

Environment and Regeneration

Public Protection performance

PI Code & Description	Dec 2019					2019/20				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Parking										
CRP 044 Parking services estimated revenue (Monthly)	1,305,856	1,746,448				13,636,999	13,763,343			
SP 258 Sickness- No of days per FTE from snapshot report (parking)	2.76	0.67				14.54	5.99			
SP 509 NEW FOR 2019/20 % of Permits applied/processed online	77%	55%				74.33%	55%			
SP 510 NEW FOR 2019/20 % of PCN Appeals received online	63%	55%				60.11%	55%			
SP 511 NEW FOR 2019/20 Blue Badge Inspections (Monthly)	68	72				68	72			
SP 512 NEW FOR 2019/20 Total cashless usage against cash payments at machines (Monthly)	59%	60%				56.94%	60%			
SP 513 NEW FOR 2019/20 Percentage of cases 'heard' and won at A (Quarterly)	80%	73%				77.1%	73%			
Regulatory Services										
LER 060 Income generation by Regulatory Services (Monthly)	£48,692	£30,020				£275,143	£431,080			
SP 111 No. of underage sales test purchases (Quarterly)	2	29				68	76			
SP 255 % licensing applications determined within 28 days (Quarterly)	96%	98%				88.7%	98%			
SP 316 % Inspection category A,B & C food premises (Annual)	Annual measure						100			
SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Annual measure						40			
SP 420 Annual average amount of Particulates per m3 (Annual)	Annual measure						40			
SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	43	0				43	0			

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SP 519 NEW FOR 2019/20 Total % of broadly compliant food establishments rated A-E (Annual)	Annual measure					?	95%	?	?	?
SP 520 NEW FOR 2019/20 Schedule B Prescribed Premises due for inspection completed (Annual)	Annual measure					?	100%	?	?	?
SP 521 NEW FOR 2019/20 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)	Annual measure					?	85%	?	?	?
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)	90.07%	90%				84.26%	90%		?	?

Public Spaces performance

PI Code & Description	Dec 2019					2019/20				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Street Cleansing										
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	18.65%	8%				15.34%	8%			
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)	13.46%	8%				16.57%	8%			
SP 062 % Sites surveyed below standard for graffiti (Quarterly)	4.45%	5%				5.67%	5%			
SP 063 % Sites surveyed below standard for flyposting (Quarterly)	0.84%	1%				0.95%	1%			
SP 139 % Sites surveyed below standard for weeds (Quarterly)	2.88%	11%				9.21%	11%			
SP 140 % Sites surveyed below standard for Detritus (Quarterly)	15.5%	9%				20.72%	9%			
SP 269 % Residents satisfied with street cleanliness (Annual)	Annual measure					?	57%	?	?	?

PI Code & Description	Dec 2019					2019/20				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Waste Services										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	69.00	40.00				73.56	50.00			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	1,029	700				9,861	6,300			
SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual measure						73%			
SP 065 % Household waste recycled and composted (Monthly in arrears)	42.04%	48%				43.79%	48%			
SP 066 Residual waste kg per household (Monthly in arrears)	40.68	39.5				334.81	356			
SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrears)	13%	10%				7%	10%			
SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	Annual measure						72%			
SP 354 Total waste arising per households (KGs) (Monthly in arrears)	70.19	75				595.63	675			
SP 407 % FPN's issued that have been paid (Monthly)	70%	75%				67.89%	75%			
SP 454 % of fly-tips removed within 24 hours (Monthly)	99%	95%				80.38%	95%			
Parks										
LER OS 01 Parks Quality Management Score (PQMS)	4.99	5				4.98	5			
SP 026 % of residents who rate parks & green spaces as good or very good	Annual measure						76%			
SP 027 Young peoples % satisfaction with parks & green spaces (Annual)	Annual measure						75%			
SP 032 No. of Green Flags (Annual)	Annual measure						6			
SP 318 No. of outdoor events in parks (Monthly)	43	0				222	136			
SP 514 NEW FOR 2019/20 Income from outdoor events in parks (Annual)	Annual measure						£531,230.00			

