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Merton Council

Sustainable Communities

Overview and Scrutiny

Panel



Date: 1 September 2020

Time: 7.15 pm

Venue: This will be a virtual meeting and therefore will not take place in a physical location, in accordance with s78 of the Coronavirus Act 2020.

AGENDA

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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

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

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 Managing Director, South London Legal Partnership.

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 2

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SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

25 FEBRUARY 2020

(7.15 pm - 9.55 pm)

PRESENT Councillors Councillor Natasha Irons (in the Chair),
Councillor Daniel Holden, Councillor Ben Butler,
Councillor Mary Curtin, Councillor David Dean,
Councillor Anthony Fairclough, Councillor Aidan Mundy and
Councillor Geraldine Stanford

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

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies received from Cllr Owen Pritchard (with Cllr Mary Curtin as sub)

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

4 CLARION HOUSING - REPAIRS AND MAINTENANCE (Agenda Item 4)

Representatives from Clarion were welcomed and introduced to the Panel;

- Simon Gagen - Head of Responsive Repairs
- Vicki Bonner – Director of Housing
- Mike Robbins - Planned Investment Manager
- Paul Quinn – Director of Merton Regeneration

The Chair invited the resident speakers to share their views on Clarions repair and maintenance service.

Waqar Basit

- Constant leaks
- Electrics affected

Alexander Doty (read by Sara Sharp)

- Clarion provides a minimum of maintenance at High Path Estate yet increases the annual service charge every year. In 2019 my annual service charge increased nearly 18%. Unreasonable escalation of service charges is an abusive practice followed by resident associations generally.

- Very few services are provided adequately and most are not provided at all. For example, refuse is collected weekly and, as a result, bins overflow and refuse overflows onto the grounds. Communal cleaning is performed weekly and consists of sweeping and mopping the stairways. Marked, defaced, and broken building and utility structures are not cleaned or repaired. Grounds maintenance is performed weekly and consists of cutting grass with large mowers, leaving shrubs and edges untrimmed.
- I propose that a committee of High Path residents review the services provided at High Path and the related charges that are imposed in order that a recommendation may be made for their improvement and cost savings.

Cypren Edmunds

- Priory Close: Roof blocked with leaves has led to water not able to siphon appropriately which leads to direct leak (and ongoing issues: damp, condensation) into resident's property; also water tank doors of the block aren't fixed properly and pigeons can nest in the area thereby contaminating the water
- Vanguard House: water leaking into ceiling of kitchen & sitting room (severely overcrowded 5 persons (incl. young child) in 1 bedroom flat) from roof and water pressure has been altered because of incident in the cleaning team's area which led to pipes bursting in resident's kitchen. This has led to leaking into elderly neighbour beneath.
- Marsh Court: water flowing from overflow pipe ongoing since 2018 (official complaint made to Clarion) MP/Merton Council's Environmental are aware of case)
- Mychell House: (similar to Marsh Court) water pipe expelling water all day(Technical Inspection Officer, Caretaker and Neighbourhood officer are aware of this)
- May Court: A resident with multiple sclerosis & (young children) has unfinished work to be completed from a water leak which occurred in the summer of this 2019. Damp and condensation in property have developed to the point whereby the resident's health is at a very serious risk.

Pippa Maslin provided a written contribution

- Clarion subjected leaseholders to unreasonable major work's bills, compelling us to have new windows whether we wanted them or not. Originally told we would have to pay £13,000 over two years for new windows, inspections for asbestos, and the checking of and, if necessary, repairs to the roofs. None of us had a problem with the inspections, checks and repairs, but the price for the windows was ridiculous and they would not listen to anyone who did not need their windows replaced. Indeed, a few of the leaseholders got alternative quotes and even spotted that we needed different types of windows to the ones that Clarion had identified as suitable. Thus, Clarion changed the plan and, eventually, we each ended up paying about £5000 instead of £13,000. Furthermore, the people who did the work left a real mess, failing to use enough dust sheets and leaving all sorts of waste in people's gardens.
- Little is done to help make the estate a nice place to live
- No one makes sure that the playground is used appropriately. Smoking, drug taking and drinking take place there and parents are reluctant to allow their children in there.
- The various sheds for residents are in an awful state and need replacing.

In response to the speakers, the Head of Responsive Repairs explained;

- Moffatt Court has had relined gutters

- Marsh court – The condition and age of the block is a factor. The pipework configuration requires gaining entry to all flats. Residents will be rehomed in 18 months as part of the regeneration plans.
- Customer satisfaction from December is the first time all indicators have been green.

In response to Panel Members questions, the Head of Responsive Repairs and the Planned Investment Manager clarified;

- Lifts have a maintenance cycle of every 3-5 weeks. Investment is being considered in the next financial year.
- Data produced - real time info, no manual interference.
- Clarion agreed to share their quarterly figures.
- Clarion recognise there is an issue with the maintenance of the communal areas.
- Section 20s – we always seek the best value for Clarion and residents. We undertake aerial surveys to ensure work needs to be done. Whilst we recognise that cheaper quotes can be obtained by residents for the work, we have stringent Health and Safety regulations to adhere to.
- Clarion will follow up whether the job reference number can be communicated to the out of hours service as this has been a frustration for residents.
- Clarion are trialling a text service for resident satisfaction after any jobs are completed. If the trial is successful the app will be rolled out.

ACTION: The Director of Housing agreed with the Chair for the implementation of a working group consisting of senior Clarion representatives and Cllr Irons and Cllr Stanford to undertake site visits to those areas highlighted by residents, starting with Eastfields and High Path. The Director of Merton Regeneration suggested exploring using the Merton Community Panel as a focus for this activity.

ACTION: Clarion agreed to return to the Panel in the next municipal year, along with their annual data so the Panel can look at the trends.

5 DIESEL LEVY IMPLEMENTATION (Agenda Item 5)

The Director of Environment and Regeneration introduced the report and invited the Cabinet Member for Adult Social Care, Health and the Environment to elaborate further.

In response to Members questions, the Director of Environment and Regeneration and the Environmental Health Pollution Manager and the Cabinet Member for Regeneration, Housing and Transport and the Head of Parking Services clarified;

- Consultation process starts in May 2020.
- CPZ's are triggered by petitions and resident led. This will continue to be the policy.
- The metrics for success will include air pollution levels and the health benefits.
- The borough does not yet comply with the Air Quality objective, we continue to monitor 50 spots in the borough
- The EQIA will be discussed with equality groups and mitigation action points looked at.
- A Panel member requested whether any other additional data sources inform the policy? Environmental Health Pollution Manager agreed to share the 3 year trends with the panel when they are available.

- A Panel member requested whether the TFL journey data shows any shift to public transport? The Head of Parking Services agreed this will be included in the Cabinet report.

Councillor David Dean raised a motion which is “If this Council believes diesel cars are dirty then every diesel car should be treated the same way”. The motion was seconded by Councillor Daniel Holden and debated by the Panel. (Two votes for, six against) Motion fell.

A Panel Member raised a motion requesting that “Cabinet considers the full EQIA of their proposals The distribution of vehicles should be looked at. Heavier polluting in some parts of the borough. There is an Equality Impact issue in terms of the changes to visitor permits. The Chair commented that permits are already being looked at and requested further clarification on the term ‘vehicle distribution’.

A Panel Member asked the Director of Environment and Regeneration whether it would be possible to obtain this type of data. The Director of E&R explained we would need to request whether the DVLA could provide this. The Director of E&R queried the link to the EQIA as geography is not a protected characteristic.

Cabinet considers the full Equality Impact of their proposals across the borough by looking at the available data on car vehicle ownership by area to see if it impacts the EQIA. Danil Holden seconded. Two votes for, six abstentions

The Chair queried whether the vote should pass given that there isn’t enough positive support for the motion and if the Panel were clear on what the recommendation was. Not enough conclusion to pass it.

Revote (Two votes for, six against). Motion fell.

Panel RESOLVED (eight votes for, none against) to make the following reference to Cabinet:

“This Panel recommends that Cabinet look at the available evidence with the intention of putting a greater focus on incentives to encourage and support residents to change vehicles to less polluting types, including examples from other boroughs’.

6 AIR QUALITY - ACTION PLAN (Agenda Item 6)

The Environmental Health Pollution Manager (Air Quality) gave an overview of the action plan.

7 PERFORMANCE MONITORING (Agenda Item 7)

Cllr Butler and the Director of Environment and Regeneration reviewed a small number of the KPI’s.

8 WORK PROGRAMME (Agenda Item 8)

The work programme was agreed.

Committee: Sustainable Communities Overview and Scrutiny Panel

Date: 1 September 2020

Wards: All

Subject: Performance Monitoring of Parks, Cemeteries and Grounds Maintenance

Lead officer: Chris Lee, Director of Environment and Regeneration.

Lead member: Councillor Caroline Cooper-Marbiah, Cabinet Member for Community and Culture.

Contact officer: Doug Napier, Greenspaces Manager.

RECOMMENDATIONS

- A) Members are requested to note the contents of this report and provide officers with any comments or observations regarding their experiences or any reports that they have received from Merton residents relating to the delivery of the grounds maintenance services by *idverde*.
 - B) Members note the application and professionalism demonstrated by the *idverde* and its staff in the delivery of critical and much-valued services to Merton and its communities during the unprecedented times and the extraordinary demands imposed by the Covid-19 pandemic.
-

1. PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1 This report provides Members of the Sustainable Communities Overview and Scrutiny Panel with an update on the recent performance of the incumbent contractor, *idverde*, in relation to the delivery of the grounds maintenance aspects (Lot 2) of the South London Waste Partnership (SLWP) Phase C contract. It is the second such review of the performance of this contract, the first having occurred at the meeting of the Panel on 1 November 2018.
- 1.2 The service wishes to place on record our gratitude for the support offered by *idverde* and its staff in dealing with the unprecedented challenges presented by the Covid-19 pandemic. Critical services, such as burial services, for example, continued to be delivered at levels significantly above the normal demands and the borough's parks and open spaces provided important health and well-being opportunities for residents in remarkable numbers, at a time when most other leisure and recreational opportunities were denied to them.

2. DETAILS

2.1 The Lot 2 element of the SLWP contract commenced on 1st February 2017, following a two-year procurement exercise that included the London Borough of Sutton jointly as a delivery partner. The successful bidder was *idverde* Limited, who began the procurement process under a previous company trading name, The Landscape Group Limited. The range and scope of the Lot 2 contract was developed during the course of the procurement and the final form of the contract, initially for a period of 8 years, but with the possibility to extend to up to 24 years, included the following services:

- Horticultural services - including grass cutting and the management of hedges, herbaceous borders, highway verges, annual bedding & floral displays, rose and shrub beds, flowering meadows, green roof & green walls, allotments (including administration functions), war memorials & memorial gardens.
- Sports pitch services - including tennis courts, rugby, football & cricket pitches and bowling greens.
- Play & leisure services - including children's playgrounds, water play facilities, outdoor gyms, ball courts, wheel parks, etc.
- Cleansing & general maintenance services - including litter, graffiti & leaf clearance, sweeping of paths & other hard surfaces, cleaning of pavilions & toilets, water features, gullies & drains, etc.
- Events services - providing support & infrastructure (e.g. vehicles, plant & equipment) to support events as required.
- Cemeteries services - an integrated service that includes grave digging & interments, grounds & memorial management, waste & litter management and service administration.
- Nature conservation services - relevant works that forms part of the routine maintenance of parks and open spaces and *ad hoc* works on nature reserves.
- Ad hoc asset and project services - site and asset development works as requested by the client.

2.2 The current annual budget for the delivery of the *idverde* service in the current financial year (2020/21) is £1,083k, which is net of income.

2.3 This report provides comparative performance details and data from the commencement of the contract on the 1st February 2017, but focuses in particular on the period from 2019 to date, the interval since the contractor's performance was last considered by the Panel on 1 November 2018. It should be noted that this interval covers the period of the Covid-19 national emergency and the lockdown, social distancing and allied measures that the coronavirus pandemic imposed.

3. Contract Management and Monitoring

Performance Quality Management System

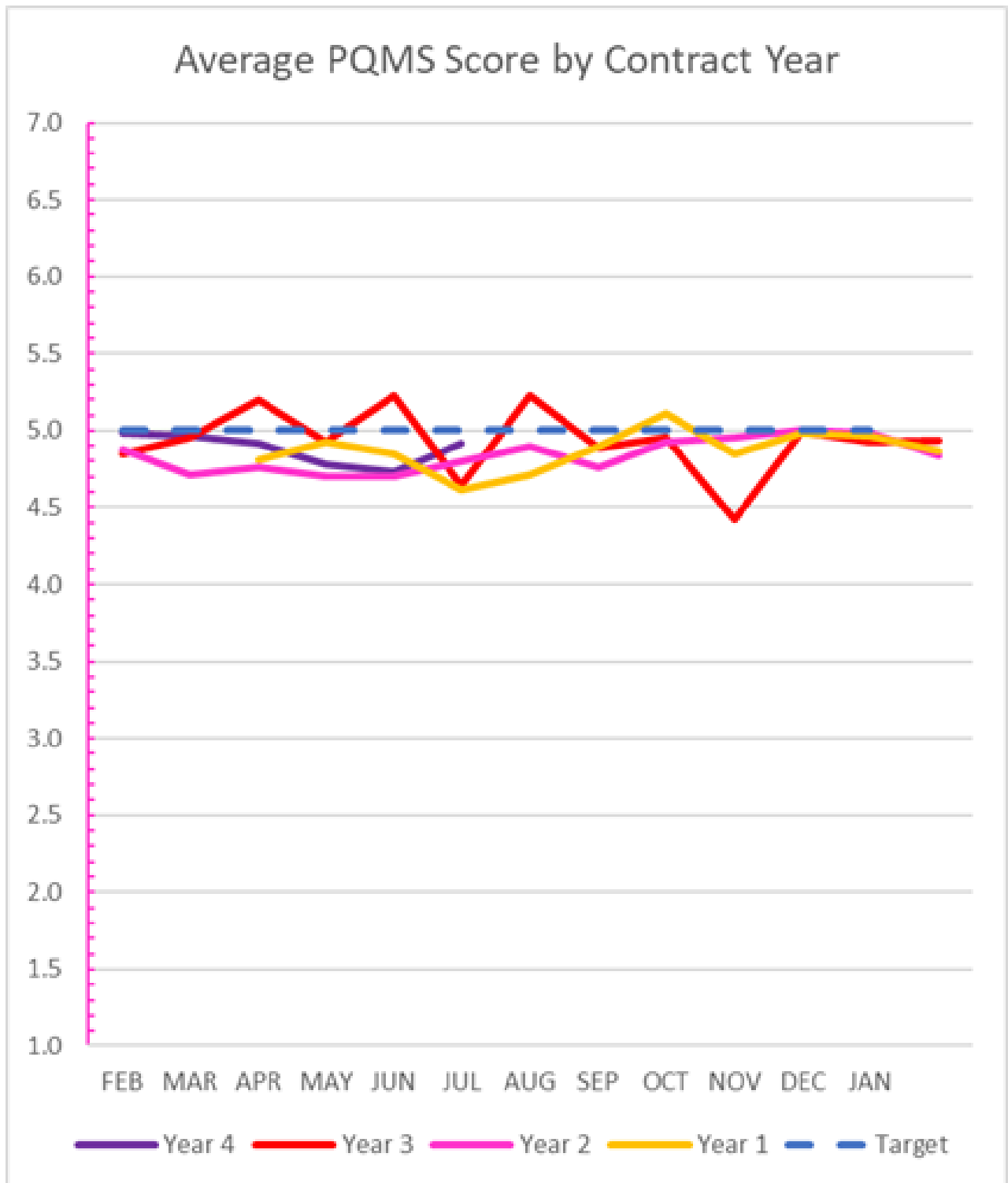
3.1 A mobile telephone Performance Quality Management System (PQMS) app, developed by *idverde* as part of its national portfolio of grounds maintenance contracts, and tailored to suit the needs of the two Lot 2 boroughs during the contract mobilisation phase, was implemented in Merton from April 2017. This represents the

primary tool by which *idverde*'s performance is assessed by Merton Council's client team.

- 3.2 This convenient tool provides client-side officers with the opportunity to assess and score the condition of parks and other open space assets and features in the field on a scale of 1 to 7, where 5 represents the contract standard and 5+ exceeds it (see grading details in Appendix 1). The management system generates sites for formal inspection on a random basis, drawing upon the entire list of open space assets, including parks, cemeteries and highways verges, in order to enable an impartial and balanced perspective on the condition of the contractor's performance overall. The Council's three Neighbourhood Client Officers are pivotal to this quality assessment process and collectively have conducted some 1,900 individual inspections in our parks and open spaces since the commencement of the contract.
- 3.3 Details of the scores achieved by *idverde* since the adoption of the PQMS are detailed below, both numerically and graphically.

IDV PQMS Scores 2017-2020 by Month:

	Jan.	Feb.	Mar.	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Av. Score
2017				4.81	4.93	4.85	4.62	4.71	4.90	5.11	4.85	4.98	4.86
2018	4.96	4.88	4.71	4.76	4.70	4.70	4.80	4.90	4.76	4.93	4.95	5.00	4.84
2019	4.98	4.85	4.95	5.20	4.93	5.23	4.64	5.23	4.89	4.95	4.42	4.99	4.94
2020	4.93	4.98	4.96	4.92	4.78	4.73	4.92						4.89

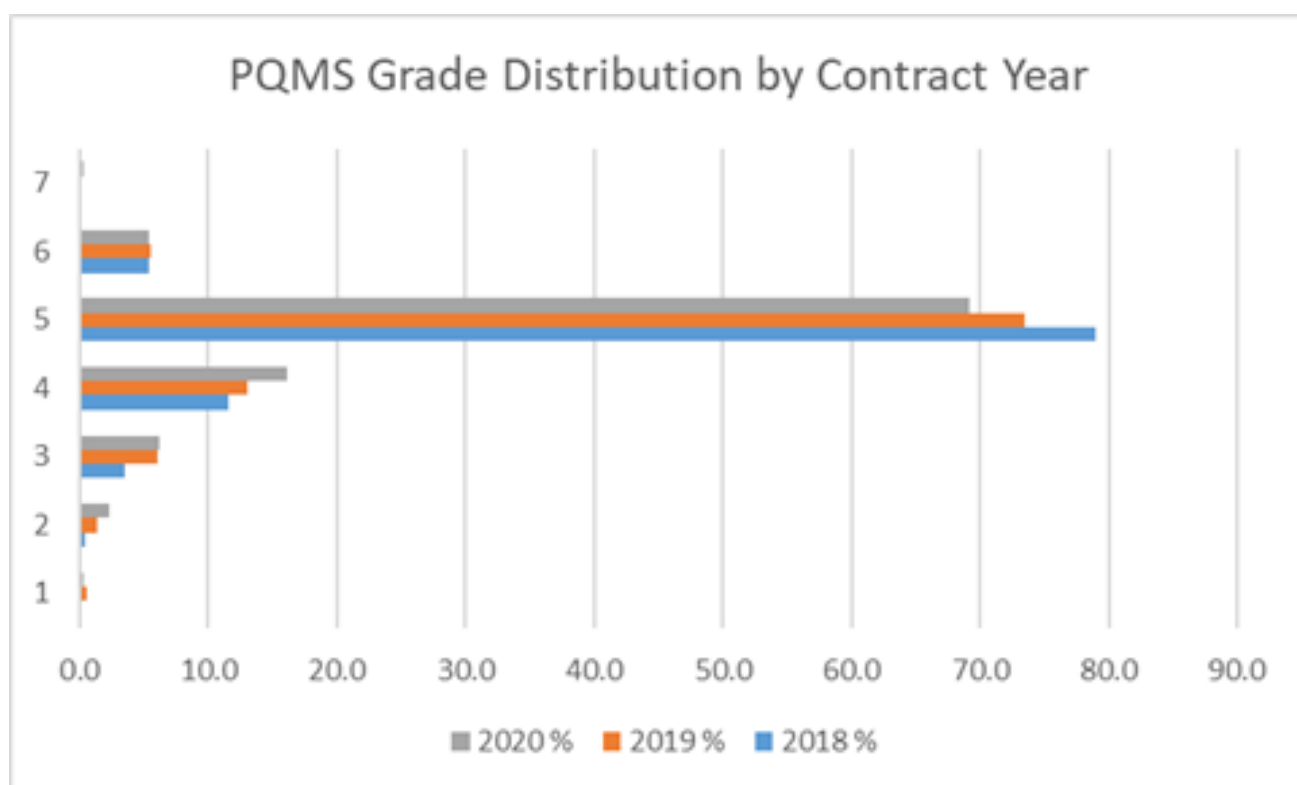


Year 1 - 2017/18
 Year 2 - 2018/19
 Year 3 - 2019/20
 Year 4 - 2020/21 (to July 2020 only)

3.4 The graphic above demonstrates that performance to date, is generally a little below the service specification target of 5, in the range of 4.84 to 4.94 on average per annum.

3.5 Adverse weather conditions and wet ground conditions on and about the peak season for grass growth during the spring-time (April to June) and, in 2020, the operational constraints imposed by Covid-19 compliance measures, including social distancing needs and in order to protect critical services, such as burials, are generally responsible for the lower performance scores.

3.6 The graph below depicts the grade distributions by contract year and illustrates very clearly that the modal PQMS score achieved by *idverde* is 5, and by some margin. The data below is based upon more than 10,000 individual quality scores, with a score of 5 and above being achieved on 84% (2018), 79% (2019) and 75% (2020) of occasions.



3.7 One of the main benefits of the PQMS is that it enables the contract client team to maintain a detailed oversight of the contractor’s performance on a week-by-week basis. Any issues identified through the field inspection assessments are considered and analysed with *idverde*’s Contract Manager and service supervisors at weekly operational meetings with a view to resolving any specific problems and swiftly tackling any emerging undesirable trends.

Friends and stakeholder contract monitoring

3.8 As a direct consequence of its community development commitments, *idverde* has, in conjunction with the borough’s friends groups (via Merton’s Independent Friends Forum), developed a Greenspaces Assessment Form to enable friends and key stakeholder groups to score a range of key site attributes using an overall layperson’s perception to rank the condition of grass, litter, paths, playgrounds, etc.

- 3.9 This project was first implemented in January 2018 and both *idverde* and the Friends Forum have continued to further apply and develop this scheme in partnership since that date.
- 3.10 Further information on the outcomes of this joint-initiative will be outlined by those organisations at this meeting of the Scrutiny Panel.

Residents Survey

3.11 The results of the 2019 Merton Residents' Survey revealed the following information in relation to our parks, open spaces and playgrounds:

- % of parks users who rated Merton's parks as very good or good:
81% (*up from 79% in the 2017 Residents Survey*).
- % of young residents who rated Merton's parks as very good or good:
86% (*up from 56% in the 2017 Residents Survey*).

Customer complaints

- 3.12 Residents of the borough are able to submit reports, including service requests and complaints, about grounds maintenance services either by telephone to the Council's Customer Contact Centre or via the Council's online reporting options.
- 3.13 All formal complaints to the Council are channelled through the corporate Customer Complaints team and forwarded to the client-side team or the contractor to consider and respond, as appropriate. (The client-side team principally handles matters of recreational policy and service development, whereas the contractor deals mainly with operational issues such as grass cutting and litter issues).
- 3.14 The Council's Neighbourhood Client Officers are proactive in investigating formal complaints submitted by residents and have monitored known hot-spot locations on a regular basis, over and above the standard PQMS requirements: for example, at Three Kings Pond, Mitcham, where localised anti-social behaviour and street drinking issues generates elevated levels of littering.
- 3.15 Formal customer complaints about relevant Greenspaces operational services recorded by the Council's Customer Complaints team are summarised below. The table includes the equivalent data from the two financial years prior to *idverde*'s commencement for comparison purposes.

2015/16*	2016/17*	2017/18	2018/19	2019/20	2020/21 (to end July)
10	12	8	17	7	1

*Years 2015/16 and 2016/17 are prior to *idverde*'s commencement.

Green Flag Awards

3.16 *idverde* has proactively supported and directly contributed to the successful retention of the borough's six existing Green Flag Awards, playing a key role in 2018 in securing the very first award for Abbey Recreation Ground. The six parks that have achieved the Green Flag Award standard in Merton are:

- John Innes Park
- Sir Joseph Hood Memorial Playing Fields
- Colliers Wood Recreation Ground
- South Park Gardens
- Dundonald Recreation Ground
- Abbey Recreation Ground

Allotments, Sport and Cemeteries

3.17 Whereas the allotments service was largely unaffected, the national coronavirus epidemic imposed some quite significant additional demands upon the cemeteries service. Progress with the memorial safety testing measures in cemeteries, for example, was suspended in order to protect this critical service and *idverde's* support and staff re-deployment actions ensured that the increased burial demands at this time were successfully and professionally delivered.

3.18 Organised sport was much affected during the early phase of the coronavirus episode, but has progressively returned, with appropriate measures in place, during the course of this summer. *idverde* continued to maintain and restore our sports facilities throughout lockdown period and so the recovery of sport was not significantly affected by their quality or condition. Casual exercise and recreational use of open spaces increased at this time and a number of indoor activities relocated to our parks.

3.19 The performance and quality standards in respect of these service areas forms part of the PQMS assessment process outlined above.

Events

3.20 *idverde* staff contributed to the successful delivery of some of the borough's major outdoor events during the summers of 2017, 2018 and 2019, including the Mitcham Carnival and the borough's annual public fireworks events, providing both support staff and event equipment and infrastructure as required.

3.21 In addition, *idverde's* grounds staff undertook the site remediation works, in 2017, 2018 and 2019, following the Eastern Electrics Festival in Morden Park and, in 2020, at Wimbledon Park and supported a number of sports-focused tournaments and activities at various locations, the majority during the summer months.

Community development, friends & stakeholder engagement

3.22 *idverde* has invested almost 1,000 staff hours in community development work with parks friends groups and key service stakeholders since the commencement of the Lot 2 contract. More than 100 separate community meetings have been attended in

Merton by *idverde*, including meetings with the Merton Independent Friends Forum, ward members and with representatives of various sports and allotment groups, amongst others. The details, broken down by the relevant years, are provided in the table below.

	2017/18	2018/19	2019/22	2020/21 (to end July)	Total to date
Staff hours invested in community development work (Lot 2)	178	260	394	155	984
Number of community meetings attended in Merton	46	30	20	6	102

3.23 A total of 833 volunteer days have been delivered in Merton's parks by *idverde*'s partnership arrangements with the National Probation Service's Community Payback Project Scheme during the course of the contract to date, comprising practical works undertaken at Abbey Recreation Ground, Nelson Gardens, Kendor Gardens and Wimbledon Park.

Special Projects

3.24 Significant parks projects and open space improvements completed within the partnership that have either been delivered directly by or in partnership with *idverde* since 2018 include:

- Design and development of the new Gap Road Pocket Park, Wimbledon.
- Refurbishment of the adventure golf course at Wimbledon Park.
- Development of proposals for a new borough-wide tennis access and membership scheme.
- The introduction of pickleball to the suite of sports services offered within the borough.
- Securing investment in the installation of additional non-turf cricket pitches at 5 sites across the borough.
- Tackling some long-standing issues in relation to waiting-lists on the borough's allotments.
- Roadside bulb planting project on Bushey Road.
- Ground renovations to the main field, Wimbledon Park.
- Supporting the re-establishment of the Friends of Colliers Wood Rec.

4. PERFORMANCE SUMMARY AND AREAS FOR IMPROVEMENT

- 4.1 Overall, *idverde's* performance has, overall, at a PQMS score of 4.84-4.94 annually, been consistently a little under the expectations of the contract specification in relation to the quality and presentation of the borough's green spaces. However, that broad summary data conceals the fact that, for the majority of their tasks, performance has been graded at 5 or above.
- 4.2 Grass cutting and litter standards have generally been the issues that have affected the *idverde's* achievements most of all and will be the focus of both attention and application for both the client and contractor management teams in the short to medium term.
- 4.3 Above all, the contractor needs to anticipate weather-related and seasonal pressure-points and consider how it deploys its staff and other resources when the littering demands are elevated, and also during May and June when grass growth is typically at its peak. The client team is working proactively with the contractor to ensure that performance in these areas is improved. The contractor has already demonstrated a willingness to do so, for example, by organising additional field staff at short notice to deal with greater cleansing needs on warm spring weekends this year.
- 4.4 The contractor has demonstrated commendable commitment to working with local groups and stakeholders during the contract to date, developing their skills and jointly delivering landscape improvement projects, for example. Extending their network of support to further community groups, and re-establishing the momentum previously enjoyed as we emerge from the coronavirus pandemic are evident and mutually-agreed priorities.
- 4.5 The impetus lost directly as a consequence of the coronavirus pandemic in other areas service areas - the memorial safety testing programme in cemeteries, for example - will similarly need to be promptly recovered, as both client and contractor already recognise.
- 4.6 Developing community access to and also the range of recreational and health-related activities that outdoor spaces provide is another area for further development, not least because of the invaluable and very much-appreciated opportunities offered by our parks, a need that was very evident during the early weeks of lockdown when many other community and recreational facilities were closed.
- 4.7 In order to improve the delivery of the grounds maintenance service and also to increase confidence that the contract is maintaining the expected performance and quality standards, the Lot 2 client team will, furthermore, soon be reconfigured via a divisional restructure that includes the Greenspaces client team and the Neighbourhood Client Officers, with the aim to further improve contract monitoring, management outcomes and data-gathering.

5. ALTERNATIVE OPTIONS

5.1. This report is an update on the performance of the Council's current grounds maintenance service provider, *idverde*, and therefore no alternatives have been considered.

6. CONSULTATION UNDERTAKEN OR PROPOSED

6.1 No specific consultation has contributed to the compilation of this report, however, the Greenspaces team has recently commissioned a borough-wide and broad public consultation on its parks service, the findings of which will inform the future development and improvement of the service, including those services delivered by *idverde*.

7. TIMETABLE

7.1 This report is an update on the performance of the Council's current grounds maintenance service provider, *idverde*, which considers the first 3.5 years of their long-term contact with the authority.

8. FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

8.1 As at Period four (July) a related overspend of £29k is being forecast, which assumes that an expected contractual cemetery revenue share for 2018/19 and 2019/20 of £157k will be received. However, in tandem with the Phase C Waste Services (Lot 1) Annual Review process, a similar process is nearing completion regarding the grounds maintenance contract (Lot 2), which could affect this revenue share and, therefore, the forecast.

