

E&R Public Spaces

PI Code & Description	May 2019					2019/20					YTD Status
	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)	13.74%	8%				13.61%	8%				
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)	Measured Quarterly					N/A	8%	N/A	N/A	N/A	
SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Measured Quarterly					N/A	5%	N/A			
SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Measured Quarterly					N/A	1%	N/A			
SP 139 % Sites surveyed below standard for weeds (Quarterly)	Measured Quarterly					N/A	11%	N/A			
SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Measured Quarterly					N/A	10%	N/A			
SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	Annual measure					N/A	57%	N/A			
Waste Services											
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	63.00	40.00				64.00	50.00				
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	1,029	700				1,976	1,400				
SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual measure					N/A	72%	N/A			
SP 065 % Household waste recycled and composted (Monthly in arrears)	43.9%	48%				43.9%	48%				
SP 066 Residual waste kg per household (Monthly in arrears)	41.11	39.5				41.11	79.5				
SP 067 % Municipal solid waste sent to landfill (waste management)	21%	10%				21%	10%				

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& commercial waste) (Monthly in arrear)											
SP 262 % Residents satisfied with recycling facilities (Annual)	Annual measure					N/A	70%	N/A	?	?	?
SP 354 Total waste arising per households (KGs) (Monthly in arrear)	73.22	75	✓	?	↓	73.22	150	✓	↑	↑	✓
SP 407 % FPN's issued that have been paid (Monthly)	52%	75%	✗	↓	↓	58.5%	75%	✗	↓	↓	✗
SP 454 % of fly-tips removed within 24 hours (Monthly)	25%	95%	✗	↑	↓	24.5%	95%	✗	↓	↓	✗
Parks											
LEP OS 01 Parks Quality Management Score (PQMS)	4.93	5	4.93			4.91	5	✗	↑	↑	✗
SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	Annual measure					N/A	75%	N/A	?	?	?
SP 027 Young peoples % satisfaction with parks & green spaces	Annual measure					N/A	74%	N/A	?	?	?
SP 032 No. of Green Flags (Annual)	Annual measure					N/A	6	N/A	?	?	?
SP 318 No. of outdoor events in parks (Monthly)	12	12	✓	↑	↓	20	20	✓	↓	↓	✓
SP 514 NEW FOR 2019/20 Income from outdoor events in parks (Annual)	Annual measure					N/A	£531,230.00	N/A	?	?	?
SP 515 NEW FOR 2019/20 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	Annual measure					N/A	5	N/A	?	?	?
SP 516 NEW FOR 2019/20 Annual basal & epicormic growth programme completion by 31 Aug each year) (Annual)	Annual measure					N/A	100%	N/A	?	?	?
SP 517 NEW FOR 2019/20 Number of street trees planted (Annual)	Annual measure					N/A	235	N/A	?	?	?
Transport											
SP 136 Average % time passenger vehicles in use (transport	Annual measure					N/A	85%	N/A	?	?	?

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passenger fleet) (Annual)											
SP 137 % User satisfaction survey (transport passenger fleet)	Annual measure					N/A	97%	N/A	?	?	?
SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	?	?	?
SP 526 NEW FOR 2019/20 % of Council fleet using diesel fuel	Annual measure					N/A	80%	N/A	?	?	?
Leisure											
SP 251 Income from Watersports Centre (Monthly)	£22,952	£25,000				£46,962	£40,000				
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (Annual) (ARS)	Annual measure					N/A	45.5%	N/A	?	?	?
SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	8,974	8,391				18,355	17,006				
SP 405 No. of Leisure Centre users (Monthly)	102,222	103,051				184,607	188,302				
SP 406 No. of Polka Theatre users (Quarterly)	Measured Quarterly					N/A	18,700	N/A	?	?	

