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Merton Council

Sustainable Communities

Overview and Scrutiny

Panel



Date: 2 November 2020
Time: 7.15 pm
Venue: Virtual

AGENDA

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| 1 | Apologies for absence | |
| 2 | Declarations of pecuniary interest | |
| 3 | Minutes of the previous meeting | 1 - 6 |
| 4 | Budget Update (verbal update) | |
| 5 | Clarion Housing: Repairs and Maintenance (presentation) | |
| 6 | Housing Strategy (presentation) | |
| 7 | Support for private renters | 7 - 14 |
| 8 | Performance monitoring | 15 - 20 |
| 9 | Work Programme | 21 - 26 |

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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. 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 3

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SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

1 SEPTEMBER 2020

(7.15 pm - 10.10 pm)

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

John Bosley (Assistant Director Public Space Contracts and Commissioning), Chris Lee (Director of Environment and Regeneration), Paul McGarry (FutureMerton Manager), James McGinlay (Assistant Director for Sustainable Communities), Doug Napier (Leisure and Culture Greenspaces Manager) and Charles Baker (Waste Strategy and Commissioning Manager)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

There were no apologies for absence.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 3)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 2)

The minutes of the previous meeting were agreed.

The Chair requested an amendment to the previous meetings minutes (this discussion was previously scheduled for Marchs cancelled meeting). The minutes were incorrectly published before discussions with the Head of Democracy Services had concluded with regards to the re-vote that was taken therefore tonight's minutes need to reflect this.

A motion that 'recommends Cabinet consider 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 Equality Assessment' was voted on and recorded as defeated but procedure was followed incorrectly in this instance. The recommendation stands and the Cabinet paper can be read in full here: <https://democracy.merton.gov.uk/documents/s32143/Reference%20from%20scrutiny%20-%20Diesel%20Levy%20for%20Cabinet%2023.03.20.pdf>

Panel RESOLVED to agree this amendment for the minutes.

Matters arising:

Parking Services provided feedback on the recommendations as follows;

Recommendation 1: “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 looking at examples from other boroughs’.

Response: We continue to investigate other initiatives. However we have identified Brent Council who have implemented a ‘Permit surrender scheme’.

Recommendation 2: “This Panel recommends that Cabinet consider 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 Equality Assessment”

Response: Information on Car ownership at London and Borough wide level is reasonably readily available and was used as part of the report. However there is only marginal difference in car ownership in terms of vehicle type (diesel/petrol) and emission bands within the borough. Therefore, there is no obvious impact on the Equality Assessment, however we will continue to assess the impact.

4 IDVERDE (Agenda Item 4)

Representatives from Idverde (Richard Burton, Martyn Bradley and Zsolt Takacs) were welcomed and introduced to the Panel.

The Greenspaces Manager summarised the report.

The Chair invited public speakers to share their views on the performance of the service.

Tony Burton – Independent Merton Green Spaces Forum:

- Merton’s Greenspaces are an essential public service.
- Although we have had constructive dealings with idverde, performance is below par with the target exceeded in just 4 of the 14 months.
- Not enough staff. Too few staff have basic horticultural knowledge.
- Contract needs more active and assertive management.
- Scrutiny need to be upskilled for large scale contracts.
- A more regularly updated performance dashboard needs to be requested - weekly/monthly and annually.

Alison Cousins – John Innes Society:

- Our comments overall are positive though there have been some issues of careless mowing – bark stripped off young trees and saplings, rose bushes ruined.
- However, staff are easy to contact and make every effort to make friends group’s lives easier with hoses and equipment etc.
- Thanked Idverde staff for helping Friend’s groups to clear litter from illegal raves. It is very much appreciated.
- Kendor Gardens has also benefited from the Community Payback Teams.

Philomena Kennedy – Battles Area Residents Association:

Grass areas and hedges well maintained but there is a lack of attention to other areas

- Gates locked too late at night. Problems with drinking parties, littering and ASB. Damage is being done to the park at this time.
- Toilets facilities not open or maintained. People using greenery as a toilet, railings still not painted. Swing gates not fixed. Potholes in tarmac.
- Repairs in children's play area still not performed.
- Haydon's Road is much less maintained than other areas.

Richard Burton, General Manager for Idverde, responded:

- Started with 79 FTEs, currently employing 101 FTE's.
- We do ensure staff are adequately trained.
- As a business, we are always looking at how we can better our service and reduce our carbon footprint. We are looking to use more carbon friendly equipment.

Following Panel member questions and responses from the Assistant Director for Public Space and the Greenspaces Manager, the Panel discussed recommendations.

