

E&R Public Protection performance report April 2018

PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend			
Parking													
CRP 044 Parking services estimated revenue	1,445,462	1,134,453				1,445,462	1,134,453				1,445,462	1,134,453	
SP 127 % Parking permits issued within 5 working days	95%	95%				95%	95%				95%	95%	
SP 258 Sickness- No of days per FTE from snapshot report (parking)	1.15	0.66				1.15	0.66				1.15	0.66	
SP 417 % Public Spaces CCTV cameras working	94.23%	98%				94.23%	98%				94.23%	98%	
SP493 Number of cases won at London Tribunals	41	41				41	41				41	41	
Regulatory Services													
SP 041 % Service requests replied to in 5 working days (Regulatory Services)	95.89%	97%				95.89%	97%				95.89%	97%	
SP 042 Income generation by Regulatory Services	£21,429	£75,000				£21,429	£75,000				£21,429	£75,000	
SP 111 No. of underage sales test purchases	Quarterly measure					N/A	100	N/A			N/A	100	N/A
SP 255 % licensing apps. determined within 28 days	Quarterly measure					N/A	95%	N/A			N/A	95%	N/A
SP 316 % Inspection category A,B & C food premises	Annual measure					N/A	99	N/A			N/A	98	N/A
SP 418 Annual average amount of Nitrogen Dioxide per m3	Annual measure					N/A	40	N/A			N/A	40	N/A
SP 420 Annual average amount of Particulates per m3 (Annual)	Annual measure					N/A	40	N/A			N/A	40	N/A
SP 422 % Food premises rated 2* or below (Quarterly)	Quarterly measure					N/A	15%	N/A			N/A	15%	N/A
SP494 Nitrogen dioxide diffusion tube monitoring sites in the borough exceeding national levels	Quarterly Measure					N/A	0	N/A			N/A	0	N/A

E&R Public Spaces April 2018

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Street Cleaning													
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	10.57%	8%				10.57%	8%				10.57%	8%	
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT)	Quarterly measure					N/A	8.5%	N/A			N/A	8.5%	N/A
SP 062 % Sites surveyed below standard for graffiti	Quarterly measure					N/A	5%	N/A			N/A	5%	N/A
SP 063 % Sites surveyed below standard for flyposting	Quarterly measure					N/A	1%	N/A			N/A	1%	N/A
SP 139 % Sites surveyed below standard for weeds	Quarterly measure					N/A	11%	N/A			N/A	12%	N/A
SP 140 % Sites surveyed below standard for Detritus	Quarterly measure					N/A	10%	N/A			N/A	13%	N/A
SP 269 % Residents satisfied with street cleanliness	Annual measure					N/A	57%	N/A			N/A	57%	
Waste Services													
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	95.64	50.00				95.64	50.00				95.64	75.00	
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	891	700				891	700				891	700	
SP 064 % Residents satisfied with refuse collection	Annual measure					N/A	73%	N/A			N/A	72%	
SP 065 % Household waste recycled and composted (One Month in Arrears)	NMTP	46%	NMTP			NMTP	46%	NMTP			NMTP	46%	NMTP
SP 066 Residual waste kg per household (One month in arrears)	NMTP	41	NMTP			NMTP	41	NMTP			NMTP	540	NMTP
SP 067 % Municipal solid waste sent to landfill (waste	NMTP	65%	NMTP			NMTP	65%	NMTP			NMTP	59%	NMTP

