)

The Chair thanked those that attended the topic workshops on 20 May.

Work programme 19/20 was agreed.

The panel debated which task group to undertake. Majority felt that scrutinising Veolia and the new fly tipping strategy plus a task group on this subject would lead to a duplication of work. Therefore with six voting in favour and two against, the Panel has set up an Economy task group to look at how we can promote community wealth in Merton through local procurement. The task group will consider how procurement behaviour can be changed and how anchor institutions, such as the council, police, colleges, housing associations, can be encouraged to buy the goods and services they need from local businesses wherever possible. The Panel appointed Councillors Owen Pritchard, Ben Butler and Natasha Irons to this task group. An invitation will be extended to all members.

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Committee: Sustainable Communities Scrutiny and Overview Committee

Date: 3rd September 2019

Wards: All

Subject: Waste and street cleansing service performance report

Lead officer: John Bosley - Assistant Director Public Space

Lead member: Cllr Tobin Byers - Adult Social Care, Health and the Environment

Chair of the Health and Wellbeing Board

Contact officer: Charles Baker – Commissioning Manger Public Space

Recommendations:

- A. Members are asked to note the content of the report and provide officers with any comments regarding their experience, or reports they have received relating to the waste, recycling and street cleaning services.
 - B.
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. This report is intended to provide Members with an update on the performance of the waste, recycling and street-cleaning service since Veolia assumed responsibility for the service in April 2017 and especially following the role out of the new collection service in October 2018.
- 1.2. The contract is managed through the South London Waste Partnership (SLWP) team. The Authorised Officer for the contract is the SLWP Strategic Partnership Manager and there is a separate Contract Manager for the Veolia contract within the partnership team. These roles are responsible for the management of the contract across all four of the partner authorities, LB Merton, LB Sutton, LB Croydon and RB Kingston. They are directed by the Management Group which consists of the appropriate Assistant Directors from each borough. Regular contract management meetings are held between SLWP, representatives from each of the boroughs and the contractor in order to oversee and progress the delivery of the contract.
- 1.3. The operational performance of the contract is overseen and managed in a number of different ways in order to maintain and improve performance for the benefit of our residents. Our Neighbourhood Client Team, consisting of three experienced Neighbourhood Client Officers (NCOs), monitor the contract through site visits and daily interaction with the contractors' Neighbourhood Environmental Managers, residents, stakeholders and local Members. They respond to customer requests, queries

and complaints in order to resolve waste/ recycling collection, street cleaning or green space issues.

- 1.4. The Neighbourhood Client Team also gather business intelligence, performance information and analyse data held in the Council's customer management system. In addition, they have access to the contractor's operational business management systems in order to determine what resources are being used in order to deliver the services and when. Through their work they are developing strong relationships with key stakeholders as well as intricate knowledge of the wards for which they are responsible. This should enable them to pre-empt problems and resolve issues to minimise disruption and inconvenience to our residents. The regular outcomes of their data analysis and in-field reports provide the basis of the council's improvement focus points during the formal SLWP contract meeting and our local monthly operational meeting.

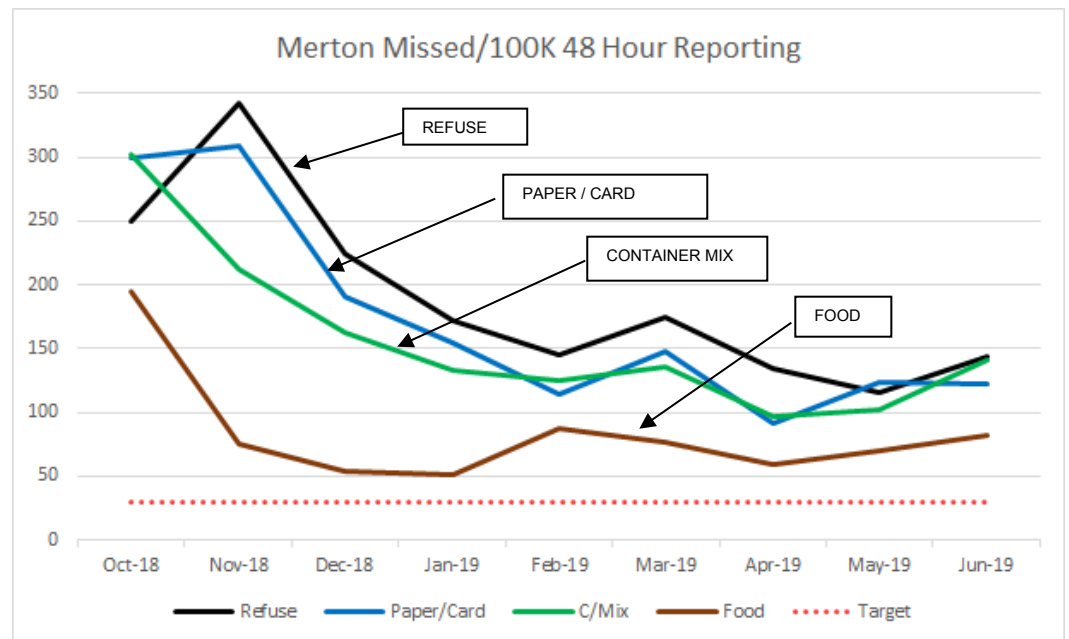
2 DETAILS

- 2.1. The new waste collection service which was introduced in October 2018 impacted on every household in the borough and was one of the biggest changes in waste collection our residents have experienced in recent history with approximately 75% of households experiencing a change in the day of collection.
- 2.2. Following the initial period of disruption following the introduction of the new service, performance levels are now comparable to those achieved prior to the service change. Overall the mobilisation of the collection service has now settled down with only limited disruption for the vast majority of residents and customers. (See appendix A)
- 2.3. In summary, the new waste collection service provides Households with a weekly collections, with two collections (food and recycling) one week and three collections (food, recycling and general waste) on alternate weeks. Each household has been provided with, one wheelie bin for non-recyclable household waste along with a wheelie bin for paper and card; they will continue to use their existing recycling box for plastics, glass and cans. (See Appendix B)
- 2.4. There are currently c.68, 000 kerbside properties which receive the new waste collection service resulting in an average of 680,000 collections per month (excluding garden waste). In addition to this there are c.16, 000 flats, each receiving a weekly communal collection amounting to 128,000 collections per month.
Waste collection service performance
- 2.5. Since the service change in October 2018 the response to missed refuse collections has been steadily improving, although the current service level remains too high. Also, the substantial changes to routes, rounds and collection methodologies had affected our contractor's ability to respond to missed collection reports within

the 24-hour service level agreement (SLA) requirement of the contract.

- 2.6. The current level of missed collections does not meet our requirements and the performance and reliability of the collection crews needs to be improved and is being addressed through the regular client management meetings. It is noted that the contractor has stated that collection service personnel resource has been stretched due to staff turnover, especial HGV drivers which is a national issue.
- 2.7. The revised recycling service has been received well by our residents and the service has seen an increase in the level of participation by our residents , however the service continues to come under added pressure from some residents attempting to use their blue lidded recycling container as a second refuse bin. We are continuing to work with Veolia and have implemented a new contamination process which will see contaminated bins tagged and the residents advised on why the collection was not undertaken as scheduled.
- 2.8. In November 2018 we implemented the 'no side waste policy' and only waste which is presented correctly in the correct container is collected. This has benefited local areas through the reduction in street blown litter arising from uncontained waste. However, there are locations where volumes of waste generated by households are still significant. In order to address this operationally we have instructed our service provider to clear all waste in these areas and have committed additional resource in the waste collection service on Wednesday and part of Thursday's collections. This is at an additional cost to the Council on a temporary basis
- 2.9. The Neighbourhood Client team routinely monitors the performance of the individual collection crews and the custom of some of the collection crews using transfer bins has been identified. We have escalated these observations with Veolia and where practical Veolia have removed the transfer bins from the service. This is with the exception of food waste and dry mix recycling which will continue to utilise the transfer bin for operational efficiencies.
- 2.10. We are aware of a number of operational challenges and the current behaviour of some of the collection crews in not returning the wheelie bins back to the property. In order to address this behaviour our contact centre is able to record these incidents and this information is shared with our service provider in order to identify the individual crews and monitor / amend their performance.
- 2.11. Following the service change in October 2018 the trend for the number of missed collections /per 100K have fallen steadily on all collection streams. Veolia acknowledges that this improvement is not fast enough and the local management teams at all depots are continuously working on solutions to achieve the targets.

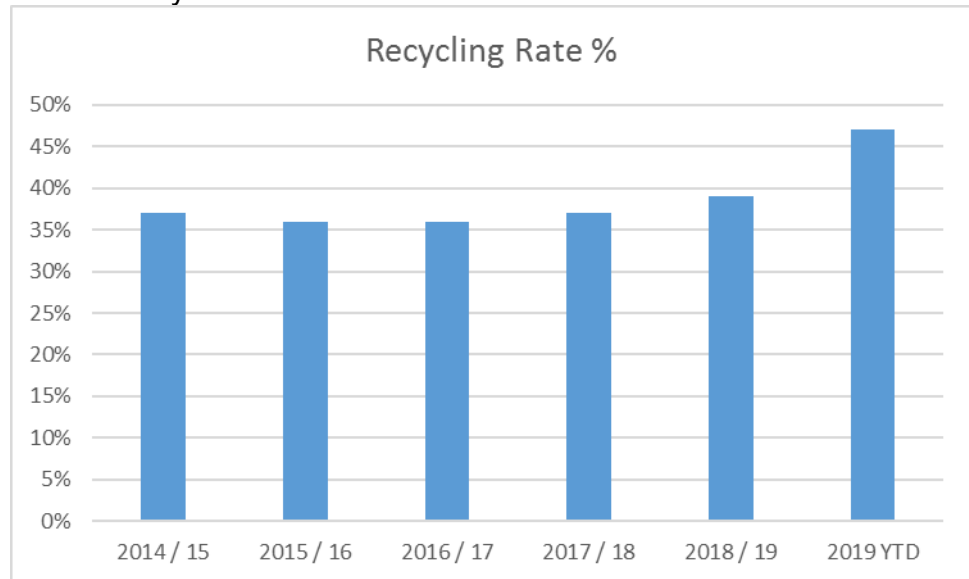
- 2.12. The graph below illustrates the number of missed collections per 100,000 collections reported within 48hrs of the scheduled collection.



Recycling – contract performance

- 2.13. Following the introduction of the new wheelie bins we have seen a significant reduction in the volume of general refuse being collected and disposed of through our Energy Waste Facility at Beddington mitigating the need for landfill. Over this period we have seen a 12% reduction in refuse, which equates to a monthly average reduction of over 480 tonnes.
- 2.14. Over the first nine month of the new service we have seen a continued improvement in the level of recycling being achieved.
- 2.15. The main contributor to this success is the increase in food waste participation which has seen an increase of over 70% or 191 tonnes per month and continues to increase.
- 2.16. The Garden waste service remains popular with our residents and our customer base continues to grow. We currently have over 9,000 customers compared to 7,500 last year. Over the last nine months, we have collected an average of an additional 60 tonnes per month compared to the same period last year.
- 2.17. The net impact of these changes has resulted in a current recycling rate of 47% in June, a record for the borough. The level of recycling will fluctuate over the year due to seasonal trends in garden waste, however we remain confident that providing the current increase in our recycling performance continues to improve, the full year effect (2019/20) will hopefully see us achieve our stretched target of 48% recycling performance and position us in the top quartile of all London boroughs.

- 2.18. The table below illustrates the historic static level of recycling over the last six years.

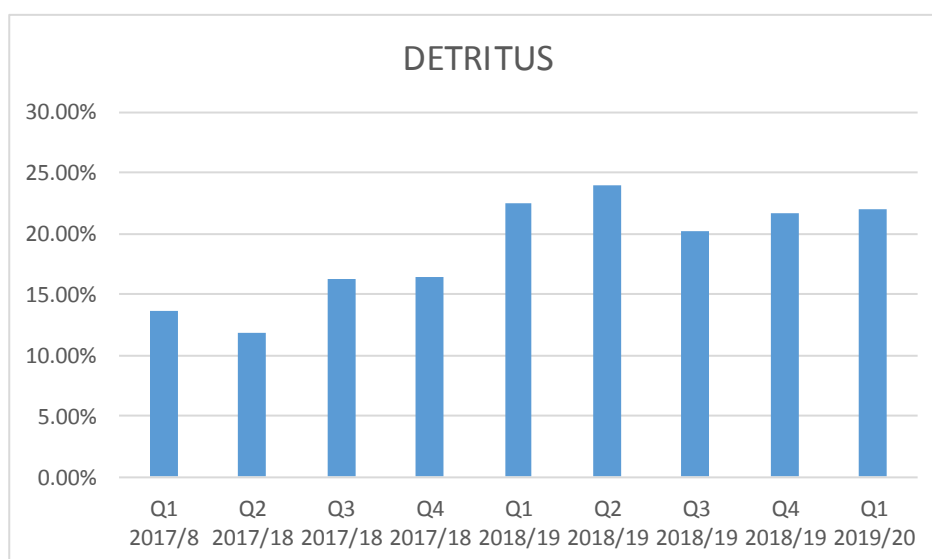
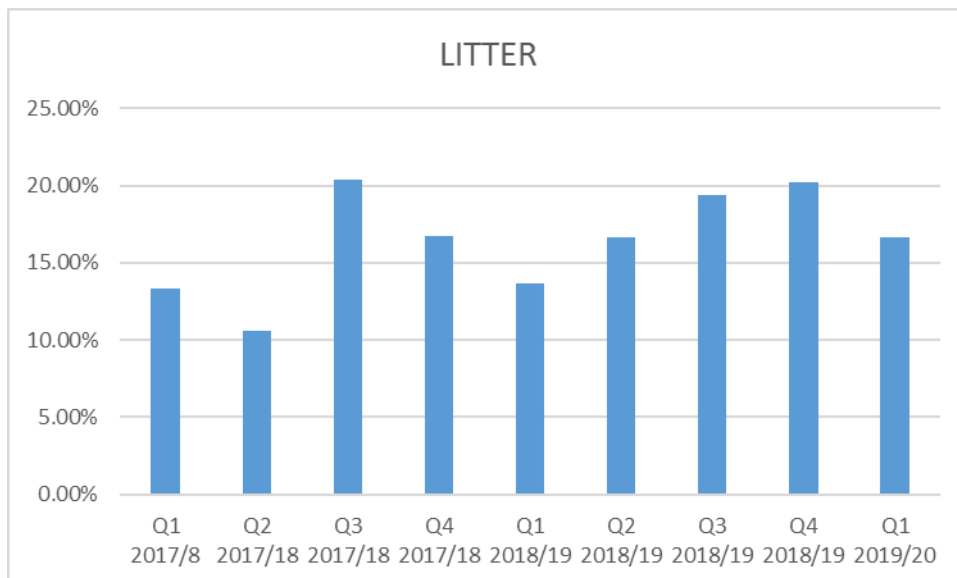


Street Cleaning

- 2.19. Street cleansing continues to be an area of concern for our Client team, Veolia and residents.
- 2.20. The current service being delivered is consistently below the required standard, which is only being achieved on average 67% of the time over the last 3 years based on inspections undertaken by the service
- 2.21. The table below illustrates the current decline in performance (street litter and detritus combined) over the last 3 years when compared to the previous service delivered by the council in 2016, prior to the award of contract to Veolia in April 2017.

