

# Merton Council

## Sustainable Communities

### Overview and Scrutiny

#### Panel



Date: 3 November 2022

Time: 7.15 pm

Venue: Council chamber - Merton Civic Centre, London Road, Morden SM4 5DX

#### AGENDA

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## Sustainable Communities Overview and Scrutiny Panel Membership

### Councillors:

Stuart Neaverson (Chair)  
Daniel Holden (Vice-Chair)  
John Braithwaite  
Caroline Charles  
Anthony Fairclough  
Dan Johnston  
Gill Manly  
Stephen Mercer  
Martin Whelton  
James Williscroft  
Victoria Wilson

### Substitute Members:

Edward Foley  
Klaar Dresselaers  
Slawek Szczepanski  
Samantha MacArthur  
Max Austin

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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 2022

(7.15 pm - 9.50 pm)

PRESENT: Councillors Councillor Stuart Neaverson (in the Chair),  
Councillor Daniel Holden, Councillor Caroline Charles, Councillor  
Klaar Dresselaers, Councillor Anthony Fairclough,  
Councillor Dan Johnston, Councillor Gill Manly,  
Councillor Stephen Mercer, Councillor Slawek Szczepanski,  
Councillor James Williscroft and Councillor Victoria Wilson

ALSO PRESENT: Councillor Stephen Alambritis, Cabinet Member for Transport,  
Councillor Natasha Irons, Cabinet Member for Local  
Environment, Green Spaces and Climate Change  
Paul McGarry, Head of Future Merton, John Bosley, Assistant  
Director of Public Space Contract and Commissioning, , Stella  
Akintan, Scrutiny Officer, Dominique Hill, Climate Change Officer

### 1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies for absence were received from Councillor John Braithwaite. Councillor Klaar Dresselaers attended as a substitute.

Apologies for absence were also received from Councillor Martin Whelton and Councillor Slawek Szczepanski attended as a substitute.

### 2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interests.

### 3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

The Chair thanked panel members for their support following the untimely loss of his father. He highlighted that the Panel has an important role in addressing climate action in London.

Councillor Stephen Mercer queried the wording on the collection of waste and suggested giving a specific example such as 'community skips' and take out i.e. replacing it with e.g.

### RESOLVED

The scrutiny officer to review the video and amend minutes  
The rest of the minutes were agreed as a true and accurate record

#### 4 ACTIONS LOG (Agenda Item 4)

A panel member said a few recommendations were not put on the action log. The Chair reported these are waiting for sign off and will appear on the updated log.

#### 5 CABINET MEMBER PRIORITIES - VERBAL UPDATE (Agenda Item 5)

The Cabinet Member for Transport said his priorities include protecting the safety of local residents. Therefore he is working with Transport for London and is hoping to reduce the speed limit on St Helier Avenue following death and serious injury. The Cabinet Member listed his priorities as follows:

Step free access in the following areas:

Tooting Thameslink

Raynes Park

Haydens Road

E-bike hire – A strategy resources is being put in place

More bike hangers

Electrification of buses in Merton

Role out of electric vehicle charging – thanked officers for Merton being awarded funding for the air quality strategy.

A panel member said Lime bikes are in already in Merton. The Head of Future Merton said if bikes are in the borough the authorisation has not been granted and this will be followed up with relevant companies.

A panel member said only injury or death leads to additional speed measures. The Head of Future Merton said speed cameras are police jurisdictions, most accidents are driver error. Resources mean the most dangerous areas are addressed first, schools and junctions are usually first priority.

Resolved

The Chair thanked officers and the Cabinet Member.

#### 6 CLIMATE CHANGE AND NET ZERO PROGRESS (Agenda Item 6)

The Cabinet Member for Local Environment, Green Spaces and Climate Change gave an overview of the report submitted to Scrutiny which provided an update on climate action in Merton.

A panel member asked for an update on Merton's Climate Delivery Plan for Year 2 and how we are performing against priorities. The Climate Change Officer said the Scrutiny report provides an overview of progress against the key priorities, and noted that with the Cabinet Member, officers are currently reviewing progress to inform the allocation of £2 million climate funding allocated by Cabinet this summer. Officers recognise the need for increased engagement with businesses. The Climate Change Officer also said that recruitment has been challenging this year across the sector

and highlighted that officers are currently recruiting for a number of roles and asked councillors to share job adverts via their networks.

