Merton Council
Overview and Scrutiny Commission

Date: 25 January 2023
Time: 7.15 pm
Venue: Council chamber - Merton Civic Centre, London Road, Morden SM4 5DX

AGENDA

Page Number

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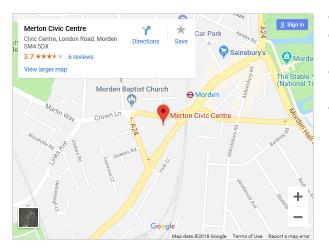
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Overview and Scrutiny Commission membership

Councillors:
Edward Foley (Chair)
Mike Brunt (Vice-Chair)
Agatha Mary Akyigyina OBE
Billy Hayes
Usaama Kaweesa
Paul Kohler
Gill Manly
Nick McLean
Stuart Neaverson
Tony Reiss
Substitute Members:
Stephen Mercer
Thomas Barlow
Martin Whelton
Anthony Fairclough
John Oliver
Edith Macauley MBE

Co-opted Representatives
Mansoor Ahmad, Parent Governor
Representative - Secondary and Special
Sectors
Becky Cruise, Parent Governor
Representative
Dr Oona Stannard, Catholic Diocese
Roz Cordner, Church of England Diocese

Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that mater and must not participate in any vote on that matter. 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.

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

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OVERVIEW AND SCRUTINY COMMISSION
9 NOVEMBER 2022

(7.15 pm - 8.35 pm)

PRESENT: Councillor Edward Foley (in the Chair), Councillor Michael Brunt,
                  Councillor Agatha Mary Akyigyina, Councillor Billy Hayes,
                  Councillor Usaama Kaweesa, Councillor Paul Kohler,
                  Councillor Gill Manly, Councillor Nick McLean,
                  Councillor Stuart Neaverson, Mansoor Ahmad, Dr Stannard and
                  Roz Cordner

1   APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies were received from Cllr Tony Reiss (Cllr John Oliver as substitute).

2   DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3   MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

Minutes were agreed as a true and accurate record of the previous meeting except for one amendment as below.

Whilst the BCU area was experiencing reduced burglaries, this did not include Merton.

4   BUDGET UPDATE (Agenda Item 4)

The item was introduced by Roger Kershaw, Interim Executive Director of Finance and Digital who gave a brief update on the business plan.

The Draft business plan report in front of Members reflects the standstill position on the budget which is the beginning of the budget process.

The gap to fill for 23/24 was recorded at £4.23 million and that's rising cumulatively to £21.2 million in 26/27. There are a number of unknowns that will affect that gap and these will be included in future reports to the Commission where Members will receive a lot more detail (scheduled for January).

We are awaiting the results of the triannual evaluation of our pension fund and details of the local government settlement.

Another impact will be the inflationary pressures that we're currently facing with CPI and RPI moving to double digits.

In response to questions:

With regards to the Government mandating for defibrillators in all schools –
The Dedicated Schools Grant will be ring fenced to schools to allow for this so we will await that announcement.

Triannual evaluation of the pension fund - our actuaries will assess the value of our investments and they will also look at our future liabilities and they will determine whether we're in surplus or deficit.

Each 1% increase in council tax generally returns about £1 million in credit to the to the authority.

Only a small number of employees that are affected by that the London Living Wage uplift which will equate to about £16,000 on the council's budget.

The Chair thanked the Interim Executive Director of Finance and Digital for attending.

5   COUNCIL WEBSITE (Agenda Item 5)

The item was introduced by Sean Cunniffe, Head of Customer Contact.

Websites generally fall into three categories - I.T solution, information communication tool or transactional. In 2016 Merton took the decision to redesign the website so that we could increase the online transactions, while still retaining the information and the communication facilities.

Analysis at the time showed that a face-to-face transaction would cost us more than £5 per transaction, a telephone interaction around £1.50 but an online transaction would cost only 0.45p.

We aim to review each page on the website at least once a year and we do receive regular feedback and comments from users which are investigated and implemented when appropriate.