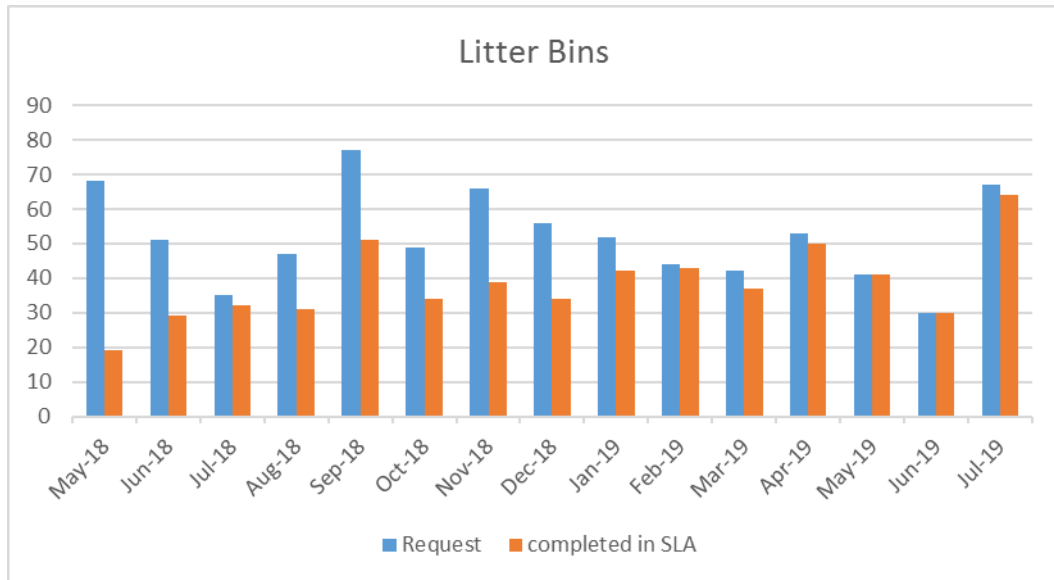
	A	B+	B	B-	C	C-	D
2016/17	0%	0%	82%	16%	1%	0%	0%
2017/18	0%	0%	66%	30%	3%	0%	0%
2018/19	0%	0%	68%	29%	3%	0%	0%
2019/20	0%	0%	67%	29%	4%	0%	0%

- 2.22.
- 2.23. LBM's performance monitoring officer continue to undertake both monthly and quarterly inspections at random sites across the borough to assess the level of litter and detritus separately. The data from these inspections provides an insight into the street cleanliness of Merton's roads over time. Anything graded B- or above is within the acceptable limits of the contract. The graphs below compare the results of these inspections over time. The scores are based on the former Defra National Indicator 195 for street cleanliness; LBM's performance target is less than 8% for litter and less than 10% for detritus; both of which are stricter targets than previous years.



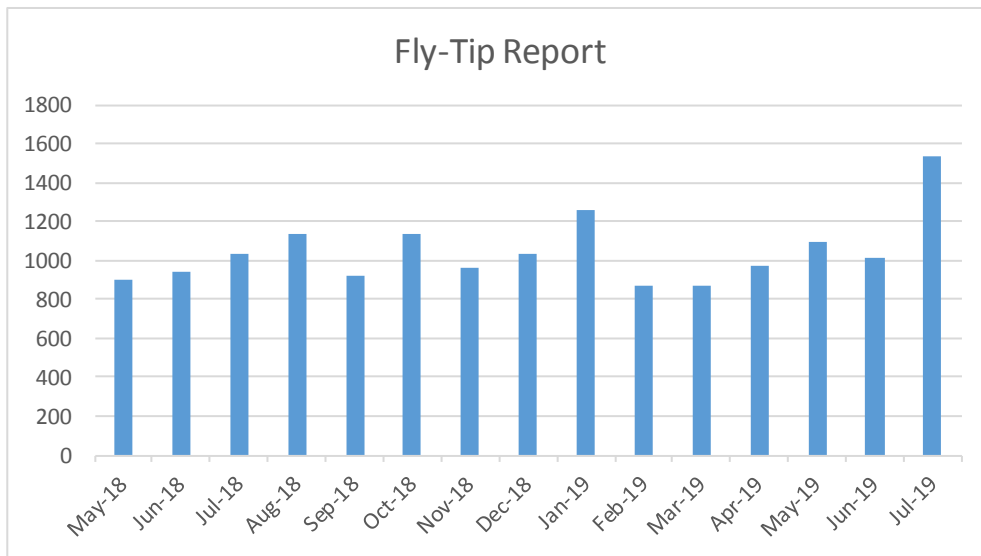
- 2.24. Over the first nine months of the new service, the full benefit of containerisation was not realised. Veolia’s performance in maintaining the cleanliness of our streets has decreased since it assumed responsibility in April 2017. Throughout October and November we continued to accept side waste, which resulted in spillage from the collection process, along with incorrectly presented waste sacks which have continued to be torn open by the wildlife.
- 2.25. Over the last twelve months we have received 592 reports of overflowing litterbins of which 78% were rectified within the required time scale. Over the last 3 months we have seen significant improvements and between April 2019 – June 2019 100% of all reported litter bins were cleared within the SLA.
- 2.26. Overflowing litter bins undermine residents' ability and commitment to disposing of their litter responsibly and bring down the overall condition of an area. It is disappointing therefore when

the bins are not emptied frequently enough to avoid this occurring. Unfortunately, there have been incidents when bins have been overflowing. This remains a focus for improvement. We will shortly be conducting a review of all street litter bins which Members will be invited to comment on to see whether any require more frequent collections, increased capacity or removing altogether.

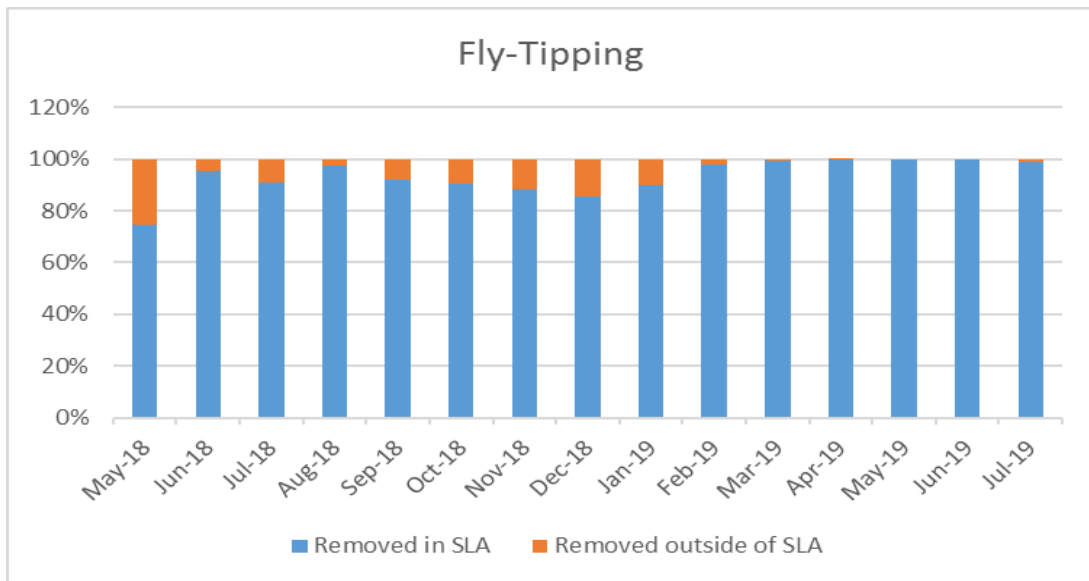


Fly-tipping

- 2.27. Keeping our borough and streets clean is a priority for our residents as shown by the last residents' survey. Sadly, the amount of fly-tipping we see around the borough means that keeping our streets and roads clear of fly tips continue to be a challenge
- 2.28. Our contractor's role in relation to fly-tipping is to remove all reported fly tips on public land within the SLA time frame. The table below illustrates Veolia's performance improvement since April 18 and the impact of the service change in Oct 18 and their ability to respond within 24hrs. In order to maintain the level of service required Veolia has supplied additional resource, including two additional response teams, to assist in dealing with the increase in volume of fly-tipping. In the three month period April – June 2019 Veolia has responded to 100% of 3,093 fly-tips within SLA (24hours of reporting).
- 2.29. We continue to see a significant increase in the number of reported fly tips and abandoned waste within the borough. Over the last 12 months there have been 12,337 reported fly-tips. The table below demonstrates the number of public reported fly tips since May 2018.



2.30. The challenge we now face is to reduce the overall number of fly-tips and to prevent the re-occurrence of the fly-tipping, through the education awareness raising and increasing enforcement. This is what the Councils fly-tipping strategy seeks to achieve.