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

"The Sustainable Communities Overview and Scrutiny Panel welcomes this opportunity to comment on the Idverde Grounds Maintenance service and to raise issues for consideration by Cabinet.

The Panel would welcome the opportunity to undertake further process mapping work on the inspection and reporting methodology within the contract. In order to fully understand how the performance data is created and reported, the Panel requests further information, including but not limited to;

- Contract specifications / classification for different types of greens spaces.
 - Directory of standards/management plans for different classifications of green spaces
 - Findings represented by type
- a) **Types inspected in direct proportion to square meterage of that type within the borough.**
- b) **Details on how the average is created**
- c) **Ratio of inspections for those 'below standard' to how many are 'random'. Ideally there needs to be a 'random' to**

**‘re-inspection’ ratio that forces those areas that have
‘failed’ to be re-inspected within a shorter amount of time.**

Additionally, alongside this information, the Panel would like to undertake site visits to a sample of green spaces in Merton, with details of the reporting pro forma used by Client Officers when inspecting.

The Panel recommended that the Council’s Tree Strategy is reviewed and updated to include how new trees are established and how all trees are maintained.

The Panel recommends that the Council create an overarching Green Spaces strategy in line with the Council’s climate commitment and with a focus on community wellbeing.

The Panel recommends to Cabinet that the Council should consider developing a ‘One Stop Shop’ web based reporting system to make it easier for our residents to report any issues relating to parks, waste and public spaces in one place and bring an update on this to the Sustainable Communities Panel.

Further to this, a recommendation to display signage in parks informing residents on how to report issues and express their views would enable the Council to be fully aware of the resident experience of our green spaces.

The Panel recommended that a quarterly stakeholder meeting be held, made up of groups included within the independent greenspaces forum and other like-minded organisations.

For both Idverde’s Annual Report and the Independent Green Spaces Forum annual report to come to the Sustainable Communities Panel.

The Panel requested quarterly written updates from Officers providing information and feedback on how the recommendations are being met and evidence that the service is improving. This work should also be underpinned by amending the data included within the performance monitoring framework to include both a monthly and quarterly measure.

Additionally the Panel also requested that Idverde return to the Sustainable Communities Panel in one year in order to carry out a review of the progress achieved.

5 WASTE, RECYCLING AND STREET CLEANING (Agenda Item 5)

The Waste, Strategy and Commissioning Manager presented the report and formally acknowledged the commitment and professionalism shown by Veolia staff in delivering the service in these unprecedented times (general waste has increased by 12%)

Panel Member questions were answered by the Waste, Strategy and Commissioning Manager, Assistant Director of Public Spaces and the Veolia General Manager:

The last twelve months have seen a steady improvement in performance, however we acknowledge there is still room for improvement in managing individual crews' performance.

There are two current strategies to manage fly tipping at shopping parades and flats above shops. The Fly tipping Strategy and a 'flats above shops' strategy. Both strategies build on ongoing and live communications to a transient population in terms of informing and engaging, including reminders of collection days. This is further supported by our enforcement teams who provide further information and engagement.

With regards to flash flooding, we have a regular gulley schedule that's managed by Veolia. They undertake a cyclical cleansing schedule at different rates per location type (i.e. town centres - 4 times a year. Resident areas - bi annually). Reactive maintenance and ad hoc requests are managed as required.

Performance improvement plans follow a standard process. We are seeing a slow improvement trend with complaints having decreased for the recycling crew.

We are one of the leading authorities in respect of enforcing littering offences and fly tipping issues.

6 BISHOPSFORD ROAD BRIDGE: VERBAL UPDATE (Agenda Item 6)

The Head of Future Merton gave an update alongside a short presentation.

For clarity throughout this project we will continue to use 'Bishopsford Road Bridge' although we do recognise it has previously been called Mitcham Bridge. There has been a suggestion to hold a competition to rename the bridge.

7 CLIMATE STRATEGY AND ACTION PLAN: VERBAL UPDATE (Agenda Item 7)

The Director of Environment and Regeneration gave a brief update and highlighted a few points:

- Climate Change action plan - To be presented to Council in November
- Development of implementation group – identifying external funding and tapping into grassroots support.
- Developing actions and initiatives – tree planting, transport strategy and other actions are already being embedded in Council policy.

Implementation group will be co-chaired by representative from the Council and member of the public. There will be a public call to seek those that are interested in working with the body.

8 COVID-19 TRANSPORT STRATEGY (Agenda Item 8)

The Head of Future Merton gave a short presentation to the Panel.

The Chair invited Luke McCarthy, Chair of Merton Residents' Transport Group, to input to the agenda item.

