

**E&R
Public Protection performance report**

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | |
|----------------------------|---|---------------------------|-----------|--------|-------------|------------|------------|------------|--------|-------------|------------|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend |
| Parking | | | | | | | | | | | |
| Parking | CRP 044 Parking services estimated revenue (Monthly) | 2,003,956 | 2,038,099 | | | | 12,287,571 | 15,365,852 | | | |
| Parking | SP 258 Sickness- No of days per FTE from snapshot report | 1.76 | 0.67 | | | | 12.96 | 5.32 | | | |
| Parking | SP 509 % of Permits applied/processed online (Monthly) | 98% | 80% | | | | 96.63% | 80% | | | |
| Parking | SP 510 % of PCN Appeals received online (Monthly) | 78% | 65% | | | | 81.25% | 65% | | | |
| Parking | SP 511 Blue Badge Inspections - cumulative (Monthly) | 0 | 80 | | | | 25 | 80 | | | |
| Parking | SP 512 Total cashless usage against cash payments at machines (Monthly) | 79% | 70% | | | | 75.63% | 70% | | | |
| Parking | SP 513 Percentage of cases 'heard' and won at ETA | Measures quarterly | | | | | 83.5% | 75% | | | |
| Parking | SP 586 NEW FOR 2021-22 % of ANPR cameras remain working (Monthly) | 89.69% | 98% | | | | 96.26% | 98% | | N/A | N/A |
| Regulatory Services | | | | | | | | | | | |
| Regulatory Services | CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly) | Measures quarterly | | | | | 85.91% | 90% | | | |
| Regulatory Services | CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual) | Measures Annually | | | | | N/A | 30 | N/A | N/A | N/A |
| Regulatory Services | CRP 122 / SP 566 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives | Measures Annually | | | | | N/A | 50 | 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) | Measures quarterly | | | | | 54 | N/A | | | |

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | |
|---------------------|--|--------------------|--------|--------|-------------|------------|---------|--------|--------|-------------|------------|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend |
| 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 | Measures quarterly | | | | | 100 | N/A | | | |
| Regulatory Services | DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas | Measures quarterly | | | | | 4 | N/A | | | |
| Regulatory Services | SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards | Measures Annually | | | | | N/A | 95% | 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) | Measures quarterly | | | | | 88% | 95% | | | |
| Regulatory Services | SP 564 High risk A & B and non-compliant C-rated food establishments due for inspection completed (Annual) | Measures Annually | | | | | N/A | 100% | N/A | N/A | N/A |

Page 1

Public Spaces

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | |
|------------------------------|---|----------|--------|--------|-------------|------------|---------|--------|--------|-------------|------------|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend |
| Waste Services | | | | | | | | | | | |
| Waste Management & Cleansing | CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrears) | 39.51% | 45% | | | | 42.49% | 45% | | | |
| Waste Management & Cleansing | CRP 103 / SP 454 % of fly-tips removed within 24 hours | 86% | 95% | | | | 92.21% | 90.5% | | | |
| 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 | 81.04% | 87% | | | | 87.18% | 87% | | | |

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | |
|------------------------------|---|--------------------|--------|--------|-------------|------------|---------|--------|--------|-------------|------------|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend |
| Waste Management & Cleansing | CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly) | 62.2% | 90% | | | | 77.29% | 90% | | | |
| Waste Management & Cleansing | CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly) | Measured Quarterly | | | | | 83.83% | 80% | | | |
| Waste Management & Cleansing | CRP 126 / SP 573 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly) | 104 | 65 | | | | 99.5 | 65 | | | |
| Waste Management & Cleansing | DATA 013 Number of street cleansing site inspections undertaken by Client team (target 868 per month, 10,416 per year) (Monthly) | 915 | N/A | | | | 7,972 | N/A | | | |
| Waste Management & Cleansing | DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly) | 160 | N/A | | | | 5,888 | N/A | | | |
| Waste Management & Cleansing | SP 064 % Residents satisfied with refuse collection (Annual) | Measured Annually | | | | | N/A | 73% | N/A | N/A | N/A |
| Waste Management & Cleansing | SP 066 Residual waste kg per household (Monthly in arrear) | 42.01 | 39.5 | | | | 302.93 | 316.5 | | | |
| Waste Management & Cleansing | SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear) | 4% | 6% | | | | 4% | 6% | | | |
| Waste Management & Cleansing | SP 262 % Residents satisfied with recycling facilities (Annual) | Measured Annually | | | | | N/A | 72% | N/A | N/A | N/A |
| Waste Management & Cleansing | SP 269 % Residents satisfied with street cleanliness (Annual) | Measured Annually | | | | | N/A | 57% | N/A | N/A | N/A |
| Waste Management & Cleansing | SP 354 Total waste arising per households (KGs) (Monthly in arrear) | 69.45 | 75 | | | | 526.7 | 600 | | | |
| Waste Management & Cleansing | SP 407 % FPN's issued that have been paid (Monthly) | 70% | 70% | | | | 68.46% | 70% | | | |
| Waste Management & Cleansing | SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly) | 1,569 | 1,075 | | | | 12,392 | 8,600 | | | |