9. LEGAL AND STATUTORY IMPLICATIONS

9.1 None for the purposes of this report.

10. HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

10.1 There are no specific human rights, equalities or community cohesion implications arising from this report.

11. CRIME AND DISORDER IMPLICATIONS

11.1 There are no specific crime and disorder implications arising from this report.

12. RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

12.1 There are no specific risk management or health and safety implications arising from this report.

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

- Appendix 1 - PQMS Grading.

14. BACKGROUND PAPERS

14.1 Minutes of Cabinet, Monday 6 June 2016.

14.2 Minutes of the Sustainable Communities Overview and Scrutiny Panel, Thursday 9 June 2016.

14.3 Minutes of Overview and Scrutiny Commission, Tuesday 2 August 2016.

14.4 Minutes of Council, Wednesday 14 September 2016.

14.5 Minutes of Sustainable Communities Overview and Scrutiny Panel, Wednesday 15 March 2017.

14.6 Minutes of Sustainable Communities Overview and Scrutiny Panel, Thursday 2 November 2017.

14.7 Minutes of the Sustainable Communities Overview and Scrutiny Panel meeting, Thursday 21 June 2018.

14.8 Minutes of the Sustainable Communities Overview and Scrutiny Panel meeting, Thursday 1 November 2018.

14.9 London Borough of Merton Residents Survey 2019, June 2019.

APPENDIX 1 - PQMS GRADING

[OFFICIAL]		<h1>PQMS Grading</h1>
Aim: The use of a performance management system which provides the council and the contractor with an overall assessment of the contractor's performance. It will be assessed across the full range of features within the contract specification.		
Classification of Standards: For the council to achieve a standard overall, all of the criteria within that standard must have been met or exceeded.		
A	7	GM: Feature is maintained above contract standard in all aspects (Grade A will not be achieved in most circumstances) SC: Absence of all litter, detritus, excreta, leaf fall, weeds etc. FM: Absence of all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked CE: All clear no litter/debris in channel or against grille, no overhanging vegetation.
A-	6	GM: Feature is maintained above contract standard in most aspects. (Grade A- will not be achieved in most circumstances) SC: Absence of almost all litter, detritus, excreta, leaf fall etc. Substantially weed free FM: Absence of almost all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked CE: Minor debris, recent deposits with no compromise in efficiency.
B	5	GM: Feature is maintained to contract standard in all aspects SC: Predominately free of litter, detritus, excreta, leaf fall etc. Predominantly weed free FM: Predominately free of all dirt, waste, cobwebs, dead insects or vermin and the facility or area is fully stocked CE: Minor debris, slight effect on efficiency.
B-	4	GM: The feature is maintained to contract standard in the majority of aspects SC: Some distribution of litter, detritus, excreta, leaf fall, etc. Some weed growth FM: Some distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is adequately stocked. CE: Moderate debris, still working effectively
C	3	GM: The feature is maintained slightly below contract standard in some aspects SC: Widespread distribution of litter, detritus, excreta, leaf fall etc. Significant weed growth FM: Widespread distribution of dirt, waste, cobwebs, dead insects /vermin and the facility or area is inadequately stocked CE: Moderate debris, efficiency compromised.
C-	2	GM: The feature is maintained but below contract standard in most aspects SC: Widespread distribution and accumulation of litter, detritus, excreta, leaf fall etc. Considerable weed growth FM: Widespread distribution and accumulation of dirt,waste,cobwebs,dead insects or vermin and the facility or area is inadequately stocked CE: Chocked and ineffective
D	1	GM: The feature is unmaintained and considerably below contract standard in all aspect SC: Heavy distribution of litter, detritus, excreta, leaf fall etc. Heavy, widespread weed growth. FM: Heavy distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is inadequately stocked CE: Channel/grille in filled and unidentifiable

[OFFICIAL]



IDVERDE ANNUAL REVIEW 2020
A report from Independent Merton Green Spaces Forum to Merton Council
March 2020

1. Independent Merton Greenspaces Forum was established in 2016 in response to the outsourcing of green space maintenance by Merton Council to idverde. We provide a network and collective voice for Friends and like-minded community groups for parks and green spaces across Merton. We have also supported the creation of new Friends groups.
2. We work hard to manage good relationships with idverde and we convene meetings with them for Friends and like-minded groups several times a year. These are well attended and very constructive. We have collaborated with idverde to develop and use an assessment form monitoring the quality of delivery in parks and green spaces which local groups complete and return. This has been further refined during the last year and has attracted interest from other London boroughs. The results from these assessments and the feedback provided at meetings and elsewhere have informed this report.
3. Our relationship with Merton Council has been harder to develop. We prepared our first Annual Review of idverde's performance in March 2019. This followed the written and verbal evidence we provided to the Sustainable Communities Overview and Scrutiny Panel. It brought together the views of the volunteers who do so much to care for and celebrate Merton's green spaces. We received a response after nine months from Merton's Greenspaces Manager and welcome acknowledgement that in preparing our Annual Review 2019 we had "*taken some considerable time and effort to provide us with your comments and impressions and we sincerely thank you for that undertaking.*" We also welcome recognition of the important volunteer role played by Friends and like-minded groups in the statement that "*we greatly appreciate the many and diverse contributions of the community and our friends groups in protecting, managing, raising funds for and developing the much-loved and most valuable parks and open spaces of the borough*". Nevertheless, as this Annual Report 2020 shows we are less certain that many of the issues raised "*have been successfully addressed or improved during the period.*" We have also had no response to our subsequent request for a meeting with the lead officer responsible for the idverde contract despite reminders. This report concludes there has been no overall improvement in management or delivery of the contract.

4. We are now three years into the idverde contract and have prepared this second Annual Review to inform Merton Council's own annual review of contract performance. Many of the issues we raised in our 2019 review continue to be an issue and it is clear that the contract needs both much more active management and enforcement. It is also incumbent on elected members to be more hands on in their oversight and scrutiny function.

5. Judging by Merton Council's own Performance Quality Management Score (PQMS) idverde is falling short on delivering on the contract. In the seven reports to the Sustainable Community Overview and Scrutiny Panel between January 2019 and January 2020 it exceeded the monthly target on only one occasion and the cumulative annual performance target on two occasions:

Parks Quality Management Score

Jan 2018/19 – Red 4.88/5, Jan 19 – Green 5/5
 Feb 2018/19 – Red 4.94/5, Feb 19 – Green 5/5
 May 2019/20 – Red 4.91/5, May 19 – Red 4.93/5
 July 2019/20 – Green 5.08/5, July 2019, Green 5.28/5
 Sep 2019/20 – Green 5.08/5, Sep 19 Red 4.89/5
 Dec 2019/20 – Red 4.98/5, Dec 19 Red 4.99/5
 Jan 2019/20 – No score, Jan 20 Red 4.98/5

6. A Freedom of Information request has secured a more detailed breakdown of performance against the target score of 5. It shows that performance has failed to meet target for two thirds (66%) of the contract and it has been exceeded for only one tenth of the contract (11%):

	2017	2018	2019
January	4.9	5.0	4.9
February	4.9	4.9	5.0
March	4.7	5.0	n/a
April	4.6	4.8	5.2
May	4.9	4.7	4.9
June	4.6	4.7	5.2
July	4.8	4.8	4.6
August	4.8	4.9	5.2
September	4.8	4.8	4.9
October	5.0	4.9	5.0
November	5.8	5.0	4.4
December	4.9	5.0	5.0

7. This report is informed by individual feedback and meetings we have convened of Friends and like-minded groups as well as the greenspace assessment forms (template below) they have returned to report on delivery of the contract in their local green spaces. A revised assessment form was prepared during the year in collaboration with idverde. The results of the returns are troubling with only three returns reaching an acceptable or better standard overall. There is a consistent failure to reach acceptable standards in maintaining locally important aspects identified by groups for each green space:

	MANDATORY	SUPPLEMENTARY
Durnsford Road Recreation Ground	Excellent	Excellent
Holland Garden	Good	Unacceptable
Haydons Road Recreation Ground	Acceptable	Acceptable
Figges Marsh	Unacceptable	Acceptable
Edenvale Playspace	Good	Unacceptable
Three Kings Piece	Acceptable	Unacceptable
Lower Green West	Good	Unacceptable
The Canons	Good	Unacceptable
Cranmer Green	Acceptable	Unacceptable
Mitcham Cricket Green	Acceptable	Good
Figges Marsh (second report)	Acceptable	Unacceptable

Getting the basics right

8. Our central concern continues to be that Europe's largest grounds maintenance firm is falling short on the basics of the contract. As a result Merton Council's promise that maintenance standards would not fall due to contracting out is being broken for a large number of parks and green spaces. We believe the root causes of the problems being experienced are that idverde has too few staff and too many have too little horticultural and grounds maintenance training. There is also a lack of knowledge of the different parks and green spaces and an absence of management plans and a wider strategy for their future. The idverde contract also needs more senior management oversight at idverde and more assertive management and scrutiny by Merton Council's officers and members.

9. The main shortcomings are (with examples):

- A continuing lack of basic horticultural and grounds maintenance skills - such as using a hedge trimmer to prune a rose garden, poor quality hedge trimming without removing invasive species, poor quality hedge maintenance creating numerous gaps through which children and dogs are wandering and failure to replant the gaps with shrubs appropriate to the location, failure to maintain grass edges along shared use tracks, rotting fences and dangerously exposed fallen railing, allowing shrubs to grow up and block sight lines encouraging antisocial behaviour, clearance of leaf litter by blowers which in certain (formal) locations can be inappropriate as it leads to rotting of grass, and pruning shrubs at the wrong time of year, including just before flowering (Holland Garden, Mitcham Parish Church, Lower Green West, Figges Marsh)
- Declining quality of sports facilities – including lack of efficient land drainage, use of inappropriate machinery in wet conditions and damage to cricket ground outfield and rutted football pitches (Morden Park, Edenvale Playspace, Sir Joseph Hood MPF)
- Playgrounds out of use – including poor maintenance and repair, missing equipment, shabby cordoning off of playgrounds with broken tape, broken latches and a failure to maintain swing gates that allows playgrounds to become dog toilets (Haydons Road Recreation Ground, Edenvale Playspace)

- Paddling pools and Water Play Areas – although only in use for c6 weeks during the school summer holidays, at least one was out of use during summer months without communication or explanation (Wimbledon Park)
- Green waste – left piled up for a majority of the year and the tractor needed to transport it (The Paddock, Cannizaro Park)
- Inappropriate use of motorised vehicles – leaving green spaces unnecessarily scarred, muddy and permanently rutted (Cottenham Park, Morden Park, Wimbledon Park, Durnsford Recreation Ground, The Canons)
- Inadequate and slow responses to issues raised directly with idverde’s team (Holland Park)
- Lack of a council budget for and commitment to planting, watering & maintenance of new trees in parks – this is needed in response to the declared climate emergency and to ensure sustainability of the tree stock. It is left to Friends groups and individuals to fund, plant and maintain new stock without support from idverde and Merton Council avoids responsibility for funding, planting or maintaining new planting (Borough-wide)
- Inappropriate mowing round trees in parks and street verges – this causes countless examples of bark damage which could be prevented by improved grass maintenance. Damaged trees never fulfil their potential so the increase in cost would be balanced by the development of a better more resilient tree stock. (Wimbledon Park, Durnsford Recreation Ground, street trees throughout the Borough)
- Poor project management and delivery – a combination of unclear responsibilities between idverde and Merton Council, poor communication and uncertain approaches to planning and building regulations resulting in delay and mismanagement in delivery of projects funded through Community Infrastructure Levy, Mayor of London and other sources (Gap Road Pocket Park, £32k Haydons Road Rec project)
- Commercialisation – including the impact of major income generating events on local amenity and access to and the long term quality of important parks and green spaces (Morden Park); the development of poorly considered and executed income generating proposals (Wimbledon Park’s undelivered adventure golf); long term conversion of large (up to one hectare) areas of green space to mud and bare earth (Wimbledon Park Big Top); long term areas of bare earth used as a site for circus tent (Figges Marsh) and lost income from permitting the use of public green space by private enterprises without charge (Cricket Green and Date Valley School). This is an area with an unclear breakdown of responsibility between idverde and Merton Council and a lack of transparency over future commercialisation plans. We note there is a new target to generate £531,230 in 2019/20. There is a need to ensure Merton Council’s Greenspaces team is consulted on proposals with long term management implications and there is more clarity over idverde’s role in ensuring reinstatement. Commercial

activities need to fit appropriately into the park or green space and we would welcome input into a pipeline of future commercial prospects to reduce future problems.

- Contract management – a contract of this scale and importance needs senior leadership and the level of senior oversight at idverde has fallen with the Merton Council relationship lacking a Contract Director, putting more pressure on other operational staff.

10. We have seen fewer issues this year in grass mowing and managing litter although these are not without issue. We await with interest the results of further studies of the impact of removing bins on litter levels.

Active management

11. Three years in it is clear that the contract needs much more active management, including a stronger role for Merton Council, more effective member oversight and scrutiny, more direct engagement of local community groups and a step change in transparency in reporting and data.

12. The main areas to be strengthened are:

- Transparency – data on idverde’s performance is rarely published and not in an accessible form leaving it to Freedom of Information requests and Council Questions to elicit basic information. An “idverde performance dashboard” should be published weekly by Merton Council similar to that made available in relation to the Veolia contract. This should be aggregated into monthly and annual reports published ahead of the annual performance review which should invite feedback from Friends and like-minded groups. A Freedom of Information request has also shown that both the 2017/18 and 2018/19 annual reports required to be provided by idverde are “*unfinished documents*”.
- Reporting – the online reporting system remains entirely unfit for purpose and does not address the large majority of issues relating to green space management and maintenance. Support for a well-designed online reporting tool (with telephone option) should be integral to the contract.
- Assertive contract management – we ask Merton Council to be much more active in managing performance and enforcing delivery of the contract. The monitoring which has been published shows idverde’s performance has fallen short during most of the contract so far and, in the most recent information available, Merton Council has only docked idverde £38,000 since the contract began and there have been no deductions at all in 2018/19 or 2019/20 despite performance below standard. A Freedom of Information request shows that “*there have been no formal contract amendments to date*” despite all the lessons to have been learned from the first three years of operation.
- Oversight and Scrutiny – The idverde contract has not been subject to review by the Sustainable Community Oversight and Scrutiny Panel since November 2018. A contract of this scale and importance should be publicly scrutinised at least

twice yearly. It also requires a different approach to the overview and scrutiny provided by councillors who understandably often lack the skills and training required for this role. A programme of skills development addressing the important scrutiny role in relation to major contracts should be introduced akin to that provided for councillors who serve on the Planning Applications Committee.

- Lack of a Green Spaces Strategy– In the absence of any overall strategy or vision for Merton’s parks and green spaces the contract lacks context. An improved green spaces strategy for Merton is timely and should be developed. It is a clear and necessary requirement for any effective response to the declaration of a climate emergency during the year in July 2019. It would also inform the review of the Local Plan and the strengthened approach to increasing canopy cover, expanding green spaces and securing net gain in wildlife in the new London Plan. Friends and like-minded groups would welcome the opportunity to contribute to its development. The Strategy should include:
 - guidance on the best locations for future tree planting and measures to increase the canopy, including the (meagre) 235 street trees proposed annually
 - strategic investment in the infrastructure and management systems needed to support effective watering across the borough, including the availability of taps and bowsers that can be deployed in different locations by local volunteers
 - existing and potential future investment sources (such as community infrastructure levy) and focus as much on revenue funding for maintenance as capital investment in new planting
 - extension of the idverde contract to include planting, watering & maintenance of new trees in parks in collaboration with Friends and like-minded groups
 - improved arrangements for project management and delivery, including of projects funded by the community infrastructure levy
 - addressing the inherent unsustainability of facilities such as green waste services being used to dump waste and popular paddling pool facilities for reasons of need for daily attendance, daily filling & emptying, waste of water and the permanent need to repair failing construction
- Site information – Friends and like-minded groups still regularly report idverde staff lack even basic knowledge of their parks and green spaces, such as when gates open, who holds keys and where wildflowers should be left undisturbed. Each site should be supported by a summary of “key information” to which Friends and like-minded groups would be willing to contribute. We have identified with idverde that this might be piloted at John Innes Park, Ravensbury Park, The Canons & Cricket Green, Holland Gardens and Haydons Road Recreation Ground but no progress has been made.
- Management plans – The large majority of parks and green spaces lack management plans and those that do exist are significantly out of date and/or over-elaborate (for Green Flag Award purposes). A programme of management plan preparation should be instigated across the Borough in collaboration with

Friends and like-minded groups to provide proportionate guidance on future objectives and approaches.

- Addressing poor management – Through wider use of more skilled staff, more staff developing long term relationships with individual green spaces, and measures to avoid damage by motorised vehicles by using only narrow wheel based light weight and ideally electric vehicles; instructing staff to collect bins only on foot; removing the majority of bins from parks and more timely repairs to pavings, edgings & grass.
- Baseline condition survey – The lack of any baseline assessment of the condition of Merton’s parks and green spaces or transferred equipment ahead of the contract remains a serious oversight which makes it hard to manage performance or assess delivery on Merton Council’s promise that maintenance standards would not decline. We are aware of major gaps and errors in the information provided by Merton Council at the start of the contract and in the information being used to inform the evidence base for the Local Plan. A baseline condition survey supplemented by up to date and accurate information on each site remains a priority. We would support a pilot approach with a sample of parks and green spaces with different characteristics drawn from across the Borough. For each location a baseline condition survey should be undertaken and the maintenance standard monitored and managed to ensure no deterioration. This would enable the contract to be managed through the lens of different locations as well as through the monitoring of different assets and maintenance operations.
- Accelerated decision making – The slow speed of decision making on issues such as whether idverde or Merton Council is responsible for the replacement or repair of assets (e.g. playground equipment, benches) is having a significant impact on the green space and park standards with assets left in poor repair for prolonged periods and Friends and like-minded groups left frustrated by the lack of action.
- Deployment of community payback schemes – the use of Community Rehabilitation Company labour to manage and maintain parks and green spaces can be transformational and we believe a more strategic approach should be taken and Friends and like-minded groups encouraged to apply for this service.

13. We ask for a response to the issues raised in this report from both Merton Council and idverde and details of any changes to the contract or its management which result from Merton Council’s review. We also ask that it is used to inform further overview and scrutiny of the idverde contract by councillors.

YEAR-ROUND SCORING MATRIX for LB MERTON PARKS



Park/Green Space/Site name	Survey date
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Section A: MANDATORY <u>All four</u> items to be scored	SCORES
3 Litter bins empty or partially filled 2 Bins full 1 Bins overflowing	x 8 =
3 No appreciable evidence of litter on the ground 2 Perception of litter on the ground at some locations 1 Significant litter on the ground at several locations	x 8 =
3 Grass appears regularly cut ie between 25mm and say 60mm 2 Grass appears reasonable – but maybe marginally outside of these 1 Irregular grass cutting in excess of say 75mm or significantly less than 25mm	x 8 =
3 Site feels safe, welcoming, well cared for and thriving 2 Site generally feels safe and welcoming but may have limited graffiti, vandalism and/or damaged infrastructure (ie paths, seats, bins signage or railings etc) 1 Site has significant or long-term graffiti and/or significant damage to infrastructure (ie paths, seats, bins, signage, railings)	x 8 =
SCORING PROCEDURE (Please score Sections A & B separately) Above 83 = Excellent / 66 –83 = Good 49 – 65 = Acceptable / Below 49 is unacceptable. Note: multipliers are set to achieve a percentage score for each section. Please do NOT add the two section scores together	TOTAL Section A only
This assessment form has been developed in association with Independent Merton Green Spaces Forum	

Section B: SUPPLEMENTARY <u>Any two</u> of the items to be scored <i>A Score of 2 may be given as a mid-point if so desired</i>	SCORES
3 Sports pitches, safe, completely free of litter and grass at playable height 1 Sports pitches with significant litter or grass not cut correctly	x 16 =
3 Shrubs or hedges trimmed and generally weed free- not overhanging walkways 1 Shrubs or hedges with excessive weeds and overhanging walkways	x 16 =
3 Floral bedding/herbaceous borders, dead-headed, edged and generally weed free (except May or September) 1 Floral bedding/herbaceous borders smothered by weeds (except May or September)	x 16 =
3 Playground/gym equipment is working, well signed and free from litter or glass 1 Playground/gym has damaged or missing equipment and may have graffiti or litter present	x 16 =
Other – Please Score 3, 2 or 1 and give brief description	x 16 =
Please email completed form to slwpenquiries.merton@idverde.co.uk Please also copy to imgforum@gmail.com	TOTAL Section B only

Committee: Sustainable Communities Scrutiny and Overview Committee

Date: 1st September 2020

Wards: All

Subject: Waste and Street Cleansing Service Performance Report

Lead officer: John Bosley – Assistant Director Public Space

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

Contact officer: Charles Baker

Recommendations:

- A. That 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. That Members are asked to note the commitment and professionalism demonstrated by the Veolia workers in delivering these critical front-line services during these unprecedented time.
 - C. That Members are asked to note the progress update as summarised in appendix A on recommendations made to Cabinet following the Sustainable Communities and Overview Committee in Sept 2019.
 - D. That Members note the content of the Local Improvement Plan (LIP) as presented to Cabinet in Dec 2019, which has been prepared by our service provider, Veolia.
 - E. That Members note the ongoing work undertaken in partnership with Housing Associations, Veolia and Waste Service in order to improve the storage and management of waste on our estates.
-

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 over the last twelve (12) months since the committee last reviewed the service in September 2019.
- 1.2. The service would like to place on record our acknowledgement of the current unprecedented period that we are in. We continue to work closely with our service provider Veolia to minimise the impact the Coronavirus outbreak has on our environmental services. We are reviewing these impacts daily and have, to date, been able to rely on a full core collection and street cleansing service being delivered across the borough, which is a testament to the commitment of local staff involved in the operations.
- 1.3. The report makes available the Local Improvement Plan (LIP) which was prepared to address deficiencies on the service provision and that had been identified by the

Council client management team and by a subsequent field visit led by Veolia across the borough with the Assistant Director and Lead Cabinet Member.

2 DETAILS

Waste Collection –Performance Summary

- 2.1. Since Sept 2019, the trend for the number of missed collections /per 100K has improved steadily on all collection streams however, it is noted that this is an area of fluctuation and there is clear correlation between the levels of reported missed collections and individual crew performance.
- 2.2. Veolia acknowledges that this improvement needs to continue and the local management teams within Veolia are continuously working with the operatives and the Client team to develop further service improvements in order to achieve the required contractual standard and address areas of underperformance with the identified crews.
- 2.3. The table below shows the statistical summary over the last quarter;

Measure	Refuse	All Recycling	Garden
Missed Collection Recovery	97%	97%	93%
Direction of Travel Last ¼	Neutral	Positive	Positive
Missed/100K Target	50/100K and improving	50/100K and improving	99.6% Strike Rate
Actual Missed/100K	132/100K	69/100K	99.84%
Direction of Travel last ¼	Negative	Positive	Marginally negative

- 2.4. For detailed analysis of individual waste streams please refer to Appendix 1 which illustrates the level of missed collections per 100k collections which have been reported within 48hrs of the scheduled collection date.
- 2.5. The table below illustrates the steady improvement and provides a comparison in the average missed collections per 100k. This equates to an average one (1) missed collection per crew per day. It should be noted, the higher value of garden waste missed collections is as a direct result of the methodology of the calculation based on c. 9,900 customers increasing to 11,000 in June 2020.

Service	July – Sept 2019 per 100k collections	Oct –Dec 2020 per 100k collections	Jan - March 2020 per 100k collections	April – June 2020 per 100k collections
REFUSE	137	113	120	103
RECYCLING	96	78	72	76
FOOD	87	66	60	47
GARDEN	475	433	161	157

- 2.6. The client team has been working with Veolia, and undertaken individual door-step assistance and support, to address non-compliance with the Council's excess residual waste policy.
- 2.7. The approach to tackle this issue is through a phased education and enforcement programme. The first phase has been successful and of the 1393 properties

initially assessed, 208 properties received further notification of presenting excess waste. During the next collection cycle, 117 properties were identified and this was followed by the last collection cycle whereas only 28 properties presented excess waste, which is just 2% of the collection round.

- 2.8. A further phased delivery programme to implement this strategy in managing the excess waste collection issue was originally planned to be rolled out in March of this year, with the next phase concentrating on the two adjacent collection rounds. Due to the current impact of COVID 19 this work stream has been temporarily placed on hold.
- 2.9. The client team will also be working with Veolia on the delivery of service standards undertaken during the collection service. This is a focus on improving the general standards when collections occur, such as the replacement of containers where they were collected from and tidiness of any spillages which may have occurred during the collection.
- 2.10. In addition to service standards, the containment of waste and recyclables is an important facet to minimise litter and waste being attacked by vermin. Recycling box lids are available for recycling containers and we are currently working on the most efficient way to get these to people who require them to improve containment of recyclables and limit wind-blown recycling litter.
- 2.11. Whilst the general improvement trend is positive, we are mindful of the need to further increase both the reliability of the service as well as the focused areas of improvement, listed below, over the course of the next financial year.
- 2.12. A summary of the areas of improvement within the collection services are;

Service standard issues – replacement of wheeled bins and recycling containers	Conclusion of estates waste containment reviews; including modifying recycling facilities decrease contamination levels
Collections from properties above shops, including time-banding	Side waste collections – Programme to eliminate requirement

Street Cleansing - Performance Summary

- 2.13. The street cleansing service continues to be a priority area of focus for our Client team, Veolia and our residents.
- 2.14. The standards delivered by the street cleansing service has not been optimal and this has been recognised and continues to be addressed by Veolia through the development actions outlined in the Local Improvement Plan to address deficiencies in the service.
- 2.15. The Council’s performance monitoring officer continues to undertake both monthly and quarterly inspections at random sites across the borough to assess the level of contract performance separately. The data from these inspections provides an independent insight into the street cleanliness of Merton's roads over time.
- 2.16. The graphs below compare the results of these inspections over time. The scores are based on the former National Indicator (NI-195) for street cleanliness; LBM's performance target that is currently applied is less than 8%

for litter and less than 10% for detritus; both of which are stricter targets than previous years.

- 2.17. The Council's client team has been seeing general performance improvements in the overall quality and outcomes achieved by the service over the last six (6) months as demonstrated by the following charts which are based on survey results by the Council's performance monitoring officer.
- 2.18. The table below illustrates the current performance standard being maintained for street litter, detritus and weeds which meet the required standard as measured by the Council's performance monitoring officer (Please refer to ref 2.15 and 2.16).

	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20	Q1 2020/21
Litter	83.37%	80.23%	86.54%	89.52%	86.91%
Detritus	76.67%	76.45%	84.50%	84.42%	79.00%
Weeds	83.37%	91.69%	97.12%	94.90%	88.50%

- 2.19. **Chart 1** Illustrates the improved outcomes through the reduced rate of inspection failures for assessments of streets for litter, detritus and weeds as compared to same period last year, as expressed in percentage (%) point difference i.e. in June 2020 there were 4.27% fewer streets which failed to meet the required standard for both litter and detritus when compared to July 2019
- 2.20. **Chart 2** Demonstrates improvements in performance with litter collections within the contract as compared to last year as expressed in percentage (%) point difference i.e. in July 2020 there were 7.25% fewer streets which failed to meet the required standard when compared to July 2019.
- 2.21. **Chart 3** Demonstrates improved performance in the areas of detritus cleansing as compared to last year. However, it is also to be noted that the trend of improvement is slower in this area and is seasonal in nature. The Client team, continue to address this area for further investigation in order to ascertain if there are any barriers that may be limiting performance improvement.

