

2020/21 Performance Dashboard

Detailing performance against our Service Plan measures

Dept	🔴		Amber not used at yearend		✅		DNR		NMTP		Total
	No	%	No	%	No	%	No	%	No	%	
C&H	4	16.0	0	0	12	48.0	0	0	9	36.0	25
CS	20	40.8	0	0	23	46.9	1	2	5	10.2	49
CSF	10	43.5	0	0	11	47.8	0	0	2	8.7	23
E&R	34	41.5	0	0	38	46.3	1	1	9	11.0	82
Total	68	38.0	0	0	84	46.9	2	1.1	25	14.0	179

Click on a department below to view performance:

[Children Schools & Families](#)

[Community & Housing](#)

[Corporate Services](#)

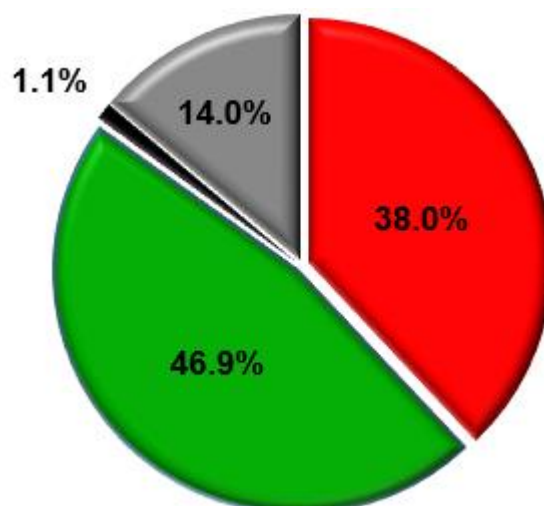
[Environment & Regeneration](#)

[Corporate Indicators](#)

[Dashboard Key](#)

(Use the Alt and Left Arrow buttons to return)



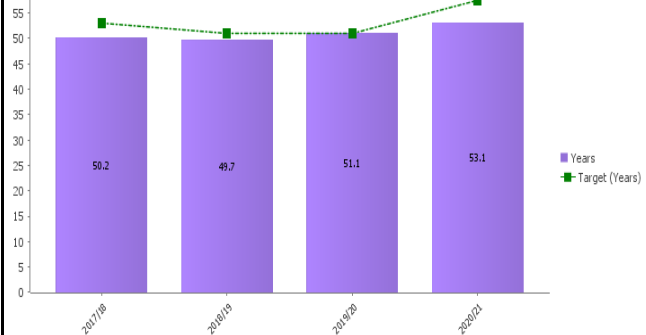
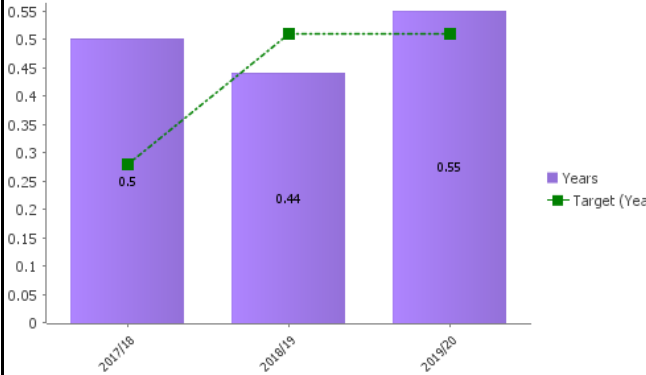
Overall Council Performance Year End 2020/21:


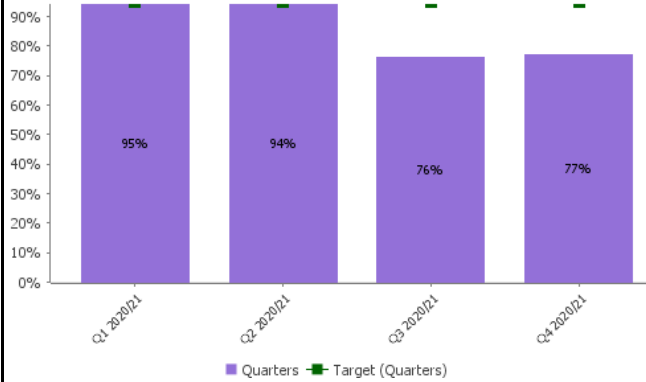




Amber is not used at year end



The data used to compile this **original** report was extracted from the performance database at 10am on 14 May 2021. An **updated** year end report, incorporating data which will become available later in the year (ie from October 2020), will be produced in six months time

Children School & Families

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)	Benchmark	53.1	Top 10% of country			<p style="font-size: small; text-align: center;">CRP 090 / SP 433 Merton pupil average Attainment 8 score (TARGET Top 10% of country) (Annual)</p>  <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>Attainment 8 Score Data</caption> <thead> <tr><th>Year</th><th>Score</th><th>Target</th></tr> </thead> <tbody> <tr><td>2017/18</td><td>50.2</td><td>53.1</td></tr> <tr><td>2018/19</td><td>49.7</td><td>53.1</td></tr> <tr><td>2019/20</td><td>51.1</td><td>53.1</td></tr> <tr><td>2020/21</td><td>53.1</td><td>53.1</td></tr> </tbody> </table>	Year	Score	Target	2017/18	50.2	53.1	2018/19	49.7	53.1	2019/20	51.1	53.1	2020/21	53.1	53.1
Year	Score	Target																				
2017/18	50.2	53.1																				
2018/19	49.7	53.1																				
2019/20	51.1	53.1																				
2020/21	53.1	53.1																				
Education	CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)	Benchmark	N/A	Top 10% of country	<p>No Return Expected</p> <p>Progress 8 data is not being published using 2019/20 data because of the cancellation of GCSE exams.</p>	<p style="font-size: small; text-align: center;">CRP 091 / SP 434 Merton pupil average Progress 8 score TARGET Top 10% of country (Annual)</p>  <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>Progress 8 Score Data</caption> <thead> <tr><th>Year</th><th>Score</th><th>Target</th></tr> </thead> <tbody> <tr><td>2017/18</td><td>0.5</td><td>0.55</td></tr> <tr><td>2018/19</td><td>0.44</td><td>0.55</td></tr> <tr><td>2019/20</td><td>0.55</td><td>0.55</td></tr> </tbody> </table>	Year	Score	Target	2017/18	0.5	0.55	2018/19	0.44	0.55	2019/20	0.55	0.55				
Year	Score	Target																				
2017/18	0.5	0.55																				
2018/19	0.44	0.55																				
2019/20	0.55	0.55																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	CRP 110 / SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)	High	77%	95%			<p>CRP 110 / SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly but from 2021-22 reporting Monthly)</p>  <table border="1"> <caption>CRP 110 Performance Data (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Q2-2020/21</td> <td>94%</td> <td>95%</td> </tr> <tr> <td>Q3-2020/21</td> <td>76%</td> <td>95%</td> </tr> <tr> <td>Q4-2020/21</td> <td>77%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	95%	95%	Q2-2020/21	94%	95%	Q3-2020/21	76%	95%	Q4-2020/21	77%	95%																								
Quarter	Value (%)	Target (%)																																												
Q1-2020/21	95%	95%																																												
Q2-2020/21	94%	95%																																												
Q3-2020/21	76%	95%																																												
Q4-2020/21	77%	95%																																												
Children's Social Care	CRP 112 / SP 527 % of Single Assessments completed within 45 days (Monthly)	High	95.17%	100%		N/A	<p>CRP 112 / SP 527 % of Single Assessments completed within 45 days (Monthly)</p>  <table border="1"> <caption>CRP 112 Performance Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>97%</td><td>100%</td></tr> <tr><td>May 2020</td><td>100%</td><td>100%</td></tr> <tr><td>June 2020</td><td>99%</td><td>100%</td></tr> <tr><td>July 2020</td><td>100%</td><td>100%</td></tr> <tr><td>August 2020</td><td>100%</td><td>100%</td></tr> <tr><td>September 2020</td><td>90%</td><td>100%</td></tr> <tr><td>October 2020</td><td>94%</td><td>100%</td></tr> <tr><td>November 2020</td><td>96%</td><td>100%</td></tr> <tr><td>December 2020</td><td>88%</td><td>100%</td></tr> <tr><td>January 2021</td><td>92%</td><td>100%</td></tr> <tr><td>February 2021</td><td>94%</td><td>100%</td></tr> <tr><td>March 2021</td><td>92%</td><td>100%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	97%	100%	May 2020	100%	100%	June 2020	99%	100%	July 2020	100%	100%	August 2020	100%	100%	September 2020	90%	100%	October 2020	94%	100%	November 2020	96%	100%	December 2020	88%	100%	January 2021	92%	100%	February 2021	94%	100%	March 2021	92%	100%
Month	Value (%)	Target (%)																																												
April 2020	97%	100%																																												
May 2020	100%	100%																																												
June 2020	99%	100%																																												
July 2020	100%	100%																																												
August 2020	100%	100%																																												
September 2020	90%	100%																																												
October 2020	94%	100%																																												
November 2020	96%	100%																																												
December 2020	88%	100%																																												
January 2021	92%	100%																																												
February 2021	94%	100%																																												
March 2021	92%	100%																																												



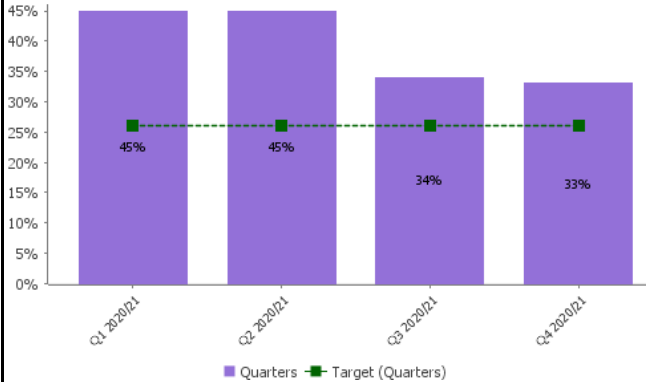

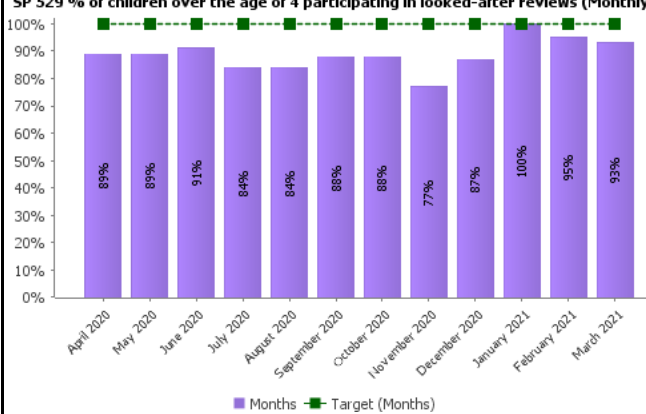
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	CRP 113 / SP 528 % fostered children living in in-house provision (Monthly)	Within target range	52.75%	55-65%		N/A	<p>CRP 113 / SP 528 % fostered children living in in-house provision RANGE 55-65% (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>57%</td><td>55%</td></tr> <tr><td>May 2020</td><td>56%</td><td>55%</td></tr> <tr><td>June 2020</td><td>55%</td><td>55%</td></tr> <tr><td>July 2020</td><td>53%</td><td>55%</td></tr> <tr><td>August 2020</td><td>53%</td><td>55%</td></tr> <tr><td>September 2020</td><td>53%</td><td>55%</td></tr> <tr><td>October 2020</td><td>53%</td><td>55%</td></tr> <tr><td>November 2020</td><td>53%</td><td>55%</td></tr> <tr><td>December 2020</td><td>54%</td><td>55%</td></tr> <tr><td>January 2021</td><td>50%</td><td>55%</td></tr> <tr><td>February 2021</td><td>47%</td><td>55%</td></tr> <tr><td>March 2021</td><td>49%</td><td>55%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	57%	55%	May 2020	56%	55%	June 2020	55%	55%	July 2020	53%	55%	August 2020	53%	55%	September 2020	53%	55%	October 2020	53%	55%	November 2020	53%	55%	December 2020	54%	55%	January 2021	50%	55%	February 2021	47%	55%	March 2021	49%	55%
Month	Actual (%)	Target (%)																																												
April 2020	57%	55%																																												
May 2020	56%	55%																																												
June 2020	55%	55%																																												
July 2020	53%	55%																																												
August 2020	53%	55%																																												
September 2020	53%	55%																																												
October 2020	53%	55%																																												
November 2020	53%	55%																																												
December 2020	54%	55%																																												
January 2021	50%	55%																																												
February 2021	47%	55%																																												
March 2021	49%	55%																																												
Children's Social Care	CRP 114 / SP 531 Percentage of children in our care placed more than 20 miles away (Monthly)	Benchmark	18%	Better than London average		N/A	<p>CRP 114 / SP 531 Percentage of children in our care placed more than 20 miles away (Target: Better than London average) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>15%</td><td>18%</td></tr> <tr><td>May 2020</td><td>16%</td><td>18%</td></tr> <tr><td>June 2020</td><td>17%</td><td>18%</td></tr> <tr><td>July 2020</td><td>16%</td><td>18%</td></tr> <tr><td>August 2020</td><td>16%</td><td>18%</td></tr> <tr><td>September 2020</td><td>17%</td><td>18%</td></tr> <tr><td>October 2020</td><td>15%</td><td>18%</td></tr> <tr><td>November 2020</td><td>15%</td><td>18%</td></tr> <tr><td>December 2020</td><td>15%</td><td>18%</td></tr> <tr><td>January 2021</td><td>15%</td><td>18%</td></tr> <tr><td>February 2021</td><td>18%</td><td>18%</td></tr> <tr><td>March 2021</td><td>18%</td><td>18%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	15%	18%	May 2020	16%	18%	June 2020	17%	18%	July 2020	16%	18%	August 2020	16%	18%	September 2020	17%	18%	October 2020	15%	18%	November 2020	15%	18%	December 2020	15%	18%	January 2021	15%	18%	February 2021	18%	18%	March 2021	18%	18%
Month	Actual (%)	Target (%)																																												
April 2020	15%	18%																																												
May 2020	16%	18%																																												
June 2020	17%	18%																																												
July 2020	16%	18%																																												
August 2020	16%	18%																																												
September 2020	17%	18%																																												
October 2020	15%	18%																																												
November 2020	15%	18%																																												
December 2020	15%	18%																																												
January 2021	15%	18%																																												
February 2021	18%	18%																																												
March 2021	18%	18%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Education	CRP 115SP535MP50 % of total 0-5 year population from areas of deprivation (IDACI 30%) whose families have accessed children's centre services (Quarterly)	Within target range	43.4%	55-65%			<p>CRP 115SP535MP50 % of total 0-5 year population from areas of deprivation (IDACI 30%) whose families have accessed children's centre services TARGET Range 55-65% (Quarterly)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>10.3%</td> <td>55%</td> </tr> <tr> <td>Q2 2020/21</td> <td>19.7%</td> <td>55%</td> </tr> <tr> <td>Q3 2020/21</td> <td>26.7%</td> <td>55%</td> </tr> <tr> <td>Q4 2020/21</td> <td>43.4%</td> <td>55%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2020/21	10.3%	55%	Q2 2020/21	19.7%	55%	Q3 2020/21	26.7%	55%	Q4 2020/21	43.4%	55%																								
Quarter	Value (%)	Target (%)																																												
Q1 2020/21	10.3%	55%																																												
Q2 2020/21	19.7%	55%																																												
Q3 2020/21	26.7%	55%																																												
Q4 2020/21	43.4%	55%																																												
Children's Social Care	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)	Within target range	19%	12-20%			<p>CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (within a range of 12% to 20%) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>20%</td> <td>20%</td> </tr> <tr> <td>May 2020</td> <td>21%</td> <td>20%</td> </tr> <tr> <td>June 2020</td> <td>18%</td> <td>20%</td> </tr> <tr> <td>July 2020</td> <td>15%</td> <td>20%</td> </tr> <tr> <td>August 2020</td> <td>16%</td> <td>20%</td> </tr> <tr> <td>September 2020</td> <td>16%</td> <td>20%</td> </tr> <tr> <td>October 2020</td> <td>15%</td> <td>20%</td> </tr> <tr> <td>November 2020</td> <td>16%</td> <td>20%</td> </tr> <tr> <td>December 2020</td> <td>14%</td> <td>20%</td> </tr> <tr> <td>January 2021</td> <td>18%</td> <td>20%</td> </tr> <tr> <td>February 2021</td> <td>21%</td> <td>20%</td> </tr> <tr> <td>March 2021</td> <td>19%</td> <td>20%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	20%	20%	May 2020	21%	20%	June 2020	18%	20%	July 2020	15%	20%	August 2020	16%	20%	September 2020	16%	20%	October 2020	15%	20%	November 2020	16%	20%	December 2020	14%	20%	January 2021	18%	20%	February 2021	21%	20%	March 2021	19%	20%
Month	Value (%)	Target (%)																																												
April 2020	20%	20%																																												
May 2020	21%	20%																																												
June 2020	18%	20%																																												
July 2020	15%	20%																																												
August 2020	16%	20%																																												
September 2020	16%	20%																																												
October 2020	15%	20%																																												
November 2020	16%	20%																																												
December 2020	14%	20%																																												
January 2021	18%	20%																																												
February 2021	21%	20%																																												
March 2021	19%	20%																																												


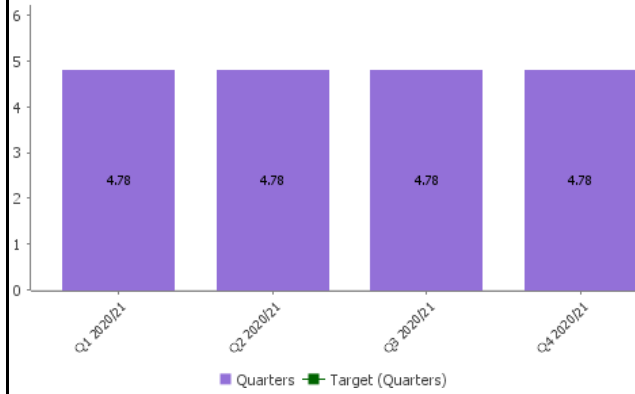

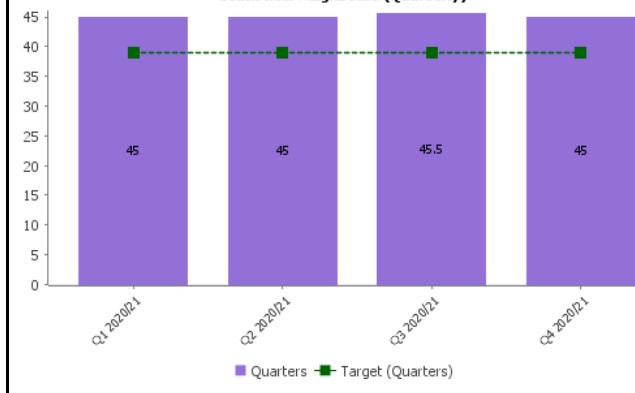
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																				
			Value	Target	Status	Long Trend																																					
Education	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)	High	95	95			<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)</p>  <table border="1"> <caption>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>58.3</td><td>95</td></tr> <tr><td>2011/12</td><td>66.1</td><td>95</td></tr> <tr><td>2012/13</td><td>83.6</td><td>95</td></tr> <tr><td>2013/14</td><td>86.8</td><td>95</td></tr> <tr><td>2014/15</td><td>84.9</td><td>95</td></tr> <tr><td>2015/16</td><td>88.7</td><td>95</td></tr> <tr><td>2016/17</td><td>91</td><td>95</td></tr> <tr><td>2017/18</td><td>93</td><td>95</td></tr> <tr><td>2018/19</td><td>91</td><td>95</td></tr> <tr><td>2019/20</td><td>95</td><td>95</td></tr> <tr><td>2020/21</td><td>95</td><td>95</td></tr> </tbody> </table>	Year	Value	Target	2010/11	58.3	95	2011/12	66.1	95	2012/13	83.6	95	2013/14	86.8	95	2014/15	84.9	95	2015/16	88.7	95	2016/17	91	95	2017/18	93	95	2018/19	91	95	2019/20	95	95	2020/21	95	95
Year	Value	Target																																									
2010/11	58.3	95																																									
2011/12	66.1	95																																									
2012/13	83.6	95																																									
2013/14	86.8	95																																									
2014/15	84.9	95																																									
2015/16	88.7	95																																									
2016/17	91	95																																									
2017/18	93	95																																									
2018/19	91	95																																									
2019/20	95	95																																									
2020/21	95	95																																									
Education	CRP 88SP404MP053 New EHCP requests completed within 20 weeks (Quarterly)	Within target range	32.75%	50-60%			<p>CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)</p>  <table border="1"> <caption>CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>34%</td><td>50-60%</td></tr> <tr><td>Q2 2020/21</td><td>35%</td><td>50-60%</td></tr> <tr><td>Q3 2020/21</td><td>35%</td><td>50-60%</td></tr> <tr><td>Q4 2020/21</td><td>27%</td><td>50-60%</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	34%	50-60%	Q2 2020/21	35%	50-60%	Q3 2020/21	35%	50-60%	Q4 2020/21	27%	50-60%																					
Quarter	Value	Target																																									
Q1 2020/21	34%	50-60%																																									
Q2 2020/21	35%	50-60%																																									
Q3 2020/21	35%	50-60%																																									
Q4 2020/21	27%	50-60%																																									

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																								
			Value	Target	Status	Long Trend																									
Education	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Quarterly)	Benchmark	1.3%	Below London average	✓	↑	<p>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Now reports Quarterly)</p> <table border="1"> <caption>NEET Performance Data (2020/21)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1.3%</td> <td>1.5%</td> </tr> <tr> <td>Q2 2020/21</td> <td>3%</td> <td>1.5%</td> </tr> <tr> <td>Q3 2020/21</td> <td>1.8%</td> <td>1.5%</td> </tr> <tr> <td>Q4 2020/21</td> <td>1.3%</td> <td>1.5%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	1.3%	1.5%	Q2 2020/21	3%	1.5%	Q3 2020/21	1.8%	1.5%	Q4 2020/21	1.3%	1.5%									
Quarter	Value	Target																													
Q1 2020/21	1.3%	1.5%																													
Q2 2020/21	3%	1.5%																													
Q3 2020/21	1.8%	1.5%																													
Q4 2020/21	1.3%	1.5%																													
Education	SP 347 L4 Reading, Writing and Math KS2 TARGET Top 10% of country (Academic Annual)	Benchmark	N/A	Top 10% of country	NO RETURN EXPECTED National curriculum assessments for key stage 2 were cancelled in 2020 due to coronavirus		<p>SP 347 L4 Reading, Writing and Math KS2 TARGET Top 10% of country (Academic Annual)</p> <table border="1"> <caption>KS2 Performance Data (Academic Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>78</td> <td>80</td> </tr> <tr> <td>2014/15</td> <td>79</td> <td>80</td> </tr> <tr> <td>2015/16</td> <td>82</td> <td>80</td> </tr> <tr> <td>2016/17</td> <td>66</td> <td>80</td> </tr> <tr> <td>2017/18</td> <td>69</td> <td>80</td> </tr> <tr> <td>2018/19</td> <td>68</td> <td>80</td> </tr> <tr> <td>2019/20</td> <td>69</td> <td>80</td> </tr> </tbody> </table>	Year	Value	Target	2013/14	78	80	2014/15	79	80	2015/16	82	80	2016/17	66	80	2017/18	69	80	2018/19	68	80	2019/20	69	80
Year	Value	Target																													
2013/14	78	80																													
2014/15	79	80																													
2015/16	82	80																													
2016/17	66	80																													
2017/18	69	80																													
2018/19	68	80																													
2019/20	69	80																													

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)	High	16	20			<p>SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)</p>  <table border="1"> <caption>SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>4</td> </tr> <tr> <td>Q2 2020/21</td> <td>0</td> </tr> <tr> <td>Q3 2020/21</td> <td>8</td> </tr> <tr> <td>Q4 2020/21</td> <td>16</td> </tr> </tbody> </table>	Quarter	Value	Q1 2020/21	4	Q2 2020/21	0	Q3 2020/21	8	Q4 2020/21	16																													
Quarter	Value																																													
Q1 2020/21	4																																													
Q2 2020/21	0																																													
Q3 2020/21	8																																													
Q4 2020/21	16																																													
Children's Social Care	SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)	Benchmark	11%	Below pan-London			<p>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves TARGET Below pan-London Benchmark (Monthly)</p>  <table border="1"> <caption>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves TARGET Below pan-London Benchmark (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>6%</td> <td>10%</td> </tr> <tr> <td>May 2020</td> <td>7%</td> <td>10%</td> </tr> <tr> <td>June 2020</td> <td>5%</td> <td>10%</td> </tr> <tr> <td>July 2020</td> <td>8%</td> <td>10%</td> </tr> <tr> <td>August 2020</td> <td>1%</td> <td>10%</td> </tr> <tr> <td>September 2020</td> <td>6%</td> <td>10%</td> </tr> <tr> <td>October 2020</td> <td>17%</td> <td>10%</td> </tr> <tr> <td>November 2020</td> <td>12%</td> <td>10%</td> </tr> <tr> <td>December 2020</td> <td>11%</td> <td>10%</td> </tr> <tr> <td>January 2021</td> <td>12%</td> <td>10%</td> </tr> <tr> <td>February 2021</td> <td>11%</td> <td>10%</td> </tr> <tr> <td>March 2021</td> <td>11%</td> <td>10%</td> </tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2020	6%	10%	May 2020	7%	10%	June 2020	5%	10%	July 2020	8%	10%	August 2020	1%	10%	September 2020	6%	10%	October 2020	17%	10%	November 2020	12%	10%	December 2020	11%	10%	January 2021	12%	10%	February 2021	11%	10%	March 2021	11%	10%
Month	Months (%)	Target (%)																																												
April 2020	6%	10%																																												
May 2020	7%	10%																																												
June 2020	5%	10%																																												
July 2020	8%	10%																																												
August 2020	1%	10%																																												
September 2020	6%	10%																																												
October 2020	17%	10%																																												
November 2020	12%	10%																																												
December 2020	11%	10%																																												
January 2021	12%	10%																																												
February 2021	11%	10%																																												
March 2021	11%	10%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	SP 443 % Care Leavers who are ETE (17 - 21 year olds) (Quarterly)	Benchmark	33%	Same as all Merton children			<p>SP 443 % Care Leavers who are ETE (17 - 21 year olds) TARGET same as all Merton children (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>45%</td> <td>45%</td> </tr> <tr> <td>Q2 2020/21</td> <td>45%</td> <td>45%</td> </tr> <tr> <td>Q3 2020/21</td> <td>34%</td> <td>45%</td> </tr> <tr> <td>Q4 2020/21</td> <td>33%</td> <td>45%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	45%	45%	Q2 2020/21	45%	45%	Q3 2020/21	34%	45%	Q4 2020/21	33%	45%																								
Quarter	Value	Target																																												
Q1 2020/21	45%	45%																																												
Q2 2020/21	45%	45%																																												
Q3 2020/21	34%	45%																																												
Q4 2020/21	33%	45%																																												
Children's Social Care	SP 529 % of children over the age of 4 participating in looked-after reviews (Monthly)	High	93%	100%		N/A	<p>SP 529 % of children over the age of 4 participating in looked-after reviews (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>89%</td><td>100%</td></tr> <tr><td>May 2020</td><td>89%</td><td>100%</td></tr> <tr><td>June 2020</td><td>91%</td><td>100%</td></tr> <tr><td>July 2020</td><td>84%</td><td>100%</td></tr> <tr><td>August 2020</td><td>84%</td><td>100%</td></tr> <tr><td>September 2020</td><td>88%</td><td>100%</td></tr> <tr><td>October 2020</td><td>88%</td><td>100%</td></tr> <tr><td>November 2020</td><td>77%</td><td>100%</td></tr> <tr><td>December 2020</td><td>87%</td><td>100%</td></tr> <tr><td>January 2021</td><td>100%</td><td>100%</td></tr> <tr><td>February 2021</td><td>95%</td><td>100%</td></tr> <tr><td>March 2021</td><td>93%</td><td>100%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	89%	100%	May 2020	89%	100%	June 2020	91%	100%	July 2020	84%	100%	August 2020	84%	100%	September 2020	88%	100%	October 2020	88%	100%	November 2020	77%	100%	December 2020	87%	100%	January 2021	100%	100%	February 2021	95%	100%	March 2021	93%	100%
Month	Value	Target																																												
April 2020	89%	100%																																												
May 2020	89%	100%																																												
June 2020	91%	100%																																												
July 2020	84%	100%																																												
August 2020	84%	100%																																												
September 2020	88%	100%																																												
October 2020	88%	100%																																												
November 2020	77%	100%																																												
December 2020	87%	100%																																												
January 2021	100%	100%																																												
February 2021	95%	100%																																												
March 2021	93%	100%																																												