PI Code & Description	Dec 2019					2019/20				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 515 NEW FOR 2019/20 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	Annual measure					?	5	?	?	?
SP 516 NEW FOR 2019/20 Annual basal & epicormic growth programme completion by 31 Aug each year) (Annual)	Annual measure					?	100%	?	?	?
SP 517 NEW FOR 2019/20 Number of street trees planted (Annual)	Annual measure					?	235	?	?	?
Transport										
SP 136 Average % time passenger vehicles in use (transport passenger fleet)	Annual measure					?	85%	?	?	?
SP 137 % User satisfaction survey (transport passenger fleet) (Annual)	Annual measure					?	97%	?	?	?
SP 271 In-house journey that meet timescales (transport passenger fleet)	Annual measure					?	85%	?	?	?
SP 526 NEW FOR 2019/20 % of Council fleet using diesel fuel (Annual)	Annual measure					?	80%	?	?	?
SP 456 Average days lost to sickness absence - Transport (Monthly)	3.35	0.79				32.18	7.13			
Leisure										
SP 251 Income from Watersports Centre (Monthly)	£482	£0				£402,454	£361,500			
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent	Annual measure					?	80%	?	?	?
SP 349 14 to 25 year old fitness centre participation at leisure centres	4,347	6,500				72,967	74,400			
SP 405 No. of Leisure Centre users (Monthly)	69,417	78,000				832,649	801,000			
SP 406 No. of Polka Theatre users (cumulative) (Quarterly)	7,532	7,500				7,532	7,500			

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Sustainable Communities

PI Code & Description	Dec 2019					2019/20				
	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)	191,956	157,166	✔	↑	↑	1,539,757	1,414,494	✔	↓	↓
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	25%	68%	✘	↓	↓	72.75%	68%	✔	↓	↓
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks	72.41%	71%	✔	↓	↓	78.26%	71%	✔	↓	↑
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	93.62%	82%	✔	↑	↑	85.67%	82%	✔	↓	↑
SP 040 % Market share retained by LA (Building Control) (Monthly)	30.97%	54%	✘	↓	↓	50.37%	54%	✘	↓	↓
SP 113 No. of planning enforcement cases closed (Monthly)	166	44	✔	↓	↑	750	390	✔	↑	↑
SP 117 % appeals lost (Development & Building Control) (Quarterly)	36.36%	35%	✘	↓	↓	37.43%	35%	✘	↓	↓
SP 380 No. of backlog planning enforcement cases (Monthly)	642	849	✔	↓	↑	642	849	✔	↑	↑
SP 414 Volume of planning applications (Monthly)	293	365	✘	↓	↓	3,157	3,285	✘	↓	↓
Future Merton										
SP 020 New Homes (Annual)	Annual Measure					?	1,328	?	?	?
SP 260 % Streetworks inspections completed (Quarterly)	55.82%	37%	✔	↑	↑	45.48%	37%	✔	↑	↑
SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	100%	98%	✔	-	↑	99.24%	98%	✔	↓	↓
SP 328 % Streetworks permitting determined (Monthly)	100%	98%	✔	-	↑	99.89%	98%	✔	↓	↓
SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)	Annual Measure					?	75%	?	?	?
SP 391 Average number of days taken to repair an out of light street light (Quarterly)	1.07	3	✔	↑	↑	1.18	3	✔	↑	↑

PI Code & Description	Dec 2019					2019/20				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Annual Measure					?	49	?	?	?
SP 476 Number of business premises improved (Annual)	Annual Measure					?	10	?	?	?
SP 508 NEW FOR 2019/20 Footway condition - (% not defective, unclassified road) (Annual)	Annual Measure					?	75%	?	?	?
Property										
SP 024 % Vacancy rate of property owned by the council (Quarterly)	1%	3%				1%	3%			
SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	3.14%	7.5%				3.14%	7.5%			
SP 386 Property asset valuations (Annual)	Annual Measure					?	150	?	?	?
SP 518 NEW FOR 2019/20 Number of completed Rent Reviews (Quarterly)	0	8				17	15		?	?