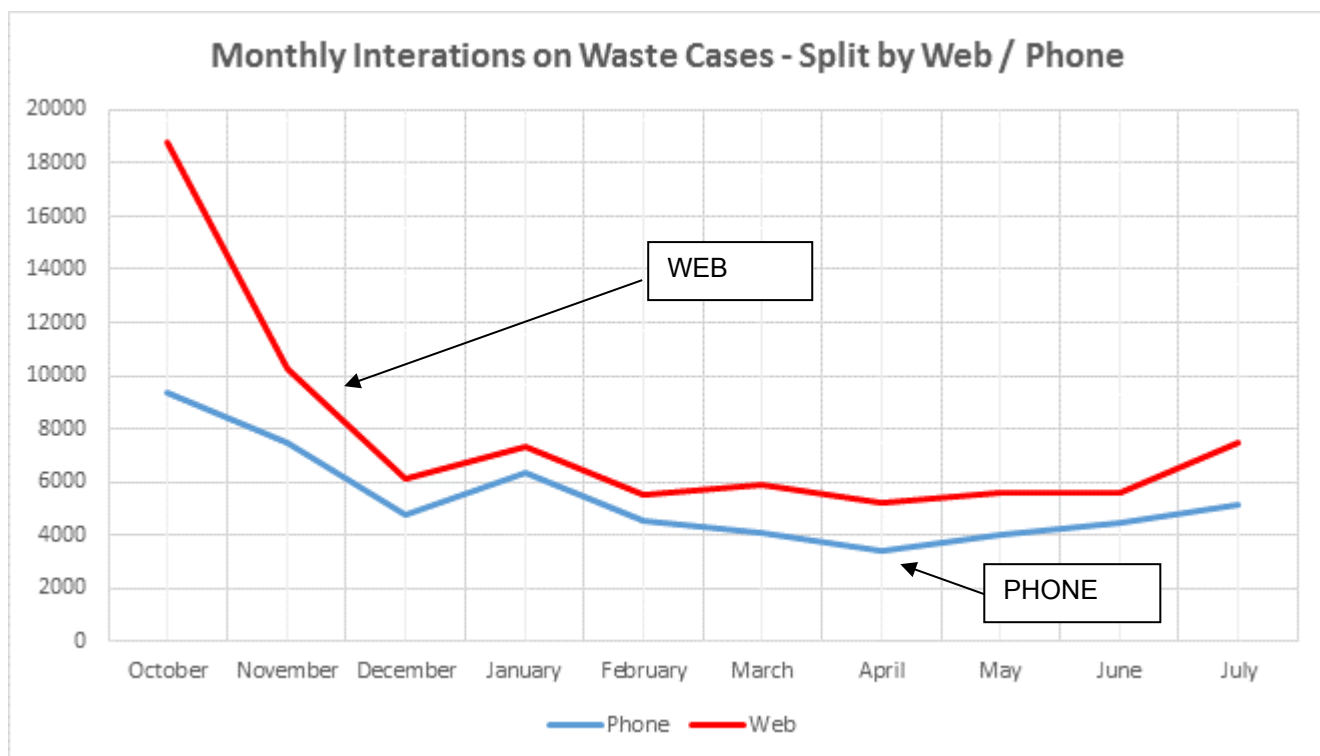


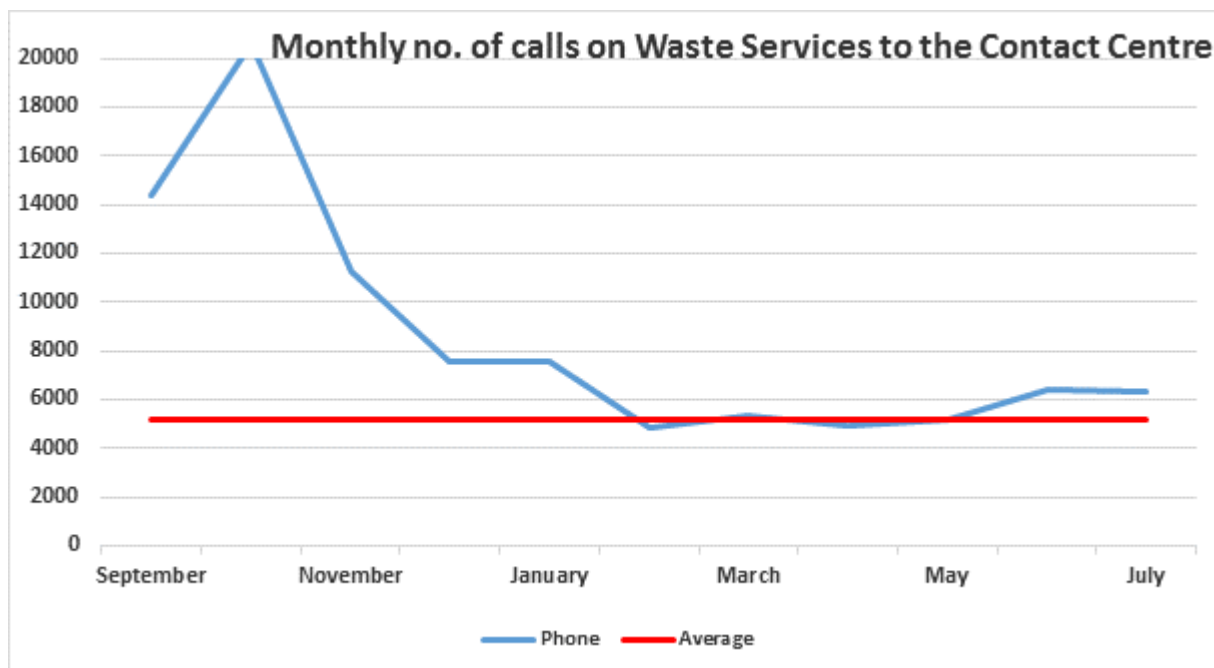
Customer Contact

2.31. The Council continues to provide a number of different mechanisms for reporting issues within the Waste Service including online via the Council's website, other third party online channels such as Love Clean Streets/Fix My Street and by telephone

through the Council's contact centre. This in addition to written complaints and reports of service issues from Members.

- 2.32. The additional provision of agency staff was gradually reduced in line with the decrease in telephone calls from January through to the end of March 2019. We ceased all agency staff with effect from 1st April , the increase in demand June/July was due to the annual garden waste renewals and we provided additional agency resource to meet the expected increase in demand,
- 2.33. The Council acknowledges that there remain areas where the online facility can be improved. The Council is undertaking a programme of work to enhance and improve existing online transactions, refine and increase the resilience of the technical functionality implemented, and deliver additional online transactions
- 2.34. The two tables below illustrate the continual reduction in the volume of calls taken by the call centre and web interactions for waste related request since the peak in October 2018





3 ALTERNATIVE OPTIONS

3.1. None, for the purposes of this report

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. The assessment of the street cleansing standards delivered by the Council's service provider, Veolia, is best judged by the satisfaction of the service users and the recent resident's survey suggests a marked decrease in the satisfaction of the service being delivered. However, it is noted the timing of the survey coincided with the largest single service change to the waste collection service, with this service and street cleanliness often viewed collectively by residents

4.2. Following the roll out of the new waste collection service in Oct 2018 we commissioned West Co to undertake an independent survey to ask our residents about the new recycling and rubbish collection service.

4.3. Based on their experience of the service delivered by our service provider (Veolia) 71% of residents felt satisfied with the collection service, however 40% of households confirmed that they had experienced a service related issue such as missed collection or non-deliver of containers.

4.4. This level of satisfaction over the last 6 months has continued to increase and based on their experience now 82% of our residents have expressed satisfaction with the level of service they receive supported by 84% expressing that they have had no issues regarding the service.

5 TIMETABLE

5.1. The time table is contained within the report

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. None, for the purposes of this report

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. There are no legal and statutory implications as a result of this report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. There are no human rights, equalities or community cohesion implications as a result of this report.

9 CRIME AND DISORDER IMPLICATIONS

9.1. There are no crime and disorder implications as a result of this report

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. There are no risk management and health and safety implications as a result of this report

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

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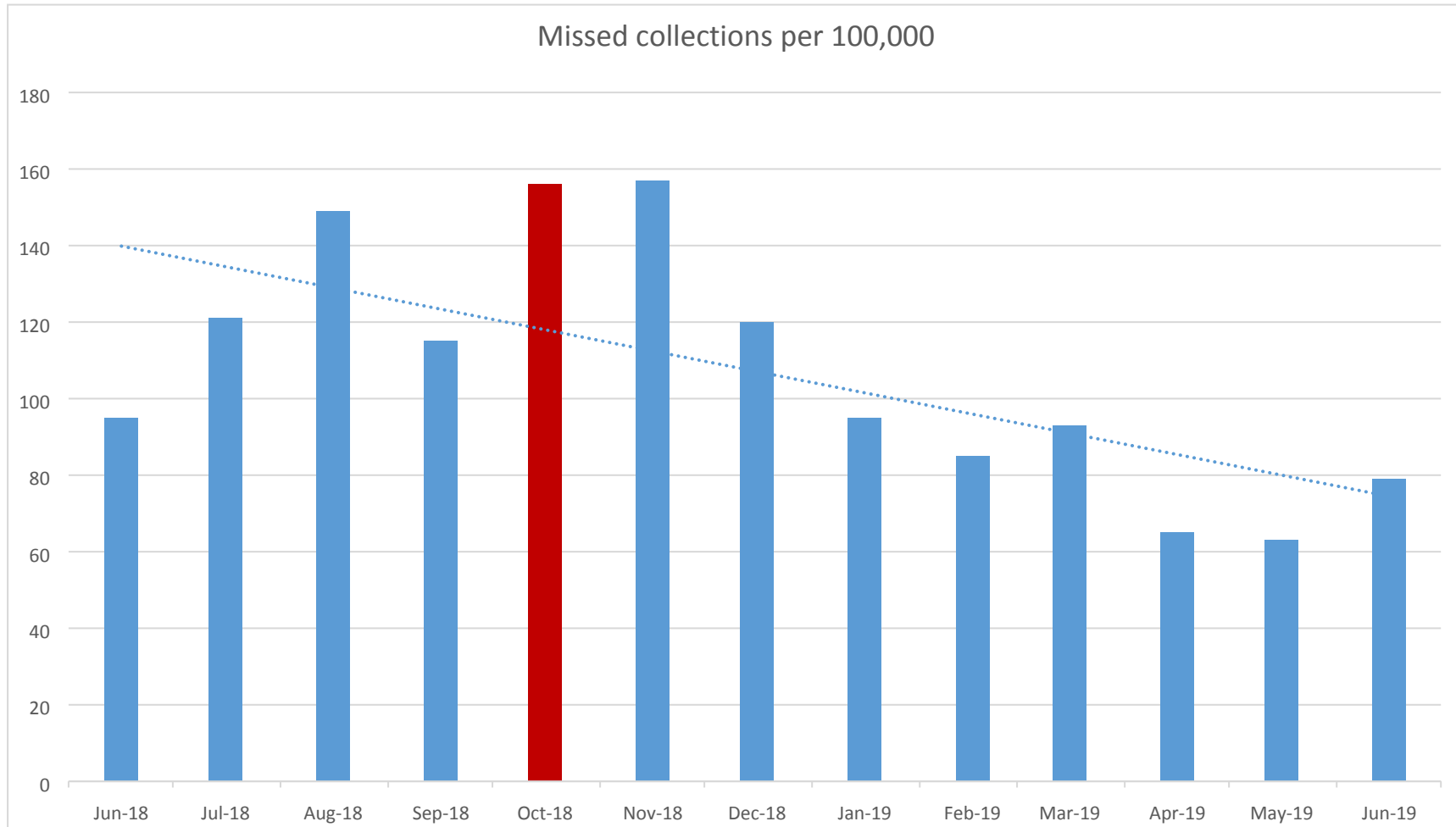
12 BACKGROUND PAPERS

12.1. None

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Appendix A – Missed collections per 100,000

*Please note new waste collection service introduced Oct 2018.



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Appendix B

General waste



Garden waste



180l

Paper and card



180l

Container Mix



Food waste



Houses

 food waste	<p>✔ Food waste will still be collected every week. Continue using your food waste recycling service. If your kitchen caddy or food waste bin are missing or damaged, you will need to order a replacement (see opposite page).</p> 
 mixed paper & card	<p>✔ Paper and card will be collected every two weeks from a new wheelie bin.</p>  NEW BIN
 mixed recycling	<p>✔ Plastics, glass, cans and cartons will be collected every two weeks from your existing recycling boxes.</p> 
 mixed textiles & clothes	<p>✔ Textiles will be collected for recycling every week. Please use any plastic bag, tie it up and leave it next to or on top of your bins/boxes ready for collection.</p>  NEW SERVICE
 batteries	<p>✔ Household batteries will be collected for recycling every week. Please use any plastic bag, left untied, and leave it next to or on top of your bins/boxes ready for collection.</p>  NEW SERVICE
 general waste	<p>✔ Rubbish (non-recyclable waste) will be collected every two weeks from a new wheelie bin.</p>  NEW BIN

PROPERTY TYPE: HOUSE

Your recycling and rubbish collections ARE CHANGING

FROM OCTOBER 2018



 **recycle** for London

 **merton**



Converted flats



✔ **Your collection day may change** - see opposite page for details.

 **✔ Food waste** will still be collected **every week**. Continue using your food waste recycling service. If your **kitchen caddy** or **food waste bin** are missing or damaged, you will need to order a replacement (see opposite page). 

 **✔ Paper and card** will be collected **every two weeks** from a **new wheelie bin**.  **NEW BIN**

 **✔ Plastics, glass, cans and cartons** will be collected **every two weeks** from your **existing recycling boxes**. 

 **✔ Textiles** will be collected for recycling **every week**. Please use any **plastic bag, tie it up** and leave it next to or on top of your bins/boxes ready for collection.  **NEW SERVICE**

 **✔ Household batteries** will be collected for recycling **every week**. Please use any plastic bag, **left untied**, and leave it next to or on top of your bins/boxes ready for collection.  **NEW SERVICE**

 **✔ Rubbish** (non-recyclable waste) will be collected **every two weeks** from a **new wheelie bin**.  **NEW BIN**

PROPERTY TYPE: FLAT (CONVERTED)

Your recycling and rubbish collections ARE CHANGING

FROM OCTOBER 2018



 **recycle**
for London

 **merton**

Communal flats

RECYCLING: PAPER, CARD, PLASTICS, CANS, GLASS AND CARTONS

Use your communal recycling bins for paper, card, plastics, cans, glass and cartons

Empty and rinse all food and drink containers before putting them in the bin

Remove film lids from plastic pots, tubs and trays (put them in your rubbish bin)

Flatten cardboard boxes before placing them in the bin - if your flattened cardboard won't fit in, leave it next to the bin

Please make sure your recycling and rubbish is sorted into the correct bins - the bins have stickers showing you what goes where. If non-recyclable items are mixed up with recycling, then it could 'contaminate' the whole truck load

'Contamination' - what is it and why's it such a big problem?

When a non-recyclable item is placed in a recycling bin, it is called 'contamination'. It is really important that we keep the contamination levels in our recycling as low as possible.

Contamination makes sorting the recycling much more difficult and expensive and can reduce the quality and value of the recyclable materials. If contamination levels in a particular truck-load of recycling are too high, there is a chance that the recycling plant will reject the entire load, and it will have to be treated as rubbish instead. This is more expensive for council tax payers and worse for the environment.



RECYCLING: PAPER, CARD, PLASTICS, CANS, GLASS AND CARTONS

YES PLEASE ✓	NO THANKS ✗
Plastic bottles, tubs, trays and containers	Plastic bags or film
Glass - jars and bottles	Hard plastics (toys, garden furniture etc)
Cans, tin foil and aerosols	Polystyrene
Liquid food and drink cartons	Nappies
Newspapers and magazines	Dirty cardboard (e.g. pizza boxes)
Card and cardboard	Clothes / textiles
Toilet and kitchen roll tubes	Tissues / paper towels
Egg boxes	General rubbish

FOOD WASTE [available to most, but not all, flats]

Use for FOOD SCRAPS and UNWANTED LEFTOVERS

Use your kitchen caddy and outdoor food bin for food waste

Line your indoor kitchen caddy with old newspaper or a compostable liner (available to buy in most supermarkets)

When your caddy's almost full, transfer the contents to your outdoor food waste bin

Kitchen caddy

Outdoor food bin



YES PLEASE ✓	NO THANKS ✗
Food waste (Meat scraps)	
Fruit and vegetables (Bread and crumb, peelings)	
Dairy (Cheese and eggs)	
Meat and fish bones (Cooked and raw)	
Tea bags and coffee grounds	

PROPERTY TYPE: FLAT (COMMUNAL)

RECYCLING AND RUBBISH

Your collection service




.....a few more changes

- 75% of the properties experienced a day change in collection
- Householders will be able to recycle textiles and batteries for the first time



The infographic consists of two horizontal panels. The top panel has a light orange background and features an icon of a t-shirt and shoes labeled 'mixed textiles & clothes'. It contains a checkmark icon, the text 'Textiles will be collected for recycling every week. Please use any plastic bag, tie it up and leave it next to or on top of your bins/boxes ready for collection.', an icon of a tied plastic bag, and a red circle with 'NEW SERVICE'. The bottom panel has a light purple background and features an icon of a battery labeled 'batteries'. It contains a checkmark icon, the text 'Household batteries will be collected for recycling every week. Please use any plastic bag, left untied, and leave it next to or on top of your bins/boxes ready for collection.', an icon of an untied plastic bag, and a red circle with 'NEW SERVICE'.

