

Merton Council Sustainable Communities Overview and Scrutiny Panel



Date: 30 January 2024
Time: 7.15 pm
Venue: Committee Rooms BCDE, Merton Civic Centre

AGENDA

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1	Apologies for absence	
2	Declarations of pecuniary interest	
3	Minutes of the previous meeting	1 - 6
4	Actions Log	7 - 38
5	Budget and business planning (round 2) Please bring your Members Information Pack to the meeting.	
6	Budget/Business Plan - Latest Cabinet Papers See supplementary agenda	
7	Clarion Housing - Repairs and maintenance standards	
8	Clarion Housing: Estate Regeneration	
9	Work Programme	39 - 46

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Sustainable Communities Overview and Scrutiny Panel Membership

Councillors:

Stuart Neaverson (Chair)
Daniel Holden (Vice-Chair)
John Braithwaite
Mike Brunt
Anthony Fairclough
Dan Johnston
Stephen Mercer
Marsie Skeete
Slawek Szczepanski
Martin Whelton
James Williscroft
Victoria Wilson
Thomas Barlow

Substitute Members:

Caroline Charles
Edward Foley
Klaar Dresselaers
Samantha MacArthur
Max Austin

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.

For more information, please contact the Scrutiny Team on 020 8545 4035 or by e-mail on scrutiny@merton.gov.uk. Alternatively, visit www.merton.gov.uk/scrutiny

Agenda Item 3

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SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY PANEL

27 NOVEMBER 2023

(7.15 pm - 10.00 pm)

PRESENT Councillors Councillor Stuart Neaverson (in the Chair),
Councillor Daniel Holden, Councillor John Braithwaite,
Councillor Michael Brunt, Councillor Anthony Fairclough,
Councillor Stephen Mercer, Councillor Slawek Szczepanski,
Councillor Martin Whelton, Councillor James Williscroft,
Councillor Victoria Wilson and Councillor Nick McLean

Dan Jones (Executive Director, Environment, Civic Pride & Climate) and Lucy Owen (Executive Director of Housing & Sustainable Development)

1 APOLOGIES FOR ABSENCE (Agenda Item 1)

Apologies received from Cllr Dan Johnston with Cllr Caroline Charles as substitute. Cllr Marsie Skeete also sent apologies.

2 DECLARATIONS OF PECUNIARY INTEREST (Agenda Item 2)

There were no declarations of pecuniary interest.

3 MINUTES OF THE PREVIOUS MEETING (Agenda Item 3)

Panel members confirmed that these were a true and accurate record of the previous meeting.

4 ACTION LOG (Agenda Item 4)

The Executive Director of Environment, Civic Pride and Climate will follow up on the waste updates. Following the meeting, the below updates were received and will be added to the Action Log:

Street sweeping schedules - As part of the new service, we shall publish the street cleansing service delivery schedules on the council's website, starting in April 2025.

Contract specifications - The service specification has been completed for the recycling & waste service. We are currently developing the detailed street cleansing service specification, incorporating feedback and will be able to present this to the Panel in Q1 of 2024.

Ward-based dashboards for identifying fly tip hot spots - The performance team have recruited a performance officer due to a vacancy and now are able to deliver this information on a Quarterly basis from Q4 2023/24.

Net Zero work -The waste and street environment team are currently undertaking a review, assisted by The Carbon Trust, of the future transport needs and we will deliver a plan to decarbonise the vehicle fleet to meet the 2030 Net Zero target.

Greenspaces and other outstanding actions – Scrutiny Officer to chase.
Following the meeting, the below updates were received and will be added to the Action Log:

Greenspaces Strategy - In line with the GLA Local Nature Recovery Strategy adopted in April 2023, we begun an initial scoping phase for the Merton Parks and Open Space Strategy. Internal partner consultation on the proposal is planned to be completed in Spring 2024. Currently, no funding has been secured for the implementation of the strategy. However, Parks for London is assisting with the scoping process.

Idverde quarterly performance updates - The Divisional Performance Team, in collaboration with the Head of Parks, has developed a comprehensive quarterly performance report. This report, encompassing service performance indicators and project updates related to parks and Idverde's performance, will be presented at the next Sustainable Communities Panel meeting for regular review and discussion.

Community Energy - Community energy is led by community and voluntary sector organisations, not the council. To support this the council has:
Extensive community engagement, including a climate action newsletter circulated to +10,000 signed up; a Canons Sustainable Summer Fair with multiple participants, voluntary and community sector organisations; a Green Schools Network and outreach across the borough.
Dedicated £166,000 for community groups, residents associations and other people and organisations to the council's Community Climate Action Fund.

Bike sheds - The council has TFL funding to provide c20 additional bike hangars; currently subject to procuring a new supplier

5 CABINET MEMBER PRIORITIES (Agenda Item 5)

The Cabinet Member for Sport & Heritage gave an update on current projects.

In response to questions from Panel Members:

- Wimbledon event for 300 young people. All concerns have been addressed with police input, but Cllr Holden is welcome to meet with Libraries Manager to discuss concerns (only one toilet, broken glass bottles).
- No budget for public toilets.

- Budget for borough of sport – Original budget was £544k, further money received from Health, but we do need to encourage funding.
- There is a Young Inspector on the Borough of Sport advisory group.
- Free swimming has been very popular with our younger people (between July and October there were around 2,200 swimmers).

6 MERTON'S HOUSING ASSOCIATIONS - REPAIRS AND MAINTENANCE STANDARDS (Agenda Item 6)

Steve Nunn, Executive Director for Growth at MOAT gave a short presentation.

Cllr Aidan Mundy spoke on the issues in his ward and raised the following points:

- Voids standing for several months. How can these be turned around?
- Close working with housing team is needed, especially for high risk cases.
- What more can be done to proactively address mould in properties (particularly the older ones) other than dehumidifiers, trickle vents. Moat - We look at mechanical ventilation.

In response to questions:

- Anti-Social Behaviour – specialist team deals with this; residents report issues directly to them.
- Overcrowding – Local authority has nomination rights into our properties. We will work closely with the Council with regards to who is housed in the new Pollards Hill homes.
- Considering a hybrid model for performance rather than outsourcing.
- Fuel poverty – hardship fund that we use to focus on residents in need. Historically undersubscribed but has grown in the past two years.

Tony Almond, Head of Property for Wandle, gave a short presentation.

The Panel welcomed a public speaker, Caroline Muller-Carpenter.

Caroline raised an issue regarding a historic commitment by Wandle to replace boundary wall in her ward (due to be completed by March 2022). To date, nothing has been done. Tony Almond committed to respond to Caroline within two weeks.

In response to questions from Members:

- Tony to link with Cllr Caroline Charles, Tenants Champion, to organise a site inspection/Cllr walk around.
- Abbey Parade - fly tipping. This issue will be looked at.
- Fuel poverty – Helping Hand fund is managed by Wandle's resident support team.

7 CLARION HOUSING: ESTATE REGENERATION (Agenda Item 7)

This item was moved to January meeting.

8 BUDGET AND BUSINESS PLAN (ROUND 1) (Agenda Item 8)

The Cabinet Member for Finance and Corporate Services gave an overview of the budget plans for 2024/25. Inflation, cost of living and government funding are all areas of concern, however we do project a balanced budget that is robust, reasonable, and sustainable.

The Executive Director of Finance & Digital set out initial proposals. Significant changes are the pay award was significantly more than usual, inflation is down but has been significantly high all year, volatile interest rates.

Members considered draft savings proposals and growth proposals within the report. In response to questions:

- 40% of last year's savings achieved. Constant discussion with Directors and Budget Holders to achieve more than 40% of savings this year.
- Services require investment, frustrating that we cannot do this at present.
- Local government settlement – one-year settlements are unhelpful and very challenging.
- In terms of core spending power – with inflation pressures in social services, the increases are not enough to cover this. Executive Director to circulate more detail on core spending power to members of the panel.
- Proposing small savings in comparison to other London boroughs.

Members considered the Capital Programme:

- Car park upgrades – Action: DJ to update Cllr Holden via email.
- Capital programme heavily scrutinised with wider management with regards to capacity to deliver on these projects.
- Replacement trees are in either tree strategy budget or street tree planting programme.
- Wimbledon remodel of water sports facility. Currently have poor facilities.
- £29m in capital programme for tranche zero (first 100 homes). Cabinet expressed that £100m would be needed to achieve the house building scale desired. Cannot give precise details of how much exactly will be needed.
- Walking & Cycling strategy – earmarked money for some strategies, will also utilise TfL for LIP programme and section 106 for funding.

Growth proposals:

- Reductions in LIP funding has impacted on our ability to fund improvements schemes we would like to do.
- The retendering of refuse collection and in house street cleaning – how much more will we be paying for the new arrangements? Close to going to market, so currently working with assumptions and current rates of staff costs and fuel.

Savings proposals:

- Heritage role deletion – work will be spread across the team. Will offer development opportunities to team members.

The Panel moved to discuss recommendations.

A Panel Member proposed that as part of the Borough of Sport ambitions, infrastructure really needs to be a part of that therefore we “Recommend Cabinet consider, as part of the MTFS, including toilet facilities and running water on its playing pitches”. The recommendation was seconded by Cllr Nick Mclean. Votes for, 6. Votes against, 6. Chair used his casting vote.
Motion fell.

A Panel Member proposed that “Cabinet to consider additional funding to accelerate the street trees programme”.
The recommendation was seconded by Cllr Daniel Holden.
Votes for, 6. Votes against, 6. Chair used his casting vote.
Motion fell.

9 PERFORMANCE MONITORING (Agenda Item 9)

- There is a plan to deal with blocks of flats – looking at new contract in terms of how we might improve recycling and contamination rates. Improved facilities, more bins, increased collections as well as behaviour change.
- Rise in gyms – Dan Jones to see if GLL has had a drop in membership.
- Mitcham market and events – tender for Market Manager is out.

10 WORK PROGRAMME (Agenda Item 10)

The work programme was agreed.