Panel members asked about Merton's Climate Action Group and how the Council is looking to promote and increase participation in the community-led climate projects in Merton. The Cabinet Member noted the importance of engaging with those not already involved in the climate agenda by highlighting the co-benefits of climate action, in part through the Climate Action Group's community-led initiatives such as Merton Garden Streets and the Energy Matters project. Officers are also looking to run a Climate conference in the autumn where the Council hopes to launch an eco-leads network for schools.

The Climate Change Officer highlighted Merton's climate action newsletter, events this summer and autumn to engage with residents, and opportunities to build on community networks developed through the Climate Action Group initiatives to enable greater engagement with and participation from Merton residents. A Climate action engagement strategy is being developed to identify how the Council can reach residents who don't already engage with the Council's communications channels; an online consultation will run this autumn to inform this strategy.

A panel member asked how we are increasing participation and engaging with businesses regarding waste minimisation and disposal from businesses, and what role councillors could play to help with this awareness raising piece. The Cabinet Member agreed that increasing engagement with businesses would need to be a focus moving forward.

Panel members asked about progress with retrofitting. The Climate Change Officer highlighted that a number of projects are already underway. The Climate Change Officer also noted that once Community Retrofit Officers have been recruited, the Council will look to develop a retrofit strategy and energy masterplan for the borough, and increase engagement with residents, landlords, businesses, housing providers and schools. Panel members were encouraged to contact the Climate Change Officer if they wanted to invite representatives from the GLA to attend local events to talk to residents about the Mayor's Warmer Homes programme.

In response to questions on electric vehicle charging, the Head of Future Merton reported there are 250 charging points and bid for further funding, EV charging strategy is being developed and rise in electric vehicles in the borough. Mapping out demand for new chargers.

#### RESOLVED

The chair thanked officers for their report

#### 7 ACTIVE TRAVEL: CYCLING INFRASTRUCTURE (Agenda Item 7)

The Head of Future Merton gave an overview of the report  
Luke McCarthy – Merton Transport Group was invited to address the panel. He said this is an opportunity to raise the level of ambition on cycling infrastructure. There is

more to be done to achieve the ambition and remove barriers. Other boroughs have been more successful on obtaining Transport for London funding. There is a lack of ambition and leadership in this area. It is suggested there should be year on year targets to address recent decline in active travel. They would also like timescales to be clearer.

The Head of Future Merton reported the new Administration has set out the ambition and will be working with climate change team. It is recognised that the network is fragmented and more work needs to be done.

The Cabinet Member for Transport said he has met with Luke and recognises his concerns and is working towards the actions which have been set out.

Panel members asked about enforcing the 20 mile per hour speed limit, rental of cycles, Lime bikes being abandoned, the hire of e-scooters, and cycle training. The Head of Future Merton said a pan-London trial on cycling hire has come to an end and it now needs to be decided which companies to invite to Merton.

The Head of Future Merton said the breaking the speed limit of 20 mph is a criminal activity. If residents are concerned about traffic, they should inform the council as traffic calming measures could be considered. It was reported that cycle training was paused during the pandemic and could be reinstated.

A Panel member asked about plans for cycling around Morden as it is currently dangerous. The Head of Future Merton said there is a long-term plan. Morden is not great for cycling and this been a frustration for many years. The Mayor has launched a healthy streets vision with more cycle lanes but this is subject to Transport for London funding.

Councillor Fairclough put forward the following recommendation  
'Cabinet looks at resourcing for and prioritise the walking and cycling master plan.'  
This was seconded by Councillor Wilson and passed unanimously

Councillor Fairclough put forward a further recommendation  
'Recommend to Cabinet that they examine any potential quick wins that are already identified and still relevant.'

This was seconded by Councillor Dresselaers and passed unanimously.

#### RESOLVED

That the recommendations are forwarded to Cabinet for consideration.

#### 8 SCHOOL STREETS: LESSONS LEARNED REVIEW (Agenda Item 8)

The Head of Future Merton gave an overview of the report,

A panel member asked about fines in relation to school streets. The Head of Future Merton said warnings were issued initially then this moved to fines, The numbers of



financial penalties issued usually reduce over time when people adapt to the new measures. There are parts of the borough the fines have remained consistently high.

A panel member asked if the council could implement some distinguishing features, so residents are aware it is a school street. Also, if restriction times can be earlier and term time dates clearly advertised.

The Head of Future Merton encouraged councillors to put forward suggestions for schools as there may be future opportunities to expand the scheme.

The Cabinet Member for Transport said he will raise this issue at the Head Teachers forum and does not wish to impose measures on schools.