 **Textiles** will be collected for recycling **every week**. Please use any **plastic bag, tie it up** and leave it next to or on top of your bins/boxes ready for collection.  **NEW SERVICE**

 **Household batteries** will be collected for recycling **every week**. Please use any plastic bag, **left untied**, and leave it next to or on top of your bins/boxes ready for collection.  **NEW SERVICE**

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Comments on Veolia's performance

South Ridgway Residents Association

Dear Sir.

I am sorry to say I will be unable to attend the meeting of the Sustainable Communities Overview and Scrutiny Panel, but have been told a written submission will suffice.

I am the chairman of the South Ridgway Residents Association, we have about 420 members.

The general view is that now everyone has got used to the re cycling and waste collection system is that it works very well.

I would also like to congratulate the Council on their reaction to fly tipping. I find the system good and the reaction time very impressive.

Street cleaning however is an unmitigated disaster. There is an obsession with using machines, which fill up very fast and obviously cannot operate where cars are parked. Whenever, on the rare occasions an operative is sent out with a broom and bags the streets are well cleaned. You really should all go and have a look at Arterberry Road, full gutters and blocked drains. This has been the case for most of this year. Whenever this has been reported there has been a vague attempt to clear the easier parts and the rest of the road cast into outer darkness.

There has recently been an operative clearing weeds in the gutters in Langham and Montana Roads, this has been quite successful but unless the gutters are then sprayed with weed killer rather pointless.

This brings me on to my next point. Last November when the leaves were lying about a foot deep an operative on another machine came round spraying weed killer. One can assume he was supposed to be spraying gutters etc. All he was doing was spraying piles of dead leaves. Total waste of time and money. Why on earth not wait until the leaves are clear then send out someone with a tank on their back to spray the relevant areas. Again another use of an expensive and ultimately useless machine.

Lastly leaves. I live in Montana Road and we have a road full of magnificent London Planes, we all love them. They should be pollarded annually not bi annually. There would be fewer leaves for the operatives to clear up !

I really hope something can be done about street cleaning, we have several voluntary litter pickers in our area, but it is about time the Council did their bit.

I look forward to hearing the conclusions the panel comes to.

Yours faithfully.

William Petch.

Chairman South Ridgway Residents Association.

Edge Hill Court Residents

Dear Rosie

My neighbour Sally Gibbons has been in touch with you about the forthcoming Waste, Recycling and Street Cleaning Panel, taking place on 3 September. She tells me that you have informed her that written submissions to the panel from eligible representative organisations are acceptable, and that we can send these to you so that you can ensure each member of the panel gets a copy.

I am unable to attend, but would like to make a submission as a director of Edge Hill Court Ltd, which is the freehold managing company of Edge Hill Court in Edge Hill, Wimbledon SW19. I hope it is acceptable to do this by means of this email, but if you would prefer a more formal Word document, please let me know. I write on behalf of the entire Board of the company, and the owners and residents of this 88 block of apartments receiving the services of Merton Council on street cleaning and waste disposal.

I have lived in our apartment in Edge Hill Court now for 27 years, and have watched the waste and street cleaning services progressively deteriorate over that period. In recent years, they are the worst I have experienced. I have written on behalf of our residents many times about the problems and have often received little or no response, and issues have either not been resolved, resolved only partially, or only after a protracted period.

The most recent example is a complaint I made about the recycling collection lorry, which on two consecutive weeks somehow shed a huge number of shards of glass from the vehicle, all around our inner driveway, and out along Darlaston Road and Edge Hill. It is possible that the glass was to be found further afield as well, but I didn't look that far. I found that there was no phone number to call on the website, and no obvious way to make a complaint about the waste disposal service, which has been terrible since Veolia took over. The only recourse I seemed to have was to write an online complaint to the street cleaning service on the council. This I did after the first spillage, but after two weeks, nothing has been done, the glass is still there, and this morning my partner's bicycle tire was punctured by one of the pieces of glass left on the road.

We often see spillages of waste materials after the collection has been made, and the collectors seem unwilling to clear up after themselves, and frequently leave large bins out of place. Occasionally collections are not made at all, and we have even see trucks make a tour of our block but not stop to collect.

Our most significant complaint however is about the state of the road and pavements in Edge Hill. We have often invited the councillors of the area to see for themselves and they have agreed that the general state of the road is disgusting. Particularly outside Wimbledon College, the gutters and pavements are ALWAYS strewn with litter, much of it very old, which is a sign of how little the streets are tended.

There is leaf mould on the pavements, which I estimate to be accumulated over at least five years. The gutters in Edge Hill and alongside Darlaston Road are always clogged with mulch, and often the drains and galleys block, causing flooding during torrential rains.

We share the task between us on the street of going out with sacks and equipment to collect rubbish, but it is disheartening to do this when we know that no official cleaning will be done. We have often indicated to the council the best times to send a street cleaning lorry to the area, when many fewer cars are parked, such as school holidays and early mornings, but this advice and request is ignored.

I would invite any member of the panel at any time to accompany me on a tour of the streets here, and I'm sure they would agree with me that we are not receiving anything like value for money within the large council tax bills that we pay.

I trust that this meeting will at last prompt some real and effective work to be done to keep our streets clean, safe and well-maintained: they certainly are not at the moment.

Tony Dines
Director, Board of Directors, Edge Hill Court Ltd

Clarion Housing
Jane Bolton – Head of Housing Services

Dear Rosie,
Thank you for the invitation to contribute to the discussion on the waste, re cycling and street cleaning contract.

The change to the provision of additional bins and alternate weekly collections of refuse and re- cycling has had an impact on our estates both visually and from a public health perspective. Our caretaking and cleaning staff on some estates continue to spend much of their time trying to keep these areas tidy and hygienic. There are different issues affecting different estates but providing new storage areas for the bins remains a challenge and a quite significant cost to Clarion.

We have been working with both Veolia and colleagues from LB Merton to address the issues, but on mixed estates (flats and houses) a return to weekly collections would be very much welcomed, although we understand that there may not be provision for this in the current contract.

We are very pleased that action has been taken to alleviate the problems on the Eastfields estate pending a full review involving all parties including the Residents Association.

We are also working with LBM and Veolia to help educate and inform residents of the need to properly re cycle as contaminated bins will often not be emptied causing knock on implications for the on site staff and residents. For example , a joint event to promote re cycling is planned on the Watermeads estate in early September .

I hope this information is helpful and we look forward to addressing any outstanding issues in the spirit of partnership.

Kind regards ,
Jane Bolton

Jane Bolton – Head of Housing Services
Clarion Housing
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Email: jane.bolton@clarionhg.com
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Follow us on Twitter @Clarionsupport
Clarion Housing is part of Clarion Housing Group

Committee: Sustainable Communities Scrutiny and Overview Committee

Date: 3rd September 2019

Wards: All

Subject: Fly-tipping Strategy

Lead officer: John Bosley - Assistant Director Public Space

Lead member: Cllr Tobin Byers - Adult Social Care, Health and the Environment

Chair of the Health and Wellbeing Board

Contact officer: Charles Baker – Commissioning Manger Public Space

Recommendations:

- A. Members are asked to note the content of the report and provide officers and lead Cabinet Member with any comments or recommendation in regards to the proposed fly-tipping strategy.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. This report introduces the new fly-tipping strategy and provides members with the opportunity to comment and feedback on the current draft proposal to address the growing concern of the increase of fly-tipping incidents and the associated negative impact this has on the street environment.

2 DETAILS

- 2.1. The assessment of how well managed the street environment is best judged by the satisfaction of the service users and the recent resident's survey suggests a marked decrease in the satisfaction of the service being delivered in street cleansing. An associated pressure to the resources utilised in street cleansing is the rise of fly-tipping incidents.
- 2.2. In order to address these concerns it is recognised that a 'Cleaner Merton' programme needs to be undertaken. The fly-tip strategy and supporting action plan is one element of the wider programme which places focused attention through specific actions to improve outcomes in this specific area.
- 2.3. We have been handling a sustained increase in the volume of fly-tipped waste incidents across the borough which is blighting our communities. The waste deposited damages our environment and our enjoyment of our neighbourhoods is diminished. Unfortunately, fly-tipping has become a common form of anti-social behaviour which constitutes a criminal offence. Since April 2018, we have received over 10,000 fly tipping incidents with increases not only being witnessed locally, but also nationally.

- 2.4. The primary aim of the strategy is to align our approach in tackling fly-tipping, not just through efficient and targeted enforcement but through wider engagement with service partners, community groups and stakeholders with the goal to provide an overall reduction in fly-tipping incidents and an improved satisfaction of our residents regarding the cleanliness of the streets within their communities.
- 2.5. The main strands of focus within the strategy to enable the delivery of improvements are;
- Early intervention – *education, communication and engagement*
 - Preventing reoccurrence – *operational service and target hardening*
 - Targeted enforcement – *FPNs, prosecutions & vehicle stops*
- 2.6. Within these specific areas, we have identified areas of focus that are detailed in the developing fly-tipping action plan. The action plan will be the mechanism that will be reviewed through the year and will support the delivery of agreed actions.
- 2.7. The success of the strategy will be measured generally by the desired reduction on the number of reported fly-tipping incidents and by improvements in the resident's satisfaction of street cleanliness. More specifically, the actions agreed within the fly-tipping action plan will be evaluated on their implementation and the ability to support the delivery of the strategic objectives.

3 ALTERNATIVE OPTIONS

- 3.1. None, for the purposes of this report

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Following on from the role out of the new waste collection service in Oct 2018, we conducted a series of 5 separate workshops, one for each waste collection day, to which all ward councillors were invited. As a consequence, there was cross party representation at 4 of the 5 workshops.
- 4.2. One of the key areas of concern was the increase in abandoned domestic waste and waste presented for collection outside of the scheduled collection date.
- 4.3. It should be noted that these were not meetings to deal with specific casework, rather they provided an opportunity to discuss the broader issues that were affecting waste collection and cleanliness in their specific wards in a spirit of partnership working alongside both Veolia and the Client team representatives.
- 4.4. It is proposed that this exercise is repeated in October and looks at the wider issues of addressing the needs for a cleaner borough.

5 TIMETABLE

- 5.1. The time table is contained within the action plan.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. None, for the purposes of this report

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. Fly-tipping is the common term used to describe waste illegally deposited on land without an environmental permit. The offence of fly-tipping and the additional offences of 'knowingly causing' or 'knowingly permitting' fly-tipping are set out in Section 33(1)(a) of the Environmental Protection Act 1990. Fly-tipping is a criminal offence that is punishable by a fine of up to £50,000 or 12 months imprisonment if convicted in a Magistrates' Court. The offence can also attract an unlimited fine and up to five years imprisonment if convicted in a Crown Court.
- 7.2. The FPN process operates in accordance with the requirement of the Clean Neighbourhoods and Environmental Act 2005. This legislation enables the Council to enter into an agreement with a contractor for its employees to issue FPNs. Kingdom Securities Enforcement officers have been individually authorised in writing by the Council to issue FPNs on its behalf.
- 7.3. Although the Council may seek £400 costs the award of costs are at the discretion of the court and they are to be fined as well (the s87 offence could result in a fine of up to £1,000) the court may be unwilling to give a big costs award and instead concentrate on the fine
- 7.4. It is important to note that a FPN is an invitation to effectively discharge liability to prosecution. This means that while this is not an admission of guilt, the offender agrees that an offence has been committed and that by paying the sum of money specified no further action will be undertaken by the council.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. There are no human rights, equalities or community cohesion implications as a result of this report.

9 CRIME AND DISORDER IMPLICATIONS

- 9.1. There are no crime and disorder implications as a result of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

- 10.1. There are no risk management and health and safety implications as a result of this report.