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Sustainable Communities Overview & Scrutiny Panel – Action Log Jan 2024

Area	Recommendation	Status	Officer notes	Cabinet date
Idverde	The Panel requested Cabinet identify timescales for the Idverde recommendations. Cabinet Member agreed to return to the Panel with timeframes for these, with the caveat that the timeframes presented back could change.	Green	Add Idverde item to agenda – Scheduled for February 2024.	N/A
Clarion Housing	This Panel recommends that it be a default procedure for all repairs to have before and after pictures.	Green	Please can this be marked as Complete. As per our update in January 2023, Equans operatives were taking before and after pictures and we carried out a spot check to see that these were available on more recent repairs. This practice has continued since 01/08/23 when the repairs service was brought in-house with Clarion Response.	20.02.23
Clarion Housing	This Panel recommends that Clarion, at least once a quarter, help advertise the Resident Association meetings, including where and when they will be held, and that resident associations are allowed access to the communal boards for them to advertise these meetings.	Green	Please can this be marked as Complete. As per our update in January 2023, recognised TRAs are able to advertise meeting times and contact details on communal boards.	20.02.23
Clarion Housing	This panel request that Clarion report back on the improvements it makes to communications around repairs and update the panel at the next session they are due to report at.	Green	<p>Please can this be marked as Complete. As per our update in January 2023, our Fire Safety remediation works team have reviewed their processes following feedback from residents.</p> <p>For all sites where we have major works such as communal door replacement of the whole block, we will write to all residents and put notices up in the communal area.</p> <p>Where there are individual doors being replaced, we will be writing to the individuals.</p>	20.02.23

Area	Recommendation	Status	Officer notes	Cabinet date
			<p>Where we are carrying out external wall system remediation, we will have a resident engagement plan for the site and ensure residents are aware of the work in advance and are regularly updated with progress and are given clear opportunities for feedback.</p> <p>When delivering Planned Maintenance work our minimum expectations of a contractor for communicating the start of works would be:</p> <ul style="list-style-type: none"> • 4-6 weeks before work starts Joint Clarion Housing/contractor intro letter sent. • 2-4 weeks before work starts contractor notifies the actual start date this would include advising of site setup and the erecting of scaffold where applicable. • Once works are on site the contractor's Resident Liaison Officer would then take the lead with ongoing communications. <p>The minimum expectations have been communicated once again and reinforced with our planned contractors and we will be monitoring adherence to these moving forward.</p>	
Clarion Housing	Clarion commit to review all their Merton properties with regards to retrofitting and improving their energy efficiency.	Green	<p>This action is still in progress and was always a longer-term initiative.</p> <p>As reported in January 2023, Clarion have been delivering innovative net zero carbon works through the government Social Housing Decarbonisation Fund (SHDF) programme and Clarions sustainable homes programme. Properties in the London Borough of Merton</p>	20.02.23

Area	Recommendation	Status	Officer notes	Cabinet date
			<p>were added to our 2022-2023 programme of works (50 homes of the total 450 were in the borough) and we are on site currently delivering those works. Measures include cavity and external wall insulation, loft insulation, installation of double-glazed windows, work to mechanical ventilation systems and airtightness measures.</p> <p>All of our properties in the London Borough of Merton have had their SAP ratings mapped with targets set for the anticipated improvements we expect to see following these interventions. Our next 3-year programme has been identified and budgeted and includes approximately 5,315 homes of which approximately 400 are in Merton. Our programme to date has focused on individual homes (houses/bungalows). We are now in the process of planning the next phase, which will include blocks (flats) bringing a new dimension of complex design, customer engagement and leaseholder consultation.</p> <p>Our refreshed group asset strategy, Clarion 2050, sets the roadmap for our net zero carbon objectives and we are in the process of producing our transformation programme to support the delivery.</p> <p>Some key activities already underway include:</p> <ul style="list-style-type: none"> • Mapping all roofs in the Clarion portfolio for PV using AI technology. • Undertaking a review of existing and future heat network to support decision making in 	

Area	Recommendation	Status	Officer notes	Cabinet date
			<p>respect of the micro generation of energy generation.</p> <ul style="list-style-type: none"> Exploring opportunities to secure private financial investment to support our Clarion 2050 NZC objectives. <p>We will be externally launching Clarion 2050 in March 2024 and we would welcome the opportunity to present to LBM once launched.</p>	
Clarion Housing	The panel recommends that Clarion undertakes a review of all empty or unused Community spaces so that some, if usable, can be allocated for use by resident associations.	Green	Please can this be marked as Complete. As per our update to LBM in July 2023, the spaces that some of the members were referring to were caretaker cupboards and rest spaces which are not suited for conversion to public access. We are confident every space large enough to accommodate public access has been reviewed however are happy to review further individual spaces/locations as and when these are brought to our attention.	20.02.23
Clarion Housing	Clarion to review its protocols for communicating with freeholders and leaseholders on its properties with regards to complaints and repair response times.	Green	Please can this be marked as Complete. We have sought clarification on several occasions however in the absence of this consider the action complete.	20.02.23
Clarion Housing	Recommend greater transparency published about individual estates data on repairs and the satisfaction rates from residents.	Green	Please can this be marked as Complete. As per our update to LBM in July 2023, repairs satisfaction data can now be broken down, albeit manually, to individual areas. A snapshot by estate will be provided for forthcoming Committee meetings.	20.02.23
Waste & Recycling	This Panel recommends that further details of the contract specifications for each service are brought back to a future Sustainable Communities Panel at an appropriate time.	Green	The service specification has been completed for the recycling & waste service. We are currently developing the detailed street cleansing service specification, incorporating	20.02.23

Area	Recommendation	Status	Officer notes	Cabinet date
			feedback and will be able to present this to the Panel in Q1 of 2024.	
Waste & Recycling	That street sweeping schedules are published on the Merton website	Green	As part of the new service, we shall publish the street cleansing service delivery schedules on the council's website, starting in April 2025.	20.02.23
Waste & Recycling	That 'prioritising street sweeping after bin collection' should be included in the specification.	Green	Alignment of the street sweeping schedules to occur following recycling and waste collection days has been accepted. In addition, triennial collaboration meetings between the parties have been specified so ongoing scheduling is optimised.	20.02.23
Waste & Recycling	The Council continue the work already underway in support of Net Zero by 2030, ensuring that the waste collection contract agreed will state that the vehicle fleet needs to be carbon neutral by 2030.	Green	The waste and street environment team are currently undertaking a review, assisted by The Carbon Trust, of the future transport needs and we will deliver a plan to decarbonise the vehicle fleet to meet the 2030 Net Zero target.	20.02.23
Waste & Recycling	The Panel requests that performance monitoring officers come up with a process for the Sustainable Communities Panel can feed in and scrutinise contract performance. SEE APPENDIX B	Green	The Public Space division has recently undertaken a recruitment of two key critical posts to support this recommendation. Following the appointment of the new Head of Waste & Street Environment in December, we will develop a proposal to deliver information to assist in contract performance monitoring.	20.02.23
Waste & Recycling	This Panel recommends that the Council introduces ward-based dashboards for identifying fly tip hot spots.	Green	The performance team have recruited a performance officer due to a vacancy and now are able to deliver this information on a Quarterly basis from Q4 2023/24.	20.02.23
Waste & Recycling	That the Cabinet Member for Local Environment, Green Spaces and Climate Change returns to the Sustainable Communities Panel once the Environment Bill and legislation has been published.	Green	The final stages of the Government's recent clarification in relation to waste and recycling services are being consulted on. Following the confirmation of the outcome of this process, we will be able to inform the Panel of the new	20.02.23

Area	Recommendation	Status	Officer notes	Cabinet date
			requirements and how these will be delivered in our new services.	
EV charging task group	See reference for full details. Agenda for Cabinet on Monday 19 June 2023, 7.15 pm - Merton Council	Green	Cabinet agreed to the implementation and inclusion of the recommendations through the Electric Vehicle Strategy due to be written by Future Merton, working with the Cabinet Member for Transport. This work is resourced with consultants appointed. EV Strategy expected Spring 2024.	19.06.23
Community Toilet Scheme	See reference for full details. Agenda for Cabinet on Monday 18 September 2023, 7.15 pm - Merton Council	Green	Cabinet noted the Sustainable Communities Overview and Scrutiny Panel reference set out in paragraphs 2.7 to 2.23 of the report. Funding allocated to the scheme via Civic Pride funds.	

OUTSTANDING ACTIONS FROM MEETINGS				
Community Energy	Fostering community engagement and bolstering offer. Action: Executive Director of Environment, Civic Pride and Climate to include the subject in the climate action plan meeting.		Community energy is led by community and voluntary sector organisations, not the council. To support this the council has: <ul style="list-style-type: none"> - Extensive community engagement, including a climate action newsletter circulated to +10,000 signed up; a Canons Sustainable Summer Fair with multiple participants, voluntary and community sector organisations; a Green Schools Network and outreach across the borough. - Dedicated £166,000 for community groups, residents associations and other people and organisations to the council's <i>Community Climate Action Fund</i>. - The <i>Community Climate Action</i> fund 	

Bike Sheds	We are looking for safer cycle hangars that are easier to maintain following the vandalism of those in Colliers Wood. Action: Paul McGarry to feedback on how many cycle hangars tfl funding can provide.		The council has TFL funding to provide c20 additional bike hangars; currently subject to procuring a new supplier.	
Fly tipping	Action: Ward based heat maps for fly tipping. Cabinet Member to chase. Action: Ensure Fix My Street have the correct information for public highways/public right of way, so they are no longer treated as private.			

	OUTSTANDING UPDATES FROM AD PUBLIC SPACE			
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	In line with the GLA Local Nature Recovery Strategy adopted in April 2023, we begun an initial scoping phase for the Merton Parks and Open Space Strategy. Internal partner consultation on the proposal is planned to be completed in Spring 2024. Currently, no funding has been secured for the implementation of the strategy. However, Parks for London is assisting with the scoping process.	09.11.2021
Idverde	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 SC Panel	Amber	Expanding on the FixMyStreet system to include parks and greenspaces reporting, aligning with Cabinet recommendations, is being developed. Interim steps involve categorising issues and deciding on system integration and supplier management for back-	09.11.2021

	AND To display signage in parks informing residents on how to report issues and express their views		office functions. Progress update to be provided at the upcoming SCOSP meeting.	
Idverde	The Panel requested quarterly updates from officers on the performance of Idverde (as part of the standing performance monitoring item) SEE APPENDIX A	Amber	The Divisional Performance Team, in collaboration with the Head of Parks, has developed a comprehensive quarterly performance report. This report, encompassing service performance indicators and project updates related to parks and Idverde's performance, will be presented at the next Sustainable Communities Panel meeting for regular review and discussion.	09.11.2021

**London Borough of Merton
Idverde Quarterly Performance Scrutiny Report: Quarter 3
23/24**

ASSISTANT DIRECTOR: JOHN BOSLEY

**HEAD OF PARKS & GREENSPACES: ANDREW KAUFFMAN
INTERIM PERFORMANCE & BUSINESS DEVELOPMENT
MANAGER: CLAIRE SECORD**

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Executive Summary

- For the purposes of KPIs, this report covers the financial quarter October - December 2023.
- The below report outlines the key operational grounds maintenance activities in Merton’s parks and highways verges, service delivery in the borough’s allotments and cemeteries as well as a summary of support with Greenspace projects completed by IdverdeUK during the above quarterly period.
- The report also provides summary of PQMS performance scores completed by Neighbourhood Inspectors for the period.

