

Public Protection performance report

| PI Code & Description | Jul 2018 | | | | | 2018/19 | | | | | YTD Status |
|---|--------------------------|-----------|--------|-------------|------------|-----------|-----------|--------|-------------|------------|------------|
| | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend | |
| Parking | | | | | | | | | | | |
| CRP 044 Parking services estimated revenue (Monthly) | 1,631,402 | 1,143,650 | ✓ | ↑ | ↑ | 6,184,236 | 4,954,122 | ✓ | ↓ | ↓ | ✓ |
| LER PARK 01 % of cases won at London tribunal | 72% | 55% | ✓ | ↑ | ↑ | 65.25% | 55% | ✓ | ? | ? | ✓ |
| SP 493 Number of cases won at London tribunals (Monthly) | 39 | 45 | ✗ | ↓ | ↓ | 170 | 176 | ✗ | ? | ? | ✗ |
| SP 127 % Parking permits issued within 5 working days (Monthly) | 95% | 95% | ✓ | - | ↑ | 95.5% | 95% | ✓ | ↑ | ↑ | ✓ |
| SP 258 Sickness- No of days per FTE from snapshot report (parking) | 1.44 | 0.66 | ✗ | ↓ | ↑ | 4.29 | 2.64 | ✗ | ↑ | ↑ | ✗ |
| Regulatory Services | | | | | | | | | | | |
| SP 041 % Service requests replied to in 5 working days | 97.91% | 97% | ✓ | ↑ | ↑ | 95.41% | 97% | ✗ | ↑ | ↑ | ✗ |
| SP 042 Income generation by Regulatory Services (Monthly) | £22,191 | £50,000 | ✗ | ↓ | ↓ | £141,778 | £195,000 | ✗ | ↓ | ↓ | ✗ |
| SP 111 No. of underage sales test purchases (Quarterly) | Quarterly measure | | | | | 12 | 22 | ✗ | ↓ | ↓ | ✗ |
| SP 255 % licensing apps. determined within 28 days (Quarterly) | Quarterly measure | | | | | 91% | 97% | ✗ | ↓ | ↓ | ✗ |
| SP 316 % Inspection category A,B & C food premises (annual) | Annual measure | | | | | ? | 99 | ? | ? | ? | ? |
| 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 422 % Food premises rated 2* or below (Quarterly) | Quarterly measure | | | | | 6% | 10% | ✓ | ↑ | ↑ | ✓ |
| SP 494 Nitrgen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly) | Quarterly measure | | | | | 25 | 0 | ✗ | ? | ? | ✗ |

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| | 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) | 21.22% | 8% | | | | 14.76% | 8% | | | | |
| LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly) | Quarterly measure | | | | | 13.67% | 8% | | | | |
| SP 062 % Sites surveyed below standard for graffiti (Quarterly) | Quarterly measure | | | | | 9.12% | 5% | | | | |
| SP 063 % Sites surveyed below standard for flyposting (Quarterly) | Quarterly measure | | | | | 1.21% | 1% | | | | |
| SP 139 % Sites surveyed below standard for weeds (Quarterly) | Quarterly measure | | | | | 20.51% | 11% | | | | |
| SP 140 % Sites surveyed below standard for Detritus (Quarterly) | Quarterly measure | | | | | 22.52% | 10% | | | | |
| SP 269 % Residents satisfied with street cleanliness (annual) (ars) | Annual measure | | | | | | 57% | | | | |
| Waste Services | | | | | | | | | | | |
| CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly) | 131.00 | 50.00 | | | | 101.25 | 50.00 | | | | |
| CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly) | 1,012 | 700 | | | | 3,713 | 2,800 | | | | |
| SP 064 % Residents satisfied with refuse collection (annual) (ars) | Annual measure | | | | | | 73% | | | | |
| SP 065 % Household waste recycled and composted (One Month in Arrears) | 37.8% | 46% | | | | 38.03% | 46% | | | | |
| SP 066 Residual waste kg per household (One month in arrears) | 47.03 | 41 | | | | 143.14 | 123 | | | | |
| SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (One month in arrears) | 63% | 65% | | | | 63% | 65% | | | | |
| SP 262 % Residents satisfied with recycling facilities (annual) (ars) | Annual measure | | | | | | 72% | | | | |