Councillor Neaverson put forward a recommendation

The Council explore the possibility for planters and particular features that make it clear it is a school street.

This was seconded by Daniel Holden and agreed unanimously.

Councillor Manly put forward a recommendation

Cabinet to review the communication of zones including term times in school streets  
This was seconded by Councillor Fairclough and agreed unanimously

**RESOLVED**

That the recommendations are forwarded to Cabinet for consideration.

## 9 PERFORMANCE MONITORING (Agenda Item 9)

The Assistant Director of Public Space Contract and Commissioning gave an overview of the report and progress with performance indicators

A panel member raised concerns about fly tipping which has improved overall but asked what action can be taken about particular hotspots. The Assistant Director said we need to be persistent, as well as focus on community education. Some areas must be looked at on a case-by-case basis as there may be intrinsic issues that need to be addressed.

**RESOLVED**

The Chair thanked the Assistant Director for the report.

## 10 WORK PROGRAMME (Agenda Item 10)

Work programme

The Chair reported that the task group on electric vehicle charging will convene shortly.

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## Sustainable Communities Overview & Scrutiny Panel – Action Log 2022

ACTIVE					
Area	Recommendation	Status	Officer notes	Cabinet date	
Tree Strategy	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	Green	The tree strategy is currently being undertaken. The strategy will be delivered in two parts with the first phase concentrating on Council-owned assets, maintenance regimes and risk management. The second phase will take into context private tree assets, planning considerations and the wider urban forest.	09/11/2021	
Green Spaces	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	Amber	This is under consideration. There are several Council strategies that touch upon parks and open spaces particularly Local Development Framework documents.	09/11/2021	
Flooding	The Thames Water independent review of the flooding to be shared with the Panel once received.	Green		N/A	
PENDING					
Tenants Champion	See reference for full details.		The Scrutiny reference is being considered by Cabinet and there will be a formal response within 2 months.	19/09/2022	
Fly tipping	Considering lack of access to disposal facilities is a driver, the Panel RESOLVED that "This panel requests Cabinet consider ways of bringing the collection of waste closer to the community		The Scrutiny reference is being considered by Cabinet and there will be a formal response within 2 months.	19/09/2022	
School Streets	The Council explore the possibility for planters and particular features that make it clear it is a school street.		Scheduled for 07/11/2022 Cabinet		
School Streets	Cabinet to review the communication of zones including term times in school streets		Scheduled for 07/11/2022 Cabinet		

ACTIVE					
Area	Recommendation	Status	Officer notes	Cabinet date	
Active Travel	Cabinet looks at resourcing for and prioritise the walking and cycling master plan.		Scheduled for 07/11/2022 Cabinet		
Active Travel	Recommend to Cabinet that they examine any potential quick wins that are already identified and still relevant.		Scheduled for 07/11/2022 Cabinet		

## Sustainable Communities Overview and Scrutiny Panel

### Update on Merton Regeneration Project 3<sup>rd</sup> November 2022

#### 1. Progress on the Three Estate

We are currently working on all three Merton Regeneration Project estates (Ravensbury, High Path and Eastfields).

- **Ravensbury:** Phase 2 is well underway, with Henry Construction making good progress. The [Ravensbury Live 2](#) digital engagement site is attracting hundreds of views per month, as residents track progress of their new homes.

We expect the first of 50 new homes to be ready for occupation in the summer of 2023. All are earmarked for existing Ravensbury residents.

- **High Path:** the 134 Phase 1 homes are now almost all occupied. The General Needs households were rehoused some months ago. Progress on moving existing homeowners who have chosen to stay has been slower than planned, largely due to two factors. Firstly inefficient conveyancing from our appointed lawyers and, in some instances, remortgaging delays (usually around valuations). Secondly, negotiations with HMRC to confirm Clarion's and residents' SDLT liability.



*High Path Phase 1 is now complete*

Overall, feedback from residents in Phase 1 continues to be positive. These first few months have also pointed up some weaknesses in our systems e.g. dealing with defects and repairs in new, multi-tenure buildings. Site visits and internal workshops to capture that learning and continuously improve are already underway. We continue to prepare for High Path Phase 2, due to start on site in March 2023. Securing vacant possession (VP) of homes in the Phase 2 area is crucial. The great majority of private homes have been secured, with many homeowners already living in new Phase 1 homes. There remain 3 homes to acquire. Securing Phase 2 VP is our top priority on High Path currently.