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

- 11.1. Fly-tipping Strategy – *Working toward a cleaner Merton* (draft)
11.2. Fly-tipping Action Plan - *draft*

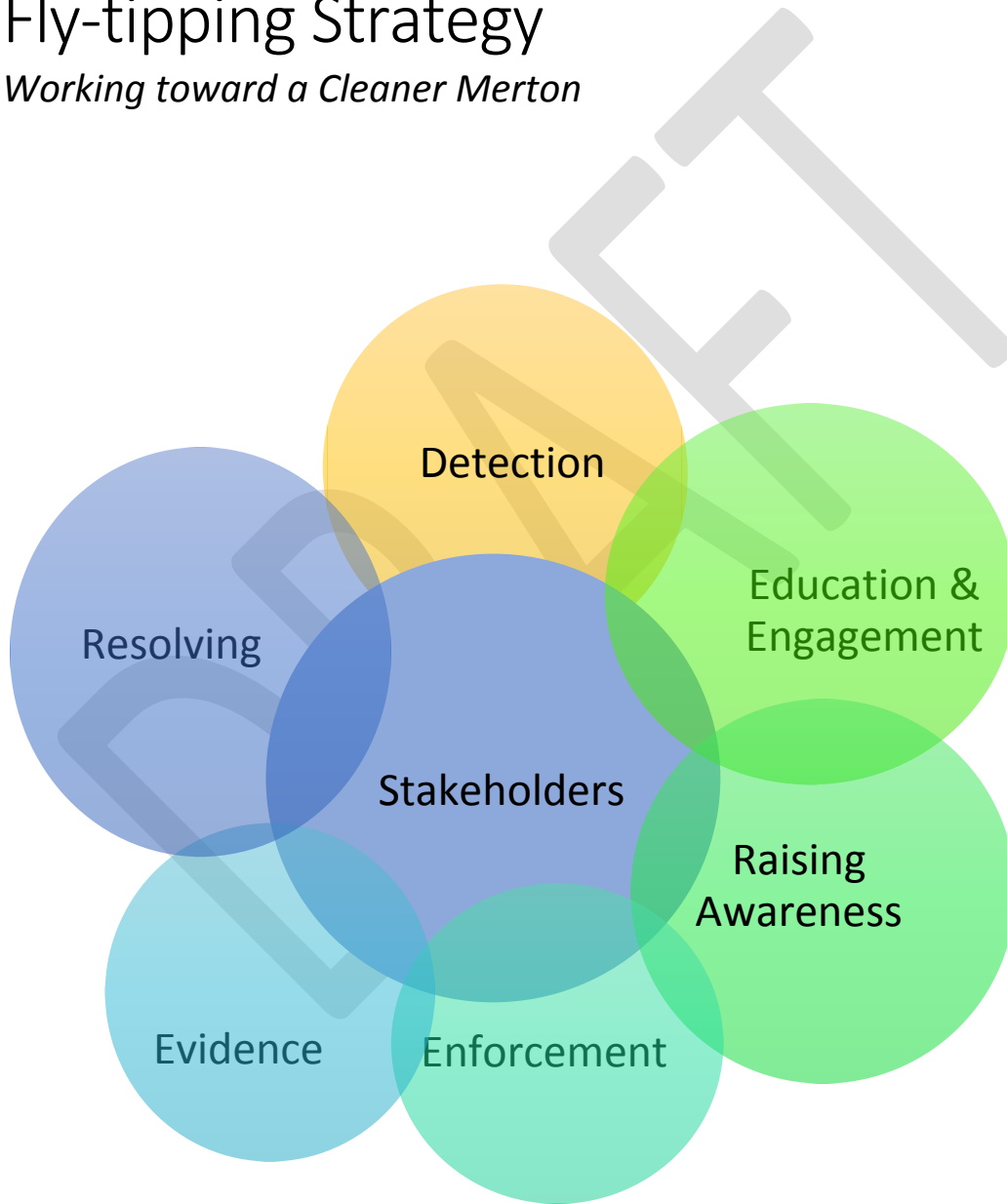
12 BACKGROUND PAPERS

- 12.1. None

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Fly-tipping Strategy

Working toward a Cleaner Merton



Forward

The cleanliness of our borough is a universal issue which affects everyone who lives, works or studies in Merton. In recent months, it has dropped below the standards that we would expect to see; addressing this is a key priority of mine in the coming year.

Working with officers in Environment and Regeneration, we have developed a Cleaner Merton Programme. This is a broad programme spanning the breadth of issues pertaining to the cleanliness of the public realm, but one of the key components of it is tackling fly-tipping in the borough, which this strategy and action plan relates to.

Merton, in common with the rest of the country, has experienced a significant increase in fly-tipping and abandoned waste in recent years; in 2018/19, nearly 11,500 fly tips were collected, at a cost of over £650,000 to the taxpayer. This trend has been replicated across the country; as levels of consumption have increased over the past four or five years, so too have levels of fly-tipping.

Veolia, the Council's waste contractor, is now clearing reported fly tips within 24 hours on nearly all occasions ; the problem is that they are being replaced just as quickly. This strategy, therefore, focuses on preventing and reducing the volume of fly tips we are experiencing.

There are numerous reasons why people fly tip and not everyone does so with malicious intent. However, any incident of fly-tipping is a criminal offence, and the Council will seek to enforce in any case it is able to, whether through the issue of a Fixed Penalty Notice or through a prosecution. We aim to help people do the right thing and tackle vigorously those who do don't and despoil our borough.

This strategy proposes actions around several key themes: education; awareness raising; partnership working; and enforcement. Working collectively with residents, businesses, housing associations, landlords and our partner, Veolia, using data to focus on hotspots and ensuring we educate as well as enforce, I hope this strategy will see the volume of fly tips reduce and lead to a cleaner Merton for us all.

Councillor Tobin Byers

Cabinet Member for Adult Social Care, Health and the Environment

Chair of the Health and Wellbeing Board

Labour Councillor for Graveney

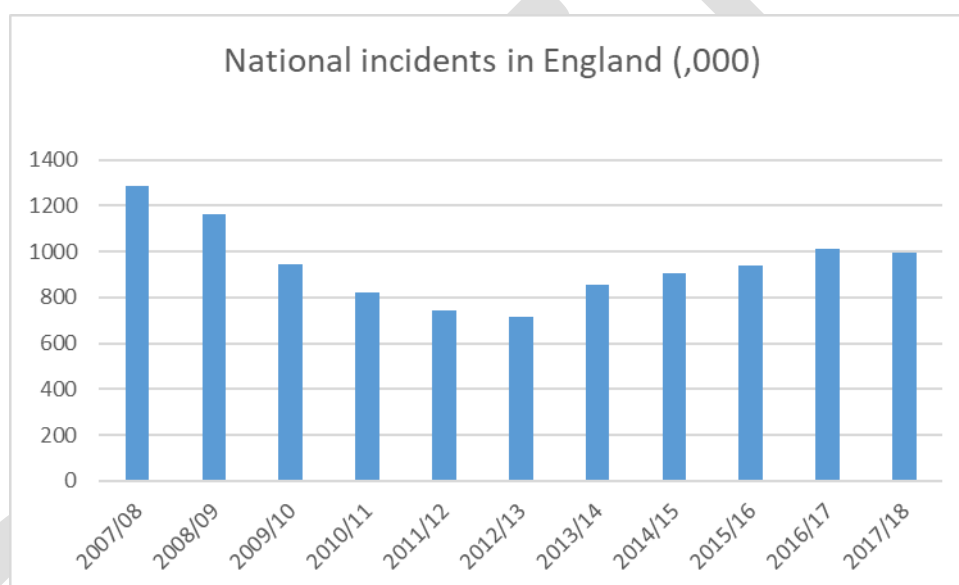
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Executive Summary

This report aims to deliver our approach on how we are addressing the problem with fly-tipping on borough. To understand the triggers and barriers that lead to fly-tipping that harm the environment and the drain on councils financial resources. The strategy is to address this issue which will see partners working together to take responsibility for waste and to enable to build pride in our communities.

We are currently receiving a high volume of fly tipped waste incidents which is blighting our communities. The waste poses a threat to our environment, spoils enjoyment of our towns and is one of the most common forms of anti-social behaviour, constituting a criminal offence. Since April 2018 we have received over 10,000 fly-tipping incidents. Fly-tipping is increasing nationally and Merton is no different in this trend.



The following types of fly-tip-tipping issues are;

- Black bags (bags of rubbish) – fly-tipped by residents & linked to presentation of waste
- Commercial Waste fly-tipping by local shops and other business
- Fly-tipping by transient populations
- General fly-tipping by residents (bulky waste)

We recognise that there is much work to be done if we are to achieve our long term goals. We believe that everyone in Merton should enjoy and be supported by a clean, healthy and safe environment and that the aim is at the heart of this strategy. This document will highlight where we are now and the actions needed to achieve our working relationships with partnership stakeholders.

2 Our Vision

Merton's vision is to be London's best Council by 2020. To achieve this, we need to build a place with strong, resilient and connected communities where people can lead active and healthy lives in an environment that is safe, clean and green.

An important part of achieving this vision is to improve the cleanliness of our public spaces and reduce the levels of fly-tipping experienced in the borough. Fly-tipping is a criminal offence, is anti-social and has a significant environmental and social impact in Merton and across the country. It is also costly for the council to clear up this waste which impacts on our ability to put our limited resources into other important services for the community.

Fly-tipping blights communities and left unchecked can become a barrier to creating homes and communities where people choose to live. This type of anti-social behaviour contributes to a perception of an area being unsafe which can subsequently encourage further disorder and crime.

3 Our Aim

The aim of this strategy is to work in partnership to improve intelligence led joint working between services, partners and the community to ensure that we will together deliver two key outcomes:

- 1) **Reducing the number of fly-tips**
- 2) **Increase resident satisfaction with street cleaning by significantly reducing resident perception that fly-tipping is a problem in their neighbourhood**

How we will do this:

Promote civic pride through community champions, friend's groups, resident associations, businesses and schools.

Work closely with all stakeholders:

- Raise awareness of fly-tipping problems, for example,
 - the cost to residents and traders in collecting and disposing of fly-tips and
 - the negative impact that fly-tipping creates for their local area;
- Take an intelligence led approach to the enforcement of fly-tipping, understanding the profile of fly-tippers and utilising the most appropriate legislation to enforce against them and change behaviours.
- Explain to stakeholders the social and environmental impacts of fly-tipping.
- Engage with the Probation Service to create community payback schemes on environmental improvements to increase Magistrates' sentencing options.

The delivery of this strategy will be set out in a rolling annual Action Plan. Once implemented, its effectiveness will be evaluated against established performance indicators and objectives.

4 What is fly-tipping?

Fly-tipping is the common term used to describe waste illegally deposited on land. The offence of fly-tipping and the additional offences of knowingly causing or knowingly permitting fly-tipping are set out in Section 33 (1) of the Environmental Protection Act 1990. The waste can be solid or liquid and can vary on scale from the size of a bin bag of rubbish to large scale dumping of construction.

There is also an associated offence relating to the unlawful deposit of waste from a motor vehicle, whereby the person who controls or is in a position to control the vehicle shall be treated as knowingly causing the waste to be deposited.

Fly-tipping is a national issue, driven by a number of different influencing factors.

- Seasonally fly-tips will fluctuate in number and type, for example, the number of fly-tips containing garden waste increases during the summer.
- There is a direct correlation between the number of fly-tips and the state of the economy.
- Other influencing factors include differing socio-economic groups, transient populations and absent landlords.

The influencing factors contributing to our current fly-tip issues:

Fly-tip examples	Description
	<p>Domestic fly-tip - disposing of excess waste -ripped open and spread by vermin overnight - Attracts £150 FPN Domestic fly-tip – disposing of excess waste</p>
	<p>Housing/home improvement contributing to Bulky waste fly-tipped. - Attracts £400 fine</p>
	<p>Housing/home development contributing to larger amounts of construction waste fly-tipped.</p>



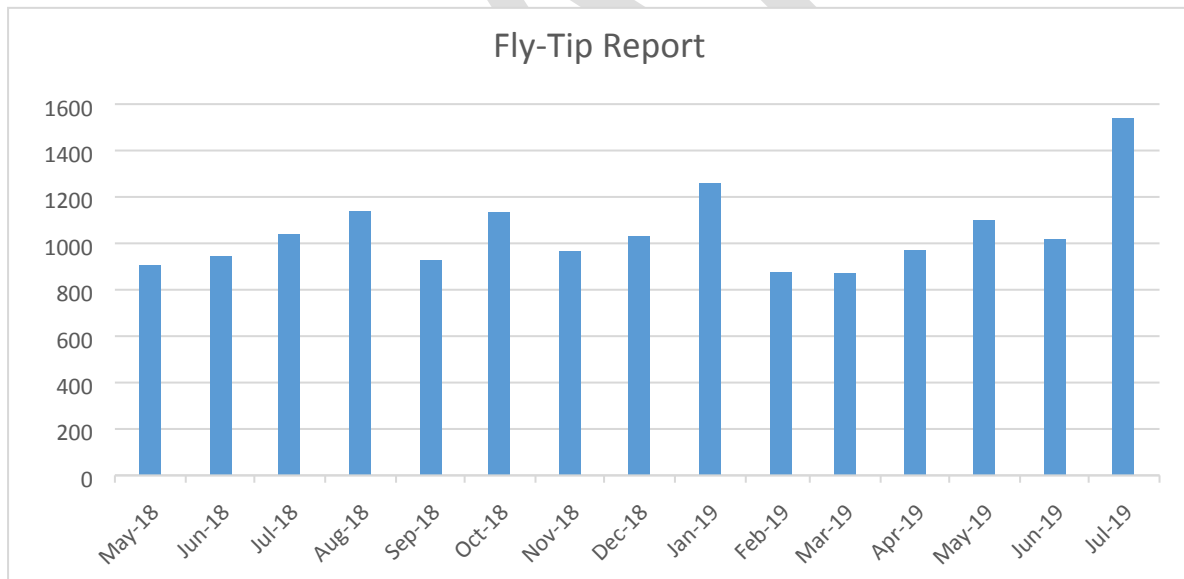
Commercial Fly –tippers who avoid paying disposal charges and do not adhere to their obligation of “duty of Care”.

Transient populations who fly-tip their waste
 With some travelling communities being involved are also involved in money making activities which generate waste that is illegally fly-tipped.

Good progress has been made to date through investigations and successful fines and prosecutions, especially since June 2016 when legislation allowed local authorities to issue Fixed Penalty Notices (FPNs) for smaller fly-tips.

Reported fly tip numbers only record fly-tips on public land, the true scale of fly-tipping is likely to be much larger than that indicated on the government’s fly-tip capture figures. Private land owners have told us that fly-tipping is a problem, resulting in private land owners providing additional security on their property. For example, 24/7 security, robust fencing and alarm systems.

There has been a significant increase in the number of reported fly tips within the borough. The table below demonstrates the number of public reported fly-tips since November, when the service was fully integrated with our service provider’s delivery system.



Our service provider, will continue to aim for removal of reported fly-tips within 24 hours. On some occasions this may be slightly longer to allow the Council’s enforcement team to collect evidence for FPN/prosecution.

5 Who fly-tips in Merton

Whilst the majority of residents and businesses dispose of their waste responsibly, there are individuals and businesses who dispose of their waste in a way that constitutes fly-tipping.

The most common fly-tipped waste is leaving black bags next to household bins and street litter bins and the dumping of household waste around neighbourhood recycle sites.

Information gained when interviewing offenders who have fly-tipped waste has revealed that they have had a lack of understanding about its broader social, environmental and economic consequences. The offenders felt it was acceptable to dump waste by a street litter bin knowing the bin was going to be emptied and that the “side waste” adjacent to waste bins would be collected as well.

