

E&R Public Protection performance report

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Parking										
CRP 044 Parking services estimated revenue	1,771,334	1,732,305	✓	↑	↑	15,559,392	13,050,804	✓	↓	↑
SP 127 % Parking permits issued within 5 working days	95%	90%	✓	-	↑	80%	90%	✗	↓	↓
SP 258 Sickness- No of days per FTE from snapshot report	1.69	0.66	✗	↓	↓	15.63	6.6	✗	↑	↑
SP 397 % Cases won at PATAS	73.91%	54%	✓	↑	↑	64%	54%	✓	↑	↑
SP 398 % Cases lost at PATAS	20%	21%	✓	↑	↑	25.16%	21%	✗	↓	↓
SP 399 % Cases where council does not contest at PATAS	6.09%	25%	✓	↑	↑	11.23%	25%	✓	↑	↑
SP 417 % Public Spaces CCTV cameras working	94.57%	95%	⚠	↑	↓	96.84%	95%	✓	↓	↓
Regulatory Services										
SP 041 % Service requests replied to in 5 working days	93.88%	96%	⚠	↓	↓	94.51%	96%	✗	↓	↑
SP 042 Income generation by Regulatory Services	£37,726	£15,000	✓	↑	↓	£427,888	£304,000	✓	↑	↑
SP 111 No. of underage sales test purchases	Measured quarterly					74	71	✓	↓	↓
SP 255 % licensing apps. determined within 28 days	Measured quarterly					95.87%	95%	✓	↓	↓
SP 316 % Inspection category A,B & C food premises	Measured Annually					N/A	98	N/A	?	?
SP 418 Annual average amount of Nitrogen Dioxide per m3	Measured Annually					N/A	40	N/A	?	?
SP 419 Days Nitrogen Dioxide levels exceed 200 micrograms per m3	Measured quarterly					0	18	✓	↑	↑
SP 420 Annual average amount of Particulates per m3	Measured Annually					N/A	40	N/A	?	?

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 421 Days particulate levels exceed 50 micrograms per m3	Measured quarterly					7	26			
SP 422 % Food premises rated 2* or below	Measured quarterly					7.78%	15%			

E&R Public Spaces

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Street Cleaning										
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard	12.01%	8.5%				11.78%	8.5%			
CRP 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard	Measured quarterly					14.73%	8.5%			
SP 062 % Sites surveyed below standard for graffiti	Measured quarterly					6.14%	5%			
SP 063 % Sites surveyed below standard for flyposting	Measured quarterly					1.82%	1%			
SP 139 % Sites surveyed below standard for weeds	Measured quarterly					7.72%	12%			
SP 140 % Sites surveyed below standard for Detritus	Measured quarterly					13.94%	13%			
SP 269 % Residents satisfied with street cleanliness	Measured Annually					N/A	57%	N/A		
Waste Services										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000	139.00	75.00				95.90	75.00			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	913	700				6,835	7,000			
SP 064 % Residents satisfied with refuse collection	Measured Annually					N/A	72%	N/A		

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 065 % Household waste recycled and composted (Two Months in Arrears)	36.8%	42%				38.49%	42%			
SP 066 Residual waste kg per household (Two months in arrears)	42.01	45				406.75	405			
SP 067 % Municipal solid waste sent to landfill (Two months in arrears)	57%	59%				51%	59%			
SP 262 % Residents satisfied with recycling facilities	Measured Annually					N/A	70%	N/A		
SP 354 Total waste arising per households (KGs)	67.27	75				662.93	675			
SP 407 % FPN's issued that have been paid	72%	68%				74%	68%			
SP 454 % of fly-tips removed within 24 hours	DNR	90%				DNR	90%			
Leisure										
SP 015 Income generated - Merton Active Plus activity	£0	£3,000				£35,003	£50,000			
SP 251 Income from Watersports Centre	£960	£3,450				£373,665	£368,820			
SP 349 14 to 25 year old fitness centre participation at leisure centres	9,059	9,992				92,976	86,515			
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent	Measured Annually					N/A	45.5%	N/A		
SP 405 No. of Leisure Centre users	81,449	81,440				825,656	718,395			
SP 406 No. of Polka Theatre users	Measured quarterly					52,844	68,000			
Parks										
SP 026 % of residents who rate parks & green spaces as good or very good	Measured Annually					N/A	75%	N/A		
SP 027 Young peoples % satisfaction with parks & green spaces	Measured Annually					N/A	74%	N/A		
SP 032 No. of Green Flags	Measured Annually					5	5			

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 318 No. of outdoor events in parks	0	0				125	126			
Transport										
SP 136 Average % time passenger vehicles in use (transport passenger fleet)	Measured Annually					N/A	85%	N/A		
SP 137 % User satisfaction survey (transport passenger fleet)	Measured Annually					N/A	97%	N/A		
SP 271 In-house journey that meet timescales	Measured Annually					N/A	85%	N/A		

E&R Sustainable Communities

Page 14	PI Code & Description	Jan 2018					2017/18				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Development and Building Control											
CRP 045 / SP 118 Income	116,663	220,000				1,319,433	1,709,080				
CRP 051 / SP 114 % Major applications processed within 13 weeks	100%	67%				71.88%	67%				
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks	67.74%	66%				58.92%	66%				
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks	62.3%	85%				68.44%	85%				
SP 040 % Market share retained by LA	51.25%	54%				51.35%	54%				
SP 113 No. of enforcement cases closed	17	38				183	375				
SP 117 % appeals lost	Measured quarterly					24.5%	35%				
SP 380 No. of backlog enforcement cases	700	650				700	650				

PI Code & Description	Jan 2018					2017/18				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 414 Volume of planning applications	284	370				3,225	3,710			
Future Merton										
SP 020 New Homes	Measured Annually					N/A	411	N/A		
SP 260 % Streetworks inspections completed	Measured quarterly					25.88%	36%			
SP 327 % Emergency callouts attended within 2 hours	100%	98%				99.63%	98%			
SP 328 % Streetworks permitting determined	100%	98%				99.9%	98%			
SP 391 Average number of days taken to repair an out of light street light	Measured quarterly					1.72	3			
SP 468 Footway & Carriageway condition - unclassified roads non-principal effectiveness condition indicator	Measured Annually					N/A	95%	N/A		
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents	Measured Annually					N/A	30			
SP 476 Number of business premises improved	Measured Annually					N/A	10	N/A		
Property										
SP 024 % Vacancy rate of property owned by the council	Measured quarterly					0.07%	3.3%			
SP 025 % Debt owed to LBM by tenants inc businesses	Measured quarterly					9.07%	8%			
SP 386 Property asset valuations	Measured Annually					N/A	150	N/A		

This page is intentionally left blank