Our current performance on digital take-up has exceeded the target and will improve even further because we've added further integrated services such as 'fix my street'

Looking at the two appendices - appendix a is the Google analytics that help us determine how the users are accessing the website and appendix B shows the results of a recent user survey however the number of returns was a little disappointing.

In response to Commission Members questions, the Head of Customer Contact provided further information:

Parking system is managed by Ringo. It is a proprietary system, so it is not managed by our website or our web team. There is a level of disquiet over that system and the lack of usability associated with it and I will pass on Members concerns to the parking team.

We don't generally receive many responses to our surveys but 59 responses was a very low turnout for the website user survey. We heavily rely on the comments and complaints received on the feedback forms (around 400 monthly).

A Member suggested adding a pop-up box when users access/exit the website to request feedback and rate their experience. However, the website is used for a multitude of different things and the onus now is on people signing up to receive electronic communications from the council so there is already a pop-up screen in use, and we don't wish to overload the user too much. Once that piece of work is concluded, the suggestion could be investigated.

Customer contact programme underway to look at improving the experience of customers and extending the range of services that they can access on the website. One of the options we are exploring is a single sign-on. We hope to report back on this work early in the next year.

We are continuously making improvements and changes to the website, for example transactions are currently processed through a form called TK dialogues and we will be moving over seamlessly to a Microsoft product which will be a fundamentally better product.

The Chair thanked the Head of Customer Contact for attending.

6   WORK PROGRAMME (Agenda Item 6)

Councillor Stephen Mercer suggested a rapporteur review of the community toilet scheme in Merton. Reasoning being that although the council does have a community toilet scheme that allows businesses to receive a reduction in their business rates in return for allowing members of the public to use their toilets, but the sign up is extremely low.
This project could potentially cross-cut due to including protective characteristics and the Chair of the Sustainable Communities has an item on disability access that could include an update on this work.
The Commission agreed that this investigation would be a worthwhile exercise.

Members agreed to move the next meeting date from the 18th January to the 25th January to allow receipt of all the Panels budget references.

The work program was agreed.

Scrutiny of the Business Plan; comments and recommendations from the overview and scrutiny panels

Healthier Communities and Older People Overview & Scrutiny Panel

*"*The Healthier Communities and Older People Overview and Scrutiny Panel agree the saving in principle. This is on the basis that the public health team provide additional information* on the detail of the proposal to the Overview and Scrutiny Commission".

*This additional information will be supplied before the Commission meet.

Children and Young People Overview & Scrutiny Panel – None.

Sustainable Communities Overview & Scrutiny Panel – Meeting on 19 January (after this agendas publication)

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Committee: Overview and Scrutiny Committee

Date: 23 January 2023

Agenda item:

Wards: All

Subject:

Lead officer: Louise Round, Interim Executive Director for Innovation and Change

Lead member: Cllr Eleanor Stringer, Deputy Leader and Cabinet Member for Civic Pride

Contact officer: Kris Witherington, Engagement and Consultation Manager x3896

Recommendations:

A. That OSC reviews and comments on proposals for a more resident-facing approach to community engagement, through a new model for community forums as well as additional support for resident associations

B. That OSC reviews and comments on proposals replace the biennial residents survey with a new digital engagement platform that includes a citizens panel

1	**PURPOSE OF REPORT AND EXECUTIVE SUMMARY**
1.1.	Following the findings from the previous engagement there was a clear desire from participants to see improvements in how the Council engages with them on decisions that affect their community.
1.2.	Following a review of existing corporate engagement structures, this report sets out a case for change which will provide a new approach for engaging with residents and other stakeholders, making the most of new digital tools and through refreshing some of our existing structures.
1.3.	It also forms part of a wider review of Communications & Engagement, with External & Internal Communications forming the other elements of the service.
1.4.	The report recommends investment in capacity to deliver a step-change in how residents can engage with the organisation.
1.5.	This new approach includes re-formatting the Community Forums; building on our relationship with local communities; replacing the biennial residents survey and improving our digital engagement offer.
1.6.	These proposals will link with the plans set out in the *How We Work With Communities* report, being considered by Cabinet and will support the Council ambition to nurture Civic Pride.
2	**DETAILS**
2.1.	Currently the three main areas of focus for the Community Engagement team includes servicing the existing engagement infrastructure, delivering corporate projects, and providing support and assistance to service teams in delivering time-limited consultations.