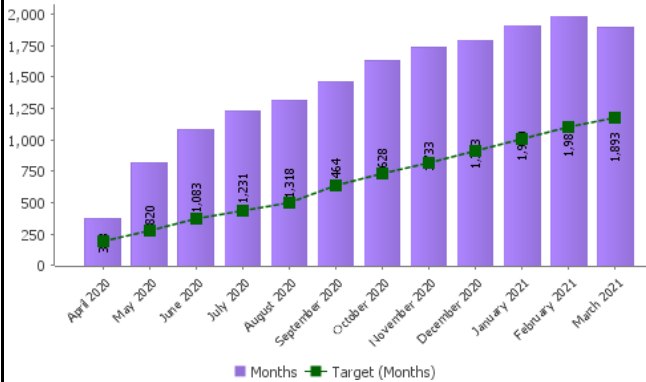


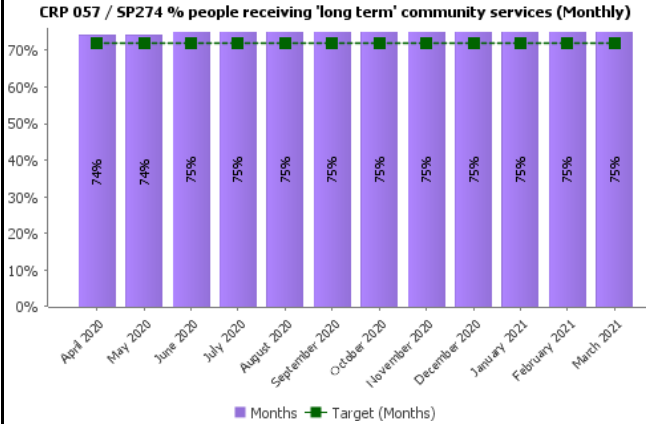
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	SP 530 % of children over the age of 4 participating in child protection reviews (Monthly)	High	100%	100%	✓	N/A	<p>SP 530 % of children over the age of 4 participating in child protection reviews (Monthly)</p> <table border="1"> <caption>SP 530 % of children over the age of 4 participating in child protection reviews (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>100%</td></tr> <tr><td>May 2020</td><td>83%</td><td>100%</td></tr> <tr><td>June 2020</td><td>100%</td><td>100%</td></tr> <tr><td>July 2020</td><td>96%</td><td>100%</td></tr> <tr><td>August 2020</td><td>100%</td><td>100%</td></tr> <tr><td>September 2020</td><td>95%</td><td>100%</td></tr> <tr><td>October 2020</td><td>100%</td><td>100%</td></tr> <tr><td>November 2020</td><td>100%</td><td>100%</td></tr> <tr><td>December 2020</td><td>100%</td><td>100%</td></tr> <tr><td>January 2021</td><td>100%</td><td>100%</td></tr> <tr><td>February 2021</td><td>100%</td><td>100%</td></tr> <tr><td>March 2021</td><td>100%</td><td>100%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	100%	100%	May 2020	83%	100%	June 2020	100%	100%	July 2020	96%	100%	August 2020	100%	100%	September 2020	95%	100%	October 2020	100%	100%	November 2020	100%	100%	December 2020	100%	100%	January 2021	100%	100%	February 2021	100%	100%	March 2021	100%	100%
Month	Months	Target (Months)																																												
April 2020	100%	100%																																												
May 2020	83%	100%																																												
June 2020	100%	100%																																												
July 2020	96%	100%																																												
August 2020	100%	100%																																												
September 2020	95%	100%																																												
October 2020	100%	100%																																												
November 2020	100%	100%																																												
December 2020	100%	100%																																												
January 2021	100%	100%																																												
February 2021	100%	100%																																												
March 2021	100%	100%																																												
Children's Social Care	SP 532 % of children re-referred in the last 12 months TARGET 20-25% (Monthly)	High	16%	25%	⊘	N/A	<p>SP 532 % of children re-referred in the last 12 months TARGET 20-25% (Monthly)</p> <table border="1"> <caption>SP 532 % of children re-referred in the last 12 months TARGET 20-25% (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>26%</td><td>20-25%</td></tr> <tr><td>May 2020</td><td>17%</td><td>20-25%</td></tr> <tr><td>June 2020</td><td>17%</td><td>20-25%</td></tr> <tr><td>July 2020</td><td>18%</td><td>20-25%</td></tr> <tr><td>August 2020</td><td>16%</td><td>20-25%</td></tr> <tr><td>September 2020</td><td>16%</td><td>20-25%</td></tr> <tr><td>October 2020</td><td>16%</td><td>20-25%</td></tr> <tr><td>November 2020</td><td>20%</td><td>20-25%</td></tr> <tr><td>December 2020</td><td>19%</td><td>20-25%</td></tr> <tr><td>January 2021</td><td>22%</td><td>20-25%</td></tr> <tr><td>February 2021</td><td>20%</td><td>20-25%</td></tr> <tr><td>March 2021</td><td>16%</td><td>20-25%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	26%	20-25%	May 2020	17%	20-25%	June 2020	17%	20-25%	July 2020	18%	20-25%	August 2020	16%	20-25%	September 2020	16%	20-25%	October 2020	16%	20-25%	November 2020	20%	20-25%	December 2020	19%	20-25%	January 2021	22%	20-25%	February 2021	20%	20-25%	March 2021	16%	20-25%
Month	Months	Target (Months)																																												
April 2020	26%	20-25%																																												
May 2020	17%	20-25%																																												
June 2020	17%	20-25%																																												
July 2020	18%	20-25%																																												
August 2020	16%	20-25%																																												
September 2020	16%	20-25%																																												
October 2020	16%	20-25%																																												
November 2020	20%	20-25%																																												
December 2020	19%	20-25%																																												
January 2021	22%	20-25%																																												
February 2021	20%	20-25%																																												
March 2021	16%	20-25%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children's Social Care	SP 533 Number of offences per young person re-offending (Quarterly)	Benchmark	4.78	Below statistical neighbours		N/A	<p>SP 533 Number of offences per young person re-offending TARGET Below Statistical Neighbours (Quarterly)</p>  <table border="1"> <caption>SP 533 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>4.78</td> <td>4.78</td> </tr> <tr> <td>Q2 2020/21</td> <td>4.78</td> <td>4.78</td> </tr> <tr> <td>Q3 2020/21</td> <td>4.78</td> <td>4.78</td> </tr> <tr> <td>Q4 2020/21</td> <td>4.78</td> <td>4.78</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	4.78	4.78	Q2 2020/21	4.78	4.78	Q3 2020/21	4.78	4.78	Q4 2020/21	4.78	4.78
Quarter	Value	Target																				
Q1 2020/21	4.78	4.78																				
Q2 2020/21	4.78	4.78																				
Q3 2020/21	4.78	4.78																				
Q4 2020/21	4.78	4.78																				
Children's Social Care	SP 534 Rate of proven re-offending for children in the youth justice system (Quarterly)	Benchmark	45	Below statistical neighbours		N/A	<p>SP 534 Rate of proven re-offending for children in the youth justice system TARGET Below Statistical Neighbours (Quarterly)</p>  <table border="1"> <caption>SP 534 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>45</td> <td>40</td> </tr> <tr> <td>Q2 2020/21</td> <td>45</td> <td>40</td> </tr> <tr> <td>Q3 2020/21</td> <td>45.5</td> <td>40</td> </tr> <tr> <td>Q4 2020/21</td> <td>45</td> <td>40</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	45	40	Q2 2020/21	45	40	Q3 2020/21	45.5	40	Q4 2020/21	45	40
Quarter	Value	Target																				
Q1 2020/21	45	40																				
Q2 2020/21	45	40																				
Q3 2020/21	45.5	40																				
Q4 2020/21	45	40																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	SP 536 Number of children who have been/are excluded (permanent or fixed term) and have an EHCP TARGET Better than London average (Quarterly in arrears)	Benchmark	18	Better than London average	✓	N/A	<p>SP 536 Number of children who have been/are excluded (permanent or fixed term) and have an EHCP TARGET Better than London average (Quarterly in arrears)</p> <table border="1"> <caption>SP 536 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1</td> <td>37</td> </tr> <tr> <td>Q2 2020/21</td> <td>6</td> <td>37</td> </tr> <tr> <td>Q3 2020/21</td> <td>39</td> <td>37</td> </tr> <tr> <td>Q4 2020/21</td> <td>18</td> <td>37</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	1	37	Q2 2020/21	6	37	Q3 2020/21	39	37	Q4 2020/21	18	37
Quarter	Value	Target																				
Q1 2020/21	1	37																				
Q2 2020/21	6	37																				
Q3 2020/21	39	37																				
Q4 2020/21	18	37																				
Education	SP 537 Number of children who have been/are excluded (permanent or fixed term) and are in care TARGET Better than London average (Quarterly in arrears)	Benchmark	0	Better than London average	✓	N/A	<p>SP 537 Number of children who have been/are excluded (permanent or fixed term) and are in care TARGET Better than London average (Quarterly in arrears)</p> <table border="1"> <caption>SP 537 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> <td>50</td> </tr> <tr> <td>Q2 2020/21</td> <td>0</td> <td>50</td> </tr> <tr> <td>Q3 2020/21</td> <td>1</td> <td>50</td> </tr> <tr> <td>Q4 2020/21</td> <td>0</td> <td>50</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	0	50	Q2 2020/21	0	50	Q3 2020/21	1	50	Q4 2020/21	0	50
Quarter	Value	Target																				
Q1 2020/21	0	50																				
Q2 2020/21	0	50																				
Q3 2020/21	1	50																				
Q4 2020/21	0	50																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	SP 538 Number of children who have been/are excluded (permanent or fixed term) and have an EHCP AND are in care (Quarterly in arrears)	Benchmark	0	Better than London average	✔	N/A	<p>SP 538 Number of children who have been/are excluded (permanent or fixed term) and have an EHCP AND are in care TARGET Better than London average (Quarterly in arrears)</p> <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q2 2020/21</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q3 2020/21</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q4 2020/21</td> <td>0</td> <td>2</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	0	2	Q2 2020/21	0	2	Q3 2020/21	0	2	Q4 2020/21	0	2
Quarter	Value	Target																				
Q1 2020/21	0	2																				
Q2 2020/21	0	2																				
Q3 2020/21	0	2																				
Q4 2020/21	0	2																				

Community & Housing


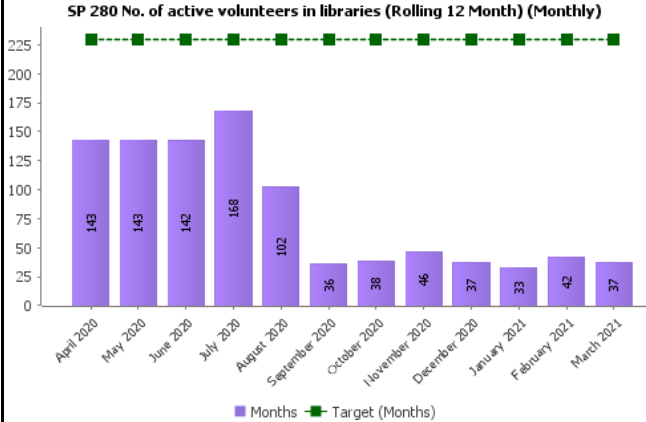


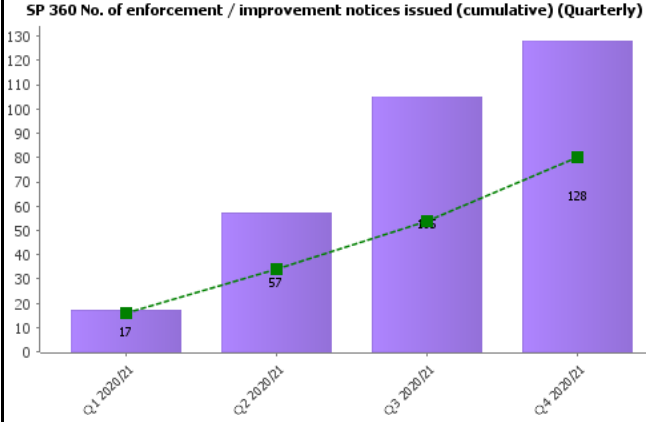
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (cumulative) (Monthly)	High	1,893	1,180			<p style="text-align: center;">CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (cumulative) (Monthly)</p> 
Adult Social Care 2020	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	75%	72%			<p style="text-align: center;">CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	28,761	56,500			<p>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</p> 
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (cumulative) (Monthly)	High	236,897	235,000			<p>CRP 060 / SP 009 No. of visitors accessing the library service on line (cumulative) (Monthly)</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	204.4	200			<p>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</p>  <table border="1"> <caption>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>186</td><td>200</td></tr> <tr><td>May 2020</td><td>204</td><td>200</td></tr> <tr><td>June 2020</td><td>213</td><td>200</td></tr> <tr><td>July 2020</td><td>212</td><td>200</td></tr> <tr><td>August 2020</td><td>210</td><td>200</td></tr> <tr><td>September 2020</td><td>211</td><td>200</td></tr> <tr><td>October 2020</td><td>214</td><td>200</td></tr> <tr><td>November 2020</td><td>208</td><td>200</td></tr> <tr><td>December 2020</td><td>200</td><td>200</td></tr> <tr><td>January 2021</td><td>195</td><td>200</td></tr> <tr><td>February 2021</td><td>193</td><td>200</td></tr> <tr><td>March 2021</td><td>197</td><td>200</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	186	200	May 2020	204	200	June 2020	213	200	July 2020	212	200	August 2020	210	200	September 2020	211	200	October 2020	214	200	November 2020	208	200	December 2020	200	200	January 2021	195	200	February 2021	193	200	March 2021	197	200
Month	Months	Target (Months)																																												
April 2020	186	200																																												
May 2020	204	200																																												
June 2020	213	200																																												
July 2020	212	200																																												
August 2020	210	200																																												
September 2020	211	200																																												
October 2020	214	200																																												
November 2020	208	200																																												
December 2020	200	200																																												
January 2021	195	200																																												
February 2021	193	200																																												
March 2021	197	200																																												
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	455	450			<p>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</p>  <table border="1"> <caption>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>35</td><td>450</td></tr> <tr><td>May 2020</td><td>82</td><td>450</td></tr> <tr><td>June 2020</td><td>114</td><td>450</td></tr> <tr><td>July 2020</td><td>158</td><td>450</td></tr> <tr><td>August 2020</td><td>190</td><td>450</td></tr> <tr><td>September 2020</td><td>227</td><td>450</td></tr> <tr><td>October 2020</td><td>264</td><td>450</td></tr> <tr><td>November 2020</td><td>311</td><td>450</td></tr> <tr><td>December 2020</td><td>344</td><td>450</td></tr> <tr><td>January 2021</td><td>379</td><td>450</td></tr> <tr><td>February 2021</td><td>429</td><td>450</td></tr> <tr><td>March 2021</td><td>455</td><td>450</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	35	450	May 2020	82	450	June 2020	114	450	July 2020	158	450	August 2020	190	450	September 2020	227	450	October 2020	264	450	November 2020	311	450	December 2020	344	450	January 2021	379	450	February 2021	429	450	March 2021	455	450
Month	Months	Target (Months)																																												
April 2020	35	450																																												
May 2020	82	450																																												
June 2020	114	450																																												
July 2020	158	450																																												
August 2020	190	450																																												
September 2020	227	450																																												
October 2020	264	450																																												
November 2020	311	450																																												
December 2020	344	450																																												
January 2021	379	450																																												
February 2021	429	450																																												
March 2021	455	450																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart											
			Value	Target	Status	Long Trend												
Adult Social Care	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)	Low	<p>Comment from NHSE: Due to the coronavirus illness (COVID-19) and the need to release capacity across the NHS to support the response, we are pausing the collection and publication of these and some of our official statistics.</p>				<p>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)</p>											
Merton Adult Education	CRP 104 / SP 462 % of learners from deprived wards (Annual)	High	NMTP	30%	Not Measured this Period Result due in Autumn	<p>CRP 104 / SP 462 % of learners from deprived wards (Annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>28.99%</td> <td>30%</td> </tr> <tr> <td>2018/19</td> <td>30.42%</td> <td>30%</td> </tr> <tr> <td>2019/20</td> <td>27.97%</td> <td>30%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2017/18	28.99%	30%	2018/19	30.42%	30%	2019/20	27.97%	30%
Year	Value (%)	Target (%)																
2017/18	28.99%	30%																
2018/19	30.42%	30%																
2019/20	27.97%	30%																

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Adult Social Care	CRP 116 / SP 539 Safeguarding Concerns to Enquiry Conversion Rate (Number of Section 42 Enquiries + Number of Other Enquiries) / Number of Concerns (Monthly)	High	46%	30%		N/A	<p>CRP 116 / SP 539 Safeguarding Concerns to Enquiry Conversion Rate (Number of Section 42 Enquiries + Number of Other Enquiries) / Number of Concerns (Monthly)</p> <table border="1"> <caption>Monthly Conversion Rate Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>55.7%</td><td>30%</td></tr> <tr><td>May 2020</td><td>47.41%</td><td>30%</td></tr> <tr><td>June 2020</td><td>44.32%</td><td>30%</td></tr> <tr><td>July 2020</td><td>38%</td><td>30%</td></tr> <tr><td>August 2020</td><td>37%</td><td>30%</td></tr> <tr><td>September 2020</td><td>39%</td><td>30%</td></tr> <tr><td>October 2020</td><td>40%</td><td>30%</td></tr> <tr><td>November 2020</td><td>41%</td><td>30%</td></tr> <tr><td>December 2020</td><td>41%</td><td>30%</td></tr> <tr><td>January 2021</td><td>45%</td><td>30%</td></tr> <tr><td>February 2021</td><td>46%</td><td>30%</td></tr> <tr><td>March 2021</td><td>46%</td><td>30%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	55.7%	30%	May 2020	47.41%	30%	June 2020	44.32%	30%	July 2020	38%	30%	August 2020	37%	30%	September 2020	39%	30%	October 2020	40%	30%	November 2020	41%	30%	December 2020	41%	30%	January 2021	45%	30%	February 2021	46%	30%	March 2021	46%	30%
Month	Value (%)	Target (%)																																												
April 2020	55.7%	30%																																												
May 2020	47.41%	30%																																												
June 2020	44.32%	30%																																												
July 2020	38%	30%																																												
August 2020	37%	30%																																												
September 2020	39%	30%																																												
October 2020	40%	30%																																												
November 2020	41%	30%																																												
December 2020	41%	30%																																												
January 2021	45%	30%																																												
February 2021	46%	30%																																												
March 2021	46%	30%																																												
Adult Social Care	SP 050 % Older people still living at home following reablement (Annual)	High	NMTP	78.8%	Year End Result still awaited	<p>SP 050 % Older people still living at home following reablement (Annual)</p> <table border="1"> <caption>Annual Percentage Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>81.2%</td><td>80%</td></tr> <tr><td>2015/16</td><td>81.5%</td><td>80%</td></tr> <tr><td>2016/17</td><td>76.5%</td><td>80%</td></tr> <tr><td>2017/18</td><td>84%</td><td>80%</td></tr> <tr><td>2018/19</td><td>83.8%</td><td>80%</td></tr> <tr><td>2019/20</td><td>85.7%</td><td>80%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	81.2%	80%	2015/16	81.5%	80%	2016/17	76.5%	80%	2017/18	84%	80%	2018/19	83.8%	80%	2019/20	85.7%	80%																			
Year	Value (%)	Target (%)																																												
2014/15	81.2%	80%																																												
2015/16	81.5%	80%																																												
2016/17	76.5%	80%																																												
2017/18	84%	80%																																												
2018/19	83.8%	80%																																												
2019/20	85.7%	80%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	37	230			<p>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</p>  <table border="1"> <caption>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>143</td><td>230</td></tr> <tr><td>May 2020</td><td>143</td><td>230</td></tr> <tr><td>June 2020</td><td>142</td><td>230</td></tr> <tr><td>July 2020</td><td>168</td><td>230</td></tr> <tr><td>August 2020</td><td>102</td><td>230</td></tr> <tr><td>September 2020</td><td>36</td><td>230</td></tr> <tr><td>October 2020</td><td>38</td><td>230</td></tr> <tr><td>November 2020</td><td>46</td><td>230</td></tr> <tr><td>December 2020</td><td>37</td><td>230</td></tr> <tr><td>January 2021</td><td>33</td><td>230</td></tr> <tr><td>February 2021</td><td>42</td><td>230</td></tr> <tr><td>March 2021</td><td>37</td><td>230</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	143	230	May 2020	143	230	June 2020	142	230	July 2020	168	230	August 2020	102	230	September 2020	36	230	October 2020	38	230	November 2020	46	230	December 2020	37	230	January 2021	33	230	February 2021	42	230	March 2021	37	230
Month	Months	Target (Months)																																												
April 2020	143	230																																												
May 2020	143	230																																												
June 2020	142	230																																												
July 2020	168	230																																												
August 2020	102	230																																												
September 2020	36	230																																												
October 2020	38	230																																												
November 2020	46	230																																												
December 2020	37	230																																												
January 2021	33	230																																												
February 2021	42	230																																												
March 2021	37	230																																												
Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (cumulative) (Quarterly)	High	128	80			<p>SP 360 No. of enforcement / improvement notices issued (cumulative) (Quarterly)</p>  <table border="1"> <caption>SP 360 No. of enforcement / improvement notices issued (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>17</td><td>80</td></tr> <tr><td>Q2 2020/21</td><td>57</td><td>80</td></tr> <tr><td>Q3 2020/21</td><td>103</td><td>80</td></tr> <tr><td>Q4 2020/21</td><td>128</td><td>80</td></tr> </tbody> </table>	Quarter	Months	Target (Months)	Q1 2020/21	17	80	Q2 2020/21	57	80	Q3 2020/21	103	80	Q4 2020/21	128	80																								
Quarter	Months	Target (Months)																																												
Q1 2020/21	17	80																																												
Q2 2020/21	57	80																																												
Q3 2020/21	103	80																																												
Q4 2020/21	128	80																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Health	SP 409 % participation in National Child Measurement Programme (Annual in arrear)	High	NMTP	95%	Not Measured This Period Result available later in the year		<p>SP 409 % participation in National Child Measurement Programme (Annual in arrear)</p> <table border="1"> <caption>SP 409 % participation in National Child Measurement Programme (Annual in arrear)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>95.7%</td> <td>95%</td> </tr> <tr> <td>2016/17</td> <td>97.8%</td> <td>95%</td> </tr> <tr> <td>2017/18</td> <td>96.4%</td> <td>95%</td> </tr> <tr> <td>2018/19</td> <td>95.8%</td> <td>95%</td> </tr> <tr> <td>2019/20</td> <td>89.2%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	95.7%	95%	2016/17	97.8%	95%	2017/18	96.4%	95%	2018/19	95.8%	95%	2019/20	89.2%	95%																					
Year	Value (%)	Target (%)																																												
2015/16	95.7%	95%																																												
2016/17	97.8%	95%																																												
2017/18	96.4%	95%																																												
2018/19	95.8%	95%																																												
2019/20	89.2%	95%																																												
Public Health	SP 425 % of new birth reviews within 14 days of birth (Monthly in arrear)	High	95.97%	90%	✓	↑	<p>SP 425 % of new birth reviews within 14 days of birth (Monthly in arrear)</p> <table border="1"> <caption>SP 425 % of new birth reviews within 14 days of birth (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>96.4%</td> <td>90%</td> </tr> <tr> <td>May 2020</td> <td>94.1%</td> <td>90%</td> </tr> <tr> <td>June 2020</td> <td>95.4%</td> <td>90%</td> </tr> <tr> <td>July 2020</td> <td>95.1%</td> <td>90%</td> </tr> <tr> <td>August 2020</td> <td>96.7%</td> <td>90%</td> </tr> <tr> <td>September 2020</td> <td>94.2%</td> <td>90%</td> </tr> <tr> <td>October 2020</td> <td>95.6%</td> <td>90%</td> </tr> <tr> <td>November 2020</td> <td>99.5%</td> <td>90%</td> </tr> <tr> <td>December 2020</td> <td>96.3%</td> <td>90%</td> </tr> <tr> <td>January 2021</td> <td>95.8%</td> <td>90%</td> </tr> <tr> <td>February 2021</td> <td>96.5%</td> <td>90%</td> </tr> <tr> <td>March 2021</td> <td>96.8%</td> <td>90%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	96.4%	90%	May 2020	94.1%	90%	June 2020	95.4%	90%	July 2020	95.1%	90%	August 2020	96.7%	90%	September 2020	94.2%	90%	October 2020	95.6%	90%	November 2020	99.5%	90%	December 2020	96.3%	90%	January 2021	95.8%	90%	February 2021	96.5%	90%	March 2021	96.8%	90%
Month	Value (%)	Target (%)																																												
April 2020	96.4%	90%																																												
May 2020	94.1%	90%																																												
June 2020	95.4%	90%																																												
July 2020	95.1%	90%																																												
August 2020	96.7%	90%																																												
September 2020	94.2%	90%																																												
October 2020	95.6%	90%																																												
November 2020	99.5%	90%																																												
December 2020	96.3%	90%																																												
January 2021	95.8%	90%																																												
February 2021	96.5%	90%																																												
March 2021	96.8%	90%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart														
			Value	Target	Status	Long Trend															
Public Health	SP 446 % of people who accept offer of HIV test at first attendance (Quarterly in arrear)	High	NMTP	90%	Not Measured This Period This data is no longer being provided due to Covid 19	<p>SP 446 % of people who accept offer of HIV test at first attendance (Quarterly in arrear)</p> <table border="1"> <caption>SP 446 Performance Data (2020/21)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>-</td> <td>90%</td> </tr> <tr> <td>Q2-2020/21</td> <td>31.7%</td> <td>90%</td> </tr> <tr> <td>Q3-2020/21</td> <td>-</td> <td>90%</td> </tr> <tr> <td>Q4-2020/21</td> <td>-</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	-	90%	Q2-2020/21	31.7%	90%	Q3-2020/21	-	90%	Q4-2020/21	-	90%
Quarter	Value (%)	Target (%)																			
Q1-2020/21	-	90%																			
Q2-2020/21	31.7%	90%																			
Q3-2020/21	-	90%																			
Q4-2020/21	-	90%																			
Merton Adult Education	SP 458 Number of new learners per annum (not registered as learners in previous year) (Annual)	High	NMTP	1,985	Not Measured this Period Result due in Autumn	<p>SP 458 Number of new learners per annum (not registered as learners in previous year) (Annual)</p> <table border="1"> <caption>SP 458 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>71</td> <td>77</td> </tr> <tr> <td>2019/20</td> <td>1,717</td> <td>1,985</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	71	77	2019/20	1,717	1,985						
Year	Value	Target																			
2017/18	71	77																			
2019/20	1,717	1,985																			

