


















## E&R Public Protection performance report






















Dept.	PI Code & Description	Nov 2020					2020/21				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Parking	CRP 044 Parking services estimated revenue (Monthly)	1,243,424	1,808,645				8,891,019	14,469,160			
Parking	SP 258 Sickness- No of days per FTE from snapshot report	1.29	0.67				9.7	5.32			
Parking	SP 509 % of Permits applied/processed online (Monthly)	98%	55%				97%	55%			
Parking	SP 510 % of PCN Appeals received online (Monthly)	84%	55%				82.25%	55%			
Parking	SP 511 Blue Badge Inspections - cumulative (Monthly)	0	63				0	63			
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	74%	60%				71.63%	60%			
Parking	SP 513 Percentage of cases 'heard' and won at ETA	Quarterly					76.5%	73%			
Regulatory Services	CRP 120 / SP 562 NEW FOR 2020-21 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)	Quarterly					91.68%	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					N/A	Awaiting target	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					N/A	Awaiting target	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)	Quarterly					39	N/A		N/A	N/A
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	Quarterly					6	N/A		N/A	N/A
Regulatory Services	DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas	Quarterly					2	N/A		N/A	N/A

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		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Regulatory Services	SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards	Annual					N/A	85%	N/A	N/A	N/A
Regulatory Services	SP 561 NEW FOR 2020-21 Percentage of alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28 day consultaiton period, excluding those that are subject to a licensing hearing	Quarterly					77.85%	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					N/A	Awaiting target	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					N/A	100%	N/A	N/A	N/A

## R&R Public Spaces

Dept.	PI Code & Description	Nov 2020					2020/21				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Waste Management & Cleansing	CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)	39.35%	48%				40.68%	48%			
Waste Management & Cleansing	CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)	87%	95%				91.63%	95%			
Parks and Green Spaces	CRP 119 / SP 558 NEW FOR 2020-21 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)	Quarterly					4.91	5		N/A	N/A
Waste Management & Cleansing	CRP 123 / SP 567 NEW FOR 2020-21 % of sites surveyed on local street inspections for litter that meet the required standard (Monthly) and quarterly in line with NI 195 reporting	85.03%	87%			N/A	N/A	87%		N/A	N/A

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		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Waste Management & Cleansing	CRP 124 / SP 568 NEW for 2020-21 % of street reports rectified within the contract standard time frame (Monthly)	99%	90%			N/A	N/A	90%		N/A	N/A
Waste Management & Cleansing	CRP 125 / SP 570 NEW FOR 2020-21 % of sites surveyed that meet the required standard for detritus (Quarterly)	Quarterly					78.75%	80%		N/A	N/A
Waste Management & Cleansing	CRP 126 / SP 573 NEW FOR 2020-21 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly)	72	65			N/A	578	520		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)	1,555	N/A			N/A	N/A	N/A		N/A	N/A
Waste Management & Cleansing	DATA 014 Number of waste collection site inspections undertaken by Client team (Monthly)	0	N/A			N/A	N/A	N/A		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	N/A			N/A	N/A	N/A		N/A	N/A
Waste Management & Cleansing	DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly)	59	N/A				591	N/A		N/A	N/A
Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual					N/A	73%	N/A	N/A	N/A
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrears)	45.9	39.5				45.9	39.5			
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrears)	4%	10%				4%	10%			

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		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	Annual					N/A	72%	N/A	N/A	N/A
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	Annual					N/A	57%	N/A	N/A	N/A
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrears)	75.67	75				528.55	600			
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)	1,457	1,075				10,795	8,600			
Waste Management & Cleansing	SP 569 NEW for 2020-21 % of sites surveyed that meet the required standard for weeds (Quarterly)	Quarterly					90.75%	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)	Quarterly					94%	98%		N/A	N/A
Waste Management & Cleansing	SP 572 NEW FOR 2020-21 % of sites surveyed that meet the required standard for flyposting (Quarterly)	Quarterly					99.05%	97%		N/A	N/A
Waste Management & Cleansing	SP 574 NEW FOR 2020-21 Resident satisfaction with the Household Re-use and recycling facility (Garth Road) (Annual)	Annual					N/A	75%	N/A	N/A	N/A
Parks and Green Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	Annual					N/A	77%	N/A	N/A	N/A
Parks and	SP 027 Young peoples % satisfaction with parks & green spaces	Annual					N/A	85%	N/A	N/A	N/A