- Fantastic ambition from the council but delivery has been quite slow.
- Schemes have been watered down.
- We have concerns around school streets (3 dropped out, some don't address correct point where children are dropped off), originally 10 LTNs planned (now less and smaller than planned), cycling initiatives not fully delivered.
- Good to see CIL funding but Council need to explore other funding.
- Better communication with residents needed.

A Panel member proposed that the panel should receive a copy of the council's communications plan around school streets and low traffic neighbourhoods and comment on it in the near future.

9 PERFORMANCE MONITORING (Agenda Item 9)

The Panel looked at the key areas in the performance monitoring information.

10 WORK PROGRAMME (Agenda Item 10)

The work programme was agreed.

Sustainable Communities Overview & Scrutiny Panel

Date: 2 November 2020

Agenda item:

Subject: Support to Private Rented Sector Tenants

Lead officer: Steve Langley, Head of Housing Needs

Lead member: Councillor Martin Whelton, Cabinet Member for Regeneration, Housing and Transport.

Contact officer: Steve Langley, Head of Housing Needs

Recommendations:

A. No decision will be required as the report is for information only.

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

The purpose of this report is to set out how the Council provides advice and support to private renters in Merton.

2 DETAILS

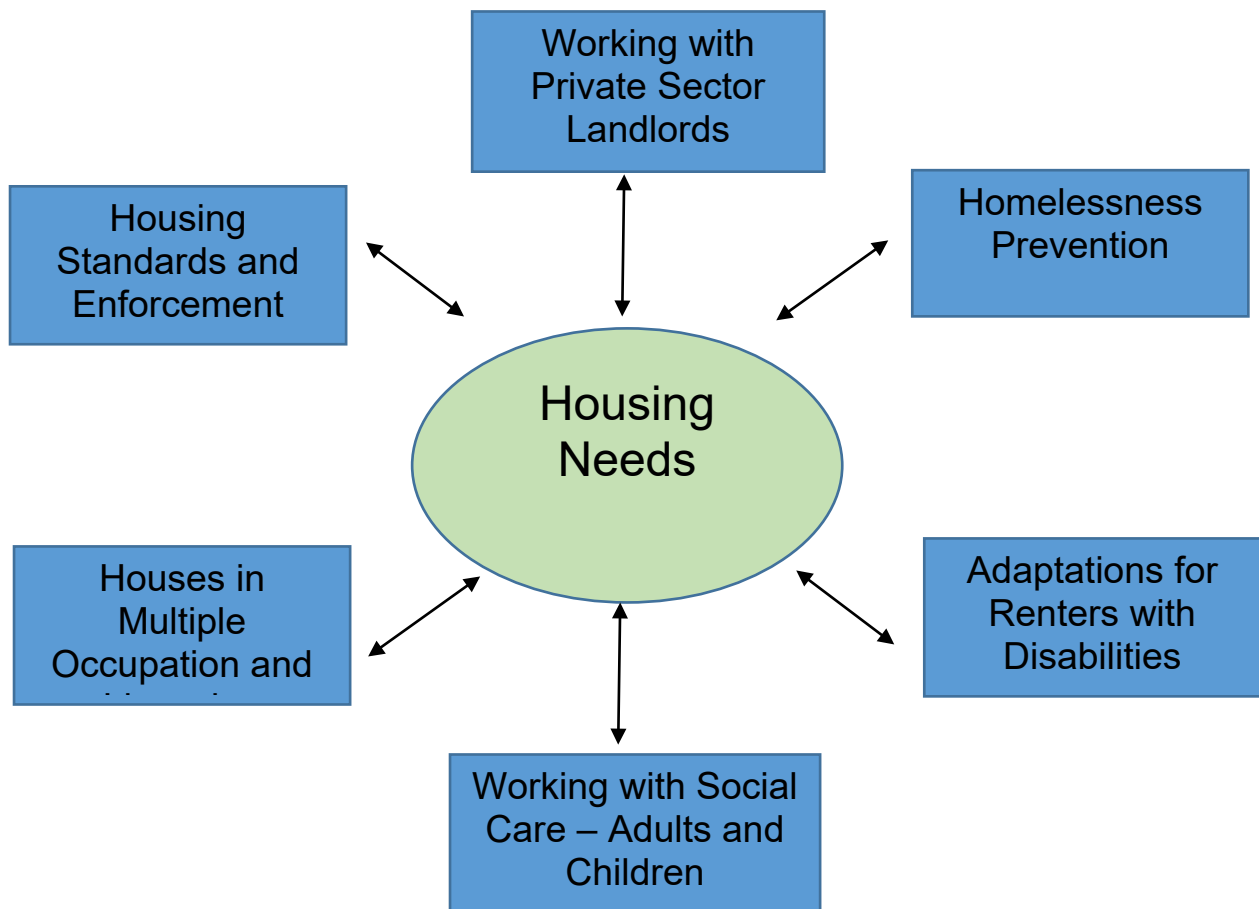
The Merton context.