2.2.   Corporate activities include:

- Administering the five community forums

- Delivering the biennial residents survey

- Managing the council's e-petition system

- Maintaining the online consultation hub

- Managing the Healthwatch Merton contract.

- Time-limited corporate priorities, often delivered in conjunction with other teams across Council.

2.3.   The team also provides advice and support to services across the organisation to assist with statutory and non-statutory consultations.

2.4.   The level of support will vary considerably depending on the project and the capacity and skills of the service team, but will usually cover issues such as stakeholder mapping, consultation design and delivery, and analysis of results.

2.5.   This can include internal consultations as well as public or projects targeted at a defined stakeholder group. The team will also support the delivery of consultations by partner organisations that impact on Merton, for example Government Departments, the Boundary Commission, the Mayor of London, Transport for London, and NHS organisations. Recent examples have included the Ultra-Low Emission Zone, the Review of Parliamentary Boundaries and Your London Fire Brigade.

2.6.   Just under 250 such projects have been registered on our consultation hub since April 2018, with some receiving significant levels of support, such as the Parking charges reviews in 2018 and 2020 and Waste services consultation in 2022.

2.7.   In 2021 Merton Council undertook a large-scale engagement exercise, that aimed to identify priorities for the borough's COVID recovery programme. As part of this exercise residents identified a desire to be engaged in the decisions that would determine how the borough recovers from COVID-19:

"An inclusive community that all age groups and people from different backgrounds could feel part of – and that offered opportunities to engage with each other – was a key part of many respondents' ambitions for the future. They wanted to use the recovery from Covid-19, for instance, for reopening community centres or investing in activities to engage children and young people and bring different generations together. This was seen as an opportunity to rekindle a sense of community that many had valued in the spirit of mutual aid during the lock-downs". Pg 33

Our engagement showed that residents were passionate about the potential of their local area and were keen to be involved in decisions around its strategic direction. Pg 77

2.8.   Delivering regular activities on the scale of the 2021 project would involve substantial resources and increased capacity but the project also offered an opportunity to test models of working that can be incorporated into our

ongoing offer to residents. This includes improving the digital routes for engagement and adopting a more open approach to resident engagement.

Nurturing Civic Pride

2.9.   The plans set out in this report aim to improve channels for resident engagement, ensuring that successful engagement is supported, and gaps are identified and address.

2.10.   By building trust and communications with residents and key stakeholders the proposed programme will aim to support the Council's ambition to nurture Civic Pride in Merton.

2.11.   The proposals include reforming the Community Forums, strengthening face-to-face engagement and improving our digital offer.

Reforming the Community Forums

2.12.   From 21 February to 4 April 2022 residents were invited to complete a survey on their experience of the community forums. The survey covered residents experience of remote meetings during the pandemic, their experience of forums overall and their views on alternative models of resident engagement. In addition, responses were received on behalf of both the then Conservative and Liberal Democrat groups on the council.

2.13.   Among the 70 responses more than half had not attended a community forum meeting during the pandemic when meetings were held online; and more than a third had never attended a community forum at any time. Among those who had never attended a meeting, two-thirds said they did not know when the meetings were taking place.

2.14.   Of those who had attended an online meeting less than half said they found the meeting useful, although two-thirds of those who had ever attended a forum said agreed they were useful.

2.15.   More than half of previous attendees also agreed that meetings are generally interesting, they were able to raise local issues, and that they preferred in person to online meetings but found it useful to be able to watch the meetings online. 85% agreed they were more likely to attend if there was an item they were interested in and 81% said they were more likely to attend if they could ask questions of elected officials.

2.16.   However, two-thirds disagreed that they could influence local decisions by attending meetings. Less than half were satisfied with the community forums overall.