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | |
|------------------------------|---|--------------------|--------|--------|-------------|------------|---------|----------|--------|-------------|------------|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend |
| Waste Management & Cleansing | SP 569 % of sites surveyed that meet the required standard for weeds (Quarterly) | Measured Quarterly | | | | | 92% | 90% | | | |
| Waste Management & Cleansing | SP 571 % of sites surveyed that meet the required standard for graffiti (Quarterly) | Measured Quarterly | | | | | 94% | 95% | | | |
| Waste Management & Cleansing | SP 572 % of sites surveyed that meet the required standard for flyposting (Quarterly) | Measured Quarterly | | | | | 99.03% | 97% | | | |
| Waste Management & Cleansing | SP 574 Resident satisfaction with the Household Re-use and recycling facility (Garth Road) (Annual) | Measured Annually | | | | | N/A | 75% | N/A | N/A | N/A |
| Parks | | | | | | | | | | | |
| Parks and Green Spaces | CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly) | Measured Quarterly | | | | | 4.86 | 5 | | | |
| Parks and Green Spaces | SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS) | Measured Annually | | | | | N/A | 78% | 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 | 86% | N/A | N/A | N/A |
| Parks and Green Spaces | SP 032 No. of Green Flags (Annual) | Measured Annually | | | | | N/A | 7 | N/A | N/A | N/A |
| Parks and Green Spaces | SP 318 No. of outdoor events in parks (Monthly) | 262 | 9 | | | | 599 | 188 | | | |
| Parks and Green Spaces | SP 514 Income from outdoor events in parks (Annual) | Measured Annually | | | | | N/A | £550,000 | 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 | 240 | N/A | N/A | N/A |
| Parks and Green Spaces | SP 557 Average Performance Quality Score (Grass Verge Standards) (Quarterly) | Measured Quarterly | | | | | 5.02 | 5 | | | |

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | |
|------------------------|---|--------------------|--------|--------|-------------|------------|----------|----------|--------|-------------|------------|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend |
| Parks and Green Spaces | SP 559 % of tree works commissions completed within SLA (30 days) (Quarterly) | Measured Quarterly | | | | | 93% | 86% | | | |
| Parks and Green Spaces | SP 560 Number of friends and similar groups volunteering within Merton's parks and open spaces (Annual) | Measured Annually | | | | | N/A | 41 | N/A | N/A | N/A |
| Transport | | | | | | | | | | | |
| Transport | SP 456 Days lost to sickness absence - Transport (cumulative) (Monthly) | 1.58 | 0.75 | | | | 27.41 | 6 | | | |
| Transport | SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual) | Measured Annually | | | | | N/A | 85% | N/A | N/A | N/A |
| Transport | SP 137 % User satisfaction survey (transport passenger fleet) | 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 |
| Leisure | | | | | | | | | | | |
| Leisure | SP 251 Income from Watersports Centre (Monthly) | £4,400 | £4,000 | | | | £326,348 | £377,500 | | | |
| Leisure | SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly) | 8,567 | 6,085 | | | | 60,367 | 57,108 | | | |
| Leisure | SP 405 No. of Leisure Centre users (Monthly) | 72,576 | 66,332 | | | | 468,764 | 562,281 | | | |
| Leisure | SP 406 No. of Polka Theatre users (cumulative) (Quarterly) | Measured Quarterly | | | | | 11,510 | 8,178 | | | |

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | |
|---|---|--------------------|---------|--------|-------------|------------|-----------|-----------|--------|-------------|------------|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend |
| Development and Building Control | | | | | | | | | | | |
| Development and Building Control | CRP 045 / SP 118 Income (Development and Building Control) (Monthly) | 117,567 | 163,833 | | | | 1,200,050 | 1,310,664 | | | |
| Development and Building Control | CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly) | None recieved | 80% | | | | 87.5% | 80% | | | |
| Development and Building Control | CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly) | 57.89% | 72% | | | | 72.19% | 72% | | | |
| Development and Building Control | CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly) | 84.72% | 83% | | | | 82.99% | 83% | | | |
| Development and Building Control | DATA 007 /SP 414 Volume of planning applications (Monthly) | 210 | N/A | | | | 2,176 | N/A | | | |
| Development and Building Control | SP 040 % Market share retained by LA (Building Control) (Monthly) | 38.69% | 54% | | | | 36.73% | 54% | | | |
| Development and Building Control | SP 113 No. of planning enforcement cases closed (Monthly) | 31 | 44 | | | | 185 | 352 | | | |
| Development and Building Control | SP 117 % appeals lost (Development & Building Control) (Quarterly) | Measured quarterly | | | | | 17.5% | 35% | | | |
| Development and Building Control | SP 380 No. of backlog planning enforcement cases (Monthly) | 581 | 490 | | | | 581 | 490 | | | |
| Future Merton | | | | | | | | | | | |
| 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 | Measured Annually | | | | | N/A | 200 | N/A | N/A | N/A |

| Dept. | PI Code & Description | Nov 2021 | | | | | 2021/22 | | | | | |
|-----------------|---|--------------------|--------|--------|-------------|------------|---------|--------|--------|-------------|------------|--|
| | | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend | |
| | Vehicles Charging Points available to Merton Residents (Annual) | | | | | | | | | | | |
| Future Merton | DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly) | 8 | N/A | | | | 65 | N/A | | | | |
| Future Merton | DATA 009 £ fines from Streetworks FPNs (Monthly) | 11,380 | N/A | | | | 148,640 | 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 | | | | | 0.94 | 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 | | | | | | | | | | | | |
| Property | SP 024 % Vacancy rate of property owned by the council | Measured quarterly | | | | | 1% | 3% | | | | |
| Property | SP 025 % Debt owed to LBM by tenants inc businesses | Measured quarterly | | | | | 6.75% | 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 | | | | | 5 | 16 | | | | |

This page is intentionally left blank