Private sector housing plays a significant part in the housing provision within Merton accounting for 24.8% of supply and it is recognised that for the vast majority of private renters they occupy their homes peacefully and quietly without any need for interventions by the Council and its officers.

The Private Rented Sector is complex with 140 Acts of Parliament containing more than 400 individual regulations. It is important therefore that there is a joined up and co-ordinated approach in resolving private rented difficulties.

Private Sector support broadly falls into six areas:-

- Working with private sector landlords
- Housing standards and enforcement
- Houses in Multiple Occupation
- Homelessness Prevention
- Adaptations to renters with disabilities
- Working with Social Care (Adults and Children)



2.1. **Housing Standards and Enforcement**

Private sector housing plays a significant part in the housing provision within Merton. It is recognised that the majority of this housing is in good condition and well managed, however nationally the conditions in the private rented sector (PRS) tend to be less satisfactory than any other occupancy type. The Council has a responsibility to deal with unsatisfactory housing that presents health and safety hazards to the occupier.

It is not disputed that the private rented sector should provide high standards, secure swift and effective access to justice and that the large volume of powers to protect tenants from poor housing are being used.

The Council takes a proactive approach to dealing with “rogue landlords” and improving housing conditions in the borough, thus seeking to ensure that private renters can occupy their homes safely.

Housing Enforcement Activity during 2020/21 (Sept YTD)

Number of cases

| Query | Count |
|-------------------------------|------------|
| F&V - Filthy & Verminous | 4 |
| GPAY - Grant Repayment Query | 10 |
| HDIS - Housing Disrepair | 96 |
| HMOA - HMO Advice | 37 |
| HMOG - General HMO | 116 |
| HOTH - Housing - Other | 113 |
| MEN - Members/ MP Enquiry | 31 |
| P001 - Rats | 27 |
| P002 - Mice | 6 |
| P004 - Ants | 1 |
| P005 - Other | 1 |
| P008 - Pigeons | 5 |
| P00B - Bedbug Infestation | 4 |
| PDRA - Drainage | 19 |
| REFU - Refuse/Rubbish | 63 |
| URGE - Urgent Housing Request | 2 |
| WID - Works in Default | 1 |
| Total | 536 |

Upon consideration of all available evidence the Council has a number of options to resolve a private tenant's difficulties: Take no action, offer informal action/advice, serve a statutory notice, issue a formal caution, prosecute, carry out works in default.

2.2. Houses in Multiple Occupation (HMOs) & Licensing

Some privately rented houses are let to people from several different families, either as bedsits or as shared houses. Houses like this are known as Houses in Multiple Occupation (HMOs).

HMOs provide a valuable source of rented housing to primarily single people in our area. However, this form of housing can be problematic due to fire safety issues and poor standards such as dampness, lack of affordable heating etc.

HMOs present higher risk accommodation particularly when considering fire safety. For that reason, larger HMOs (housing 5 or more people) require a licence. At the present time there are 246 licenced HMOs in the borough and officers are working hard to identify any others to safeguard the occupiers.

Identifying, inspecting and licensing of HMOs became more challenging when the requirement to licence was extended in October 2018. Prior to October 2018, a licensable HMO needed to occupy 3 storeys or more, but since then it can also apply to 1 or 2 storeys.

Landlords operating licensable HMOs without a licence are committing a criminal offence. It is our legal responsibility to monitor and enforce the new law to improve housing conditions for the tenants.

During 2019/20, the housing enforcement team identified three dwellings that were required to have a licence, but the Landlord failed to apply. All three cases were the subject of a criminal investigation and all three landlords were prosecuted. Offences included failure to licence an HMO, fire safety and HMO Management Regulations. There are a number of additional cases that have been identified where prosecution may be necessary and appropriate and officers are currently considering the facts.

Civil Penalties

Section 23 and 126 and Schedule 9 to the Housing and Planning Act 2016 amended the Housing Act 2004 so as to provide for the imposition of civil penalties as an alternative to prosecution for certain specified housing offences.

This power is set out at section 249A of the Housing Act 2004, which states that a “local housing authority” may impose a financial penalty on a person if satisfied, beyond reasonable doubt, that the person’s conduct amounts to a relevant housing offence in respect of premises in England. A relevant housing offence for these purposes means one of the following offences under the Housing Act 2004.