2.17.   Respondents were asked if any alternative options would be better or worse than the current community forums. The choices were based on research into other face-to-face structures across London boroughs. Amongst respondents the most popular alternative was ***public question time sessions with the Leader and Cabinet Members***. Other alternatives that were also rated better than the current format were: ***more support and contact with existing residents groups***; ***ward meetings arranged by local councillors***; and ***resident workshops*** where groups of residents discuss and recommend solutions to a particular issue.

2.18.   Attendance at the Community Forum meetings varies across the areas and dropped significantly for the online only meetings that took place during the pandemic. Attendance at in-person meetings have yet to return to pre-pandemic levels. However, we have seen additional viewers on YouTube after the meetings took place in the region of 70-100 views per meeting. The range of attendance at each forum is set out in the table below:

Forum	Pre pandemic attendance	Online only attendance	Post pandemic attendance
Colliers Wood	5-15	Less than 10	10
Mitcham	20-25	Less than 10	10
Morden	15-25	10	15
Raynes Park	50-60	10-20	20-30
Wimbledon	30-40	Less than 10	15-20

Face to Face engagement

2.19.   A new approach to delivering face-to-face engagement is now being recommended, and suggests the following features:

a)   A high-profile 'Leader's Question Time' session every year, in each of the five town centre areas; with the ability for one-off, issues-based sessions if necessary

b)   An annual community forum meeting in each area, based on themed workshops that focus on resident engagement

2.20.   The Question Time events would be widely advertised as high-profile events, *chaired by an independent facilitator* and the panel could include members of the cabinet or other local public services such as the Police or NHS. The events would also be available online, either through recording or live streaming.

2.21.   The annual Community Forum meetings would be facilitated by Council officers and invite residents and local businesses to participate in a collaborative workshop. Several relevant local themes could be covered by using techniques such as a Citizen's Assembly or Knowledge Café. The findings and recommendations from these events would be reported into Council meetings, with the option of creating motions for Council to consider.

2.22.   The team would also be able to support other engagement events as directed by senior officers, for example the recent Cost of Living events, and provide additional specialist advice to other services wishing to hold public events.

Supporting existing local engagement structures

2.23.   In addition to reforming the community forums to improve the quality of resident engagement the proposal is to **increase the engagement and support to resident associations and other local engagement groups** that bring together residents and local businesses. This support will include:

a) Support for those groups who wish to continue delivering community forum-style meetings in their area

b) A point of contact for resident associations and other groups

c) A regular e-newsletter aimed at resident associations

d) An annual event that brings together resident associations and other groups from across the borough

2.24. The support for groups or councillors that may wish to continue holding additional meetings along the lines of community forums could include venue hire and support with marketing for the meetings through Council channels. The groups would also need a point of contact within the Engagement team to arrange invitations for speakers or to raise issues of concern.

2.25. This same point of contact in the Engagement Team would be extended to resident associations and other resident groups. The support would not include providing an additional customer service channel but would include an offer to answer questions, signpost to relevant information and connect groups with other council services.

2.26. There is variable coverage of formal and informal resident groups across the borough. In parts of the borough there are well established formal structures holding well-attended regular meetings and with an active digital presence. In other areas there are successful informal groups using Whatsapp or other tools to communicate within a community.

2.27. The Engagement Team would work with Councillors and other stakeholders to build an understanding of what groups are functioning in each area, and how effective their reach is within their community. This would allow us to understand over time if there are gaps in provision and if local groups could be provided with support to develop their activity.

2.28. Working with the wider Communications Team we would also provide regular e-newsletters to organisations who sign-up through the Granicus system. The e-newsletter will focus on information about events, services, and activities that resident associations can cascade to wider audiences.

2.29. The Engagement Team would also deliver an annual event for resident associations that brings together these groups in a setting that mirrors other partnership structures.

Improving digital engagement

2.30. Currently our digital engagement offer consists of an online consultation hub that lists all our consultation projects and an attached survey design tool that allows to build questionnaires to support our consultations.