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Merton Adult Education	SP 460 % overall success rate of accredited courses per annum (Annual)	High	NMTP	88%	Not Measured this Period Result due in Autumn		<p>SP 460 % overall success rate of accredited courses per annum (Annual)</p> <table border="1"> <caption>SP 460 % overall success rate of accredited courses per annum (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>74%</td> <td>88%</td> </tr> <tr> <td>2018/19</td> <td>86.93%</td> <td>88%</td> </tr> <tr> <td>2019/20</td> <td>87%</td> <td>88%</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	74%	88%	2018/19	86.93%	88%	2019/20	87%	88%																											
Year	Value	Target																																												
2017/18	74%	88%																																												
2018/19	86.93%	88%																																												
2019/20	87%	88%																																												
Adult Social Care	SP 479 % of Mascot calls answered in 60 seconds (Monthly)	High	96.92%	97.5%			<p>SP 479 % of Mascot calls answered in 60 seconds (Monthly)</p> <table border="1"> <caption>SP 479 % of Mascot calls answered in 60 seconds (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>97.1%</td><td>97.5%</td></tr> <tr><td>May 2020</td><td>97.2%</td><td>97.5%</td></tr> <tr><td>June 2020</td><td>97.4%</td><td>97.5%</td></tr> <tr><td>July 2020</td><td>97.1%</td><td>97.5%</td></tr> <tr><td>August 2020</td><td>97.2%</td><td>97.5%</td></tr> <tr><td>September 2020</td><td>97.2%</td><td>97.5%</td></tr> <tr><td>October 2020</td><td>96.7%</td><td>97.5%</td></tr> <tr><td>November 2020</td><td>97.2%</td><td>97.5%</td></tr> <tr><td>December 2020</td><td>96.8%</td><td>97.5%</td></tr> <tr><td>January 2021</td><td>95.1%</td><td>97.5%</td></tr> <tr><td>February 2021</td><td>96.7%</td><td>97.5%</td></tr> <tr><td>March 2021</td><td>97.3%</td><td>97.5%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	97.1%	97.5%	May 2020	97.2%	97.5%	June 2020	97.4%	97.5%	July 2020	97.1%	97.5%	August 2020	97.2%	97.5%	September 2020	97.2%	97.5%	October 2020	96.7%	97.5%	November 2020	97.2%	97.5%	December 2020	96.8%	97.5%	January 2021	95.1%	97.5%	February 2021	96.7%	97.5%	March 2021	97.3%	97.5%
Month	Value	Target																																												
April 2020	97.1%	97.5%																																												
May 2020	97.2%	97.5%																																												
June 2020	97.4%	97.5%																																												
July 2020	97.1%	97.5%																																												
August 2020	97.2%	97.5%																																												
September 2020	97.2%	97.5%																																												
October 2020	96.7%	97.5%																																												
November 2020	97.2%	97.5%																																												
December 2020	96.8%	97.5%																																												
January 2021	95.1%	97.5%																																												
February 2021	96.7%	97.5%																																												
March 2021	97.3%	97.5%																																												



Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 498 Breastfeeding at the 6-8 weeks review (partially or totally) (Monthly in arrear)	High	75.76%	70%			<p>SP 498 Breastfeeding at the 6-8 weeks review (partially or totally) (Monthly in arrear)</p> 
Public Health	SP 504 % young people (under 25) leaving treatment where substance misuse has reduced or client become drug free (Quarterly in arrear)	High	NMTP	90%	Not Measured This Period Q4 result due later in the year		<p>SP 504 % young people (under 25) leaving treatment where substance misuse has reduced or client become drug free (Quarterly in arrear)</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	SP 540 Proportion of adults with a learning disability known to us in paid employment (Monthly)	High	NMTP	Target not set	Not Measured This Period Not possible to collect 2020-21 data due to Covid 19, and this indicator is not being carried forward to 2021-22		<p>SP 540 Proportion of adults with a learning disability known to us in paid employment (Monthly)</p> <p>April 2020, May 2020, June 2020, July 2020, August 2020, September 2020, October 2020, November 2020, December 2020, January 2021, February 2021, March 2021</p> <p>Months (purple square), Target (Months) (green square)</p>
Housing Needs & Enabling	SP 541 Number of cases resulting in a Prosecution or Civil Penalty Notice of a Landlord (Annual)	Low	0	4		N/A	<p>SP 541 Number of cases resulting in a Prosecution or Civil Penalty Notice of a Landlord (Annual)</p> <p>2020/21</p> <p>Years (purple square), Target (Years) (green square)</p>


Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Housing Needs & Enabling	SP 542 Average length of stay of Families in non-self contained B&B (Quarterly)	Low	13.9	21	✓	N/A	<p>SP 542 Average length of stay of Families in non-self contained B&B (Quarterly)</p> <table border="1"> <caption>SP 542 Average length of stay of Families in non-self contained B&B (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>10.5</td> <td>21</td> </tr> <tr> <td>Q2-2020/21</td> <td>11.5</td> <td>21</td> </tr> <tr> <td>Q3-2020/21</td> <td>13.25</td> <td>21</td> </tr> <tr> <td>Q4-2020/21</td> <td>13.9</td> <td>21</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	10.5	21	Q2-2020/21	11.5	21	Q3-2020/21	13.25	21	Q4-2020/21	13.9	21
Quarter	Value	Target																				
Q1-2020/21	10.5	21																				
Q2-2020/21	11.5	21																				
Q3-2020/21	13.25	21																				
Q4-2020/21	13.9	21																				
Housing Needs & Enabling	SP 543 To halve the number of Rough Sleepers by 2022 and eliminate it by 2027 (Annual)	Low	13	17	✓	N/A	<p>SP 543 To halve the number of Rough Sleepers by 2022 and eliminate it by 2027 (Annual)</p> <table border="1"> <caption>SP 543 To halve the number of Rough Sleepers by 2022 and eliminate it by 2027 (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>13</td> <td>17</td> </tr> </tbody> </table>	Year	Value	Target	2020/21	13	17									
Year	Value	Target																				
2020/21	13	17																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Housing Needs & Enabling	SP 544 Implement the Housing Act 2004 by issuing mandatory HMO licences (Annual)	High	178	90	✓	N/A	<p>SP 544 Implement the Housing Act 2004 by issuing mandatory HMO licences (Annual)</p> <p>175 150 125 100 75 50 25 0</p> <p>2020/21</p> <p>Legend: ■ Years ■ Target (Years)</p>

Corporate Services


Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Customers, Policy & Improvement	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	94.71%	75%			<p>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</p> <table border="1"> <caption>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>75%</td></tr> <tr><td>May 2020</td><td>100%</td><td>75%</td></tr> <tr><td>June 2020</td><td>80%</td><td>75%</td></tr> <tr><td>July 2020</td><td>100%</td><td>75%</td></tr> <tr><td>August 2020</td><td>94%</td><td>75%</td></tr> <tr><td>September 2020</td><td>92%</td><td>75%</td></tr> <tr><td>October 2020</td><td>100%</td><td>75%</td></tr> <tr><td>November 2020</td><td>100%</td><td>75%</td></tr> <tr><td>December 2020</td><td>100%</td><td>75%</td></tr> <tr><td>January 2021</td><td>100%</td><td>75%</td></tr> <tr><td>February 2021</td><td>83%</td><td>75%</td></tr> <tr><td>March 2021</td><td>87.5%</td><td>75%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	100%	75%	May 2020	100%	75%	June 2020	80%	75%	July 2020	100%	75%	August 2020	94%	75%	September 2020	92%	75%	October 2020	100%	75%	November 2020	100%	75%	December 2020	100%	75%	January 2021	100%	75%	February 2021	83%	75%	March 2021	87.5%	75%
Month	Actual (%)	Target (%)																																												
April 2020	100%	75%																																												
May 2020	100%	75%																																												
June 2020	80%	75%																																												
July 2020	100%	75%																																												
August 2020	94%	75%																																												
September 2020	92%	75%																																												
October 2020	100%	75%																																												
November 2020	100%	75%																																												
December 2020	100%	75%																																												
January 2021	100%	75%																																												
February 2021	83%	75%																																												
March 2021	87.5%	75%																																												
Infrastructure & Technology	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	NMTP	6,823	<p>Not Measured This Period</p> <p>Data available later in the year</p>		<p>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</p> <table border="1"> <caption>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (tonnes)</th> <th>Target (tonnes)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>1,738.71</td><td></td></tr> <tr><td>2011/12</td><td>1,799.77</td><td></td></tr> <tr><td>2012/13</td><td>1,795.59</td><td></td></tr> <tr><td>2013/14</td><td>1,666.94</td><td></td></tr> <tr><td>2014/15</td><td>4,132.01</td><td></td></tr> <tr><td>2015/16</td><td>5,158.68</td><td></td></tr> <tr><td>2016/17</td><td>6,924</td><td>8,000</td></tr> <tr><td>2017/18</td><td>5,849</td><td></td></tr> <tr><td>2018/19</td><td>5,048</td><td></td></tr> <tr><td>2019/20</td><td>4,052</td><td></td></tr> </tbody> </table>	Year	Actual (tonnes)	Target (tonnes)	2010/11	1,738.71		2011/12	1,799.77		2012/13	1,795.59		2013/14	1,666.94		2014/15	4,132.01		2015/16	5,158.68		2016/17	6,924	8,000	2017/18	5,849		2018/19	5,048		2019/20	4,052							
Year	Actual (tonnes)	Target (tonnes)																																												
2010/11	1,738.71																																													
2011/12	1,799.77																																													
2012/13	1,795.59																																													
2013/14	1,666.94																																													
2014/15	4,132.01																																													
2015/16	5,158.68																																													
2016/17	6,924	8,000																																												
2017/18	5,849																																													
2018/19	5,048																																													
2019/20	4,052																																													

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Revenues & Benefits	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	96.81%	97.25%			<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> 
Revenues & Benefits	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	90.08%	97.5%			<p>CRP 036 / SP 155 % Business Rates collected (Monthly)</p> 



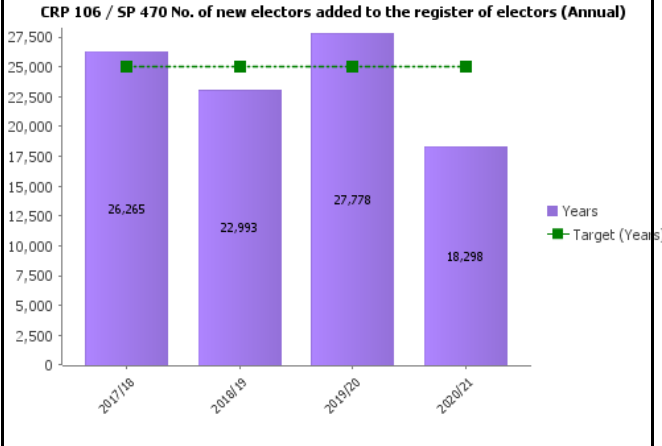


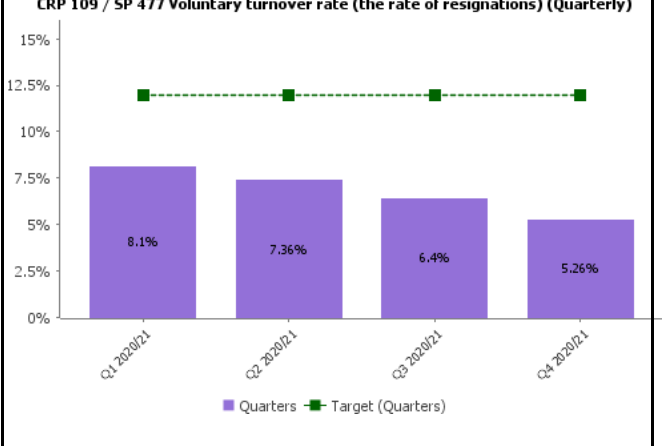
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Governance	CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrear)	Low	11.57%	9%			<p>CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrear)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>5.94%</td> <td>9%</td> </tr> <tr> <td>Q2 2020/21</td> <td>11.61%</td> <td>9%</td> </tr> <tr> <td>Q3 2020/21</td> <td>13.28%</td> <td>9%</td> </tr> <tr> <td>Q4 2020/21</td> <td>15.38%</td> <td>9%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	5.94%	9%	Q2 2020/21	11.61%	9%	Q3 2020/21	13.28%	9%	Q4 2020/21	15.38%	9%																								
Quarter	Value	Target																																												
Q1 2020/21	5.94%	9%																																												
Q2 2020/21	11.61%	9%																																												
Q3 2020/21	13.28%	9%																																												
Q4 2020/21	15.38%	9%																																												
Corporate Governance	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	85.81%	90%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>87.65%</td> <td>90%</td> </tr> <tr> <td>May 2020</td> <td>76.74%</td> <td>90%</td> </tr> <tr> <td>June 2020</td> <td>82.29%</td> <td>90%</td> </tr> <tr> <td>July 2020</td> <td>83.7%</td> <td>90%</td> </tr> <tr> <td>August 2020</td> <td>68.33%</td> <td>90%</td> </tr> <tr> <td>September 2020</td> <td>88.33%</td> <td>90%</td> </tr> <tr> <td>October 2020</td> <td>88.11%</td> <td>90%</td> </tr> <tr> <td>November 2020</td> <td>86.07%</td> <td>90%</td> </tr> <tr> <td>December 2020</td> <td>90.65%</td> <td>90%</td> </tr> <tr> <td>January 2021</td> <td>95.1%</td> <td>90%</td> </tr> <tr> <td>February 2021</td> <td>93.33%</td> <td>90%</td> </tr> <tr> <td>March 2021</td> <td>86.67%</td> <td>90%</td> </tr> </tbody> </table>	Month	Value	Target	April 2020	87.65%	90%	May 2020	76.74%	90%	June 2020	82.29%	90%	July 2020	83.7%	90%	August 2020	68.33%	90%	September 2020	88.33%	90%	October 2020	88.11%	90%	November 2020	86.07%	90%	December 2020	90.65%	90%	January 2021	95.1%	90%	February 2021	93.33%	90%	March 2021	86.67%	90%
Month	Value	Target																																												
April 2020	87.65%	90%																																												
May 2020	76.74%	90%																																												
June 2020	82.29%	90%																																												
July 2020	83.7%	90%																																												
August 2020	68.33%	90%																																												
September 2020	88.33%	90%																																												
October 2020	88.11%	90%																																												
November 2020	86.07%	90%																																												
December 2020	90.65%	90%																																												
January 2021	95.1%	90%																																												
February 2021	93.33%	90%																																												
March 2021	86.67%	90%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Human Resources	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly BUT MONTHLY DURING 2020-21)	Low	8.04	7			<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly BUT MONTHLY FOR COVID)</p>  <table border="1"> <caption>Monthly Working Days per FTE Lost to Sickness Absence (2020-21)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>9.56</td></tr> <tr><td>May 2020</td><td>9.39</td></tr> <tr><td>June 2020</td><td>9.17</td></tr> <tr><td>July 2020</td><td>8.99</td></tr> <tr><td>August 2020</td><td>8.79</td></tr> <tr><td>September 2020</td><td>8.55</td></tr> <tr><td>October 2020</td><td>8.17</td></tr> <tr><td>November 2020</td><td>7.83</td></tr> <tr><td>December 2020</td><td>7.96</td></tr> <tr><td>January 2021</td><td>8.36</td></tr> <tr><td>February 2021</td><td>8.31</td></tr> <tr><td>March 2021</td><td>8.04</td></tr> </tbody> </table>	Month	Value	April 2020	9.56	May 2020	9.39	June 2020	9.17	July 2020	8.99	August 2020	8.79	September 2020	8.55	October 2020	8.17	November 2020	7.83	December 2020	7.96	January 2021	8.36	February 2021	8.31	March 2021	8.04
Month	Value																																
April 2020	9.56																																
May 2020	9.39																																
June 2020	9.17																																
July 2020	8.99																																
August 2020	8.79																																
September 2020	8.55																																
October 2020	8.17																																
November 2020	7.83																																
December 2020	7.96																																
January 2021	8.36																																
February 2021	8.31																																
March 2021	8.04																																
Corporate Governance	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrears)	Low	26%	60%			<p>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrears)</p>  <table border="1"> <caption>Quarterly Percentage of Ombudsman Complaints Upheld (2020-21)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>40%</td></tr> <tr><td>Q2 2020/21</td><td>50%</td></tr> <tr><td>Q3 2020/21</td><td>14%</td></tr> <tr><td>Q4 2020/21</td><td>0%</td></tr> </tbody> </table>	Quarter	Value	Q1 2020/21	40%	Q2 2020/21	50%	Q3 2020/21	14%	Q4 2020/21	0%																
Quarter	Value																																
Q1 2020/21	40%																																
Q2 2020/21	50%																																
Q3 2020/21	14%																																
Q4 2020/21	0%																																



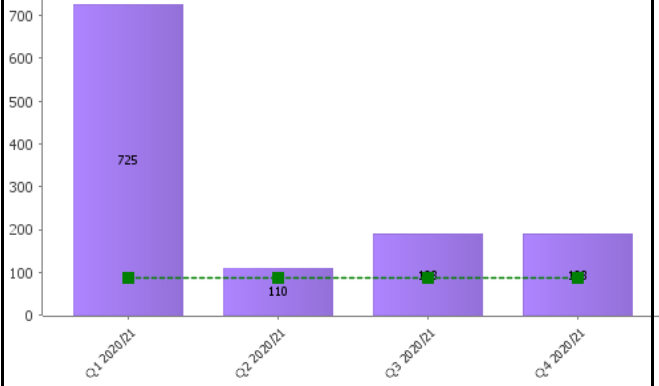


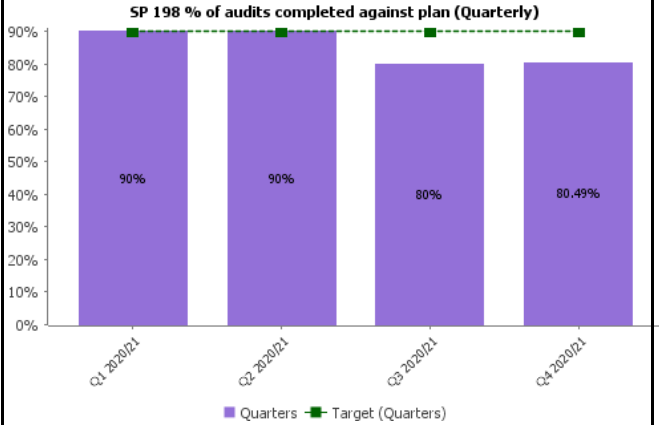
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Revenues and Benefits	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	9.86 days	14 days			<p>CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (Days)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>9.28</td></tr> <tr><td>May 2020</td><td>9.89</td></tr> <tr><td>June 2020</td><td>11.27</td></tr> <tr><td>July 2020</td><td>13.96</td></tr> <tr><td>August 2020</td><td>11.25</td></tr> <tr><td>September 2020</td><td>10.4</td></tr> <tr><td>October 2020</td><td>8.8</td></tr> <tr><td>November 2020</td><td>11.97</td></tr> <tr><td>December 2020</td><td>15.68</td></tr> <tr><td>January 2021</td><td>13.45</td></tr> <tr><td>February 2021</td><td>9.01</td></tr> <tr><td>March 2021</td><td>9.86</td></tr> </tbody> </table>	Month	Value (Days)	April 2020	9.28	May 2020	9.89	June 2020	11.27	July 2020	13.96	August 2020	11.25	September 2020	10.4	October 2020	8.8	November 2020	11.97	December 2020	15.68	January 2021	13.45	February 2021	9.01	March 2021	9.86
Month	Value (Days)																																
April 2020	9.28																																
May 2020	9.89																																
June 2020	11.27																																
July 2020	13.96																																
August 2020	11.25																																
September 2020	10.4																																
October 2020	8.8																																
November 2020	11.97																																
December 2020	15.68																																
January 2021	13.45																																
February 2021	9.01																																
March 2021	9.86																																
Corporate Governance	CRP 098 / SP 193 % Complaints dealt with in time (Monthly in arrears)	High	75.51%	90%			<p>CRP 098 / SP 193 % Complaints dealt with in time (Monthly in arrears)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>88.57%</td></tr> <tr><td>May 2020</td><td>90%</td></tr> <tr><td>June 2020</td><td>75%</td></tr> <tr><td>July 2020</td><td>67.5%</td></tr> <tr><td>August 2020</td><td>82.22%</td></tr> <tr><td>September 2020</td><td>74.07%</td></tr> <tr><td>October 2020</td><td>81.82%</td></tr> <tr><td>November 2020</td><td>76.12%</td></tr> <tr><td>December 2020</td><td>64.86%</td></tr> <tr><td>January 2021</td><td>76.67%</td></tr> <tr><td>February 2021</td><td>72%</td></tr> <tr><td>March 2021</td><td>55.56%</td></tr> </tbody> </table>	Month	Value (%)	April 2020	88.57%	May 2020	90%	June 2020	75%	July 2020	67.5%	August 2020	82.22%	September 2020	74.07%	October 2020	81.82%	November 2020	76.12%	December 2020	64.86%	January 2021	76.67%	February 2021	72%	March 2021	55.56%
Month	Value (%)																																
April 2020	88.57%																																
May 2020	90%																																
June 2020	75%																																
July 2020	67.5%																																
August 2020	82.22%																																
September 2020	74.07%																																
October 2020	81.82%																																
November 2020	76.12%																																
December 2020	64.86%																																
January 2021	76.67%																																
February 2021	72%																																
March 2021	55.56%																																



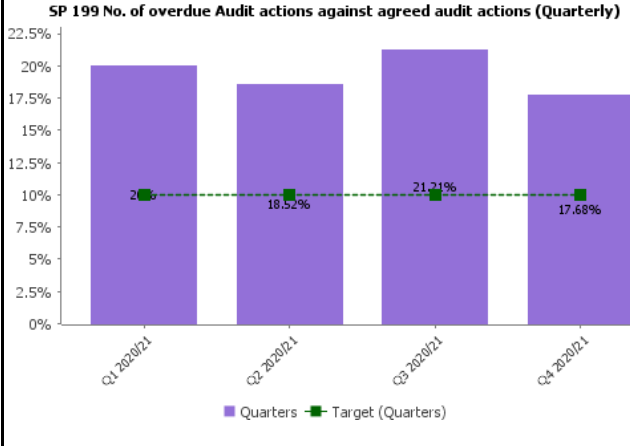


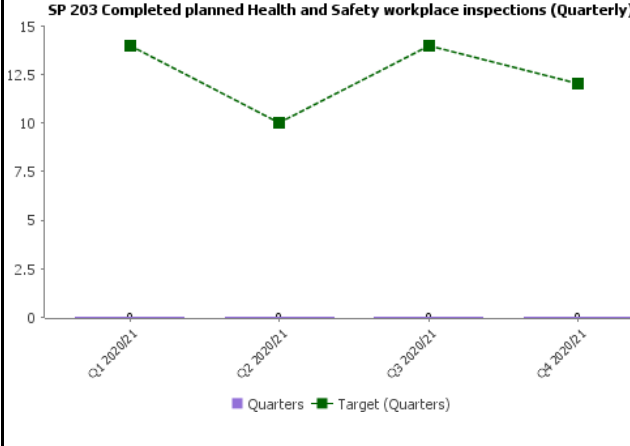
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Infrastructure & Technology	CRP 099 / SP 226 First time fix rate for IT Service Desk (Monthly)	High	74.78%	75%			<p>CRP 099 / SP 226 First time fix rate for IT Service Desk (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>67.11%</td></tr> <tr><td>May 2020</td><td>67.68%</td></tr> <tr><td>June 2020</td><td>74.49%</td></tr> <tr><td>July 2020</td><td>81.23%</td></tr> <tr><td>August 2020</td><td>75.07%</td></tr> <tr><td>September 2020</td><td>76.27%</td></tr> <tr><td>October 2020</td><td>75.09%</td></tr> <tr><td>November 2020</td><td>75.29%</td></tr> <tr><td>December 2020</td><td>70.53%</td></tr> <tr><td>January 2021</td><td>76.22%</td></tr> <tr><td>February 2021</td><td>78.44%</td></tr> <tr><td>March 2021</td><td>78.47%</td></tr> </tbody> </table>	Month	Value	April 2020	67.11%	May 2020	67.68%	June 2020	74.49%	July 2020	81.23%	August 2020	75.07%	September 2020	76.27%	October 2020	75.09%	November 2020	75.29%	December 2020	70.53%	January 2021	76.22%	February 2021	78.44%	March 2021	78.47%
Month	Value																																
April 2020	67.11%																																
May 2020	67.68%																																
June 2020	74.49%																																
July 2020	81.23%																																
August 2020	75.07%																																
September 2020	76.27%																																
October 2020	75.09%																																
November 2020	75.29%																																
December 2020	70.53%																																
January 2021	76.22%																																
February 2021	78.44%																																
March 2021	78.47%																																
Infrastructure & Technology	CRP 100 / SP 339 % System Availability (Monthly)	High	99.67%	99%			<p>CRP 100 / SP 339 % System Availability (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>99.45%</td></tr> <tr><td>May 2020</td><td>99.5%</td></tr> <tr><td>June 2020</td><td>99.48%</td></tr> <tr><td>July 2020</td><td>99.94%</td></tr> <tr><td>August 2020</td><td>99.97%</td></tr> <tr><td>September 2020</td><td>99.99%</td></tr> <tr><td>October 2020</td><td>99.84%</td></tr> <tr><td>November 2020</td><td>99.92%</td></tr> <tr><td>December 2020</td><td>99.92%</td></tr> <tr><td>January 2021</td><td>99.77%</td></tr> <tr><td>February 2021</td><td>99.54%</td></tr> <tr><td>March 2021</td><td>98.72%</td></tr> </tbody> </table>	Month	Value	April 2020	99.45%	May 2020	99.5%	June 2020	99.48%	July 2020	99.94%	August 2020	99.97%	September 2020	99.99%	October 2020	99.84%	November 2020	99.92%	December 2020	99.92%	January 2021	99.77%	February 2021	99.54%	March 2021	98.72%
Month	Value																																
April 2020	99.45%																																
May 2020	99.5%																																
June 2020	99.48%																																
July 2020	99.94%																																
August 2020	99.97%																																
September 2020	99.99%																																
October 2020	99.84%																																
November 2020	99.92%																																
December 2020	99.92%																																
January 2021	99.77%																																
February 2021	99.54%																																
March 2021	98.72%																																