- Failure to comply with an Improvement Notice.
- Offences in relation to the licensing of Houses in Multiple Occupation.
- Offences in relation to licensing of houses under Part 3 of the Act if the Council adopted selective or additional licensing in the future.
- Contravention of an overcrowding notice.
- Failure to comply with management regulations in respect of Houses in Multiple Occupation.
- Breach of a banning order.

Only one penalty, of up to £30,000 may be imposed on a person in respect of the same offence.

The Council has a number of further cases in the pipeline where a Civil Penalty / Prosecution may be necessary and appropriate.

However, it is worth noting that a civil penalty notice was served upon a local Landlord for Housing Act 2004 breach of regulations. The penalty was for a sum of £8K. The Landlord was able to appeal the civil penalty to the first tier tribunal within a specified period, ending in February 2020. The Landlord failed to appeal the penalty, but has agreed to repay the debt. Where the landlord or agent fails to pay a civil penalty, the local housing authority may refer the case to the county court for a Court Order. If necessary, the local housing authority can use county court bailiffs to

enforce the order and recover the debt. These processes will incur costs and so will reduce the amount secured.

2.3. **Adaptations for Private Renters with Disabilities**

Disabled Facilities Grants (DFGs) are available from the Council to pay for essential housing adaptations to enable disabled people, including private renters, to stay in their own homes. The funding comes from Central Government.

How it works

It is a means tested grant, so targets the most help to those who cannot afford to adapt their homes.

To apply, a tenant has to be assessed initially by an Occupational Therapist (OT). Their role is to determine what works are necessary and appropriate to meet the tenant/his/her family's need.

The next stage of the process is a technical assessment to see if the recommendation made by the OT can be implemented in the property. We need to assess if the works are reasonable and practical to be undertaken. The funding of DFG is provided by Central Government and distributed locally as the Better Care Fund.

This process ensures that any home adaptations we carry out are part of the overall health and care system to deliver joined up services.

2.4. **Prevention of Homelessness**

The prevention of homelessness, for private renters is a central plank to the work of the housing team. As the table below sets out the number of homelessness preventions have remained fairly consistent.

| 2016/17 | 2017/18 | 2018/19 | 2019/20 | 2020/21 (Sept YTD) |
|---------|---------|---------|---------|--------------------|
| 458 | 465 | 504 | 480 | 227 |

Officers carry out an assessment of each person's individual needs and look at what housing options are available to prevent their clients from becoming homeless. These include:

- Advice on security of tenure.
- Advice on Protection from Eviction.
- Legal Advocacy on tenant's behalf with private landlords.
- Negotiating with hosts to allow clients to continue to stay with them.
- Offering incentives to Landlords to renew tenancies
- Increasing the security of the homes of the victims of domestic violence via the sanctuary scheme to allow them to stay.
- Home visits to confirm the circumstances of the client.

- Rent and mortgage rescue scheme to pay arrears where clients meet the criteria
- Increased priority on the Council's waiting list where the requirements of the council's Housing Allocations and Nominations Policy are met.
- Offers of accommodation from the Council's Rent Deposit Scheme.
- Arranging local supported housing / hostel places for single people.

The Council also provides advice and assistance to private renters who visit the Council's offices. Housing Officers are available on a drop-in basis, or alternatively can contact officers via email or telephone. In addition, the Housing Advice website provides advice and assistance on a range of private sector matters including security of tenure, illegal eviction etc.

2.5 Coronavirus Act 2020

The introduction of the coronavirus act 2020 brought a number of changes to the way the private rented sector operates. These include:

- Since the 26th March 2020 most tenants have been entitled to a 3 month notice period
- From 29th August 2020, most notices will have to be at least 6 months, including section 21 and rent arrears under 6 months. This does not affect notices served before 28th August 2020
- Illegal evictions remain a criminal offence to Landlords who must continue to follow correct legal procedures to obtain vacant possession
- All ongoing cases of housing possession action in England and Wales were banned from 27 March 2020 for a period of 90 days. On 5 June 2020, the Secretary of State, Robert Jenrick, announced an extension of the moratorium on possession actions for a further two months. The Government confirmed that the courts would start to process repossession cases again from 24 August 2020 but on 21 August a further 4-week suspension to 20 September was confirmed
- Repossession actions in the courts were able to begin again from the 21st September

We do not know how many tenants will lose their homes now that the ban on evictions has been lifted. There is likely to be a backlog of cases in the courts so it could be some months before we see increased levels of homelessness from private renters

2.6 Rough sleepers

This report would not be complete if we did not mention Rough Sleepers. Since lockdown began, Merton has housed over 72 individuals into emergency accommodation, some of whom would not usually be eligible under the Housing Act for assistance.

