

Sustainable Communities Overview & Scrutiny Panel – Action Log Feb 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	The Panel RESOLVED to recommend that Clarion: Clarion introduce a 7-days a week repairs service. Look at contact options. Clarion have a greater presence on site one day a week.	Green	Clarion commented there is a huge cost attached to operatives working on Saturday and Sunday, but they will investigate the cost and practicalities	
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 feedback and will be able to present this to the Panel in Q1 of 2024.	20.02.23
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	20.02.23

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			decarbonise the vehicle fleet to meet the 2030 Net Zero target.	
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 requirements and how these will be delivered in our new services.	20.02.23
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. £30,000 has been allocated in the civic pride reserves to fund a post to restart the community toilet scheme.	
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-office functions. Progress update to be provided at the upcoming SCOSP meeting.	09.11.2021

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	AND To display signage in parks informing residents on how to report issues and express their views			
Idverde	The Panel requested quarterly updates from officers on the performance of Idverde (as part of the standing performance monitoring item) Supplied 30 January 2024	Green	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
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. Supplied 30 January 2024	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

OUTSTANDING ACTIONS FROM MEETINGS				
Fly tipping	<p>Action: Ward based heat maps for fly tipping. Cabinet Member to chase.</p> <p>Action: Ensure Fix My Street have the correct information for public highways/public right of way, so they are no longer treated as private.</p> <p>How many failed reports? 18-24% (can include duplicate entries from multiple reporters). Action: John Bosley to take question away for a data analysis update.</p>			

Please can Members confirm if the following items can be moved to the archive?

	TO BE ARCHIVED?			
EV charging task group	See reference for full details.	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
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
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	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. For all sites where we have major works such as communal door replacement of the whole	20.02.23

			<p>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. 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</p>	20.02.23

			<p>Clarions sustainable homes programme. Properties in the London Borough of Merton 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	
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			<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

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