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| Dept. | PI Code & Description | Polarity | Sep 2020 | | | | | YTD Result | Annual YTD Target | YTD Status | |
|--------------------------|---|---|-----------|---------------------|--------|-------------|------------|------------|---------------------|------------|--|
| | | | Value | Target | Status | Short Trend | Long Trend | | | | |
| Public Protection | | | | | | | | | | | |
| Parking | | | | | | | | | | | |
| Parking | CRP 044 Parking services estimated revenue (Monthly) | High | 1,279,643 | 1,808,645 | | | | 6,023,120 | 10,851,870 | | |
| Parking | SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly) | Low | 1.1 | 0.67 | | | | 7.15 | 3.98 | | |
| Parking | SP 509 % of Permits applied/processed online (Monthly) | High | 97% | 55% | | | | 96.67% | 55% | | |
| Page 15 | Parking | SP 510 % of PCN Appeals received online (Monthly) | High | 86% | 55% | | | | 81.33% | 55% | |
| | Parking | SP 511 Blue Badge Inspections - cumulative (Monthly) | High | 0 | 45 | | | | 0 | 45 | |
| | Parking | SP 512 Total cashless usage against cash payments at machines (Monthly) | High | 71% | 60% | | | | 71.17% | 60% | |
| | Parking | SP 513 Percentage of cases 'heard' and won at ETA (Quarterly) | High | 80% | 73% | | | | 76.5% | 73% | |
| | Regulatory Services | | | | | | | | | | |
| Regulatory Services | CRP 120 / SP 562 NEW FOR 2020-21 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly) | High | 91.61% | 90% | | | | 91.68% | 90% | | |
| Regulatory Services | DATA 010 Safeguarding older people - number of cases investigated and intervene in cases of residents being targeted by financial scams and abuse (Quarterly) | High | 39 | Data only indicator | N/A | | | 39 | Data only indicator | | |
| Regulatory Services | DATA 011 Number of new high risk massage and special treatment premises inspections carried out within 20 working days of the premises being ready to trade (Quarterly) | High | 6 | Data only indicator | N/A | | | 6 | Data only indicator | | |

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| Regulatory Services | DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas (Quarterly) | High | 0 | Data only indicator | N/A | ? | ? | 0 | Data only indicator |  |
| Regulatory Services | SP 561 NEW FOR 2020-21 Percentage of alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28 day consultaiton period, excluding those that are subject to a licensing hearing (Quarterly) | High | 70% | 95% |  | ? | ? | 77.85% | 95% |  |
| Sustainable Communities | | | | | | | | | | |
| Development and Building Control | | | | | | | | | | |
| Development and Building Control | CRP 045 / SP 118 Income (Development and Building Control) (Monthly) | High | 136,477 | 157,166 |  |  |  | 713,923 | 942,996 |  |
| Development and Building Control | CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly) | High | None received | 68% | N/A | N/A | N/A | 87.55% | 68% |  |
| Development and Building Control | CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly) | High | 75% | 71% |  |  |  | 71.9% | 71% |  |
| Development and Building Control | CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly) | High | 80.21% | 82% |  |  |  | 75.06% | 82% |  |
| Development and Building Control | DATA 007 /SP 414 Volume of planning applications (Monthly) | High | 271 | Data only indicator | N/A |  |  | 1,463 | Data only indicator |  |

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| Development and Building Control | SP 040 % Market share retained by LA (Building Control) (Monthly) | High | 68.09% | 54% | | | | 58.79% | 54% | |
| Development and Building Control | SP 113 No. of planning enforcement cases closed (Monthly) | High | 17 | 44 | | | | 80 | 260 | |
| Development and Building Control | SP 380 No. of backlog planning enforcement cases (Monthly) | Low | 566 | 500 | | | | 566 | 500 | |
| Development and Building Control | SP 117 % appeals lost (Development & Building Control) (Quarterly) | Low | 20% | 35% | | | | 10% | 35% | |
| Future Merton | | | | | | | | | | |
| Future Merton | DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly) | High | 7 | Data only indicator | N/A | | | 98 | Data only indicator | |
| Future Merton | DATA 009 £ fines from Streetworks FPNs (Monthly) | High | 5,160 | Data only indicator | N/A | | | 50,220 | Data only indicator | |
| Future Merton | SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly) | High | 100% | 98% | | | | 100% | 98% | |
| Future Merton | SP 328 % Streetworks permitting determined (Monthly) | High | 100% | 98% | | | | 100% | 98% | |
| Future Merton | SP 391 Average number of days taken to repair an out of light street light (Quarterly) | Low | 0.95 | 3 | | | | 1.04 | 3 | |
| Property | | | | | | | | | | |
| Property | SP 024 % Vacancy rate of property owned by the council (Quarterly) | Low | 1% | 3% | | | | 1% | 3% | |
| Property | SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly) | Low | 4.05% | 7.5% | | | | 4.05% | 7.5% | |