Chart 1

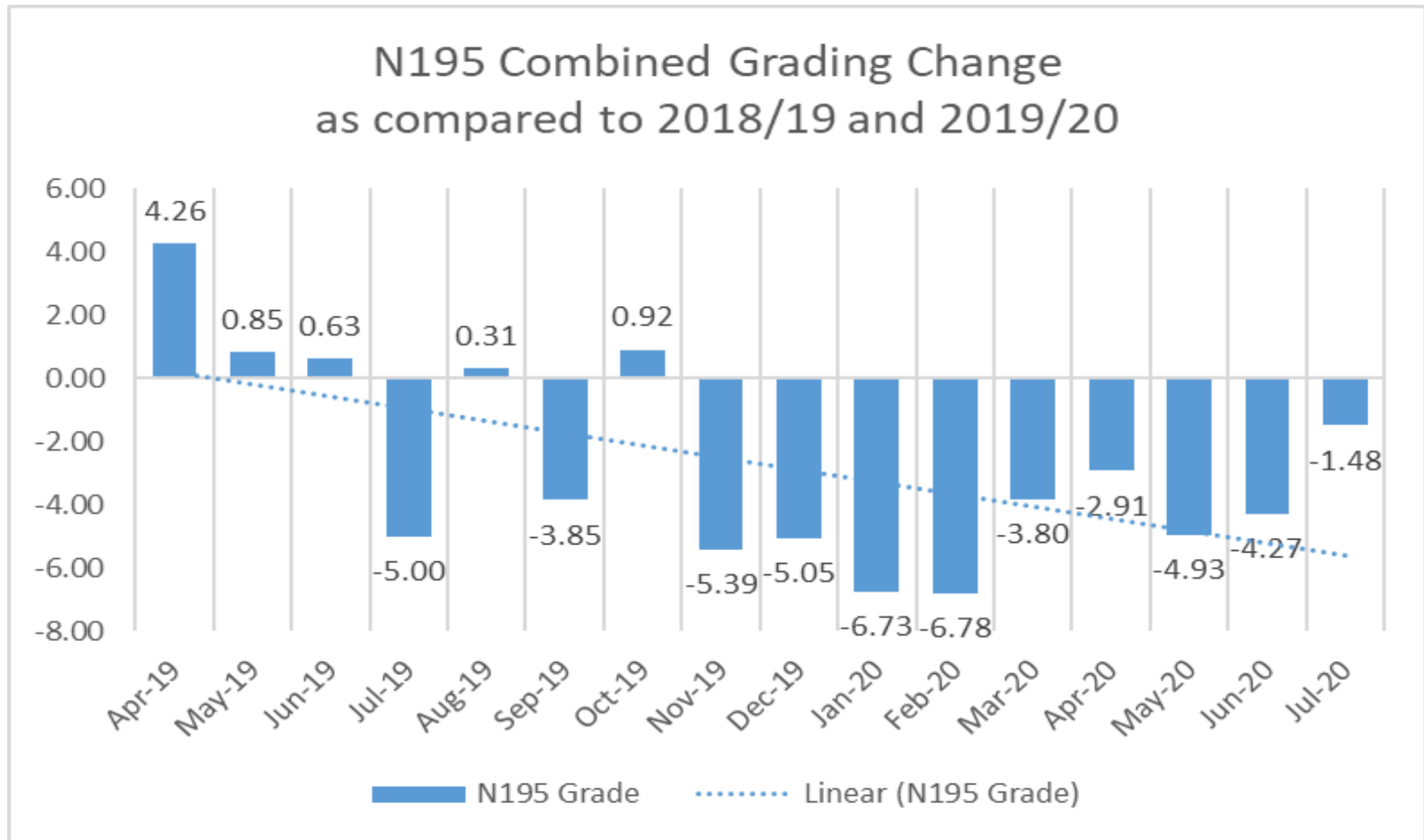


Chart 2

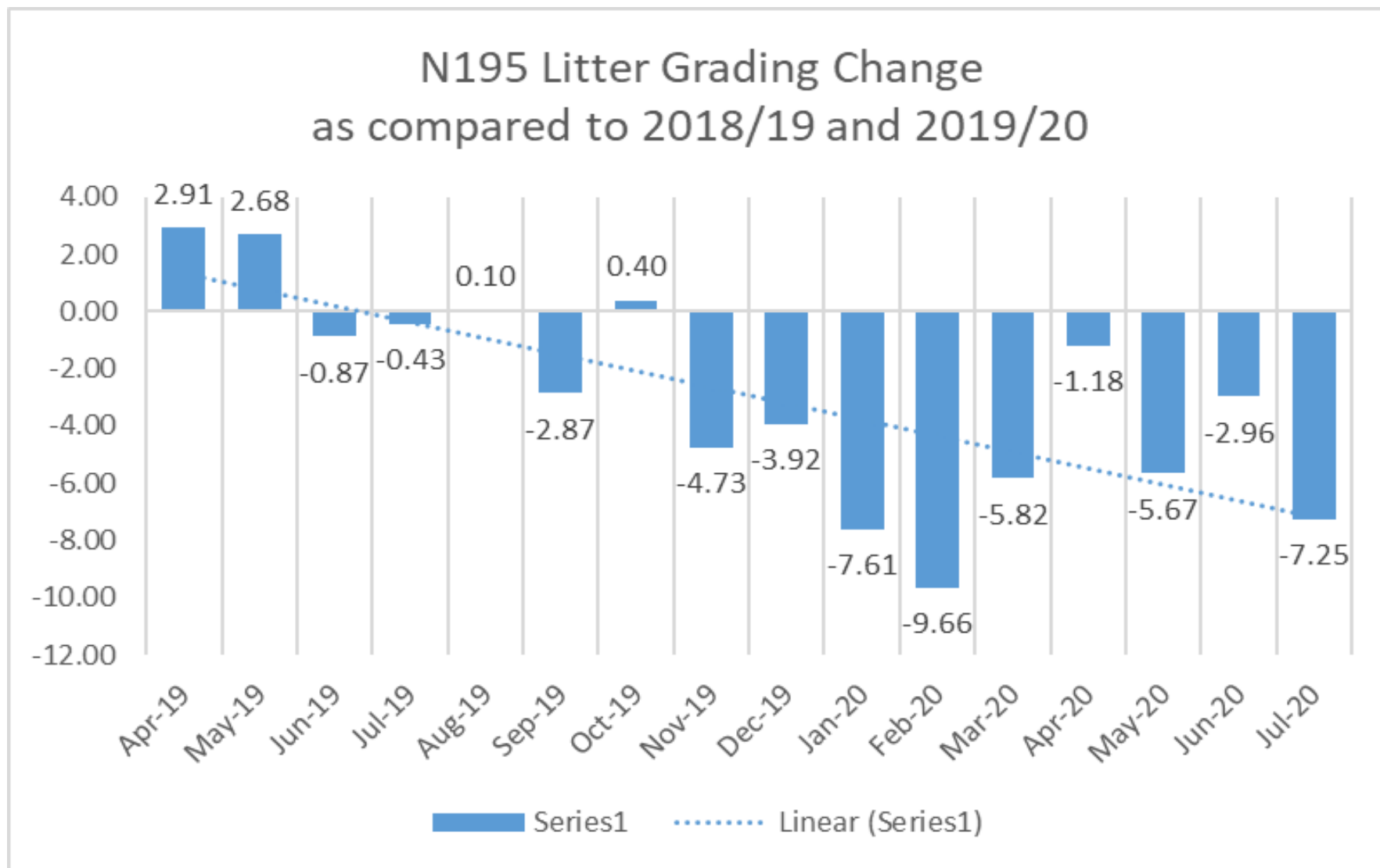
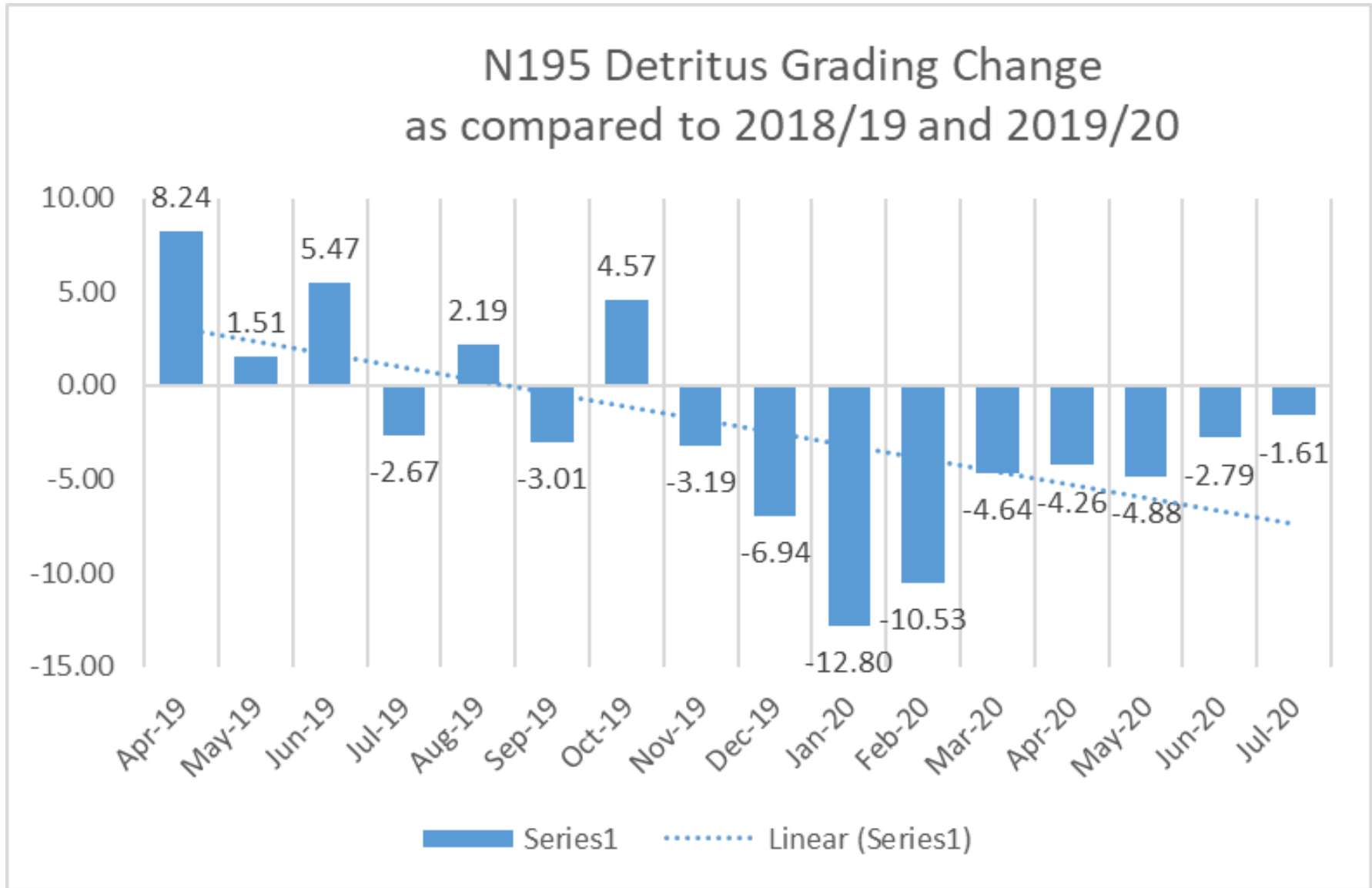


Chart 3



- 2.22. Further detailed analysis can be seen in Appendix 2 which illustrates the fluctuating levels of service requests for Street Cleansing, Litter bins, graffiti and fly tipping and tracks our response rate in rectifying and completing the required time within the contractual standards required.
- 2.23. Appendix 3 illustrates the granularity of information that is undertaken and is used to focus and prioritise the specific areas of required improvement.
- 2.24. In summary over the last 6 months (Jan – June 2020), we have received 186 reports of overflowing litterbins compared to 297 which represents a 37% reduction when compared to the previous 6 months (July – Dec 2019). Over this period over 91% of all reported incidents have been rectified within the service level agreement.
- 2.25. We have seen a similar reduction in the number of street cleansing request over the same period. Over the last 6 months (Jan – June 2020), we have received 2,180 service requests compared to 3,367 which equates to a 35% reduction when compared to the previous 6 months.

Fly-Tipping

- 2.26. A pressure on the service that both impacts the perceived visual amenity of our communities and the public's perception of the cleanliness of the borough is fly-tipping. This is being addressed by the service through the creation, consultation and adoption of the Council's fly-tipping strategy and through persistent enforcement action.
- 2.27. The Council's fly-tipping strategy, which was drafted and consulted on through Member workshops in December 2019, is further supported by the Fly-tipping Action Plan that is utilised by the enforcement team to coordinate specific actions to minimise these occurrences, through a range of both direct and indirect (i.e. communications and education) actions.
- 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. Appendix 4 illustrates Veolia's performance 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.
- 2.29. Over the last 6 months (Jan – June 2020) our service provider has responded to and cleared 99% of 7,253 fly-tips within SLA (24hours of reporting).
- 2.30. We continue to see a significant increase in the number of reported fly-tips and abandoned waste within the borough. In last calendar year there have been 14,658 reported fly-tips.
- 2.31. Again, there has been a demonstrable improvement over the last six (6) months with the street cleansing range of services, but the improvement in this area will be of the highest priority of the client team over the next financial year.
- 2.32. The prioritisation of focus will be in improving the reliability of the service outcomes for residents and enhancing the cleansing standards in know hotspots.

2.33. The areas of improvement within the collection services are as follows;

Service delivery focus in improving the cleansing of detritus. Supported by reviewing with Veolia the effectiveness of the current schedule	Enhancements to the Client monitoring of the service. The Divisional restructure will focus more client officer time to monitoring and managing service delivery
Improved use of data and data systems to proactively deploy resources to improve localised service delivery	Increased monitoring of street cleansing in communities by doubling inspections with the aim to inspect all streets at least twice
Continued delivery of the outlined objectives of the Local Improvement Plan which has the aims to improve baseline standards in street cleansing by;	<i>Delivery of the future improvement initiatives as outlined in the Local Improvement Plan;</i>
Changes to the supervisory structure of Veolia	<i>Scoping and development of an East borough sub-depot</i>
Training, retraining and measuring staff outputs	<i>Mechanised pavement cleansing (Jockey Team) to improve detritus cleansing</i>
Changes to the schedules of cleansing routes	
Targeted deep cleansing of areas with persistent need	<i>PROW cleansing scheduling and improvements to regularity of cleansing</i>

LB Merton - Localised Improvement Plan (LIP)

2.34. The LIP was developed to provide focused improvements with prioritisation to areas where improvements are most needed to meet the desired standard.

2.35. The main elements of the LIP are

- 1) Changes to the supervisory structure,
- 2) Training, retraining and measuring staff outputs.
- 3) Changes to the schedules of cleansing routes
- 4) Targeted deep cleansing of identified areas
- 5) Identifying future improvements such as sub depots and pavement washing by specialist mechanical sweepers

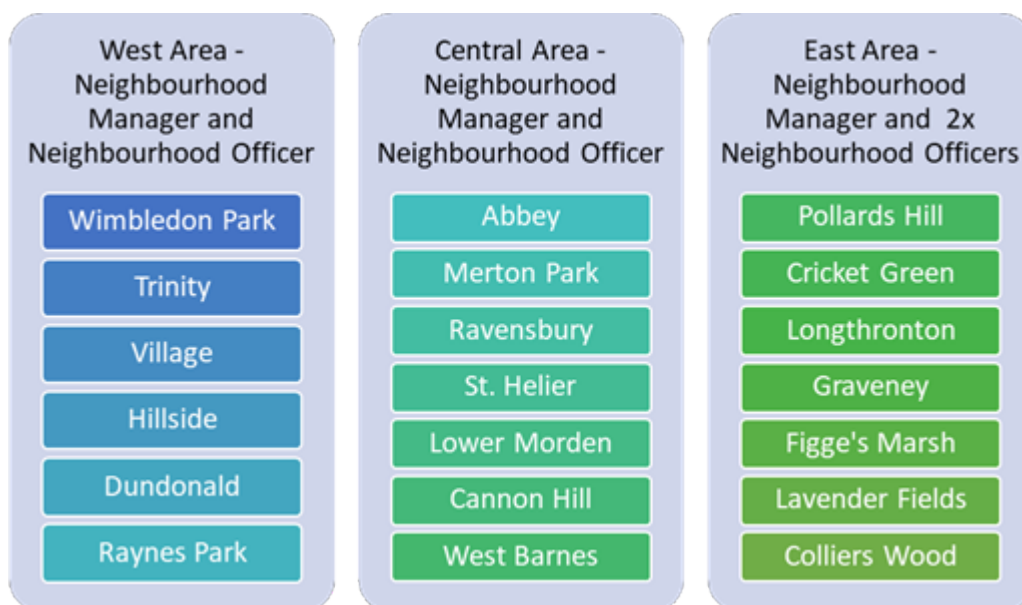
2.36. The key elements identified within the plan complement the areas identified following the Members Engagement workshops, which additional supported the earlier work and development of the waste services Fly-tipping Strategy.

- 2.37. The work streams identified within the plan have all commenced and our service provider continues to review and amend in order to deliver improvements as required.
- 2.38. A full copy of the improvement plan can be seen in Appendix 5.

LBM Service and Contract Management

- 2.39. The operational performance of the contract is overseen and managed by our Neighbourhood Client Team, consisting of three experienced Neighbourhood Client Officers (NCOs), who monitor the contract through site visits and daily interaction with the contractors' Neighbourhood Environmental Managers, residents, stakeholders and local Members.
- 2.40. 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.
- 2.41. To further improve the delivery of outcomes for the service users and to improve our confidence that the contract is maintaining improvements, the client team is being redesigned through a Divisional restructure.
- 2.42. A priority focus in the business case to support the restructure is improvements to contract monitoring and management outcomes, being achieved by increasing the representative sample size of inspections across the whole of the service.
- 2.43. The future direction of travel to support the above improvements in street cleansing contract management is being based on a neighbourhood approach with a focus on having officers 'in the field' to further raise the focus of client management with the service provider and to improve the management of customer, residents and Member's needs.

Fig. 1 Neighbourhood approach by areas:



Housing Estates

- 2.44. As part of the ongoing service development the Client Services team have established a new stakeholder forum with the key Housing Associations and Veolia and key stakeholder including resident associations in order to undertake a review of current service design and identify areas for improvement.
- 2.45. To date the service is working closely with both Moat Housing and Clarion on their larger estates and have identified areas of improved services delivery and waste containment. This is work in progress and in the interim, until each programme of work is completed the service continue to regularly monitor these locations and ensure regular weekly collections are implemented.
- 2.46. In addition, the service has further supported investment in improved collection frequency for identified locations while more permanent storage arrangements are being developed with Housing Association partners, thus ensuring resident need is prioritised.

3 ALTERNATIVE OPTIONS

- 3.1. None, for the purposes of this report.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. In Dec 2019 and Jan 2020 the Public Space department undertook a series of Members engagement sessions, Cllr Tobin Byers chaired a series of five (5) separate workshops, one for each waste collection day, to which all councillors of wards covered by the particular collection day were invited. As a consequence, there was cross party representation at four (4) of the five (5) workshops. The aim of the meetings was to consider the early evidence from the rollout and hear from the ward councillors about issues arising.
- 4.2. 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.
- 4.3. The round table discussions were useful and productive. The opportunity to engage with all Parties and Wards were incredibly valuable in ensuring mutual understanding of concerns and operational challenges. Local knowledge was shared and useful suggestions offered, which is key to a successful partnership approach.

5 TIMETABLE

- 5.1. Contained within the content of the report.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. None for the purposes of this report

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. None for the purposes of this report.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

- 8.1. Further refinements to or improvements of the service have been considered and are subject to the original scope of service. No direct changes which have the

potential to impact human rights, equalities or community cohesion have been identified.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None for the purposes of this report.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. The direct management of risk and health and safety provision for this service area is managed by the Client contract management team. There are no further changes or impact envisaged for the purposes of this report.

10.2. In addition to above, as part of the South London waste Partnership quarterly Health and safety Board meetings are held with the service provider to ensure full compliance with safety procedures are followed and any incident or breaches are recorded and investigated.

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

- Appendix A – Work stream progress update
- Appendix 1 - Missed Collections
- Appendix 2 – Street Cleansing Service
- Appendix 3 – Localised street cleansing data
- Appendix 4 - Fly tipping response performance
- Appendix 5 – Local Improvement Plan

12 BACKGROUND PAPERS

Cabinet Jan 2020 – Annual Review and other matters relating to the Veolia Street cleaning and waste contract.

12.1. Cabinet Dec 2019 – Presentation of the Local Improvement Plan for street cleansing services developed by Veolia.

12.2. Sustainable Communities Scrutiny and Overview Committee Feb 2020 Annual Review and other matters relating to the Veolia Street cleaning and waste contract.

12.3. Standards and General Purposes Committee - March 2020 Environmental Enforcements update.

12.4. Sustainable Communities Scrutiny and Overview Committee – Sept 2019 Review of the performance of Veolia.

12.5. Sustainable Communities Scrutiny and Overview Committee – Sept 2019 Fly tipping strategy.

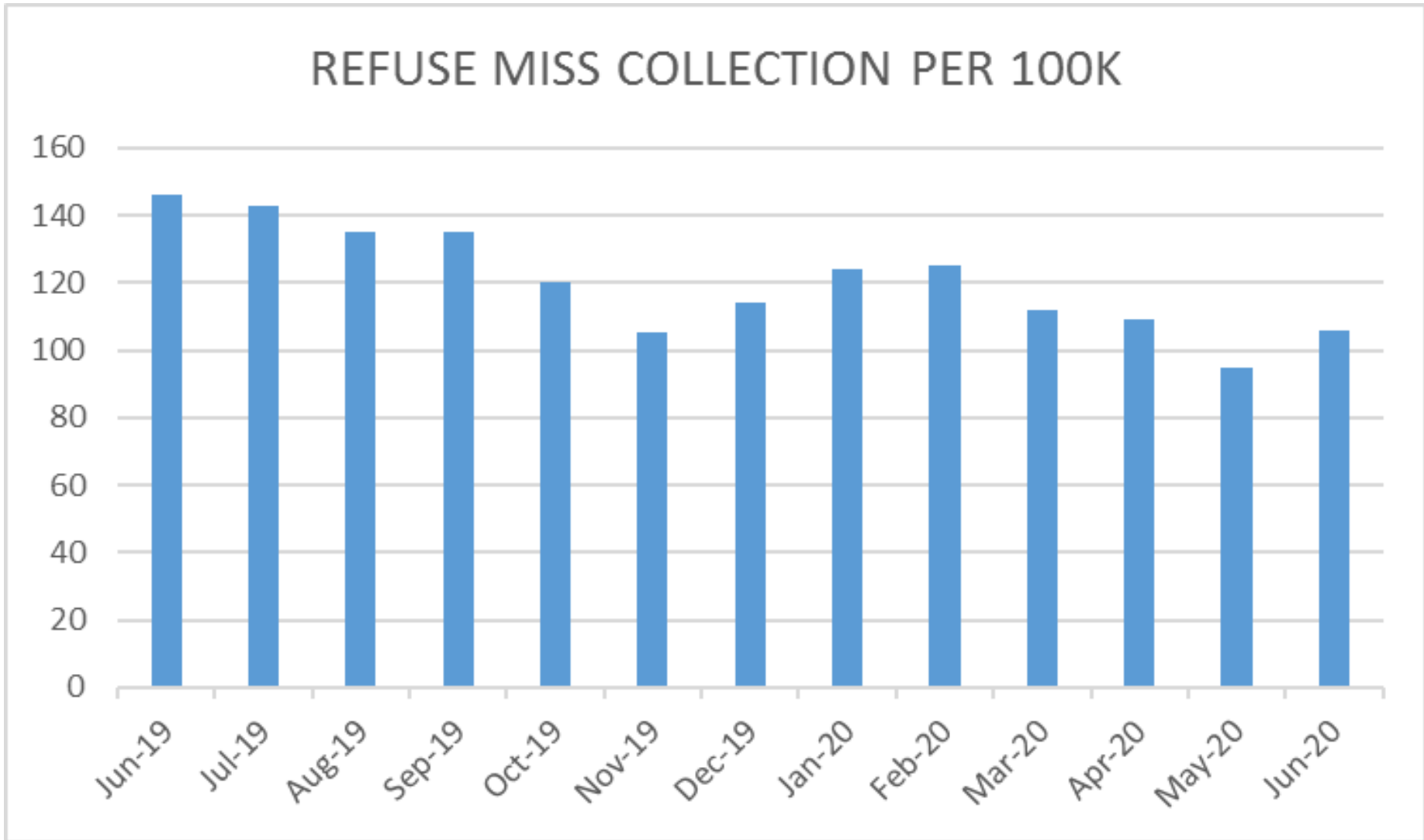
APPENDIX A – WORKSTREAM UPDATE

Work stream / Recommendation	Progress Update
1) Review of large housing estates and current service delivery	On-going – New stakeholders forum in place as outlined in the body of this report Ref 2.44
2) Review of Houses of Multiple Occupancy (HMO) and Flats above shops	On Going – separate work stream has been undertaken in partnership with our service provider to review current service provision as part of the wider Cleaner Merton programme.
3) Communication – ‘Always on Approach’ focusing on why we should recycle, consideration for information to be included in as an insert in Council Tax , My Merton and social media channels.	Completed and ongoing - Information leaflet designed and distributed alongside this year’s council tax. A regular double page environmental update has been included in each edition of My Merton. All social media channels continue to be used and information sign posting our residents to the web pages in now on the side of our collection vehicles. Resident information page on waste and street cleansing services have been reviewed and updated including the street cleansing schedule. Information flyer posted on both the website and social media advising residents on the current impact of COVID 19 and any changes to service schedules. This work stream continues and is on-going and supports the Cleaner Merton programme
4) Borough wide - Deep Clean by ward	Ongoing – as part of the normal service delivery the Client team have continued to identify areas of improvement and worked with the service provider to undertake deep cleans of known hot spot areas. Inspections are undertaken and evidence documented, illustrating improvements of before and after completion of work. This work stream continues and is on-going and supports the Cleaner Merton programme.
5) Localised Improvement Plan to be presented to Cabinet	Completed – Report presented to Cabinet in Dec 2019
6) Veolia to return in 6 (six) months to	Completed – Initial meeting scheduled for

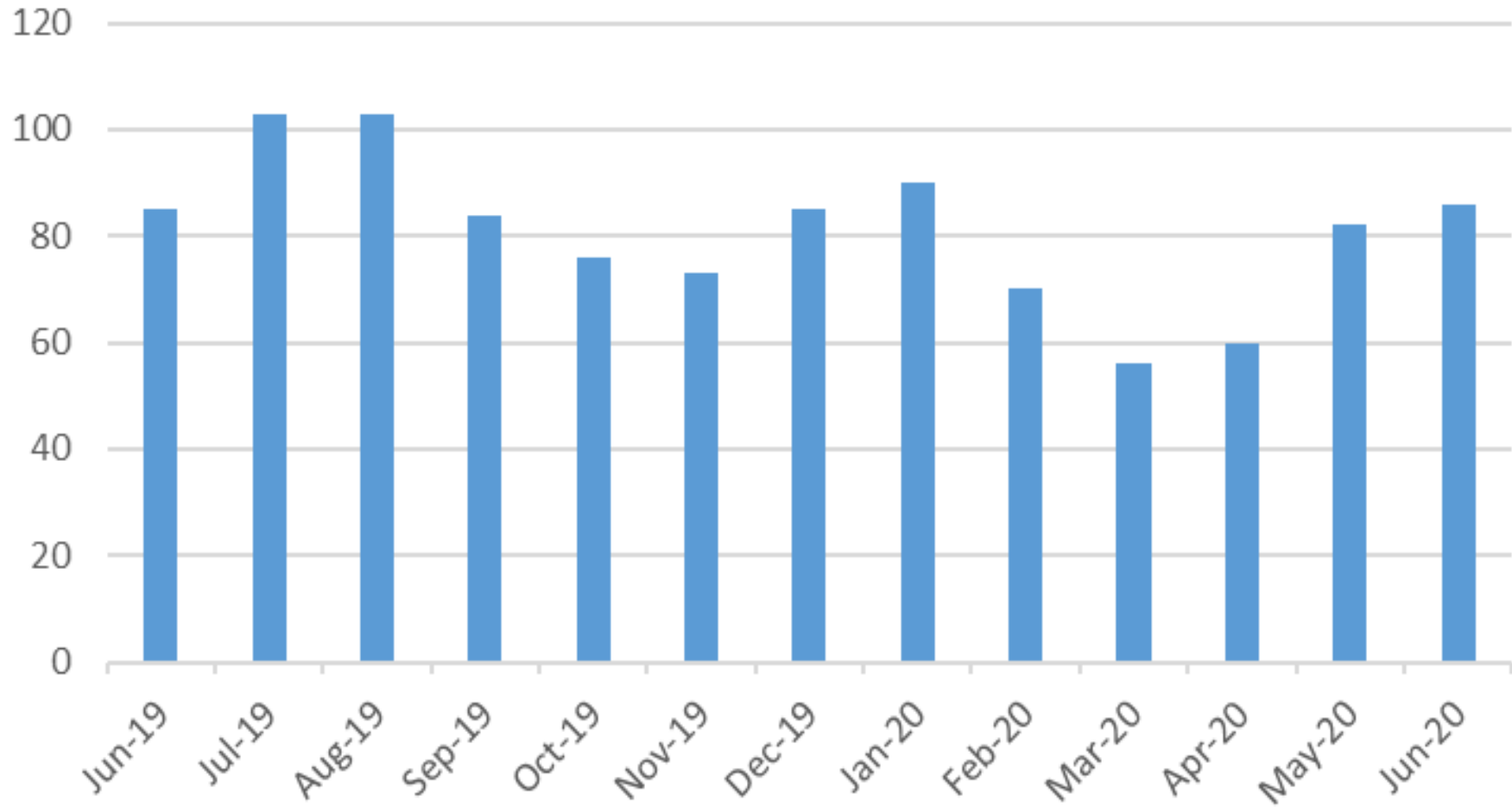
the Sustainable Communities Panel in order to carry out a review of the progress achieved.

March 2020 which was cancelled due to the impact of the current pandemic, rescheduled for Sept 2020.