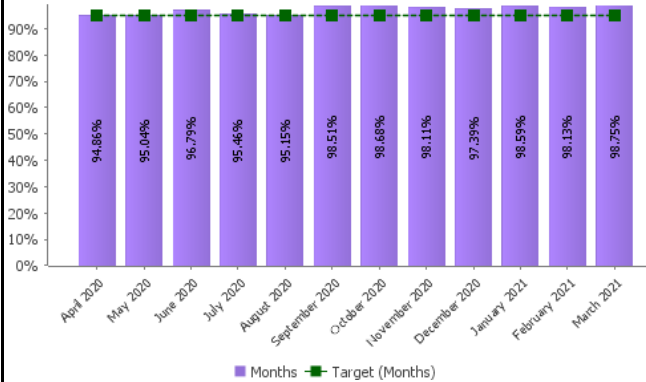


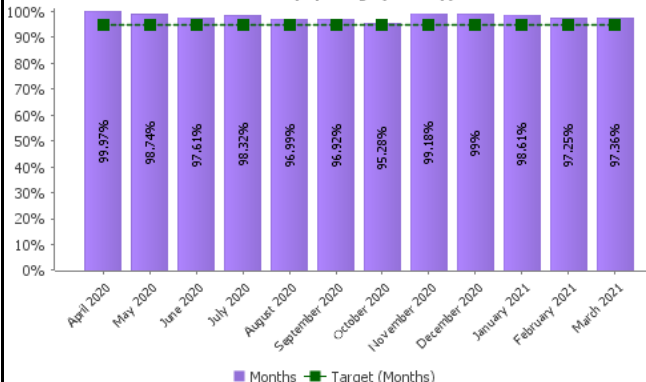
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Customers, Policy & Improvement	CRP 102 / SP 402 First contact resolution (Merton Link) (Monthly)	High	97.61%	75%			<p>CRP 102 / SP 402 First contact resolution (Merton Link) (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>-</td><td>75%</td></tr> <tr><td>May 2020</td><td>-</td><td>75%</td></tr> <tr><td>June 2020</td><td>-</td><td>75%</td></tr> <tr><td>July 2020</td><td>-</td><td>75%</td></tr> <tr><td>August 2020</td><td>95.07%</td><td>75%</td></tr> <tr><td>September 2020</td><td>97.26%</td><td>75%</td></tr> <tr><td>October 2020</td><td>95.8%</td><td>75%</td></tr> <tr><td>November 2020</td><td>99.15%</td><td>75%</td></tr> <tr><td>December 2020</td><td>97.09%</td><td>75%</td></tr> <tr><td>January 2021</td><td>100%</td><td>75%</td></tr> <tr><td>February 2021</td><td>-</td><td>75%</td></tr> <tr><td>March 2021</td><td>-</td><td>75%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	-	75%	May 2020	-	75%	June 2020	-	75%	July 2020	-	75%	August 2020	95.07%	75%	September 2020	97.26%	75%	October 2020	95.8%	75%	November 2020	99.15%	75%	December 2020	97.09%	75%	January 2021	100%	75%	February 2021	-	75%	March 2021	-	75%
Month	Value	Target																																												
April 2020	-	75%																																												
May 2020	-	75%																																												
June 2020	-	75%																																												
July 2020	-	75%																																												
August 2020	95.07%	75%																																												
September 2020	97.26%	75%																																												
October 2020	95.8%	75%																																												
November 2020	99.15%	75%																																												
December 2020	97.09%	75%																																												
January 2021	100%	75%																																												
February 2021	-	75%																																												
March 2021	-	75%																																												
Resources	CRP 105 / SP 469 Delivery against current year MTFS savings targets (Quarterly)	High	NMTP	100%	<p>Not Measured This Period</p> <p>Q4 result due late May/early June</p>		<p>CRP 105 / SP 469 Delivery against current year MTFS savings targets (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>46.4%</td><td>100%</td></tr> <tr><td>Q2 2020/21</td><td>51.79%</td><td>100%</td></tr> <tr><td>Q3 2020/21</td><td>53.2%</td><td>100%</td></tr> <tr><td>Q4 2020/21</td><td>-</td><td>100%</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	46.4%	100%	Q2 2020/21	51.79%	100%	Q3 2020/21	53.2%	100%	Q4 2020/21	-	100%																								
Quarter	Value	Target																																												
Q1 2020/21	46.4%	100%																																												
Q2 2020/21	51.79%	100%																																												
Q3 2020/21	53.2%	100%																																												
Q4 2020/21	-	100%																																												



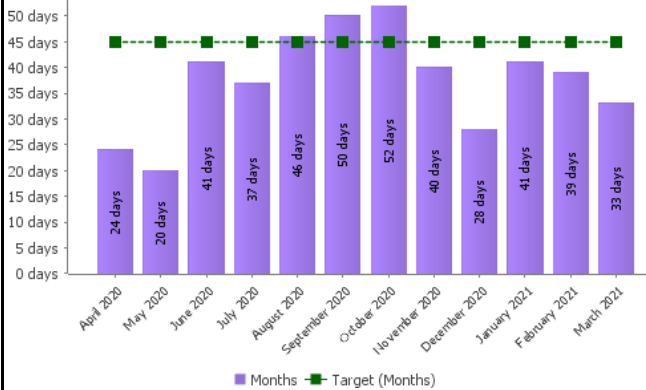
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Governance	CRP 106 / SP 470 No. of new electors added to the register of electors (Annual)	High	18,298	25,000			<p>CRP 106 / SP 470 No. of new electors added to the register of electors (Annual)</p>  <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>26,265</td> <td>25,000</td> </tr> <tr> <td>2018/19</td> <td>22,993</td> <td>25,000</td> </tr> <tr> <td>2019/20</td> <td>27,778</td> <td>25,000</td> </tr> <tr> <td>2020/21</td> <td>18,298</td> <td>25,000</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	26,265	25,000	2018/19	22,993	25,000	2019/20	27,778	25,000	2020/21	18,298	25,000
Year	Value	Target																				
2017/18	26,265	25,000																				
2018/19	22,993	25,000																				
2019/20	27,778	25,000																				
2020/21	18,298	25,000																				
Human Resources	CRP 109 / SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)	Low	5.26%	12%			<p>CRP 109 / SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>8.1%</td> <td>12%</td> </tr> <tr> <td>Q2 2020/21</td> <td>7.36%</td> <td>12%</td> </tr> <tr> <td>Q3 2020/21</td> <td>6.4%</td> <td>12%</td> </tr> <tr> <td>Q4 2020/21</td> <td>5.26%</td> <td>12%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	8.1%	12%	Q2 2020/21	7.36%	12%	Q3 2020/21	6.4%	12%	Q4 2020/21	5.26%	12%
Quarter	Value	Target																				
Q1 2020/21	8.1%	12%																				
Q2 2020/21	7.36%	12%																				
Q3 2020/21	6.4%	12%																				
Q4 2020/21	5.26%	12%																				


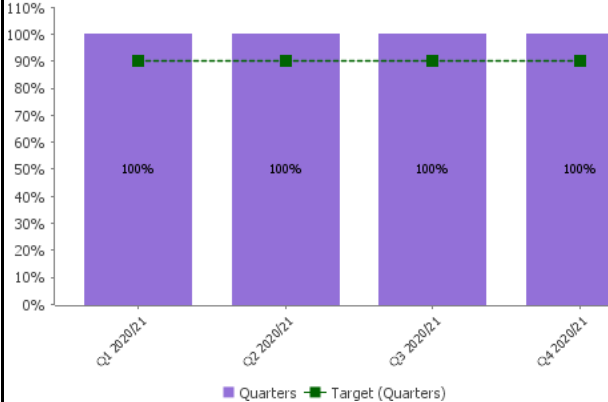
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Governance	CRP 117 / SP 545 % Ombudsman investigations answered in time (Quarterly in arrear)	High	69.23%	90%		N/A	<p>CRP 117 / SP 545 % Ombudsman investigations answered in time (Quarterly in arrear)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>80%</td> <td>90%</td> </tr> <tr> <td>Q2-2020/21</td> <td>80%</td> <td>90%</td> </tr> <tr> <td>Q3-2020/21</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4-2020/21</td> <td>0%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	80%	90%	Q2-2020/21	80%	90%	Q3-2020/21	100%	90%	Q4-2020/21	0%	90%																								
Quarter	Value	Target																																												
Q1-2020/21	80%	90%																																												
Q2-2020/21	80%	90%																																												
Q3-2020/21	100%	90%																																												
Q4-2020/21	0%	90%																																												
Customers, Policy & Improvement	CRP 118 / SP 548 Digital take-up (CRM Services) (Monthly)	High	73.32%	60.17%		N/A	<p>CRP 118 / SP 548 Digital take-up (CRM Services) (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>69.04%</td> <td>60%</td> </tr> <tr> <td>May 2020</td> <td>73.26%</td> <td>60%</td> </tr> <tr> <td>June 2020</td> <td>69.03%</td> <td>60%</td> </tr> <tr> <td>July 2020</td> <td>73.05%</td> <td>60%</td> </tr> <tr> <td>August 2020</td> <td>74.98%</td> <td>60%</td> </tr> <tr> <td>September 2020</td> <td>73.39%</td> <td>60%</td> </tr> <tr> <td>October 2020</td> <td>74.64%</td> <td>60%</td> </tr> <tr> <td>November 2020</td> <td>74.27%</td> <td>60%</td> </tr> <tr> <td>December 2020</td> <td>72.62%</td> <td>60%</td> </tr> <tr> <td>January 2021</td> <td>75.57%</td> <td>60%</td> </tr> <tr> <td>February 2021</td> <td>72.06%</td> <td>60%</td> </tr> <tr> <td>March 2021</td> <td>77.28%</td> <td>60%</td> </tr> </tbody> </table>	Month	Value	Target	April 2020	69.04%	60%	May 2020	73.26%	60%	June 2020	69.03%	60%	July 2020	73.05%	60%	August 2020	74.98%	60%	September 2020	73.39%	60%	October 2020	74.64%	60%	November 2020	74.27%	60%	December 2020	72.62%	60%	January 2021	75.57%	60%	February 2021	72.06%	60%	March 2021	77.28%	60%
Month	Value	Target																																												
April 2020	69.04%	60%																																												
May 2020	73.26%	60%																																												
June 2020	69.03%	60%																																												
July 2020	73.05%	60%																																												
August 2020	74.98%	60%																																												
September 2020	73.39%	60%																																												
October 2020	74.64%	60%																																												
November 2020	74.27%	60%																																												
December 2020	72.62%	60%																																												
January 2021	75.57%	60%																																												
February 2021	72.06%	60%																																												
March 2021	77.28%	60%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Customers, Policy & Improvement	CRP107SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)	High	1,211	350			<p>CRP107SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>725</td> <td>350</td> </tr> <tr> <td>Q2 2020/21</td> <td>110</td> <td>350</td> </tr> <tr> <td>Q3 2020/21</td> <td>190</td> <td>350</td> </tr> <tr> <td>Q4 2020/21</td> <td>190</td> <td>350</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	725	350	Q2 2020/21	110	350	Q3 2020/21	190	350	Q4 2020/21	190	350
Quarter	Value	Target																				
Q1 2020/21	725	350																				
Q2 2020/21	110	350																				
Q3 2020/21	190	350																				
Q4 2020/21	190	350																				
Corporate Governance	SP 198 % of audits completed against plan (Quarterly)	High	80.49%	90%			<p>SP 198 % of audits completed against plan (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>Q2 2020/21</td> <td>90%</td> <td>90%</td> </tr> <tr> <td>Q3 2020/21</td> <td>80%</td> <td>90%</td> </tr> <tr> <td>Q4 2020/21</td> <td>80.49%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	90%	90%	Q2 2020/21	90%	90%	Q3 2020/21	80%	90%	Q4 2020/21	80.49%	90%
Quarter	Value	Target																				
Q1 2020/21	90%	90%																				
Q2 2020/21	90%	90%																				
Q3 2020/21	80%	90%																				
Q4 2020/21	80.49%	90%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Governance	SP 199 No. of overdue Audit actions against agreed audit actions (Quarterly)	Low	17.68%	10%			<p>SP 199 No. of overdue Audit actions against agreed audit actions (Quarterly)</p>  <table border="1"> <caption>SP 199 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>20%</td> <td>10%</td> </tr> <tr> <td>Q2-2020/21</td> <td>18.52%</td> <td>10%</td> </tr> <tr> <td>Q3-2020/21</td> <td>21.21%</td> <td>10%</td> </tr> <tr> <td>Q4-2020/21</td> <td>17.68%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2020/21	20%	10%	Q2-2020/21	18.52%	10%	Q3-2020/21	21.21%	10%	Q4-2020/21	17.68%	10%
Quarter	Quarters (%)	Target (Quarters) (%)																				
Q1-2020/21	20%	10%																				
Q2-2020/21	18.52%	10%																				
Q3-2020/21	21.21%	10%																				
Q4-2020/21	17.68%	10%																				
Corporate Services; Infrastructure & Technology	SP 203 Completed planned Health and Safety workplace inspections (Quarterly)	High	0	50			<p>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</p>  <table border="1"> <caption>SP 203 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>0</td> <td>14</td> </tr> <tr> <td>Q2-2020/21</td> <td>0</td> <td>10</td> </tr> <tr> <td>Q3-2020/21</td> <td>0</td> <td>14</td> </tr> <tr> <td>Q4-2020/21</td> <td>0</td> <td>12</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1-2020/21	0	14	Q2-2020/21	0	10	Q3-2020/21	0	14	Q4-2020/21	0	12
Quarter	Quarters	Target (Quarters)																				
Q1-2020/21	0	14																				
Q2-2020/21	0	10																				
Q3-2020/21	0	14																				
Q4-2020/21	0	12																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Infrastructure & Technology	Invoices (E5) paid in 30 days of receipt by LBM (Monthly)	High	97.27%	95%			<p>SP 213 DE-ACTIVATE FOR 2021-22 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>94.86%</td><td>95%</td></tr> <tr><td>May 2020</td><td>95.04%</td><td>95%</td></tr> <tr><td>June 2020</td><td>96.79%</td><td>95%</td></tr> <tr><td>July 2020</td><td>95.46%</td><td>95%</td></tr> <tr><td>August 2020</td><td>95.15%</td><td>95%</td></tr> <tr><td>September 2020</td><td>98.51%</td><td>95%</td></tr> <tr><td>October 2020</td><td>98.68%</td><td>95%</td></tr> <tr><td>November 2020</td><td>98.11%</td><td>95%</td></tr> <tr><td>December 2020</td><td>97.39%</td><td>95%</td></tr> <tr><td>January 2021</td><td>98.59%</td><td>95%</td></tr> <tr><td>February 2021</td><td>98.13%</td><td>95%</td></tr> <tr><td>March 2021</td><td>98.75%</td><td>95%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2020	94.86%	95%	May 2020	95.04%	95%	June 2020	96.79%	95%	July 2020	95.46%	95%	August 2020	95.15%	95%	September 2020	98.51%	95%	October 2020	98.68%	95%	November 2020	98.11%	95%	December 2020	97.39%	95%	January 2021	98.59%	95%	February 2021	98.13%	95%	March 2021	98.75%	95%
Month	Months (%)	Target (%)																																												
April 2020	94.86%	95%																																												
May 2020	95.04%	95%																																												
June 2020	96.79%	95%																																												
July 2020	95.46%	95%																																												
August 2020	95.15%	95%																																												
September 2020	98.51%	95%																																												
October 2020	98.68%	95%																																												
November 2020	98.11%	95%																																												
December 2020	97.39%	95%																																												
January 2021	98.59%	95%																																												
February 2021	98.13%	95%																																												
March 2021	98.75%	95%																																												
Infrastructure & Technology	Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)	High	97.92%	95%			<p>SP 217 DE-ACTIVATE FOR 2021-22 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>99.97%</td><td>95%</td></tr> <tr><td>May 2020</td><td>98.74%</td><td>95%</td></tr> <tr><td>June 2020</td><td>97.61%</td><td>95%</td></tr> <tr><td>July 2020</td><td>98.32%</td><td>95%</td></tr> <tr><td>August 2020</td><td>96.99%</td><td>95%</td></tr> <tr><td>September 2020</td><td>96.52%</td><td>95%</td></tr> <tr><td>October 2020</td><td>95.28%</td><td>95%</td></tr> <tr><td>November 2020</td><td>99.18%</td><td>95%</td></tr> <tr><td>December 2020</td><td>99%</td><td>95%</td></tr> <tr><td>January 2021</td><td>98.61%</td><td>95%</td></tr> <tr><td>February 2021</td><td>97.25%</td><td>95%</td></tr> <tr><td>March 2021</td><td>97.36%</td><td>95%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2020	99.97%	95%	May 2020	98.74%	95%	June 2020	97.61%	95%	July 2020	98.32%	95%	August 2020	96.99%	95%	September 2020	96.52%	95%	October 2020	95.28%	95%	November 2020	99.18%	95%	December 2020	99%	95%	January 2021	98.61%	95%	February 2021	97.25%	95%	March 2021	97.36%	95%
Month	Months (%)	Target (%)																																												
April 2020	99.97%	95%																																												
May 2020	98.74%	95%																																												
June 2020	97.61%	95%																																												
July 2020	98.32%	95%																																												
August 2020	96.99%	95%																																												
September 2020	96.52%	95%																																												
October 2020	95.28%	95%																																												
November 2020	99.18%	95%																																												
December 2020	99%	95%																																												
January 2021	98.61%	95%																																												
February 2021	97.25%	95%																																												
March 2021	97.36%	95%																																												



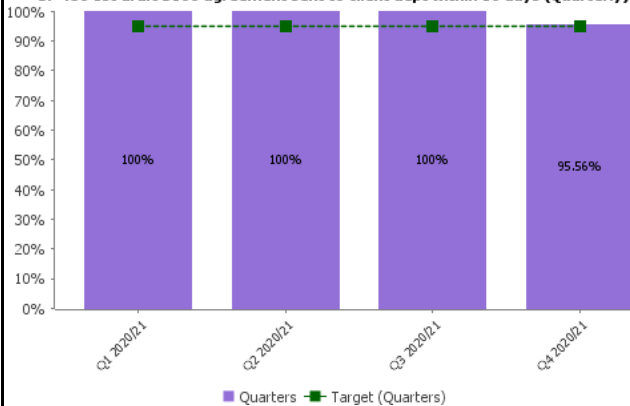


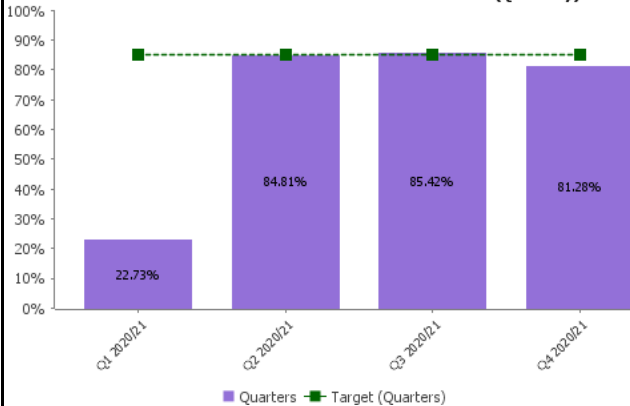
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Human Resources	SP 302 Length of time from job being advertised to offer being made (Monthly)	Low	37.6 days	90 days			<p>SP 302 Length of time from job being advertised to offer being made (Monthly)</p> 
Corporate Services; Human Resources	SP 303 Completed performance appraisals (Annual)	High	NMTP	100%	<p>Not Measured This Period</p> <p>Appraisal schedule deferred due to pressures of Covid 19</p>		<p>SP 303 Completed performance appraisals (Annual)</p> 



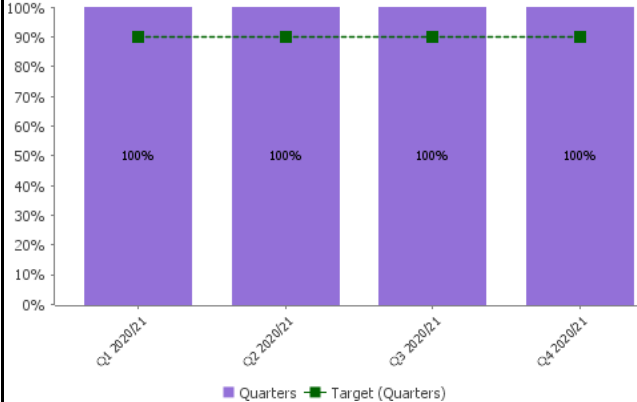


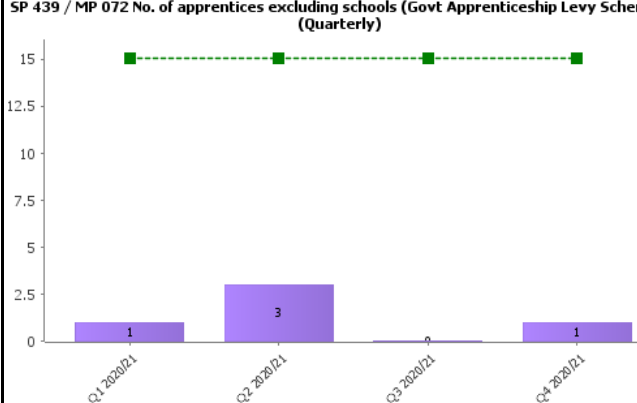
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services; Resources	SP 307 Current control measures in place for red risks (Quarterly)	High	100%	90%			<p>SP 307 Current control measures in place for red risks (Quarterly)</p>  <table border="1"> <caption>SP 307 Current control measures in place for red risks (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2-2020/21</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3-2020/21</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4-2020/21</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1-2020/21	100%	90%	Q2-2020/21	100%	90%	Q3-2020/21	100%	90%	Q4-2020/21	100%	90%																								
Quarter	Actual (%)	Target (%)																																												
Q1-2020/21	100%	90%																																												
Q2-2020/21	100%	90%																																												
Q3-2020/21	100%	90%																																												
Q4-2020/21	100%	90%																																												
Shared Legal Services	SP 336 Chargeable hours (Shared Legal Services) (Monthly)	High	113,141	103,939			<p>SP 336 Chargeable hours (Shared Legal Services) (Monthly)</p>  <table border="1"> <caption>SP 336 Chargeable hours (Shared Legal Services) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Hours</th> <th>Target Hours</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>8,762</td><td>9,000</td></tr> <tr><td>May 2020</td><td>8,233</td><td>9,000</td></tr> <tr><td>June 2020</td><td>9,545</td><td>9,000</td></tr> <tr><td>July 2020</td><td>10,648</td><td>9,000</td></tr> <tr><td>August 2020</td><td>8,358</td><td>9,000</td></tr> <tr><td>September 2020</td><td>9,495</td><td>9,000</td></tr> <tr><td>October 2020</td><td>9,982</td><td>9,000</td></tr> <tr><td>November 2020</td><td>9,767</td><td>9,000</td></tr> <tr><td>December 2020</td><td>8,766</td><td>9,000</td></tr> <tr><td>January 2021</td><td>9,426</td><td>9,000</td></tr> <tr><td>February 2021</td><td>9,384</td><td>9,000</td></tr> <tr><td>March 2021</td><td>10,755</td><td>9,000</td></tr> </tbody> </table>	Month	Actual Hours	Target Hours	April 2020	8,762	9,000	May 2020	8,233	9,000	June 2020	9,545	9,000	July 2020	10,648	9,000	August 2020	8,358	9,000	September 2020	9,495	9,000	October 2020	9,982	9,000	November 2020	9,767	9,000	December 2020	8,766	9,000	January 2021	9,426	9,000	February 2021	9,384	9,000	March 2021	10,755	9,000
Month	Actual Hours	Target Hours																																												
April 2020	8,762	9,000																																												
May 2020	8,233	9,000																																												
June 2020	9,545	9,000																																												
July 2020	10,648	9,000																																												
August 2020	8,358	9,000																																												
September 2020	9,495	9,000																																												
October 2020	9,982	9,000																																												
November 2020	9,767	9,000																																												
December 2020	8,766	9,000																																												
January 2021	9,426	9,000																																												
February 2021	9,384	9,000																																												
March 2021	10,755	9,000																																												