We have undertaken several engagement events in preparation for the submission of Phase 3 and Phases 4 – 7 planning applications (both due in December). As Covid concerns recede, increasingly these are run in person, with an online alternative.

A trial balcony greening project for the new residents of Phase 1 has been well received. Jointly run with Sustainable Merton, the project involves gifting window boxes and suitable plants to residents, with a follow up held in October based on spring bulb planting.

High Path featured in the Open House London Festival 2022.

- **Eastfields:** the Phase 1 planning application was approved by LBM in May, paving the way for engagement with homeowners and tenants living in the Phase 1 site. This then involved follow up consultations based on subsequent amendments.

As with High Path, achieving VP in this location is critical to ensuring our target start on site (March 2023). For this to happen, a number of complicated, interdependent steps need to be taken:

- Assured Shorthold tenancies (AST) across Eastfields have to be ended
- New temporary (AST) tenancies to be created on High Path, in homes freed up by the permanent relocation of existing households to High Path Phase 1
- These homes then have to be made ready for reletting and AST households moved from Eastfields to High Path
- The vacated Eastfields properties are then prepared for reletting
- Households (homeowners and tenants) living in the Eastfields Phase 1 area are temporarily relocated into these newly prepared homes, whilst
- We build their new permanent homes (Eastfields Phase 1)

We have been working closely with LBM colleagues to coordinate these various moves, and in particular support the Assured Shorthold tenants into new homes on High Path.

We have completed valuations of all the privately owned homes in Phase 1 and made offers to those homeowners. We are currently negotiating to buy their properties. Achieving VP will continue to be the key objective for the rest of the year.



*Eastfields Phase 1 starts 2023*

- **Compulsory Purchase Orders:** the preparations for the Compulsory Purchase across the three estates has made good progress. The period for objections has passed (though in reality objections can be considered until the date of any CPO inquiry). There have been a handful of objections from residents living on the three estates. Other objections have come from statutory bodies and individuals living near High Path, a number of whom we are already in negotiation with.
- **Buy Backs and Guardians:** we continue to run an extensive programme of buying back properties, helping create VP for future phases. 44 homes have been bought so far this year, with another 37 under offer.

These homes offer us temporary accommodation as Assured Shorthold tenancies, helping relieve the pressure on LBM's housing waiting lists. The remainder we treat as short life (i.e. needed for demolition in early phases of regeneration) and let on licence via a guardian service. This ensures the homes have a useful life up until the last minute, often offering temporary accommodation for key workers in the area (e.g. a number of the guardians living on High Path work at the nearby St Helier Hospital).

## 2. Social Value Activities

The social value we can create through our regeneration projects and the team's activities continues to generate good results. We have continued to build on jobs and training created on High Path Phase 1 with a further 3 jobs and 20 vocational qualifications in the past twelve months. At Ravensbury 8 new jobs have been created as Phase 2 picks up speed, with a further 70 vocational training outputs and 70 pre-employment training interactions. Through our partnership with Eurocell, almost 5 tonnes of removed UPVC windows have been upcycled to create new windows. We have a programme of community events for Eastfields as we wait for the first new homes to get underway, and delivered 4 school engagement events in the past year (including a morning at Merton Abbey Primary School as part of consultation on the future of High Path).



*High Path balcony greening project*

## 3. Sustainability

Clarion are delivering a comprehensive programme of sustainability initiatives as part of the Merton Regeneration Project, including social, economic and environmental improvements. Much of that is driven through our Social Value activities, including support for local community groups, clean up days, volunteering by Clarion staff and our contractors. Our approach to procurement ensures employment, apprenticeship and training opportunities for local residents and others throughout the area.

In terms of environmental sustainability, Clarion are already designing our new homes to be net zero carbon compatible, which means that new designs will not include any fossil fuel heating systems. This will apply to all homes completed by 2025. Additionally, there are a number of interventions worth noting in the Merton Regeneration Project:

- High Path phases 1 and 2 include a communal boiler on site. This is gas powered. Phase 3 includes an air source heat pump-powered energy centre. When this comes on line we will decommission the boiler. From that point onwards these first three phases and all future phases will be connected to the energy centre
- All the new homes have underfloor heating (i.e. no radiators), using a low temperature water system which requires significantly lower energy than traditional systems
- There are smart monitoring systems allowing residents to track energy usage and heat their homes zonally, reflecting different patterns of usage during the day and night
- We have adopted a fabric first approach, focussing on air tightness, insulation and wall and floor build up. This helps maintain an even temperature irrespective of external conditions
- New homes include Mechanical Ventilation with Heat Recovery (MVHR), extracting moisture-laden air and resupplying fresh, filtered air whilst at the same time recovering heat in that extracted air
- The new homes under construction at Ravensbury also have air source heat pumps
- There will extensive use of photo voltaic arrays throughout the three sites