Operation Activity

- The Q3 Period covering October - December 2023 is the commencement of the grounds-maintenance winter works period. Operational performance during this period is broken down in the table below for Parks, Verges, Cemeteries, Allotment and Projects contract areas.

Table 1: IdverdeUK contract maintenance tasks during across 5 contract areas Q3 (Oct-Dec 2023)

Contract Area	Tasks during period
Parks	Grass cutting until end of October (continue to cut in November & December as well as required), Removal of summer bedding, Preparation of beds and planting of winter bedding, Litter clearance, Leaf clearance, Shrub bed maintenance, End of season maintenance of Bowls, Cricket and Croquet pitches, Over marking and aeration of football & rugby pitches, Hard standing sweeping Playground and other infrastructure maintenance / repairs (excluding buildings which is Councils FM), Analysing the annual ROSPA report and getting prices for the required materials (repairs commenced in January 2024).
Verges	Grass cutting until end of October, Shrub and hedge maintenance - winter pruning (reduction where necessary, litter clearance).
Cemeteries	Burials as per booking report attached (from week 36 to week 48), Grass cutting Leaf clearance, Removal of summer bedding, Preparation of beds and planting of winter bedding, Litter clearance, Hedge cutting.
Allotments	Allotments waste bay clearance, Allotment unlettable plot clearance, Decommission water supply, End of season inspections of water supply.
Projects	Neighbourhood CIL Playground Neighbourhood CIL Landscape Strategic CIL Sport Capital Growth Projects (Parks Playground / Security / Bridges / NEW and EXISTING Green Flag / Wandle Trail) Biodiversity Net Gain (DEFRA funding) Grow Back Greener Funding (Groundwork London)

PQMS

- The agreed Parks **PQMS** (Performance Quality Management System) is based on a Feature Quality Assessment of the contract identified features that make up the park as whole including (Parks litter, detritus, fly tipping, graffiti, litter bins, grass, flower beds, hedges, furniture, playgrounds, sports, outdoor gyms and buildings).
- The PQMS scores range between 1-7. Contractually, assessed values between 4.00 - 4.99 are compliant, but above 5.00 meets the desired contract standard.
- Annually an agreed number of 250 random location inspections are made which the councils Neighbourhood Inspectors score to determine the PQMS result.
- Q3 PQMS scores for the Idverde Grounds Maintenance Operation can be found on **Page 5 of the report**.

Idverde Quarterly Performance Scrutiny Report: Quarter 3 23/24

Projects

- Q3 Summary of Greenspaces Park Projects progressing during Q3 (Oct-Dec 2023), please see high level summary in Idverde operational table above and a more detailed summary can be found on Page 7 of the report.

Enquiries Log

- Q3 Enquiries Log (October-December 2023) summarises all complaints and complements logged through SLWP Enquiries Merton email address slwpenquiries.merton@idverde.co.uk a more detailed summary can be found on Page 10 of the report.

Cemeteries

- Q3 Burials statistics at the 3 Merton Cemeteries (Gap Road, London Road and MSJC) as well as operational maintenance, special projects (which is relative to Merton and Sutton Joint Cemetery MSJC) a more detailed summary can be found on Page 10 of the report.

Allotments

- Q3 Allotment Waiting lists management and operational activities during Q3 (October-December 2023) a more detailed summary can be found on Page 11 of the report.

Probation Services Volunteering Log

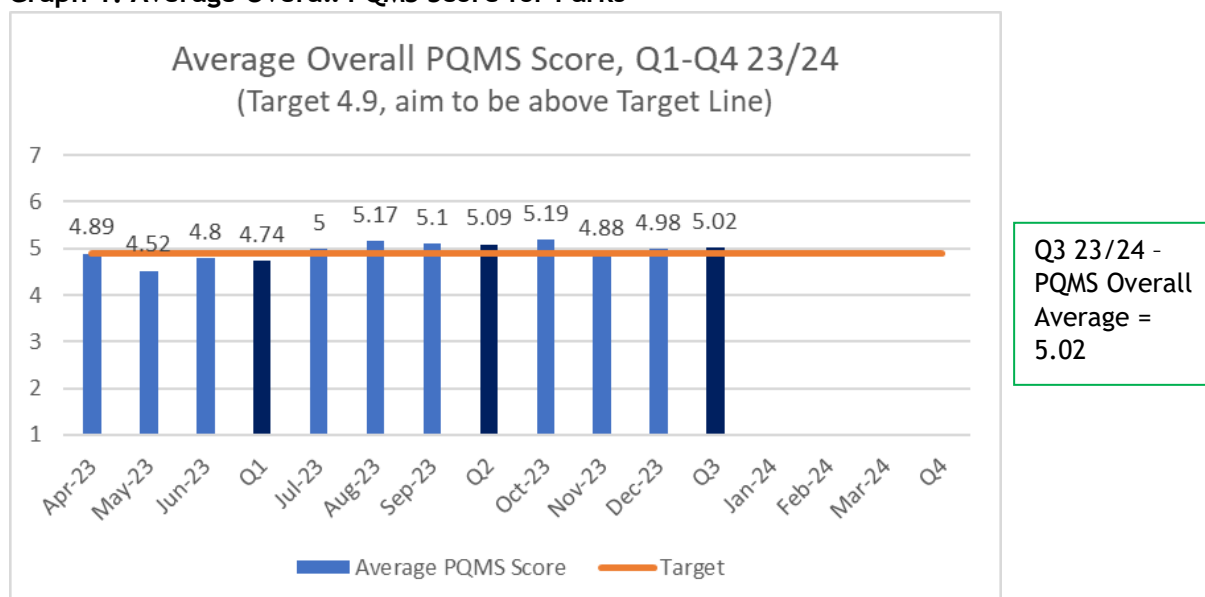
- Q3 Probation Services Volunteer Log. Merton Council continue to engage positively with the Ministry of Justice Probation Services and currently has 4 static project teams working in Merton Parks to support activities by 4 Friends of Parks Groups currently including Friends of Abbey Recreation Ground / Wimbledon Park / Nelson Gardens and Kendor Gardens. more detailed summary can be found on Page 12 of the report.

PQMS

Rag Status **GREEN**

Overall PQMS Scores

Graph 1: Average Overall PQMS Score for Parks



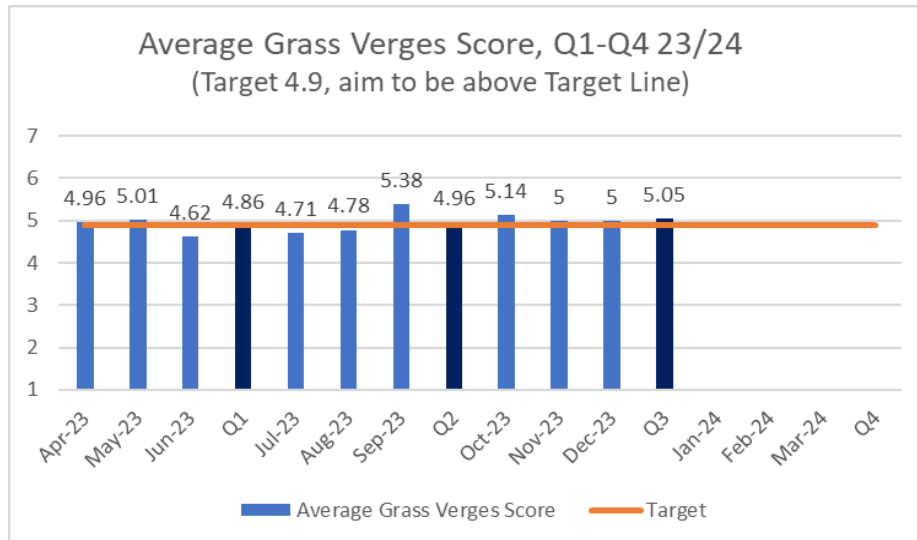
- Q3 average for overall PQMS scores is 5.02, which meets the corporate target of 4.9. This has been true since beginning of Q2.

Idverde Quarterly Performance Scrutiny Report: Quarter 3 23/24

- LBM Greenspaces Team are working hard with Idverde UK management team to ensure Winter Servicing and Seasonal Recruitment are well advanced to ensure initial grass cutting operation for Parks and Verges Grass is ready for late February early March 2024, so that Q1 performance experienced in Q1 last year is not repeated.

Grass Verges

Graph 2: Average Score for Grass Verges

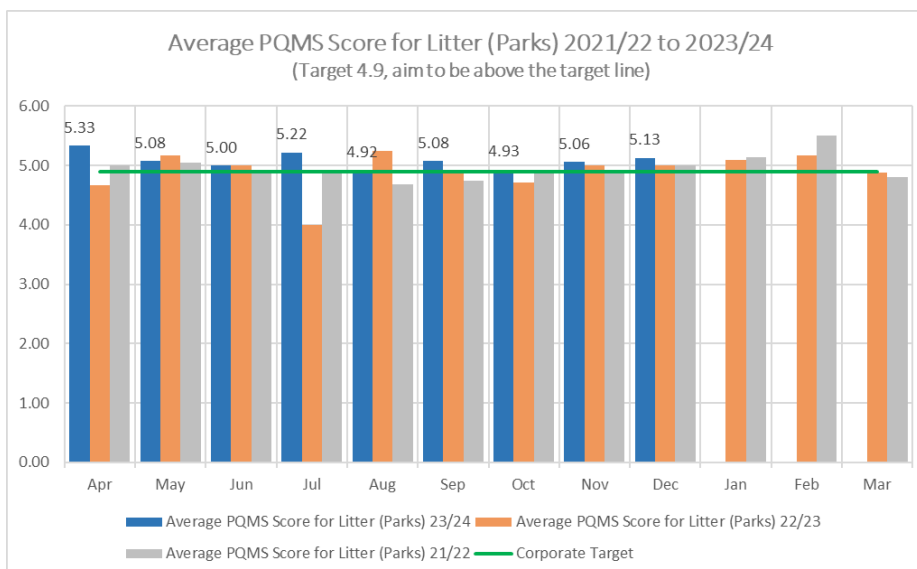


Q3 23/24 - Grass Verges Average
= 5.05

- Q3 average for Grass Verges is 5.05, which meets the corporate target of 4.9.
- Officers will continue to inspect grass verges as part of their regular street inspections. However, it should be noted that due to the extremely wet weather we have been experiencing so far in 2024, the contractor cannot mow any surfaces without damaging them. This situation will be reviewed collectively and work with colleagues from LBM Communications Team to ensure any issues with planned maintenance operations are reported early.
- Establishment of a Planned Grounds Maintenance page is being considered in lie with the Planned Tree Works Page established on the councils website in 2023 to highlight both planned and ad hoc works in progress with councils term contractors

Parks Litter PQMS

Graph 3: Average PQMS Score for Litter (Parks)



Q3 23/24 - PQMS (Litter) Average
= 5.04

- Q3 average for Litter in Parks was an average of 5.04 for the quarter which is above the target of 4.9 and is a continued positive trend for the Quarter for Parks Litter. Thanks to Mario Silva and his litter teams for the continued positive work on contract and support provided to Friends of Parks collecting bags from community litter picks.
- During the winter works period Q3 2023 and Q4 2024 more targeted deep cleans will be carried out as part of perimeter shrub bed maintenance.
- The contract continues to be supported by the borough’s many Friends of Parks groups that support periodic targeted litter pics in many of Merton parks and open spaces which is appreciated by the councils Greenspaces Team.

