

## E&R Sustainable Communities

PI Code & Description	Sep 2019					2019/20				
	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)	136,049	157,166				1,043,567	942,996			
CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	75%	68%				81.25%	68%			
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks	77.5%	71%				80.84%	71%			
CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks	81.76%	82%				85.88%	82%			
SP 040 % Market share retained by LA (Building Control) (Monthly)		54%				55.36%	54%			
SP 113 No. of planning enforcement cases closed (Monthly)	137	44				280	260			
SP 117 % appeals lost (Development & Building Control) (Quarterly)	<b>Measured Quarterly</b>					37.97%	35%			
SP 380 No. of backlog planning enforcement cases (Monthly)	871	849				871	849			
SP 414 Volume of planning applications (Monthly)	343	365				2,081	2,190			
<b>Future Merton</b>										
SP 020 New Homes (Annual)	<b>Annual measure</b>						1,328			
SP 260 % Streetworks inspections completed (Quarterly)	<b>Measured Quarterly</b>					40.3%	37%			
SP 327 % Emergency callouts attended within 2 hours (traffic & highways)	96.77%	98%				98.79%	98%			
SP 328 % Streetworks permitting determined (Monthly)	99%	98%				99.83%	98%			
SP 389 Carriageway condition - unclassified roads defectiveness condition indicator (annual)	<b>Annual measure</b>						75%			
SP 391 Average number of days taken to repair an out of light street light	<b>Measured Quarterly</b>					1.23	3			

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(Quarterly)										
SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Annual measure					?	49	?	?	?
SP 476 Number of business premises improved (Annual)	Annual measure					?	10	?	?	?
SP 508 NEW FOR 2019/20 Footway condition - (% not defective, unclassified road) (Annual)	Annual measure					?	75%	?	?	?
<b>Property</b>										
SP 024 % Vacancy rate of property owned by the council (Quarterly)	Measured Quarterly					1%	3%			
SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Measured Quarterly					3.14%	7.5%			
SP 386 Property asset valuations (Annual)	Annual measure					?	150	?	?	?
SP 518 NEW FOR 2019/20 Number of completed Rent Reviews (Quarterly)	Measured Quarterly					17	7		?	?

## E&R Public Spaces


PI Code & Description	Sep 2019					2019/20				
	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Street Cleaning</b>										
CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	13.56%	8%				15.47%	8%			
LER 058 % Sites surveyed on street inspections for litter (using NI195 system) that are below standard (KBT) (Quarterly)	Measured Quarterly					18.19%	8%			
SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Measured Quarterly					6.31%	5%			
SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Measured Quarterly					1%	1%			

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	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
SP 139 % Sites surveyed below standard for weeds (Quarterly)	Measured Quarterly					12.5%	11%			
SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Measured Quarterly					23.44%	9%			
SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	Annual Measure						57%			
<b>Waste Services</b>										
CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	79.00	40.00				76.17	50.00			
CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor	1,099	700				6,532	4,200			
SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual Measure						73%			
SP 065 % Household waste recycled and composted (Monthly in arrear)	43.91%	48%				44.71%	48%			
SP 066 Residual waste kg per household (Monthly in arrear)	41.9	39.5				213.13	237.5			
SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	2%	10%				7%	10%			
SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	Annual Measure						72%			
SP 354 Total waste arising per households (KGs) (Monthly in arrear)	73.44	75				384.17	450			
SP 407 % FPN's issued that have been paid (Monthly)	70%	75%				66.83%	75%			
SP 454 % of fly-tips removed within 24 hours (Monthly)	99%	95%				69.2%	95%			
<b>Parks</b>										
LER OS 01 Parks Quality Management Score (PQMS)	4.89	5				5.08	5			
SP 026 % of residents who rate parks & green spaces as good or very good	Annual Measure						76%			
SP 027 Young peoples % satisfaction with parks & green spaces (Annual)	Annual Measure						75%			