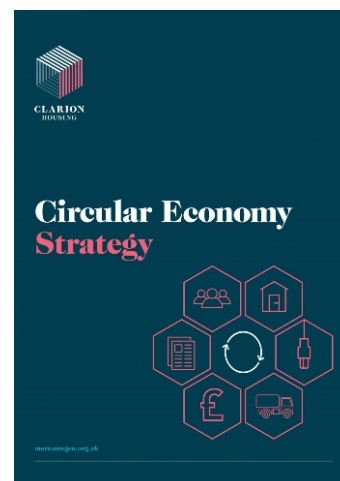


The project also includes a number of green initiatives:

- Green roofs and blue roofs (to limit water run-off and retain it on site)
- Sustainable urban drainage (SUDs) on all three estates but especially at Ravensbury to help deal with flood risk in that area
- New public parks for both Eastfields and High Path
- Hundreds of new trees planted
- New play areas and greenspaces throughout the three sites

Finally, Clarion's Circular Economy Strategy has been developed off the back of the activities and ideas we have been developing within the Merton Regeneration Project. This has included:

- Pre demolition audits of buildings to identify and find use for the materials they contain
- This was first undertaken at the Old Lamp Works (the site of High Path Phase 1) and Ravensbury Phase 1 (which included the retention and reuse of bricks from demolished properties)
- The testing and rehoming of white goods left behind when residents move into their new homes, with appliances redistributed by Dons Action Group
- The upscaling of UPVC windows to create new windows



#### **4. Continuous Improvement: Phase 1 Ravensbury and Phase 1 High Path**

Taken together the first two phases on Ravensbury and High Path represent 155 new homes – a not insignificant number but just 5% of the total number of new homes the Merton Regeneration Project. These early completions offer many opportunities for us to learn from and improve upon. There are three key areas we are concentrating on in the work underway to capture that learning:

1. The experiences of residents as they prepare to move, the moving process itself, and their first few months in the new homes
2. How Clarion's own services have responded to these new circumstances (e.g. repairs, dealing with defects, cleaning and maintenance regimes)
3. The handover process from the contractor to Clarion

Residents' experiences: for most residents the experience has been positive, especially for those who had previously been experiencing overcrowding. The Regeneration Managers played a full and supportive role in helping people prepare for the move, pack up, arrange removals, etc. The new homes are light, energy efficient, well equipped and with high ceilings throughout.

However, we can make improvements. Leaseholders and freeholders saw significant delays as we went through the process of buying back homes and confirming ownership of the Replacement Home. Although a cornerstone of the Residents Offer, the bespoke nature of the Replacement Home offer meant we were breaking new ground with mortgage lenders, solicitors, valuers and HMRC. This involved extensive back and forward between various bodies, with HMRC in particular taking months to come to a position on how to treat stamp duty (SDLT).



We now have an agreed position for all future Replacement Homes with a number of the major lenders and, critically, HMRC. The poor performance of our own appointed conveyancing solicitors added further delay. In future, all such transactions will be handled in house by our own legal team.

Clarion's Services: some of the issues residents faced when trying to report a defect or repair in these early days can be attributed to Clarion's cyber security issues, but not all. There are a number of key areas we will be reviewing in the next few weeks:

- The arrangements for reporting defects
- How the judgement is made as to what is a defect and what is a repair
- The role of housing management once residents have moved into their new homes
- Adapting our cleaning regimes and maintenance of common parts to reflect the new buildings, patterns of usage and quality of components
- Improving the explanation of the new energy systems, how to operate them efficiently and the way bills are calculated

Handover process: Although the quality achieved by both contractors on the two sites is good (United Living at Ravensbury, Hill Construction at High Path) neither were snag free. We are exploring how we can tighten up on the handover process, with perhaps the Regeneration Manager for the site accompanying the Clerk of Works on pre-handover inspections.