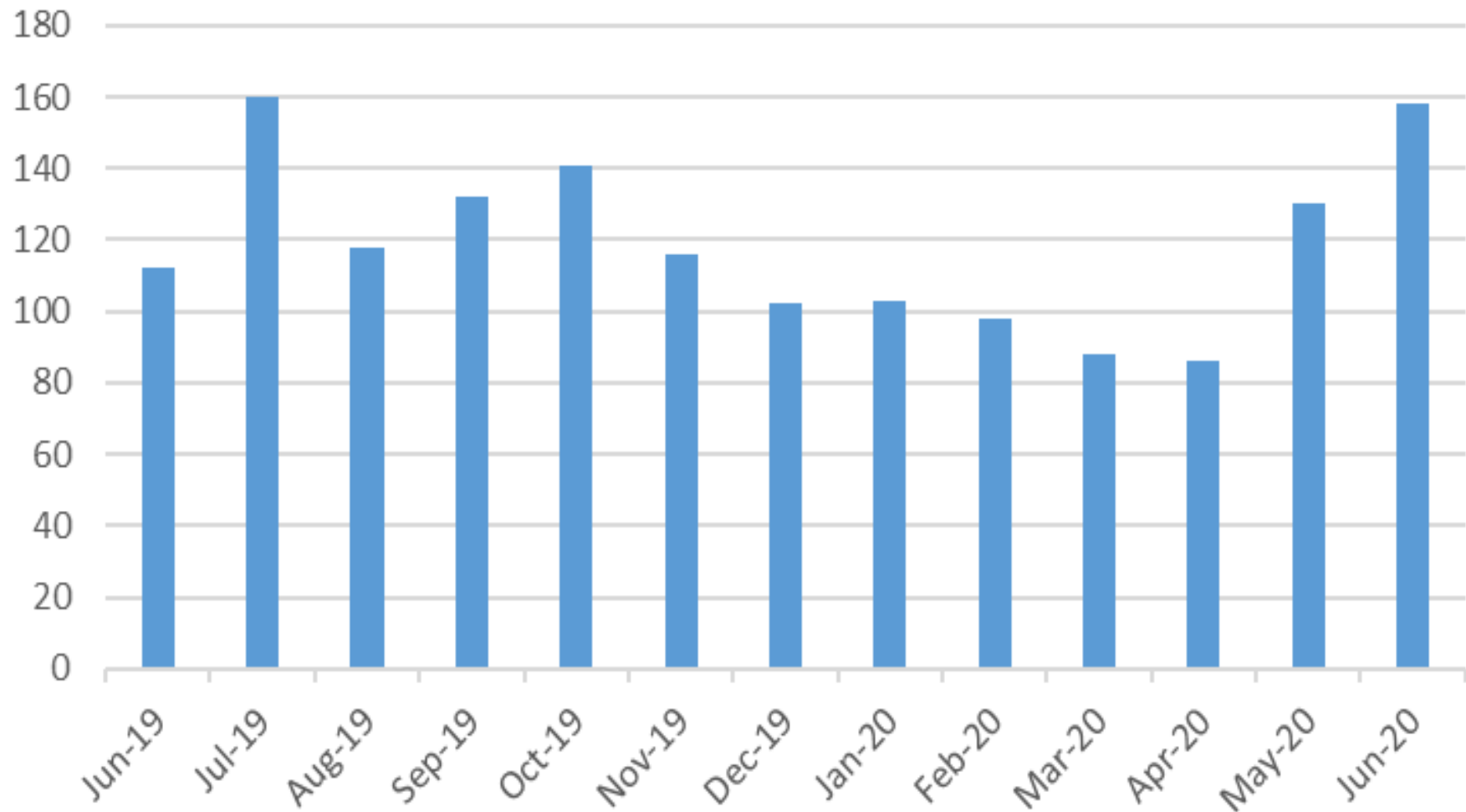
APPENDIX 1 – MISSED COLLECTIONS PER 100K REPORTED IN 48HRS OF SCHEDULED COLLECTION



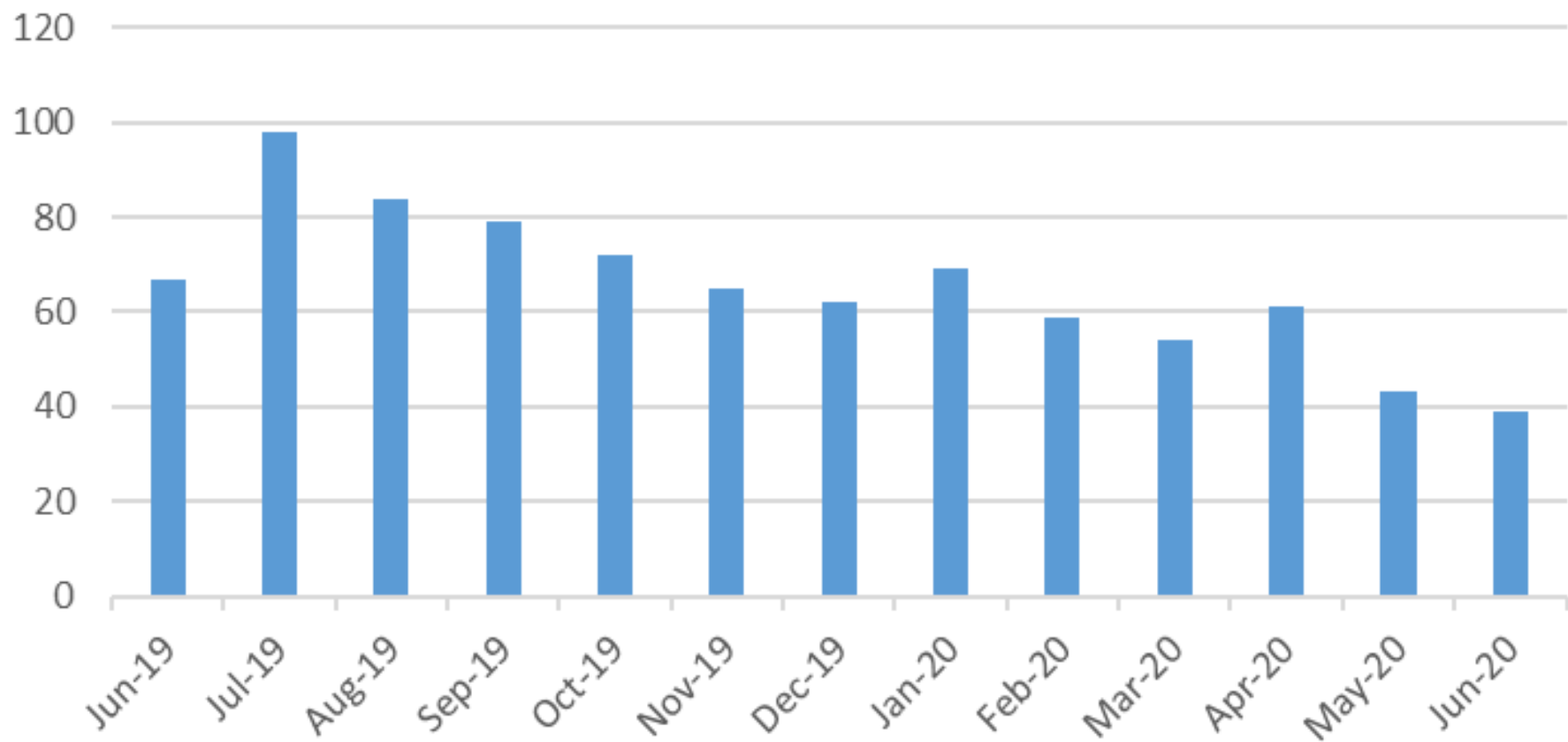
DMR MISSED COLLECTIONS PER 100K



PAPER CARD MISSED COLLECTION PER 100K

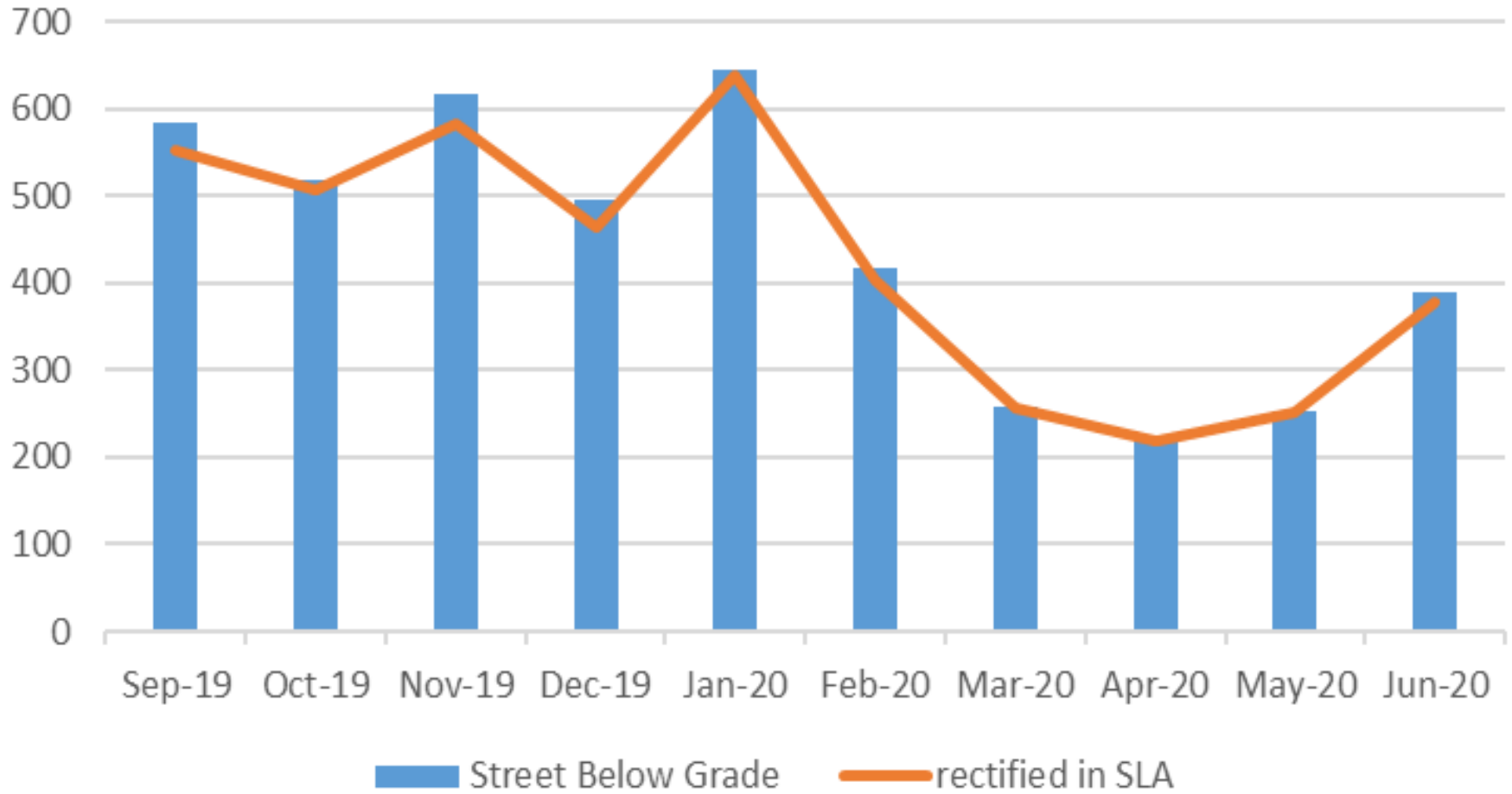


FOOD MISSED COLLECTIONS PER 100K

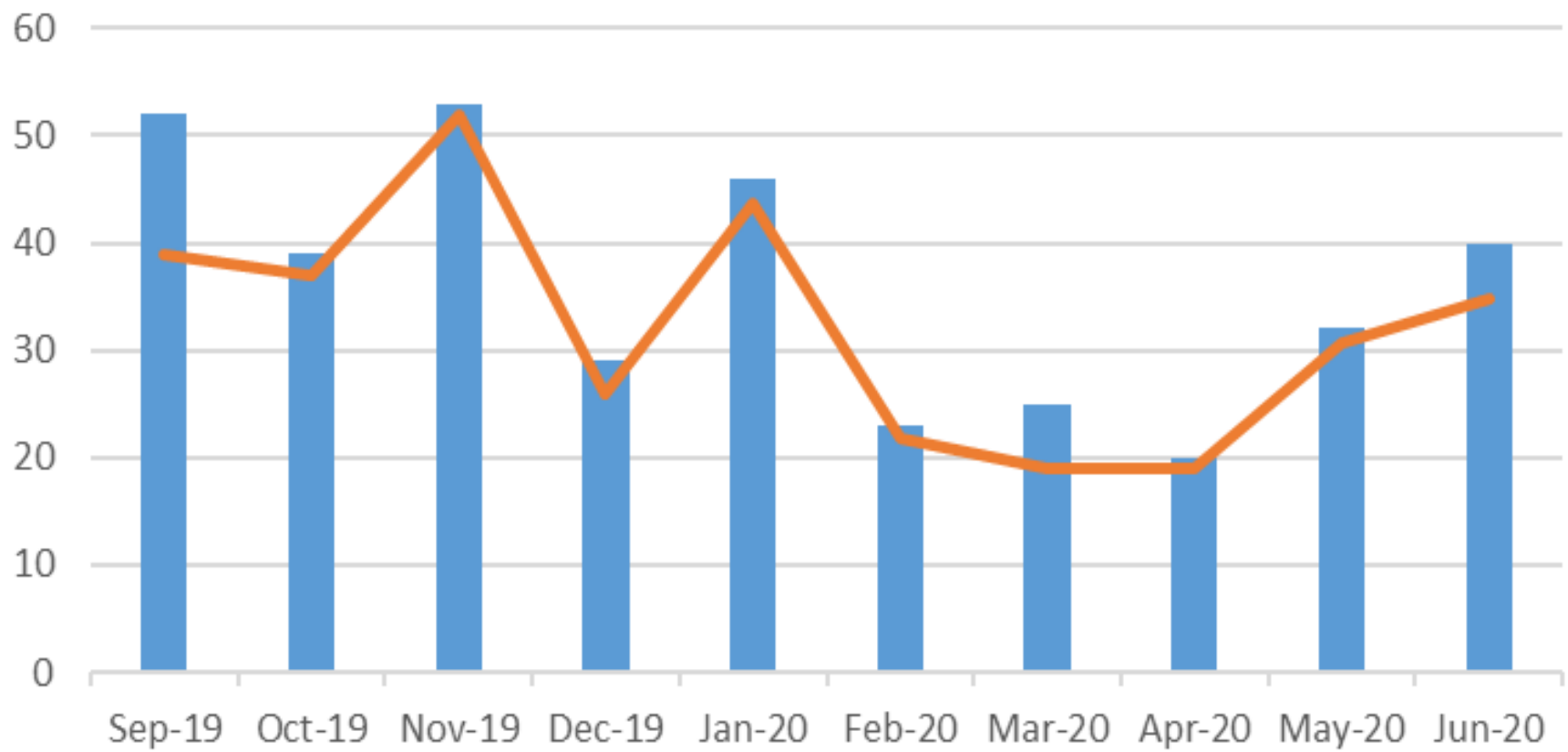


APPENDIX 2 – STREET CLEANSING SERVICES

Street Below Grade

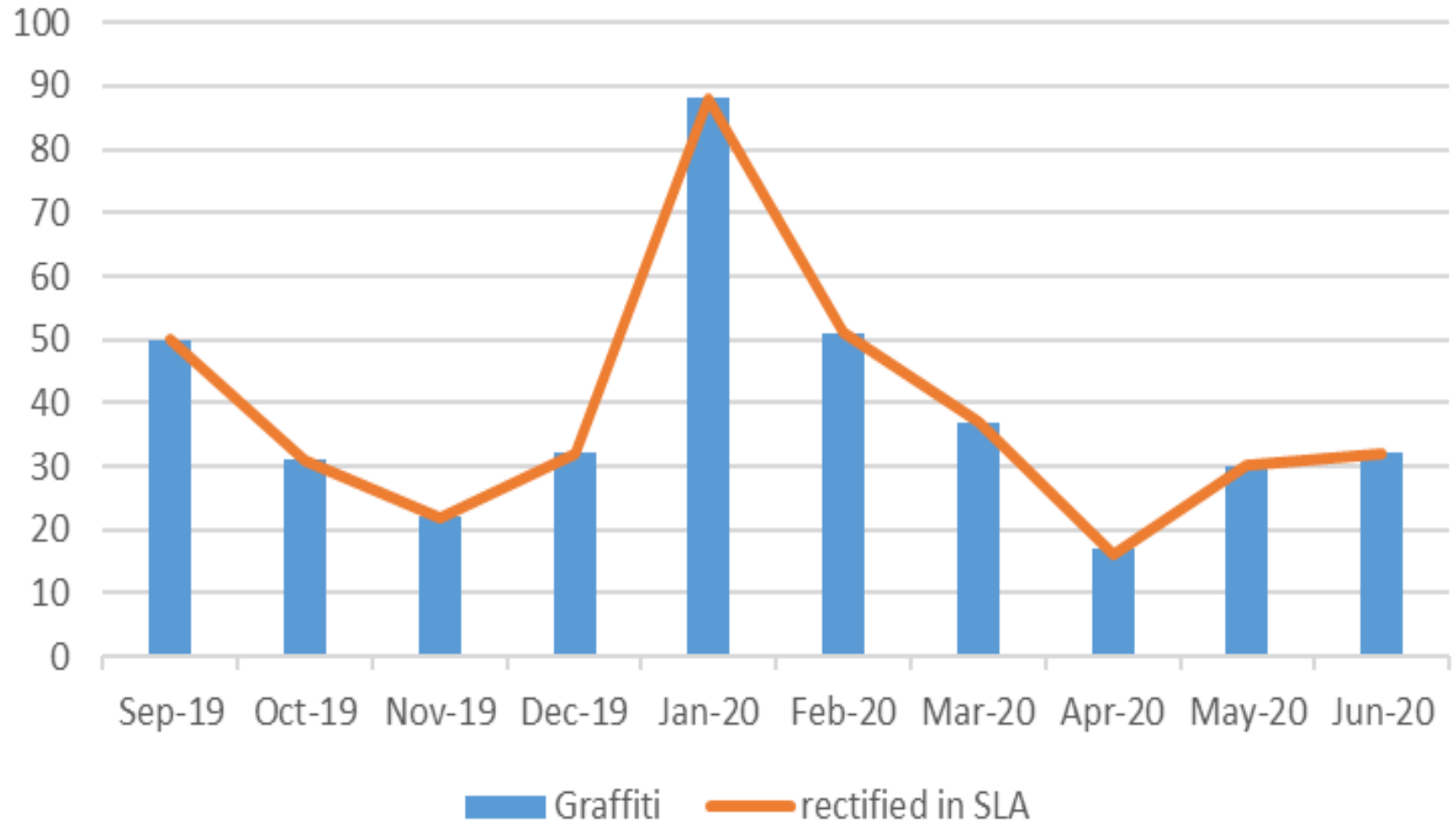


Litter Bins



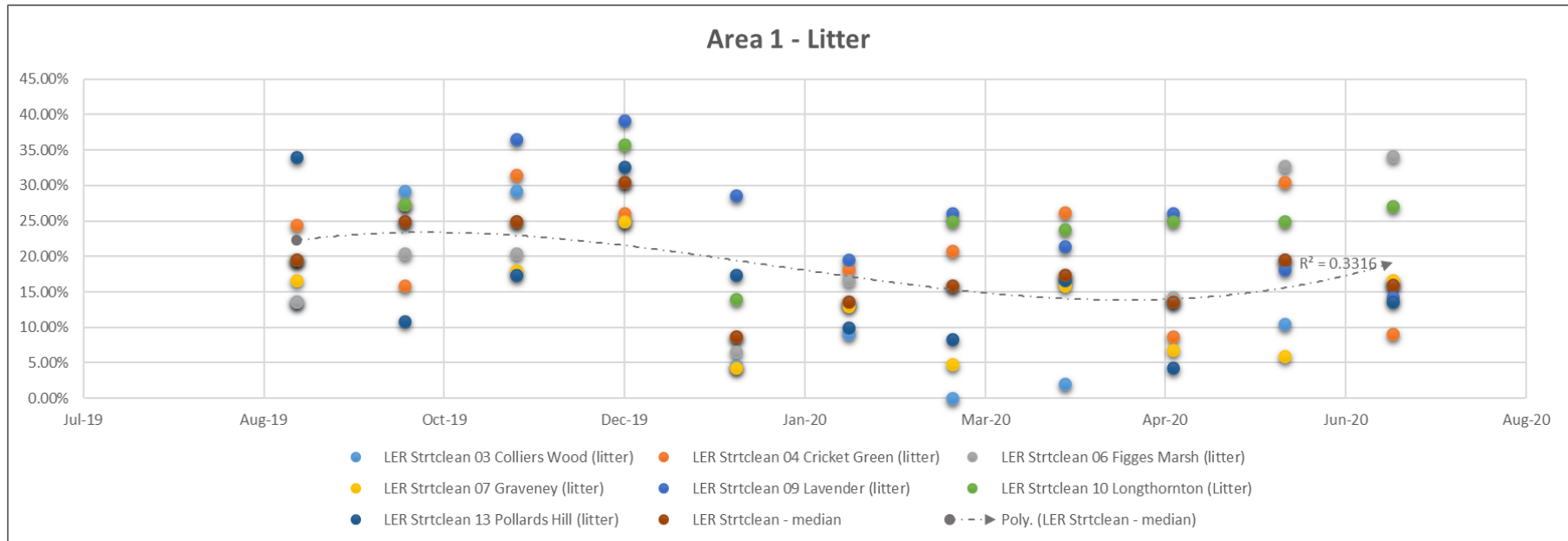
■ Litter Bins — rectified in SLA

Graffiti

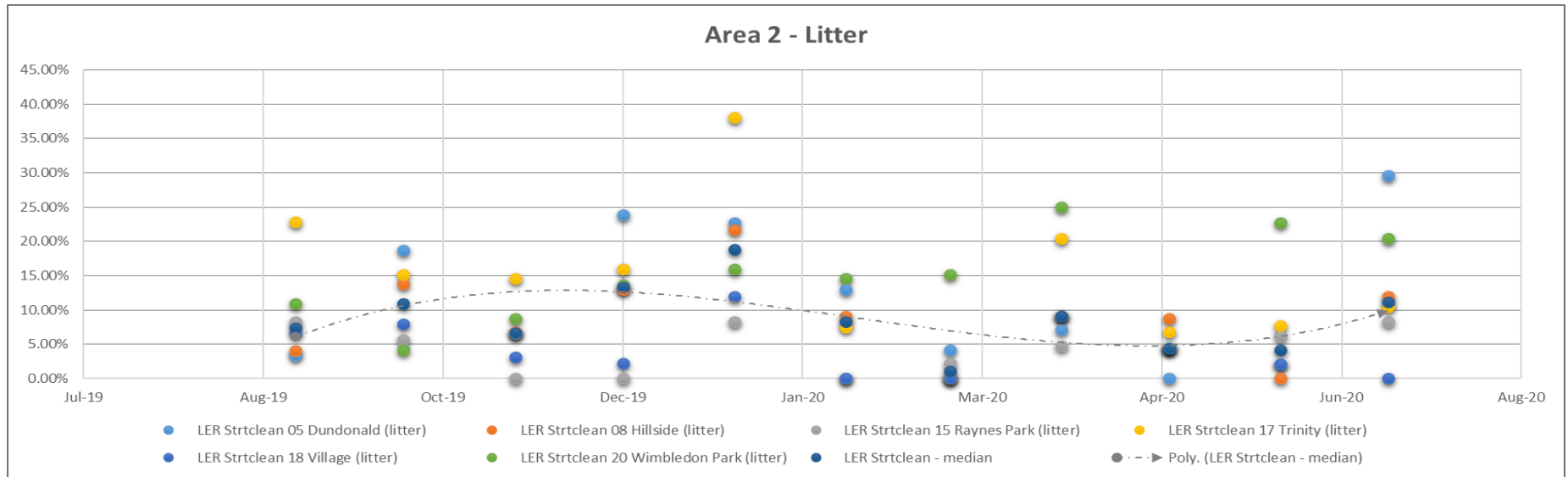


APPENDIX 3 – LOCALISED STREET CLEANSING GRADING DATA

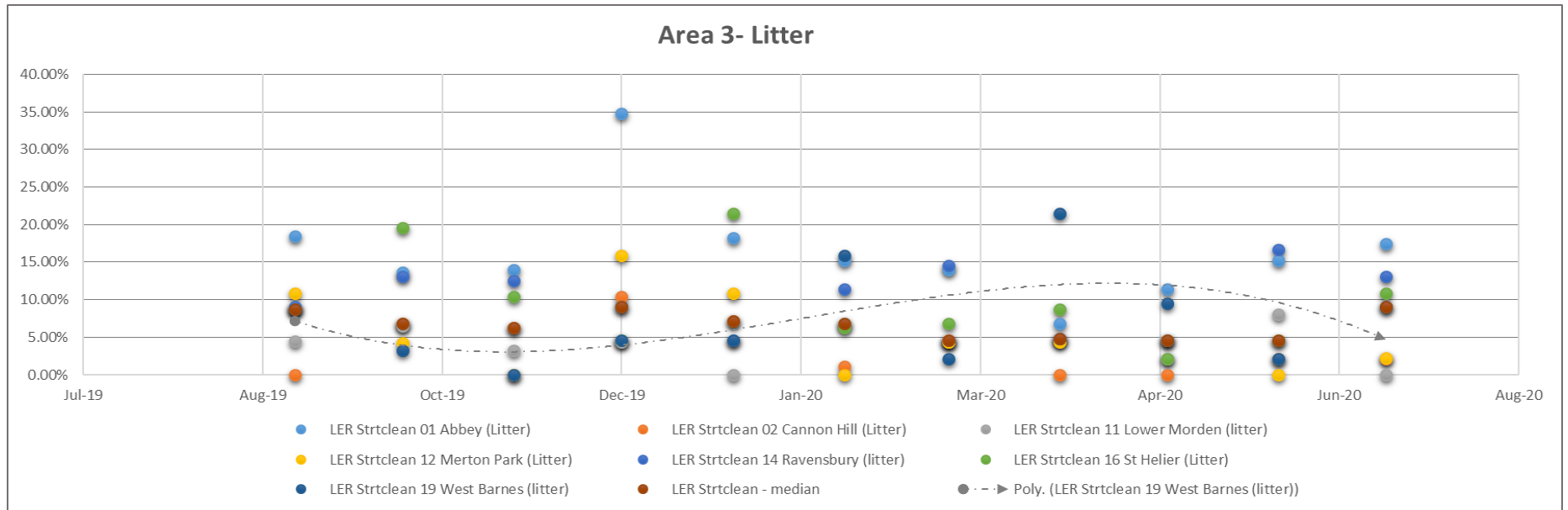
PI code and description	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	YTD result
LER Strtclean 03 Colliers Wood (litter)	13.64%	29.17%	29.17%	25%	4.55%	9.09%	0.00%	2.00%	13.64%	10.42%	16.00%	22.18%
LER Strtclean 04 Cricket Green (litter)	24.49%	15.91%	31.52%	26.09%	8.70%	18.18%	20.83%	26.19%	8.70%	30.43%	9.09%	22.12%
LER Strtclean 06 Figges Marsh (litter)	13.64%	20.45%	20.45%	30.43%	6.52%	16.67%	15.91%	17.39%	14.29%	32.69%	34.09%	19.71%
LER Strtclean 07 Graveney (litter)	16.67%	27.27%	18%	25%	4.35%	13.04%	4.76%	15.91%	6.82%	6.00%	16.67%	20.36%
LER Strtclean 09 Lavender (litter)	19.57%	25%	36.54%	39.13%	28.57%	19.57%	26.09%	21.43%	26.09%	18.18%	14.29%	26.97%
LER Strtclean 10 Longthornton (Litter)	19.57%	27.27%	25%	35.71%	14%	14%	25%	24%	25%	25%	27%	28.23%
LER Strtclean 13 Pollards Hill (litter)	34%	10.87%	17.39%	32.61%	17.39%	10.00%	8.33%	16.67%	4.35%	19.57%	13.64%	25.10%
LER Strtclean - median	19.57%	25.00%	25.00%	30.43%	8.70%	13.64%	15.91%	17.39%	13.64%	19.57%	16.00%	23.52%



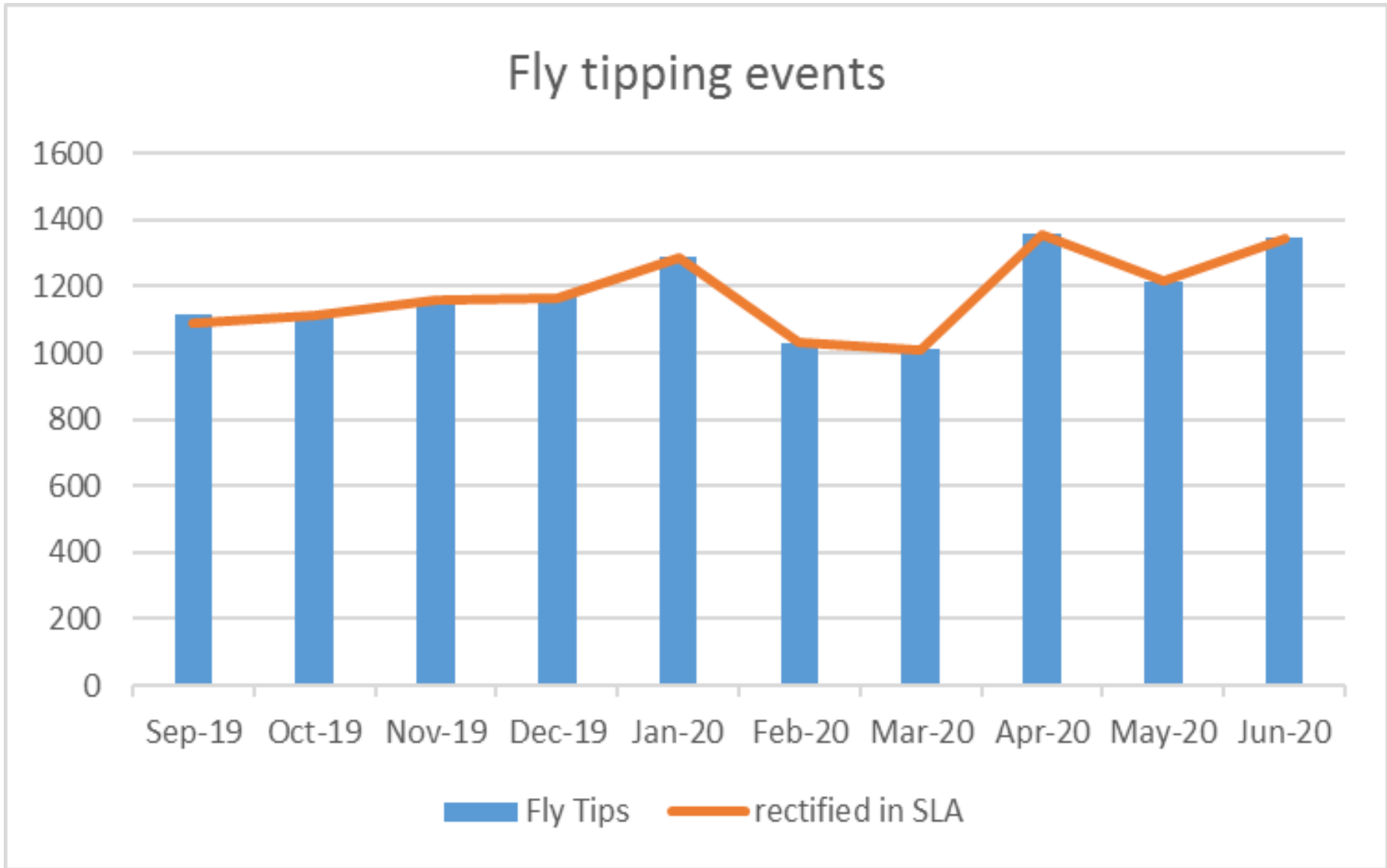
PI code and description	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	YTD result
LER Strtclean 05 Dundonald (litter)	3.33%	18.75%	6.52%	23.91%	22.73%	13.04%	4.17%	7.14%	0.00%	2.08%	29.55%	12.64%
LER Strtclean 08 Hillside (litter)	4%	13.83%	6.82%	13.04%	21.74%	9.09%	0.00%	9.09%	8.70%	0.00%	11.90%	14.12%
LER Strtclean 15 Raynes Park (litter)	8.33%	5.68%	0%	0%	8.33%	0.00%	2.17%	4.76%	4.55%	6.25%	8.33%	6.92%
LER Strtclean 17 Trinity (litter)	22.83%	15.22%	14.58%	15.91%	38.10%	7.45%	0.00%	20.45%	6.82%	7.69%	10.42%	23.09%
LER Strtclean 18 Village (litter)	6.52%	8%	3.13%	2.17%	12%	0%	0%	9%	4%	2%	0%	5.56%
LER Strtclean 20 Wimbledon Park (litter)	10.87%	4.17%	8.70%	13.64%	15.91%	14.58%	15.22%	25.00%	4.35%	22.73%	20.45%	11.41%
LER Strtclean - median	7.43%	10.92%	6.67%	13.34%	18.83%	8.27%	1.09%	9.09%	4.45%	4.17%	11.16%	12.03%



PI code and description	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	YTD result
LER Strtclean 01 Abbey (Litter)	18.48%	13.64%	14%	34.78%	18.18%	15.22%	14.00%	6.82%	11.36%	15.22%	17.39%	20.08%
LER Strtclean 02 Cannon Hill (Litter)	0%	6.82%	6.25%	10.42%	7.14%	1.09%	4.55%	0.00%	0.00%	2.08%	2.17%	5.04%
LER Strtclean 11 Lower Morden (litter)	4.44%	6.52%	3.26%	4.35%	0%	7%	4%	5%	2%	8%	0%	4.48%
LER Strtclean 12 Merton Park (Litter)	10.87%	4.26%	0%	15.91%	10.87%	0.00%	4.35%	4.35%	4.55%	0.00%	2.27%	6.50%
LER Strtclean 14 Ravensbury (litter)	9.09%	13.04%	12.50%	9.09%	4.55%	11.36%	14.58%	4.76%	4.55%	16.67%	13.04%	13.44%
LER Strtclean 16 St Helier (Litter)	8.70%	19.57%	10.42%	4.55%	21.43%	6.25%	6.82%	8.70%	2.08%	4.55%	10.87%	12.55%
LER Strtclean 19 West Barnes (litter)	8.70%	3.26%	0%	4.55%	4.55%	15.91%	2.17%	21.43%	9.52%	2.08%	9.09%	3.75%
LER Strtclean - median	8.70%	6.82%	6.25%	9.09%	7.14%	6.82%	4.55%	4.76%	4.55%	4.55%	9.09%	6.50%



APPENDIX 4 FLY TIPPING EVENTS



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LB Merton Street Cleansing Local Improvement Plan

Background:

The waste and street cleansing service was scrutinised by the Sustainable Communities Overview and Scrutiny Panel on Tuesday, 3 September 2019. Veolia presented the progress currently made across the borough and noted the improvements still required in the street cleansing standards being delivered in some areas of the borough of Merton. Particularly, the Wards in the east of the borough around Mitcham were initially prioritised.