We are now working to provide support to move those individuals on to alternative accommodation preventing a return to the streets. This has been referred to as “in for good”. Merton has signed up to the rough sleeping Nest Steps strategy, agreeing to work in partnership with London Councils, the GLA, Public Health and the NHS to ensure no one who has been placed into emergency accommodation without an offer of support to end their rough sleeping. Housing solutions for former rough sleepers has included moves into the private rented sector and supported housing.

Merton submitted a Next Steps strategy to the MHCLG which outlined the need for revenue funding for support services and capital funding for procurement of accommodation. The outcome is that Merton was successful in its request for revenue funding and is awaiting confirmation as to whether its capital request was approved.

Over the last 4 years, Merton has successfully obtained close to £1.2m in grants from the MHCLG, through various programme such as the Rough Sleeping Grant (RSG), Rough Sleeping Initiative (RSI), Rapid Rehousing Pathway (RRP), Controlling Migration Fund (CMF) and Cold Weather Funding, to provide outreach, accommodation and support services for rough sleepers.

2.7 Summary and planning for the future

Whilst it cannot be disputed that the Covid 19 virus has changed many aspects of our working and private lives, and as hard as it is dealing with outbreak and lockdowns, Merton is adapting to the challenges head on and this includes looking at ways to meet the housing needs of our resident, including private renters.

Through the departments “Recovery and Restart” programme we have recognised that we will only be able to tackle these issues by renewed collaborative working with housing providers, residents and the private rented sector.

We have ambitious, yet challenging objectives to:

- Increase Housing supply in the private rented sector
- Increase affordable housing supply with a refreshed housing Strategy. This is being delivered collaboratively with our future Merton colleagues
- Improving housing conditions in the private rented sector through proactive housing enforcement
- Improving housing services through digital connectivity

- Prior to Covid 19 we had increased staff capacity within the housing enforcement team and will be continuing to communicate our approach in supporting private renters through our Landlord forum

3 ALTERNATIVE OPTIONS

3.1 Not applicable as report is for information only.

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Not applicable as report is for information only

5 TIMETABLE

5.1. Not applicable as report is for information only

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. Not for the purposes of this report.

7 LEGAL AND STATUTORY IMPLICATIONS

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. Not for the purposes of this report

9 CRIME AND DISORDER IMPLICATIONS

9.1. Not applicable

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None.

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




















- None.

12 BACKGROUND PAPERS

12.1. None










E&R Performance report

| Dept. | PI Code & Description | Polarity | Sep 2020 | | | | | YTD Result | Annual YTD Target | YTD Status | |
|--------------------------|---|---|-----------|---------------------|--------|-------------|------------|------------|---------------------|------------|--|
| | | | Value | Target | Status | Short Trend | Long Trend | | | | |
| Public Protection | | | | | | | | | | | |
| Parking | | | | | | | | | | | |
| Parking | CRP 044 Parking services estimated revenue (Monthly) | High | 1,279,643 | 1,808,645 | | | | 6,023,120 | 10,851,870 | | |
| Parking | SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly) | Low | 1.1 | 0.67 | | | | 7.15 | 3.98 | | |
| Parking | SP 509 % of Permits applied/processed online (Monthly) | High | 97% | 55% | | | | 96.67% | 55% | | |
| Page 15 | Parking | SP 510 % of PCN Appeals received online (Monthly) | High | 86% | 55% | | | | 81.33% | 55% | |
| | Parking | SP 511 Blue Badge Inspections - cumulative (Monthly) | High | 0 | 45 | | | | 0 | 45 | |
| | Parking | SP 512 Total cashless usage against cash payments at machines (Monthly) | High | 71% | 60% | | | | 71.17% | 60% | |
| | Parking | SP 513 Percentage of cases 'heard' and won at ETA (Quarterly) | High | 80% | 73% | | | | 76.5% | 73% | |
| | Regulatory Services | | | | | | | | | | |
| Regulatory Services | CRP 120 / SP 562 NEW FOR 2020-21 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly) | High | 91.61% | 90% | | | | 91.68% | 90% | | |
| Regulatory Services | DATA 010 Safeguarding older people - number of cases investigated and intervene in cases of residents being targeted by financial scams and abuse (Quarterly) | High | 39 | Data only indicator | N/A | | | 39 | Data only indicator | | |
| Regulatory Services | DATA 011 Number of new high risk massage and special treatment premises inspections carried out within 20 working days of the premises being ready to trade (Quarterly) | High | 6 | Data only indicator | N/A | | | 6 | Data only indicator | | |