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## E&R Public Protection performance report

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Parking</b>											
Parking	CRP 044 Parking services estimated revenue	1,605,446	1,927,022				9,845,363	11,562,132			
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	1.41	0.67				7.74	3.98			
Parking	SP 509 % of Permits applied/processed online	98%	98%				97.33%	98%			
Parking	SP 510 % of PCN Appeals received online (Monthly)	83%	83%				81.33%	83%			
Parking	SP 511 Blue Badge Inspections - cumulative	128	68				260	234			
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	89%	75%				86.5%	75%			
Parking	SP 513 Percentage of cases 'heard' and won at ETA	<b>Quarterly measure</b>					82%	79%			
<b>RSP</b>											
Regulatory Services	CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)	<b>Quarterly measure</b>					70.23%	90%			
Regulatory Services	CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)	<b>Annual measure</b>					N/A	1	N/A	N/A	N/A
Regulatory Services	CRP 122 / SP 566 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives (Annual)	<b>Annual measure</b>					N/A	50	N/A	N/A	N/A
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)	<b>Quarterly measure</b>					65				

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
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 measure					6				
Regulatory Services	DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas (Quarterly)	Quarterly measure					5				
Regulatory Services	SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)	Annual measure					N/A	95%	N/A	N/A	N/A
Regulatory Services	SP 561 Percentage of alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28 day consultation period, excluding those that are subject to a licensing hearing	Quarterly measure					100%	95%			
Regulatory Services	SP 564 High risk A & B and non-compliant C-rated food establishments due for inspection completed	Annual measure					N/A	100%	N/A	N/A	N/A

## E&R Public Spaces

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Waste Services</b>											
Waste Management & Cleansing	CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrears)	42.27%	50%				43.19%	45%			
Waste Management & Cleansing	CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)	89.98%	95%				84.76%	95%			
Waste Management & Cleansing	CRP 123 / SP 567 % of sites surveyed on local street inspections for litter that meet the required standard (Monthly) and quarterly in line with NI 195 reporting	80%	87%				84.33%	87%			

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Waste Management & Cleansing	CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)	65.1%	90%				49.41%	90%			
Waste Management & Cleansing	CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)	Quarterly measure					84%	80%			
Waste Management & Cleansing	CRP 126 / SP 573 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly)	133	80				121.33	80			
Waste Management & Cleansing	DATA 013 Number of street cleansing site inspections undertaken by Client team (target 868 per month, 10,416 per year) (Monthly)	699	Data only				4,775	Data only			
Waste Management & Cleansing	DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly)	253	Data only				2,326	Data only			
Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual measure					N/A	75%	N/A	N/A	N/A
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrear)	41.67	39.5				204.04	198			
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	4%	6%				4%	6%			
Waste Management & Cleansing	SP 569 % of sites surveyed that meet the required standard for weeds (Quarterly)	Quarterly measure					90%	90%			
Waste Management & Cleansing	SP 571 % of sites surveyed that meet the required standard for graffiti (Quarterly)	Quarterly measure					93%	95%			
Waste Management & Cleansing	SP 572 % of sites surveyed that meet the required standard for flyposting (Quarterly)	Quarterly measure					99.06%	97%			
Waste Management & Cleansing	SP 574 Resident satisfaction with the Household Re-use and recycling facility (Garth Road) (Annual)	Annual measure					N/A	75%	N/A	N/A	N/A
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	Annual measure					N/A	75%	N/A	N/A	N/A
Waste Management	SP 269 % Residents satisfied with street cleanliness	Annual measure					N/A	57%	N/A	N/A	N/A

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
& Cleansing	(Annual) (ARS)										
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrear)	72.19	75				359.18	375			
Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly) FLAGGED	48.77%	70%				58.64%	70%			
Waste Management & Cleansing	SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	1,477	1,500				9,515	9,000			
<b>Parks</b>											
Parks and Green Spaces	CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)	<b>Quarterly measure</b>					4.89	4.95			
Parks and Green Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	<b>Annual measure</b>					N/A	79%	N/A	N/A	N/A
Parks and Green Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)	<b>Annual measure</b>					N/A	87%	N/A	N/A	N/A
Parks and Green Spaces	SP 032 No. of Green Flags (Annual)	<b>Annual measure</b>					N/A	7	N/A	N/A	N/A
Parks and Green Spaces	SP 514 Income from outdoor events in parks (Annual)	<b>Annual measure</b>					N/A	£560,000	N/A	N/A	N/A
Parks and Green Spaces	SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	<b>Annual measure</b>					N/A	4.9	N/A	N/A	N/A
Parks and Green Spaces	SP 517 Number of street trees planted (Annual)	<b>Annual measure</b>					N/A	245	N/A	N/A	N/A
Parks and Green Spaces	SP 557 Average Performance Quality Score (Grass Verge Standards) (Quarterly)	<b>Quarterly measure</b>					4.86	4.5			
Parks and Green Spaces	SP 559 % of tree works commissions completed within SLA (30 days) (Quarterly)	<b>Quarterly measure</b>					88%	87%			
Parks and Green Spaces	SP 318 No. of outdoor events in parks (Monthly)	3	16				67	169			