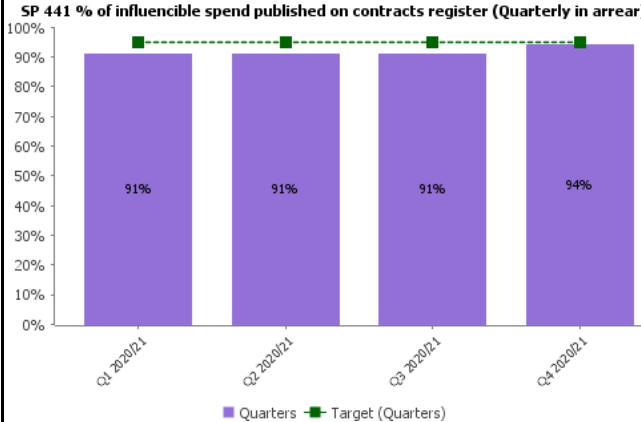
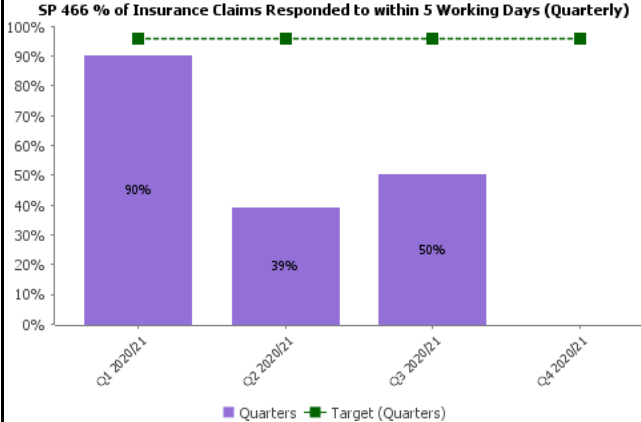
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																								
			Value	Target	Status	Long Trend																									
Resources	SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) - % variance of gross budget (Annual)	High	NMTP	90%	Not Measured This Period Result available late May/early June		<p>SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) - % variance of gross budget (Annual)</p> <table border="1"> <caption>SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) - % variance of gross budget (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>98.68%</td> <td>90%</td> </tr> <tr> <td>2015/16</td> <td>98.9%</td> <td>90%</td> </tr> <tr> <td>2016/17</td> <td>91%</td> <td>90%</td> </tr> <tr> <td>2017/18</td> <td>91%</td> <td>90%</td> </tr> <tr> <td>2018/19</td> <td>22.65%</td> <td>90%</td> </tr> <tr> <td>2019/20</td> <td>25%</td> <td>90%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	98.68%	90%	2015/16	98.9%	90%	2016/17	91%	90%	2017/18	91%	90%	2018/19	22.65%	90%	2019/20	25%	90%			
Year	Value (%)	Target (%)																													
2014/15	98.68%	90%																													
2015/16	98.9%	90%																													
2016/17	91%	90%																													
2017/18	91%	90%																													
2018/19	22.65%	90%																													
2019/20	25%	90%																													
Resources	SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)	High	73.53%	90%	🛑	⬇️	<p>SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)</p> <table border="1"> <caption>SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>87.32%</td> <td>90%</td> </tr> <tr> <td>2015/16</td> <td>79.65%</td> <td>90%</td> </tr> <tr> <td>2016/17</td> <td>91.5%</td> <td>90%</td> </tr> <tr> <td>2017/18</td> <td>82%</td> <td>90%</td> </tr> <tr> <td>2018/19</td> <td>86.29%</td> <td>90%</td> </tr> <tr> <td>2019/20</td> <td>87.19%</td> <td>90%</td> </tr> <tr> <td>2020/21</td> <td>73.53%</td> <td>90%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	87.32%	90%	2015/16	79.65%	90%	2016/17	91.5%	90%	2017/18	82%	90%	2018/19	86.29%	90%	2019/20	87.19%	90%	2020/21	73.53%	90%
Year	Value (%)	Target (%)																													
2014/15	87.32%	90%																													
2015/16	79.65%	90%																													
2016/17	91.5%	90%																													
2017/18	82%	90%																													
2018/19	86.29%	90%																													
2019/20	87.19%	90%																													
2020/21	73.53%	90%																													

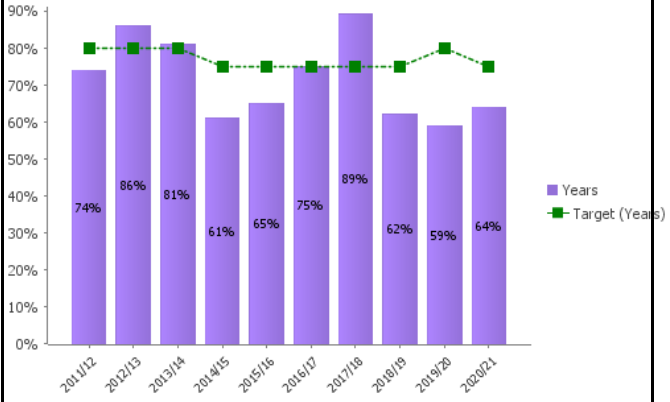
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Infrastructure & Technology	SP 400 Customer satisfaction - Incident resolution (Monthly)	High	98.07%	90%			<p>SP 400 Customer satisfaction - Incident resolution (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>96.7%</td><td>90%</td></tr> <tr><td>May 2020</td><td>98.25%</td><td>90%</td></tr> <tr><td>June 2020</td><td>98.71%</td><td>90%</td></tr> <tr><td>July 2020</td><td>97.15%</td><td>90%</td></tr> <tr><td>August 2020</td><td>97.58%</td><td>90%</td></tr> <tr><td>September 2020</td><td>96.15%</td><td>90%</td></tr> <tr><td>October 2020</td><td>99.4%</td><td>90%</td></tr> <tr><td>November 2020</td><td>98.11%</td><td>90%</td></tr> <tr><td>December 2020</td><td>99.03%</td><td>90%</td></tr> <tr><td>January 2021</td><td>100%</td><td>90%</td></tr> <tr><td>February 2021</td><td>98.81%</td><td>90%</td></tr> <tr><td>March 2021</td><td>97.62%</td><td>90%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	96.7%	90%	May 2020	98.25%	90%	June 2020	98.71%	90%	July 2020	97.15%	90%	August 2020	97.58%	90%	September 2020	96.15%	90%	October 2020	99.4%	90%	November 2020	98.11%	90%	December 2020	99.03%	90%	January 2021	100%	90%	February 2021	98.81%	90%	March 2021	97.62%	90%
Month	Actual (%)	Target (%)																																												
April 2020	96.7%	90%																																												
May 2020	98.25%	90%																																												
June 2020	98.71%	90%																																												
July 2020	97.15%	90%																																												
August 2020	97.58%	90%																																												
September 2020	96.15%	90%																																												
October 2020	99.4%	90%																																												
November 2020	98.11%	90%																																												
December 2020	99.03%	90%																																												
January 2021	100%	90%																																												
February 2021	98.81%	90%																																												
March 2021	97.62%	90%																																												
Customers, Policy & Improvement	SP 403 Income from registrars events (Monthly)	High	£397,559	£400,000			<p>SP 403 Income from registrars events (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>6,822</td><td>40,000</td></tr> <tr><td>May 2020</td><td>1,000</td><td>38,000</td></tr> <tr><td>June 2020</td><td>1,550</td><td>42,000</td></tr> <tr><td>July 2020</td><td>48,735</td><td>34,000</td></tr> <tr><td>August 2020</td><td>53,340</td><td>32,000</td></tr> <tr><td>September 2020</td><td>55,893</td><td>28,000</td></tr> <tr><td>October 2020</td><td>48,920</td><td>38,000</td></tr> <tr><td>November 2020</td><td>32,662</td><td>35,000</td></tr> <tr><td>December 2020</td><td>395</td><td>22,000</td></tr> <tr><td>January 2021</td><td>13,427</td><td>49,000</td></tr> <tr><td>February 2021</td><td>26,991</td><td>33,000</td></tr> <tr><td>March 2021</td><td>60,321</td><td>18,000</td></tr> </tbody> </table>	Month	Actual (£)	Target (£)	April 2020	6,822	40,000	May 2020	1,000	38,000	June 2020	1,550	42,000	July 2020	48,735	34,000	August 2020	53,340	32,000	September 2020	55,893	28,000	October 2020	48,920	38,000	November 2020	32,662	35,000	December 2020	395	22,000	January 2021	13,427	49,000	February 2021	26,991	33,000	March 2021	60,321	18,000
Month	Actual (£)	Target (£)																																												
April 2020	6,822	40,000																																												
May 2020	1,000	38,000																																												
June 2020	1,550	42,000																																												
July 2020	48,735	34,000																																												
August 2020	53,340	32,000																																												
September 2020	55,893	28,000																																												
October 2020	48,920	38,000																																												
November 2020	32,662	35,000																																												
December 2020	395	22,000																																												
January 2021	13,427	49,000																																												
February 2021	26,991	33,000																																												
March 2021	60,321	18,000																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Revenues & Benefits	SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	7.77 days	8 days			<p>SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)</p>  <table border="1"> <caption>SP 412 Processing Days Data</caption> <thead> <tr> <th>Month</th> <th>Value (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>7</td><td>8</td></tr> <tr><td>May 2020</td><td>8.46</td><td>8</td></tr> <tr><td>June 2020</td><td>7.18</td><td>8</td></tr> <tr><td>July 2020</td><td>6.97</td><td>8</td></tr> <tr><td>August 2020</td><td>6.11</td><td>8</td></tr> <tr><td>September 2020</td><td>6.36</td><td>8</td></tr> <tr><td>October 2020</td><td>8.83</td><td>8</td></tr> <tr><td>November 2020</td><td>10.52</td><td>8</td></tr> <tr><td>December 2020</td><td>11.71</td><td>8</td></tr> <tr><td>January 2021</td><td>11.84</td><td>8</td></tr> <tr><td>February 2021</td><td>9.87</td><td>8</td></tr> <tr><td>March 2021</td><td>5.85</td><td>8</td></tr> </tbody> </table>	Month	Value (Days)	Target (Days)	April 2020	7	8	May 2020	8.46	8	June 2020	7.18	8	July 2020	6.97	8	August 2020	6.11	8	September 2020	6.36	8	October 2020	8.83	8	November 2020	10.52	8	December 2020	11.71	8	January 2021	11.84	8	February 2021	9.87	8	March 2021	5.85	8
Month	Value (Days)	Target (Days)																																												
April 2020	7	8																																												
May 2020	8.46	8																																												
June 2020	7.18	8																																												
July 2020	6.97	8																																												
August 2020	6.11	8																																												
September 2020	6.36	8																																												
October 2020	8.83	8																																												
November 2020	10.52	8																																												
December 2020	11.71	8																																												
January 2021	11.84	8																																												
February 2021	9.87	8																																												
March 2021	5.85	8																																												
Shared Legal Services	SP 435 Income for SLLP (Quarterly)	High	230,442	230,000			<p>SP 435 Income for SLLP (Quarterly)</p>  <table border="1"> <caption>SP 435 Income Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>52,066</td><td>58,000</td></tr> <tr><td>Q2 2020/21</td><td>52,579</td><td>58,000</td></tr> <tr><td>Q3 2020/21</td><td>65,803</td><td>58,000</td></tr> <tr><td>Q4 2020/21</td><td>59,994</td><td>58,000</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	52,066	58,000	Q2 2020/21	52,579	58,000	Q3 2020/21	65,803	58,000	Q4 2020/21	59,994	58,000																								
Quarter	Value	Target																																												
Q1 2020/21	52,066	58,000																																												
Q2 2020/21	52,579	58,000																																												
Q3 2020/21	65,803	58,000																																												
Q4 2020/21	59,994	58,000																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Shared Legal Services	SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)	High	98.77%	95%			<p>SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>100%</td> <td>95%</td> </tr> <tr> <td>Q2-2020/21</td> <td>100%</td> <td>95%</td> </tr> <tr> <td>Q3-2020/21</td> <td>100%</td> <td>95%</td> </tr> <tr> <td>Q4-2020/21</td> <td>95.56%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	100%	95%	Q2-2020/21	100%	95%	Q3-2020/21	100%	95%	Q4-2020/21	95.56%	95%
Quarter	Value	Target																				
Q1-2020/21	100%	95%																				
Q2-2020/21	100%	95%																				
Q3-2020/21	100%	95%																				
Q4-2020/21	95.56%	95%																				
Shared Legal Services	SP 437 Prosecutions - number of successful outcomes (Quarterly)	High	78.98%	85%			<p>SP 437 Prosecutions - number of successful outcomes (Quarterly)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>22.73%</td> <td>85%</td> </tr> <tr> <td>Q2-2020/21</td> <td>84.81%</td> <td>85%</td> </tr> <tr> <td>Q3-2020/21</td> <td>85.42%</td> <td>85%</td> </tr> <tr> <td>Q4-2020/21</td> <td>81.28%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	22.73%	85%	Q2-2020/21	84.81%	85%	Q3-2020/21	85.42%	85%	Q4-2020/21	81.28%	85%
Quarter	Value	Target																				
Q1-2020/21	22.73%	85%																				
Q2-2020/21	84.81%	85%																				
Q3-2020/21	85.42%	85%																				
Q4-2020/21	81.28%	85%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Shared Legal Services	SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)	High	100%	90%			<p>SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)</p>  <table border="1"> <caption>SP 438 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2 2020/21</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3 2020/21</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4 2020/21</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2020/21	100%	90%	Q2 2020/21	100%	90%	Q3 2020/21	100%	90%	Q4 2020/21	100%	90%
Quarter	Value (%)	Target (%)																				
Q1 2020/21	100%	90%																				
Q2 2020/21	100%	90%																				
Q3 2020/21	100%	90%																				
Q4 2020/21	100%	90%																				
Human Resources	SP 439 / MP 072 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	5	60			<p>SP 439 / MP 072 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)</p>  <table border="1"> <caption>SP 439 / MP 072 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1</td> <td>15</td> </tr> <tr> <td>Q2 2020/21</td> <td>3</td> <td>15</td> </tr> <tr> <td>Q3 2020/21</td> <td>0</td> <td>15</td> </tr> <tr> <td>Q4 2020/21</td> <td>1</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	1	15	Q2 2020/21	3	15	Q3 2020/21	0	15	Q4 2020/21	1	15
Quarter	Value	Target																				
Q1 2020/21	1	15																				
Q2 2020/21	3	15																				
Q3 2020/21	0	15																				
Q4 2020/21	1	15																				


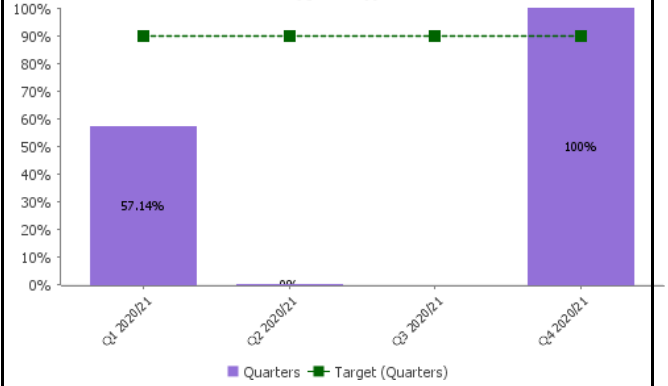
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Infrastructure & Technology	SP 441 % of influencible spend published on contracts register (Quarterly in arrear)	High	94%	95%			<p>SP 441 % of influencible spend published on contracts register (Quarterly in arrear)</p>  <table border="1"> <caption>SP 441 % of influencible spend published on contracts register (Quarterly in arrear)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q2-2020/21</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q3-2020/21</td> <td>91%</td> <td>95%</td> </tr> <tr> <td>Q4-2020/21</td> <td>94%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2020/21	91%	95%	Q2-2020/21	91%	95%	Q3-2020/21	91%	95%	Q4-2020/21	94%	95%
Quarter	Quarters (%)	Target (Quarters) (%)																				
Q1-2020/21	91%	95%																				
Q2-2020/21	91%	95%																				
Q3-2020/21	91%	95%																				
Q4-2020/21	94%	95%																				
Corporate Services; Resources	SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)	High	DNR	96%	<p>Data Not Received</p> <p>Q4 result has not been provided</p>		<p>SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)</p>  <table border="1"> <caption>SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>90%</td> <td>96%</td> </tr> <tr> <td>Q2-2020/21</td> <td>39%</td> <td>96%</td> </tr> <tr> <td>Q3-2020/21</td> <td>50%</td> <td>96%</td> </tr> <tr> <td>Q4-2020/21</td> <td>Data Not Received</td> <td>96%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2020/21	90%	96%	Q2-2020/21	39%	96%	Q3-2020/21	50%	96%	Q4-2020/21	Data Not Received	96%
Quarter	Quarters (%)	Target (Quarters) (%)																				
Q1-2020/21	90%	96%																				
Q2-2020/21	39%	96%																				
Q3-2020/21	50%	96%																				
Q4-2020/21	Data Not Received	96%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																	
			Value	Target	Status	Long Trend																																		
Customers, Policy & Improvement	SP 491 % Councillors agree scrutiny function is effective (Annual)	High	64%	75%			<p>SP 491 % Councillors agree scrutiny function is effective (Annual)</p>  <table border="1"> <caption>SP 491 % Councillors agree scrutiny function is effective (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>74%</td><td>80%</td></tr> <tr><td>2012/13</td><td>86%</td><td>80%</td></tr> <tr><td>2013/14</td><td>81%</td><td>80%</td></tr> <tr><td>2014/15</td><td>61%</td><td>75%</td></tr> <tr><td>2015/16</td><td>65%</td><td>75%</td></tr> <tr><td>2016/17</td><td>75%</td><td>75%</td></tr> <tr><td>2017/18</td><td>89%</td><td>75%</td></tr> <tr><td>2018/19</td><td>62%</td><td>75%</td></tr> <tr><td>2019/20</td><td>59%</td><td>80%</td></tr> <tr><td>2020/21</td><td>64%</td><td>75%</td></tr> </tbody> </table>	Year	Actual Value (%)	Target (%)	2011/12	74%	80%	2012/13	86%	80%	2013/14	81%	80%	2014/15	61%	75%	2015/16	65%	75%	2016/17	75%	75%	2017/18	89%	75%	2018/19	62%	75%	2019/20	59%	80%	2020/21	64%	75%
Year	Actual Value (%)	Target (%)																																						
2011/12	74%	80%																																						
2012/13	86%	80%																																						
2013/14	81%	80%																																						
2014/15	61%	75%																																						
2015/16	65%	75%																																						
2016/17	75%	75%																																						
2017/18	89%	75%																																						
2018/19	62%	75%																																						
2019/20	59%	80%																																						
2020/21	64%	75%																																						
Human Resources	SP 506 No. of apprentices in schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	13	30			<p>SP 506 No. of apprentices in schools (Govt Apprenticeship Levy Scheme) (Quarterly)</p>  <table border="1"> <caption>SP 506 No. of apprentices in schools (Govt Apprenticeship Levy Scheme) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>0</td><td>7</td></tr> <tr><td>Q2 2020/21</td><td>4</td><td>7</td></tr> <tr><td>Q3 2020/21</td><td>9</td><td>8</td></tr> <tr><td>Q4 2020/21</td><td>0</td><td>8</td></tr> </tbody> </table>	Quarter	Actual Value	Target Value	Q1 2020/21	0	7	Q2 2020/21	4	7	Q3 2020/21	9	8	Q4 2020/21	0	8																		
Quarter	Actual Value	Target Value																																						
Q1 2020/21	0	7																																						
Q2 2020/21	4	7																																						
Q3 2020/21	9	8																																						
Q4 2020/21	0	8																																						

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Governance	SP 546 % Ombudsman contact answered in time (Monthly in arrear)	High	95.83%	90%		N/A	<p>SP 546 % Ombudsman contact answered in time (Monthly in arrear)</p>  <table border="1"> <caption>SP 546 % Ombudsman contact answered in time (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>90%</td><td>90%</td></tr> <tr><td>May 2020</td><td>90%</td><td>90%</td></tr> <tr><td>June 2020</td><td>90%</td><td>90%</td></tr> <tr><td>July 2020</td><td>100%</td><td>90%</td></tr> <tr><td>August 2020</td><td>100%</td><td>90%</td></tr> <tr><td>September 2020</td><td>100%</td><td>90%</td></tr> <tr><td>October 2020</td><td>100%</td><td>90%</td></tr> <tr><td>November 2020</td><td>100%</td><td>90%</td></tr> <tr><td>December 2020</td><td>100%</td><td>90%</td></tr> <tr><td>January 2021</td><td>100%</td><td>90%</td></tr> <tr><td>February 2021</td><td>100%</td><td>90%</td></tr> <tr><td>March 2021</td><td>50%</td><td>90%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	90%	90%	May 2020	90%	90%	June 2020	90%	90%	July 2020	100%	90%	August 2020	100%	90%	September 2020	100%	90%	October 2020	100%	90%	November 2020	100%	90%	December 2020	100%	90%	January 2021	100%	90%	February 2021	100%	90%	March 2021	50%	90%
Month	Actual (%)	Target (%)																																												
April 2020	90%	90%																																												
May 2020	90%	90%																																												
June 2020	90%	90%																																												
July 2020	100%	90%																																												
August 2020	100%	90%																																												
September 2020	100%	90%																																												
October 2020	100%	90%																																												
November 2020	100%	90%																																												
December 2020	100%	90%																																												
January 2021	100%	90%																																												
February 2021	100%	90%																																												
March 2021	50%	90%																																												
Customers, Policy & Improvement	SP 549 Ease of use of website - % (Monthly)	High	53.26%	45%		N/A	<p>SP 549 Ease of use of website - % (Monthly)</p>  <table border="1"> <caption>SP 549 Ease of use of website - % (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>52.8%</td><td>45%</td></tr> <tr><td>May 2020</td><td>52.53%</td><td>45%</td></tr> <tr><td>June 2020</td><td>50.89%</td><td>45%</td></tr> <tr><td>July 2020</td><td>41.02%</td><td>45%</td></tr> <tr><td>August 2020</td><td>57.96%</td><td>45%</td></tr> <tr><td>September 2020</td><td>47.67%</td><td>45%</td></tr> <tr><td>October 2020</td><td>48.31%</td><td>45%</td></tr> <tr><td>November 2020</td><td>48.4%</td><td>45%</td></tr> <tr><td>December 2020</td><td>52.31%</td><td>45%</td></tr> <tr><td>January 2021</td><td>60.2%</td><td>45%</td></tr> <tr><td>February 2021</td><td>66.55%</td><td>45%</td></tr> <tr><td>March 2021</td><td>55.25%</td><td>45%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	52.8%	45%	May 2020	52.53%	45%	June 2020	50.89%	45%	July 2020	41.02%	45%	August 2020	57.96%	45%	September 2020	47.67%	45%	October 2020	48.31%	45%	November 2020	48.4%	45%	December 2020	52.31%	45%	January 2021	60.2%	45%	February 2021	66.55%	45%	March 2021	55.25%	45%
Month	Actual (%)	Target (%)																																												
April 2020	52.8%	45%																																												
May 2020	52.53%	45%																																												
June 2020	50.89%	45%																																												
July 2020	41.02%	45%																																												
August 2020	57.96%	45%																																												
September 2020	47.67%	45%																																												
October 2020	48.31%	45%																																												
November 2020	48.4%	45%																																												
December 2020	52.31%	45%																																												
January 2021	60.2%	45%																																												
February 2021	66.55%	45%																																												
March 2021	55.25%	45%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Customers, Policy & Improvement	SP 550 Appointment availability of Registration Services (Monthly)	High	100%	95%		N/A	<p>SP 550 Appointment availability of Registration Services (Monthly)</p>  <table border="1"> <caption>SP 550 Appointment availability of Registration Services (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>95%</td></tr> <tr><td>May 2020</td><td>100%</td><td>95%</td></tr> <tr><td>June 2020</td><td>100%</td><td>95%</td></tr> <tr><td>July 2020</td><td>100%</td><td>95%</td></tr> <tr><td>August 2020</td><td>100%</td><td>95%</td></tr> <tr><td>September 2020</td><td>100%</td><td>95%</td></tr> <tr><td>October 2020</td><td>100%</td><td>95%</td></tr> <tr><td>November 2020</td><td>100%</td><td>95%</td></tr> <tr><td>December 2020</td><td>100%</td><td>95%</td></tr> <tr><td>January 2021</td><td>100%</td><td>95%</td></tr> <tr><td>February 2021</td><td>100%</td><td>95%</td></tr> <tr><td>March 2021</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	100%	95%	May 2020	100%	95%	June 2020	100%	95%	July 2020	100%	95%	August 2020	100%	95%	September 2020	100%	95%	October 2020	100%	95%	November 2020	100%	95%	December 2020	100%	95%	January 2021	100%	95%	February 2021	100%	95%	March 2021	100%	95%
Month	Value	Target																																												
April 2020	100%	95%																																												
May 2020	100%	95%																																												
June 2020	100%	95%																																												
July 2020	100%	95%																																												
August 2020	100%	95%																																												
September 2020	100%	95%																																												
October 2020	100%	95%																																												
November 2020	100%	95%																																												
December 2020	100%	95%																																												
January 2021	100%	95%																																												
February 2021	100%	95%																																												
March 2021	100%	95%																																												
Customers, Policy & Improvement	SP 551 Resources raised by Merton Giving for the Voluntary Sector (Quarterly)	High	DNR	£45,000	Data Not Received Q4 result still awaited	<p>SP 551 DE-ACTIVATE FOR 2021-22 Resources raised by Merton Giving for the Voluntary Sector (Quarterly)</p>  <table border="1"> <caption>SP 551 DE-ACTIVATE FOR 2021-22 Resources raised by Merton Giving for the Voluntary Sector (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>£125,194</td><td>£45,000</td></tr> <tr><td>Q2 2020/21</td><td>£73,570</td><td>£45,000</td></tr> <tr><td>Q3 2020/21</td><td>£73,570</td><td>£45,000</td></tr> <tr><td>Q4 2020/21</td><td>£0</td><td>£45,000</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	£125,194	£45,000	Q2 2020/21	£73,570	£45,000	Q3 2020/21	£73,570	£45,000	Q4 2020/21	£0	£45,000																									
Quarter	Value	Target																																												
Q1 2020/21	£125,194	£45,000																																												
Q2 2020/21	£73,570	£45,000																																												
Q3 2020/21	£73,570	£45,000																																												
Q4 2020/21	£0	£45,000																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Resources	SP 552 Closing Accounts by due date (Publish draft accounts by 31 May and External Auditor sign off by 31 July) (Annual)	Yes/No indicator	NMTP	Yes	Not Measured This Period Result not due until August		<p>SP 552 Closing Accounts by due date (Publish draft accounts by 31 May and External Auditor sign off by 31 July) (Annual)</p>															
Resources	SP 553 Accuracy rates of benefit payments over £1500 (Quarterly)	High	95.72%	95%			<p>SP 553 Accuracy rates of benefit payments over £1500 (Quarterly)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Accuracy Rate (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>96.06%</td> <td>95%</td> </tr> <tr> <td>Q2-2020/21</td> <td>96.51%</td> <td>95%</td> </tr> <tr> <td>Q3-2020/21</td> <td>93.98%</td> <td>95%</td> </tr> <tr> <td>Q4-2020/21</td> <td>96.52%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Accuracy Rate (%)	Target (%)	Q1-2020/21	96.06%	95%	Q2-2020/21	96.51%	95%	Q3-2020/21	93.98%	95%	Q4-2020/21	96.52%	95%
Quarter	Accuracy Rate (%)	Target (%)																				
Q1-2020/21	96.06%	95%																				
Q2-2020/21	96.51%	95%																				
Q3-2020/21	93.98%	95%																				
Q4-2020/21	96.52%	95%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Shared Legal Services	SP 554 Provide FOI/EIR Reviews within 40 working days if an extension has been applied (Quarterly)	High	43.75%	90%		N/A	<p>SP 554 Provide FOI/EIR Reviews within 40 working days if an extension has been applied (Quarterly)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (Actual)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>57.14%</td> <td>90%</td> </tr> <tr> <td>Q2-2020/21</td> <td>0%</td> <td>90%</td> </tr> <tr> <td>Q3-2020/21</td> <td>0%</td> <td>90%</td> </tr> <tr> <td>Q4-2020/21</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (Actual)	Target (Quarters)	Q1-2020/21	57.14%	90%	Q2-2020/21	0%	90%	Q3-2020/21	0%	90%	Q4-2020/21	100%	90%
Quarter	Quarters (Actual)	Target (Quarters)																				
Q1-2020/21	57.14%	90%																				
Q2-2020/21	0%	90%																				
Q3-2020/21	0%	90%																				
Q4-2020/21	100%	90%																				