Offenders perceived that fly-tipping was the cheapest and most convenient option especially when trying to get rid of bulky waste items.

Other information provided by London Environment Directors Network (LEDNET) suggests people living in smaller household accommodation types are more likely to fly tip both black bags and cardboard and bulky/other waste items. This is likely due to limited waste storage space in smaller household accommodation types.

LEDNET findings also indicate there is a lack of awareness of what constitutes fly-tipping.

Certain types of fly-tipping are seen as more socially acceptable. Fly-tipping is often motivated/excused by perception of “helping someone out”. There is a lack of understanding of the impacts of fly-tipping and waste service systems in operation.

LEDNET Information indicates there is an expectation that fly-tips will be collected quickly and without repercussions. Another finding from LEDNET indicates there is a low perceived threat of enforcement. With regard to business waste it is understood that there is a very low awareness amongst participants of what constitutes fly-tipping.

Recent engagement with businesses has revealed how confused businesses are with the recent waste service changes, different collection schedules by the service provider and issues with delivery of commercial waste bags have been contributing factors to creating a confusion around who will be collecting their waste.

The following tables detail the typical fly-tipped waste(s) encountered, possible triggers why fly-tipping occurs, factors that contribute to poor or illegal waste management and the possible enforcement consequences resulting from fly-tipping.

Rubbish from houses and flats.

Waste Type	Triggers	Factors	Consequence
<p>Little and often</p> <p>Black sacks and carrier bags.</p> <p>Single items; mattresses, furniture, toys.</p> <p>Packaging – large pieces of cardboard</p>	<p>Excess rubbish generated by overcrowding or Houses with Multiple Occupation (HMOs).</p> <p>Lack of understanding around disposing of rubbish and dropping rubbish off at regular points; the 'little and often' deposits of rubbish making these areas unofficial collection points such as next to a litter bin, tree or at the street corner.</p>	<ul style="list-style-type: none"> • Transient population with a high turnover of residents and hard to reach groups with communication barriers. • Lack of landlord/estate agent responsibility, especially when tenants move out. • Lack of awareness that it is an offence to dump rubbish particularly as our service provider clear reported fly-tips within 24 hours. • Poor planning design, creating lack of external storage for rubbish with houses converted into flats or HMO's for houses. • Poor planning design, creating lack of internal storage for rubbish for flats. • Planning breaches. • Lack of civic pride, for rented and owned properties. • Lack of perception of the risk of being caught and issued a Fixed Penalty Notice or being prosecuted. 	<p>Fixed Penalty Notice issued by the local authority of £400 for small scale fly-tipping under new powers granted under the Unauthorised Deposit of Waste (Fixed Penalties) Regulations 2016.</p> <p>Fixed Penalty Notice issued by local authority of £150 one/three bags of waste fly tipped</p> <p>By giving your waste to someone else you could still face penalties of up to £5,000 if you don't check that the company or person has a licence to carry waste.</p> <p>You can check whether a business is licensed at https://environment.data.gov.uk/ or email enquiries@environment-agency.gov.uk</p>

Rubbish from flats above shops

Waste Type	Triggers	Factors	consequence
Domestic waste	<ul style="list-style-type: none"> • Limited storage to store waste inside the flat. • No external provision for storage of waste. • Lack of understanding around timed collections. 	<ul style="list-style-type: none"> • Lack of external storage for rubbish outside flat. • Poor planning design, creating lack of internal storage for rubbish for flats above shops • Planning breaches. • Lack of civic pride, for rented and owned properties. • Lack of perception of the risk of being 	<p>Fixed Penalty Issued - from £150-£400 (depending upon size of fly tip) or prosecution</p>

	<ul style="list-style-type: none"> • Culture of leaving waste by litter bins and established unofficial collection points • – ‘little and often’ rubbish deposits. 	<ul style="list-style-type: none"> • caught and issued a Fixed Penalty Notice • or being prosecuted 	
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Business rubbish from local businesses

Waste Type	Triggers	Factors	Consequence
Black bags and carrier bags	Opportunistic – low risk of being caught	New staff. No waste contract or underpaying for the amount of waste generated.	Duty of care under the Environmental Protection Act 1990 includes a statutory Code of Practice.
Packaging	Lack of understanding around timed collections	Small quantities of waste produced and with a small profit margin some businesses take the risk of fly-tipping to cut down on costs.	A breach can lead to a penalty of up to £5,000 if convicted in the Magistrates Court or an unlimited fine if convicted in the Crown court

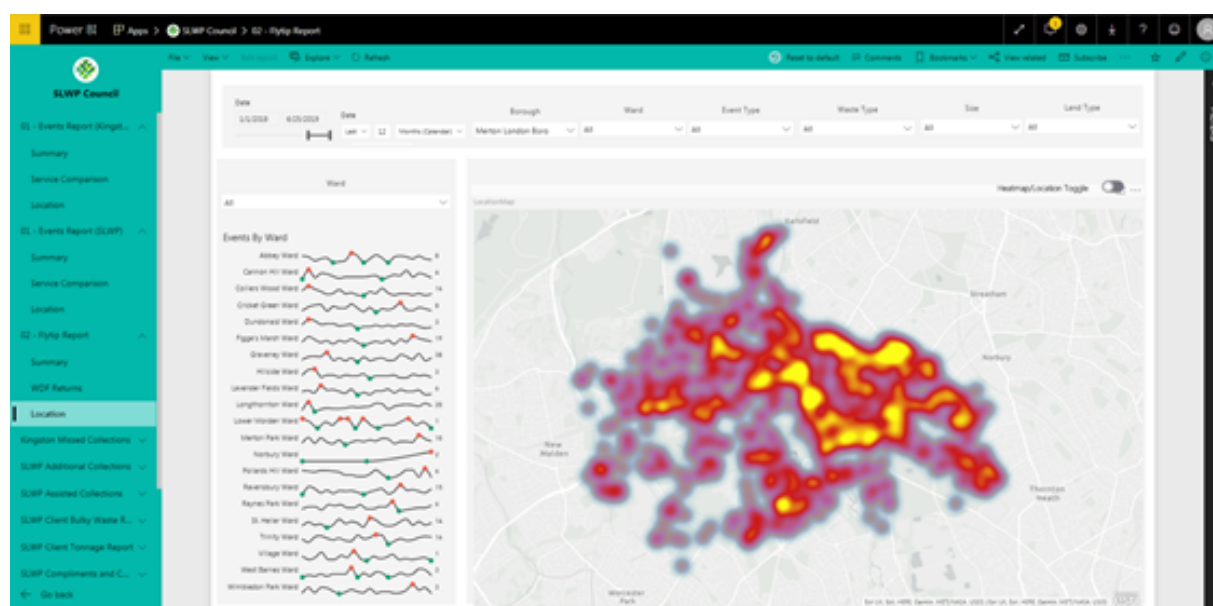
Organised criminal activity

Waste Type	Triggers	Factors	Consequence
Building material	Lack of awareness amongst householders of their duty to dispose of rubbish properly (duty of care) / available services	Opportunistic ways of avoiding collection and disposal costs	Reports of vehicles used for fly-tipping are investigated by Merton enforcement officers. The registered owner can be traced and prosecuted.
Large levels of household rubbish	Residents do not realise that the business is acting illegally despite taking money for disposal	No civic pride; not living locally to the area or Merton, not socially linked to the area	Merton’s Enforcement Team with the assistance of the Police have the power to seize any vehicle used for this offence. If a vehicle is used to fly-tip it can be seized and crushed. Both driver and the vehicle owner can be prosecuted.
White goods	Using illegal companies to dispose of rubbish, includes house clearances, and waste from DIY	There is a perception that they will not get caught and fined or their vehicle seized	By giving your waste to someone else you could still face penalties of up to £5,000 if you don’t check that the company or person has a licence to carry waste. You can check whether a business is licensed at https://environment.data.gov.uk/ or email enquiries@environment-agency.gov.uk

6 Where are these fly-tips?

It is important that we understand where fly-tipping is occurring most frequently so we can target our resources in the areas affected.

The action plan is focused on tackling these ‘hot spots’. The hotspots within Merton are identifiable, as can be seen in the heat map below which is utilised by the council’s contractor to manage fly-tipping reports and responded to locations.



7 Key Facts

Merton spends more than £4 million a year cleaning our streets and dealing with fly-tipping, money that could be spent on other vital services. This is while Merton is facing further budget cuts in 2019/20, Merton has raised on-the-spot fines for littering/fly-tipping from £80 to £150 and for small scale fly-tipping the fine is £400 (this is the maximum we can legally charge).

In 2018/19 we collected over 11,400 fly-tips at an estimated cost of £651k. Merton collects around 40 resident reported fly-tips per day. More than 90% of fly-tips are found in residential areas as opposed to other areas such as industrial estates, alleyways, car parks, private land, and railways. Most fly-tips in Merton are white goods, furniture, black bags, carrier bags and mattresses accounting for over 80% of the total number of fly-tips in the borough.

If you give your rubbish to someone who does not have a waste carrier’s licence and they dump it, the fly-tip could be traced back to you and you could be fined. As awareness of fly-tipping as an issue increases, so do expectations of how we work together to deal with it will increase.

Stakeholders’ perception of fly-tipping as an issue in the borough will be a key measure (together with the reduction in the overall level of fly-tips) in determining the success of our strategy.

8 How residents can help

Residents play a pivotal role in assisting the council in locating and informing the Council on fly-tipping incidents, often being the first reporters. The Council integrated reporting system with our service provider's operational management system. Reporting via the web form ensures the swiftest response from the service provider and allows the Council to track the reported incident through to completion.

<https://www.merton.gov.uk/rubbish-and-recycling/litter-fly-tipping-and-street-cleaning>

If a resident witnesses a fly-tipping incident firstly think about your surroundings and personal safety and if safe to do so any information which can be collected and may assist in enforcement is most welcome. We strongly advise that residents do not go through dumped waste as this has the possibility of both posing a hazard to the resident and may harm the quality of the evidence which may be gathered. Any information such as vehicle registration, time, type of waste or description of the alleged perpetrator(s) can be sent to our Enforcement team - Waste.enforcement@merton.gov.uk

9 The Role of Landlords and the Private Rented Sector

Merton has a wide range of different types of households along with a transient population with a third of our residents living in the private rented sector. In a number of cases this has led to too much waste being produced for the number of bins, which in turn has, in some instances, led to fly-tipping.

To tackle this, we have introduced a licensing scheme covering all Homes in Multiple Occupation (HMOs) borough-wide and together with improving our working relationships with landlords will tighten up responsibilities for waste management in the private rented sector.

Although not required, we will also work within this sector to assist in prosecuting incidents of fly-tipping where sufficient evidence is available as well as providing bespoke waste management advice on ways to target harden areas that may be prone to fly-tipping and ways to improve waste storage to limit access from possible fly-tippers.

10 No excuse for fly-tipping

There is no excuse for fly-tipping.

As a unitary authority, every householder in Merton is entitled to have their rubbish collected from their property by the council/council's service provider.

All collections are pre-agreed:

- In a bin or bag
- On the set day or time of collection
- Collection from a designated collection point

Bulky items e.g. those that will not fit into a bin or bag, such as furniture – can be collected but these are one-off collections and need to be pre-booked and paid for.

Businesses are offered a collection service but have the right to arrange their collections with other private companies that are legally allowed to accept waste. This means, when a resident, landlord or business puts rubbish or bulky items out for collection outside of the agreed

collection, it is fly-tipping and it is illegal. If caught, the offender will receive a £400 penalty fine or be prosecuted.

11 What Merton Does

Support for tackling fly-tipping within local authorities varies from one local authority to another. In Merton fly-tips are investigated where evidence is available, this includes evidence from local residents who may have witnessed the incident.

Merton has a small Enforcement team of officers with a focus on tackling environmental issues including education of waste management principles and prosecutions for cases where evidence is found. These officers have the skills, training and knowledge required to effectively tackle fly-tipping. Merton encourages stakeholders to report fly-tips on the public highway and other council own land via online enquiry or phone.

Within the enforcement toolbox, covert and overt CCTV cameras are utilised effectively and aid successful prosecutions of illegal fly-tipping. Vehicles found to be linked to fly-tipping in the borough are seized, one such vehicle was destroyed recently due to the registered keeper failing to respond to the request to be interviewed for allegations of fly-tipping

Merton engages with both internal and external stakeholders and has strong relationships with key partners. For example, to help with bringing to task regular offenders especially within the travelling community. A more robust way of dealing with fly-tipping has seen the team join force with other agencies such as the Environment Agency who have provided intelligence as well as providing officers to assist when organising ANPR (Automatic Number Plate Recognition) with the police.

Merton regularly provides leaflets and letters to households where there are issues with the presentation of waste and issues where there are excess waste issues.

Merton encourages the use of the recycling services and regularly engages with residents in a variety of ways, such as, door to door consultations with highly targeted community groups, roadshows to both the wider community and targeted community groups. Service reviews and consultations with stakeholders are pro-actively carried, assisting with fly-tipping intelligence and fly-tipper behaviours.

On the spot checks with businesses to check their “duty of care” and up to date information on how they dispose of their waste and who their waste service provider is. The consequence if they fail to provide evidence of their “duty of care” is a fine.

It is key that we maintain an up to date knowledge of legislation and a skilled enforcement team. Fly-tipping initiatives are most effective in tackling fly-tipping when a co-ordinated approach of education, communication and enforcement initiatives supported throughout the organisation.