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Parks and Green Spaces	SP 560 Number of friends and similar groups volunteering within Merton's parks and open spaces (Annual)	Annual measure					N/A	30	N/A	N/A	N/A
<b>Transport</b>											
Transport	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	N/A	N/A
Transport	SP 137 % User satisfaction survey (transport passenger fleet) (Annual)	Annual measure					N/A	97%	N/A	N/A	N/A
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	N/A	N/A
Transport	SP 526 % of Council fleet using diesel fuel (Annual)	Annual measure					N/A	85%	N/A	N/A	N/A
Transport	SP 456 Days lost to sickness absence - Transport (cumulative) (Monthly)	5.7	0.75				32.28	4.5			
<b>Leisure</b>											
Leisure	SP 251 Income from Watersports Centre (Monthly)	£13,262	£12,000				£304,596	£356,500			
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	9,996	6,940				57,606	45,435			
Leisure	SP 405 No. of Leisure Centre users (Monthly)	91,972	77,747				552,329	444,618			
Leisure	SP 406 No. of Polka Theatre users (cumulative) (Quarterly)	Quarterly measure					43,168	8,279			

## E&R Sustainable Communities

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Development and Building Control</b>											
Development and Building Control	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	81,448	166,036				636,286	996,216			

Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks or within agreed timescales (Monthly)	0%	81%		None rec'd		84.59%	81%			
Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks or within agreed timescales (Monthly)	57.14%	73%				73.15%	72%			
Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks or within agreed timescales (Development Control) (Monthly)	59.38%	84%				76.62%	83%			
Development and Building Control	DATA 007 /SP 414 Volume of planning applications (Monthly)	284	Data only				1,858	Data only			
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	43.33%	55%				39.92%	55%			
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	116	45				460	270			
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	<b>Quarterly measure</b>					28.75%	35%			
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	317	300				317	300			
<b>Future Merton</b>											
Future Merton	CRP 096 / SP 020 New Homes (Annual)	<b>Annual measure</b>					N/A	900	N/A	N/A	N/A
Future Merton	CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)	<b>Annual measure</b>					N/A	75%	N/A	N/A	N/A
Future Merton	CRP 108 / SP 475 Number of publicly available Electric Vehicles Charging Points available to Merton Residents (Annual)	<b>Annual measure</b>					N/A	250	N/A	N/A	N/A
Future Merton	DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly)	9	Data only				52	Data only			
Future Merton	DATA 009 £ fines from Streetworks FPNs (Monthly)	6,780	Data only				69,050	Data only			



Dept.	PI Code & Description	Sep 2022					2022/23				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Future Merton	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	100%	98%				100%	98%			
Future Merton	SP 328 % Streetworks permitting determined (Monthly)	100%	98%				100%	98%			
Future Merton	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	<b>Quarterly measure</b>					0.85	3			
Future Merton	SP 476 Number of business premises improved (Annual)	<b>Annual measure</b>					N/A	10	N/A	N/A	N/A
Future Merton	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	<b>Annual measure</b>					N/A	75%	N/A	N/A	N/A
<b>Property</b>											
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	<b>Quarterly measure</b>					0%	3%			
Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	<b>Quarterly measure</b>					7.5%	7.5%			
Property	SP 386 Property asset valuations (Annual)	<b>Annual measure</b>					N/A	150	N/A	N/A	N/A
Property	SP 518 Number of completed Rent Reviews (Quarterly)	<b>Quarterly measure</b>					5	16			

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## Sustainable Communities Work Programme 2022/23

This table sets out the draft Sustainable Communities Overview and Scrutiny Panel'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 Panel 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 Stuart Neaverson  
**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](mailto:rosie.mckeever@merton.gov.uk)

For more information about overview and scrutiny at LB Merton, please visit [www.merton.gov.uk/scrutiny](http://www.merton.gov.uk/scrutiny)

**Meeting date:** ~~29 June 2022~~ (**Deadline for papers:** ~~5pm, 22 June 2022~~)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Cabinet Member Priorities	Verbal update with Q&A	Cabinet Members for: Housing and Sustainable Development, Local Environment, Green Spaces and Climate	To understand current priorities in relation to Panel work programme
Fly tipping strategy and Action Plan review		John Bosley Cabinet Member for Local Environment, Green Spaces and Climate	
Performance monitoring	Basket of indicators plus verbal report	AD for Public Space, AD for Sustainable Communities	To highlight any items of concern and/or request additional information
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

