























Environment and Regeneration February performance

**E&R Public Protection performance report**
















Dept.	PI Code & Description	Feb 2021					2020/21				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Parking</b>											
Parking	CRP 044 Parking services estimated revenue (Monthly)	960,900	1,808,645				11,954,246	19,895,095			
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	2.44	0.67				16.87	7.33			
Parking	SP 509 % of Permits applied/processed online (Monthly)	97%	55%				97.09%	55%			
Parking	SP 510 % of PCN Appeals received online (Monthly)	81%	55%				82.45%	55%			
Parking	SP 511 Blue Badge Inspections - cumulative (Monthly)	0	90				0	90			
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	75%	60%				72.18%	60%			
Parking	SP 513 Percentage of cases 'heard' and won at ETA	Quarterly measure					76.67%	73%			
<b>RSP</b>											
Regulatory Services	CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale"	Quarterly measure					87.48%	90%		N/A	N/A
Regulatory Services	CRP 121 / SP 565 NEW FOR 2020-21 Number of monitoring stations that meet annual Particulate air quality objectives	Annual measure					N/A	TBC	N/A	N/A	N/A
Regulatory Services	CRP 122 / SP 566 NEW FOR 2020-21 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives (Annual)	Annual measure					N/A	TBC	N/A	N/A	N/A
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)	Data only					55	Data		N/A	N/A
Regulatory Services	DATA 011 Number of new high risk massage and special treatment premises inspections carried out within 20 working	Data only					6	Data		N/A	N/A

	days of the premises being ready to trade						
Regulatory Services	DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas	Data only	2	Data		N/A	N/A
Regulatory Services	SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards	Annual measure	N/A	85%	N/A	N/A	N/A
Regulatory Services	SP 561 Percentage of alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28 day consultation period, excluding those that are subject to a licensing hearing	Quarterly measure	82.57%	95%		N/A	N/A
Regulatory Services	SP 563 NEW FOR 2020-21 Safeguarding young people - carry out age restricted sales physical interventions for knives, alcohol, fireworks, tobacco and e-cigarettes	Annual measure	N/A	TBC	N/A	N/A	N/A
Regulatory Services	SP 564 NEW FOR 2020-21 High risk A & B and non-compliant C-rated food establishments due for inspection completed (Annual)	Annual measure	N/A	100%	N/A	N/A	N/A

**Q&R Public Spaces**

Page 34 Dept.	PI Code & Description	Feb 2021					2020/21				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Waste Services</b>											
Waste Management & Cleansing	CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)	39.42%	48%				40.45%	48%			
Waste Management & Cleansing	CRP 103 / SP 454 % of fly-tips removed within 24 hours	76%	95%				89.36%	95%			
Waste Management & Cleansing	CRP 123 / SP 567% of sites surveyed on local street inspections for litter that meet the required standard (Monthly) and quarterly in line with NI 195 reporting	89.35%	87%				87.39%	87%		N/A	N/A
Waste Management & Cleansing	CRP 124 / SP 568% of street reports rectified within the contract standard time frame	DNR	90%	DNR			98.03%	90%		N/A	N/A
Waste Management & Cleansing	CRP 125 / SP 570% of sites surveyed that meet the required standard for detritus	Measured Quarterly					80.5%	80%		N/A	N/A

Waste Management & Cleansing	CRP 126 / SP 573 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly)	85	65				837	715		N/A	N/A
Waste Management & Cleansing	DATA 013 Number of street cleansing site inspections undertaken by Client team (target 868 per month, 10,416 per year) (Monthly)	1,082	Data				33,786	Data		N/A	N/A
Waste Management & Cleansing	DATA 014 Number of waste collection site inspections undertaken by Client team (Monthly)	0	Data				3,734	Data		N/A	N/A
Waste Management & Cleansing	DATA 015 Number of spot checks undertaken re Health & Safety compliance (Phase C Lot 1 Services) (Monthly)	0	Data				0	Data		N/A	N/A
Waste Management & Cleansing	DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly)	224	Data				931	Data		N/A	N/A
Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Measured annually					N/A	73%	N/A	N/A	N/A
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrear)	47.3	39.5				47.3	39.5			
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	4%	10%				4%	10%			
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities	Measured annually					N/A	72%	N/A	N/A	N/A
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness	Measured annually					N/A	57%	N/A	N/A	N/A
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs)	78.8	80				756.72	830			
Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly)	70%	70%				70%	70%			
Waste Management & Cleansing	SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	1,198	1,075				14,391	11,825			
Waste Management & Cleansing	SP 569 NEW for 2020-21 % of sites surveyed that meet the required standard for weeds (Quarterly)	Measured Quarterly					91.33%	90%		N/A	N/A
Waste Management & Cleansing	SP 571 NEW FOR 2020-21 % of sites surveyed that meet the required standard for graffiti (Quarterly)	Measured Quarterly					93.33%	98%		N/A	N/A
Waste Management & Cleansing	SP 572 NEW FOR 2020-21 % of sites surveyed that	Measured Quarterly					99.2%	97%		N/A	N/A