Projects

Rag Status **GREEN**

- The below high-level summary of the key projects delivered in partnership with Idverde UK during the Q3 period.
- **Neighbourhood CIL:** Delivery of co-designed Neighbourhood CIL Playground Improvements at Garfield Recreation Ground and Morden Park during Q3.

Garfield Park: Under the councils Investing In Neighbourhood Civic Pride Funding, Merton Council Greenspaces Team and Idverde UK worked with the Friends of Garfield Park and Ward Councillors to co-design a multi-generational play space with accessible Play, Sport, Gym and landscape improvements to the current playground with turfing completed in October 2023.

Figures 1 & 2: Garfield Recreation Ground



Morden Park: Under the councils Investing In Neighbourhood Civic Pride Funding, Merton Council Greenspaces Team and IdverdeUK worked with Friends of Morden Park, local schools and disablement charities to provide an accessible playscape including adventure trail, DDA accessible roundabout and wide range of Junior focused playground equipment and landscape including trees and new mixed native perimeter hedgerow.

Figures 3 & 4: Morden Park Junior Playground



- Playground Improvement Schemes:** Linked to a review of ROSPA Annual Inspections across Merton's Playground Infrastructure it was noted the number of sites requiring upgrades was beyond the councils current Parks Investment Budget a Capital Growth Bid was submitted for the boroughs most extensive Playground Improvement since the boroughs successful DCLG Pathfinder Funding in 2011-12 During Q3 The Council Designed Year 1 Playground Schemes and carried out Public Consultation on Year for Rowan Recreation Ground, Miles Road Playground and Lewis Road Playground which can be seen on the Councils Website [Playground and paddling pool upgrades | Merton Council](#).

Figure 5: Rowan Road Recreation Ground



Figures 6 & 7: Q3 Consultation



During Q3 Consultation Events were carried out for Year 1 Playground Improvements for Rowan Rec / Miles Road Rec and Lewis Road Rec.

- Parks Security Measures:** Creation of soil bunding was created along Cannon Hill Lane and Parkways perimeters of Canons Hill Common. The soil bund was created using clay soil from councils cemetery operations which was topsoil and seeded to create a visually sensitive barrier to this designated Nature Reserve and Site of Borough Importance for Nature Conservation
- Biodiversity Net Gain:** Working with Idverde UK Business Partnership with RSPB UK. RSPB Ecologists have carried out reviews of 3 Nature Reserves in Merton including Abbey Recreation Ground and Merton Green Walk, Cherrywood Nature Reserve and Sir Joseph Hood Memorial Playing Fields Millenium Woodland and updated the necessary Management and Maintenance Plan for each of the above sites and provided the necessary BNG Metrics for each site.

Internally Funded

- During Q3 (October-December 2023) the councils Greenspaces Team along with Idverde UK have been supporting colleagues in Planning with the councils
 - Ward Allocation Scheme:** Creating a WAS Catalogue to support Councillors when reviewing the types of hard and soft landscape projects that could be funded with the £15K Ward Allocation Scheme Grant.
 - Neighbourhood CIL Civic Pride Neighbourhood Fund:** Supporting Friends of Parks Groups with a range of co-design hard and soft landscape schemes to improve facilities within the borough's Parks and

Idverde Quarterly Performance Scrutiny Report: Quarter 3 23/24

Amenity Area, which in 2023-24 included projects at Joseph Hood Rec, Morden Rec, Cannizaro Park and Figge's Marsh.

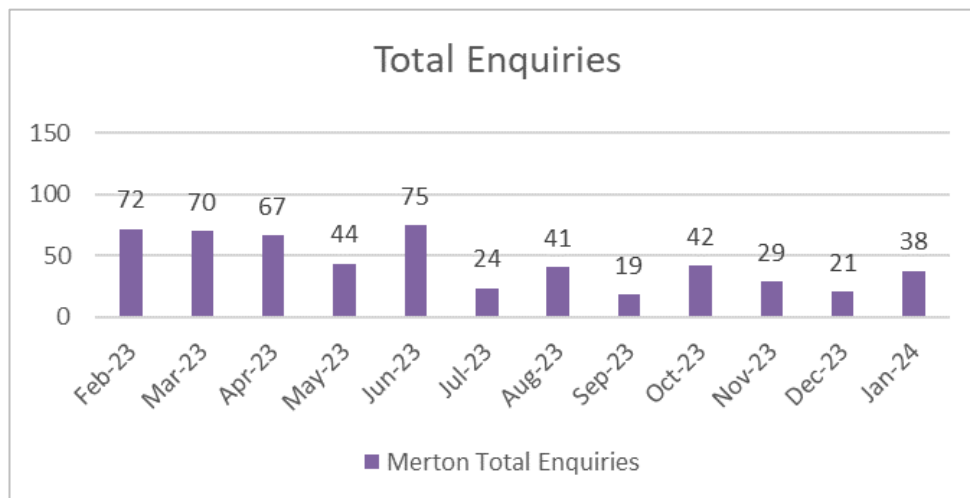
Externally Funded

- During Q3 (October-December 2023) the councils Greenspaces Team along with Idverde UK have been supporting Friends of Parks Groups in Merton with external funding applications and project delivery including:
 - **Friends of Sir Joseph Hood Memorial Playing Fields:** Aviva Community Fund £35K for access and biodiversity improvements to the SJHMPF Millenium Wood.
 - **Friends of Cannizaro Park:** DEFRA £65K Grant for Sustainable Urban Drainage Scheme to Cannizaro Park Pond.
 - **Friends of Mostyn Gardens:** Groundwork Trust Grow Back Greener Funding £50K for the establishment of a Community Garden in the EX-Council works yard in Mostyn Gardens
 - **Friends of Morden Park:** Trees for Cities Green Corridor at Morden Park [New Trees at Morden Park | Trees for Cities](#) which is a £17K Grant to expand on the project started with Urban Tree Challenge in Spring 2022.
 - **Friends of Wimbledon Park:** Network Rail Community Grant £5k for entrance Improvements to Revelstoke Road entrance to Wimbledon Park

Enquiries

Rag Status **GREEN**

SLWP Enquiries Log

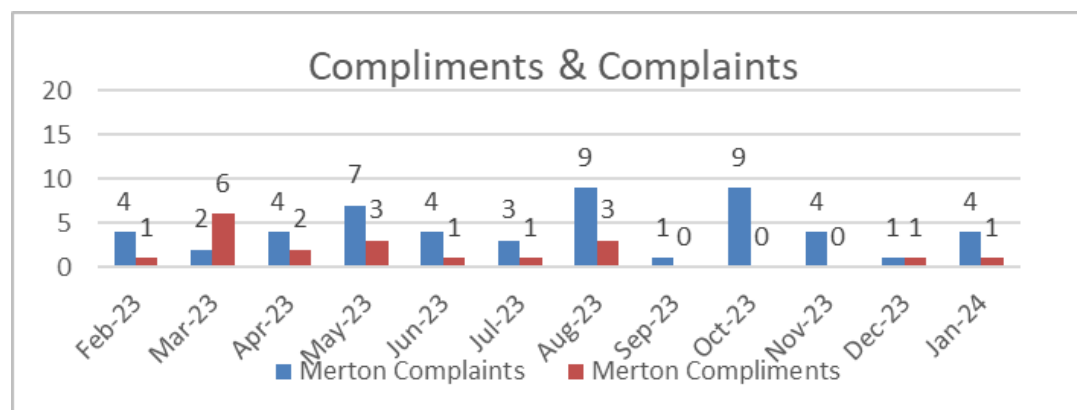


Q3 23/24 -
Total
Inquiries = 92

- In total, 54 enquiries were received in the period October-December 2023. This is an increase from the 84 received in Q2 but remains well below the Quarterly totals from Q4 22/23 and Q1 23/24.

Idverde Quarterly Performance Scrutiny Report: Quarter 3 23/24

Compliments and Complaints



Q3 23/24 -
Compliments
total = 1

Complaints
Total = 14

- For the period October-December 2023, Idverde received 14 complaints about their services, and 1 compliment.
- The council continue with its monthly operational and management meetings with Idverde UK and proactively work with the service provider to ensure communication is improved and complaints are addressed as soon as possible and communicated back to the complainant.

Cemeteries

Rag Status **GREEN**

- Q3 winter activity for cemeteries operations included grass cutting, leaf clearance, removal of summer bedding, preparation of beds and planting of winter bedding, Litter clearance, Hedge cutting which was completed in good time across all 3 sites
- For the period October-December 2023 week 36 to week 48, Idverde carried out 138 burials across the borough's 3 cemeteries including accommodating Muslim and Hindu burials during the Christmas period. See table below for a breakdown across the 3 sites.