**Meeting date:** 1 September 2022 (~~Deadline for papers: 5pm, 23 August 2022~~)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Cabinet Member Priorities	Verbal update with Q&A	Cabinet Member for Transport	To understand current priorities in relation to Panel work programme
Climate Change and Net Zero progress	Report	Dominique Hill; Amy Mallet	Receive update on the Climate Change action plan and the Council's Net Zero progress
Active Travel: Cycling infrastructure and facilities in the borough, including cycle lanes and storage spaces/hangars.	Report	Louisa Green; Paul McGarry, Head of FutureMerton  Cabinet Member for Transport	
School Streets – Lessons learned review	Report	Mitra Dubet; Paul McGarry, Head of FutureMerton	The panel RESOLVED in January to request officers produce a lessons learned paper on the implementation of school streets.
Performance monitoring	Basket of indicators plus verbal report	Adrian Ash, Director of Environment and Regeneration	To highlight any items of concern and/or request additional information
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

**Meeting date:** 3 November 2022 (*Deadline for papers: 5pm, 25 October 2022*)

<b>Item/issue</b>	<b>How</b>	<b>Lead member and/or lead officer</b>	<b>Intended outcomes</b>
Clarion: Repairs and Maintenance	Written report	Representatives from Clarion will be invited to attend the session	Monitor progress of recommendations
Cllr Natasha Irons – Brief update re; Waste and recycling	Verbal update	Cabinet Member for Local Environment, Green spaces, and Climate Change	
Clarion Housing: Estate Regeneration – including climate elements of building	Written report		
Performance monitoring	Basket of indicators plus verbal report	Adrian Ash, Director of Environment and Regeneration	To highlight any items of concern and/or request additional information
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

**Meeting date:** 19 January 2023 (*Deadline for papers: 5pm, 10 January 2023*)

<b>Item/issue</b>	<b>How</b>	<b>Lead member and/or lead officer</b>	<b>Intended outcomes</b>
Budget and business planning (round 2)	Report	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
Tree Strategy development	Written report to include Nature based solutions to pollution – pocket parks, hedgerows; Polluted hotspots in borough where hedgerows and tress could mitigate.	John Bosley; Cabinet Member	Consider hotspots from session on air quality - Request recommend hotspots get hedgerows. Polluted hotspots in borough where hedgerows and tress could mitigate.
Idverde	Focus on sustainability and best practice.	John Bosley, Andrew Kauffman	
Performance monitoring	Basket of indicators plus verbal report	Adrian Ash, Director of Environment and Regeneration	To highlight any items of concern and/or request additional information
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

**Meeting date:** 23 February 2023 (*Deadline for papers: 5pm, 14 February 2023*)

<b>Item/issue</b>	<b>How</b>	<b>Lead member and/or lead officer</b>	<b>Intended outcomes</b>
Air Quality	Tracking poor air quality hotspots & HGV traffic and pollution hotspots in the borough	Jason Andrews  Cabinet Member	Consider nature-based solutions
Flooding issues	Report	Tom Sly, Flood Management Officer	Thames Water independent review on flooding events in the borough
Housing: Support for renters / Housing enforcement	Report	Elliot Brunton, Head of Housing and Strategy	Include any updates from Panels Feb 2022 recommendations
Performance monitoring	Basket of indicators plus verbal report	Adrian Ash, Director of Environment and Regeneration	To highlight any items of concern and/or request additional information
Work programme 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.



**Meeting date:** 8 March 2023 (*Deadline for papers: 5pm, 27 February 2023*)

<b>Item/issue</b>	<b>How</b>	<b>Lead member and/or lead officer</b>	<b>Intended outcomes</b>
Disability Access	Written report		Include accessibility at stations
Council Retrofitting Plans	Written report	Dominique Hill; Amy Mallet	
Planning enforcement	Written report	Cabinet member, James McGinlay, Lesley Barakchizadeh	Invite Officers to report back on the backlog of cases
Performance Monitoring	Basket of indicators plus verbal report	Adrian Ash, Director of Environment and Regeneration	
Topic suggestions 2022/23	Written report	Rosie McKeever, Scrutiny Officer	To seek suggestions from the Panel to inform discussions about the Panel's 2022/23 work programme

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