	meet the required standard for flyposting (Quarterly)										
Waste Management & Cleansing	SP 574 NEW FOR 2020-21 Resident satisfaction with the Household Re-use and recycling facility (Garth Road) (Annual)	Measured annually			N/A	75%	N/A	N/A	N/A		
<b>Parks</b>											
Parks and Green Spaces	CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)	Measured Quarterly			4.98	5		N/A	N/A		
Parks and Green Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	Measured annually			N/A	77%	N/A	N/A	N/A		
Parks and Green Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)	Measured annually			N/A	85%	N/A	N/A	N/A		
Parks and Green Spaces	SP 032 No. of Green Flags (Annual)	Measured annually			N/A	6	N/A	N/A	N/A		
Parks and Green Spaces	SP 318 No. of outdoor events in parks (Monthly)	0	0				5	136			
Parks and Green Spaces	SP 514 Income from outdoor events in parks (Annual)	Measured annually			N/A	£540,000.00	N/A	N/A	N/A		
Parks and Green Spaces	SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	Measured annually			N/A	5	N/A	N/A	N/A		
Parks and Green Spaces	SP 517 Number of street trees planted (Annual)	Measured annually			N/A	235	N/A	N/A	N/A		
Parks and Green Spaces	SP 557 NEW FOR 2020-21 Average Performance Quality Score (Grass Verge Standards) (Quarterly)	Measured Quarterly			4.48	5		N/A	N/A		
Parks and Green Spaces	SP 559 NEW FOR 2020-21 % of tree works commissions completed within SLA (30 days)	Measured Quarterly			96.66%	85%		N/A	N/A		
Parks and Green Spaces	SP 560 NEW FOR 2020-21 Number of friends and similar groups volunteering within Merton's parks and open spaces (Annual)	Measured annually			N/A	40	N/A	N/A	N/A		
<b>Transport</b>											
Transport	Average days lost to sickness absence (Transport)	2.34	0.79				25.39	8.7			
Transport	SP 136 Average % time passenger vehicles in use	Measured annually			N/A	85%	N/A	N/A	N/A		

	(transport passenger fleet) (Annual)										
Transport	SP 137 % User satisfaction survey (transport passenger fleet) (Annual)	Measured annually			N/A	97%	N/A	N/A	N/A		
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Measured annually			N/A	85%	N/A	N/A	N/A		
Transport	SP 526 % of Council fleet using diesel fuel (Annual)	Measured annually			N/A	80%	N/A	N/A	N/A		
<b>Leisure</b>											
Leisure	SP 251 Income from Watersports Centre (Monthly)	£0	£3,500				£81,633	£381,000			
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	0	9,750				17,532	96,670			
Leisure	SP 405 No. of Leisure Centre users (Monthly)	0	97,000				154,945	1,001,000			
Leisure	SP 406 No. of Polka Theatre users (cumulative)	Measured Quarterly			2,570	20,000					

## HR Sustainable Communities

Page 37	Dept.	PI Code & Description	Feb 2021					2020/21				
			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)	41,633	157,166				1,398,453	1,743,204			
	Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	68%				87.49%	68%			
	Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	86.67%	71%				75.81%	71%			
	Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control)	87.91%	82%				79.37%	82%			
	Development and Building Control	DATA 007 /SP 414 Volume of planning applications (Monthly)	294	Data				3,524	Data			
	Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	64.86%	54%				59.75%	54%			

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		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	24	43				202	476			
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Measured Quarterly					21.67%	35%			
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	612	500				612	500			
Future Merton	CRP 096 / SP 020 New Homes (Annual)	Measured annually					N/A	918	N/A	N/A	N/A
Future Merton	CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)	Measured annually					N/A	75%	N/A	N/A	N/A
Future Merton	CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents	Measured annually					N/A	145	N/A	N/A	N/A
Future Merton	DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly)	4	Data				110	Data		N/A	N/A
Future Merton	DATA 009 £ fines from Streetworks FPNs (Monthly)	6,920	Data				82,460	Data		N/A	N/A
Future Merton	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	100%	98%				100%	98%			
Future Merton	SP 328 % Streetworks permitting determined (Monthly)	100%	98%				100%	98%			
Future Merton	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Measured Quarterly					1.14	3			
Future Merton	SP 476 Number of business premises improved (Annual)	Measured annually					N/A	10	N/A	N/A	N/A
Future Merton	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	Measured annually					N/A	75%	N/A	N/A	N/A
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Measured Quarterly					1%	3%			

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Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Measured Quarterly					4.13%	7.5%			
Property	SP 386 Property asset valuations (Annual)	Measured annually					N/A	150	N/A	N/A	N/A
Property	SP 518 Number of completed Rent Reviews (Quarterly)	Measured Quarterly					6	16			

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