Our approach is focused on three key areas:

<p>Early Intervention</p>	<ul style="list-style-type: none"> • Encourage Civic Pride • Raise awareness / education • Improved engagement and stronger partnerships with Managing agents, landlords and residents • Improved planning for waste disposal design • Improved licencing – private rented sector
<p>Prevent Reoccurrence</p>	<ul style="list-style-type: none"> • Continue to remove fly-tips quickly • Ownership and accountability to resolve fly-tip hotspots • Profile types of fly-tippers and specific actions to change this behaviour • Improved data collection • Making fly-tips easier to report
<p>Targeted Enforcement</p>	<ul style="list-style-type: none"> • Intelligence led • Zero tolerance • Toughest penalties • Prioritise hot spot areas • Work with key partners, such as, residents, businesses, Police and Fire Brigade

Pride

- We will encourage a sense of civic pride through our messaging and support for local groups, and act as enablers for local communities to lead and champion change around the anti-social behaviour of fly-tipping.

Partnerships

- We will build further develop our partnerships with stakeholders, such as, residents, local communities, local businesses, landlords, estate agents, Fire Brigade and Police, along with our internal partners such as housing improvement, Planning and Homes for Merton, to create a sense of shared responsibility for preventing fly-tipping.

Education

- Schools education programme, a commissioned theatre group produces an anti-social behaviour performance production, which includes littering and the consequences of these actions. The theatrical group visit every primary school in Merton, targeting the 7 – 11 year olds (Key Stage 2).

- Residential groups are approached to raise awareness of what a fly tip is. We send a clear message out about responsible waste disposal and fly-tipping is a criminal offence.
- Communication campaigns include: Posters (JC Decaux and Community centres) and Merton's Website, informing stakeholders what a fly-tip is and that fly-tipping is an offence.
- We have borough wide and localised communications campaigns that focus on Civic Pride and build on the messaging from national campaigns. These campaigns aim to educate as to what a fly-tip is, the possible punishments for fly-tipping and what residents can do to support our efforts.
- We will continue to support the Great British Spring Clean and other community clean-up initiatives by promoting events that our residents have organised on Merton's networks.

Community

- We have developed community projects with residents and businesses such as Field Gate Lane in Mitcham, to promote local buy-in and increase civic pride. We work closely with residents to develop local communications and engagement, this helps to reduce the level of fly-tips within their community.
- We listen to residents' views as we further develop our approach, communicating with them as we test campaigns and measure overall perception and satisfaction.

Landlords & Licensing

- We have and continue to adopt stronger licensing processes for the rented sector and we are testing new ways of working using specialist enforcement teams for fly-tipping. We have also tested different engagement styles with landlords, management agents and estate agents.

Data, Information & Intelligence

- To help us tackle fly-tipping we need to understand the true size and scale of the problem, which has to be driven by good data. To deliver this we have worked with Veolia and improved the way we record fly-tips. This will enable us to understand who is fly-tipping, the scale of the fly-tipping, the type of materials being fly-tipped and the subsequent actions required by the council, community and partners to deal with the problem.
- We will visibly strengthen our enforcement focus around fly-tipping, through a clear, consistent message of zero tolerance. We will make sure we have a joined-up approach across our services and we will raise the profile of our enforcement actions by publishing information about prosecutions with the view to name and shame offenders
- We will use tools such as covert and overt CCTV footage having gained RIPA authority. CCTV to act as a deterrent to other offenders and we have been successful

in prosecuting offenders via the court process where fine along with surcharges have been issued. We will improve our policies and adopt stronger penalties against fly-tippers and our legal team have worked with the magistrates to encourage tougher fines.

- We have also tested different types of enforcement tools such as Community Protection Notices (CPN) under the Anti-Social Behaviour Act 2014. We have issued a number of CPN warning letters where waste has been left in front gardens off residential properties requesting owner/tenant to clear the waste. Developing partnerships

Reporting

- We have also improved how our residents can report evidence of a fly-tipper, and how we capture that information. This has led to intelligence led enforcement across the borough with an increase in Fixed Penalty Notices from 63 in 2015/16 to 1,235 in 2017/18.
- We will improve our information systems to make public reporting of fly-tips as easy as possible, making sure we capture the right level of detail. Currently you can report incidents online, this is a quick and easy way to report fly-tipping, and other street issues that need fixing - <https://www.merton.gov.uk/rubbish-and-recycling/litter-fly-tipping-and-street-cleaning>

Finding solutions

- By understanding the root cause of a fly-tip will ensure that the right team deals with the problem. For example, if a fly-tip issue is because of overcrowding, we will raise the issue with the landlord and the appropriate services to take ownership and tackle the problem. Through problem solving with the right partners an intelligence led approach will lead to joined up solutions which make the best use of our limited resources.

Managing known 'hotspots'

- We now target hotspots, by sending out a highly visible joint enforcement team to look at several enforcement issues at the same time e.g. fly-tipping and checking for business waste transfer contracts. Where we have evidence enforcement action will be taken against a fly-tipper and we will ensure any successful FPNs/ prosecutions are fully publicised.

Designing out 'hotspots'

- Where possible, in hotspot areas, we will try to design out fly-tipping. For example, we have successfully trialled putting up temporary fencing or boarding up a secluded corner to stop fly-tipping taking place. This has stopped the area being fly-tipped within hours of it being cleared. We have worked with private landowners to take bins off the streets to reduce fly-tips. We will continue to put crime scene tape around fly tips that are being investigated and aim to clear fly-tips within 24 hours after the council has finished investigating for any evidence.

Private Land

- We are informing private land owners that clearing fly-tipping from private land is their responsibility. Land owners are made aware that there are penalties for fly-tipping that apply if they allow someone to fly-tip on their land. As a deterrent, we have offered 45% of the cost in the possibility of installing alley gates to help deter anyone from fly-tipping by gaining access to private alleyways. A Capital Budget the alley gate scheme offers a chance to gate private alleyways to deter fly-tipping and other anti-social behaviour issues funds the alley gate scheme. In order for a gate to be installed, the scheme needs to be supported by the local residents to which 80% of the residents need to consent to such a scheme.

Developing partnerships

- We are working closely with our partners, including the Police, to track down those responsible and take action against them. We will continue to work with Homes for Merton and other social landlords to enforce against fly-tippers on their land and to educate tenants about their duty to dispose of waste responsibly. Starting to create better partnerships and benchmark how we are doing
- Merton is part of a new Cross-London enforcement forum which allows the sharing of information and best practice between authorities

Learning lessons

- Our new proactive approach is about constantly testing and challenging how we deliver outcomes. We will embed positive lessons learnt and mitigate against negative ones. We will continue to build on our profiling of fly-tippers; through the right profiling we can identify the right response. It will also give us the insight to test new ideas and develop persuasive business cases for investing in proven processes. We will update our action plan annually and adapt to any lessons learnt.

12 How will we measure our success?

Our overall measure of success will be to reduce the total number of fly-tips from their current level.

- We will develop further measures to monitor against agreed items in the action plan
- Resident satisfaction with fly-tip removal
- Numbers of household related fly-tips
- Numbers of fly-tip hotspots
- Volume of resident reports
- Fixed Penalty Notices issued
- Numbers of successful prosecutions
- Overall levels of fines imposed

Supporting Paper(s)

- Fly-tipping Action Plan

Acknowledgements

DRAFT

FLY-TIPPING ACTION PLAN | 2019/20 draft plan

Ref	Tranche	Link to Strategy	Title	Description	Legislation	Status	Date / Time frame	Location
FT01A	Governance	Intervention	Fly-tip strategy	Fly tip strategy report for Lead Cabinet Officer / Cabinet	N/A	In progress	Draft for AD Public Space 25th July 2019	Borough Wide
FT02 (A)	Governance	Intervention	Fly-tip strategy	Seek formal sign off via Cabinet / Scrutiny process	N/A	In progress	3rd Sept 2019	Borough Wide
FT02 (B)	Governance	Intervention	Consultation	Engagement workshops with ward Councillors broken down by day of collection	N/A	In progress	Oct 14th - 31st	Borough Wide
FT03	Information	Intervention	Heat Map	Identify and illustrate using GIS locations a heat map of fly tipping hot spots	N/A	Completed	Aug-19	Borough Wide
FT04	Education / Awareness	Prevention	Crime scene	Road show event at hot spots / town centres for domestic/abandon waste .	Section 88 of the EPA 1990 local authorities can issue FPN for small scale fly tipping	Location to be agreed following consultation with ward Councillors (ref FT02(B))	Q3 2019/20	Borough Wide
FT05	Education / Awareness	Prevention / Enforcement	Name and Shame	Raise profile of convictions and FPN successfully prosecuted. Promoted on social media and website	N/A	In progress	Q2 2019/20	Borough Wide
FT06	Operational	Enforcement	Hit squad	Working in partnership with Veolia to transfer selected abandoned waste to Garth Rrd. for further investigation / evidence gathering	FPN of up to £400 for fly tipping offences committed under section 33 of the EPA 1990	In progress	Q1 2019/20	Borough Wide
FT07	Operational	Enforcement	Hot Line	Promote fly tipping hot line for residents to inform on fly tippers	N/A	Developing	pending consultation	Borough Wide
FT08	Operational	Enforcement	Waste Carriers Licence stops and search operations	Joint working with Police to undertake stop and search activities checking vehicles carry valid waste carriers licences and correct disposal document events	FPN of up to £400 for fly tipping offences committed under section 33 of the EPA 1990	In progress	Q1 2019/20	Location specific (Hot Spot)

FLY-TIPPING ACTION PLAN | 2019/20 draft plan

Ref	Tranche	Link to Strategy	Title	Description	Legislation	Status	Date / Time frame	Location
FT09	Operational	Enforcement	CCTV Trial	Overt monitoring using mobile CCTV equipment in known hot spots	RIPA regulation of investigatory Powers act 2002.	In progress	Q1 2019/20	Location specific (Hot Spot)
FT10	Operational	Enforcement	Surveillance	Undertake covert surveillance operation gathering evidence of commercial fly tipping	RIPA regulation of investigatory Powers act 2002. Under the clean Neighbourhoods act 2005 punishment comprises of up to £50k or 12months in prison if convicted in Magistrates court.	In progress	Q1 2019/20	Location specific (Hot Spot)
FT11	Communication	Prevention	Anti-Fly tipping Campaign (Media)	Implement a communication campaign focused on abandoned and domestic fly tipping.	N/A	Developing	Q3 2019/20	Borough Wide
FT12	Communication	Intervention	Anti-Fly tipping Campaign (Media)	creation of videos and visuals for social media campaign	N/A	Developing	By Q4	Borough Wide
FT13	Communication	Prevention	Correct disposal	Education on correct disposal of waste to promote the culture that fly-tipping is anti social . Work in partnership with the Street Champions	N/A	Developing	By Q4	Borough Wide
FT14	Technology	Enforcement	Improved IT system	Up grade/replace current 360 Imperial software with new improved IT package allowing for mobile working with integrated system.	N/A	Developing	TBC	Borough Wide
FT15	Training	Enforcement	Increased resilience	Train Client team officer to collate evidence suitable to secure prosecution	N/A	Developing	By Q4	N/A
FT16	Strategic	Intervention	Partnership Working	Create locality board with external stakeholders (Police , Fire brigade BID rep)	N/A	Developing	TBC	N/A

FLY-TIPPING ACTION PLAN | 2019/20 draft plan

Ref	Tranche	Link to Strategy	Title	Description	Legislation	Status	Date / Time frame	Location
FT17	Education / Awareness	Enforcement	Enviro-Crime Award Scheme	Self funding scheme to recognise contribution made by stakeholders and the public in supporting successful prosecution	N/A	Developing	Nov-19	Borough Wide

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E&R Public Protection performance report

PI Code & Description	Jul 2019					YTD Status				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Short Trend	Long Trend	Status
Parking										
CRP 044 Parking services estimated revenue (Monthly)	1,624,307	1,583,557.5				6,235,514	6,334,230			
SP 258 Sickness- No of days per FTE from snapshot report (parking)	1.26	0.66				4.32	2.64			
SP 509 NEW FOR 2019/20 % of Permits applied/processed online	76%	55%				72.5%	55%			
SP 510 NEW FOR 2019/20 % of PCN Appeals received online	56%	55%				58.75%	55%			
SP 511 NEW FOR 2019/20 Blue Badge Inspections (Monthly)	0	27				0	27			
SP 512 NEW FOR 2019/20 Total cashless usage against cash payments machines (Monthly)	57%	60%				55.25%	60%			
SP 513 NEW FOR 2019/20 Percentage of cases 'heard' and won at ETA	Measured quarterly					79%	73%			
Regulatory Services										
SP 111 No. of underage sales test purchases (Quarterly)	Measured quarterly					11	22			
SP 255 % licensing applications determined within 28 days (Quarterly)	Measured quarterly					89%	98%			
SP 316 % Inspection category A,B & C food premises (Annual)	Not measured for Months						100			
SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Annual measure						40			
SP 420 Annual average amount of Particulates per m3 (Annual)	Annual measure						40			
SP 496 Number of premise closure orders used (Quarterly)	Measured quarterly					0	2			
SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	Measured quarterly					36	0			
SP 519 NEW FOR 2019/20 Total % of broadly compliant food	Annual measure						95%			

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Agenda Item 7

PI Code & Description	Jul 2019					YTD Status				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Short Trend	Long Trend	Status
establishments rated A-E (Annual)										
SP 520 NEW FOR 2019/20 Schedule B Prescribed Premises due for inspection completed (Annual)	Annual measure						100%	?	?	?
SP 521 NEW FOR 2019/20 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards	Annual measure						85%	?	?	?
SP 522 NEW FOR 2019/20 % of noise and nuisance complaints received from residents receiving a frontline response (visit/advice) within one week of receipt (Quarterly)	Measured quarterly					90.5%	90%	?	?	✓