Table 2: Burial Stats across the 3 Merton Council Cemeteries in Q3

Week Number	Week Commencing	Merton & Sutton Joint Cemetery	London Road Cemetery	Gap Road Cemetery	LBM Total Burials
Week 36	02/10/2023	3	3	0	6
Week 37	09/10/2023	4	2	0	6
Week 38	16/10/2023	4	4	0	8
Week 39	23/10/2023	7	2	1	10
Week 40	30/10/2023	5	3	0	8
Week 41	06/11/2023	8	6	1	15
Week 42	13/11/2023	3	5	1	9
Week 43	20/11/2023	4	3	0	7
Week 44	27/11/2023	4	3	0	7
Week 45	04/12/2023	2	4	2	8
Week 46	11/12/2023	6	3	1	10
Week 47	18/12/2023	4	4	1	9
Week 48	25/12/2023	3	0	0	3
	Total Burials	73	57	8	138

Idverde Quarterly Performance Scrutiny Report: Quarter 3 23/24

- At the Merton and Sutton Joint Cemeteries (MSJC) Idverde also completed the below Special Projects on site during Q3. Establish a NEW 300 linear meter perimeter Yew Hedgerow on Garth Road.

Allotments

Rag Status **GREEN**

- Q3 on Merton Allotments see's preparation for winter demobilisation of allotment water supply and annual servicing of water tanks and taps for illegal connections prior to water supply being shut off for the winter during October.
- Annual Invoices posted 10th October 2023 and Reminder Emails/letters sent 10th November 2023. A large number of plots given up this year, hence the increase in vacant plots available on the list attached below for the period.
- Plot viewings now being arranged to re-let vacant plots over the next few months.
- All waiting lists open (except Cannizaro Park) and new applications being accepted.

Table 3: Council Managed Allotment Waiting List and Vacant Plot for Q3

Allotment Site	Total Plots on site	Total Vacant plots	Total on waiting list	Comments
Brooklands Avenue	19	0	10	Tree works due to commence soon to pollard or remove Poplar trees along the drainage area behind the allotment. Arranging plot clearance to allow access.
Cannizaro Park	42	4	33	4 vacant plots. One 6 rod plot split in 2 to reduce waiting list
Cottenham Park	296	31	60	15 plots given up and 9 unpaid after invoicing. IdverdeUK will be arranging a group viewing of vacant plots and update records accordingly. JKW on site which will be treated once gully cleared which is currently with Merton Council Legal Team
Durnsford Road	61	6	42	
Eastfields Road	58	7	36	
Effra Road	12	0	10	
Eveline Road	28	0	23	
Haslemere Road	6	0	4	
Havelock Road	89	11	43	JKW on site which is being treated regularly as part of the IdverdeUK Invasive Species Management plan.
Phipps Bridge Road	80	8	16	
Thurleston Avenue	44	8	20	

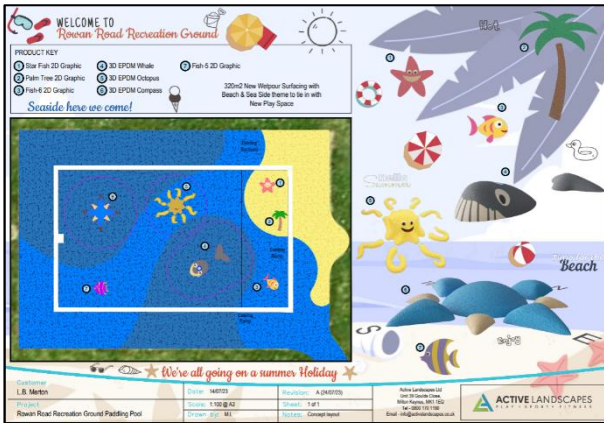
Volunteering

Volunteering Hours for Ministry of Justice Unpaid Work Program

- Merton Council continue to actively engage with the Ministry of Justice Probation Service. During Q3 October - December 2023 Probation Teams carried out a total of 49 workdays within 4 Merton Parks which included Abbey Recreation Grounds / Wimbledon Park / Nelson Gardens and Kendor Gardens supporting activities of the Friends of Parks groups in each of these parks.
- The total volunteer hours for the Q3 period across the 4 parks equates to 1225 volunteer hours.

- The range of projects undertaken ranged from litter picking, path edging, habitat, cleaning and painting furniture and fencing to habitat creation projects.
- Thanks to Friends of Parks volunteer coordinators from Abbey Recreation Grounds, Wimbledon Park, Nelson Gardens and Kendor Gardens for the great support offered to supervisors from Ministry of Justice and IdverdeUK thanks to Idverde teams for the supply of materials and tools for the projects.
- Linked to the council reporting these projects to the Safer Merton Tasking Group we are in negotiations with Ministry of Justice Probation Services Teams to establish a MOBILE probation team who have facilities and welfare in the vehicle so should spread the opportunities to Merton Parks that do not have pavilion on changing rooms on their sites.
- In January 2024 Probation Teams will commence the rub down and painting of the perimeter railings to the recently updated Rowen Recreation Ground Paddling Pool.

Figures 8 & 9: Rowan Road recreation Ground



- Unfortunately, due to changes in Ministry of Justice local management the site-specific project details of projects completed during Q3 are not available for this report, but would expect a fuller update in Q4 report to be shared in April 2024

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London Borough of Merton
Waste and Recycling Scrutiny Report: Quarter 3 23/24

ASSISTANT DIRECTOR: JOHN BOSLEY

HEAD OF STREET ENVIRONMENT: KELLY WILLIAMS
INTERIM PERFORMANCE & BUSINESS DEVELOPMENT
MANAGER: CLAIRE SECORD

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1: Executive Summary

- This report covers inspection and Key Performance Indicator (KPI) data (both Corporate KPIs and Service Level KPIs) for Quarter 3 (October to December) 2023/24; for the purposes of inspections, this report is an amalgamation of the weekly / monthly inspections data and dashboards that advise the service and contractual management of the contract.
- Corporate KPI data is captured in real-time via the Service Provider's system ECHO, to include time taken to rectify Street Cleansing and Fly-tipping reports as well as logging the number of missed bins reported.
- In Quarter 3, the Street Environment Team conducted 1,956 street inspections, inspecting the levels of litter, detritus and weeds (as well as fly-tipping, fly-posting, and graffiti - incidences of which are reported to the contractor and reported via the weekly service dashboards). These inspections inform the Contractual / Service KPI data.
- The service holds fortnightly operational meetings with the Service Provider, covering operational issues as noted by the Street Environment Team during inspections and to include issues that have been raised via the Complaints and ME process. In addition to this, monthly contract management meetings are held to ensure contractual compliance and strategic direction.

Corporate KPIs

- In Q3, Missed Bins per 100k and Street Cleansing Reports Rectified within SLA did not meet the corporate target.
 - Over the year to date, Missed Bins per 100k is within the corporate target (72 per 100k). Q3 results will be reviewed with the Service Provider through the contractual management meetings, to ensure performance continues to meet targets.
- Street Cleansing Reports Rectified within SLA have improved considerably from last year and have seen improvement for the last 3 months. It is on an upward trajectory to achieve the corporate SLA.
- Fly-tips Removed Within SLA met the corporate target for Q3 and year to date.

Contractual / Service KPIs

- Standards for Street Inspections that Meet Contractual Standards for both Litter and Detritus met the corporate target of 87% and 80% respectively.
- The Q3 target of 90% of Inspections that Met Contractual Standards for Weeds was not met due to a lack of delivery of the weed herbicide during the spring and summer months. The Client Team instructed Veolia to implement a Weed Improvement Programme. This included electric strimming of weeds and supplemental spraying and digging out of weeds. For November and December standards were exceeded, and this is expected to continue. A new subcontractor for weed spraying has been sourced for the new financial year following the poor delivery this year.

Fly-tipping by Ward

- The Borough had 3,984 fly-tips reported in Q3 with Graveney and Colliers Wood being the highest fly-tipped wards. Village and West Barnes were the least fly-tipped wards.

Kingdom Contract (Environmental Enforcement)

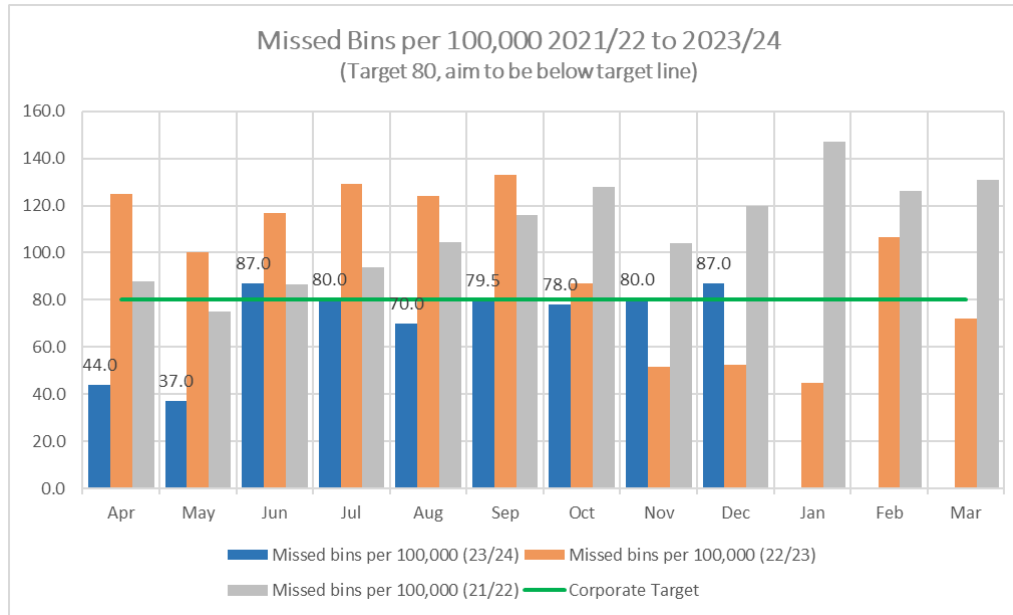
- All contractual KPIs are green across Q3. Monthly contract meetings following the Partnering Governance Framework are proving successful in maintaining standards and maintaining two-way feedback.

