

E&R Public Protection performance report

PI Code & Description	Feb 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	YTD Status	Short Trend	Long Trend
Parking										
CRP 044 Parking services estimated revenue (Monthly)	1,339,541	1,121,099	✓	↓	↓	16,976,697	15,171,902	✓	↓	↓
LER PARK 01 % of cases won at London tribunal	65	55	✓	↓	↓	65.18	55	✓	?	?
SP 127 % Parking permits issued within 5 working days (Monthly)	97%	95%	✓	↑	↑	95.55%	95%	✓	↑	↑
SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	1.64	0.66	✗	↑	↓	12.7	7.34	✗	↑	↑
SP 493 Number of cases won at London tribunals (Monthly)	35	43	✗	↓	↓	417	489	✗	?	?
Regulatory Services										
SP 041 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)	91.04%	97%	⚠	↓	↓	93.02%	97%	✗	↓	↓
SP 042 Income generation by Regulatory Services (Monthly)	£14,961	£19,380	✗	↓	↓	£378,704	£489,380	✗	↓	↓
SP 111 No. of underage sales test purchases (Quarterly)	Measured Quarterly					72	76	✗	↓	↓
SP 255 % licensing apps. determined within 28 days (Quarterly)	Measured Quarterly					87.87%	97%	✗	↓	↓
SP 316 % Inspection category A,B & C food premises (annual)	Measured Annually					?	99	?	?	?
SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Measured Annually					?	40	?	?	?
SP 420 Annual average amount of Particulates per m3 (Annual)	Measured Annually					?	40	?	?	?
SP 422 % Food premises rated 2* or below (Quarterly)	Measured Quarterly					5.2%	10%	✓	↑	↑
SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	Measured Quarterly					19	0	✗	?	?

E&R Public Spaces

PI Code & Description	Feb 2019					2018/19				
	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 (Monthly)	21.21%	8%				16.85%	8%			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	749	700				10,552	7,700			
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)	Measured quarterly					16.57%	8%			
SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Measured quarterly					8.04%	5%			
SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Measured quarterly					1.48%	1%			
SP 139 % Sites surveyed below standard for weeds (Quarterly)	Measured quarterly					12.65%	11%			
SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Measured quarterly					22.22%	10%			
SP 269 % Residents satisfied with street cleanliness (annual) (ars)	Measured Annually						57%			
SP 454 % of fly-tips removed within 24 hours (Monthly)	23%	90%				45%	90%			
Waste Services										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	85.00	50.00				112.73	50.00			
SP 064 % Residents satisfied with refuse collection (annual) (ars)	Measured Annually						73%			
SP 065 % Household waste recycled and composted (One Month in Arrears)	40.79%	46%				38.74%	46%			
SP 066 Residual waste kg per household (One month in arrears)	46.47	45				441.52	414			
SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (One month in arrears)	4%	65%				34%	65%			
SP 262 % Residents satisfied with recycling facilities (annual) (ars)	Measured Annually						72%			

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	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 354 Total waste arising per households (KGs) (One Month in arrears)	77.14	75				708.4	755			
SP 407 % FPN's issued that have been paid (Monthly)	70%	70%				72%	70%			
Greenspaces										
LER OS 01 Parks Quality Management Score (PQMS)	5	5				4.94	5			
SP 026 % of residents who rate parks & green spaces as good or very good (annual)	Measured Annually						76%			
SP 027 Young peoples % satisfaction with parks & green spaces (annual) (ars)	Measured Annually						75%			
SP 032 No. of Green Flags (annual)	Measured Annually					6	6			
SP 318 No. of outdoor events in parks (Monthly)	1	0				239	131			
Leisure										
SP 015 Income generated - Merton Active Plus activity	£1,384	£2,000				£11,905	£41,500			
SP 251 Income from Watersports Centre (Monthly)	£1,535	£500				£403,034	£364,400			
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ars)	Measured Annually						80%			
SP 349 14 to 25 year old fitness centre participation at leisure centres	9,062	8,125				88,985	94,640			
SP 405 No. of Leisure Centre users (monthly)	79,708	85,710				886,437	997,592			
SP 406 No. of Polka Theatre users (Quarterly)	Measured quarterly					62,697	60,626			
Transport										
SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Measured Annually						85%			
SP 137 % User satisfaction survey (transport passenger fleet) (annual)	Measured Annually						97%			
SP 271 In-house journey that meet timescales (transport passenger fleet)	Measured Annually						85%			

SP 456 Average days lost to sickness absence - Transport (Monthly)	3.06	0.88				34.63	9.63			
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E&R Sustainable Communities

PI Code & Description	Feb 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Development and Building Control										
CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	49,954	175,000				1,444,834	1,710,000			
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	67%				80.01%	67%			
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	88.89%	67%				85.31%	67%			
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	95.59%	80%				92.86%	80%			
SP 040 % Market share retained by LA (Building Control) (Monthly)	47.68%	54%				50.17%	54%			
SP 113 No. of enforcement cases closed (Monthly)	31	37				631	412			
SP 117 % appeals lost (Development & Building Control) (Quarterly)	Measured Quarterly					25.25%	35%			
SP 380 No. of backlog enforcement cases (Monthly)	538	650				538	650			
SP 414 Volume of planning applications (Monthly)	261	370				3,909	4,070			
Future Merton										
SP 020 New Homes (annual)	Measured Annually						435			
SP 260 % Streetworks inspections completed (Quarterly)	Measured Quarterly					32.49%	37%			
SP 327 % Emergency callouts attended within 2 hours (traffic & highways)	97.3%	98%				99.84%	98%			
SP 328 % Streetworks permitting determined (Monthly)	100%	98%				100%	98%			
SP 391 Average number of days taken to repair an out of light street light	Measured Quarterly					1.47	3			

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SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual)	Measured Annually					?	95%	?	?	?
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Measured Annually					?	30	?	?	?
SP 476 Number of business premises improved (Annual)	Measured Annually					?	10	?	?	?
Property Management										
SP 024 % Vacancy rate of property owned by the council (Quarterly)	Measured Quarterly					0.07%	3.3%	✓	↓	↑
SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Measured Quarterly					3.43%	8%	✓	↑	↑
SP 386 Property asset valuations (annual)	Measured Annually					?	150	?	?	?

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