Environment & Regeneration

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Parking	CRP 044 Parking services estimated revenue (Monthly)	High	13,258,813	21,703,740			<p style="text-align: center;">CRP 044 Parking services estimated revenue (Monthly)</p>  <table border="1" style="display: none;"> <caption>CRP 044 Parking services estimated revenue (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Revenue</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>538,325</td></tr> <tr><td>May 2020</td><td>543,615</td></tr> <tr><td>June 2020</td><td>1,071,591</td></tr> <tr><td>July 2020</td><td>1,384,988</td></tr> <tr><td>August 2020</td><td>1,204,958</td></tr> <tr><td>September 2020</td><td>1,279,649</td></tr> <tr><td>October 2020</td><td>1,624,475</td></tr> <tr><td>November 2020</td><td>1,243,424</td></tr> <tr><td>December 2020</td><td>1,106,659</td></tr> <tr><td>January 2021</td><td>995,668</td></tr> <tr><td>February 2021</td><td>960,900</td></tr> <tr><td>March 2021</td><td>1,304,567</td></tr> </tbody> </table>	Month	Revenue	April 2020	538,325	May 2020	543,615	June 2020	1,071,591	July 2020	1,384,988	August 2020	1,204,958	September 2020	1,279,649	October 2020	1,624,475	November 2020	1,243,424	December 2020	1,106,659	January 2021	995,668	February 2021	960,900	March 2021	1,304,567
Month	Revenue																																
April 2020	538,325																																
May 2020	543,615																																
June 2020	1,071,591																																
July 2020	1,384,988																																
August 2020	1,204,958																																
September 2020	1,279,649																																
October 2020	1,624,475																																
November 2020	1,243,424																																
December 2020	1,106,659																																
January 2021	995,668																																
February 2021	960,900																																
March 2021	1,304,567																																
Development and Building Control	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,610,038	1,900,370			<p style="text-align: center;">CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p>  <table border="1" style="display: none;"> <caption>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Income</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>83,109</td></tr> <tr><td>May 2020</td><td>97,382</td></tr> <tr><td>June 2020</td><td>120,924</td></tr> <tr><td>July 2020</td><td>120,233</td></tr> <tr><td>August 2020</td><td>155,798</td></tr> <tr><td>September 2020</td><td>136,477</td></tr> <tr><td>October 2020</td><td>186,942</td></tr> <tr><td>November 2020</td><td>147,802</td></tr> <tr><td>December 2020</td><td>216,534</td></tr> <tr><td>January 2021</td><td>91,619</td></tr> <tr><td>February 2021</td><td>41,633</td></tr> <tr><td>March 2021</td><td>211,585</td></tr> </tbody> </table>	Month	Income	April 2020	83,109	May 2020	97,382	June 2020	120,924	July 2020	120,233	August 2020	155,798	September 2020	136,477	October 2020	186,942	November 2020	147,802	December 2020	216,534	January 2021	91,619	February 2021	41,633	March 2021	211,585
Month	Income																																
April 2020	83,109																																
May 2020	97,382																																
June 2020	120,924																																
July 2020	120,233																																
August 2020	155,798																																
September 2020	136,477																																
October 2020	186,942																																
November 2020	147,802																																
December 2020	216,534																																
January 2021	91,619																																
February 2021	41,633																																
March 2021	211,585																																

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	88%	68%			<p>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>68%</td></tr> <tr><td>May 2020</td><td>100%</td><td>68%</td></tr> <tr><td>June 2020</td><td>100%</td><td>68%</td></tr> <tr><td>July 2020</td><td>50%</td><td>68%</td></tr> <tr><td>August 2020</td><td>100%</td><td>68%</td></tr> <tr><td>September 2020</td><td>100%</td><td>68%</td></tr> <tr><td>October 2020</td><td>100%</td><td>68%</td></tr> <tr><td>November 2020</td><td>75%</td><td>68%</td></tr> <tr><td>December 2020</td><td>100%</td><td>68%</td></tr> <tr><td>January 2021</td><td>75%</td><td>68%</td></tr> <tr><td>February 2021</td><td>100%</td><td>68%</td></tr> <tr><td>March 2021</td><td>100%</td><td>68%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	100%	68%	May 2020	100%	68%	June 2020	100%	68%	July 2020	50%	68%	August 2020	100%	68%	September 2020	100%	68%	October 2020	100%	68%	November 2020	75%	68%	December 2020	100%	68%	January 2021	75%	68%	February 2021	100%	68%	March 2021	100%	68%
Month	Actual (%)	Target (%)																																												
April 2020	100%	68%																																												
May 2020	100%	68%																																												
June 2020	100%	68%																																												
July 2020	50%	68%																																												
August 2020	100%	68%																																												
September 2020	100%	68%																																												
October 2020	100%	68%																																												
November 2020	75%	68%																																												
December 2020	100%	68%																																												
January 2021	75%	68%																																												
February 2021	100%	68%																																												
March 2021	100%	68%																																												
Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	75.62%	71%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>78.95%</td><td>71%</td></tr> <tr><td>May 2020</td><td>81.25%</td><td>71%</td></tr> <tr><td>June 2020</td><td>68.42%</td><td>71%</td></tr> <tr><td>July 2020</td><td>64.71%</td><td>71%</td></tr> <tr><td>August 2020</td><td>66.67%</td><td>71%</td></tr> <tr><td>September 2020</td><td>75%</td><td>71%</td></tr> <tr><td>October 2020</td><td>82.35%</td><td>71%</td></tr> <tr><td>November 2020</td><td>64%</td><td>71%</td></tr> <tr><td>December 2020</td><td>87.5%</td><td>71%</td></tr> <tr><td>January 2021</td><td>92.31%</td><td>71%</td></tr> <tr><td>February 2021</td><td>86.67%</td><td>71%</td></tr> <tr><td>March 2021</td><td>74.07%</td><td>71%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	78.95%	71%	May 2020	81.25%	71%	June 2020	68.42%	71%	July 2020	64.71%	71%	August 2020	66.67%	71%	September 2020	75%	71%	October 2020	82.35%	71%	November 2020	64%	71%	December 2020	87.5%	71%	January 2021	92.31%	71%	February 2021	86.67%	71%	March 2021	74.07%	71%
Month	Actual (%)	Target (%)																																												
April 2020	78.95%	71%																																												
May 2020	81.25%	71%																																												
June 2020	68.42%	71%																																												
July 2020	64.71%	71%																																												
August 2020	66.67%	71%																																												
September 2020	75%	71%																																												
October 2020	82.35%	71%																																												
November 2020	64%	71%																																												
December 2020	87.5%	71%																																												
January 2021	92.31%	71%																																												
February 2021	86.67%	71%																																												
March 2021	74.07%	71%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	80.2%	82%			<p>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</p> 
Future Merton	CRP 096 / SP 020 New Homes (Annual)	High	NMTP	918	Not Measured This Period results will not be available until September		<p>CRP 096 / SP 020 New Homes (Annual)</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management & Cleansing	CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)	High	40.33%	48%			<p>CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)</p>  <table border="1"> <caption>CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>38.01%</td><td>48%</td></tr> <tr><td>May 2020</td><td>40.37%</td><td>48%</td></tr> <tr><td>June 2020</td><td>41.93%</td><td>48%</td></tr> <tr><td>July 2020</td><td>42.24%</td><td>48%</td></tr> <tr><td>August 2020</td><td>41.61%</td><td>48%</td></tr> <tr><td>September 2020</td><td>40.95%</td><td>48%</td></tr> <tr><td>October 2020</td><td>38.68%</td><td>48%</td></tr> <tr><td>November 2020</td><td>40.23%</td><td>48%</td></tr> <tr><td>December 2020</td><td>39.03%</td><td>48%</td></tr> <tr><td>January 2021</td><td>39.78%</td><td>48%</td></tr> <tr><td>February 2021</td><td>39%</td><td>48%</td></tr> <tr><td>March 2021</td><td>41.47%</td><td>48%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	38.01%	48%	May 2020	40.37%	48%	June 2020	41.93%	48%	July 2020	42.24%	48%	August 2020	41.61%	48%	September 2020	40.95%	48%	October 2020	38.68%	48%	November 2020	40.23%	48%	December 2020	39.03%	48%	January 2021	39.78%	48%	February 2021	39%	48%	March 2021	41.47%	48%
Month	Value (%)	Target (%)																																												
April 2020	38.01%	48%																																												
May 2020	40.37%	48%																																												
June 2020	41.93%	48%																																												
July 2020	42.24%	48%																																												
August 2020	41.61%	48%																																												
September 2020	40.95%	48%																																												
October 2020	38.68%	48%																																												
November 2020	40.23%	48%																																												
December 2020	39.03%	48%																																												
January 2021	39.78%	48%																																												
February 2021	39%	48%																																												
March 2021	41.47%	48%																																												
Traffic and Highways	CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)	High	83.67%	75%			<p>CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)</p>  <table border="1"> <caption>CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>79.4%</td><td>75%</td></tr> <tr><td>2015/16</td><td>83%</td><td>75%</td></tr> <tr><td>2016/17</td><td>89%</td><td>75%</td></tr> <tr><td>2019/20</td><td>83.9%</td><td>75%</td></tr> <tr><td>2020/21</td><td>83.67%</td><td>75%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	79.4%	75%	2015/16	83%	75%	2016/17	89%	75%	2019/20	83.9%	75%	2020/21	83.67%	75%																					
Year	Value (%)	Target (%)																																												
2014/15	79.4%	75%																																												
2015/16	83%	75%																																												
2016/17	89%	75%																																												
2019/20	83.9%	75%																																												
2020/21	83.67%	75%																																												


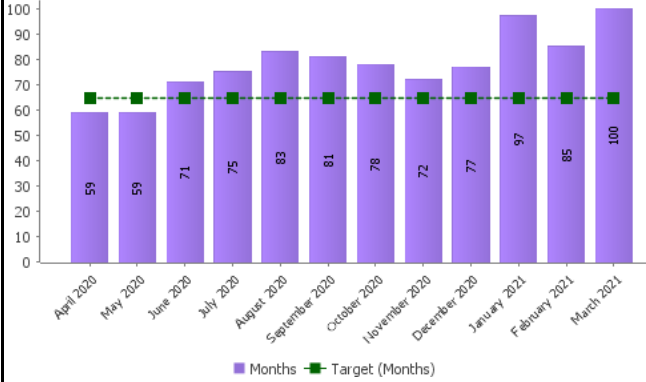
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management & Cleansing	CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)	High	89.92%	95%			<p>CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)</p> <table border="1"> <caption>CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>97%</td><td>95%</td></tr> <tr><td>May 2020</td><td>98%</td><td>95%</td></tr> <tr><td>June 2020</td><td>92%</td><td>95%</td></tr> <tr><td>July 2020</td><td>87%</td><td>95%</td></tr> <tr><td>August 2020</td><td>95%</td><td>95%</td></tr> <tr><td>September 2020</td><td>90%</td><td>95%</td></tr> <tr><td>October 2020</td><td>87%</td><td>95%</td></tr> <tr><td>November 2020</td><td>87%</td><td>95%</td></tr> <tr><td>December 2020</td><td>89%</td><td>95%</td></tr> <tr><td>January 2021</td><td>85%</td><td>95%</td></tr> <tr><td>February 2021</td><td>76%</td><td>95%</td></tr> <tr><td>March 2021</td><td>96%</td><td>95%</td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2020	97%	95%	May 2020	98%	95%	June 2020	92%	95%	July 2020	87%	95%	August 2020	95%	95%	September 2020	90%	95%	October 2020	87%	95%	November 2020	87%	95%	December 2020	89%	95%	January 2021	85%	95%	February 2021	76%	95%	March 2021	96%	95%
Month	Months (%)	Target (Months) (%)																																												
April 2020	97%	95%																																												
May 2020	98%	95%																																												
June 2020	92%	95%																																												
July 2020	87%	95%																																												
August 2020	95%	95%																																												
September 2020	90%	95%																																												
October 2020	87%	95%																																												
November 2020	87%	95%																																												
December 2020	89%	95%																																												
January 2021	85%	95%																																												
February 2021	76%	95%																																												
March 2021	96%	95%																																												
Future Merton	CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	High	140	145			<p>CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)</p> <table border="1"> <caption>CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>21</td><td>145</td></tr> <tr><td>2018/19</td><td>78</td><td>145</td></tr> <tr><td>2019/20</td><td>71</td><td>145</td></tr> <tr><td>2020/21</td><td>140</td><td>145</td></tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	21	145	2018/19	78	145	2019/20	71	145	2020/21	140	145																								
Year	Years	Target (Years)																																												
2017/18	21	145																																												
2018/19	78	145																																												
2019/20	71	145																																												
2020/21	140	145																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Safer Merton	CRP 111 / SP 497 % ASB cases acknowledged within service timescales (Quarterly)	High	DNR	95%	No Return since Q2 Reporting issues in process of being resolved	<p>CRP 111 / SP 497 % ASB cases acknowledged within service timescales (Quarterly)</p> <table border="1"> <caption>CRP 111 / SP 497 % ASB cases acknowledged within service timescales (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>100%</td> <td>95%</td> </tr> <tr> <td>Q2-2020/21</td> <td>94.4%</td> <td>95%</td> </tr> <tr> <td>Q3-2020/21</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Q4-2020/21</td> <td>95%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	100%	95%	Q2-2020/21	94.4%	95%	Q3-2020/21	95%	95%	Q4-2020/21	95%	95%	
Quarter	Value	Target																				
Q1-2020/21	100%	95%																				
Q2-2020/21	94.4%	95%																				
Q3-2020/21	95%	95%																				
Q4-2020/21	95%	95%																				
Parks and Green Spaces	CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)	High	5	5		N/A	<p>CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)</p> <table border="1"> <caption>CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>4.91</td> <td>5</td> </tr> <tr> <td>Q2-2020/21</td> <td>4.9</td> <td>5</td> </tr> <tr> <td>Q3-2020/21</td> <td>5.14</td> <td>5</td> </tr> <tr> <td>Q4-2020/21</td> <td>5.05</td> <td>5</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	4.91	5	Q2-2020/21	4.9	5	Q3-2020/21	5.14	5	Q4-2020/21	5.05	5
Quarter	Value	Target																				
Q1-2020/21	4.91	5																				
Q2-2020/21	4.9	5																				
Q3-2020/21	5.14	5																				
Q4-2020/21	5.05	5																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Regulatory Services	CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)	High	90.25%	90%	✓	N/A	<p>CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)</p> <table border="1"> <caption>CRP 120 / SP 562 Performance Data (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>93.2%</td> <td>90%</td> </tr> <tr> <td>Q2-2020/21</td> <td>91.59%</td> <td>90%</td> </tr> <tr> <td>Q3-2020/21</td> <td>84.51%</td> <td>90%</td> </tr> <tr> <td>Q4-2020/21</td> <td>96.04%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	93.2%	90%	Q2-2020/21	91.59%	90%	Q3-2020/21	84.51%	90%	Q4-2020/21	96.04%	90%
Quarter	Value (%)	Target (%)																				
Q1-2020/21	93.2%	90%																				
Q2-2020/21	91.59%	90%																				
Q3-2020/21	84.51%	90%																				
Q4-2020/21	96.04%	90%																				
Regulatory Services	CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)	High	1	1	✓	N/A	<p>CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)</p> <table border="1"> <caption>CRP 121 / SP 565 Performance Data (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	Year	Value	Target	2020/21	1	1									
Year	Value	Target																				
2020/21	1	1																				



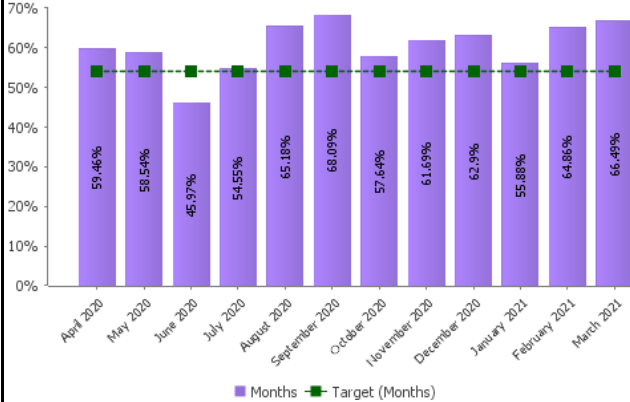
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	CRP 122 / SP 566 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives (Annual)	High	31	50		N/A	<p>CRP 122 / SP 566 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives (Annual)</p> 
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	High	87.27%	87%		N/A	<p>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</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Waste Management & Cleansing	CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)	High	97.92%	90%		N/A	<p>CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)</p>  <table border="1"> <caption>Monthly Performance Data for CRP 124 / SP 568</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td></tr> <tr><td>May 2020</td><td>99.6%</td></tr> <tr><td>June 2020</td><td>96.9%</td></tr> <tr><td>July 2020</td><td>97.5%</td></tr> <tr><td>August 2020</td><td>97.8%</td></tr> <tr><td>September 2020</td><td>98.4%</td></tr> <tr><td>October 2020</td><td>98.2%</td></tr> <tr><td>November 2020</td><td>99%</td></tr> <tr><td>December 2020</td><td>98.2%</td></tr> <tr><td>January 2021</td><td>94.7%</td></tr> <tr><td>February 2021</td><td>95.6%</td></tr> <tr><td>March 2021</td><td>99.1%</td></tr> </tbody> </table>	Month	Value (%)	April 2020	100%	May 2020	99.6%	June 2020	96.9%	July 2020	97.5%	August 2020	97.8%	September 2020	98.4%	October 2020	98.2%	November 2020	99%	December 2020	98.2%	January 2021	94.7%	February 2021	95.6%	March 2021	99.1%
Month	Value (%)																																
April 2020	100%																																
May 2020	99.6%																																
June 2020	96.9%																																
July 2020	97.5%																																
August 2020	97.8%																																
September 2020	98.4%																																
October 2020	98.2%																																
November 2020	99%																																
December 2020	98.2%																																
January 2021	94.7%																																
February 2021	95.6%																																
March 2021	99.1%																																
Waste Management & Cleansing	CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)	High	81.25%	80%		N/A	<p>CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)</p>  <table border="1"> <caption>Quarterly Performance Data for CRP 125 / SP 570</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>79%</td></tr> <tr><td>Q2 2020/21</td><td>78.5%</td></tr> <tr><td>Q3 2020/21</td><td>84%</td></tr> <tr><td>Q4 2020/21</td><td>83.5%</td></tr> </tbody> </table>	Quarter	Value (%)	Q1 2020/21	79%	Q2 2020/21	78.5%	Q3 2020/21	84%	Q4 2020/21	83.5%																
Quarter	Value (%)																																
Q1 2020/21	79%																																
Q2 2020/21	78.5%																																
Q3 2020/21	84%																																
Q4 2020/21	83.5%																																

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Waste Management & Cleansing	CRP 126 / SP 573 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly)	Low	78.08	65		N/A	<p>CRP 126 / SP 573 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly)</p>  <table border="1"> <caption>Monthly Refuse Collections Missed per 100,000</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>59</td></tr> <tr><td>May 2020</td><td>59</td></tr> <tr><td>June 2020</td><td>71</td></tr> <tr><td>July 2020</td><td>75</td></tr> <tr><td>August 2020</td><td>83</td></tr> <tr><td>September 2020</td><td>81</td></tr> <tr><td>October 2020</td><td>78</td></tr> <tr><td>November 2020</td><td>72</td></tr> <tr><td>December 2020</td><td>77</td></tr> <tr><td>January 2021</td><td>97</td></tr> <tr><td>February 2021</td><td>85</td></tr> <tr><td>March 2021</td><td>100</td></tr> </tbody> </table>	Month	Value	April 2020	59	May 2020	59	June 2020	71	July 2020	75	August 2020	83	September 2020	81	October 2020	78	November 2020	72	December 2020	77	January 2021	97	February 2021	85	March 2021	100
Month	Value																																
April 2020	59																																
May 2020	59																																
June 2020	71																																
July 2020	75																																
August 2020	83																																
September 2020	81																																
October 2020	78																																
November 2020	72																																
December 2020	77																																
January 2021	97																																
February 2021	85																																
March 2021	100																																
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Low	1%	3%			<p>SP 024 % Vacancy rate of property owned by the council (Quarterly)</p>  <table border="1"> <caption>Quarterly Vacancy Rate of Property</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>1%</td></tr> <tr><td>Q2 2020/21</td><td>1%</td></tr> <tr><td>Q3 2020/21</td><td>1%</td></tr> <tr><td>Q4 2020/21</td><td>1%</td></tr> </tbody> </table>	Quarter	Value	Q1 2020/21	1%	Q2 2020/21	1%	Q3 2020/21	1%	Q4 2020/21	1%																
Quarter	Value																																
Q1 2020/21	1%																																
Q2 2020/21	1%																																
Q3 2020/21	1%																																
Q4 2020/21	1%																																



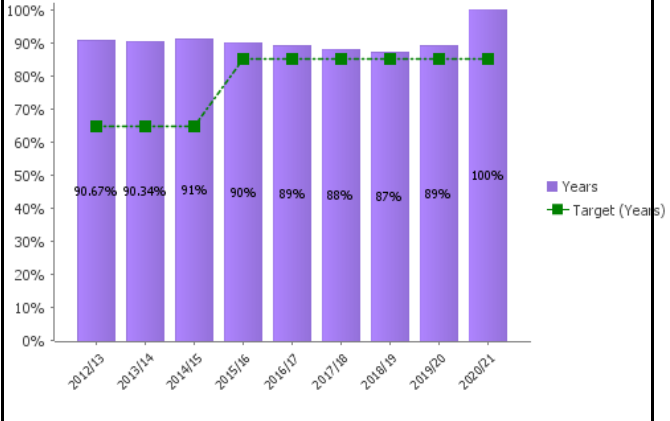


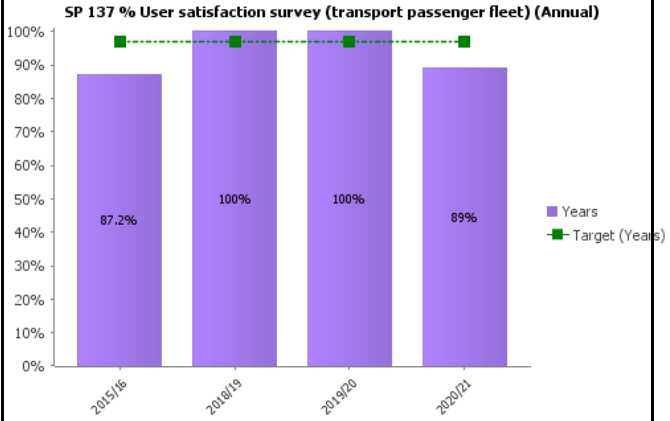
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																					
			Value	Target	Status	Long Trend																						
Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Low	4.17%	7.5%	✓	↓	<p>SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)</p> <table border="1"> <caption>SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>3.8%</td> <td>7.5%</td> </tr> <tr> <td>Q2-2020/21</td> <td>4.3%</td> <td>7.5%</td> </tr> <tr> <td>Q3-2020/21</td> <td>4.3%</td> <td>7.5%</td> </tr> <tr> <td>Q4-2020/21</td> <td>4.3%</td> <td>7.5%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2020/21	3.8%	7.5%	Q2-2020/21	4.3%	7.5%	Q3-2020/21	4.3%	7.5%	Q4-2020/21	4.3%	7.5%						
Quarter	Quarters (%)	Target (Quarters) (%)																										
Q1-2020/21	3.8%	7.5%																										
Q2-2020/21	4.3%	7.5%																										
Q3-2020/21	4.3%	7.5%																										
Q4-2020/21	4.3%	7.5%																										
Parks and Green Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	High	NMTP	77%	No Return Expected No survey run in 2020-21		<p>SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)</p> <table border="1"> <caption>SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2012/13</td> <td>72%</td> <td>70%</td> </tr> <tr> <td>2013/14</td> <td>70%</td> <td>70%</td> </tr> <tr> <td>2014/15</td> <td>72%</td> <td>70%</td> </tr> <tr> <td>2016/17</td> <td>79%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>81%</td> <td>70%</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2011/12	70%	70%	2012/13	72%	70%	2013/14	70%	70%	2014/15	72%	70%	2016/17	79%	70%	2018/19	81%	70%
Year	Years (%)	Target (Years) (%)																										
2011/12	70%	70%																										
2012/13	72%	70%																										
2013/14	70%	70%																										
2014/15	72%	70%																										
2016/17	79%	70%																										
2018/19	81%	70%																										

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																	
			Value	Target	Status	Long Trend																																		
Parks and Green Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)	High	NMTP	85%	No Return Expected No survey run in 2020-21		<p>SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)</p> <table border="1"> <caption>SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>69%</td> <td>75%</td> </tr> <tr> <td>2012/13</td> <td>72%</td> <td>75%</td> </tr> <tr> <td>2013/14</td> <td>70%</td> <td>75%</td> </tr> <tr> <td>2014/15</td> <td>77%</td> <td>75%</td> </tr> <tr> <td>2016/17</td> <td>56%</td> <td>75%</td> </tr> <tr> <td>2018/19</td> <td>86%</td> <td>75%</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	69%	75%	2012/13	72%	75%	2013/14	70%	75%	2014/15	77%	75%	2016/17	56%	75%	2018/19	86%	75%												
Year	Value	Target																																						
2011/12	69%	75%																																						
2012/13	72%	75%																																						
2013/14	70%	75%																																						
2014/15	77%	75%																																						
2016/17	56%	75%																																						
2018/19	86%	75%																																						
Parks and Green Spaces	SP 032 No. of Green Flags (Annual)	High	6	6			<p>SP 032 No. of Green Flags (Annual)</p> <table border="1"> <caption>SP 032 No. of Green Flags (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2011/12</td> <td>4</td> <td>5</td> </tr> <tr> <td>2012/13</td> <td>5</td> <td>5</td> </tr> <tr> <td>2013/14</td> <td>5</td> <td>5</td> </tr> <tr> <td>2014/15</td> <td>5</td> <td>5</td> </tr> <tr> <td>2015/16</td> <td>4</td> <td>5</td> </tr> <tr> <td>2016/17</td> <td>5</td> <td>5</td> </tr> <tr> <td>2017/18</td> <td>5</td> <td>5</td> </tr> <tr> <td>2018/19</td> <td>6</td> <td>5</td> </tr> <tr> <td>2019/20</td> <td>6</td> <td>5</td> </tr> <tr> <td>2020/21</td> <td>6</td> <td>5</td> </tr> </tbody> </table>	Year	Value	Target	2011/12	4	5	2012/13	5	5	2013/14	5	5	2014/15	5	5	2015/16	4	5	2016/17	5	5	2017/18	5	5	2018/19	6	5	2019/20	6	5	2020/21	6	5
Year	Value	Target																																						
2011/12	4	5																																						
2012/13	5	5																																						
2013/14	5	5																																						
2014/15	5	5																																						
2015/16	4	5																																						
2016/17	5	5																																						
2017/18	5	5																																						
2018/19	6	5																																						
2019/20	6	5																																						
2020/21	6	5																																						

