

E&R Public Protection performance report

Dept.	PI Code & Description	Jan 2022					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)	1,994,286	2,038,099				15,382,031	19,442,050			
Parking	SP 258 Sickness- No of days per FTE from snapshot report	1.58	0.67				16.28	6.66			
Parking	SP 509 % of Permits applied/processed online (Monthly)	98%	80%		-		96.9%	80%			
Parking	SP 510 % of PCN Appeals received online (Monthly)	80%	65%				80.8%	65%			
Parking	SP 511 Blue Badge Inspections - cumulative (Monthly)	64	100				64	100			
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	81%	70%				76.4%	70%			
Parking	SP 513 Percentage of cases 'heard' and won at ETA (Quarterly)	Quarterly measure					85.67%	75%			
Parking	SP 586 NEW FOR 2021-22 % of ANPR cameras remain working (Monthly)	96.08%	98%				96.56%	98%		N/A	N/A
Regulatory Services											
Regulatory Services	CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)	Quarterly measure					84.13%	90%			
Regulatory Services	CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)	Annual measure					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 measure					N/A	50	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 measure					136	N/A			
Regulatory Services	DATA 011 Number of new high risk massage and special treatment premises inspections carried out within 20 working	Quarterly measure					203	N/A			

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	days of the premises being ready to trade (Quarterly)										
Regulatory Services	DATA 012 Number of Air Quality Audits (using GLA toolkit) of schools, prioritising those in the highest pollution areas	Quarterly measure					8	N/A			
Regulatory Services	SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)	Annual measure					N/A	95%	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 measure					92%	95%			
Regulatory Services	SP 564 High risk A & B and non-compliant C-rated food establishments due for inspection completed (Annual)	Annual measure					N/A	100%	N/A	N/A	N/A

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		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 arrear)	40.44%	45%				42.03%	45%			
Waste Management & Cleansing	CRP 103 / SP 454 % of fly-tips removed within 24 hours	78.4%	95%				89.79%	91.4%			
Waste Management & Cleansing	CRP 123 / SP 567 % of sites surveyed on local street inspections for litter that meet the required standard	82.11%	87%				85.75%	87%			
Waste Management & Cleansing	CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)	37.2%	90%				69.47%	90%			
Waste Management & Cleansing	CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)	Quarterly measure					83.83%	80%			
Waste Management &	CRP 126 / SP 573 Number of refuse collections	147	65				106.3	65			

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Cleansing	including recycling and kitchen waste										
Waste Management & Cleansing	DATA 013 Number of street cleansing site inspections undertaken by Client team	985					9,850	N/A			
Waste Management & Cleansing	DATA 016 Number of Environmental Enforcement incidents formally (NOT formerly) processed (Monthly)	351					6,460	N/A			
Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	Annual measure					62%	73%		N/A	N/A
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrear)	43.47	39.5				387.57	395.5			
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	4%	6%				4%	6%			
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	Annual measure					56%	72%		N/A	N/A
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	Annual measure					45%	57%		N/A	N/A
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrear)	72.99	75				668.6	750			
Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly)	70%	70%				68.68%	70%			
Waste Management & Cleansing	SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	1,496	1,075				14,959	10,750			
Waste Management & Cleansing	SP 569 % of sites surveyed that meet the required standard for weeds (Quarterly)	Quarterly measure					92%	90%			
Waste Management & Cleansing	SP 571 % of sites surveyed that meet the required standard for graffiti (Quarterly)	Quarterly measure					94%	95%			
Waste Management & Cleansing	SP 572 % of sites surveyed that meet the required standard for flyposting (Quarterly)	Quarterly measure					99.03%	97%			
Waste Management &	SP 574 Resident satisfaction with the Household Re-	Annual measure					NMTP	75%	NMTP	N/A	N/A