2: Corporate KPIs

Rag Status **AMBER**

Veolia Contract (Waste & Streets)

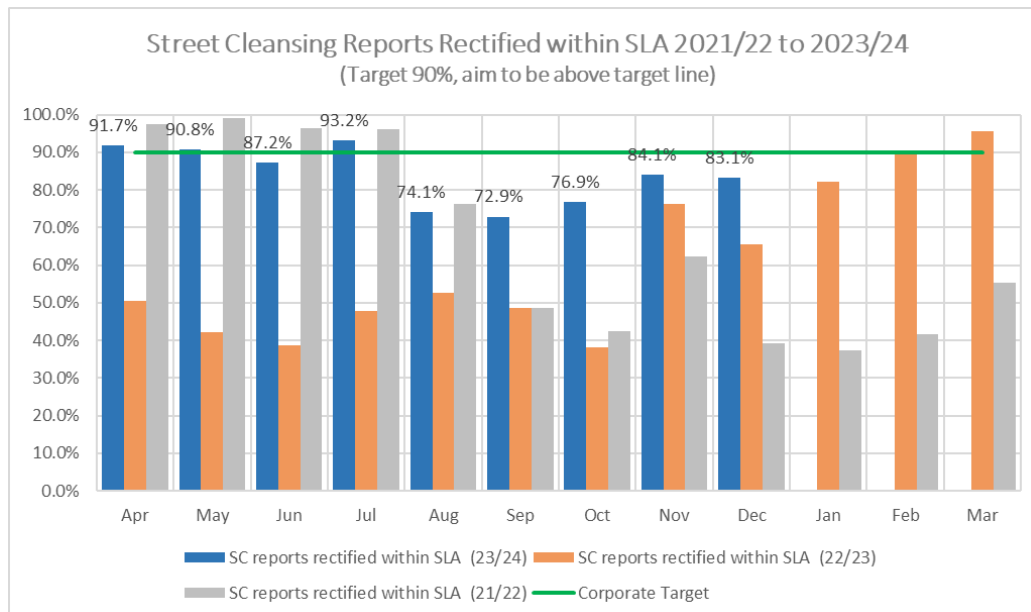
Graph 1: Missed Bins Per 100,000



Target = 80 per 100k
 Q3 Rate per 100k = 82
 YtD = 72per 100k

- Total missed collections (not including additional collections) for Q3 were **82 per 100,000**.
- This is a slight decline in performance from Q2 and is now in excess of the corporate target of 80 per 100,000. The performance this quarter was skewed by a higher than usual level of reported missed collections during December. This was a result of missed collections being reported for the usual collection day, opposed to the revised Christmas collection day.
- Performance over the year is still within the corporate target, at 72 per 100k.
- In quarter 3, a total of 25% of the performance fund weighting was targeted on missed waste collections per 100k across all kerbside waste streams, with a further 20% of the performance fund weighting allocated to target missed communal waste collections.
- We continue to monitor this through the monthly operational and contractual meetings.

Graph 2: Street Cleansing Reports Rectified Within SLA

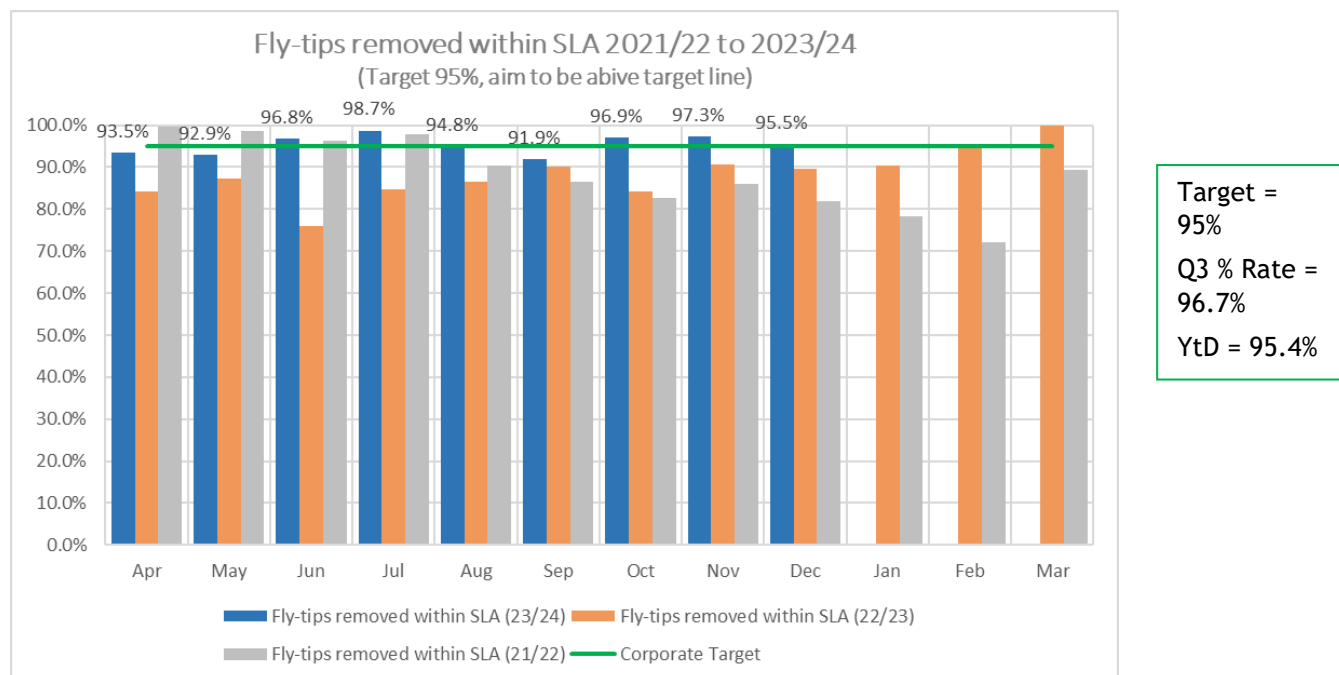


Target = 90%
 Q3 % Rate = 81.3%
 YtD = 80.9%

Waste and Recycling Scrutiny Report: Quarter 3, 2023/24

- 81.3% of Street Cleaning reports were rectified within SLA during Q3. This is an improvement in performance from last year and from Q2, which saw a drop in performance across Aug and Sep 23, but still below the corporate target of 90%.
- The Client Team liaises regularly with the contractor to resolve issues concerning substandard street cleansing reports, with the performance of streets not being rectified within SLA being raised at contractual operational meetings.
- A total weighting of 25% of the performance fund was allocated to this KPI for Q2. This has been increased to 30% from Q3 to ensure focus is drawn to these service failures. The Q3 Performance Fund review meeting has been booked for January.

Graph 3: Fly-tips removed within SLA



- 96.7% of fly-tips were removed within SLA in Q3. This is a further improvement on Q2 and exceeds the corporate target of 95%.

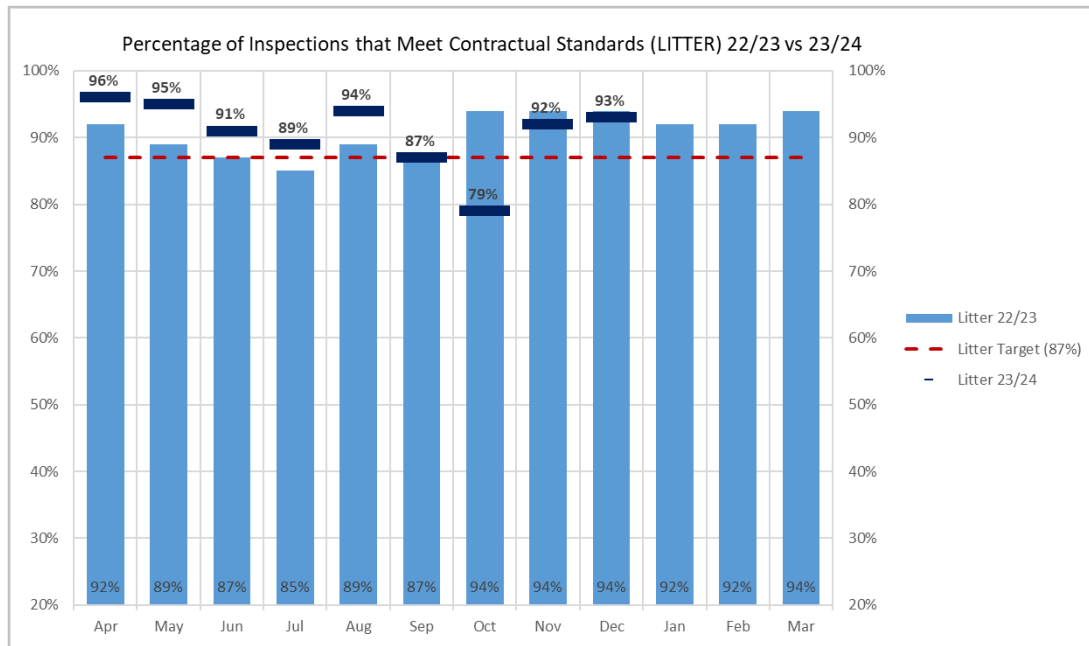
3: Contractual / Service KPIs

Rag Status **GREEN**

Veolia Contract (Waste & Streets) (From LBM Client Inspections)

- LBM Officers inspected 1,956 streets between 1st Oct and 30th Dec.
- With respect to managing Litter, Detritus and Weeds, the contract is only exceeding targets in quarterly average with respect to Litter. Detritus meets the contract target, while Weeds' Q3 average is below the target rate.
- In Q3, Veolia operated the annual leafing programme, which covered 10 weeks and commenced at the end of November. The service benefited from the diversion of resources from the third weed spray which meant there were more crews deployed on the leafing programme in the initial weeks. The communications regarding the leafing service were well received and the tonnage amounted to 570 tonnes over the 10-week period.