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	High	60.56%	54%			<p>SP 040 % Market share retained by LA (Building Control) (Monthly)</p>  <table border="1"> <caption>SP 040 % Market share retained by LA (Building Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>59.46%</td><td>54%</td></tr> <tr><td>May 2020</td><td>58.54%</td><td>54%</td></tr> <tr><td>June 2020</td><td>45.97%</td><td>54%</td></tr> <tr><td>July 2020</td><td>54.55%</td><td>54%</td></tr> <tr><td>August 2020</td><td>65.18%</td><td>54%</td></tr> <tr><td>September 2020</td><td>66.09%</td><td>54%</td></tr> <tr><td>October 2020</td><td>57.64%</td><td>54%</td></tr> <tr><td>November 2020</td><td>61.69%</td><td>54%</td></tr> <tr><td>December 2020</td><td>62.99%</td><td>54%</td></tr> <tr><td>January 2021</td><td>55.88%</td><td>54%</td></tr> <tr><td>February 2021</td><td>64.86%</td><td>54%</td></tr> <tr><td>March 2021</td><td>66.49%</td><td>54%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	59.46%	54%	May 2020	58.54%	54%	June 2020	45.97%	54%	July 2020	54.55%	54%	August 2020	65.18%	54%	September 2020	66.09%	54%	October 2020	57.64%	54%	November 2020	61.69%	54%	December 2020	62.99%	54%	January 2021	55.88%	54%	February 2021	64.86%	54%	March 2021	66.49%	54%
Month	Value (%)	Target (%)																																												
April 2020	59.46%	54%																																												
May 2020	58.54%	54%																																												
June 2020	45.97%	54%																																												
July 2020	54.55%	54%																																												
August 2020	65.18%	54%																																												
September 2020	66.09%	54%																																												
October 2020	57.64%	54%																																												
November 2020	61.69%	54%																																												
December 2020	62.99%	54%																																												
January 2021	55.88%	54%																																												
February 2021	64.86%	54%																																												
March 2021	66.49%	54%																																												
Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	High	NMTP	73%	No Return Expected No survey run in 2020-21		<p>SP 064 % Residents satisfied with refuse collection (Annual) (ARS)</p>  <table border="1"> <caption>SP 064 % Residents satisfied with refuse collection (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2011/12</td><td>70%</td><td>73%</td></tr> <tr><td>2012/13</td><td>71%</td><td>73%</td></tr> <tr><td>2013/14</td><td>72%</td><td>73%</td></tr> <tr><td>2014/15</td><td>70%</td><td>73%</td></tr> <tr><td>2016/17</td><td>69%</td><td>73%</td></tr> <tr><td>2018/19</td><td>48%</td><td>73%</td></tr> <tr><td>2020-21</td><td>No survey</td><td>73%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2011/12	70%	73%	2012/13	71%	73%	2013/14	72%	73%	2014/15	70%	73%	2016/17	69%	73%	2018/19	48%	73%	2020-21	No survey	73%															
Year	Value (%)	Target (%)																																												
2011/12	70%	73%																																												
2012/13	71%	73%																																												
2013/14	72%	73%																																												
2014/15	70%	73%																																												
2016/17	69%	73%																																												
2018/19	48%	73%																																												
2020-21	No survey	73%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrear)	Low	46.34	40			<p>SP 066 Residual waste kg per household (Monthly in arrear)</p>  <table border="1"> <caption>SP 066 Residual waste kg per household (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (kg)</th> <th>Target (kg)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>44.04</td><td>40</td></tr> <tr><td>May 2020</td><td>43.16</td><td>40</td></tr> <tr><td>June 2020</td><td>45.3</td><td>40</td></tr> <tr><td>July 2020</td><td>47.76</td><td>40</td></tr> <tr><td>August 2020</td><td>41.44</td><td>40</td></tr> <tr><td>September 2020</td><td>45.92</td><td>40</td></tr> <tr><td>October 2020</td><td>46.83</td><td>40</td></tr> <tr><td>November 2020</td><td>45.83</td><td>40</td></tr> <tr><td>December 2020</td><td>45.41</td><td>40</td></tr> <tr><td>January 2021</td><td>47.3</td><td>40</td></tr> <tr><td>February 2021</td><td>40.56</td><td>40</td></tr> <tr><td>March 2021</td><td>46.34</td><td>40</td></tr> </tbody> </table>	Month	Value (kg)	Target (kg)	April 2020	44.04	40	May 2020	43.16	40	June 2020	45.3	40	July 2020	47.76	40	August 2020	41.44	40	September 2020	45.92	40	October 2020	46.83	40	November 2020	45.83	40	December 2020	45.41	40	January 2021	47.3	40	February 2021	40.56	40	March 2021	46.34	40
Month	Value (kg)	Target (kg)																																												
April 2020	44.04	40																																												
May 2020	43.16	40																																												
June 2020	45.3	40																																												
July 2020	47.76	40																																												
August 2020	41.44	40																																												
September 2020	45.92	40																																												
October 2020	46.83	40																																												
November 2020	45.83	40																																												
December 2020	45.41	40																																												
January 2021	47.3	40																																												
February 2021	40.56	40																																												
March 2021	46.34	40																																												
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	Low	4%	10%			<p>SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)</p>  <table border="1"> <caption>SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>4%</td><td>10%</td></tr> <tr><td>May 2020</td><td>4%</td><td>10%</td></tr> <tr><td>June 2020</td><td>4%</td><td>10%</td></tr> <tr><td>July 2020</td><td>4%</td><td>10%</td></tr> <tr><td>August 2020</td><td>3%</td><td>10%</td></tr> <tr><td>September 2020</td><td>3%</td><td>10%</td></tr> <tr><td>October 2020</td><td>4%</td><td>10%</td></tr> <tr><td>November 2020</td><td>4%</td><td>10%</td></tr> <tr><td>December 2020</td><td>4%</td><td>10%</td></tr> <tr><td>January 2021</td><td>4%</td><td>10%</td></tr> <tr><td>February 2021</td><td>4%</td><td>10%</td></tr> <tr><td>March 2021</td><td>3%</td><td>10%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	4%	10%	May 2020	4%	10%	June 2020	4%	10%	July 2020	4%	10%	August 2020	3%	10%	September 2020	3%	10%	October 2020	4%	10%	November 2020	4%	10%	December 2020	4%	10%	January 2021	4%	10%	February 2021	4%	10%	March 2021	3%	10%
Month	Value (%)	Target (%)																																												
April 2020	4%	10%																																												
May 2020	4%	10%																																												
June 2020	4%	10%																																												
July 2020	4%	10%																																												
August 2020	3%	10%																																												
September 2020	3%	10%																																												
October 2020	4%	10%																																												
November 2020	4%	10%																																												
December 2020	4%	10%																																												
January 2021	4%	10%																																												
February 2021	4%	10%																																												
March 2021	3%	10%																																												


Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	High	227	520			<p>SP 113 No. of planning enforcement cases closed (Monthly)</p>  <table border="1"> <caption>SP 113 No. of planning enforcement cases closed (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>10</td><td>44</td></tr> <tr><td>May 2020</td><td>28</td><td>44</td></tr> <tr><td>June 2020</td><td>15</td><td>44</td></tr> <tr><td>July 2020</td><td>5</td><td>44</td></tr> <tr><td>August 2020</td><td>5</td><td>44</td></tr> <tr><td>September 2020</td><td>17</td><td>44</td></tr> <tr><td>October 2020</td><td>14</td><td>44</td></tr> <tr><td>November 2020</td><td>21</td><td>44</td></tr> <tr><td>December 2020</td><td>28</td><td>44</td></tr> <tr><td>January 2021</td><td>35</td><td>44</td></tr> <tr><td>February 2021</td><td>24</td><td>44</td></tr> <tr><td>March 2021</td><td>25</td><td>44</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2020	10	44	May 2020	28	44	June 2020	15	44	July 2020	5	44	August 2020	5	44	September 2020	17	44	October 2020	14	44	November 2020	21	44	December 2020	28	44	January 2021	35	44	February 2021	24	44	March 2021	25	44
Month	Actual (Months)	Target (Months)																																												
April 2020	10	44																																												
May 2020	28	44																																												
June 2020	15	44																																												
July 2020	5	44																																												
August 2020	5	44																																												
September 2020	17	44																																												
October 2020	14	44																																												
November 2020	21	44																																												
December 2020	28	44																																												
January 2021	35	44																																												
February 2021	24	44																																												
March 2021	25	44																																												
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Low	16.25%	35%			<p>SP 117 % appeals lost (Development & Building Control) (Quarterly)</p>  <table border="1"> <caption>SP 117 % appeals lost (Development & Building Control) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>0%</td><td>35%</td></tr> <tr><td>Q2 2020/21</td><td>20%</td><td>35%</td></tr> <tr><td>Q3 2020/21</td><td>45%</td><td>35%</td></tr> <tr><td>Q4 2020/21</td><td>0%</td><td>35%</td></tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2020/21	0%	35%	Q2 2020/21	20%	35%	Q3 2020/21	45%	35%	Q4 2020/21	0%	35%																								
Quarter	Actual (Quarters)	Target (Quarters)																																												
Q1 2020/21	0%	35%																																												
Q2 2020/21	20%	35%																																												
Q3 2020/21	45%	35%																																												
Q4 2020/21	0%	35%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																														
			Value	Target	Status	Long Trend																															
Transport	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	High	100%	85%			<p>SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)</p>  <table border="1"> <caption>SP 136 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2012/13</td><td>90.67%</td><td>85%</td></tr> <tr><td>2013/14</td><td>90.34%</td><td>85%</td></tr> <tr><td>2014/15</td><td>91%</td><td>85%</td></tr> <tr><td>2015/16</td><td>90%</td><td>85%</td></tr> <tr><td>2016/17</td><td>89%</td><td>85%</td></tr> <tr><td>2017/18</td><td>88%</td><td>85%</td></tr> <tr><td>2018/19</td><td>87%</td><td>85%</td></tr> <tr><td>2019/20</td><td>89%</td><td>85%</td></tr> <tr><td>2020/21</td><td>100%</td><td>85%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2012/13	90.67%	85%	2013/14	90.34%	85%	2014/15	91%	85%	2015/16	90%	85%	2016/17	89%	85%	2017/18	88%	85%	2018/19	87%	85%	2019/20	89%	85%	2020/21	100%	85%
Year	Value (%)	Target (%)																																			
2012/13	90.67%	85%																																			
2013/14	90.34%	85%																																			
2014/15	91%	85%																																			
2015/16	90%	85%																																			
2016/17	89%	85%																																			
2017/18	88%	85%																																			
2018/19	87%	85%																																			
2019/20	89%	85%																																			
2020/21	100%	85%																																			
Transport	SP 137 % User satisfaction survey (transport passenger fleet) (Annual)	High	89%	97%			<p>SP 137 % User satisfaction survey (transport passenger fleet) (Annual)</p>  <table border="1"> <caption>SP 137 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2015/16</td><td>87.2%</td><td>97%</td></tr> <tr><td>2016/17</td><td>100%</td><td>97%</td></tr> <tr><td>2019/20</td><td>100%</td><td>97%</td></tr> <tr><td>2020/21</td><td>89%</td><td>97%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	87.2%	97%	2016/17	100%	97%	2019/20	100%	97%	2020/21	89%	97%															
Year	Value (%)	Target (%)																																			
2015/16	87.2%	97%																																			
2016/17	100%	97%																																			
2019/20	100%	97%																																			
2020/21	89%	97%																																			

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Leisure	SP 251 Income from Watersports Centre (Monthly)	High	£88,923	£385,000			<p>SP 251 Income from Watersports Centre (Monthly)</p>  <table border="1"> <caption>SP 251 Income from Watersports Centre (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>0</td><td>0</td></tr> <tr><td>May 2020</td><td>0</td><td>0</td></tr> <tr><td>June 2020</td><td>104</td><td>50,000</td></tr> <tr><td>July 2020</td><td>£30,160</td><td>125,000</td></tr> <tr><td>August 2020</td><td>£26,645</td><td>125,000</td></tr> <tr><td>September 2020</td><td>1,190</td><td>10,000</td></tr> <tr><td>October 2020</td><td>513</td><td>15,000</td></tr> <tr><td>November 2020</td><td>0</td><td>5,000</td></tr> <tr><td>December 2020</td><td>0</td><td>2,000</td></tr> <tr><td>January 2021</td><td>0</td><td>2,000</td></tr> <tr><td>February 2021</td><td>0</td><td>2,000</td></tr> <tr><td>March 2021</td><td>0</td><td>2,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2020	0	0	May 2020	0	0	June 2020	104	50,000	July 2020	£30,160	125,000	August 2020	£26,645	125,000	September 2020	1,190	10,000	October 2020	513	15,000	November 2020	0	5,000	December 2020	0	2,000	January 2021	0	2,000	February 2021	0	2,000	March 2021	0	2,000
Month	Actual (Months)	Target (Months)																																												
April 2020	0	0																																												
May 2020	0	0																																												
June 2020	104	50,000																																												
July 2020	£30,160	125,000																																												
August 2020	£26,645	125,000																																												
September 2020	1,190	10,000																																												
October 2020	513	15,000																																												
November 2020	0	5,000																																												
December 2020	0	2,000																																												
January 2021	0	2,000																																												
February 2021	0	2,000																																												
March 2021	0	2,000																																												
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	Low	19.48	8			<p>SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)</p>  <table border="1"> <caption>SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>1.39</td><td>0.75</td></tr> <tr><td>May 2020</td><td>1.25</td><td>0.75</td></tr> <tr><td>June 2020</td><td>1.55</td><td>0.75</td></tr> <tr><td>July 2020</td><td>1.04</td><td>0.75</td></tr> <tr><td>August 2020</td><td>0.82</td><td>0.75</td></tr> <tr><td>September 2020</td><td>1.1</td><td>0.75</td></tr> <tr><td>October 2020</td><td>1.25</td><td>0.75</td></tr> <tr><td>November 2020</td><td>1.25</td><td>0.75</td></tr> <tr><td>December 2020</td><td>2.29</td><td>0.75</td></tr> <tr><td>January 2021</td><td>2.44</td><td>0.75</td></tr> <tr><td>February 2021</td><td>2.44</td><td>0.75</td></tr> <tr><td>March 2021</td><td>2.61</td><td>0.75</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2020	1.39	0.75	May 2020	1.25	0.75	June 2020	1.55	0.75	July 2020	1.04	0.75	August 2020	0.82	0.75	September 2020	1.1	0.75	October 2020	1.25	0.75	November 2020	1.25	0.75	December 2020	2.29	0.75	January 2021	2.44	0.75	February 2021	2.44	0.75	March 2021	2.61	0.75
Month	Actual (Months)	Target (Months)																																												
April 2020	1.39	0.75																																												
May 2020	1.25	0.75																																												
June 2020	1.55	0.75																																												
July 2020	1.04	0.75																																												
August 2020	0.82	0.75																																												
September 2020	1.1	0.75																																												
October 2020	1.25	0.75																																												
November 2020	1.25	0.75																																												
December 2020	2.29	0.75																																												
January 2021	2.44	0.75																																												
February 2021	2.44	0.75																																												
March 2021	2.61	0.75																																												


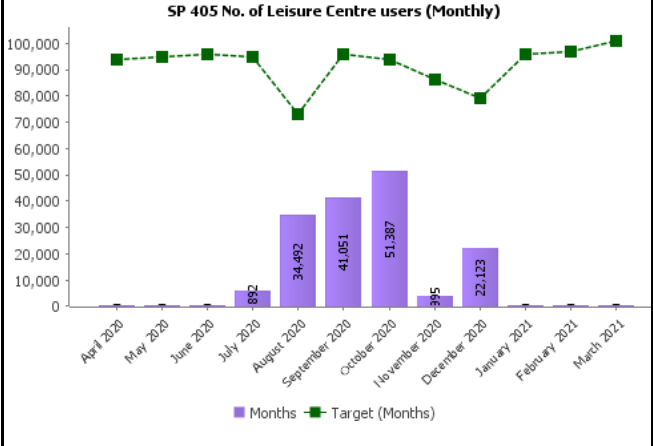
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																	
			Value	Target	Status	Long Trend																		
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	High	NMTP	72%	No Return Expected No survey run in 2020-21	<p>SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)</p> <table border="1"> <caption>SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>74%</td> <td>72%</td> </tr> <tr> <td>2013/14</td> <td>69%</td> <td>72%</td> </tr> <tr> <td>2014/15</td> <td>72%</td> <td>72%</td> </tr> <tr> <td>2016/17</td> <td>77%</td> <td>72%</td> </tr> <tr> <td>2018/19</td> <td>56%</td> <td>72%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2012/13	74%	72%	2013/14	69%	72%	2014/15	72%	72%	2016/17	77%	72%	2018/19	56%	72%
Year	Value (%)	Target (%)																						
2012/13	74%	72%																						
2013/14	69%	72%																						
2014/15	72%	72%																						
2016/17	77%	72%																						
2018/19	56%	72%																						
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	High	NMTP	57%	No Return Expected No survey run in 2020-21	<p>SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)</p> <table border="1"> <caption>SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2012/13</td> <td>57%</td> <td>57%</td> </tr> <tr> <td>2013/14</td> <td>54%</td> <td>57%</td> </tr> <tr> <td>2014/15</td> <td>54%</td> <td>57%</td> </tr> <tr> <td>2016/17</td> <td>53%</td> <td>57%</td> </tr> <tr> <td>2018/19</td> <td>44%</td> <td>57%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2012/13	57%	57%	2013/14	54%	57%	2014/15	54%	57%	2016/17	53%	57%	2018/19	44%	57%
Year	Value (%)	Target (%)																						
2012/13	57%	57%																						
2013/14	54%	57%																						
2014/15	54%	57%																						
2016/17	53%	57%																						
2018/19	44%	57%																						

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	High	100%	85%			<p>SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)</p>  <table border="1"> <caption>SP 271 Performance Data (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2013/14</td><td>70%</td><td>85%</td></tr> <tr><td>2014/15</td><td>91%</td><td>85%</td></tr> <tr><td>2015/16</td><td>84%</td><td>85%</td></tr> <tr><td>2016/17</td><td>83%</td><td>85%</td></tr> <tr><td>2017/18</td><td>84%</td><td>85%</td></tr> <tr><td>2018/19</td><td>85.08%</td><td>85%</td></tr> <tr><td>2019/20</td><td>93%</td><td>85%</td></tr> <tr><td>2020/21</td><td>100%</td><td>85%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2013/14	70%	85%	2014/15	91%	85%	2015/16	84%	85%	2016/17	83%	85%	2017/18	84%	85%	2018/19	85.08%	85%	2019/20	93%	85%	2020/21	100%	85%												
Year	Value (%)	Target (%)																																												
2013/14	70%	85%																																												
2014/15	91%	85%																																												
2015/16	84%	85%																																												
2016/17	83%	85%																																												
2017/18	84%	85%																																												
2018/19	85.08%	85%																																												
2019/20	93%	85%																																												
2020/21	100%	85%																																												
Parks and Green Spaces	SP 318 No. of outdoor events in parks (Monthly)	High	5	140			<p>SP 318 No. of outdoor events in parks (Monthly)</p>  <table border="1"> <caption>SP 318 Performance Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>8</td><td>140</td></tr> <tr><td>May 2020</td><td>12</td><td>140</td></tr> <tr><td>June 2020</td><td>30</td><td>140</td></tr> <tr><td>July 2020</td><td>40</td><td>140</td></tr> <tr><td>August 2020</td><td>30</td><td>140</td></tr> <tr><td>September 2020</td><td>5</td><td>140</td></tr> <tr><td>October 2020</td><td>10</td><td>140</td></tr> <tr><td>November 2020</td><td>3</td><td>140</td></tr> <tr><td>December 2020</td><td>3</td><td>140</td></tr> <tr><td>January 2021</td><td>1</td><td>140</td></tr> <tr><td>February 2021</td><td>1</td><td>140</td></tr> <tr><td>March 2021</td><td>4</td><td>140</td></tr> </tbody> </table>	Month	Value	Target	April 2020	8	140	May 2020	12	140	June 2020	30	140	July 2020	40	140	August 2020	30	140	September 2020	5	140	October 2020	10	140	November 2020	3	140	December 2020	3	140	January 2021	1	140	February 2021	1	140	March 2021	4	140
Month	Value	Target																																												
April 2020	8	140																																												
May 2020	12	140																																												
June 2020	30	140																																												
July 2020	40	140																																												
August 2020	30	140																																												
September 2020	5	140																																												
October 2020	10	140																																												
November 2020	3	140																																												
December 2020	3	140																																												
January 2021	1	140																																												
February 2021	1	140																																												
March 2021	4	140																																												




Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Future Merton	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	High	100%	98%			<p>SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)</p>  <table border="1"> <caption>SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>98%</td></tr> <tr><td>May 2020</td><td>100%</td><td>98%</td></tr> <tr><td>June 2020</td><td>100%</td><td>98%</td></tr> <tr><td>July 2020</td><td>100%</td><td>98%</td></tr> <tr><td>August 2020</td><td>100%</td><td>98%</td></tr> <tr><td>September 2020</td><td>100%</td><td>98%</td></tr> <tr><td>October 2020</td><td>100%</td><td>98%</td></tr> <tr><td>November 2020</td><td>100%</td><td>98%</td></tr> <tr><td>December 2020</td><td>100%</td><td>98%</td></tr> <tr><td>January 2021</td><td>100%</td><td>98%</td></tr> <tr><td>February 2021</td><td>100%</td><td>98%</td></tr> <tr><td>March 2021</td><td>100%</td><td>98%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	100%	98%	May 2020	100%	98%	June 2020	100%	98%	July 2020	100%	98%	August 2020	100%	98%	September 2020	100%	98%	October 2020	100%	98%	November 2020	100%	98%	December 2020	100%	98%	January 2021	100%	98%	February 2021	100%	98%	March 2021	100%	98%
Month	Value	Target																																												
April 2020	100%	98%																																												
May 2020	100%	98%																																												
June 2020	100%	98%																																												
July 2020	100%	98%																																												
August 2020	100%	98%																																												
September 2020	100%	98%																																												
October 2020	100%	98%																																												
November 2020	100%	98%																																												
December 2020	100%	98%																																												
January 2021	100%	98%																																												
February 2021	100%	98%																																												
March 2021	100%	98%																																												
Future Merton	SP 328 % Streetworks permitting determined (Monthly)	High	100%	98%			<p>SP 328 % Streetworks permitting determined (Monthly)</p>  <table border="1"> <caption>SP 328 % Streetworks permitting determined (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>98%</td></tr> <tr><td>May 2020</td><td>100%</td><td>98%</td></tr> <tr><td>June 2020</td><td>100%</td><td>98%</td></tr> <tr><td>July 2020</td><td>100%</td><td>98%</td></tr> <tr><td>August 2020</td><td>100%</td><td>98%</td></tr> <tr><td>September 2020</td><td>100%</td><td>98%</td></tr> <tr><td>October 2020</td><td>100%</td><td>98%</td></tr> <tr><td>November 2020</td><td>100%</td><td>98%</td></tr> <tr><td>December 2020</td><td>100%</td><td>98%</td></tr> <tr><td>January 2021</td><td>100%</td><td>98%</td></tr> <tr><td>February 2021</td><td>100%</td><td>98%</td></tr> <tr><td>March 2021</td><td>100%</td><td>98%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	100%	98%	May 2020	100%	98%	June 2020	100%	98%	July 2020	100%	98%	August 2020	100%	98%	September 2020	100%	98%	October 2020	100%	98%	November 2020	100%	98%	December 2020	100%	98%	January 2021	100%	98%	February 2021	100%	98%	March 2021	100%	98%
Month	Value	Target																																												
April 2020	100%	98%																																												
May 2020	100%	98%																																												
June 2020	100%	98%																																												
July 2020	100%	98%																																												
August 2020	100%	98%																																												
September 2020	100%	98%																																												
October 2020	100%	98%																																												
November 2020	100%	98%																																												
December 2020	100%	98%																																												
January 2021	100%	98%																																												
February 2021	100%	98%																																												
March 2021	100%	98%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	High	18,180	106,120			<p>SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)</p>  <table border="1"> <caption>SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>~100</td><td>~9,500</td></tr> <tr><td>May 2020</td><td>~100</td><td>~9,200</td></tr> <tr><td>June 2020</td><td>~100</td><td>~8,200</td></tr> <tr><td>July 2020</td><td>860</td><td>~9,500</td></tr> <tr><td>August 2020</td><td>4,353</td><td>~9,200</td></tr> <tr><td>September 2020</td><td>4,479</td><td>~8,200</td></tr> <tr><td>October 2020</td><td>5,410</td><td>~8,500</td></tr> <tr><td>November 2020</td><td>~100</td><td>~7,500</td></tr> <tr><td>December 2020</td><td>2,480</td><td>~6,800</td></tr> <tr><td>January 2021</td><td>~100</td><td>~10,200</td></tr> <tr><td>February 2021</td><td>~100</td><td>~9,800</td></tr> <tr><td>March 2021</td><td>~100</td><td>~9,500</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	~100	~9,500	May 2020	~100	~9,200	June 2020	~100	~8,200	July 2020	860	~9,500	August 2020	4,353	~9,200	September 2020	4,479	~8,200	October 2020	5,410	~8,500	November 2020	~100	~7,500	December 2020	2,480	~6,800	January 2021	~100	~10,200	February 2021	~100	~9,800	March 2021	~100	~9,500
Month	Months	Target (Months)																																												
April 2020	~100	~9,500																																												
May 2020	~100	~9,200																																												
June 2020	~100	~8,200																																												
July 2020	860	~9,500																																												
August 2020	4,353	~9,200																																												
September 2020	4,479	~8,200																																												
October 2020	5,410	~8,500																																												
November 2020	~100	~7,500																																												
December 2020	2,480	~6,800																																												
January 2021	~100	~10,200																																												
February 2021	~100	~9,800																																												
March 2021	~100	~9,500																																												
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrear)	Low	905.02	910			<p>SP 354 Total waste arising per households (KGs) (Monthly in arrear)</p>  <table border="1"> <caption>SP 354 Total waste arising per households (KGs) (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>71.04</td><td>~75</td></tr> <tr><td>May 2020</td><td>72.39</td><td>~75</td></tr> <tr><td>June 2020</td><td>78.01</td><td>~75</td></tr> <tr><td>July 2020</td><td>82.7</td><td>~75</td></tr> <tr><td>August 2020</td><td>70.98</td><td>~75</td></tr> <tr><td>September 2020</td><td>77.76</td><td>~75</td></tr> <tr><td>October 2020</td><td>76.62</td><td>~75</td></tr> <tr><td>November 2020</td><td>76.68</td><td>~75</td></tr> <tr><td>December 2020</td><td>74.64</td><td>~75</td></tr> <tr><td>January 2021</td><td>78.54</td><td>~75</td></tr> <tr><td>February 2021</td><td>66.49</td><td>~75</td></tr> <tr><td>March 2021</td><td>78.17</td><td>~75</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	71.04	~75	May 2020	72.39	~75	June 2020	78.01	~75	July 2020	82.7	~75	August 2020	70.98	~75	September 2020	77.76	~75	October 2020	76.62	~75	November 2020	76.68	~75	December 2020	74.64	~75	January 2021	78.54	~75	February 2021	66.49	~75	March 2021	78.17	~75
Month	Months	Target (Months)																																												
April 2020	71.04	~75																																												
May 2020	72.39	~75																																												
June 2020	78.01	~75																																												
July 2020	82.7	~75																																												
August 2020	70.98	~75																																												
September 2020	77.76	~75																																												
October 2020	76.62	~75																																												
November 2020	76.68	~75																																												
December 2020	74.64	~75																																												
January 2021	78.54	~75																																												
February 2021	66.49	~75																																												
March 2021	78.17	~75																																												