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| Property | SP 518 Number of completed Rent Reviews (Quarterly) | High | 0 | 8 | | | | 0 | 8 | |
| Public Spaces | | | | | | | | | | |
| Waste and Cleansing | | | | | | | | | | |
| Waste Management & Cleansing | CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrears) | High | 41.52% | 48% | | | | 40.86% | 48% | |
| Waste Management & Cleansing | CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly) | High | 90% | 95% | | | | 93.17% | 95% | |
| Waste Management & Cleansing | CRP 123 / SP 567 NEW FOR 2020-21 % of sites surveyed on local street inspections for litter that meet the required standard (Monthly) and quarterly in line with NI 195 reporting | High | 84.5% | 87% | | | | 87.95% | 87% | |
| Waste Management & Cleansing | CRP 124 / SP 568 NEW for 2020-21 % of street reports rectified within the contract standard time frame (Monthly) | High | 98.4% | 90% | | | | 98.37% | 90% | |
| Waste Management & Cleansing | CRP 126 / SP 573 NEW FOR 2020-21 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly) | Low | 81 | 65 | | | | 428 | 390 | |
| Waste Management & Cleansing | DATA 013 Number of street cleansing site inspections undertaken by Client team (target 868 per month, 10,416 per year) (Monthly) | High | 3,210 | Data only indicator | N/A | | | 24,330 | Data only target | |
| Waste Management & Cleansing | DATA 014 Number of waste collection site inspections undertaken by Client team (Monthly) | High | 507 | Data only indicator | N/A | | | 3,132 | Data only indicator | |
| Waste Management & Cleansing | DATA 015 Number of spot checks undertaken re Health & Safety compliance (Phase C Lot 1 Services) (Monthly) | High | 0 | Data only indicator | N/A | | | 0 | Data only indicator | |

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| Waste Management & Cleansing | DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly) | High | 75 | Data only indicator | N/A | ↑ | ↑ | 336 | Data only indicator |  |
| Waste Management & Cleansing | SP 066 Residual waste kg per household (Monthly in arrear) | Low | 41.44 | 39.5 |  | ↑ | ↑ | 41.44 | 39.5 |  |
| Waste Management & Cleansing | SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear) | Low | 3% | 10% |  | ↑ | ↑ | 4% | 10% |  |
| Waste Management & Cleansing | SP 354 Total waste arising per households (KGs) (Monthly in arrear) | Low | 70.87 | 75 |  | ↑ | ↑ | 374.91 | 450 |  |
| Waste Management & Cleansing | SP 407 % FPN's issued that have been paid (Monthly) | High | 70% | 70% |  | - | ↓ | 70% | 70% |  |
| Waste Management & Cleansing | SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly) | Low | 1,395 | 1,075 |  | ↓ | ↓ | 8,110 | 6,450 |  |
| Waste Management & Cleansing | CRP 125 / SP 570 NEW FOR 2020-21 % of sites surveyed that meet the required standard for detritus (Quarterly) | High | 78.5% | 80% |  | ? | ? | 78.75% | 80% |  |
| Waste Management & Cleansing | SP 569 NEW for 2020-21 % of sites surveyed that meet the required standard for weeds (Quarterly) | High | 93% | 90% |  | ? | ? | 90.75% | 90% |  |
| Waste Management & Cleansing | SP 571 NEW FOR 2020-21 % of sites surveyed that meet the required standard for graffiti (Quarterly) | High | 94% | 98% |  | ? | ? | 94% | 98% |  |
| Waste Management & Cleansing | SP 572 NEW FOR 2020-21 % of sites surveyed that meet the required standard for flyposting (Quarterly) | High | 99.6% | 97% |  | ? | ? | 99.05% | 97% |  |

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| Leisure | | | | | | | | | | |
| Leisure | SP 251 Income from Watersports Centre (Monthly) | High | £11,595 | £12,000 | | | | £73,504 | £356,500 | |
| Leisure | SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly) | High | 4,479 | 8,250 | | | | 9,692 | 54,020 | |
| Leisure | SP 405 No. of Leisure Centre users (Monthly) | High | 41,051 | 96,000 | | | | 81,435 | 549,000 | |
| Leisure | SP 406 No. of Polka Theatre users (cumulative) (Quarterly) | High | 553 | 15,000 | | | | 553 | 15,000 | |
| Parks and Greenspaces | | | | | | | | | | |
| Parks and Green Spaces | SP 318 No. of outdoor events in parks (Monthly) | High | 5 | 10 | | | | 5 | 130 | |
| Parks and Green Spaces | CRP 119 / SP 558 NEW FOR 2020-21 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly) | High | 4.91 | 5 | | | | 4.90 | 5 | |
| Parks and Green Spaces | SP 557 NEW FOR 2020-21 Average Performance Quality Score (Grass Verge Standards) (Quarterly) | High | 4.6 | 5 | | | | 4.22 | 5 | |
| Parks and Green Spaces | SP 559 NEW FOR 2020-21 % of tree works commissions completed within SLA (30 days) (Quarterly) | High | 90% | 85% | | | | 95% | 85% | |
| Transport | | | | | | | | | | |
| Transport | SP 456 Average days lost to sickness absence - Transport (Monthly) | Low | 2.23 | 0.79 | | | | 11.35 | 4.75 | |