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Cleansing	use and recycling facility (Garth Road) (Annual)										
Parks and Green Spaces											
Parks and Green Spaces	CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)	Quarterly measure					4.87	5			
Parks and Green Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	Annual measure					73%	78%		N/A	N/A
Parks and Green Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)	Annual measure					90%	86%		N/A	N/A
Parks and Green Spaces	SP 032 No. of Green Flags (Annual)	Annual measure					N/A	7	N/A	N/A	N/A
Parks and Green Spaces	SP 318 No. of outdoor events in parks (Monthly)	0	0				695	188			
Parks and Green Spaces	SP 514 Income from outdoor events in parks (Annual)	Annual measure					N/A	£550,000	N/A	N/A	N/A
Parks and Green Spaces	SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	Annual measure					N/A	5	N/A	N/A	N/A
Parks and Green Spaces	SP 517 Number of street trees planted (Annual)	Annual measure					N/A	240	N/A	N/A	N/A
Parks and Green Spaces	SP 557 Average Performance Quality Score (Grass Verge Standards) (Quarterly)	Quarterly measure					4.93	5			
Parks and Green Spaces	SP 559 % of tree works commissions completed within SLA (30 days) (Quarterly)	Quarterly measure					88%	86%			
Parks and Green Spaces	SP 560 Number of friends and similar groups volunteering within Merton's parks and open spaces	Annual measure					N/A	41	N/A	N/A	N/A
Transport											
Transport	SP 456 Days lost to sickness absence - Transport (cumulative) (Monthly)	4.4	0.75				35.74	7.5			
Transport	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	N/A	N/A

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Transport	SP 137 % User satisfaction survey (transport passenger fleet)	Annual measure					N/A	97%	N/A	N/A	N/A
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	Annual measure					N/A	85%	N/A	N/A	N/A
Transport	SP 526 % of Council fleet using diesel fuel (Annual)	Annual measure					N/A	80%	N/A	N/A	N/A
Leisure											
Leisure	SP 251 Income from Watersports Centre (Monthly)	£234	£0	✓	↓	↓	£327,278	£377,500	⊘	↑	↑
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	9,059	8,372	✓	↑	↑	76,939	70,993	✓	↑	↑
Leisure	SP 405 No. of Leisure Centre users (Monthly)	86,083	74,045	✓	↑	↑	621,666	697,259	⊘	↑	↑
Leisure	SP 406 No. of Polka Theatre users (cumulative) (Quarterly)	Quarterly measure					19,756	14,540	✓	↑	↑

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E&R Sustainable Communities

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		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)	87,511	163,833	⊘	↓	↓	1,441,702	1,638,330	⊘	↓	↓
Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	100%	80%	✓	↑	↑	84.21%	80%	✓	↓	↑
Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	57.89%	72%	⊘	↑	↓	69.61%	72%	⊘	↓	↓
Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	79.65%	83%	⚠	↓	↓	82.81%	83%	⊘	↑	↓

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Development and Building Control	DATA 007 /SP 414 Volume of planning applications (Monthly)	273	N/A				2,734	N/A			
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	34.06%	54%				36.9%	54%			
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	16	44				227	440			
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Quarterly measure					20%	35%			
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	844	490				844	490			
Future Merton											
Future Merton	CRP 096 / SP 020 New Homes (Annual)	Annual measure					N/A	918	N/A	N/A	N/A
Future Merton	CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)	Annual measure					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)	Annual measure					N/A	200	N/A	N/A	N/A
Future Merton	DATA 008 Streetworks - number of utility works overrun incidents (FPN issued) (Monthly)	3	N/A				75	N/A			
Future Merton	DATA 009 £ fines from Streetworks FPNs (Monthly)	8,060	N/A				169,300	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)	Quarterly measure					0.95	3			
Future Merton	SP 476 Number of business premises improved (Annual)	Annual measure					N/A	10	N/A	N/A	N/A

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Future Merton	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	Annual measure					N/A	75%	N/A	N/A	N/A
Property											
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Quarterly measure					0.67%	3%			
Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Quarterly measure					6.83%	7.5%			
Property	SP 386 Property asset valuations (Annual)	Annual measure					N/A	150	N/A	N/A	N/A
Property	SP 518 Number of completed Rent Reviews (Quarterly)	Quarterly measure					6	32			

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