

Environment and Regeneration

Public Protection performance report

Dept.	PI Code & Description	Dec 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)	1,100,174	2,038,099				13,387,745	17,403,951			
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	1.74	0.67				14.7	5.99			
Parking	SP 509 % of Permits applied/processed online (Monthly)	98%	80%				96.78%	80%			
Parking	SP 510 % of PCN Appeals received online (Monthly)	78%	65%				80.89%	65%			
Parking	SP 511 Blue Badge Inspections - cumulative (Monthly)	0	90				0	90			
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	78%	70%				75.89%	70%			
Parking	SP 513 Percentage of cases 'heard' and won at ETA	Quarterly					85.67%	75%			
Parking	SP 586 NEW FOR 2021-22 % of ANPR cameras remain working (Monthly)	99.4%	98%				96.61%	98%			
Regulatory Services											
Regulatory Services	CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)	Quarterly					84.13%	90%			
Regulatory Services	CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)	Annual					N/A	1	N/A	N/A	N/A
Regulatory Services	CRP 122 / SP 566 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives (Annual)	Annual					N/A	50	N/A	N/A	N/A
Regulatory	DATA 010 Safeguarding older people - number of cases	Quarterly					63	Data			

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Services	investigated and intervene in cases of residents being targeted by financial scams and abuse (Quarterly)											
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				203	Data				
Regulatory Services	DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas		Quarterly				8	Data				
Regulatory Services	SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards		Annual				N/A	95%	N/A	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 consultaiton period, excluding those that are subject to a licensing hearing (Quarterly)		Quarterly				92%	95%				
Regulatory Services	SP 564 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	N/A

E&R Public Spaces

Dept.	PI Code & Description	Dec 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)	39.74%	45%				42.16%	45%				
Waste Management & Cleansing	CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)	81.8%	95%				91.06%	91%				

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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	78%	87%				86.16%	87%			
Waste Management & Cleansing	CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)	39.2%	90%				73.06%	90%			
Waste Management & Cleansing	CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)	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)	120	65				101.78	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)	893	Data only				8,865	Data only			
Waste Management & Cleansing	DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly)	221	Data only				6,109	Data only			
Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual					62%	73%		N/A	N/A
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrears)	43.23	39.5				346.16	356			
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrears)	4%	6%				4%	6%			
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	Annual					56%	72%		N/A	N/A
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	Annual					45%	57%		N/A	N/A
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrears)	71.73	75				598.43	675			

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Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly)	70%	70%				68.63%	70%			
Waste Management & Cleansing	SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	1,071	1,075				13,463	9,675			
Waste Management & Cleansing	SP 569 % of sites surveyed that meet the required standard for weeds (Quarterly)	Quarterly					92%	90%			
Waste Management & Cleansing	SP 571 % of sites surveyed that meet the required standard for graffiti (Quarterly)	Quarterly					94%	95%			
Waste Management & Cleansing	SP 572 % of sites surveyed that meet the required standard for flyposting (Quarterly)	Quarterly					99.03%	97%			
Waste Management & Cleansing	SP 574 Resident satisfaction with the Household Re-use and recycling facility (Garth Road) (Annual)	Annual					Not in survey	75%	Not in survey	N/A	N/A
Greenspaces											
Parks and Green Spaces	CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)	Quarterly					4.87	5			
Parks and Green Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	Annual					73%	78%		N/A	N/A
Parks and Green Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)	Annual					90%	86%		N/A	N/A
Parks and Green Spaces	SP 032 No. of Green Flags (Annual)	Annual					N/A	7	N/A	N/A	N/A
Parks and Green Spaces	SP 318 No. of outdoor events in parks (Monthly)	96	0				695	188			
Parks and Green Spaces	SP 514 Income from outdoor events in parks (Annual)	Annual					N/A	£550,000.00	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	SP 517 Number of street trees planted (Annual)	Annual					N/A	240	N/A	N/A	N/A

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Spaces											
Parks and Green Spaces	SP 557 Average Performance Quality Score (Grass Verge Standards) (Quarterly)			Quarterly			4.93	5			
Parks and Green Spaces	SP 559 % of tree works commissions completed within SLA (30 days) (Quarterly)			Quarterly			88%	86%			
Parks and Green Spaces	SP 560 Number of friends and similar groups volunteering within Merton's parks and open spaces			Annual			N/A	41	N/A	N/A	N/A
Transport											
Transport	SP 456 Days lost to sickness absence - Transport (cumulative) (Monthly)	3.93	0.75				31.34	6.75			
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)			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
Leisure											
Leisure	SP 251 Income from Watersports Centre (Monthly)	£696	£0				£327,044	£377,500			
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	7,513	5,513				67,880	62,621			
Leisure	SP 405 No. of Leisure Centre users (Monthly)	66,819	60,933				535,583	623,214			
Leisure	SP 406 No. of Polka Theatre users (cumulative) (Quarterly)			Quarterly			19,756	14,540			

E&R Sustainable Communities

Dept.	PI Code & Description	Dec 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)	154,141	163,833				1,354,191	1,474,497			
Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	0%	80%				82.37%	80%			
Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	56.25%	72%				70.81%	72%			
Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	84.4%	83%				83.21%	83%			
Development and Building Control	DATA 007 /SP 414 Volume of planning applications (Monthly)	285	Data				2,461	Data			
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	43.16%	54%				37.2%	54%			
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	26	44				211	396			
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Quarterly					20%	35%			
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	590	490				590	490			
Future Merton											
Future Merton	CRP 096 / SP 020 New Homes (Annual)	Annual					N/A	918	N/A	N/A	N/A
Future Merton	CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)	Annual					N/A	75%	N/A	N/A	N/A

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Future Merton	CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	Annual					N/A	200	N/A	N/A	N/A
Future Merton	DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly)	7					72				
Future Merton	DATA 009 £ fines from Streetworks FPNs (Monthly)	12,600					161,240				
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)	Quarterly					0.95	3			
Future Merton	SP 476 Number of business premises improved (Annual)	Annual					N/A	10	N/A	N/A	N/A
Future Merton	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	Annual					N/A	75%	N/A	N/A	N/A
Property											
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Quarterly					0.67%	3%			
Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Quarterly					6.83%	7.5%			
Property	SP 386 Property asset valuations (Annual)	Annual					N/A	150	N/A	N/A	N/A
Property	SP 518 Number of completed Rent Reviews (Quarterly)	Quarterly					6	32			

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