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management & commercial waste) (One month in arrears)													
SP 262 % Residents satisfied with recycling facilities	Annual measure						72%	N/A	?	?	N/A	70%	?
SP 354 Total waste arising per households (KGs) (One Month in arrears)	NMTP	80	NMTP	?	?	NMTP	NMTP	NMTP	?	?	NMTP	910	NMTP
SP 407 % FPN's issued that have been paid (Monthly)	74%	70%	✓	-	-	74%	70%	✓	-	↑	74%	70%	✓
SP 454 % of fly-tips removed within 24 hours (Monthly)	72%	90%	✗	↑	↑	72%	90%	✗	↑	↑	72%	90%	✗
Leisure													
SP 015 Income generated - Merton Active Plus activity	£2,000	£9,000	✗	↑	↓	£2,000	£9,000	✗	↓	↓	£2,000	£9,000	✗
SP 251 Income from Watersports Centre (Monthly)	£17,905	£15,000	✓	↑	↓	£17,905	£15,000	✓	↓	↓	£17,905	£15,000	✓
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ars)	Annual measure					N/A	80%	N/A	?	?	N/A	45.5%	?
SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	8,971	8,690	✓	↑	↓	8,971	8,690	✓	↓	↓	8,971	8,690	✓
SP 405 No. of Leisure Centre users (monthly)	80,034	85,300	✗	↓	↓	80,034	85,300	✗	↓	↓	80,034	85,300	✗
SP 406 No. of Polka Theatre users (Quarterly)	Quarterly measure					N/A	N/A	N/A	?	?	N/A	94,600	N/A
Parks													
SP 026 % of residents who rate parks & green spaces as good or very good (annual) (ars)	Annual measure					N/A	76%	N/A	?	?	N/A	75%	?
SP 027 Young peoples % satisfaction with parks & green spaces (annual) (ars)	Annual measure					N/A	75%	N/A	?	?	N/A	74%	?
SP 032 No. of Green Flags (annual)	Annual measure					N/A	6	N/A	?	?	N/A	6	?
SP 318 No. of outdoor events in parks (Monthly)	0	8	✗	-	↓	0	8	✗	↓	↓	0	8	✗

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Transport													
SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	?	?	N/A	85%	?
SP 137 % User satisfaction survey (transport passenger fleet) (annual)	Annual measure					N/A	97%	N/A	?	?	N/A	97%	?
SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	?	?	N/A	85%	?

E&R Sustainable Communities April 2018

Page 22	PI Code & Description	Apr 2018					2018/19					YTD Result	Annual YTD Target	YTD Status
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Development and Building Control														
CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	121,817	175,000				121,817	175,000				121,817	175,000		
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	67%				100%	67%				100%	67%		
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	80.65%	67%				80.65%	67%				80.65%	67%		
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control)	89.22%	80%				89.22%	80%				89.22%	80%		
SP 040 % Market share retained by LA (Building Control)	48.97%	54%				48.97%	54%				48.97%	54%		
SP 113 No. of enforcement cases closed (Monthly)	20	37				20	37				20	37		
SP 117 % appeals lost (Development & Building Control)	Quarterly measure					N/A	N/A	N/A	?	?	N/A	35%	N/A	

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SP 380 No. of backlog enforcement cases (Monthly)	731	650				731	650				731	650	
SP 414 Volume of planning applications (Monthly)	296	370				296	370				296	370	
Future Merton													
SP 020 New Homes (annual)	Annual measure					N/A	435	N/A			434	411	N/A
SP 260 % Streetworks inspections completed (Quarterly)	Quarterly measure					N/A	37%	N/A			32.79%	36%	N/A
SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	100%	98%				100%	98%				100%	98%	
SP 328 % Streetworks permitting determined (Monthly)	100%	98%				100%	98%				100%	98%	
SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Quarterly measure					N/A	3	N/A			N/A	3	N/A
SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual)	Annual measure					N/A	95%	N/A			N/A	95%	N/A
SP 475 NEW FOR 2018/19 BUT ALREADY 2020 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Annual measure					N/A	30	N/A			N/A	30	N/A
SP 476 NEW FOR 2018/19 BUT ALREADY 2020 Number of business premises improved (Annual)	Annual measure					N/A	10	N/A			N/A	10	N/A
Property Management													
SP 024 % Vacancy rate of property owned by the council	Quarterly measure					N/A	3.3%	N/A			N/A	3.3%	N/A
SP 025 % Debt owed to LBM by tenants inc businesses	Quarterly measure					N/A	8%	N/A			N/A	8%	N/A
SP 386 Property asset valuations (annual)	Annual measure					N/A	150	N/A			N/A	150	N/A

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