Prior to the meeting, Scott Edgell - General Manager for South London - attended a 'street inspection drive around' with the Cabinet Member for Adult Social Care, Health and the Environment, the Director of Environment & Regeneration and the Assistant Director of Public Space on Friday, August 30th 2019.

A localised plan to address improvements was offered during the committee meeting with the aim of improving the outcomes as observed during the inspection. Veolia has commenced a number of interdependent initiatives that make up the Local Improvement Plan (LIP). Those initiatives include;

- Changes to the supervisory structure
- Training, retraining and measuring of the on-street staff
- Changes to the routes for the on street staff
- Deep cleansing area by area
- Future initiatives
 - Mitcham sub-depot
 - Mechanical pavement sweeper trial
 - PROWs

Changes to the supervisory structure

From September 23rd there has been an additional Environmental Manager (EM) assigned to the East of the Borough. Their duties are focused on the barrow sweepers, ensuring that they are using the correct equipment at all times - litter pickers have been removed from all barrow sweepers except those in Town Centres to improve sweeping outputs and emphasis has been given to the green-bagged arisings to ensure only in the designated drop off points are used. In addition, added focus has been given to tree-base cleansing activities, weeding and detritus removal from footways and channels.

The additional EM is further supplemented by a Foreperson to ensure that each of the barrow sweepers are using the correct equipment, the Foreperson will drive standards -

LB Merton Street Cleansing Local Improvement Plan

measured against the Veolia training manual for street sweeping - and ensure that each of the barrow sweepers are adhering to their schedules and/or identify the areas within their schedules that require attention (see below).

Training, retraining and measuring the on street staff

Following contract improvement discussions in July 2019, each of the barrow sweeping staff across the contract have been re-inducted, supported by the SLWP manual. All of the barrow sweepers - except those in town centres - had their litter pickers removed and were informed that if standards did not improve, they would be subject to a personal Performance Improvement Plan (PIP).

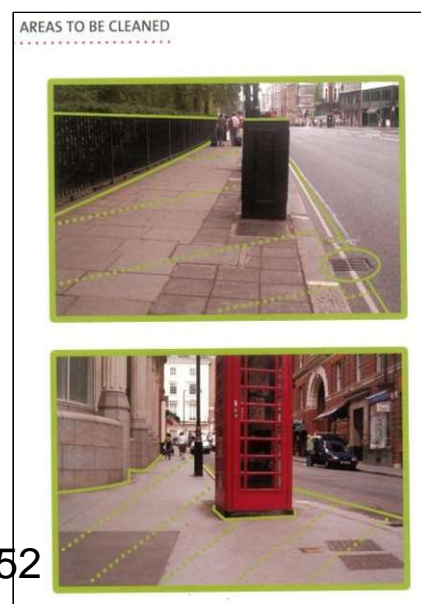
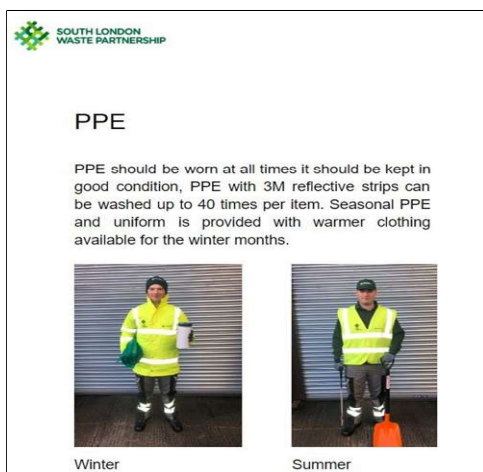
PIPs measure performance over a 12 week period with appraisals within the timeframe and if staff do not raise their output to the expected levels after 12 weeks, duties are amended or ultimately the staff may leave the business.

Part of a PIP is having measurable outputs for the staff to achieve. It is important to note that Veolia have utilised street cleansing manuals for other contracts and have now adopted this practice for the SLWP in order to establish improved baseline services.

The SLWP manual covers generic practices like booking on shift and PPE standards but also covers sweeping task specific items such as;

- The barrow and the use of the tools provided
- Areas to be cleaned
- The required quality of cleansing
- Wheeling and parking the barrow

Images from the manual.



LB Merton Street Cleansing Local Improvement Plan

Images from the manual



Each of the staff during their re-inductions had the expectations of them reinforced. Each staff member will also receive a copy of the SLWP manual and will sign to say they have received them and that they understand the requirements of the manual with regards to cleansing practices and quality. Ultimately, those staff that repeatedly fail to meet the requirements will be assigned to other duties or leave the business.

Changes to the routes for the on-street staff

The allocation of resources across the Central & East of the borough was reviewed. The Pollards Hill Ward was identified as an area of concern. The resources within the Ward were completely re-routed as the area was effectively split into two. The maps on the attached appendix illustrate how the Ward was allocated before the changes and the new 'beats' for the sweepers to cover following the review.

LB Merton Street Cleansing Local Improvement Plan

Deep cleansing area by area

We have assisted the barrow sweepers by carrying out 'deep cleanses' to bring the footways and channels to a point where the barrow sweepers will be in a position to maintain the standards on their next visits without assistance.

The areas designated for deep cleanses in the first phase are;

- The Pollards Hill ward
- The Eastfields area within the Figges Marsh Ward and then;
- The Graveney Ward

Upon the completion of the current deep cleanse programme the resources and requirement will be reviewed according to local requirements and identified 'hot spots'.

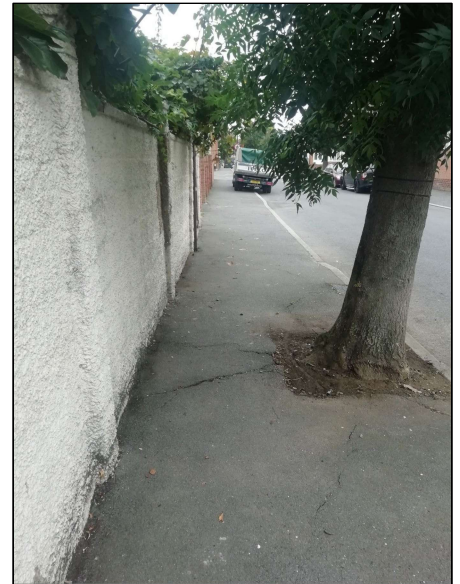
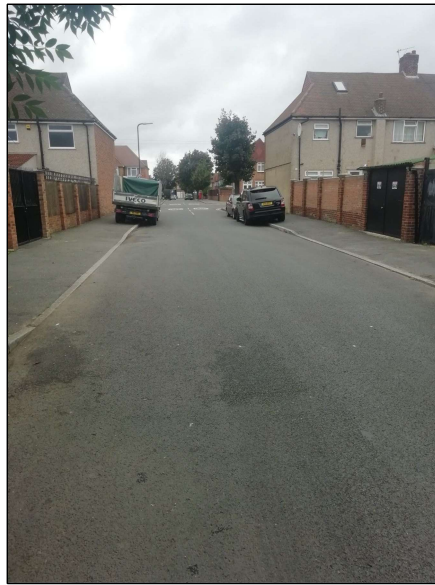
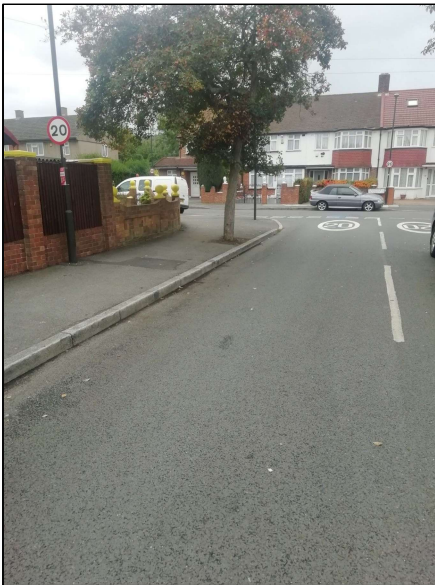
Below are images following the deep cleansing activities carried out in the Pollards Hill ward.

Berkshire Way



LB Merton Street Cleansing Local Improvement Plan

Conway Gardens

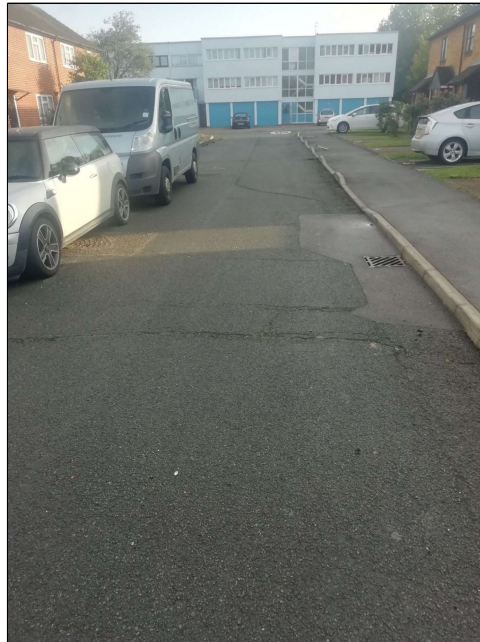


Lancaster Avenue

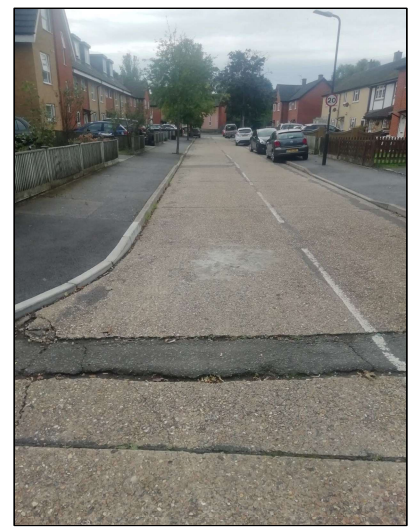
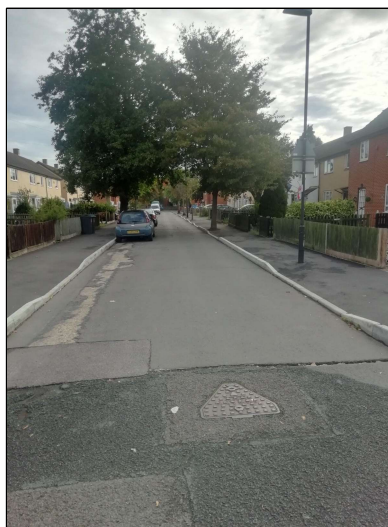
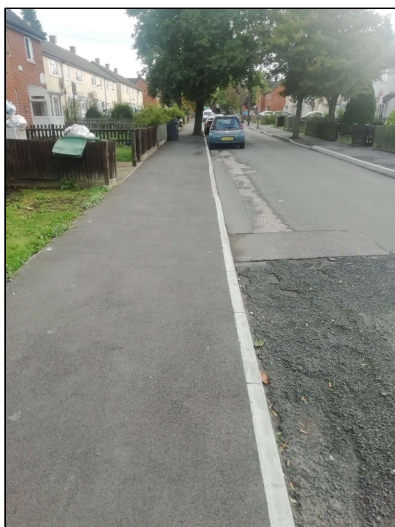


LB Merton Street Cleansing Local Improvement Plan

Middlesex Road



Northumberland Gardens / Southampton Gardens



LB Merton Street Cleansing Local Improvement Plan

Tavistock Crescent



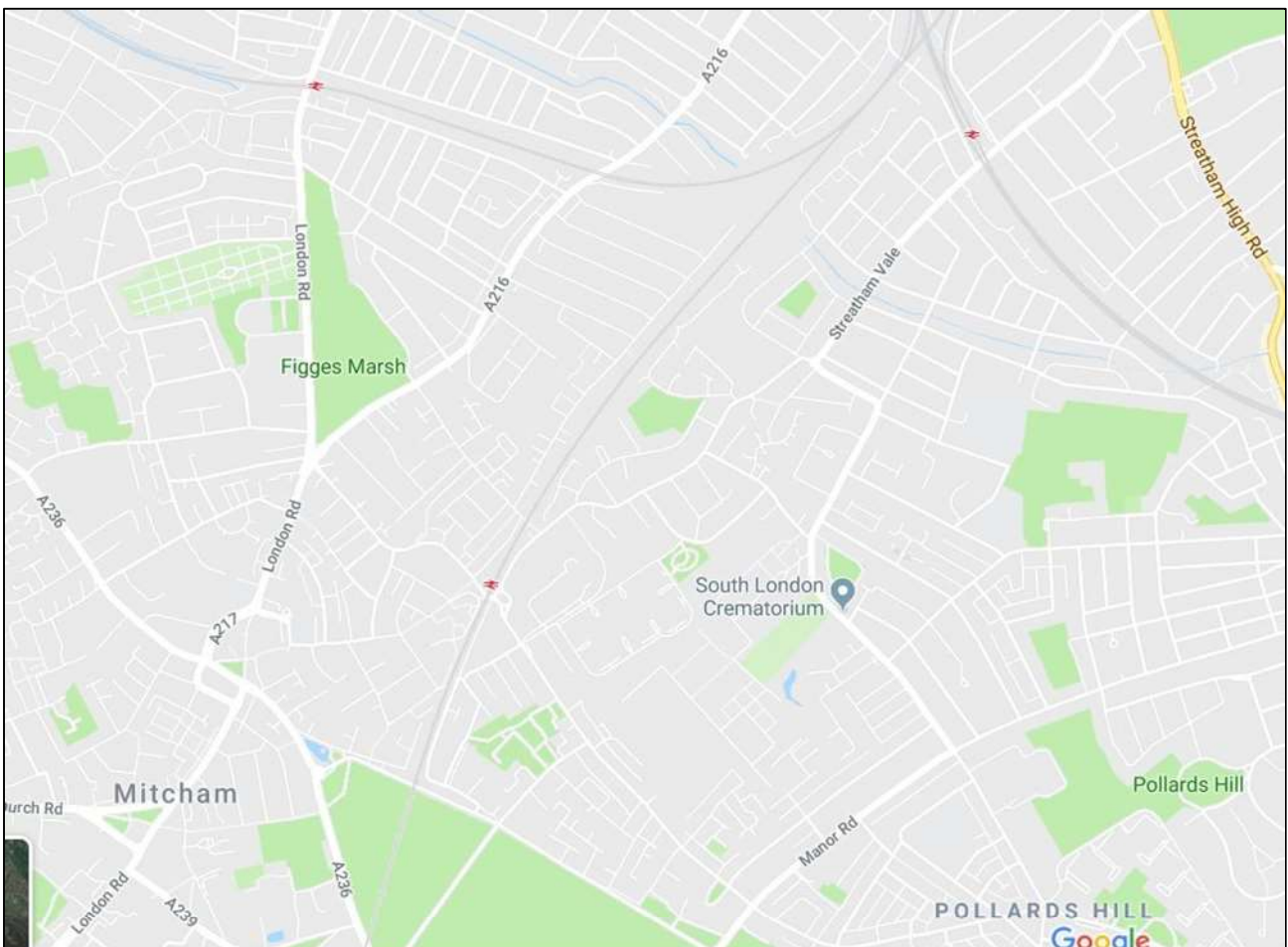
Yorkshire Road



LB Merton Street Cleansing Local Improvement Plan

Future Initiatives

Within the LIP Veolia expressed a desire to work with LB Merton and identify a site for a Mitcham 'sub depot' at the London Road Cemetery to improve presence and the service's ability to respond to local issues.



Veolia's objectives for a sub-depot

- To create a cleansing 'Village' with local buy-in from the staff and public alike
- Infrastructure - Veolia will provide a temporary office building if a chosen sites can accommodate.
 - It is intended that an office will allow staff to meet their managers within their area of works rather than travelling to Lower Morden
 - This building would also be the home of the "Mitcham Village Surgery" where - by appointment - members of the public could meet the local management and officers to address any local concerns and effect faster remedies.
- Safe overnight storage for street cleansing lorries.
- The potential for an off-street store for green-bagged arisings

LB Merton Street Cleansing Local Improvement Plan

- 20m³ RORO bin to be installed if the site can accommodate.
- An area mobilisation and debrief point for;
 - Local barrows
 - Compact and subcompact mechanical sweepers and;
- An area to potential accommodate a tipping point for subcompact mechanical sweepers to improve the productivity of this equipment.

Allowing for some of the resources to be mobilised from within Mitcham will allow them to spend less time travelling and more time working in the Town Centre areas before the 08:00 threshold to achieve 'Grade A'.

The ability to tip 'on-site' and will further reduce 'down time' for any subcompact mechanical sweepers we mobilise from the site and thus increase their output.

The generation and storage of green sacks by barrow sweepers has been a discussion point since the start of the contract. Dependent on the location of any sub depot in relation to the sweeping rounds, one or more barrow sweepers would have the opportunity to store their arisings off-street.

Pavement mechanical sweeper trial

In late October / Early November 2019 Veolia will trial the Tennant 636 subcompact pavement sweeper and/or the Tennant 500ze electric subcompact pavement sweeper. As the images suggest the units are virtually identical other than how they are powered. The 500ze has the added benefit of low-noise running which can be advantageous in Town Centre areas when carrying out the early morning cleansing before the between 06:00 and 08:00 to bring them up to standard.

The Tennant 636 Pavement Sweeper



The Tennant 500ze Electric Pavement Sweeper



LB Merton Street Cleansing Local Improvement Plan

Following any town centre duties, the pavement sweepers would then be deployed to assist the barrow sweepers delivering high quality, uniform standards of cleansing on footways.

Mechanised pavement sweepers raise the profile of the cleansing services to the public and improve the perception of the service.

With this level of assistance from the mechanical units the barrow sweepers can concentrate their efforts on using hand tools to cleanse the channels between parked cars that is impossible for the assigned channel sweepers to access.

Although these machines have limited capacity (0.75m³ in the ze model or 1.0m³ in the diesel powered 636), the proximity of Mitcham to the Viridor Beddington site will allow the machines to be productive.

If we are successful in securing a sub-depot in Mitcham and the trial is successful, Veolia's desire is that any subcompact would be mobilised from the sub-depot and would also tip there directly into a 20m³ RORO bin to further increase the productivity.

Public Rights of Way (PROWs)

Veolia have been in discussion with the Assistant Director to address improvements in the service delivery in the Public Rights of Way (PROWs) using a dedicated staffing resource. The discussions have centred around the sole use of the Sheltered Team to undertake this work, allowing them to work together as a team with the required level of supervision.

Re-evaluation and Progress

Although operations are still ongoing, we aim to see an improved and sustained level of performance. Veolia will be arranging for a further Borough inspection with the Cabinet Member, Director and Assistant Director to demonstrate the improvements made and the challenges we face. During the monthly contract meetings, we will report on the progress made to the LIP until the completion of the identified actions.

Sustainable Communities Overview & Scrutiny Panel

1 September 200

Agenda item:

Wards: All

Active & Healthy Travel Response to Covid-19 (Covid Transport Plan)

Lead officer: Chris Lee, Director for Environment & Regeneration

Lead member: Cllr Martin Whelton, Member for Regeneration, Housing and Transport

Contact officer: Paul McGarry, Head of Future Merton

Recommendations:

- A. That the Panel note the progress of funding bids to deliver Active & Healthy Travel measures in response to Covid-19.
 - B. That the Panel note the progress of scheme delivery
-

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. Cabinet adopted Merton's Active & Healthy Travel Response to Covid-19 on 15 June 2020.
- 1.2. Merton Council has a prepared an emergency transport response to the Coronavirus pandemic and to aid social distancing in the borough. The plan is focused on making changes to roads and pavements to improve road safety, support social distancing and provide more space for walking and cycling.
- 1.3. Since the adoption of the plan on 15th June, The Council has embarked on an unprecedented delivery programme of 45 safety schemes over a three-month period with the potential for more to continue into 2021.
- 1.4. Pavements have been extended into the road, where appropriate and possible, at some of the busiest parts of the borough such as town centres and local shopping parades.
- 1.5. The emergency changes will be followed by longer term work to improve walking and cycling routes throughout the borough. The plans will also look to keep Merton moving safely as travel patterns change and restrictions ease through the promotion of low traffic neighbourhoods and school streets.
- 1.6. The plan sets out the Council's priorities for action, and is a framework for the funding bids that have been submitted to DFT and TFL to deliver the programme.
- 1.7. This report provides members with an update on the progress of funding bids and the implementation of street space measures.

2 DETAILS

- 2.1. The natural desire in many policy areas may be to seek a return to the status-quo pre-Covid19. Whilst this may be true for health, education and the economy this is not necessarily the case for environment and transport objectives.
- 2.2. Pre-covid-19, our borough, and London as a whole, was suffering from poor air quality and traffic congestion. Objectives across a number of Council strategies are aimed at reducing emissions and promoting active travel;
 - Merton's Air Quality Action Plan
 - Merton's Public Health and Wellbeing Strategy
 - Merton's Climate Emergency Action Plan
 - Merton's Transport Strategy
- 2.3. Whilst the aims and objectives of these strategies remain sound, the context in which the actions sit has changed significantly. The borough has seen an increase in cycling of all age groups during lock-down and there is a heightened desire amongst our communities to reallocate road space to promote more walking and cycling for local trips
- 2.4. Transport for London launched the London Streetspace plan in May 2020 to radically overhaul London's streets to accommodate a possible ten-fold increase in cycling and fivefold increase in walking as lockdown eases.
- 2.5. All London boroughs bid competitively to obtain a share of £45m from TFL to deliver the Mayor's Streetspace for London programme.
- 2.6. The Department for Transport also launched the Emergency Active Travel Fund to deliver the priorities government have now places on local authorities to create emergency, pop-up cycle lanes and footway widening. DFT allocated £100,000 as a first tranche to Merton, though we await confirmation of a second tranche of DFT funding; assessment of the second phase projects is being undertaken by TFL and pending approval.
- 2.7. A copy of the Cabinet report and the adopted Active & Healthy Travel Response to Covid-19 are linked as background papers to this report.
- 2.8. Cabinet agreed a set of priorities and range of measures to be bid for.
- 2.9. The priorities for delivery are:
 - **Short term:** pavement widening to support local business and high streets
 - **Medium term:** supporting schools and developing a range of school streets for September re-opening.
 - **Medium-long term:** developing strategic cycle infrastructure and Low-Traffic Neighbourhood interventions utilising TFL and Government funding.

The adopted Active & Healthy Travel response to covid is attached and Appendix A to this report.

Progress of Funding Bids

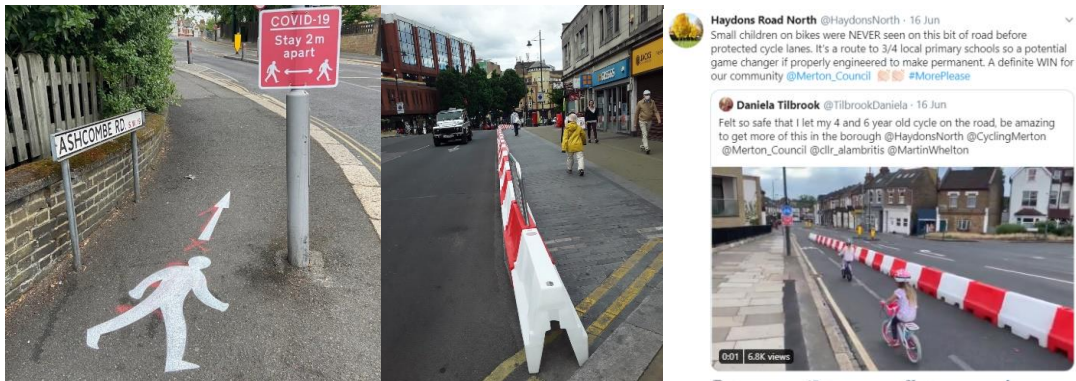
- 2.10. At the time of publication of this report, the Council has bid for
- 2.11. **£ 1,390,680 to TFL**
- 2.12. **£ 105,000 to DFT**
- 2.1. The total value of bids put forward by Merton Council is £1,495,680. The total received so far is £440,740; with the DFT second tranche announcement expected mid-September.
- 2.2. On 10th of June, Councils were asked to submit expressions of interest to MHCLG for shovel-ready capital projects that could be delivered in 18 months.
- 2.3. On 18th June, Merton put forward a proposal for cycling and public realm improvements in Wimbledon town centre to support a green economic recovery. The proposals are largely drawn from our earlier 'Mini-Hollands' cycling bid with updated costings and set within the context of the Future Wimbledon masterplan.
- 2.4. For reference, the expression of interest to MHCLG's Cities and Local Growth Unit is attached as Appendix B to this report.
- 2.5. This bid was received by MHCLG and passed to the London LEP for consideration amongst other priorities for London and was not successful.

Progress on Scheme Delivery

- 2.6. Short term measures delivered:
- Mitcham Fair Green (Footway widening)
 - Merton High Street (Footway widening)
 - Ashcombe Rd Bridge (One-way footways)
 - Wimbledon Bridge (Footway widening)
 - Haydons Rd Bridge (Cycle lanes)
 - Worple Rd o/s Elys Sainsburys (Footway widening)

Short-term cycling schemes implemented

- London Road, Mitcham (Cycle/Bus lanes)
- Wimbledon Village High Street West (part-time road closure)
- CS7 Colliers Wood High Street (TFL) cycle lane defenders
- Raleigh Gardens Mitcham, cycle lane defenders.
- Merton High Street (protected cycle lanes – by end September)
- Plough Lane West (mandatory cycle lanes – lane defenders by end of September)



Ashcombe Rd, Wimbledon Bridge, Haydons Road

School Streets

- 2.7. To help children to be safe from traffic and high levels of air pollution, we plan to expand the school streets programme.
- 2.8. School streets restrict access to vehicles at drop-off and pick up times and allow children to safely walk, cycle and scoot into school. Reducing vehicle journeys is important for improving air quality, climate change and will help to support a green recovery following restrictions resulting from the Covid-19 pandemic.
- 2.9. There are 3 school streets in operation in Merton and utilising our successful funding bids to TFL, we will roll-out a further 25 in September 2020.
- 2.10. The Council's website has been updated for the school streets programme, all details can be found at <https://www.merton.gov.uk/streets-parking-transport/traffic-management/school-streets-programme>
- 2.11. Our School Streets Guide is available online at <https://www.merton.gov.uk/assets/Documents/SCHOOL%20STREETS%20-%20Guide.pdf> and as Appendix C to this report
- 2.12. In July and August we have worked with schools to prepare for school streets. From September 2020 the statutory consultation will start as vehicle restrictions at drop off and pick up times are put in place. The scale of the school streets programme requires over 340 signs to be manufactured and installed which will take time for contractors to complete. The work will take all of September to complete. In addition, work is underway with Parking Services to manage the resident's exemption process.
- 2.13. The School streets project covers 53 streets and the Council will also be working to process between 5000-8000 exemption applications. To allow time for this; the full project will not be complete until October half-term.
- 2.14. The statutory consultation will be for a period of between 6 to 12 months. By the 18th month, a final decision will be taken about which school streets will be made permanent and their final design.

- 2.15. The Cabinet Member decision notice for all school street traffic orders is available online at <https://www.merton.gov.uk/assets/Documents/School%20streets%20decisions.pdf>
- 2.16. A map of the proposed school streets and affected streets is in Appendix D of this report and available online at https://www.merton.gov.uk/assets/Documents/Z80-100-00B_GA-SCHOOL%20STREETS.pdf
- 2.17. The list of proposed school streets is in Appendix E of this report.
- 2.18. **Low traffic Neighbourhoods**
- 2.19. A low traffic neighbourhood is a residential area, bordered by main roads (the places where buses, lorries, non-local traffic should be), where “through” motor vehicle traffic is discouraged or removed. Strategic road closures (like bollards or planters) prevent through traffic. Every street is still accessible by vehicle.
- 2.20. There are many ways to design a low traffic neighbourhood, but the main principle is that every resident can drive onto their street, get deliveries etc., but it’s harder or impossible to drive straight through from one main road to the next.
- 2.21. The aims of LTNs include:
- deterring traffic from diverting from crowded main roads to residential streets as rat runs
 - making it safer for pedestrians to social distance, for instance by walking in the street where pavements are narrower than the recommended two metres
 - encouraging people to use bikes where possible by reducing traffic that many find intimidating and off-putting for cycle journeys, especially short, local trips
 - encouraging people to walk for short journeys such as local shopping trips rather than taking the car
 - securing gains made during lockdown, such as cleaner air, neighbourliness and reduced noise.
 - Reducing traffic on residential streets, creating low-traffic corridors across Merton so more people can walk and cycle as part of their daily routine
- 2.22. Becoming a LTN means residents retain motor vehicle access, as do delivery vehicles, visitors and emergency and waste services. The goal is to deter drive-through access by those trying to avoid the main roads.