Dept.	PI Code & Description	Nov 2020					2020/21				
		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
Green Spaces	(Annual) (ARS)										
Parks and Green Spaces	SP 032 No. of Green Flags (Annual)	Annual					N/A	6	N/A	N/A	N/A
Parks and Green Spaces	SP 318 No. of outdoor events in parks (Monthly)	0	3				5	136			
Parks and Green Spaces	SP 514 Income from outdoor events in parks (Annual)	Annual					N/A	£540,000	N/A	N/A	N/A
Parks and Green Spaces	SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	Annual					N/A	5	N/A	N/A	N/A
Parks and Green Spaces	SP 517 Number of street trees planted (Annual)	Annual					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)	Quarterly					4.22	5		N/A	N/A
Parks and Green Spaces	SP 559 NEW FOR 2020-21 % of tree works commissions completed within SLA (30 days) (Quarterly)	Quarterly					90%	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)	Annual					N/A	40	N/A	N/A	N/A
Transport	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Annual					N/A	85%	N/A	N/A	N/A
Transport	SP 137 % User satisfaction survey (transport passenger fleet)	Annual					N/A	97%	N/A	N/A	N/A
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Annual					N/A	85%	N/A	N/A	N/A
Transport	SP 526 % of Council fleet using diesel fuel (Annual)	Annual					N/A	80%	N/A	N/A	N/A
Transport	SP 456 Average days lost to sickness absence - Transport (Monthly)	2.15	0.79				16.7	6.34			
Leisure	SP 251 Income from Watersports Centre (Monthly)	£154	£4,000				£81,171	£377,500			
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure	0	7,450				15,102	69,920			

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		Value	Target	Status	Short Trend	Long Trend	Value	Target	Status	Short Trend	Long Trend
	centres (Monthly)										
Leisure	SP 405 No. of Leisure Centre users (Monthly)	0	86,000				132,822	729,000			
Leisure	SP 406 No. of Polka Theatre users (cumulative) (Quarterly)	Quarterly					553	15,000			

## E&R Sustainable Communities

Dept.	PI Code & Description	Nov 2020					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)	147,802	157,166				1,048,667	1,271,706			
Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	75%	68%				84.62%	68%			
Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	64%	71%				71.78%	71%			
Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	88.1%	82%				77.38%	82%			
Development and Building Control	DATA 007 /SP 414 Volume of planning applications (Monthly)	424	N/A				2,467	N/A			
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	61.69%	54%				59.09%	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)	21	43				115	346			
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Not measured for Months					10%	35%			
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	620	500				620	500			
Future Merton	CRP 096 / SP 020 New Homes (Annual)	Not measured for Months					N/A	918	N/A	N/A	N/A
Future Merton	CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)	Not measured for Months					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 (Annual)	Not measured for Months					N/A	145	N/A	N/A	N/A
Future Merton	DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly)	1	N/A			N/A	N/A	N/A		N/A	N/A
Future Merton	DATA 009 £ fines from Streetworks FPNs (Monthly)	7,080	N/A			N/A	N/A	N/A		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)	Not measured for Months					1.04	3			
Future Merton	SP 476 Number of business premises improved (Annual)	Not measured for Months					N/A	10	N/A	N/A	N/A
Future Merton	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	Not measured for Months					N/A	75%	N/A	N/A	N/A
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Not measured for Months					1%	3%			

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Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Not measured for Months					4.05%	7.5%			
Property	SP 386 Property asset valuations (Annual)	Not measured for Months					N/A	150	N/A	N/A	N/A
Property	SP 518 Number of completed Rent Reviews (Quarterly)	Not measured for Months					0	8	