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SP 032 No. of Green Flags (Annual)	Annual Measure					?	6	?	?	?
SP 318 No. of outdoor events in parks (Monthly)	16	10	✓	↓	↑	143	130	✓	↓	↓
SP 514 NEW FOR 2019/20 Income from outdoor events in parks (Annual)	Annual Measure					?	£531,230.00	?	?	?
SP 515 NEW FOR 2019/20 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	Annual Measure					?	5	?	?	?
SP 516 NEW FOR 2019/20 Annual basal & epicormic growth programme completion by 31 Aug each year) (Annual)	Annual Measure					?	100%	?	?	?
SP 517 NEW FOR 2019/20 Number of street trees planted (Annual)	Annual Measure					?	235	?	?	?
<b>Transport</b>										
SP 136 Average % time passenger vehicles in use	Annual Measure					?	85%	?	?	?
SP 224 137 % User satisfaction survey (transport passenger fleet) (Annual)	Annual Measure					?	97%	?	?	?
SP 271 In-house journey that meet timescales (transport passenger fleet)	Annual Measure					?	85%	?	?	?
SP 526 NEW FOR 2019/20 % of Council fleet using diesel fuel (Annual)	Annual Measure					?	80%	?	?	?
<b>Leisure</b>										
SP 251 Income from Watersports Centre (Monthly)	£8,974	£10,000	⬛	↓	↓	£375,625	£344,500	✓	↓	↓
SP 325 % Residents rating Leisure & Sports facilities Good to Excellent	Annual Measure					?	80%	?	?	?
SP 349 14 to 25 year old fitness centre participation at leisure centres	10,005	8,000	✓	↑	↑	55,480	52,500	✓	↓	↓
SP 405 No. of Leisure Centre users (Monthly)	95,801	95,000	✓	↑	↑	564,461	545,000	✓	↓	↓
SP 406 No. of Polka Theatre users (Quarterly)	Measured Quarterly					3,775	5,900	⬛	↓	↓

## E&R Public Protection performance report

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	Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
<b>Parking</b>										
CRP 044 Parking services estimated revenue (Monthly)	1,735,785	1,257,776				9,081,667	8,523,999			
SP 258 Sickness- No of days per FTE from snapshot report (parking)	1.2	0.67				6.91	3.98			
SP 509 NEW FOR 2019/20 % of Permits applied/processed online	75%	55%				74%	55%			
SP 510 NEW FOR 2019/20 % of PCN Appeals received online (Monthly)	58%	55%				58.83%	55%			
SP 511 NEW FOR 2019/20 Blue Badge Inspections (Monthly)	0	45				0	45			
SP 512 NEW FOR 2019/20 Total cashless usage against cash payments at machines (Monthly)	58%	60%				55.67%	60%			
SP 513 NEW FOR 2019/20 Percentage of cases 'heard' and won at ETA	<b>Measured Quarterly</b>					75.65%	73%			
<b>Regulatory Services</b>										
LER 060 Income generation by Regulatory Services (Monthly)	£32,453	£87,610				£173,993	£294,450			
SP 111 No. of underage sales test purchases (Quarterly)	<b>Measured Quarterly</b>					66	47			
SP 255 % licensing applications determined within 28 days (Quarterly)	<b>Measured Quarterly</b>					85.05%	98%			
SP 316 % Inspection category A,B & C food premises (Annual)	<b>Annual measure</b>						100			
SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	<b>Annual measure</b>						40			
SP 420 Annual average amount of Particulates per m3 (Annual)	<b>Annual measure</b>						40			
SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	<b>Measured Quarterly</b>					41	0			

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SP 519 NEW FOR 2019/20 Total % of broadly compliant food establishments rated A-E (Annual)	Annual measure					?	95%	?	?	?
SP 520 NEW FOR 2019/20 Schedule B Prescribed Premises due for inspection completed (Annual)	Annual measure					?	100%	?	?	?
SP 521 NEW FOR 2019/20 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards	Annual measure					?	85%	?	?	?
SP 522 NEW FOR 2019/20 % of noise and nuisance complaints received from residents receiving a frontline response (visit/advice) within one week of receipt (Quarterly)	Measured Quarterly					81.35%	90%		?	?