E&R Public Protection

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Parking										
CRP 044 Parking services estimated revenue (Monthly)	1,605,648	1,583,557.5				3,114,839	3,167,115			
SP 258 Sickness- No of days per FTE from snapshot report (parking)	0.81	0.66				1.57	1.32			
SP 509 NEW FOR 2019/20 Online % of Permits applied/processed online	70%	55%				70%	55%			
SP 510 NEW FOR 2019/20 Online % of PCN Appeals received online	58%	55%				59.5%	55%			
SP 511 NEW FOR 2019/20 Blue Badge Inspections (Monthly)	0	9				0	4.5			
SP 512 NEW FOR 2019/20 Total cashless usage against cash payments at Machines (Monthly)	56%	60%				54%	60%			
SP 513 NEW FOR 2019/20 Percentage of cases 'heard' and won at ETA	Measured Quarterly					N/A	73%	N/A		
Regulatory Services										
LER 060 Income generation by Regulatory Services (Monthly)	£24,030	£29,600				£35,959	£79,060			
SP 111 No. of underage sales test purchases (Quarterly)	Measured Quarterly					N/A	110	N/A		
SP 255 % licensing apps. determined within 28 days (Quarterly)	Measured Quarterly					N/A	98%	N/A		
SP 316 % Inspection category A,B & C food premises (Annual)	Annual measure					N/A	100	N/A		
SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Annual measure					N/A	40	N/A		
SP 420 Annual average amount of Particulates per m3 (Annual)	Annual measure					N/A	40	N/A		
SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	Measured Quarterly					N/A	0	N/A		
SP 519 NEW FOR 2019/20 Total % of broadly compliant food	Annual measure					N/A	95%	N/A		

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establishments rated A-E (Annual)										
SP 520 NEW FOR 2019/20 Schedule B Prescribed Premises due for inspection completed (Annual)	Annual measure					N/A	100%	N/A	?	?
SP 521 NEW FOR 2019/20 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)	Annual measure					N/A	85%	N/A	?	?
SP 522 NEW FOR 2019/20 % of noise and nuisance complaints received from residents receiving a frontline response (visit/advice) within one week of receipt (Quarterly)	Measured Quarterly					N/A	90%	?	?	?

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Development and Building Control										
CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	281,154	157,166	✓	↑	↑	422,228	314,332	✓	↓	↓
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	68%	✓	↑	↑	83.33%	68%	✓	-	↑
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	90.32%	71%	✓	↑	↑	88.89%	71%	✓	↑	↑
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	93.16%	82%	✓	↑	↓	92.48%	82%	✓	↓	↑
SP 040 % Market share retained by LA (Building Control) (Monthly)		54%		?	?	47.8%	54%	✗	↓	↓
SP 113 No. of planning enforcement cases closed (Monthly)	35	43	✗	↑	↓	66	86	✗	↓	↓
SP 117 % appeals lost (Development & Building Control) (Quarterly)	Measured Quarterly					N/A	35%	N/A	?	?

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	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 380 No. of backlog planning enforcement cases (Monthly)	911	849				911	849			
SP 414 Volume of planning applications (Monthly)	368	365				743	730			
Future Merton										
SP 020 New Homes (Annual)	Annual measure					N/A	1,328	N/A		
SP 260 % Streetworks inspections completed (Quarterly)	Measured Quarterly					N/A	37%	N/A		
SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	100%	98%				99.06%	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 (Quarterly)	Measured Quarterly					N/A	3	N/A		
SP 468 Footway & Carriageway condition - unclassified roads non-principal effectiveness condition indicator (Annual)	Annual measure					N/A	75%	N/A		
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Annual measure					N/A	49	N/A		
SP 476 Number of business premises improved (Annual)	Annual measure					N/A	10	N/A		
SP 508 NEW FOR 2019/20 Footway condition - (% not defective, unclassified road) (Annual)	Annual measure					N/A	75%	N/A		
Property										
SP 024 % Vacancy rate of property owned by the council (Quarterly)	Measured Quarterly					N/A	3%	N/A		
SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Measured Quarterly					N/A	7.5%	N/A		
SP 386 Property asset valuations (Annual)	Annual measure					N/A	150	N/A		
SP 518 NEW FOR 2019/20 Number of completed Rent Reviews (Quarterly)	Measured Quarterly					N/A	35	N/A		