- 2.23. Merton Council has secured funding for 5-8 Low Traffic Neighbourhoods. These have been assessed and approved by TFL. Officers have engaged local members where LTNs are proposed for their wards.
- 2.24. Officers have also created a Councillors Guide to Low Traffic Neighbourhoods; attached as Appendix F to this report.
- 2.25. The Council's website will be updated soon with details of the LTNs; though the school streets roll-out currently takes priority.
- 2.26. The first phase of LTNs are proposed for;
- Seeley Rd – point closure
 - Links Rd – point closure
 - Commonsides East / Grove Rd – point closure
 - Sandy lane – point closure
 - Botsford Rd – Banned turn.
- 2.27. Newsletters will be delivered by 27th August.
- 2.28. The advert will be published on 27th August 2020 and the Order will come into effect on 7th September
- 2.29. The works are programmed with Conway due to start 7th September – but they should all be finished by 25th September 2020
- 2.30. Other LTN bids have been re-submitted to TFL for further consideration. Announcements are expected in mid-September and include
- Haydons Park Road- point-closures
 - Merton Park – Church Road banned turns
 - Gorrington Park Avenue / St James Rd - point closures
- The council will consider the use of CIL to add to the LTN programme.
- 2.31. Details will be made available in September on the Council's web page: <https://www.merton.gov.uk/streets-parking-transport/traffic-management>

3 ALTERNATIVE OPTIONS

- 3.1. Road safety and active travel measures are normally funded via TFL LIP which has now been suspended by TFL for 2020/21.
- 3.2. This plan sets out a strategy to maximise funding opportunities to deliver on measures that will support social distancing and mitigate the impact of covid19 on local transport services. The plan drastically accelerates a number of road-safety measures. Since the adoption of the plan on 15th June, The Council has embarked on an unprecedented programme of 45 projects in a three month period.

- 3.3. The alternative of not providing social distancing or active travel measures to alleviate pressure on public transport could lead to failure in mitigating the spread of Covid-19.
- 3.4. The alternative to not seeking external funding would lead to a greater call on Merton's revenue budgets as local authorities have been tasked with delivering these measures.
- 3.5. To supplement the success of the external funding bids, officers are preparing bids to allocate Community Infrastructure Levy to deliver schemes that were not approved by TFL and to provide resource for enforcement of measures.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. Details of community engagement that led to the covid transport plan are contained in section 4 of the 15 June Cabinet report.
<https://democracy.merton.gov.uk/documents/s32625/Covid%20Transport%20Cabinet%2015%20June%20Report%20FINAL.pdf>
- 4.2. Officers have engaged with ward members on projects in their ward which have received funding. The Council will also undertake the necessary consultations required for Temporary Traffic Orders and to keep residents updated of works via the Council's website and social media channels.
- 4.3. Officers have engaged schools and the council's communications team regarding the school streets programme.
- 4.4. Officers have engaged with local groups and residents via the collaborative forum established by the Merton Transport Residents Group.
- 4.5. Statutory consultation on individual schemes will commence when the Experimental Traffic Orders are live. A web-portal is being developed for residents to provide feedback to the Council throughout the experiments.

5 TIMETABLE

- **School Streets:** September-October 2020 roll-out
- **Low Traffic Neighbourhoods:** September – November roll-out
- **Strategic cycling links and future phases of LTNs:** There is no programme yet, pending funding announcements from TFL in mid-September. These schemes, if successful, will roll out into 2021

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. The Council set aside £80,000 from existing Highway budgets for immediate pavement widening schemes. This has now been offset by funding received from TFL and DFT and may also be supplemented by the use of CIL to protect the Council's revenue position. (CIL allocations will be subject to Cabinet decisions in September/October 2020)

- 7 LEGAL AND STATUTORY IMPLICATIONS**
- 7.1. None for the purpose of this report
- 8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS**
- 8.1. None for the purpose of this update – see Cabinet report.
- 9 CRIME AND DISORDER IMPLICATIONS**
- 9.1. None for the purpose of this update – see Cabinet report
- 10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS**
- 10.1. None for the purpose of this update – see Cabinet report
- 11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT**
- A. Covid Transport Strategy
 - B. Wimbledon Cycle EOI to MHCLG
 - C. School Streets Guide
 - D. School Streets Map
 - E. School Streets List
 - F. Low Traffic Neighbourhoods Guide
- 12 BACKGROUND PAPERS**
- 12.1. Cabinet Report. 15 June 2020.
Merton’s Active & Healthy Travel Response to Covid-19
<https://democracy.merton.gov.uk/ieListDocuments.aspx?CId=146&MId=3689&Ver=4>



HEALTHY & ACTIVE TRAVEL

COVID-19 TRANSPORT PLAN JUNE 2020

Merton's Active & Healthy Travel Response to Covid-19

Introduction

Merton Council has prepared an emergency transport response to the Coronavirus pandemic and to aid social distancing in the borough. The plan is focused on making changes to roads and pavements in the borough to improve road safety, support social distancing and provide more space for walking and cycling.

Pavements will be extended into the road at some of the busiest parts of the borough such as town centres and local shopping parades to support the local economy and aid social distancing.

The emergency changes will be followed by longer term work to improve walking and cycling routes throughout the borough. The plans will also look to keep Merton moving safely as travel patterns change and restrictions ease through the introduction of low traffic neighbourhoods and school streets.

Context

Major events shape our society and the way we experience everyday life in the urban environment.

London's 'great stink' in 1858 caused by sewage in the River Thames caused outbreaks of cholera and was a public health emergency. The response to this crisis was the creation of the Victorian sewer network and the Thames embankments which still serve London to this day as both critical infrastructure and part of London's public realm.

The events of September 11th 2001 changed how we travel through airports. More recent attacks in major cities around the world continue to shape how we travel, how we use public space and how authorities design in security and safety measures in our public realm.

For better or worse, design decisions made in response to major events can impact our daily lives for decades after. Coronavirus is one of the greatest global crises for a generation and social distancing will re-shape how people travel, meet and use our streets and public spaces.

The natural desire in many policy areas may be to seek a return to the status-quo pre-Covid-19. Whilst this may be true for health, education and the economy this is not necessarily the case for environment and transport objectives.

Pre-covid, our borough, and London as a whole, was suffering from poor air quality and traffic congestion. There are ambitious but challenging objectives across a number of Council strategies aimed at reducing emissions and promoting active travel;

- Merton's Air Quality Action Plan
- Merton's Public Health and Wellbeing Strategy
- Merton's Climate Emergency Action Plan
- Merton's Transport Strategy

Transport for London have launched the Streetspace for London plan to radically overhaul London's streets to accommodate a possible ten-fold increase in cycling and five-fold increase in walking when lockdown restrictions are eased.

Merton is fortunate to have good public transport accessibility; but with London's public transport capacity potentially running at a fifth of pre-covid-19 levels, thousands of journeys a day will need to be made by other means. If Merton's residents switch only a fraction of these journeys to cars, our borough risks grinding to a halt, air quality will worsen, and road danger will increase. Without improvements to infrastructure, our residents will be less confident to switch to sustainable travel modes, such as cycling and walking.

To respond to this situation, Merton Council will repurpose some of our borough's streets and key locations to serve this unprecedented demand for walking and cycling in a major strategic shift to meet our long terms sustainability and active travel goals.

Active Travel in Merton

Merton's Transport Strategy (Local Implementation Plan 3) is the council's main transport strategy and sits alongside the council's Local Plan and other future strategies to support sustainable and active travel choices.

The LIP3 contains an overview of the challenges and opportunities in delivering the Mayors' Transport Strategy locally in Merton; a set of borough transport objectives; a short and longer term delivery plan and a series of targets set by Transport for London that we are working towards achieving.

The Coronavirus pandemic is a public health emergency and it has transformed the context within which Merton's transport strategy now sits.

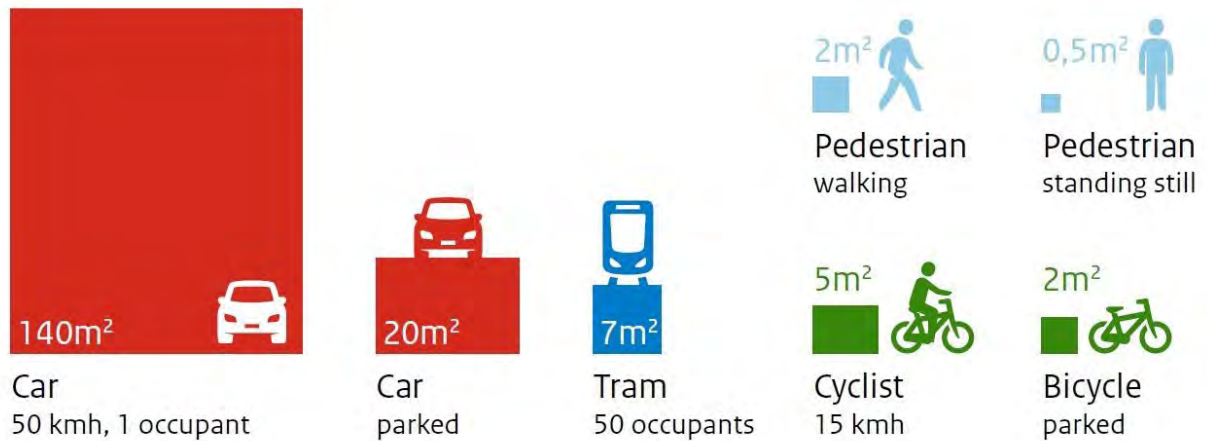
- The need to impose physical social distancing measures in order to reduce virus transmission has introduced new demands on how road space is allocated to pedestrians and cyclists.
- Significantly reduced levels of motor traffic has encouraged many people to turn to walking and cycling, but issues remain with road danger as the police have recorded an increase in speeding. There is increased demand for low traffic neighbourhoods.
- Local businesses are struggling to survive and will need to find new ways to reach their customers online, via increased home delivery or accommodate queuing outside premises.
- Vulnerable people are shielding at home and many are now relying on the council and voluntary sector partners to provide them with essential supplies.
- The need for key workers to access workplaces safely when public transport services are significantly reduced, has highlighted the currently lack of high quality routes for cycling.

The need to support social distancing measures in order to reduce virus transmission has brought into sharp focus some of the inadequacies in how space is allocated on the public highway; both Merton Council's streets and TFL's strategic road network.

We must use our road space more efficiently. Creating more space for walking and cycling is the optimum way of moving people safely with social distancing.

As we prepare to ease lock-down, we need to avoid public transport being overloaded and actively seek to avoid a return to pre-covid road congestion levels by creating more space for pedestrians and cyclists.

When street space is at a premium and with the need to support social distancing, it's worth noting which travel modes are the most space efficient.



Measures suitable to address many of the issues above are identified in Merton's LIP3, but now the need to act quickly and at scale has become more pressing – with immediate action required in some cases and consideration of further measures in the medium term.

Merton's Transport Strategy seeks to radically change the status quo and promotes modal shift (away from motorised vehicles) and is a key element of the Council's climate change response and our air quality action plan. Transport emissions account for almost a quarter of Merton's carbon emissions. Therefore, when planning our response to the current situation a key consideration should be avoiding a return to pre-existing motor traffic levels. This move will require traffic restraint, together with measures to further promote and enable sustainable forms of travel.

Public Realm Observations

- 1 There has been a significant drop in town centre and high street activities
- 2 The public realm is being used more for recreation, play and exercise
- 3 Commuting and mobility have decreased significantly
- 4 Local places that offer activity, such as parks and playgrounds are more popular than before
- 5 Some places are too popular where social distancing rules are difficult to follow
- 6 The need for outdoor exercise and access to nature is now more valuable
- 7 More families and children are using our streets for play and cycling than before
- 8 Overall mobility has decreased, but pedestrian movement is increasing at the neighbourhood scale

The recent changes in how people use our streets and spaces presents an opportunity to redefine our streets for the long term; meeting the objectives of Merton's Health & Wellbeing, Air Quality, Climate Change and Transport Strategies.

Sector	CO2 Emissions (kT)	% of Merton's CO2 emissions
Industrial/ commercial gas and electricity	184	30%
Domestic gas and electricity	284	47%
Transport <i>(of which over 99% is road transport)</i>	137	23%

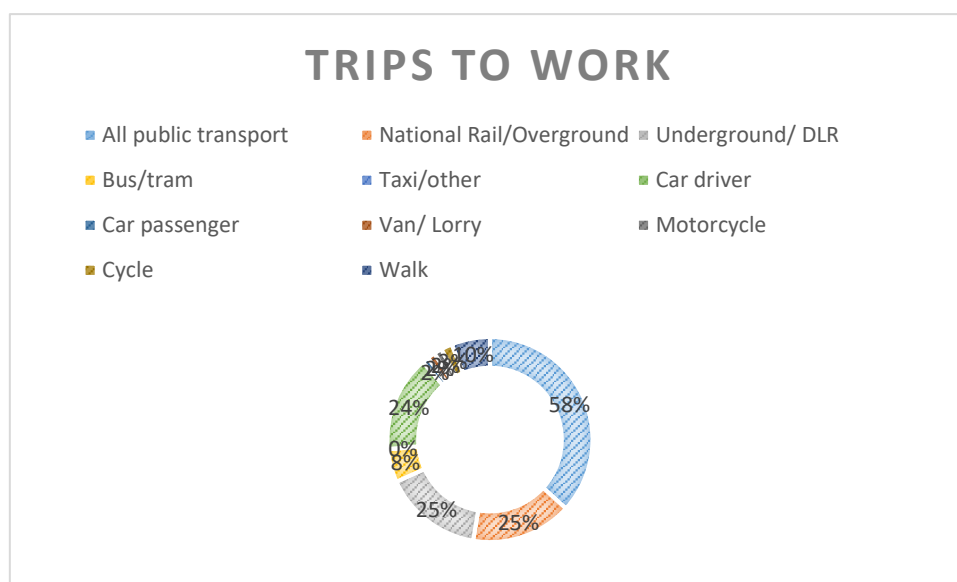
Changing the transport mix - Challenges and opportunities

Like many outer London boroughs, the private car retains a central role in meeting travel demand with around 43% of daily trips by car. Many of these are short trips that could be replaced by walking and cycling.

There are 78,497 cars in Merton or roughly one car per household. The highest car ownership is in Village Ward (1.4 cars per household) dropping to 0.7 car per household in the centre of the borough.

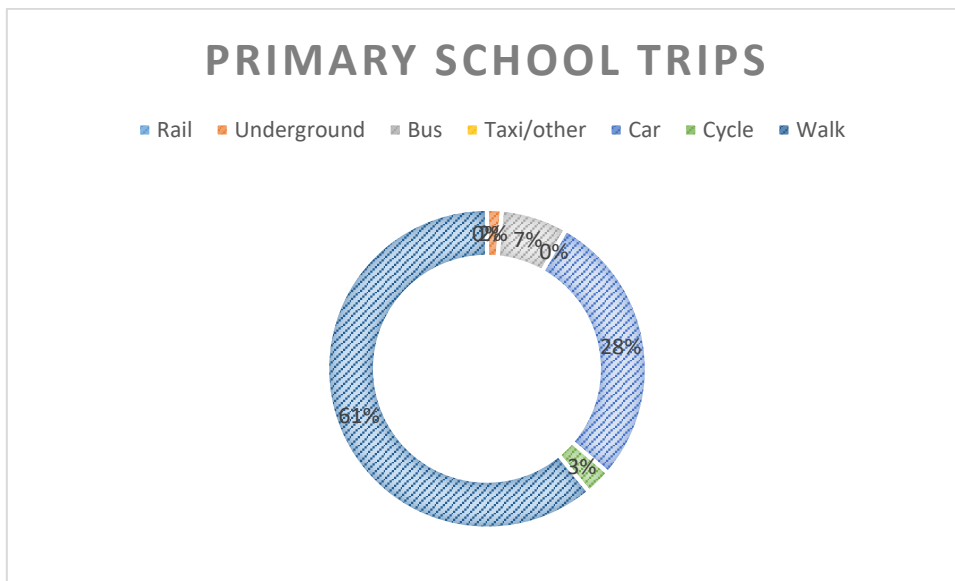
The areas with the highest car ownership generally coincide with areas of poor public transport connectivity. An average of 31.4% of households have no car.

Trips to work



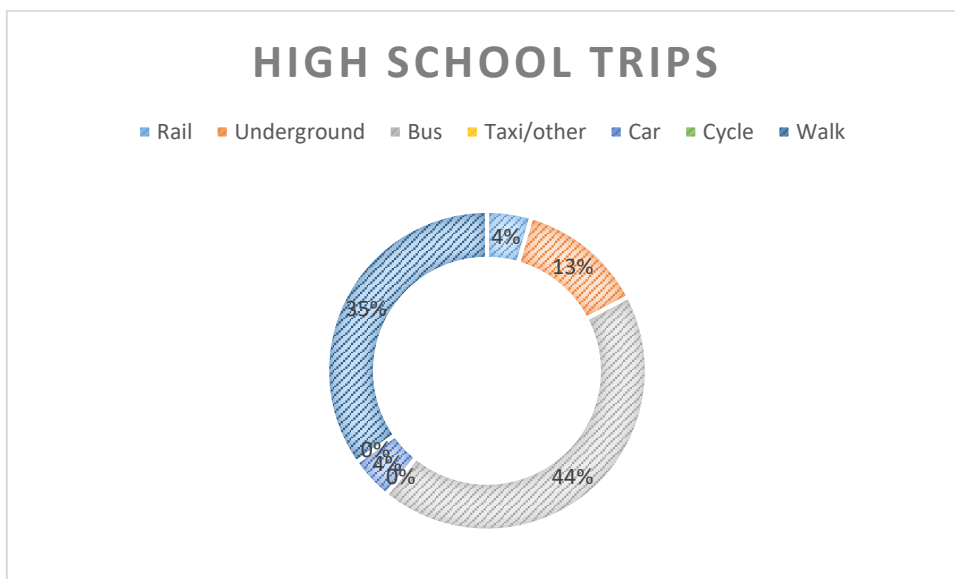
Trips to/from usual workplace, by mode and borough of residence, LTDS (weekdays only) 3 year average 2016/17-2018/19											
	All public transport	Rail	Tube DLR	Bus/ tram	Taxi/ other	Car driver	Car passenger	Van/ Lorry	Motorcycle	Cycle	Walk
Merton	58%	25%	25%	8%	0%	24%	2%	2%	2%	3%	10%

Trips to Primary Schools



Mode share of education trips by destination borough, ages 5 to 10							
	Rail	Underground	Bus	Taxi/other	Car	Cycle	Walk
Merton	0%	2%	7%	0%	28%	3%	61%

Trips to High Schools



Mode share of education trips by destination borough, ages 11 to 17							
	Rail	Underground	Bus	Taxi/other	Car	Cycle	Walk
Merton	4%	13%	44%	0%	4%	0%	35%

Working Principles

In context of Covid-19, key principles for our transport strategy response are:

1. Support vulnerable people

Large numbers of people identified as particularly vulnerable to Covid-19 require support. This is already happening as part of Project Shield, with deliveries of essential supplies being co-ordinated across the borough. The requirement for this is likely to continue for some time. Any changes to the kerbside or parking suspensions will need to consider the need for vehicle access for vulnerable households.

2. Support compliance with government guidance

'Lockdown' and social / physical distancing are the main tools currently available to reduce virus transmission. The need for social distancing is likely continue well into the recovery period or until such time as other tools become available such as vaccines.

3. Enable essential journeys to be made safely

Key workers still need to travel during the lockdown period. As restrictions ease, other groups are likely to travel for work and trip making will increase. Journeys both on public transport and by road need to be managed to ensure safety and to maintain low levels of private motor vehicle traffic.

4. Support the local economy

As restrictions ease and businesses re-open those that rely on footfall and face to face customer contact – markets for example – may find conditions particularly difficult. New options linking businesses and their customers may be required and bike based local delivery services may have a role to play.

5. Respond for now and plan for the medium and longer term

There are urgent actions that need to be taken, principally to support vulnerable people and protect public health by enabling social distancing and reducing road danger. Beyond this we need to consider how to manage the transport network as restrictions are eased and eventually lifted and then through the recovery period. We therefore need a phased approach to our highway response.

Phased Approach

A number of response phases are identified and considered appropriate in the context of Merton's transport strategy and covid-19.

	SHORT TERM	MEDIUM TERM	LONG TERM
	<i>Emergency</i>	<i>Recovery</i>	<i>Transformation</i>
High Streets and social distancing	Widen pavements in high footfall locations to support businesses reopening. This will involve reallocation of on-street parking bays.		
Commuting / Cycling	Create space for cyclists along key routes in the borough.	Plan with public transport providers, space to queue at rail and underground stations to support social distancing. Identify and fill gaps in Merton's cycle network and install temporary cycle priority schemes.	In supporting the modal shift to walking and cycling, seek to make permanent, wider footways and cycle lanes to achieve the objectives of the transport strategy
Low traffic neighbourhoods and School Streets	Support Schools with on-site social distancing measures.	Plan for pupils returning to school, promote measures for greater walking and cycling routes to schools.	Supporting modal shift and improving road safety through low traffic neighbourhoods

Priorities for funding concentrate on three key areas:

- Quickly building a strategic cycling network, using temporary materials and including new routes, to help reduce crowding on the Tube and trains and on busy bus routes
- Changing town centres so local journeys can be safely walked and cycled where possible, for example with wider pavements on high streets to give space for queues outside shops as people safely walk past while socially distancing
- Reducing traffic on residential streets, creating low-traffic corridors right across London so more people can walk and cycle as part of their daily routine

Some of the temporary changes we're making could become permanent in the longer term subject to funding.

Key interventions

Example measures include;

Reallocating road-space to widen footways



Temporary Cycle lanes



Modal Filters to reduce speeding and support low traffic neighbourhoods



The majority of Londoners support moves by local councils to give more space to pedestrians and cyclists, a poll was commissioned by Centre for London to explore Londoners' changing attitudes to travel during the crisis, and the potential impacts on the city's transport network once lockdown is over.

The survey found that:

Most London adults support new transport policies, including measures to support social distancing:

- 69 per cent of Londoners support the temporary widening of pavements to aid social distancing.
- 64 per cent of Londoners support the temporary provision of new cycle lanes, or wider existing cycle lanes, to aid social distancing.
- 59 per cent of Londoners support the temporary closure of roads and parking to accommodate walking, cycling and space for queues.

The majority also support permanent pavement widening, and the provision of new cycle lanes or wider cycle lanes, although support is lower than for temporary measures.

	Support for...	
	Doing this temporarily to aid social distancing	Doing this permanently
Widening of pavements	69 per cent	56 per cent
Provision of new cycle lanes, or wider existing cycle lanes	64 per cent	57 per cent

Community Participation and Engagement

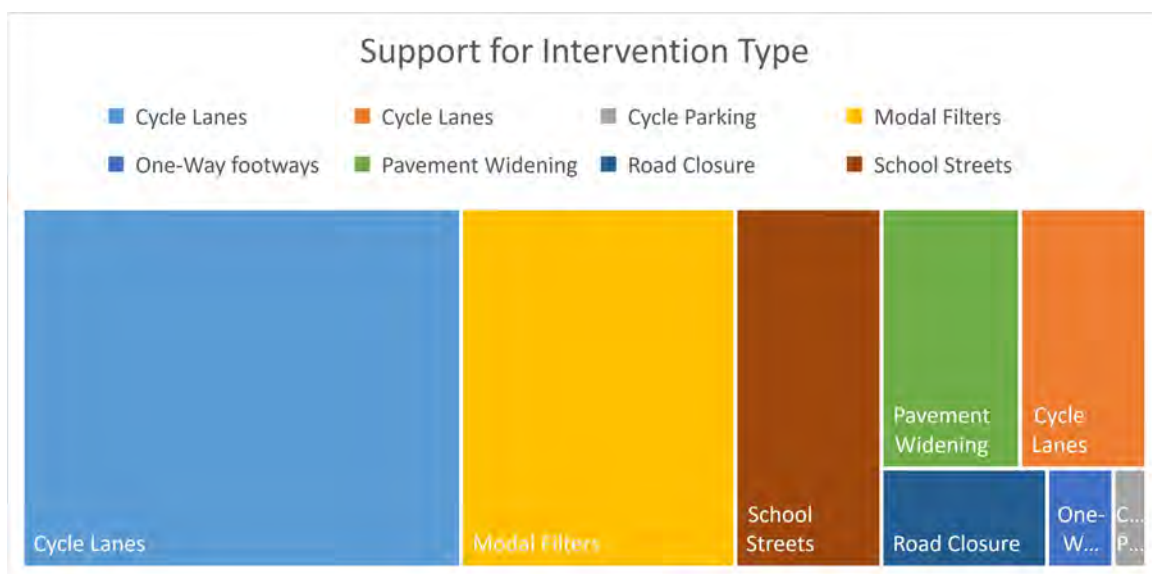
A draft of this plan was published online on 7th May 2020 and promoted via the Council's social media channels where the council invited comments and suggestions for locations where we could deliver changes to our streets.

Officers and councillors have held regular online with the Merton Residents Transport Group (newly formed to input to this issue) as well as key stakeholders such as Merton Cycling Campaign, local business groups, schools and the Sustainable Communities Transport Partnership.

Since the draft was first published, the council received over **100 representations** containing over **350 projects** and actions.

The greatest demand is for cycle lanes and low traffic neighbourhoods (modal filters) followed by school streets.

Officers have compiled the responses into a long-list of potential schemes (removing duplicates where the same idea was suggested multiple times). The long list is an Appendix of this report.



Going forward, the Council will use Commonplace, an online mapping and communication resource to map all the covid-19 related transport projects, engage with residents and offer updates on projects as they are delivered. This will be live by the end of June.

350 project suggestions in demonstrate the considerable appetite for change towards active travel; a lot of what has come forward dovetails with the borough's adopted transport strategy (LIP3).

The covid-19 transport plan is an emergency response. The community input received so far will help shape the funding bids that the Council is now preparing to both the Department for Transport and Transport for London. The Council cannot deliver everything, but will prioritise and deliver based on what funding is available.

To ensure the success of funding bids, the long-list of suggestions we have received will be prioritised in line with DFT and TFL funding guidance as well as data from TFL and Merton's LIP to prioritise projects with the greatest chance of attracting funding, and being successful in supporting a modal shift away from the car.

Data Driven Prioritisation

To fit with funding criteria, schemes need to be prioritised around developing:

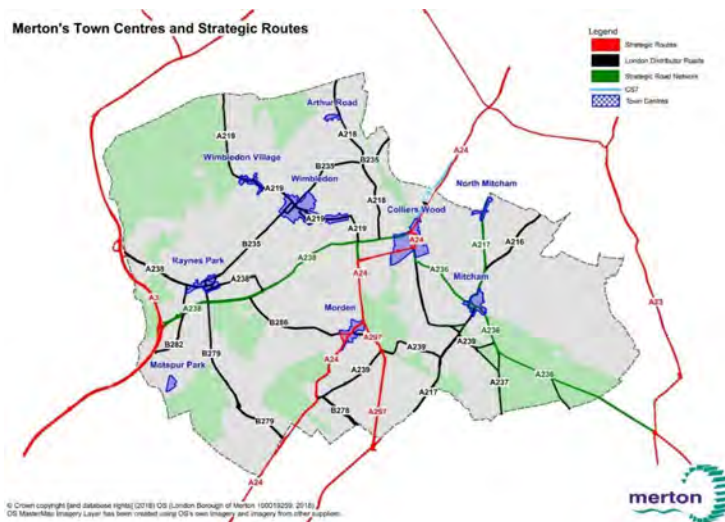
- Temporary cycle networks on strategic routes
- Social distancing at interchanges, stations and town centres
- Low Traffic Neighbourhoods and school streets

The maps and data below, from TFL and Merton's LIP highlight areas of Merton where strategic routes have already been identified and where there is greater propensity for people to cycle and support modal shift.

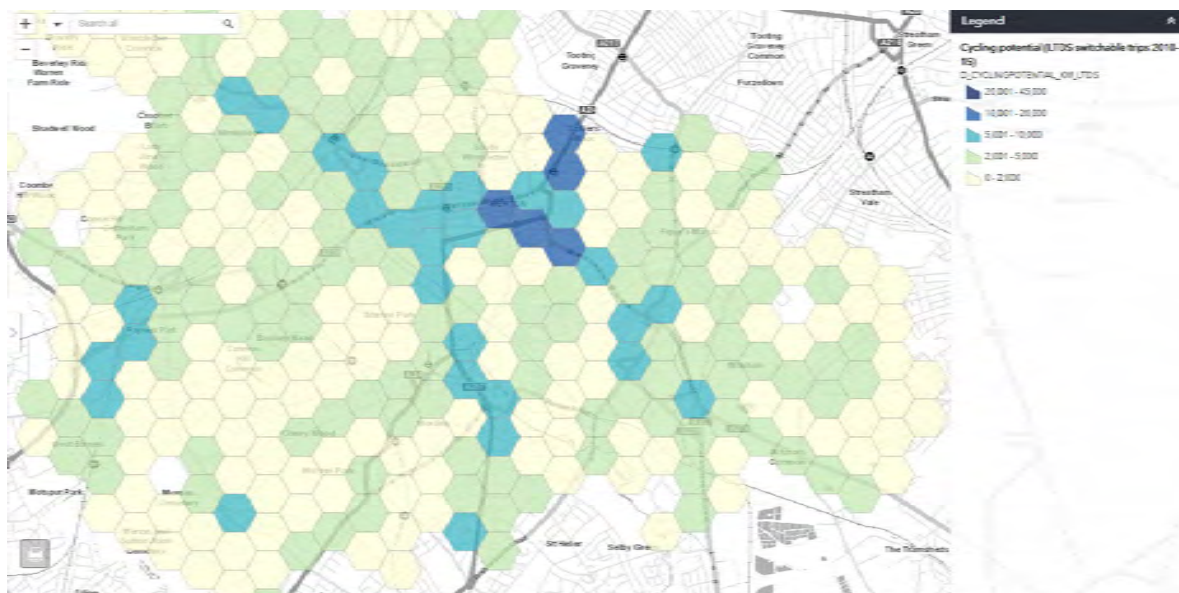
Cycling

At the moment approximately 20% of Merton residents live within 400m of the strategic cycle network. To meet the council's LIP target this would need to rise to 29% in 2021 and 50% by 4041. There are several TfL routes (cycleways) being delivered by Merton in collaboration with other boroughs:-

- Cycleway from Clapham Common to Wimbledon
- Cycleway from Colliers Wood to Sutton
- Cycleway from New Malden to Raynes Park



The areas of Merton with the greatest cycling potential are focussed on the main town centres and the corridors lining them, specifically Wimbledon, South Wimbledon, Colliers Wood, Mitcham and Morden.