2.31. The recommendation it to procure a new system or systems that will also include additional options:

a) A digital citizens panel where residents can be recruited and participate in regular online surveys

b) Discussion boards that can be used for more dialogue-based approaches but that includes automated analysis to avoid the impact on officer's time

c) Mapping options to enable consultations that are focused on geographical themes, as used in the Your Merton programme

d) A survey design tool that includes analysis of open text questions

2.32. The option of a digital citizen panel will meet the need for regular feedback from a representative sample of residents. As a result, there will no longer be a need for the biennial residents' survey and the funding for this will cover the cost of securing a suitable digital platform through an appropriate procurement exercise.

2.33. During the pandemic Zoom, Teams and other platforms were used to facilitate several engagement sessions on specific topics including the climate emergency and school streets. Digital engagement sessions should continue to be an option for delivering consultation and engagement.

Changes to staffing

2.34. To meet the capacity demands of the new engagement model set out in this report we recommend increasing the Engagement and Consultation team by 2.5FTE from the current 1.5FTE to 4FTE.

2.35. An Events Officer would take responsibility for delivering the Question Time and Community Forum events.

2.36. A Community Development officer would be recruited to support the engagement with resident associations and support additional community forum meetings.

2.37. A 0.5FTE Engagement and Consultation and Engagement Officer would also be recruited to support the existing 0.5FTE role to oversee the new digital consultation package including a new resident panel.

2.38. An increase in the budget for supporting events would also be required to ensure events are marketed effectively and delivered successfully.

3   ALTERNATIVE OPTIONS

3.1. Improvements could be made to our engagement programme without the investment requested. This could be done through the reformatting of the Community Forums but with significantly less activity than recommended and by replacing the residents survey with an improved digital offer.

3.2. Alternatively further investment could create a community development approach to engaging with residents. This approach would involve community development officers working in local geographical areas to develop trust and clear lines of communications with residents' groups,

4   CONSULTATION UNDERTAKEN OR PROPOSED

4.1. In 2022 a review of the community forums received 70 responses to an online survey and responses from both the then Conservative and Liberal Democrat groups.

4.2. As set out in 2.5 Your Merton identified a need to improve the routes for residents and other stakeholders to engagement the council.

4.3. Further consultation with the current community forum chairs will take place as well as presentations to Forum meetings.

5 TIMETABLE

5.1. Once approved by cabinet, officers will begin the recruitment and procurement necessary with a view to the new approach being in place for the Council year 2023/24

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1. The additional posts requested would be subject to evaluation by Human Resources but based on the current staffing costs this is likely to be in the region of £250,000 - an increase of £152,000 from the current budget of £98,000.

6.2. Currently the budget for delivering the community forum meetings is £2,000 covering venue hire and marketing materials. The proposal is to increase this to £15,000 so that each Question Time session will have a budget of £2000 for venue and marketing and the additional £5,000 would support the community forum and resident association events.

6.3. This increase in budget forms part of the Communications Team growth bid that will be subject to the budget approval process.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. The constitution of the council sets out a requirement for community forums to be delivered and this proposal would require changes to the constitution to be considered.

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. Attendance at Community Forum meetings is more likely to be from older age groups and not include a balance of black and minority ethnic groups that reflects the wider population. The approach recommended is intended to attract a wider audience.

9 CRIME AND DISORDER IMPLICATIONS

9.1. There are no crime and disorder implications. It is likely and crime and disorder issues will be raised by participants, helping inform the Safer Merton partnership.

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. There is a risk to the reputation of the council from poorly delivered engagement and consultation. This proposal is intended to improve the quality of engagement delivered.

10.2. Health and safety considerations will need to be addressed in the planning and delivery of public events.

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

12 BACKGROUND PAPERS

12.1.   Your Merton Report

Overview and Scrutiny Commission Work Programme 2022/23

This table sets out the draft Overview and Scrutiny Commission's Work Programme for 2022/23 following discussions at the topic workshop on 7 June 2022.

The work programme 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.