R&R Public Spaces

PI Code & Description	Jul 2019					YTD Status				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Short Trend	Long Trend	Status
Street Cleansing										
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	20.78%	8%	⬛	⬇	⬇	15.81%	8%	⬆	⬇	⬛
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)	Quarterly measure					16.63%	8%	⬆	⬇	⬛
SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Quarterly measure					5.46%	5%	⬆	⬆	⬛
SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Quarterly measure					0.87%	1%	⬆	⬆	✓
SP 139 % Sites surveyed below standard for weeds (Quarterly)	Quarterly measure					16.63%	11%	⬇	⬇	⬛
SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Quarterly measure					23.33%	9%	⬇	⬇	⬛
SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	Annual measure					N/A	N/A	N/A	N/A	N/A

PI Code & Description	Jul 2019					YTD Status				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Short Trend	Long Trend	Status
Waste Services										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	95.00	40.00				75.50	50.00			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	1,525	700				4,466	2,800			
SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual measure					N/A	N/A	N/A	N/A	N/A
SP 065 % Household waste recycled and composted (Monthly in arrear)	43.18%	48%				44.94%	48%			
SP 066 Residual waste kg per household (Monthly in arrear)	40.76	39.5				124.06	158.5			
SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	4%	10%				9%	10%			
SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	Annual measure					N/A	N/A	N/A	N/A	N/A
SP 354 Total waste arising per households (KGs) (Monthly in arrear)	71.73	75				225.24	300			
SP 407 % FPN's issued that have been paid (Monthly)	72%	75%				65.25%	75%			
SP 454 % of fly-tips removed within 24 hours (Monthly)	99%	95%				49.33%	95%			
Parks										
LER OS 01 Parks Quality Management Score (PQMS)	5.28	5				5.08	5			
SP 026 % of residents who rate parks & green spaces as good or very good	Annual measure					N/A	N/A	N/A	N/A	N/A
SP 027 Young peoples % satisfaction with parks & green spaces (Annual)	Annual measure					N/A	N/A	N/A	N/A	N/A
SP 032 No. of Green Flags (Annual)	Annual measure					N/A	6	N/A	N/A	N/A
SP 318 No. of outdoor events in parks (Monthly)	39	40				83	90			

PI Code & Description	Jul 2019					YTD Status				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Short Trend	Long Trend	Status
SP 514 NEW FOR 2019/20 Income from outdoor events in parks (Annual)	Annual measure					N/A	£531,230.00	N/A	N/A	N/A
SP 515 NEW FOR 2019/20 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	Annual measure					N/A	5	N/A	N/A	N/A
SP 516 NEW FOR 2019/20 Annual basal & epicormic growth programme completion by 31 Aug each year) (Annual)	Annual measure					N/A	100%	N/A	N/A	N/A
SP 517 NEW FOR 2019/20 Number of street trees planted (Annual)	Annual measure					N/A	235	N/A	N/A	N/A
Transport										
SP 136 Average % time passenger vehicles in use (transport passenger fleet)	Annual measure					N/A	85%	N/A	N/A	N/A
SP 137 % User satisfaction survey (transport passenger fleet) (Annual)	Annual measure					N/A	97%	N/A	N/A	N/A
SP 271 In-house journey that meet timescales (transport passenger fleet)	Annual measure					N/A	85%	N/A	N/A	N/A
SP 526 NEW FOR 2019/20 % of Council fleet using diesel fuel (Annual)	Annual measure					N/A	80%	N/A	N/A	N/A
Leisure										
SP 251 Income from Watersports Centre (Monthly)	£141,074	£125,000	✓	↑	↑	£232,743	£211,500	↓	↓	✓
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent	Annual measure					N/A	N/A	N/A	N/A	N/A
SP 349 14 to 25 year old fitness centre participation at leisure centres	10,021	9,200	✓	↑	↑	37,133	35,500	↓	↓	✓
SP 405 No. of Leisure Centre users (Monthly)	95,269	94,000	✓	↓	↑	381,390	378,000	↓	↓	✓
SP 406 No. of Polka Theatre users (Quarterly)	Quarterly measure					2,537	2,600	↓	↓	⊘

E&R Sustainable Communities

PI Code & Description	Jul 2019					YTD				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Short Trend	Long Trend	Status
Development and Building Control										
CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	158,489	157,166	✓	?	?	805,782	628,664	↓	↓	✓
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	68%	✓	-	↑	90.91%	68%	↑	↑	✓
CRP 052 / SP 115 % of minor planning applications determined within 8 week	85.71%	71%	✓	↑	↑	84.21%	71%	↓	↑	✓
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	87.04%	82%	✓	↑	↓	88.56%	82%	↓	↑	✓
SP 040 % Market share retained by LA (Building Control) (Monthly)	60.14%	54%	✓	↑	↑	55.09%	54%	↑	↑	✓
SP 113 No. of planning enforcement cases closed (Monthly)	25	43	✗	↓	↓	118	173	↓	↓	✗
SP 117 % appeals lost (Development & Building Control) (Quarterly)	Quarter measure					41.37%	35%	↓	↓	✗
SP 380 No. of backlog planning enforcement cases (Monthly)	950	849	✗	↓	↓	950	849	↓	↓	✗
SP 414 Volume of planning applications (Monthly)	350	365	⚠	↓	↓	1,463	1,460	↓	↓	✓
Future Merton										
SP 020 New Homes (Annual)	Annual measure					N/A	430	N/A	N/A	N/A
SP 260 % Streetworks inspections completed (Quarterly)	Quarter measure					42.61%	37%	↑	↑	✓
SP 327 % Emergency callouts attended within 2 hours (traffic & highways)	100%	98%	✓	-	↑	99.46%	98%	↓	↓	✓
SP 328 % Streetworks permitting determined (Monthly)	100%	98%	✓	-	-	100%	98%	-	↑	✓
SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)	Annual measure					N/A	N/A	N/A	N/A	N/A

PI Code & Description	Jul 2019					YTD				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Short Trend	Long Trend	Status
SP 391 Average number of days taken to repair an out of light street li	Quarter measure					1.26	3	↑	↑	✓
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Annual measure					N/A	49	N/A	N/A	N/A
SP 476 Number of business premises improved (Annual)	Annual measure					N/A	10	N/A	N/A	N/A
SP 508 NEW FOR 2019/20 Footway condition - (% not defective, unclassified road) (Annual)	Annual measure					N/A	75%	N/A	N/A	N/A
Property										
SP 024 % Vacancy rate of property owned by the council (Quarterly)	Quarter measure					1%	3%	↓	↓	✓
SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Quarter measure					3.14%	7.5%	↑	↑	✓
SP 386 Property asset valuations (Annual)	Annual measure					N/A	150	N/A	N/A	N/A
SP 518 NEW FOR 2019/20 Number of completed Rent Reviews (Quarterly)	Quarter measure					1	35	?	?	✓

Sustainable Communities – June & Quarter One 2019

Dept.	PI Code & Description	Polarity	Jun 2019					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	170	230				175	230	
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	118	113				118	113	
Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)	Low	0	10				3.3	10	
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	7	10				7	10	
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	71,648	56,500				71,648	56,500	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	57,672	58,749				57,672	58,749	
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	88%	97%				88%	97%	
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	289	230				289	230	
Libraries	SP 287 Maintain Library Income (Monthly)	High	£125,609	£103,500				£125,609	£103,500	
Libraries	SP 480 Visitor figures - physical visits to Libraries (Monthly)	High	275,205	300,000				275,205	300,000	

Dept.	PI Code & Description	Polarity	Q1 2019/20					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	52	45				52	45	
Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	17	16				17	16	
Housing Needs & Enabling	SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)	High	17	12				17	12	



Sustainable Communities Work Programme 2019/20

This table sets out the Sustainable Communities Panel Work Programme for 2018/19; the items listed were agreed by the Panel at its meeting on 27 June 2019. This Work Programme will be considered at every meeting of the Panel to enable it to respond to issues of concern and incorporate reviews or to comment upon pre-decision items ahead of their consideration by Cabinet/Council.

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

Chair: Cllr Natasha Irons

Vice-chair: Cllr Daniel Holden

Scrutiny Support

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

Rosie McKeever, Scrutiny Officer

Tel: 020 8545 4035; Email: rosie.mckeever@merton.gov.uk

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

Meeting date: 27 June 2019 (*Deadline for papers: 12pm, 18 June 2019*)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Holding the executive to account	Parking Consultation	Written update report	Cathryn James, Interim Assistant Director, Public Protection	
Performance management	Performance monitoring	Basket of indicators plus verbal report	Chris Lee, Director of Environment and Regeneration Steve Langley, Head of Housing Needs	To highlight any items of concern and for the Panel to make any recommendations or to request additional information.
Setting the work programme	Sustainable Communities Overview and Scrutiny Panel work programme 2019/20	Written report	Rosie Mckeever, Scrutiny Officer	To agree the work programme and select a subject for task group review.

Meeting date: 3 September 2019 (*Deadline for papers: 12pm, 26 August 2019*)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Holding the executive to account	Cabinet Members priorities	Verbal update	Cabinet Members for Commerce, Leisure and Culture; Regeneration, Housing and Transport; Adult Social Care, Health and the Environment	To understand current priorities in relation to Panel work programme.
Holding the executive to account	Waste, recycling and street cleaning: performance update:	Written update report	John Bosley, Assistant Director, Public Space Scott Edgell, Veolia	To monitor performance and to seek resident feedback on the service.
Scrutiny reviews	Environmental Enforcement: Fly Tipping Strategy	<ul style="list-style-type: none"> Written report Presentation	John Bosley, Assistant Director, Public Space	Opportunity to understand the team's remit in more detail and give feedback on new strategy
Performance management	Performance monitoring	<ul style="list-style-type: none"> Basket of indicators plus verbal report 	Councillor Ben Butler Chris Lee, Director of Environment and Regeneration	To highlight any items of concern, make recommendations and/or request additional information
Setting the work programme	Work programme 2019/20	Written report	Rosie McKeever, Scrutiny Officer	Standing item

Meeting date: 30 October 2019 (**Deadline for papers: 12pm, 22 October 2019**)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Budget scrutiny	Budget/business plan scrutiny (round 1)	Written report	Caroline Holland, Director of Corporate Services	To discuss and refer any comments to the O&S Commission
External scrutiny	Clarion Housing Group: regeneration	Responses to members' questions to be printed as part of the agenda	Representatives from Clarion Housing Group will be invited to attend the session and answer member questions.	This session will be used to focus on Clarion's estates regeneration.
Holding the executive to account	Design Review Panel	Written report	James McGinlay	
Holding the executive to account	Town centre regeneration	Presentation	Paul McGarry, Head of <i>futureMerton</i>	Progress update
Scrutiny review	Community wealth building task group	Written report	Task Group Chair	To agree task group's terms of reference
Performance management	Performance monitoring	Basket of indicators plus verbal report	Councillor Ben Butler Chris Lee, Director of Environment and Regeneration	To highlight any items of concern, make recommendations and/or request additional information
Setting the work programme	Work programme 2019/20	Written report	Rosie McKeever, Scrutiny Officer	Standing item

Meeting date: 8 January 2019 (**Deadline for papers: 12pm, 30 December 2019**)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Budget scrutiny	Budget and business planning (round 2)	Report	Chris Lee, Director of Environment and Regeneration. Hannah Doody, Director for Community and Housing Caroline Holland, Director of Corporate Services	To comment on the budget and business plan proposals at phase 2 and make any recommendations to the Commission to consider and co-ordinate a response to Cabinet.
Holding the executive to account	Diesel levy implementation	Written report	Chris Lee, Director of Environment and Regeneration	
Scrutiny review	Local Implementation Plan	Written report	James McGinlay	
Holding the executive to account	Air Quality Action Plan	Written report	Cathryn James, Interim Assistant Director, Public Protection	Update report
Performance management	Performance monitoring	Basket of indicators plus verbal report	Councillor Ben Butler Chris Lee, Director of Environment and Regeneration	To highlight any items of concern, make recommendations and/or request additional information
Setting the work programme	Work programme 2019/20	Written report	Rosie McKeever, Scrutiny Officer	Standing item

Meeting date: 25 February 2020 (**Deadline for papers: 12pm, 17 February 2020**)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
External scrutiny	Clarion Housing Group: repairs and maintenance	Verbal update	Representatives from Clarion Housing Group will be invited to attend the session and answer member questions.	This session will be used to focus on repairs and maintenance work
Holding the executive to account	Housing Strategy	Written update report	Steve Langley, Head of Housing Needs and Strategy	
Scrutiny reviews	Support for private renters	Written update report	Steve Langley, Head of Housing Needs and Strategy	
Performance management	Performance monitoring	Basket of indicators plus verbal report	Councillor Ben Butler Chris Lee, Director of Environment and Regeneration	To highlight any items of concern, make recommendations and/or request additional information
Scrutiny reviews	Community wealth building task group	Written report	Task group chair	To agree task group's recommendation's
Setting the work programme	Work programme 2019/20	Written report	Rosie McKeever, Scrutiny Officer	Standing item

Meeting date: 17 March 2020 (*Deadline for papers: 12pm, 9 March 2020*)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Holding the executive to account	Cabinet Members priorities	Verbal update	Cabinet Members for Commerce, Leisure and Culture; Regeneration, Housing and Transport; Adult Social Care, Health and the Environment	To understand current priorities in relation to Panel work programme.
Holding the executive to account	Merton Adult Education	Written report	Anthony Hopkins, Head of Library, Heritage and Adult Education Service	Update on performance of the service
Holding the executive to account	Libraries and heritage annual report	Written report	Anthony Hopkins, Head of Library, Heritage and Adult Education Service	Update on performance of the service
Holding the executive to account	London Borough of Culture	Written report	Christine Parsloe, Leisure and Culture Development Manager	
Performance management	idverde	Written report	Doug Napier	
Performance management	Performance monitoring	Basket of indicators plus verbal report	Councillor Ben Butler	To highlight any items of concern
Setting the work programme	Topic suggestions 2020/21	Written report	Rosie McKeever, Scrutiny Officer	To seek suggestions from the Panel to inform discussions about the Panel's 2020/21 work programme

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