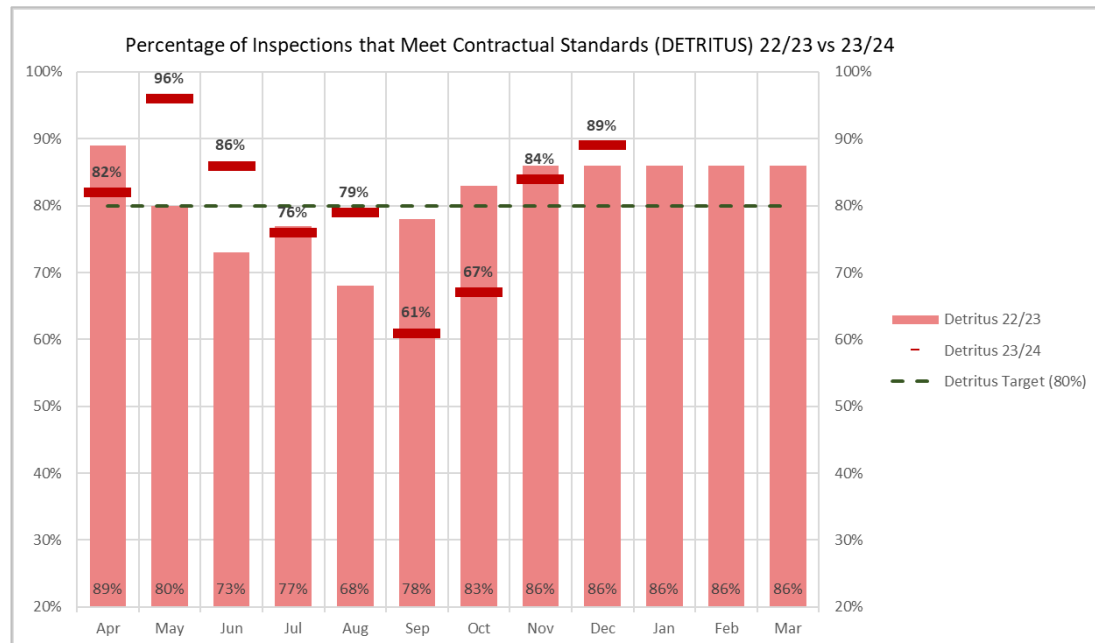
Graph 4: Percentage of Inspections that Meet Contractual Standards (Litter) 22/23 vs 23/24



Q3 % Rate = 88%
Target = 87%

- The percentage of streets found to meet contractual standard for litter has improved significantly from a drop between Sep and Oct 23, with both Nov and Dec results exceeding 90%. This is well above the target rate of 87% and has raised the quarterly average to above the contract target.
- Grading concerns raised in October have been discussed with all Officers and a Quality Assurance session will be booked for all inspection staff. It is unclear how much of the decline in standards last month was due to erroneous inspections grading, but the Client Management Team will ensure that regular QA sessions continue to take place to address any issues as they arise.

Graph 5: Percentage of Inspections that Meet Contractual Standards (Detritus) 22/23 vs 23/24



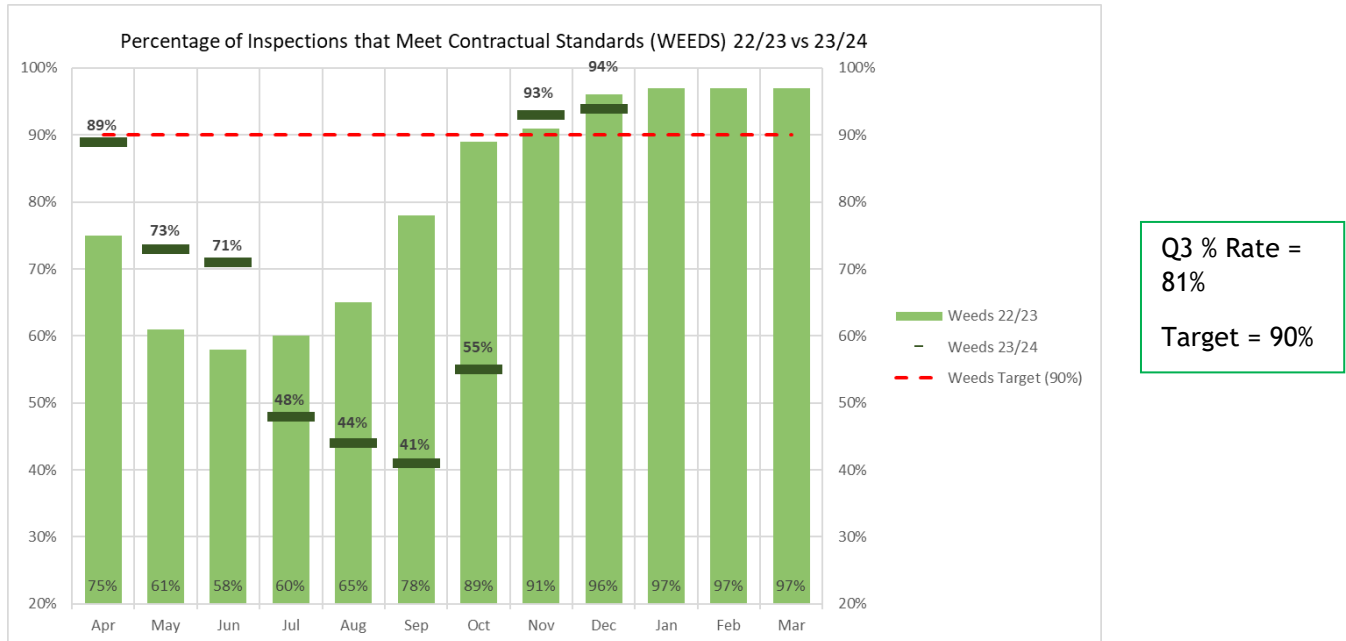
Q3 % Rate = 80%
Target = 80%

- The percentage of streets inspected at contractual standard for detritus has improved substantially from Q2 2023, and the Q3 average now meets the contract target.
- While Oct 23's rate is significantly below target, Nov and Dec both exceed the target, and have raised the Q3 average to an acceptable level.

Waste and Recycling Scrutiny Report: Quarter 3, 2023/24

- The Client Team will continue to work with Veolia to raise street cleansing issues that arise and ensure standards are being met.

Graph 6: Percentage of Inspections that Meet Contractual Standards (WEEDS) 22/23 vs 23/24



- The implementation of the Weed Improvement Programme across the Borough has shown a significant improvement in standards since the start of the financial year, and particularly since Q2. However, the Q3 average remains below the contract target. Despite this, Q3 shows substantial evidence of improvement, with both Nov and Dec 23's results exceeding the contract target.
- In addition to this, the colder months will support further die-off of weeds.
- We anticipate a reduction in issues encountered during the next financial year (2024/25) with the recruitment of a new sub-contractor.

Fly-Tipping by Ward

Table 1: Fly-Tips by Ward

Row Labels	Oct	Nov	Dec	Grand Total
Graveney	243	240	153	636
Colliers Wood	172	122	87	381
Cricket Green	161	120	86	367
St Helier	96	76	93	265
Wandle	157	53	48	258
Lavender Fields	123	86	46	255
Longthornton	132	73	42	247
Wimbledon Town & Dundonald	96	76	70	242
Abbey	61	69	70	200
Figge's Marsh	63	41	46	150
Ravensbury	74	35	33	142
Raynes Park	46	48	40	134
Pollards Hill	55	31	34	120
Wimbledon Park	37	31	39	107
Cannon Hill	36	47	23	106
Lower Morden	28	36	23	87
Hillside	26	29	29	84
Merton Park	35	20	24	79
Village	28	19	16	63
West Barnes	24	15	22	61
Grand Total	1693	1267	1024	3984

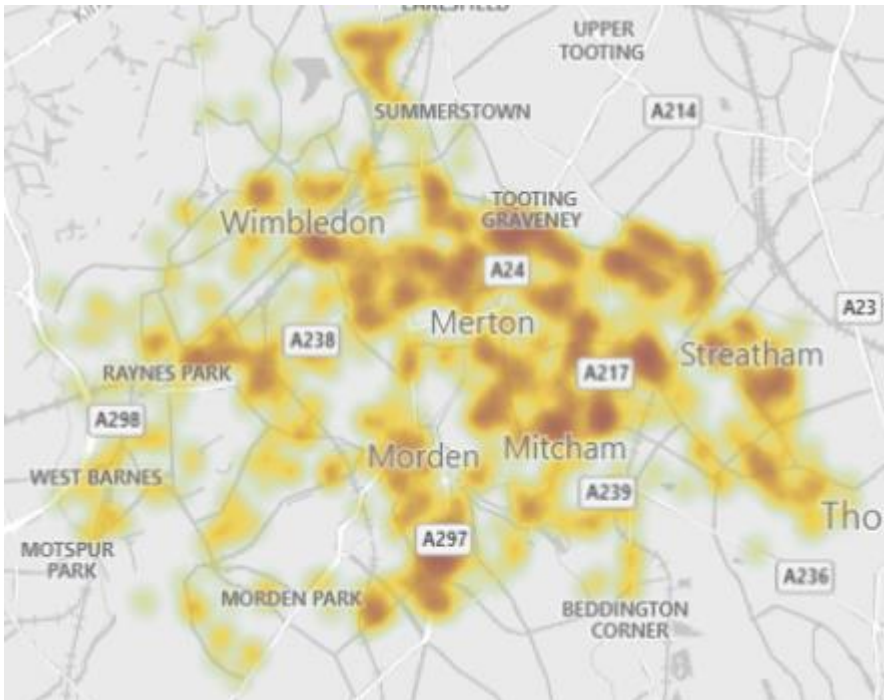
- The above table shows the number of fly-tips reported by ward for Q3 23/24. Graveney has the highest number of fly-tips for the quarter, with West Barnes having the least.
- Targeted fly-tipping action is managed through the fly-tipping action plan and corresponding monthly fly-tipping action plan meetings.

Table 2: Top 10 Fly-Tipped Roads Q3

Street	Flytips Per Km Per 100K	Total Flytips
HAYDONS ROAD	33.32 ↓	108
WILLOW LANE	27.15 ↑	88
STREATHAM ROAD	25.30 ↑	82
KINGSTON ROAD	20.67 ↑	67
THE BROADWAY	18.82	61
LONDON ROAD	17.28 ↑	56
LOVE LANE	14.50	47
PARK AVENUE	13.58	44
ALEXANDRA ROAD	12.96 ↑	42
CHURCH ROAD	12.34 ↓	40

- The above table shows the top 10 fly-tipped roads across Merton for Q3. Haydons Road had the highest reported number of fly-tips, although this has a downward trajectory from previous quarters following targeted enforcement action.
- The service receives a top 10 fly-tipped roads on a weekly basis through the weekly dashboard, which is utilised to dedicate resources and targeted interventions as appropriate.