The areas marked in blue show the greatest potential for cycling, but also correlates with road accident data and where road users feel most vulnerable suggesting that these corridors are the priority areas for rethinking the highway layout to promote active travel.

To access as much funding as possible for the borough, our cycle bids will prioritise;

- Mitcham (London Road corridor, Tooting to Bishopsford Br)
- Mitcham (Western Road or Church Road to Colliers Wood)
- Colliers Wood (CS7 to Merantun Way and Morden)
- Morden (town centre to South Wimbledon)
- Merton High Street (and Kingston Road to Colliers Wood)
- Wimbledon town centre
- West Barnes to Raynes Park

The priorities listed above reflect a range of suggestions made by the community and build on the proposed cycle network within Merton's LIP Transport Strategy. These routes also correspond with TFL priorities set out in the Streetspace London guidance.



LIP: proposed cycle network for Merton

High Streets & Town Centres

The type of intervention required will be driven by the space available at the town centre or high street and expected demand for it as lockdown eases. The Council has identified the key priority to be in high footfall centres with a concentration of premises in high demand where queuing is likely to occur, principally outside food stores.

Wimbledon:

Wimbledon Broadway and Worple road are high priority areas for pavement widening as Wimbledon is the borough's major town centre with the highest footfall and most stores facing the street (Sainsbury's, Tesco Metro, M&S, Morrison's, Sainsbury's Local, Little Waitrose)

Pavement widening will be implemented where possible. Queens Road has space to accommodate queuing for Centre Court Shopping Centre; reducing crowding at the Broadway bus-stops.

Raynes Park:

Raynes Park hosts a local shopping offer with smaller stores and modest footfall. Each of these stores (Co-Op, Sainsbury's Local, Waitrose) have adequate space outside to manage queuing.

Mitcham:

Most of Mitcham's supermarkets have car parks that can accommodate queuing on-site (Asda, Lidl [x3], Iceland) Morrison's is located on a pedestrian and cycle street with no need to alter the footways. Parking bay suspensions will be applied to Fair Green East and West to reduce traffic and create more space for walking.

Morden:

Morden town centre has relatively wide pavements for Sainsbury's to manage queues and Lidl has a car park. Transport for London own and manage London Road. The Council is seeking clarity from TFL regarding the Underground / Bus Station interchange and need for pavement widening in this location.

Colliers Wood:

Colliers Wood's main shopping facilities are located in retail parks and stand-alone stores who can manage queues on-site (Aldi, M&S, Sainsbury's) Co-Op is located on the station plaza with room to social distance.

The council will consider small scale changes in local parades and local centres if the demand arises.

Low traffic neighbourhoods (LTNs) and school streets

During the lockdown period residents have been able to enjoy the benefits of lower traffic volumes on residential streets, using them for daily exercise by active travel means. Safe outdoor space to effectively socially distance will be essential to support health and wellbeing of people going forward. Low Traffic Neighbourhoods in the TFL Streetspace plan form a key part of this.

Low traffic neighbourhoods opens up the possibility of developing a local showcase to demonstrate to residents how on an everyday level the look and feel of their streets could be made over to provide a better and safer environment by applying the healthy streets principles. Measures to reduce through-traffic and speeding can be implemented through selective road closures and modal filters.

Temporary / experimental LTNs must offer safe, attractive environments for walking and cycling. At the very least this means 20mph speed limits and low traffic volumes for local access only. Merton is now a 20mph borough.

Key principles behind the location of temporary LTNs are to:

- Offer outdoor space that can be used more easily in locations of limited public and private green space
- Include school streets or zones of school streets, picking up on concerns about social distancing outside and routes to schools
- Focus on health and inequality outcomes
- Spaces and designs that reduce crime and anti-social behaviour
- Reduce road danger and prevent rat-running
- Link to the temporary and permanent cycle networks
- Be attractive and safe for everyone to use, including new and less confident cyclists and people using non-standard cycles, and encourage socially distanced walking
- Support the long-term delivery of the Mayor's Transport Strategy and Merton LIP3
- Include severance reduction measures on streets surrounding the LTN neighbourhood cell
- Consider accurate wayfinding around the LTN and to local destinations
- Provide temporary cycle parking to allow and consider schemes to improve access to cycles

Bus routes have a key function in enabling local access so must be protected as part of temporary LTN proposals, with a general presumption to bus routes and stop locations remaining as they are. Consideration may be given to bus gates to protect bus networks whilst removing general traffic.

There is a high demand across the west and south of the borough for Low Traffic Neighbourhoods. Some neighbourhoods in Mitcham, Colliers Wood and South Wimbledon already benefit from these measures.

Success of Low traffic neighbourhoods relied heavily on grassroots support at the local level, and an understanding of the benefits and impact on the remaining distributor road network. Merton Council supports the creation of low traffic neighbourhoods.

The roll-out will be dependent on the level of funding and focussed resident engagement over the medium-long term. Projects will require a neighbourhood level traffic assessment to determine suitability, though some measures are relatively simple to deliver on the ground.

We have outlined where we would like to see Low Traffic Neighbourhoods introduced and these will be further defined through consultation and by the level of funding granted by TFL.

At this stage, our funding bids for Low Traffic Neighbourhoods won't single-out specific streets or interventions until the assessments and designs have been concluded. We are aiming to submit bids for 10 Low Traffic Neighbourhoods across the borough. Based on resident feedback, the following areas will be considered:

- South Wimbledon
- Dundonald
- Haydon's Road
- West Barnes
- Cottenham Park
- Cannon Hill
- Lower Morden
- Pollards Hill
- Mitcham
- Merton Park

School Streets

Part of achieving Low Traffic Neighbourhoods is reducing the number of local journeys made by car. School trips are a large generator of this traffic which can easily switch to walking and cycling. The Council is supporting this through School Streets with part time road closures to discourage driving to schools.

As lockdown is eased, social distancing will remain, so we urgently need to prevent crowding outside school gates. It is likely that when schools reopen, start/finish times will be staggered and/or year groups will return incrementally. This will reduce the volume of students and parents outside the school gates at any one time. However, even with these strategies additional space will be needed to facilitate social distancing and to prevent the need for vulnerable road users being forced onto the carriageway with traffic.

School Streets create a safer and healthier environment by temporarily closing roads to traffic outside schools during drop-off and pick-up times. This enables more children to walk, cycle or scoot to school, with less air pollution, road danger and congestion.

As we emerge from lockdown, more children walking and cycling to school will help:

- maintain improved air quality
- protect the mental and physical health of children by enabling physical activity through travel (whilst other options for physical activity are limited)
- ease pressure on the public transport network, especially local bus routes – a key aim of the Mayor's Streetspace programme.

School Streets generally restrict traffic directly outside the school for 30-90 minutes at either end of the school day. Signs, barriers and/or cameras stop non-residents driving through the School Street. Residents and blue badge holders have access. Where needed, temporary barriers or bollards are placed on the street and raised/dropped by the school.

Without bollards, Automatic Number Plate Recognition (ANPR) or police support is used to enforce School Streets.

Key principles for School Streets

- School Streets should be considered outside of all primary schools. Where schools are located on main roads or public transport corridors, and it is not possible for School Streets measures to be introduced then alternative pavement widening may be required.
- Effective enforcement is necessary if School Streets are to have the desired impacts on traffic reduction and the creation of safe space for social distancing.
- Access should be maintained for residents living within the zone as well as blue badge holders.
- School Streets schemes are considered part of proposals for Low Traffic Neighbourhoods.

Assessment and delivery will have to be considered in tranches due to constrained resources.

Criteria for prioritisation includes:

- Where there are two or more schools in close proximity to one another.
- Schools with narrow footways.
- Schools with large intake/multi form entry, so that even with staggered start/finish times crowding outside is still likely.
- Where there was a recognised and significant problem with crowding outside school prior to the COVID-19 outbreak.
- Road danger was a recognised and significant issue prior to the COVID-19 outbreak.
- Plans are already progressing to deliver a School Street, and can be fast tracked

Merton is implementing a number of School Streets where specific issues have been identified involving either air quality, congestion or danger reduction. During September 2019, the Council introduced restricted access to support the following schools.

- Harris Primary Academy, Ivy Gardens, Mitcham
- St Thomas of Canterbury, Morden
- Links Primary School, Mitcham
- The Council has also been liaising with TfL to introduce restricted access to support Singlegate Primary School in South Gardens

We are engaging with schools to develop a programme of over 20 School Streets across the borough as the Council recognise this as a key priority cutting across many strategies. Implementation will be dependent on the level of funding received.

Analysis is already underway for the rapid roll out of School Streets at:

- Hillcross (Monkleigh Rd and Ashridge Way),
- Aragon (from Kingsbridge Rd to Aragon Place),
- Malmesbury (Newminster Rd and Malmesbury Road)
- Haselmere Primary (Haselmere Avenue by Brooklands Court)
- Merton Park (Church Lane).

Sites suggested through community engagement are:

- Russell Road
- Southey Road
- Wimbledon Park Primary
- All Saints Primary
- Bishop Gilpin
- Ricards Lodge
- St Matthews
- Gorrige Park Primary
- Poplar Primary
- Sherwood Park
- Beecholme
- Garfield Primary
- Date Valley Cricket Green
- Dundonald Primary
- Edge Hill

It is imperative that schools are consulted and decision making also the cabinet member for Children, Schools and Families.

Delivery

We are developing a programme of bids to submit to DFT and TFL to achieve the objectives set out in this plan. The number of projects delivered will be dependent on funding being available. At present, due to the financial position at TFL borough's no longer have TFL LIP resources that were available to deliver the Mayor's Transport Strategy.

Merton Council will fund and implement the first phase of priorities using exiting Highways budgets and we will be bidding for TFL for resources to deliver more significant high impact projects as part of the Mayor's Streetspace for London.

The level of funding from TFL will determine how many additional transport interventions we can deliver. We will also consider the use of Merton's Community Infrastructure Levy to respond quickly to the need to implement these schemes or enhance the benefits of externally funded projects. Further ideas and refinement of schemes will come forward from local residents and community groups, which we welcome and will consider as the interventions are rolled out.

Appendix A: Short Term schemes in delivery by Merton Council

Location	Measures	Implementation date
Ashcombe Rd bridge	One way for pedestrians Signs and road markings	4 June 2020
Wimbledon Bridge	Footway widening	5 June 2020
Haydons Rd bridge	Segregated cycle lane on both sides	8 th June 2020
Worple Rd o/s Elys Sainsburys	Footway widening	15 June 2020
Merton High street	Footway widening between properties 214 & 220	15 June 2020
Mitcham Fair Green	Footway Widening Parking suspensions	15 June 2020
Wimbledon Village	Queuing management / footway widening	26 June 2020
Arthur Rd o/s Co-Op	Queuing management & possible footway widening	6 July 2020
London Road, Mitcham	Better cycle lane / access provisions	July 2020
Merton High street between Haydons Rd and Colliers Wood CS7	Segregated Cycle lane	July 2020
Bushey Rd	Segregated Cycle lane	July 2020
Plough Lane	Segregated cycle lane Mandatory cycle lane	July 2020
Cycle parking	Secured and standard cycle parking throughout the borough as demand rises	July/August

Appendix B: Schemes prioritised for external funding bids

Cycling:

To access as much funding as possible for the borough, our cycle bids will prioritise;

- Mitcham (London Road corridor, Tooting to Bishopsford Br)
- Mitcham (Western Road or Church Road to Colliers Wood)
- Colliers Wood (CS7 to Merantun Way and Morden)
- Morden (town centre to South Wimbledon)
- Merton High Street (and Kingston Road to Colliers Wood)
- Wimbledon town centre
- West Barnes to Raynes Park

Low Traffic Neighbourhoods

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- Dundonald
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- Cannon Hill
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- Pollards Hill
- Mitcham
- Merton Park

School Streets

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Sites suggested through community engagement are:

- Russell Road
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- All Saints Primary
- Bishop Gilpin
- Ricards Lodge
- St Matthews
- Gorrington Park Primary
- Poplar Primary
- Sherwood Park
- Beecholme
- Garfield Primary
- Date Valley Cricket Green
- Dundonald Primary
- Edge Hill

Appendix C: Extensive list of suggestions received through community engagement. Due to readability, the spreadsheet data will be available to download from the website.

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WIMBLEDON CYCLING REVOLUTION & GREEN RECOVERY

EXPRESSION OF INTEREST
MHCLG CITIES & LOCAL GROWTH UNIT JUNE 2020





Covid-19 has given rise to exceptional challenges – to the overall economy, to businesses and to the lives of individuals. Merton Council welcomes the invitation for proposals by MHCLG’s Cities and Local Growth Unit to consider shovel-ready capital projects which can be delivered within 18 months.

Merton Council adopted its Active & Healthy Transport Response to Covid-19 on 15th June 2020. This plan sets out a range of temporary measures to boost strategic cycling infrastructure across Merton.

Our bid for Wimbledon’s cycling infrastructure project would transform Wimbledon town centre’s streets to be cycle friendly, improving access to local amenities and promoting a more sustainable town centre in every sense of the word; economically, socially and environmentally.

Should our bid be successful, we seek to formalise our temporary cycle interventions with wider ranging permanent changes to our streets utilising capital funds.

Merton Council considers our proposals to be shovel-ready as the plans are drawn from our previous work with Transport for London on a ‘Mini-Holland, cycling in outer London bid’. Whilst this bid was unsuccessful due to competition for the funds, the body of technical feasibility, design, cross party political support and community consultation that was undertaken is still relevant; perhaps more relevant than ever as we need to rethink our High Streets, local economies and capture the recent uptick in walking and cycling brought about by Covid-19. Our plans are ready to deliver for a greener town centre and greener economy.

The Wimbledon cycling infrastructure project aligns with the Government’s overarching objectives– driving up economic growth and jobs and supporting green recovery – by enabling:

- town centre modernisation through targeted infrastructure investments unleashing longer-term economic potential;
- investment in physical connectivity to improve the functioning of the local economy;

The attached document sets out our proposals to transform Wimbledon town centre’s public realm for the benefit of cyclists, pedestrians, local businesses and above all else; people, who are at the heart of what we do.

Cllr Martin Whelton

Cabinet Member for Regeneration, Housing & Transport
London Borough of Merton.

Contents

4	Context
7	Economic Benefits of Cycling
10	Why Merton
12	Wimbledon Town Centre
17	Programme Management and Team Structure
17	Performance Monitoring
18	Equalities
18	Costs
19	Transformational Change and Green Recovery
21	Testimonials





Context

The London Borough of Merton wish to be considered for the MHCLG Capital Programme to drive up economic growth and jobs and supporting green recovery – by enabling:

- the modernisation of Wimbledon town centre through targeted infrastructure investments in cycling and the public realm, unleashing longer-term economic potential set out in the Future Wimbledon masterplan;
- investment in physical connectivity to improve the functioning of the local economy and enhance accessibility of Wimbledon town centre, Merton's main economic engine and a global brand in its own right.

Cycling is an essential ingredient of the way people will live and work in the borough. We are committed to the transformation of Wimbledon so that all residents can enjoy a better quality environment.

Recent temporary measures to create pop-up cycle infrastructure has gone some way to satisfy the demand for cycling brought about by Covid-19. However, as we plan for places post-covid, sustaining the modal shift to more sustainable travel choices requires capital investment for the long term recovery of our high streets.

Merton Council have a record of delivering successful and award winning public realm regeneration schemes. We have completed extensive public realm regeneration projects in Mitcham and Colliers Wood town centres, therefore this funding focuses solely on Wimbledon. In the council's FutureWimbledon masterplan, a predominant theme of our resident's feedback was to improve cycling infrastructure in the town centre, which is a missing link in the borough's cycle network. There is high demand to reimagine Wimbledon's road space as 'streets for people' not traffic. The announcement from MHCLG's Cities and Local Growth Unit opens up the opportunity to accelerate the delivery of public realm improvements identified in the FutureWimbledon Masterplan. By investing in cycling and that public realm upfront, we position Wimbledon town centre as a place of jobs growth and investment for the future.

Investing in Wimbledon is investing in a place of global renown. By investing in Wimbledon, our project will be a show case for government investment and communicating globally what can be achieved!





Growth potential of Wimbledon town centre (FutureWimbledon Masterplan)



Planned public space investments (Future Wimbledon Masterplan)
Some of which will be accelerated through government investment.

The economic benefits of cycling

This is widely understood amongst planners, urbanists and those in the field of placemaking and economic development. Investment in walking and cycling helps encourage more people to travel in a greener, healthier way. It also brings significant benefits to local economies.

<p>Boosting the high street and local town centres: walking and cycling improvements can increase retail spend by up to 30%.</p>	<p>Reducing absences and increasing productivity: People who are physically active take 27% fewer sick days each year than their colleagues.</p>	<p>Attracting employees and businesses: Businesses see walking and cycling as key to attracting and retaining the staff the need to thrive</p>
<p>Keeping the city moving for business: New cycle lanes in London have helped some streets carry up to 5% more people at the busiest times.</p>	<p>Wider Economic Benefits: Investing in walking and cycling can prevent billions of pounds worth of health and environmental damage.</p>	<p>Helping everyone share the benefits: Active travel is accessible and inclusive. Making it easier to walk and cycle means that more Londoners can enjoy the benefits</p>

Walking and cycling is good for the high street. People who support their local economies visit high streets more frequently and spend more money there compared to people in cars. Town Centres that are comfortable to walk, cycle and spend time in generate higher footfall and attract more shops and businesses; this in turn makes town centres more economically viable and vibrant.

HIGHER SPENDS



Walking and cycling helps create **thriving high streets**



As well as more customers, this brings benefits to the local community



Making it easy to walk and cycle to high streets means that more Londoners can enjoy these opportunities

SOCIAL VALUE

45% of visitors to London high streets visit for **social and community** reasons



Source: Hall et al, 2017

Improving London high streets for walking and cycling led to a



216% increase in people **stopping, sitting or socialising**

Source: Carmona et al, 2018

THRIVING HIGH STREETS

Retail vacancy was **17% lower** after high street and town centre improvements...



...and retail rental values **rose by 7.5%**

Source: Carmona et al, 2018

Businesses may overestimate their customers' car use

Businesses on Lea Bridge Road think their customers travel to the area:

- by car **63%**
- walk **49%**
- public transport **41%**
- cycle **12%**

However, visitors said they travelled:

- by car **20%**
- walk **64%**
- public transport **54%**
- cycle **12%**

Source: London Borough of Waltham Forest

What do BIDs say?

9 in 10 say walking and cycling creates vibrant areas

83% say it attracts more customers

Source: Aldred & Sharkey, 2017





Except for loading

RUSSELL ROAD W19 merton

#Love Local

lovewimbledon

Why Merton?

Merton is unique in a number of respects. It has a long and proud history; the home of the medieval foundation of Merton Priory and the 'Paradise Merton' home of Nelson and Emma Hamilton; while Merton Abbey Mills on the Wandle was the location of the workshops of William Morris and Arthur Liberty.

Contemporary Merton is a borough of contrasts; physically, where inner London meets outer London and socially, with an imbalance of affluence and quality of life between west and east. Merton is a culturally diverse borough with 35% of its residents from an ethnic minority (based on 2011 census). This figure has increased by 10% in just 10 years.

We have one of the highest population densities in outer London, very high cycle ownership and a very high proportion of shorter cycleable trips. The propensity for local residents to take up cycling is greatest in Wimbledon and its surrounding neighbourhoods.

In the 2011 Census, 40% of households in Merton are car-free. These households are concentrated in the more urban north and centre of Merton, areas where public transport is good and is the geographic focus of our plans. Merton is also becoming a younger borough, with 25-45 now our largest age group with a greater propensity to increase levels of cycling.

The borough is an important link between the urban heart of London and its suburban outskirts. Our strength is our strategic location bridging the inner and suburban boroughs. Merton is also a key connection between many residential and employment centres? The borough has good connections with central London and radial links to south west London that we wish to improve.

With an estimated population growth of 10% by 2026 it is essential to focus on accessibility by bike now as the existing day to day challenges of congestion, access to employment and supporting healthier lifestyles are only going to become more challenging in a post-covid world.

Wimbledon is being put forward as the primary town centre as it is a key sub-regional employment centre, has a number of schools and colleges and experiences high levels of traffic and congestion. Destinations such as the Wandle Valley Regional Park, Wimbledon and Mitcham Commons and Wimbledon Tennis are key attractions generating large numbers of trips from within the borough and further afield.

The majority of car trips (59%) undertaken are short and are within the borough. These can be switched to cycling if the holistic infrastructure is in place. Most potential cycle trips in the borough are for shopping, leisure and personal business. Of these, the majority are currently made by car, with a higher proportion in Merton than in London as a whole.

Receiving MHCLG funding will be an opportunity to significantly build on the cycling related improvements that are already taking place in the borough. It will also be an opportunity for innovation, based around connecting communities, addressing localised severance and transforming the borough and its economy.

A summary of Merton's proposed schemes is presented in our 'Tube Network for the Bike' visual. At present, Wimbledon town centre remains a gap in the strategic network that has been developed elsewhere in the borough.



Wimbledon Town Centre

An innovative Wimbledon town centre with segregated cycle facilities through the core centre with links to key destinations.

We propose that Wimbledon is the town centre at the focus of our cycle infrastructure revolution. We have chosen this location because of the centre's size and attraction, its local employment and major interchange. The busy gyratory acts as a barrier to those travelling by bike therefore we will transform this and provide a safe and segregated facility for cyclists of all levels, to access and travel across the town centre with ease.



Photos of the town centre at the moment demonstrate the difficulties that cyclists encounter if they choose to cycle along the busy gyratory, the lack of priority of cyclists and little supporting infrastructure.



Vision for Wimbledon Broadway

We have developed and reviewed five different options for the town centre's gyratory and have discussed these with key stakeholders. Our discussions with stakeholders helped to review the options and highlighted the need for reallocation of road space in the town centre to provide a better space for cyclists, pedestrians and public transport users.

The options all help to increase accessibility by bike and they have been assessed in relation to their impact on the following modes / users:

- Cyclists
- Pedestrians
- Bus journey times and reliability
- Vehicular traffic
- Servicing and deliveries



Wimbledon cycling infrastructure and gyratory removal

The borough's preferred option for the town centre has been developed following site visits, using existing models and traffic counts, undertaking additional traffic counts to reinforce available data and via consultation with key stakeholders.

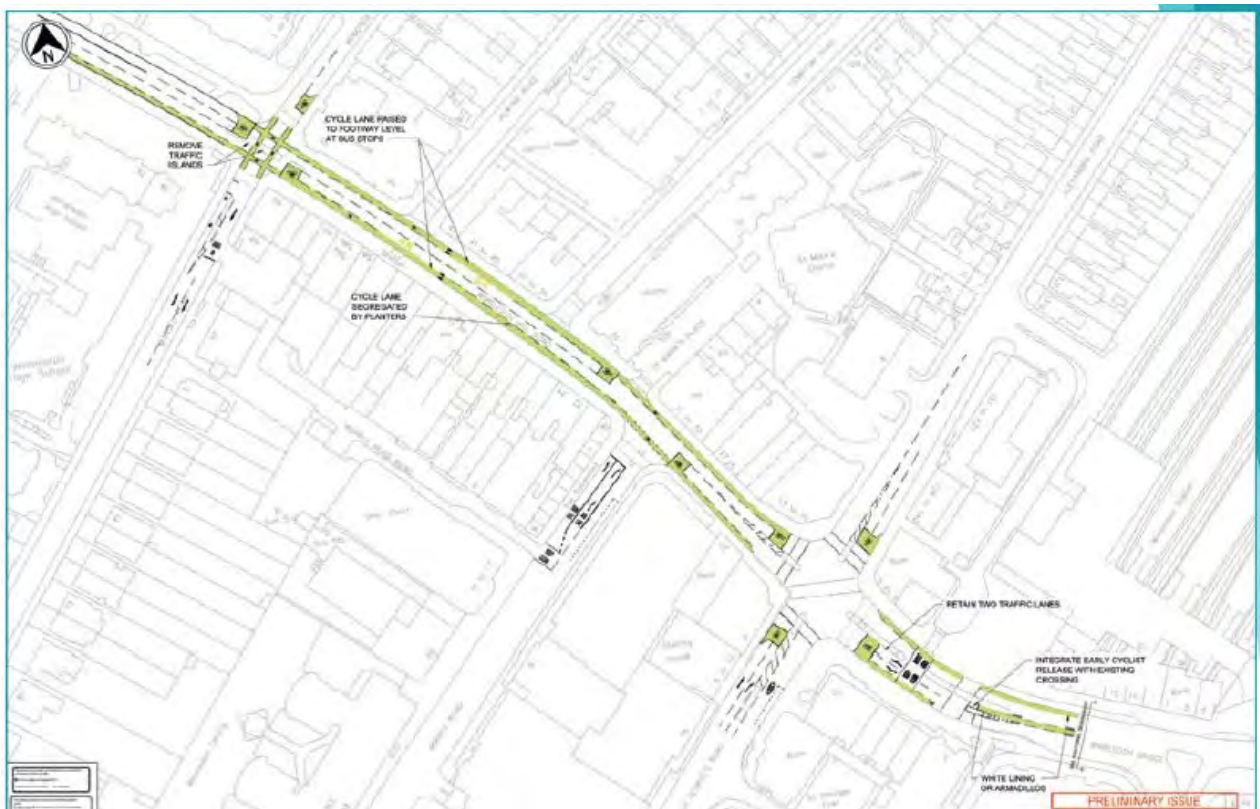
The preferred option is presented above and summarised as follows.

- The main town centre section of The Broadway will be closed to general traffic to accommodate fully segregated westbound cycle lanes and partially segregated eastbound cycle lanes. Bus routing will continue unchanged, with eastbound general traffic rerouted via Hartfield Road.
- Eastbound through traffic entering from Wimbledon Bridge will be routed via Hartfield Road, Sir Cyril Black Way and Gladstone Road, with access to Queen's Road retained. Between Queen's Road and Gladstone Road, eastbound cyclists will share a widened bus lane and westbound cyclists will be fully segregated. Urban realm improvements will facilitate widened footways, cycle parking and reduced severance.
- Westbound general traffic routing will remain unchanged along Hartfield Road.
- Ahead cycle movements at the key signalised junctions along The Broadway and Wimbledon Bridge will be separately signalled.
- Wimbledon Bridge – two-way segregation with westbound traffic lanes reduced from two to one lane, with flare retained on approach to Alexandra Road junction.

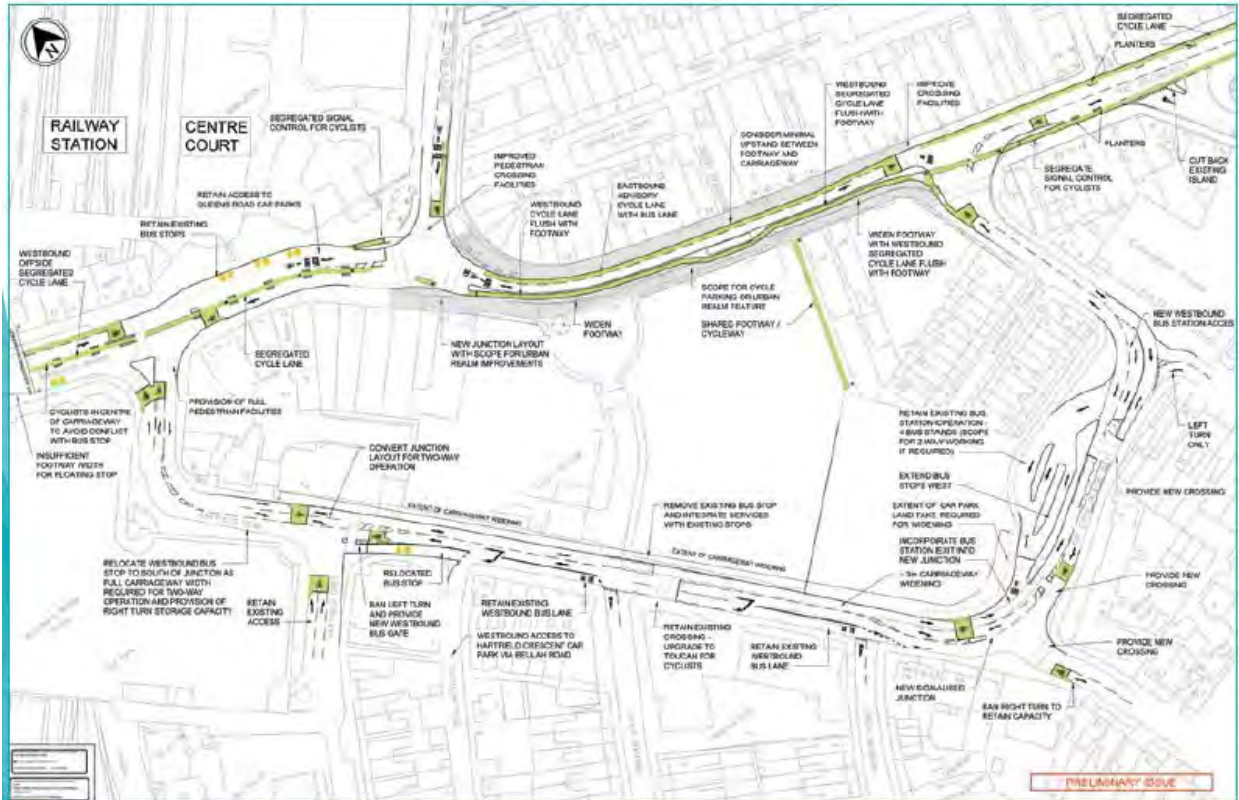
- Hartfield Road / Hartfield Crescent – due to insufficient road space for 2-way operation, bus stops I (eastern footway south of Graham Road) and L (north of Hartfield Crescent) to be relocated south of junction. Southbound right turn will be introduced into Hartfield Crescent; car park exit access will remain unchanged.
- Hartfield Road – carriageway to be partially widened by up to 2m to accommodate 2-way traffic lanes and retention of westbound bus lane.
- New signalised junctions with improved crossing facilities will be provided at junctions with Hartfield Crescent and Sir Cyril Black Way.
- Bus station – operation to remain unchanged, with provision of westbound entry turning bay (due to new opposing eastbound traffic) and exit to be integrated with new signalised junction at Hartfield Road / Sir Cyril Black Way. Right turn from Hartfield Road north into Sir Cyril Black Way will be prohibited to retain capacity.

