

## E&R Public Protection performance report

PI Code & Description	Jan 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Parking</b>										
CRP 044 Parking services estimated revenue (Monthly)	1,661,481	1,732,305				15,637,156	14,050,803			
LER PARK 01 % of cases won at London tribunal	69	55				65.2	55			
SP 127 % Parking permits issued within 5 working days (Monthly)	96%	95%				95.4%	95%			
SP 258 Sickness- No of days per FTE from snapshot report (parking)	1.69	0.7				11.06	6.68			
SP 493 Number of cases won at London tribunals (Monthly)	38	45				382	446			
<b>Regulatory services</b>										
SP 041 % Service requests replied to in 5 working days	92.18%	97%				93.18%	97%			
SP 042 Income generation by Regulatory Services (Monthly)	£24,482	£35,000				£383,743	£470,000			
SP 111 No. of underage sales test purchases (Quarterly)	Measured quarterly					72	76			
SP 255 % licensing apps. determined within 28 days (Quarterly)	Measured quarterly					87.87%	97%			
SP 316 % Inspection category A,B & C food premises (annual)	Measured Annually					N/A	99	N/A		
SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Measured Annually					N/A	40	N/A		
SP 420 Annual average amount of Particulates per m3 (Annual)	Measured Annually					N/A	40	N/A		
SP 422 % Food premises rated 2* or below (Quarterly)	Measured quarterly					5.2%	10%			
SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	Measured quarterly					19	0			

## E&R Public Spaces

PI Code & Description	Jan 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Street Cleansing</b>										
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	20.92%	8%				16.43%	8%			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	930	700				9,803	7,000			
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)	Measured quarterly					16.57%	8%			
SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Measured quarterly					8.04%	5%			
SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Measured quarterly					1.48%	1%			
SP 139 % Sites surveyed below standard for weeds (Quarterly)	Measured quarterly					12.65%	11%			
SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Measured quarterly					22.22%	10%			
SP 269 % Residents satisfied with street cleanliness (annual) (ars)	Measured annually					N/A	57%	N/A		
SP 407 % FPN's issued that have been paid (Monthly)	70%	70%				72.2%	70%			
SP 454 % of fly-tips removed within 24 hours (Monthly)	12%	90%				47.2%	90%			
<b>Waste Services</b>										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	95.00	50.00				115.50	50.00			
SP 064 % Residents satisfied with refuse collection (annual) (ars)	Measured annually					N/A	73%	N/A		
SP 065 % Household waste recycled and composted (One Month in Arrears)	40.42%	46%				38.49%	46%			
SP 066 Residual waste kg per household (One month in arrears)	41.09	41				395.05	369			

PI Code & Description	Jan 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (One month in arrears)	5%	65%				38%	65%			
SP 262 % Residents satisfied with recycling facilities (annual) (ars)	Measured annually					N/A	72%	N/A		
SP 354 Total waste arising per households (KGs) (One Month in arrears)	67.79	75				631.26	680			
<b>Greenspaces</b>										
LER OS 01 Parks Quality Management Score (PQMS)	5	5				4.88	5			
SP 026 % of residents who rate parks & green spaces as good or very good	Measured annually					N/A	76%	N/A		
SP 027 Young peoples % satisfaction with parks & green spaces (annual)	Measured annually					N/A	75%	N/A		
SP 032 No. of Green Flags (annual)	Measured annually					6	6			
SP 318 No. of outdoor events in parks (Monthly)	3	0				238	131			
<b>Leisure</b>										
SP 015 Income generated - Merton Active Plus activity (Monthly)	£148	£500				£10,521	£39,500			
SP 251 Income from Watersports Centre (Monthly)	£300	£1,200				£401,499	£363,900			
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent	Measured annually					N/A	80%	N/A		
SP 349 14 to 25 year old fitness centre participation at leisure centres	9,155	9,992				79,923	86,515			
SP 405 No. of Leisure Centre users (monthly)	84,548	90,000				806,729	911,882			
SP 406 No. of Polka Theatre users (Quarterly)	Measured quarterly					62,697	60,626			
<b>Transport</b>										
SP 136 Average % time passenger vehicles in use (transport passenger fleet)	Measured annually					N/A	85%	N/A		
SP 137 % User satisfaction survey (transport passenger fleet) (annual)	Measured annually					N/A	97%	N/A		
SP 271 In-house journey that meet timescales (transport passenger fleet)	Measured annually					N/A	85%	N/A		

## E&R Sustainable Communities

PI Code & Description	Jan 2019					2018/19				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Development and Building Control</b>										
CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	374,541	175,000				1,594,880	1,535,000			
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	67%				78.57%	67%			
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	86.36%	67%				85.1%	67%			
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	88.07%	80%				92.69%	80%			
SP 040 % Market share retained by LA (Building Control) (Monthly)	48.1%	54%				50.41%	54%			
SP 113 No. of enforcement cases closed (Monthly)	384	38				600	375			
SP 117 % appeals lost (Development & Building Control) (Quarterly)	Measured quarterly					25.25%	35%			
SP 380 No. of backlog enforcement cases (Monthly)	868	650				868	650			
SP 414 Volume of planning applications (Monthly)	290	370				3,648	3,700			
<b>Future Merton</b>										
SP 020 New Homes (annual)	Measured Annually					N/A	435	N/A		
SP 260 % Streetworks inspections completed (Quarterly)	Measured quarterly					32.49%	37%			
SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	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)	Measured quarterly					1.47	3			

PI Code & Description	Jan 2019					2018/19				
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SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (annual)	Measured Annually					N/A	95%	N/A	?	?
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Measured Annually					N/A	30	N/A	?	?
SP 476 Number of business premises improved (Annual)	Measured Annually					N/A	10	N/A	?	?
<b>Property</b>										
SP 024 % Vacancy rate of property owned by the council (Quarterly)	Measured quarterly					0.07%	3.3%	✓	↓	↑
SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Measured quarterly					3.43%	8%	✓	↑	↑
SP 386 Property asset valuations (annual)	Measured Annually					N/A	150	N/A	?	?

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