Chair: Cllr Ed Foley
Vice-chair: Cllr Mike Brunt

Scrutiny Support

For further information on the work programme of the Overview and Scrutiny Commission 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: 13 July 2022 (*Deadline for papers: 12pm, 5 July 2022)*

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Questions to the Leader of the Council and the Chief Executive - priorities and challenges for 2022/23	Verbal update with Q&A	Cllr Ross Garrod, Leader of the Council; Hannah Doody, Chief Executive	
CHAS Proposals	Report	Louise Round, Managing Director, South London Legal Partnership	Confidential paper
Identify questions for the Borough Commander	Discussion	Cllr Ed Foley, Chair of Overview & Scrutiny Commission	Plan line of questioning for 7 September meeting
Overview and Scrutiny Commission work programme 22/23	Report	Cllr Ed Foley Chair of Overview & Scrutiny Commission	Discuss and approve work programme and re-establishment of the FMTG

Meeting date: ~~7 September 2022~~ (***Deadline for papers****: 5pm, 29 August 2022)*

Item/issue	How	Lead member and/or lead officer	Intended outcomes
BCU Commander – crime and policing in Merton	Report and in-depth discussion	BCU Commander	To hold BCU Commander to account on crime and disorder
Safer Merton – VAWG Strategy	Report	Zoe Gallen, Domestic Abuse & VAWG Lead	Report to focus on safety of women and girls in Merton
Public Space Protection Orders	Report	Kelly Marshall, Strategic Development Lead	
Scrutiny Annual Report 21/22	Report	Cllr Ed Foley Chair of Overview & Scrutiny Commission	Agree content before presentation at Council
Member Survey	Report	Cllr Ed Foley Chair of Overview & Scrutiny Commission	
OSC Working Group (CHAS)	Report	Louise Round, Managing Director, South London Legal Partnership	Feedback from the group on their findings and recommendations
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

Meeting date: 9 November 2022 *(Deadline for papers: 5pm, 1 November 2022)*

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Business Plan - budget update	Report	Roger Kershaw	
Council website	Report	Sean Cunniffe, Head of Customer Contact;	Focus on resident experience, resident survey feedback (if available)
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme

Meeting date: 25 January 2023 *(**Deadline for papers***: 5pm, 17 January 2023)*

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Business Plan Update – budget scrutiny	Report – common pack for Panels and Commission	Roger Kershaw	To report to Cabinet (20 Feb) on budget scrutiny
Scrutiny of the Business Plan; comments and recommendations from the overview and scrutiny panels	Report	Cllr Ed Foley

Scrutiny Officer | To send comments and recommendations from the overview and scrutiny panels to Cabinet on 20 Feb |
Community Engagement Model	Report	Kris Witherington, Engagement and Consultation Manager	Pre-decision scrutiny
Identify questions for the Borough Commander	Discussion	Cllr Ed Foley Chair of Overview & Scrutiny Commission	Plan line of questioning for meeting on 15 March
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

Meeting date: 15 March 2023 *(**Deadline for papers**: 5pm, 6 March 2023)*

Item/issue	How	Lead member and/or lead officer	Intended outcomes
BCU Commander – crime and policing in Merton	Report and in-depth discussion	BCU Commander	To hold BCU Commander to account on crime and disorder
Safer Merton Update			Report to focus on ASB and designing out crime
Equality Diversity and Inclusion (EDI) strategy	Report	Evereth Willis	Update on refresh of the strategy
Planning the Commission's 2023/24 work programme	Report	Cllr Ed Foley Chair of Overview & Scrutiny Commission	To review 2022/23 and agree priorities for 2023/24

Carry over to next year

Merton as an employer / People and Culture Plan	Report	Peter Little, Head of Organisational Development	Update on Workforce Strategy (renamed as People & Culture)
Voluntary Sector *Delay until Merton Connected have a Chief Exec.*	Report	John Dimmer, Head of PSP; Merton Connected	Grants and infrastructure support, exposure for voluntary groups, publicity, and signposting
Merton as a service provider	Report	Roger Kershaw,	External review of contract procurement