| Dept. | PI Code & Description | Polarity | Sep 2020 | | | | | YTD Result | Annual YTD Target | YTD Status |
|---|--|----------|---------------|---------------------|---|---|---|------------|---------------------|---|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Regulatory Services | DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas (Quarterly) | High | 0 | Data only indicator | N/A | ? | ? | 0 | Data only indicator |  |
| Regulatory Services | SP 561 NEW FOR 2020-21 Percentage of alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28 day consultaiton period, excluding those that are subject to a licensing hearing (Quarterly) | High | 70% | 95% |  | ? | ? | 77.85% | 95% |  |
| Sustainable Communities | | | | | | | | | | |
| Development and Building Control | | | | | | | | | | |
| Development and Building Control | CRP 045 / SP 118 Income (Development and Building Control) (Monthly) | High | 136,477 | 157,166 |  |  |  | 713,923 | 942,996 |  |
| Development and Building Control | CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly) | High | None received | 68% | N/A | N/A | N/A | 87.55% | 68% |  |
| Development and Building Control | CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly) | High | 75% | 71% |  |  |  | 71.9% | 71% |  |
| Development and Building Control | CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly) | High | 80.21% | 82% |  |  |  | 75.06% | 82% |  |
| Development and Building Control | DATA 007 /SP 414 Volume of planning applications (Monthly) | High | 271 | Data only indicator | N/A |  |  | 1,463 | Data only indicator |  |

| Dept. | PI Code & Description | Polarity | Sep 2020 | | | | | YTD Result | Annual YTD Target | YTD Status |
|----------------------------------|---|----------|----------|---------------------|--------|-------------|------------|------------|---------------------|------------|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Development and Building Control | SP 040 % Market share retained by LA (Building Control) (Monthly) | High | 68.09% | 54% | | | | 58.79% | 54% | |
| Development and Building Control | SP 113 No. of planning enforcement cases closed (Monthly) | High | 17 | 44 | | | | 80 | 260 | |
| Development and Building Control | SP 380 No. of backlog planning enforcement cases (Monthly) | Low | 566 | 500 | | | | 566 | 500 | |
| Development and Building Control | SP 117 % appeals lost (Development & Building Control) (Quarterly) | Low | 20% | 35% | | | | 10% | 35% | |
| Future Merton | | | | | | | | | | |
| Future Merton | DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly) | High | 7 | Data only indicator | N/A | | | 98 | Data only indicator | |
| Future Merton | DATA 009 £ fines from Streetworks FPNs (Monthly) | High | 5,160 | Data only indicator | N/A | | | 50,220 | Data only indicator | |
| Future Merton | SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly) | High | 100% | 98% | | | | 100% | 98% | |
| Future Merton | SP 328 % Streetworks permitting determined (Monthly) | High | 100% | 98% | | | | 100% | 98% | |
| Future Merton | SP 391 Average number of days taken to repair an out of light street light (Quarterly) | Low | 0.95 | 3 | | | | 1.04 | 3 | |
| Property | | | | | | | | | | |
| Property | SP 024 % Vacancy rate of property owned by the council (Quarterly) | Low | 1% | 3% | | | | 1% | 3% | |
| Property | SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly) | Low | 4.05% | 7.5% | | | | 4.05% | 7.5% | |

| Dept. | PI Code & Description | Polarity | Sep 2020 | | | | | YTD Result | Annual YTD Target | YTD Status |
|------------------------------|---|----------|----------|---------------------|--------|-------------|------------|------------|---------------------|------------|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Property | SP 518 Number of completed Rent Reviews (Quarterly) | High | 0 | 8 | | | | 0 | 8 | |
| Public Spaces | | | | | | | | | | |
| Waste and Cleansing | | | | | | | | | | |
| Waste Management & Cleansing | CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear) | High | 41.52% | 48% | | | | 40.86% | 48% | |
| Waste Management & Cleansing | CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly) | High | 90% | 95% | | | | 93.17% | 95% | |
| Waste Management & Cleansing | CRP 123 / SP 567 NEW FOR 2020-21 % of sites surveyed on local street inspections for litter that meet the required standard (Monthly) and quarterly in line with NI 195 reporting | High | 84.5% | 87% | | | | 87.95% | 87% | |
| Waste Management & Cleansing | CRP 124 / SP 568 NEW for 2020-21 % of street reports rectified within the contract standard time frame (Monthly) | High | 98.4% | 90% | | | | 98.37% | 90% | |
| Waste Management & Cleansing | CRP 126 / SP 573 NEW FOR 2020-21 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly) | Low | 81 | 65 | | | | 428 | 390 | |
| Waste Management & Cleansing | DATA 013 Number of street cleansing site inspections undertaken by Client team (target 868 per month, 10,416 per year) (Monthly) | High | 3,210 | Data only indicator | N/A | | | 24,330 | Data only target | |
| Waste Management & Cleansing | DATA 014 Number of waste collection site inspections undertaken by Client team (Monthly) | High | 507 | Data only indicator | N/A | | | 3,132 | Data only indicator | |
| Waste Management & Cleansing | DATA 015 Number of spot checks undertaken re Health & Safety compliance (Phase C Lot 1 Services) (Monthly) | High | 0 | Data only indicator | N/A | | | 0 | Data only indicator | |