Figure 1: Fly-tipping hotspot heatmap Q3

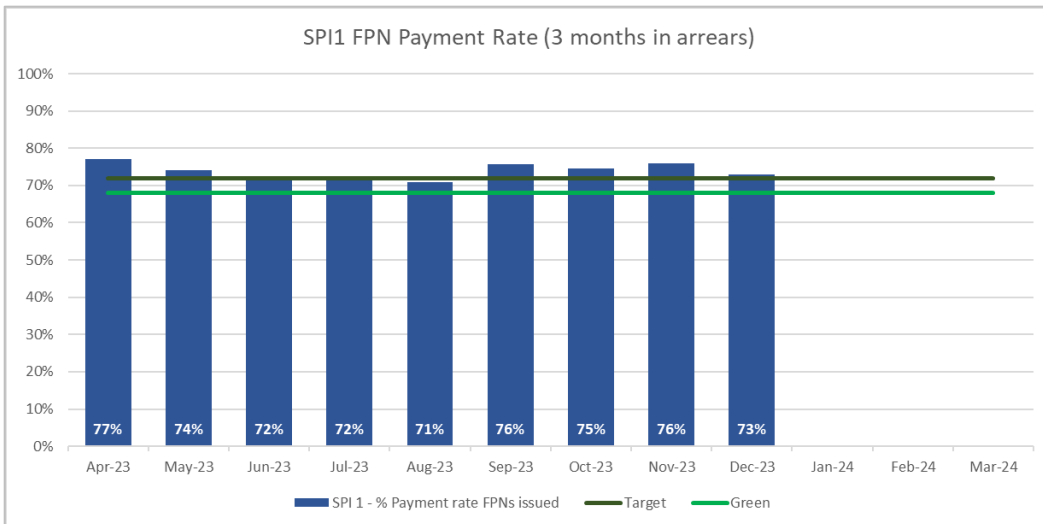


- The above shows a pictorial representation of the fly-tipping hotspot areas across the borough for Q3.
- This information is fed back to the fly-tipping action plan through the fly-tipping action plan meetings to support targeted interventions.

Kingdom Contract (Environmental Enforcement)

- All contractual KPIs are green across Q3.

Graph 7: Kingdom FPN Payment Rate



Target = 72%
Q3 % Rate = 75%

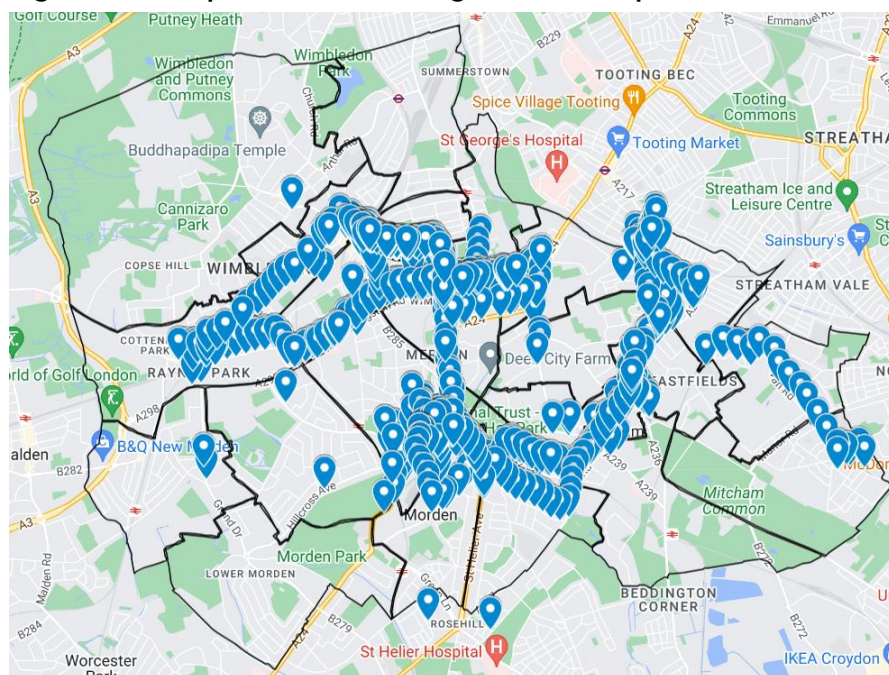
- The FPN Payment rate for Q3 sits at 75%. It remains above the contract target of 72% and is well within the green range of 68%, as well as being an increase from the average of 73% for Q2.
- Monthly operational meetings continue to investigate reasons for successful representations to continue to improve the quality of FPN issuing across the service.

Table 3: FPNs Issued

2023	Kingdom FPNs Issued			LBM FPNs Issued		
	Littering FPNs @ £150	Fly-tipping FPNs @ £150	Fly-tipping FPNs @ £400	Littering FPNs @ £150	Fly-tipping FPNs @ £150	Fly-tipping FPNs @ £400
January	424	104	6	2	1	1
February	469	83	5	0	4	2
March	392	32	5	0	10	2
April	291	30	15	0	4	4
May	305	30	8	0	0	0
June	359	45	6	0	10	2
July	469	23	2	0	6	12
August	440	41	4	0	3	0
September	326	8	3	0	5	0
October	262	8	23	0	7	1
November	325	29	28	0	3	3
December	242	46	24	0	3	3
Totals	4062	433	105	2	53	27

- Please note that FPNs that are not paid are processed through the Single Justice System for formal prosecution, or as a result of misleading or inaccurate customer or offender information provided when serving the initial penalty.
- For prosecutions, the Q3 total for prosecutions brought forward was 77, all for littering. This is a minor reduction compared to Q2, where 81 litter prosecutions were carried forward.
- Kingdom officers are deployed across the whole of Merton with concentration on the main town centre hubs of Wimbledon, Mitcham, Morden, Colliers Wood and Raynes Park. The Authority is satisfied that Kingdom officers are providing adequate coverage across the borough, with regular presence in key hotspot areas.
- Figure 2 shows an example of the geo-tracking information provided by Kingdom on a monthly basis to highlight where patrols have taken place (taken from Kingdom Monthly Report).
- This allows Officers to ensure deployment plans are being adhered to.

Figure 2: Example of Geo-Tracking information provided on a Monthly Basis



- Contract Operations meetings are undertaken monthly, with twice-weekly tasking meetings held to review performance and influence deployment for the week ahead.
- The Authority has recently recruited two additional internal Environmental Enforcement Officer roles. Once in post, enhanced cohesive working between the teams should provide improved environmental enforcement outcomes.

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Sustainable Communities Work Programme 2023/24

This table sets out the draft Sustainable Communities Overview and Scrutiny Panel's Work Programme for 2023/24 following discussions at the topic workshop on 7 June 2023.

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

Meeting date: ~~26 June 2022~~ (**Deadline for papers:** ~~5pm, 19 June 2022~~)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Executive Director introductions	Verbal update with Q&A	Lucy Owen (Executive Director of Housing and Sustainability) Dan Jones (Executive Director of Environment, Civic Pride and Climate)	To understand current priorities in relation to Panel work programme
Borough of Sport update	Cabinet report	Dan Jones (Executive Director of Environment, Civic Pride and Climate); Cllr Caroline Cooper-Marbiah, Cabinet Member for Sport and Heritage	
Community Toilet Scheme	Report	Cllr Stephen Mercer	
Electric Vehicle Task Group report	Report	Cllr Laxmi Attawar, Chair of the EV Task Group	
Performance monitoring	Basket of indicators plus verbal report	Executive Directors	To highlight any items of concern
Work programme 2023/24	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.
Task Group discussion	Verbal	Chair	Agree a task group for 2023/24.

Meeting date: 19 September 2023 (~~**Deadline for papers:** 5pm, 11 September 2023~~)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Cabinet Member Priorities	Verbal update with Q&A	Cabinet Members for Transport; Housing and Sustainable Development; Sport and Heritage; Local Environment, Green Spaces and Climate.	To understand current priorities in relation to Panel work programme
Mitcham Town Centre Manager	Report	Paul McGarry	
Performance monitoring	Basket of indicators plus verbal report	Executive Directors	To highlight any items of concern and/or request additional information
Work programme 2023/24	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

Meeting date: 27 November 2023 (**Deadline for papers:** 5pm, 16th November 2023)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Budget and business planning (round 1)	Written report	Executive Director of Finance & Digital	Monitor progress of recommendations
Cabinet Member Priorities	Verbal update with Q&A	Cabinet Member for Sport & Heritage	
Merton's Housing Associations – repairs and maintenance standards	Q&A	Representatives from MOAT and Wandle etc, will be invited to attend the session.	
Performance monitoring	Basket of indicators plus verbal report	Executive Directors	To highlight any items of concern and/or request additional information
Work programme 2023/24	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

Meeting date: 30 January 2024 (*Deadline for papers: 5pm, 19 January 2024*)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Budget and business planning (round 2)	Report	Executive Director of Finance & Digital	To comment on the budget and business plan proposals and make any recommendations to the Commission
Clarion Housing – Repairs and maintenance standards	Q&A	Representatives from Clarion will be invited to attend the session.	
Clarion Housing: Estate Regeneration	Presentation	Paul Quinn, Director of Regeneration	
Performance monitoring	Basket of indicators plus verbal report	Executive Directors	To highlight any items of concern and/or request additional information
Work programme 2023/24	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

Meeting date: 29 February 2024 (**Deadline for papers:** 5pm, 20 February 2024)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Fly tipping Action Plan	Report	AD for Public Space	
Climate Change and Net Zero progress Include Community Energy - Fostering community engagement and bolstering offer.	Report	Tara Butler; Dominique Hill	Review the Climate Delivery Plan for Year 4 prior to Cabinet in February
Idverde	Focus on sustainability and best practice.	Andrew Kauffman	Invite senior Idverde reps to attend
Waste and Street Cleaning update	Report	AD for Public Space	
Performance monitoring	Basket of indicators plus verbal report	Executive Directors	To highlight any items of concern and/or request additional information
Work programme 2023/24	Written report	Rosie McKeever, Scrutiny Officer	To agree the work programme.

Meeting date: 21 March 2024 (*Deadline for papers: 5pm, 12 March 2024*)

Item/issue	How	Lead member and/or lead officer	Intended outcomes
Walking & Cycling Strategy (Consultation results and/or conduct pre-decision scrutiny).	Written report	Paul McGarry, Head of Future Merton	<i>Disability Access to be included in walking and cycling strategy</i>
Rogue Landlords & update on the selective and additional licensing scheme	Written report	Housing Team	Include HMO's, enforcements, and complaints
Flooding	Report	Tom Sly, Flood Management Officer	Invite Thames Water to attend
Tree Strategy	Written report	John Bosley, Andrew Kauffman	
Performance Monitoring	Basket of indicators plus verbal report	Executive Directors	
Topic suggestions 2024/25	Written report	Rosie McKeever, Scrutiny Officer	To seek suggestions from the Panel for the Panel's 2024/25 work programme

MOVED TO JUNE 2024

<i>Air Quality Action Plan</i>		<i>Jason Andrews, Chris Nash</i>	<i>Delayed with the agreement of Chair and CMT</i>
<i>Tenants Champion</i>	<i>Report</i>	<i>Cllr Caroline Charles</i>	<i>Moved until after Annual Report created on this work</i>