The public realm environment will be significantly upgraded, particularly along The Broadway in response to the reduction in vehicle movements and increased provision for cyclists and pedestrians. This will include high quality materials, with new seating, trees, SUDs and lighting.

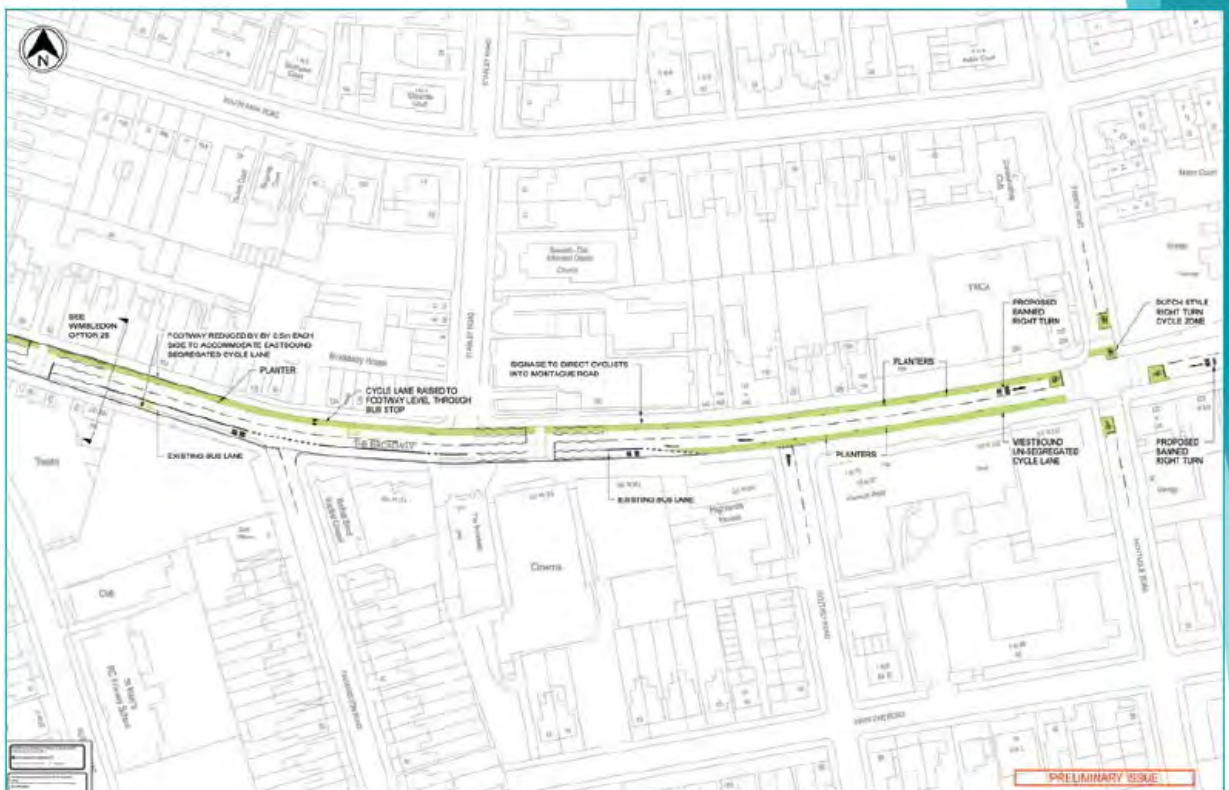
The following pages contain general arrangement plans for the highway changes.



Wimbledon Hill Road to Station



Wimbledon central and gyratory removal

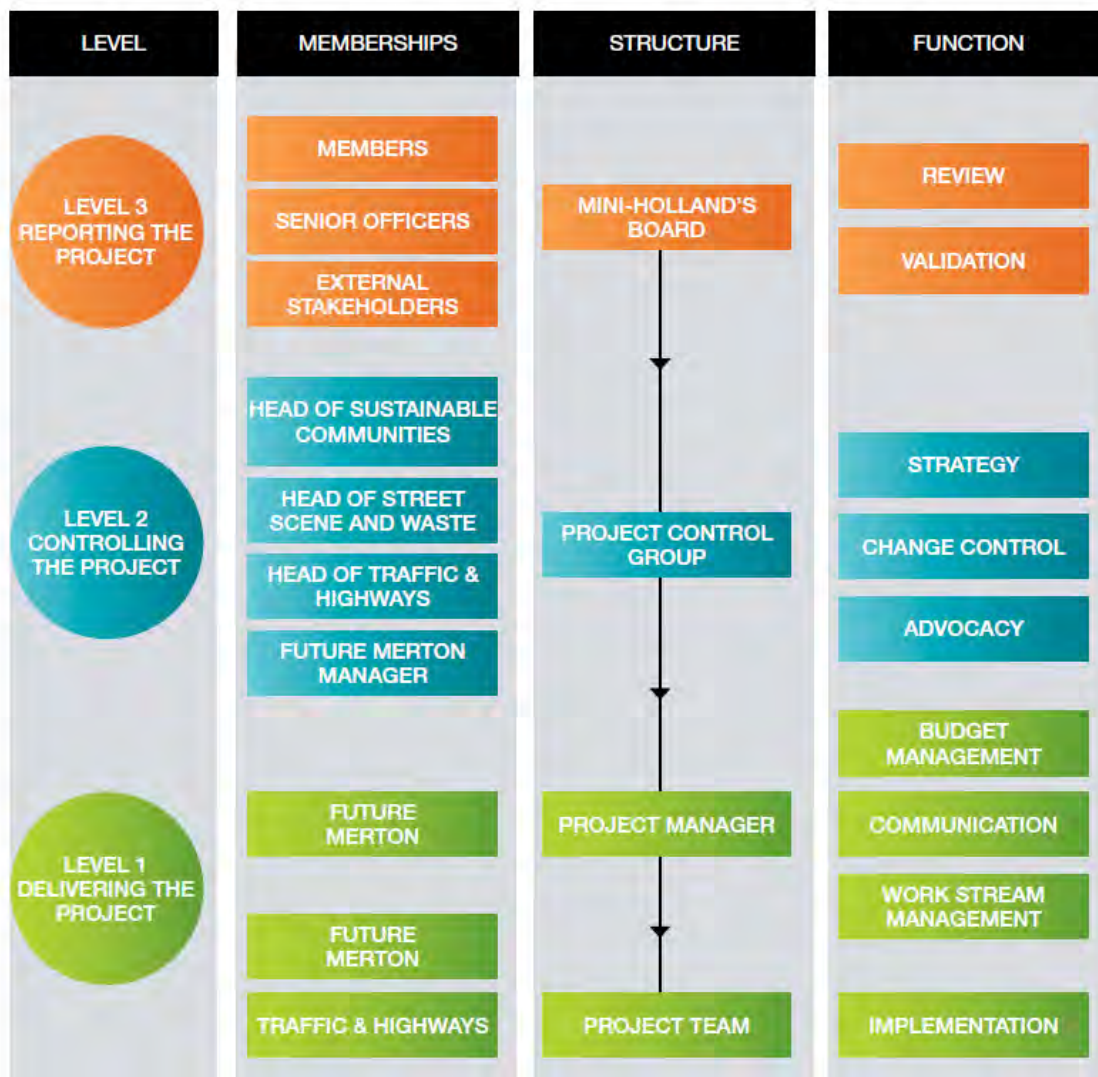


Wimbledon Broadway Cycle Lanes



Programme Management & Team Structure

We are very experienced in delivering larger schemes / programmes. If we are successful and receive funding to deliver this programme in Merton the existing steering group will continue to meet to review progress and the delivery, control and reporting will be undertaken as per the figure below.



Performance indicators

There are a number of different forms of evaluation which can be pursued according to particular circumstances surrounding a project or programme. In this situation, as the majority of the works relate to changes to cycling and the public realm, the corresponding assessment methods directly relate to the impact of such changes.

For the Wimbledon cycling revolution programme it is intended to take forward a combination of quantitative and qualitative surveys, allowing for before and after comparisons associated with the impacts.

EQIA

An Equality Impact Assessment (EqIA) is an assessment carried out for plans, policies and strategies to identify the likely impact on Merton's diverse communities and to recommend any changes to mitigate against any identified adverse impacts. The Equality Act 2010 replaced previous anti-discrimination laws with a single Act. In 2011 the Act extended protection against discrimination to nine 'protected characteristics' which includes:

- Age
- Disability
- Sex/Gender
- Religion
- Sexual Orientation
- Gender reassignment
- Marriage and Civic Partnership
- Pregnancy and Maternity

We will carry out an EqIA for the proposed schemes included in our bid to ensure that there is no adverse impact on the 'protected characteristics noted above and that where possible, our cycling infrastructure project will promote equality and fairness for all road users.

Costs

We have developed detailed costs for our bid based upon the delivery and outputs of similar cycle infrastructure delivered in Merton with our highways contractor FM Conway. The estimate of costs is also listed in the following table and include estimates for traffic modelling and signal modifications as well as design and delivery.

1	Wimbledon Hill Rd	£ 74,800
2	The Broadway (Centre) and Gyratory	£ 5,800,400
3	The Broadway (East)	£ 68,600
4	Communications	£ 40,000
5	Project Management and Engineering resources	£ 160,000
	Total	£6,143,800

Ensuring Transformational Change and a Green Recovery for Economic Growth

A substantial redesign of the main town centre to make it genuinely excellent for cyclists and to boost access to the local economy.

Merton Council is experiencing an increase in planning application activity for Wimbledon which has not waned due to coronavirus. Wimbledon remains an attractive location for business, currently accommodating 15,000 jobs in the office, retail and cultural sectors.

Wimbledon has scope to accommodate growth of between 6000-8000 new jobs to be delivered via the FutureWimbledon Masterplan. The masterplan's economic assumptions are being reviewed in light of the coronavirus pandemic, but feedback from local business groups is that there is still demand for workspace. Local employment is a key footfall driver that sustains the town's leisure and retail offer. Feedback from businesses and land owners has drawn into sharper focus, the need to enhance Wimbledon's public realm, both functionally and in terms of attractiveness. Greening Wimbledon and providing sustainable travel choices will accelerate the ambitions already set out in the Future Wimbledon plan.

FutureWimbledon Masterplan can be viewed at:

www.merton.gov.uk/futureWimbledon





LoveWimbledon BID said:

“Love Wimbledon is supportive of this initiative in Wimbledon, making it easier for cyclists in the town centre taking into consideration the car, public transport and pedestrians.”

Merton Chamber of Commerce, said:

“Wimbledon is the economic hub of the borough so it makes sense that it’s the transport hub too, and that includes cyclists. I am delighted that the Merton Chamber of Commerce are supportive of the Council’s bid.”

Merton Cycling Campaign says:

“Very constructive meetings with Merton Council give us confidence that they grasp the importance more walking and cycling has for growing local personal and business economies, and the community . The detail will show how these transformational intentions to create routes safe and attractive for active travel to and in Wimbledon town centre. The measures will actively mitigate public health costs arising from obesity and mental health concerns, population growth, and the sad reality of different life expectancy rates experienced across our Borough.

There is huge potential to benefit all Merton’s residents, many of whom work in Wimbledon, and enterprises which is why this bid has cross-party and commercial support. MCC are in agreement that transformational schemes fully and unambiguously aligned with Continental standards of cycling can deliver realisable benefits.



FUTURE MERTON
MERTON CIVIC CENTRE
LONDON ROAD
MORDEN
SM4 5DX

FUTURE.MERTON@MERTON.GOV.UK



SCHOOL STREETS

London Borough of Merton



What is a school street?

School streets restrict motor vehicle access around schools which aim to create a safer, healthier and more liveable street environment for everyone.

Limiting access at pick-up and drop-off times gives the whole school community the opportunity to travel to and from school in safety. With less traffic, children can walk, scoot and cycle; helping kids to be healthier and more active. Local residents can enjoy quieter streets.

Fewer car journeys means less air pollution and lower impact on climate change, making an important contribution to improving health and the environment for everyone.



What to expect

From September 2020, signs like this will show that the street will be made into a pedestrian and cycling only zone. Restrictions will typically last 45 minutes but exact times may vary depending on the location.

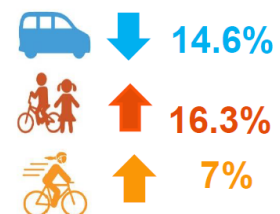
Access will be made for local residents, business and teachers, but only if they have registered for an exemption and meet the criteria. Exemptions will also be made for blue badge holders and emergency vehicles.

Any non-registered vehicles attempting to drive along the street during these hours will be issued with a Penalty Charge Notice (PCN). Enforcement will be carried out using mobile cameras.



Do school streets work?

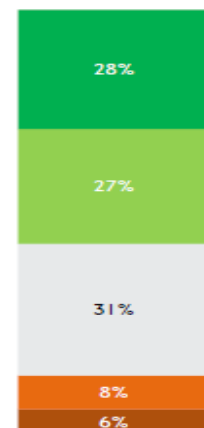
It's early days, but school streets already in place in London have reported early signs of success; for example St Paul's Way Primary school in Hackney showed increased active travel after three months.



How you can support school streets

Parents and carers can, where possible, avoid taking their children to school by car. Despite needing to juggle busy lives, many households live within walking distance from their school. Schools can support by providing clear guidance to parents and discussing the benefits of school streets with pupils.

A survey undertaken by TfL shows most Londoners want to avoid a car-led recovery from the Coronavirus. We hope residents will work together with schools to make the most of a nearly traffic-free environment.

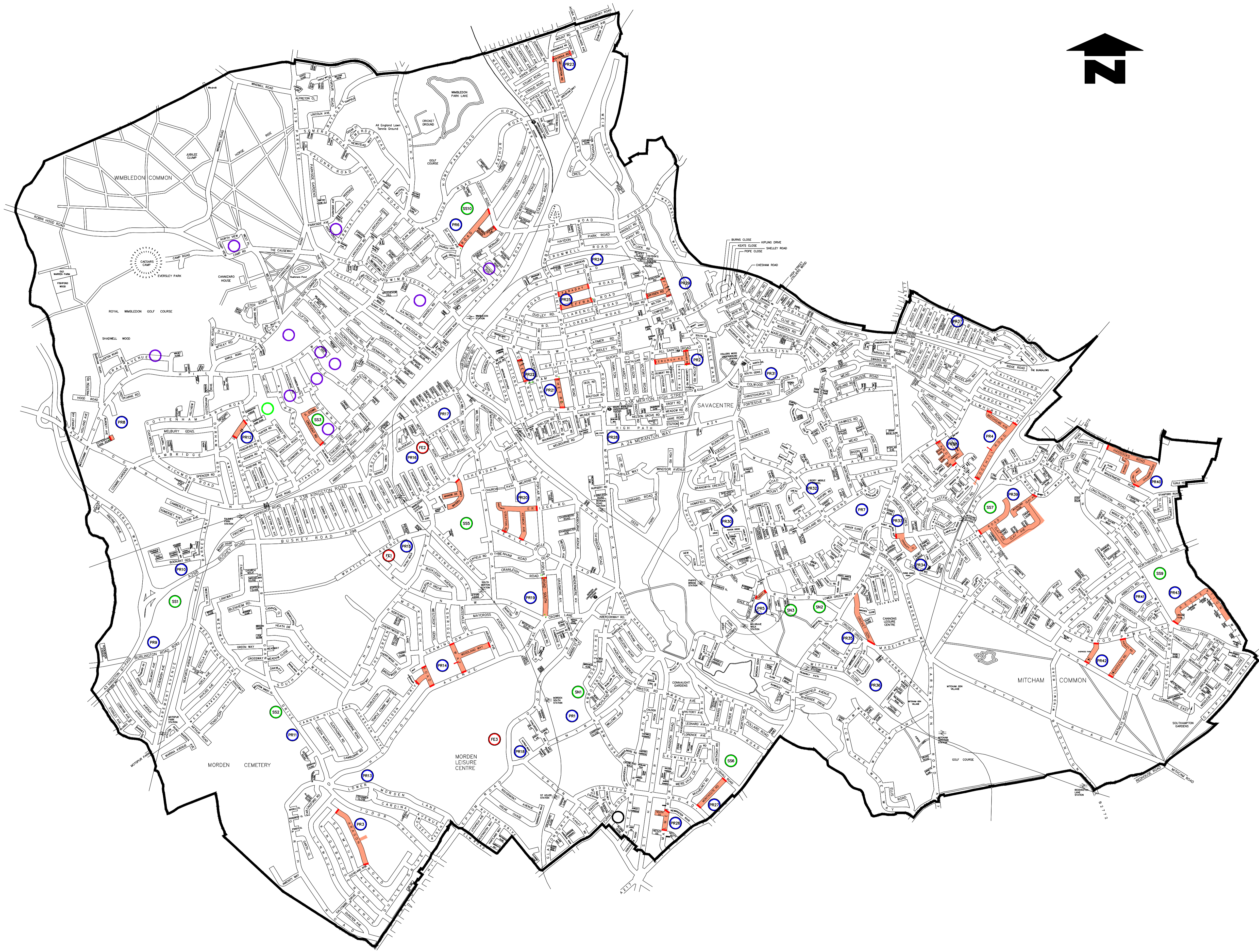
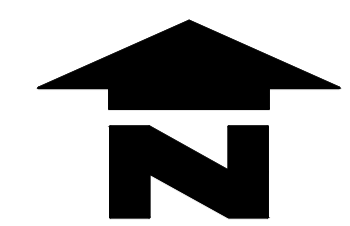


Do I get a say?

The school streets are put in as a temporary measure which forms part of the consultation process. This will enable schools and residents to experience the change before making comments, and the Council will monitor its impact for a period of between 6 and 12 months. After this time, the Council can make the school street permanent, to modify its design or remove.

For more information and updates, see schools streets at <https://www.merton.gov.uk/streets-parking-transport/traffic-management>





SCHOOL ID	SCHOOL NAME
PR01	Abbotsbury Primary
PR02	All Saints C of E Primary
PR03	Aragon Primary
PR04	Beechholme Primary
PR05	Benedict Primary
PR06	Bishop Gilpin Primary
PR07	Bond Primary
PR08	St Matthews C of E Primary
PR09	Sacred Heart RC Primary
PR10	West Wimbledon Primary
PR11	St John Fisher RC Primary
PR12	Hollymount Primary
PR13	Hatfield Primary
PR14	Hillcross Primary
PR15	Joseph Hood Primary
PR16	Wimbledon Chase Primary
PR17	Dundonald Primary
PR18	Morden Primary
PR19	Poplar Primary
PR20	Merton Park Primary
PR21	Pelham Primary
PR22	St Marys RC Primary
PR23	Wimbledon Park Primary
PR24	Priory C of E Primary
PR25	Holy Trinity C of E Primary
PR26	Malmesbury Primary
PR27	St. Teresa's RC Primary
PR28	Merton Abbey Primary
PR29	Garfield Primary
PR30	Haslemere Primary
PR31	Singlegate Primary
PR32	Liberty Primary
PR33	St Marks Primary
PR34	St Thomas of Canterbury RC Primary
PR35	St. Peter & Paul (RC)
PR36	Cranmer Primary
PR37	Links Primary
PR38	Goringe Park Primary
PR39	Lonesome Primary
PR40	Stanford Primary
PR41	Garden Primary
PR42	Sherwood Primary
PR43	William Morris Primary
FE1	Merton Adult College
FE2	Wimbledon School of Arts
FE3	Merton College- Morden Park
FE4	Merton College 6th Form Centre
SS1	Raynes Park High
SS2	Wimbledon College Campion Centre
SS3	Ursuline High
SS5	Rutlish
SS6	Bishopford Community
SS7	St Mark's Academy
SS9	Harris Academy - Merton
SS10	Ricards Lodge High
SN1	St. Annes Special School
SN2	Cricket Green Special School
SN3	Melrose Special School
SN4	Blossom House Special School
IN01	Donhead Preparatory School
IN02	Hall School (3-13)
IN01	Donhead Preparatory School
IN02	Hall School (3-13)
IN03	Kings College
IN04	The Norwegian School
IN05	The Rowans School
IN06	Study Preparatory School
IN07	Ursuline Preparatory School
IN08	Willington School (4-13 boys)
IN09	Wimbledon Common Preparatory School
IN10	Wimbledon High (4-18 girls)

Notes Do not scale from this drawing	<table border="1"> <thead> <tr> <th>Rev.</th> <th>Revisions</th> <th>Drawn</th> <th>Sig.</th> <th>Date</th> <th>Chkd.</th> <th>Sig.</th> <th>Date</th> <th>App.</th> <th>Sig.</th> <th>Date</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Rev.	Revisions	Drawn	Sig.	Date	Chkd.	Sig.	Date	App.	Sig.	Date																																			Reproduced from/based upon the Ordnance Survey's 1:250 maps with the permission of the Controller of H.M.S.O., Crown Copyright Reserved. Unauthorized reproduction infringes Crown copyright © and may lead to prosecution or civil proceedings. London Borough of Merton 100019259	PROJECT COVID-19 SCHOOL STREETS		Drawing No. Z80-100-00
		Rev.	Revisions	Drawn	Sig.	Date	Chkd.	Sig.	Date	App.	Sig.	Date																																						
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School	Restricted Roads	Restricted periods
All Saints	Hanover Rd Deburgh Rd (between Norman Rd & Hanover Rd)	8.00 - 9.15am 2.45 - 4.00pm
Pelham Primary	Southey Rd, SW19 (from Pelham Rd to Kingston Rd)	8.00 - 9.15am 2.45 - 4.00pm
St Marys	Russell Rd, SW19 (from Pelham Rd to car Park)	8.00 - 9.15am 2.45 - 4.00pm
Aragon	Aragon Rd (between Kingsbridge Rd & Cleveland Rise Aragon Place	8.00 - 9.15am 2.45 - 4.00pm
Beecholme	Edgehill Rd Mitcham (from Elmhurst Ave to gated closure) Beecholme Ave	8.00 - 9.15am 2.45 - 4.00pm
Benedict Primary	Benedict Road	8.00 - 9.15am 2.45 - 4.00pm
Date Valley	Cricket Green (cul-de sac section)	8.00 - 9.15am 2.45 - 4.00pm
Bishop Gilpin & Richards Lodge	Lake Rd (from Leopold Rd to Church Hill Richards Rd; Leopold Ave; Helme Close	8.00 -9.30am 2.45 -4.00pm
St Matthews	Cottenham Park Rd, SW20 (from Burdett Ave to cul de sac)	8.00 - 9.15am 2.45 - 4.00pm
Garfield	Garfield Rd (from Tennyson Rd to Milton Rd) & Dryden Rd	8.00 - 9.15am 2.45 - 4.00pm
Holy Trinity	Effra Rd (from Evelyn Rd to Trinity Rd) Faraday Rd (from Evelyn Rd to Trinity Rd)	8.00 – 9.15am 2.30 - 4.00pm
Gorringe Park	Sandy Lane Between Fernlea Rd & Streatham Rd) Harbour Close; Tide Close; Summerhill Way; Spring Grove	8.00 - 9.15am 2.45 - 4.00pm
St Marks Primary	St Marks road (between St Mark's Rd to Armfield Crescent) Chalkley Close	8.00 - 9.15am 2.45 - 4.00pm
Hillcross	Ashridge Way (between Leamington Ave to Hillcross Ave) Woodland Way Monkleigh Rd (from Hillcross ave to Northernhay Walk) Shaldon Drive (from Monkleigh Rd to Northernhay Walk)	8.00 – 9.15am 2.30 – 4.00pm
Holymount	Cambridge Rd, SW20 (from Pepys Rd to Lambton Rd)	8.15 – 9.15am 2.45 -4.00pm
Ursuline High	Crescent Road & Southdown Drive	8.00 - 9.00am 2.45 - 4.00pm
Malmesbury	Malmesbury Rd (between Newminster Rd & Netley Gdns) Neath Gardens	8.00- 9.15am 2.45 - 4.00pm
St Teresa	Montacute Rd (From Middleton Rd to Lillishall Rd)	8.00 - 9.15am 2.45 - 4.00pm
Merton Park Primary	Erridge Rd from its junction with Poplar Rd Stratton Close; Stratton Road; Keswick Ave Church Lane (cul de sac)	8.00 – 9.15am 2.45 - 4.00pm
Poplar	Poplar Rd South (between Cranleigh Rd and Crown Lane)	8.00 - 9.15am 2.30 - 4.00pm
Rutlish	Watery Lane & Manor Gardens	8.00 – 9.15am 2.45 -4.00pm
Stanford	Chilmark Rd, SW16 Hassocks Rd Oxtoby Way Byards Croft	8.00 - 9.15am 2.45 - 4.00pm
The Sherwood	Abbots Rd (from Sherwood Park Rd to Commonsides East) Castleton Rd Hadley Rd	8.00 - 9.15am 2.45 - 4.00pm
William Morris	Recreation way, Mitcham Between the roundabout and Huntington Close	8.00 -9.15am 2.15 – 3.30pm
Wimbledon Park primary	Havana Rd SW19 Wellington Rd	8.00 - 9.15am 2.45 - 4.00pm

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Sustainable Communities ~ performance of monthly indicators at July 2020

Dept.	PI Code & Description	Polarity	Jul 2020					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	212	200				206.3	200	
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	158	150				158	150	
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	57,853	56,500				57,853	56,500	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (cumulative) (Monthly)	High	71,891	78,332				71,891	78,332	
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	168	230				168	230	

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Sustainable Communities ~ performance of quarterly indicators at Q1, 2020-21

Dept.	PI Code & Description	Polarity	Q1 2020/21					YTD Result	Annual YTD Target	YTD Status
			Value	Target	Status	Short Trend	Long Trend			
Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	17	16				17	16	
Housing Needs & Enabling	SP 542 NEW FOR 2020-21 Average length of stay of Families in non-self contained B&B (Quarterly)	Low	10.5	21		N/A	N/A	10.5	21	

Agenda Item 9

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Sustainable Communities Work Programme 2020/21

This table sets out the Sustainable Communities Overview and Scrutiny Panel Work Programme for 2020/21 that was agreed by the Commission at its meeting on 24 June 2020.

This slimmed down work programme has been designed so that it can be regularly reviewed and adjusted during the pandemic. It will be considered at every meeting of the Commission to enable it to respond to issues of concern or to request new 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: 1 September 2020 (*Deadline for papers: 12pm, 21 August 2020*)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Holding the executive to account	Idverde	Written report	Representatives from Idverde will be invited to attend the session and answer member questions. Plus MIGSF and friends groups	Update on performance of the service
Holding the executive to account	Waste, recycling and street cleaning	Written update report:	John Bosley, Assistant Director, Public Space Scott Edgell, Veolia	To receive feedback on recommendations (plus include fly tipping strategy update).
Holding the executive to account	Bishopsford Road Bridge	Brief update	Chris Lee, Director of Environment and Regeneration	
Holding the executive to account	Climate Strategy and Action Plan	Brief update	Chris Lee, Director of Environment and Regeneration	
Holding the executive to account	Covid-19 Transport Strategy	Brief update on Merton's Active & Healthy Travel Response to Covid-19.	Chris Lee, Director of Environment and Regeneration	Implementation update prior to November Council
Performance management	Performance monitoring	Basket of indicators plus verbal report	Chris Lee, Director of Environment and Regeneration	To highlight any items of concern and/or request additional information
Setting the work programme	Work programme 2020/21	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

Meeting date: 2 November 2020 (*Deadline for papers: 12pm, 23 October 2020*)

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: repairs and maintenance	Verbal update, including feedback from the working group	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; James M	
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	Chris Lee, Director of Environment and Regeneration	To highlight any items of concern and/or request additional information
Setting the work programme	Work programme 2020/21	Written report	Rosie McKeever, Scrutiny Officer	Standing item

Meeting date: 19 January 2021 (**Deadline for papers: 12pm, 11 January 2021**)

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. 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
Holding the executive to account	Roadworks/Utilities programme	Written report	Chris Lee, Director of Environment and Regeneration	
Scrutiny review	Lorries/HGV's	Written report	Chris Lee, Director of Environment and Regeneration	Potential rapporteur review?
Scrutiny review	Sustainable Travel / Transport Strategy update	Written report	Chris Lee, Director of Environment and Regeneration	
Performance management	Performance monitoring	Basket of indicators plus verbal report	Chris Lee, Director of Environment and Regeneration	To highlight any items of concern and/or request additional information
Setting the work programme	Work programme 2020/21	Written report	Rosie McKeever, Scrutiny Officer	Standing item

Meeting date: 23 February 2021 (**Deadline for papers: 12pm, 15 February 2021**)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
External scrutiny	Clarion Housing Group: regeneration	Presentation	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	Paul McGarry, Head of <i>futureMerton</i>	
Holding the executive to account	Morden Town centre redevelopment	Presentation	Paul McGarry, Head of <i>futureMerton</i>	Progress update
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 2020/21	Written report	Rosie McKeever, Scrutiny Officer	Standing item

Meeting date: 29 March 2021 (**Deadline for papers: 12pm, 19 March 2021**)

Scrutiny category	Item/issue	How	Lead member and/or lead officer	Intended outcomes
Holding the executive to account	Idverde	Written report	Representatives from Idverde will be invited to attend the session and answer member questions	To review progress against recommendations.
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	GLL Leisure	Written report	Christine Parsloe, Leisure and Culture Development Manager	Review of Covid-19 effect on service
Performance management	Parking	Written report	Cathryn James	Update on implementation of charges
Performance management	Performance monitoring	Basket of indicators plus verbal report	Chris Lee	To highlight any items of concern
Setting the work programme	Topic suggestions 2021/22	Written report	Rosie McKeever, Scrutiny Officer	To seek suggestions from the Panel to inform discussions about the Panel's 2021/22 work programme