| Dept. | PI Code & Description | Polarity | Sep 2020 | | | | | YTD Result | Annual YTD Target | YTD Status |
|------------------------------|---|----------|----------|---------------------|---|-------------|------------|------------|---------------------|---|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Waste Management & Cleansing | DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly) | High | 75 | Data only indicator | N/A | ↑ | ↑ | 336 | Data only indicator |  |
| Waste Management & Cleansing | SP 066 Residual waste kg per household (Monthly in arrear) | Low | 41.44 | 39.5 |  | ↑ | ↑ | 41.44 | 39.5 |  |
| Waste Management & Cleansing | SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear) | Low | 3% | 10% |  | ↑ | ↑ | 4% | 10% |  |
| Waste Management & Cleansing | SP 354 Total waste arising per households (KGs) (Monthly in arrear) | Low | 70.87 | 75 |  | ↑ | ↑ | 374.91 | 450 |  |
| Waste Management & Cleansing | SP 407 % FPN's issued that have been paid (Monthly) | High | 70% | 70% |  | - | ↓ | 70% | 70% |  |
| Waste Management & Cleansing | SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly) | Low | 1,395 | 1,075 |  | ↓ | ↓ | 8,110 | 6,450 |  |
| Waste Management & Cleansing | CRP 125 / SP 570 NEW FOR 2020-21 % of sites surveyed that meet the required standard for detritus (Quarterly) | High | 78.5% | 80% |  | ? | ? | 78.75% | 80% |  |
| Waste Management & Cleansing | SP 569 NEW for 2020-21 % of sites surveyed that meet the required standard for weeds (Quarterly) | High | 93% | 90% |  | ? | ? | 90.75% | 90% |  |
| Waste Management & Cleansing | SP 571 NEW FOR 2020-21 % of sites surveyed that meet the required standard for graffiti (Quarterly) | High | 94% | 98% |  | ? | ? | 94% | 98% |  |
| Waste Management & Cleansing | SP 572 NEW FOR 2020-21 % of sites surveyed that meet the required standard for flyposting (Quarterly) | High | 99.6% | 97% |  | ? | ? | 99.05% | 97% |  |

| Dept. | PI Code & Description | Polarity | Sep 2020 | | | | | YTD Result | Annual YTD Target | YTD Status |
|------------------------------|---|----------|----------|---------|--------|-------------|------------|------------|-------------------|------------|
| | | | Value | Target | Status | Short Trend | Long Trend | | | |
| Leisure | | | | | | | | | | |
| Leisure | SP 251 Income from Watersports Centre (Monthly) | High | £11,595 | £12,000 | | | | £73,504 | £356,500 | |
| Leisure | SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly) | High | 4,479 | 8,250 | | | | 9,692 | 54,020 | |
| Leisure | SP 405 No. of Leisure Centre users (Monthly) | High | 41,051 | 96,000 | | | | 81,435 | 549,000 | |
| Leisure | SP 406 No. of Polka Theatre users (cumulative) (Quarterly) | High | 553 | 15,000 | | | | 553 | 15,000 | |
| Parks and Greenspaces | | | | | | | | | | |
| Parks and Green Spaces | SP 318 No. of outdoor events in parks (Monthly) | High | 5 | 10 | | | | 5 | 130 | |
| Parks and Green Spaces | CRP 119 / SP 558 NEW FOR 2020-21 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly) | High | 4.91 | 5 | | | | 4.90 | 5 | |
| Parks and Green Spaces | SP 557 NEW FOR 2020-21 Average Performance Quality Score (Grass Verge Standards) (Quarterly) | High | 4.6 | 5 | | | | 4.22 | 5 | |
| Parks and Green Spaces | SP 559 NEW FOR 2020-21 % of tree works commissions completed within SLA (30 days) (Quarterly) | High | 90% | 85% | | | | 95% | 85% | |
| Transport | | | | | | | | | | |
| Transport | SP 456 Average days lost to sickness absence - Transport (Monthly) | Low | 2.23 | 0.79 | | | | 11.35 | 4.75 | |



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.mckeeper@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~~)

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| 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 |