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| SP 354 Total waste arising per households (KGs) (One Month in arrears) | 74.32 | 75 | | | | 227.02 | 230 | | | | |
| SP 407 % FPN's issued that have been paid (Monthly) | 73% | 70% | | | | 73% | 70% | | | | |
| SP 454 % of fly-tips removed within 24 hours (Monthly) | 85% | 90% | | | | 85% | 90% | | | | |
| Parks | | | | | | | | | | | |
| LER OS 01 Parks Quality Management Score (PQMS) | 4.8 | 5 | | | | 4.74 | 5 | | | | |
| SP 026 % of residents who rate parks & green spaces as good or very good (annual) (ars) | Annual measure | | | | | | 76% | | | | |
| SP 027 Young peoples % satisfaction with parks & green spaces | Annual measure | | | | | | 75% | | | | |
| SP 032 No. of Green Flags (annual) | Annual measure | | | | | 6 | 6 | | | | |
| SP 318 No. of outdoor events in parks (Monthly) | DNR | 35 | DNR | | | 72 | 50 | | | | |
| Leisure | | | | | | | | | | | |
| SP 015 Income generated - Merton Active Plus activity (Monthly) | £3,506 | £6,000 | | | | £6,278 | £22,000 | | | | |
| SP 251 Income from Watersports Centre (Monthly) | £141,500 | £140,850 | | | | £228,510 | £200,850 | | | | |
| SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (annual) (ars) | Annual measure | | | | | | 80% | | | | |
| SP 349 14 to 25 year old fitness centre participation at leisure centres | 8,738 | 9,105 | | | | 34,704 | 35,328 | | | | |
| SP 405 No. of Leisure Centre users (monthly) | 86,489 | 105,000 | | | | 339,692 | 398,302 | | | | |
| SP 406 No. of Polka Theatre users (Quarterly) | Quarterly measure | | | | | 17,763 | 22,000 | | | | |

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| Transport | | | | | | | | | | | |
| SP 136 Average % time passenger vehicles in use | Annual measure | | | | | ? | 85% | ? | ? | ? | ? |
| SP 137 % User satisfaction survey (transport passenger fleet) | Annual measure | | | | | ? | 97% | ? | ? | ? | ? |
| SP 271 In-house journey that meet timescales | Annual measure | | | | | ? | 85% | ? | ? | ? | ? |
| Development and Building Control | | | | | | | | | | | |
| CRP 045 / SP 118 Income (Development and Building Control) | 215,646 | 175,000 | | | | 614,964 | 660,000 | | | | |
| CRP 051 / SP 114 % Major applications processed within 13 weeks | 100% | 67% | | | | 80% | 67% | | | | |
| CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly) | 93.55% | 67% | | | | 89.06% | 67% | | | | |
| CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly) | 100% | 80% | | | | 91.63% | 80% | | | | |
| SP 040 % Market share retained by LA (Building Control) (Monthly) | 46.82% | 54% | | | | 49.51% | 54% | | | | |
| SP 113 No. of enforcement cases closed (Monthly) | 22 | 38 | | | | 78 | 150 | | | | |
| SP 117 % appeals lost (Development & Building Control) (Quarterly) | Quarterly measure | | | | | 12.5% | 35% | | | | |
| SP 380 No. of backlog enforcement cases (Monthly) | 785 | 650 | | | | 785 | 650 | | | | |
| SP 414 Volume of planning applications (Monthly) | 604 | 370 | | | | 1,482 | 1,480 | | | | |
| Future Merton | | | | | | | | | | | |
| SP 020 New Homes (annual) | Annual measure | | | | | | 435 | ? | ? | ? | ? |
| SP 260 % Streetworks inspections completed (Quarterly) | Quarterly measure | | | | | 32.76% | 37% | | | | |

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| | Value | Target | Status | Short Trend | Long Trend | Value | Target | Status | Short Trend | Long Trend | |
| SP 327 % Emergency callouts attended within 2 hours | 100% | 98% | ✓ | ▬ | ↑ | 100% | 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 measure | | | | | 1.59 | 3 | ✓ | ↑ | ↑ | ✓ |
| SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual) | Annual measure | | | | | ? | 95% | ? | ? | ? | ? |
| SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual) | Annual measure | | | | | ? | 30 | ? | ? | ? | ? |
| SP 476 Number of business premises improved (Annual) | Annual measure | | | | | ? | 10 | ? | ? | ? | ? |
| Property | | | | | | | | | | | |
| SP 024 % Vacancy rate of property owned by the council (Quarterly) | Quarterly measure | | | | | 0.2% | 3.3% | ✓ | ↓ | ▬ | ✓ |
| SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly) | Quarterly measure | | | | | 4% | 8% | ✓ | ↑ | ↑ | ✓ |
| SP 386 Property asset valuations (annual) | Annual measure | | | | | ? | 150 | ? | ? | ? | ? |

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