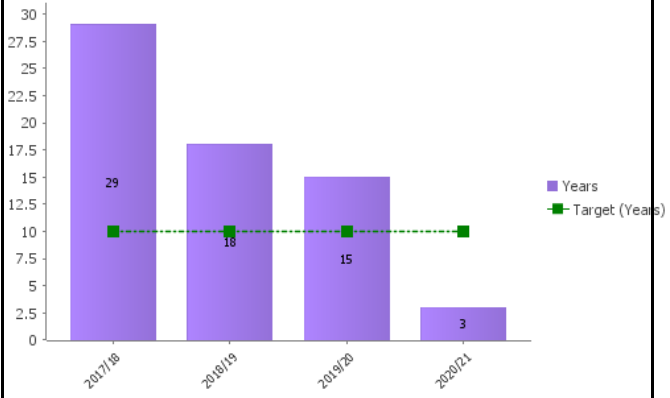


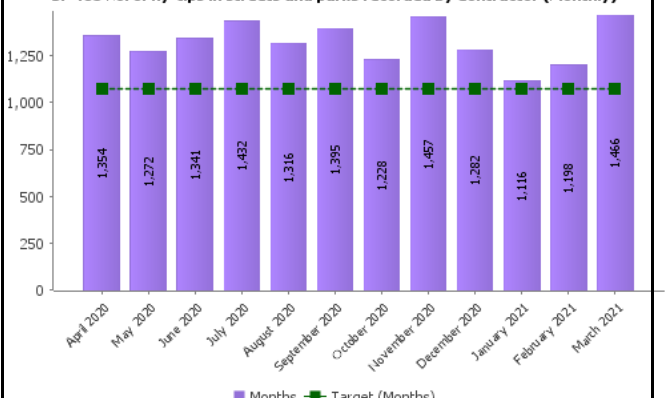
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	Low	652	500			<p>SP 380 No. of backlog planning enforcement cases (Monthly)</p>  <table border="1"> <caption>SP 380 No. of backlog planning enforcement cases (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>481</td><td>500</td></tr> <tr><td>May 2020</td><td>488</td><td>500</td></tr> <tr><td>June 2020</td><td>512</td><td>500</td></tr> <tr><td>July 2020</td><td>541</td><td>500</td></tr> <tr><td>August 2020</td><td>687</td><td>500</td></tr> <tr><td>September 2020</td><td>566</td><td>500</td></tr> <tr><td>October 2020</td><td>606</td><td>500</td></tr> <tr><td>November 2020</td><td>620</td><td>500</td></tr> <tr><td>December 2020</td><td>639</td><td>500</td></tr> <tr><td>January 2021</td><td>592</td><td>500</td></tr> <tr><td>February 2021</td><td>612</td><td>500</td></tr> <tr><td>March 2021</td><td>652</td><td>500</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	481	500	May 2020	488	500	June 2020	512	500	July 2020	541	500	August 2020	687	500	September 2020	566	500	October 2020	606	500	November 2020	620	500	December 2020	639	500	January 2021	592	500	February 2021	612	500	March 2021	652	500
Month	Months	Target (Months)																																												
April 2020	481	500																																												
May 2020	488	500																																												
June 2020	512	500																																												
July 2020	541	500																																												
August 2020	687	500																																												
September 2020	566	500																																												
October 2020	606	500																																												
November 2020	620	500																																												
December 2020	639	500																																												
January 2021	592	500																																												
February 2021	612	500																																												
March 2021	652	500																																												
Property	SP 386 Property asset valuations (Annual)	High	325	150			<p>SP 386 Property asset valuations (Annual)</p>  <table border="1"> <caption>SP 386 Property asset valuations (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2014/15</td><td>241</td><td>150</td></tr> <tr><td>2015/16</td><td>97</td><td>150</td></tr> <tr><td>2016/17</td><td>167</td><td>150</td></tr> <tr><td>2017/18</td><td>300</td><td>150</td></tr> <tr><td>2018/19</td><td>266</td><td>150</td></tr> <tr><td>2019/20</td><td>205</td><td>150</td></tr> <tr><td>2020/21</td><td>325</td><td>150</td></tr> </tbody> </table>	Year	Years	Target (Years)	2014/15	241	150	2015/16	97	150	2016/17	167	150	2017/18	300	150	2018/19	266	150	2019/20	205	150	2020/21	325	150															
Year	Years	Target (Years)																																												
2014/15	241	150																																												
2015/16	97	150																																												
2016/17	167	150																																												
2017/18	300	150																																												
2018/19	266	150																																												
2019/20	205	150																																												
2020/21	325	150																																												



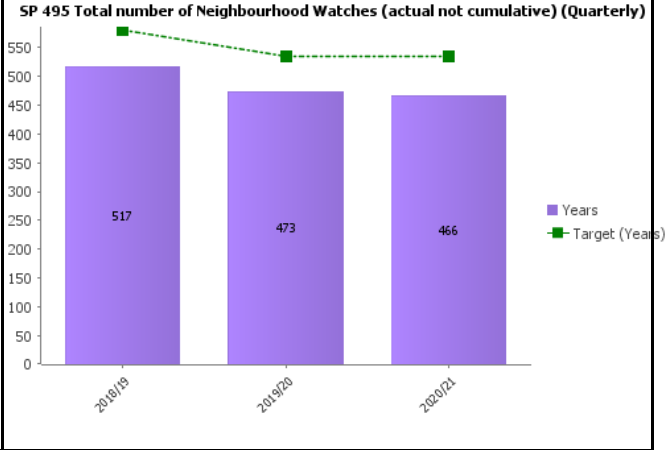


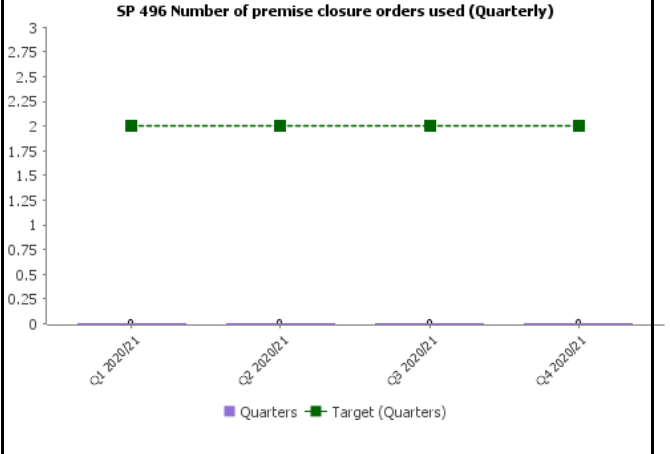
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Future Merton	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Low	1.17	3			<p>SP 391 Average number of days taken to repair an out of light street light (Quarterly)</p>  <table border="1"> <caption>SP 391 Average number of days taken to repair an out of light street light (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1.14</td> <td>3.0</td> </tr> <tr> <td>Q2 2020/21</td> <td>0.95</td> <td>3.0</td> </tr> <tr> <td>Q3 2020/21</td> <td>1.34</td> <td>3.0</td> </tr> <tr> <td>Q4 2020/21</td> <td>1.25</td> <td>3.0</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2020/21	1.14	3.0	Q2 2020/21	0.95	3.0	Q3 2020/21	1.34	3.0	Q4 2020/21	1.25	3.0																								
Quarter	Value	Target (Quarters)																																												
Q1 2020/21	1.14	3.0																																												
Q2 2020/21	0.95	3.0																																												
Q3 2020/21	1.34	3.0																																												
Q4 2020/21	1.25	3.0																																												
Leisure	SP 405 No. of Leisure Centre users (Monthly)	High	158,940	1,102,026			<p>SP 405 No. of Leisure Centre users (Monthly)</p>  <table border="1"> <caption>SP 405 No. of Leisure Centre users (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>0</td> <td>~95,000</td> </tr> <tr> <td>May 2020</td> <td>0</td> <td>~95,000</td> </tr> <tr> <td>June 2020</td> <td>0</td> <td>~95,000</td> </tr> <tr> <td>July 2020</td> <td>882</td> <td>~95,000</td> </tr> <tr> <td>August 2020</td> <td>34,482</td> <td>~75,000</td> </tr> <tr> <td>September 2020</td> <td>41,051</td> <td>~95,000</td> </tr> <tr> <td>October 2020</td> <td>51,387</td> <td>~95,000</td> </tr> <tr> <td>November 2020</td> <td>995</td> <td>~85,000</td> </tr> <tr> <td>December 2020</td> <td>22,123</td> <td>~80,000</td> </tr> <tr> <td>January 2021</td> <td>0</td> <td>~95,000</td> </tr> <tr> <td>February 2021</td> <td>0</td> <td>~95,000</td> </tr> <tr> <td>March 2021</td> <td>0</td> <td>~100,000</td> </tr> </tbody> </table>	Month	Value	Target (Months)	April 2020	0	~95,000	May 2020	0	~95,000	June 2020	0	~95,000	July 2020	882	~95,000	August 2020	34,482	~75,000	September 2020	41,051	~95,000	October 2020	51,387	~95,000	November 2020	995	~85,000	December 2020	22,123	~80,000	January 2021	0	~95,000	February 2021	0	~95,000	March 2021	0	~100,000
Month	Value	Target (Months)																																												
April 2020	0	~95,000																																												
May 2020	0	~95,000																																												
June 2020	0	~95,000																																												
July 2020	882	~95,000																																												
August 2020	34,482	~75,000																																												
September 2020	41,051	~95,000																																												
October 2020	51,387	~95,000																																												
November 2020	995	~85,000																																												
December 2020	22,123	~80,000																																												
January 2021	0	~95,000																																												
February 2021	0	~95,000																																												
March 2021	0	~100,000																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Leisure	SP 406 No. of Polka Theatre users (cumulative) (Quarterly)	High	8,124	69,470			<p>SP 406 No. of Polka Theatre users (cumulative) (Quarterly)</p>  <table border="1"> <caption>SP 406 No. of Polka Theatre users (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1,450</td> </tr> <tr> <td>Q2 2020/21</td> <td>882</td> </tr> <tr> <td>Q3 2020/21</td> <td>3,183</td> </tr> <tr> <td>Q4 2020/21</td> <td>2,609</td> </tr> </tbody> </table>	Quarter	Value	Q1 2020/21	1,450	Q2 2020/21	882	Q3 2020/21	3,183	Q4 2020/21	2,609																													
Quarter	Value																																													
Q1 2020/21	1,450																																													
Q2 2020/21	882																																													
Q3 2020/21	3,183																																													
Q4 2020/21	2,609																																													
Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly)	High	70%	70%			<p>SP 407 % FPN's issued that have been paid (Monthly)</p>  <table border="1"> <caption>SP 407 % FPN's issued that have been paid (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>70%</td><td>70%</td></tr> <tr><td>May 2020</td><td>70%</td><td>70%</td></tr> <tr><td>June 2020</td><td>70%</td><td>70%</td></tr> <tr><td>July 2020</td><td>70%</td><td>70%</td></tr> <tr><td>August 2020</td><td>70%</td><td>70%</td></tr> <tr><td>September 2020</td><td>70%</td><td>70%</td></tr> <tr><td>October 2020</td><td>70%</td><td>70%</td></tr> <tr><td>November 2020</td><td>70%</td><td>70%</td></tr> <tr><td>December 2020</td><td>70%</td><td>70%</td></tr> <tr><td>January 2021</td><td>70%</td><td>70%</td></tr> <tr><td>February 2021</td><td>70%</td><td>70%</td></tr> <tr><td>March 2021</td><td>70%</td><td>70%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	70%	70%	May 2020	70%	70%	June 2020	70%	70%	July 2020	70%	70%	August 2020	70%	70%	September 2020	70%	70%	October 2020	70%	70%	November 2020	70%	70%	December 2020	70%	70%	January 2021	70%	70%	February 2021	70%	70%	March 2021	70%	70%
Month	Value	Target																																												
April 2020	70%	70%																																												
May 2020	70%	70%																																												
June 2020	70%	70%																																												
July 2020	70%	70%																																												
August 2020	70%	70%																																												
September 2020	70%	70%																																												
October 2020	70%	70%																																												
November 2020	70%	70%																																												
December 2020	70%	70%																																												
January 2021	70%	70%																																												
February 2021	70%	70%																																												
March 2021	70%	70%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Safer Merton	SP 417 % Public Realm CCTV cameras working at all times (Monthly)	High	97.58%	98%			<p>SP 417 % Public Realm CCTV cameras working at all times (Monthly)</p> <table border="1"> <caption>SP 417 % Public Realm CCTV cameras working at all times (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>97.96%</td></tr> <tr><td>May 2020</td><td>97.46%</td></tr> <tr><td>June 2020</td><td>97.16%</td></tr> <tr><td>July 2020</td><td>97.57%</td></tr> <tr><td>August 2020</td><td>97.31%</td></tr> <tr><td>September 2020</td><td>97.28%</td></tr> <tr><td>October 2020</td><td>97.28%</td></tr> <tr><td>November 2020</td><td>97.44%</td></tr> <tr><td>December 2020</td><td>97.61%</td></tr> <tr><td>January 2021</td><td>97.68%</td></tr> <tr><td>February 2021</td><td>98.11%</td></tr> <tr><td>March 2021</td><td>98.11%</td></tr> </tbody> </table>	Month	Value (%)	April 2020	97.96%	May 2020	97.46%	June 2020	97.16%	July 2020	97.57%	August 2020	97.31%	September 2020	97.28%	October 2020	97.28%	November 2020	97.44%	December 2020	97.61%	January 2021	97.68%	February 2021	98.11%	March 2021	98.11%
Month	Value (%)																																
April 2020	97.96%																																
May 2020	97.46%																																
June 2020	97.16%																																
July 2020	97.57%																																
August 2020	97.31%																																
September 2020	97.28%																																
October 2020	97.28%																																
November 2020	97.44%																																
December 2020	97.61%																																
January 2021	97.68%																																
February 2021	98.11%																																
March 2021	98.11%																																
Safer Merton	SP 449 / MP 083 Number of Community Protection Warnings issued (Quarterly)	Low	0	24			<p>SP 449 / MP 083 Number of Community Protection Warnings issued (Quarterly)</p> <table border="1"> <caption>SP 449 / MP 083 Number of Community Protection Warnings issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>0</td></tr> <tr><td>Q2 2020/21</td><td>0</td></tr> <tr><td>Q3 2020/21</td><td>0</td></tr> <tr><td>Q4 2020/21</td><td>0</td></tr> </tbody> </table>	Quarter	Value	Q1 2020/21	0	Q2 2020/21	0	Q3 2020/21	0	Q4 2020/21	0																
Quarter	Value																																
Q1 2020/21	0																																
Q2 2020/21	0																																
Q3 2020/21	0																																
Q4 2020/21	0																																

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Safer Merton	SP 450 / MP 084 Number of Community Protection Notices issued (Quarterly)	Low	3	3			<p>SP 450 / MP 084 Number of Community Protection Notices issued (Quarterly)</p>  <table border="1"> <caption>SP 450 / MP 084 Number of Community Protection Notices issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>3</td> <td>1</td> </tr> <tr> <td>Q2 2020/21</td> <td>0</td> <td>1</td> </tr> <tr> <td>Q3 2020/21</td> <td>0</td> <td>1</td> </tr> <tr> <td>Q4 2020/21</td> <td>0</td> <td>1</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2020/21	3	1	Q2 2020/21	0	1	Q3 2020/21	0	1	Q4 2020/21	0	1																								
Quarter	Value	Target (Quarters)																																												
Q1 2020/21	3	1																																												
Q2 2020/21	0	1																																												
Q3 2020/21	0	1																																												
Q4 2020/21	0	1																																												
Transport	SP 456 Days lost to sickness absence - Transport (cumulative) (Monthly)	Low	26.85	9.5			<p>SP 456 Days lost to sickness absence - Transport (cumulative) (Monthly)</p>  <table border="1"> <caption>SP 456 Days lost to sickness absence - Transport (cumulative) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>2.35</td><td>0.5</td></tr> <tr><td>May 2020</td><td>2.14</td><td>0.5</td></tr> <tr><td>June 2020</td><td>2.22</td><td>0.5</td></tr> <tr><td>July 2020</td><td>1.33</td><td>0.5</td></tr> <tr><td>August 2020</td><td>1.08</td><td>0.5</td></tr> <tr><td>September 2020</td><td>2.23</td><td>0.5</td></tr> <tr><td>October 2020</td><td>3.2</td><td>0.5</td></tr> <tr><td>November 2020</td><td>2.15</td><td>0.5</td></tr> <tr><td>December 2020</td><td>2.82</td><td>0.5</td></tr> <tr><td>January 2021</td><td>3.63</td><td>0.5</td></tr> <tr><td>February 2021</td><td>2.34</td><td>0.5</td></tr> <tr><td>March 2021</td><td>1.1</td><td>0.5</td></tr> </tbody> </table>	Month	Value	Target (Months)	April 2020	2.35	0.5	May 2020	2.14	0.5	June 2020	2.22	0.5	July 2020	1.33	0.5	August 2020	1.08	0.5	September 2020	2.23	0.5	October 2020	3.2	0.5	November 2020	2.15	0.5	December 2020	2.82	0.5	January 2021	3.63	0.5	February 2021	2.34	0.5	March 2021	1.1	0.5
Month	Value	Target (Months)																																												
April 2020	2.35	0.5																																												
May 2020	2.14	0.5																																												
June 2020	2.22	0.5																																												
July 2020	1.33	0.5																																												
August 2020	1.08	0.5																																												
September 2020	2.23	0.5																																												
October 2020	3.2	0.5																																												
November 2020	2.15	0.5																																												
December 2020	2.82	0.5																																												
January 2021	3.63	0.5																																												
February 2021	2.34	0.5																																												
March 2021	1.1	0.5																																												






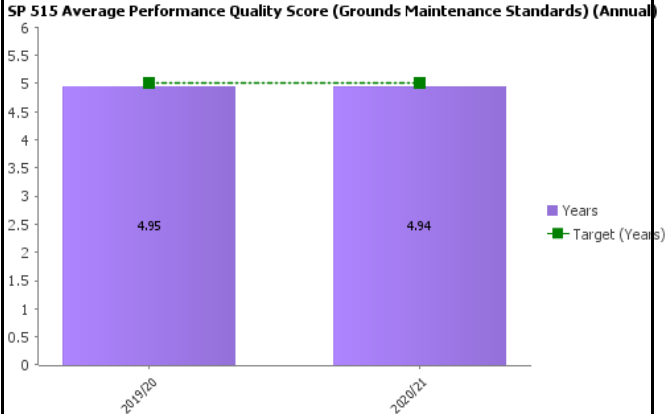
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Future Merton	SP 476 Number of business premises improved (Annual)	High	3	10			<p>SP 476 Number of business premises improved (Annual)</p>  <table border="1"> <caption>SP 476 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>29</td> <td>10</td> </tr> <tr> <td>2018/19</td> <td>18</td> <td>10</td> </tr> <tr> <td>2019/20</td> <td>15</td> <td>10</td> </tr> <tr> <td>2020/21</td> <td>3</td> <td>10</td> </tr> </tbody> </table>	Year	Actual Value	Target Value	2017/18	29	10	2018/19	18	10	2019/20	15	10	2020/21	3	10																								
Year	Actual Value	Target Value																																												
2017/18	29	10																																												
2018/19	18	10																																												
2019/20	15	10																																												
2020/21	3	10																																												
Waste Management & Cleansing	SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	15,857	12,900			<p>SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</p>  <table border="1"> <caption>SP 485 Performance Data</caption> <thead> <tr> <th>Month</th> <th>Actual Value</th> <th>Target Value</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>1,354</td> <td>1,080</td> </tr> <tr> <td>May 2020</td> <td>1,272</td> <td>1,080</td> </tr> <tr> <td>June 2020</td> <td>1,341</td> <td>1,080</td> </tr> <tr> <td>July 2020</td> <td>1,432</td> <td>1,080</td> </tr> <tr> <td>August 2020</td> <td>1,316</td> <td>1,080</td> </tr> <tr> <td>September 2020</td> <td>1,395</td> <td>1,080</td> </tr> <tr> <td>October 2020</td> <td>1,228</td> <td>1,080</td> </tr> <tr> <td>November 2020</td> <td>1,457</td> <td>1,080</td> </tr> <tr> <td>December 2020</td> <td>1,282</td> <td>1,080</td> </tr> <tr> <td>January 2021</td> <td>1,116</td> <td>1,080</td> </tr> <tr> <td>February 2021</td> <td>1,198</td> <td>1,080</td> </tr> <tr> <td>March 2021</td> <td>1,466</td> <td>1,080</td> </tr> </tbody> </table>	Month	Actual Value	Target Value	April 2020	1,354	1,080	May 2020	1,272	1,080	June 2020	1,341	1,080	July 2020	1,432	1,080	August 2020	1,316	1,080	September 2020	1,395	1,080	October 2020	1,228	1,080	November 2020	1,457	1,080	December 2020	1,282	1,080	January 2021	1,116	1,080	February 2021	1,198	1,080	March 2021	1,466	1,080
Month	Actual Value	Target Value																																												
April 2020	1,354	1,080																																												
May 2020	1,272	1,080																																												
June 2020	1,341	1,080																																												
July 2020	1,432	1,080																																												
August 2020	1,316	1,080																																												
September 2020	1,395	1,080																																												
October 2020	1,228	1,080																																												
November 2020	1,457	1,080																																												
December 2020	1,282	1,080																																												
January 2021	1,116	1,080																																												
February 2021	1,198	1,080																																												
March 2021	1,466	1,080																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Safer Merton	SP 495 Total number of Neighbourhood Watches (actual not cumulative) (Quarterly)	High	466	535			<p>SP 495 Total number of Neighbourhood Watches (actual not cumulative) (Quarterly)</p>  <table border="1"> <caption>SP 495 Total number of Neighbourhood Watches (actual not cumulative) (Quarterly)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2019/19</td> <td>517</td> <td>535</td> </tr> <tr> <td>2019/20</td> <td>473</td> <td>535</td> </tr> <tr> <td>2020/21</td> <td>466</td> <td>535</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2019/19	517	535	2019/20	473	535	2020/21	466	535			
Year	Actual (Years)	Target (Years)																				
2019/19	517	535																				
2019/20	473	535																				
2020/21	466	535																				
Safer Merton	SP 496 Number of premise closure orders used (Quarterly)	Low	0	8			<p>SP 496 Number of premise closure orders used (Quarterly)</p>  <table border="1"> <caption>SP 496 Number of premise closure orders used (Quarterly)</caption> <thead> <tr> <th>Quarters</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q2 2020/21</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q3 2020/21</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q4 2020/21</td> <td>0</td> <td>2</td> </tr> </tbody> </table>	Quarters	Actual (Quarters)	Target (Quarters)	Q1 2020/21	0	2	Q2 2020/21	0	2	Q3 2020/21	0	2	Q4 2020/21	0	2
Quarters	Actual (Quarters)	Target (Quarters)																				
Q1 2020/21	0	2																				
Q2 2020/21	0	2																				
Q3 2020/21	0	2																				
Q4 2020/21	0	2																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Future Mertons	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	High	83.63%	75%	✓	↑	<p>SP 508 Footway condition - (% not defective, unclassified road) (Annual)</p> <table border="1"> <caption>SP 508 Footway condition - (% not defective, unclassified road) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>83.6%</td> <td>75%</td> </tr> <tr> <td>2020/21</td> <td>83.63%</td> <td>75%</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	83.6%	75%	2020/21	83.63%	75%																														
Year	Value	Target																																												
2019/20	83.6%	75%																																												
2020/21	83.63%	75%																																												
Parking	SP 509 % of Permits applied/processed online (Monthly)	High	97%	55%	✓	↑	<p>SP 509 % of Permits applied/processed online (Monthly)</p> <table border="1"> <caption>SP 509 % of Permits applied/processed online (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>95%</td><td>55%</td></tr> <tr><td>May 2020</td><td>98%</td><td>55%</td></tr> <tr><td>June 2020</td><td>96%</td><td>55%</td></tr> <tr><td>July 2020</td><td>97%</td><td>55%</td></tr> <tr><td>August 2020</td><td>97%</td><td>55%</td></tr> <tr><td>September 2020</td><td>97%</td><td>55%</td></tr> <tr><td>October 2020</td><td>98%</td><td>55%</td></tr> <tr><td>November 2020</td><td>98%</td><td>55%</td></tr> <tr><td>December 2020</td><td>97%</td><td>55%</td></tr> <tr><td>January 2021</td><td>98%</td><td>55%</td></tr> <tr><td>February 2021</td><td>97%</td><td>55%</td></tr> <tr><td>March 2021</td><td>96%</td><td>55%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	95%	55%	May 2020	98%	55%	June 2020	96%	55%	July 2020	97%	55%	August 2020	97%	55%	September 2020	97%	55%	October 2020	98%	55%	November 2020	98%	55%	December 2020	97%	55%	January 2021	98%	55%	February 2021	97%	55%	March 2021	96%	55%
Month	Value	Target																																												
April 2020	95%	55%																																												
May 2020	98%	55%																																												
June 2020	96%	55%																																												
July 2020	97%	55%																																												
August 2020	97%	55%																																												
September 2020	97%	55%																																												
October 2020	98%	55%																																												
November 2020	98%	55%																																												
December 2020	97%	55%																																												
January 2021	98%	55%																																												
February 2021	97%	55%																																												
March 2021	96%	55%																																												



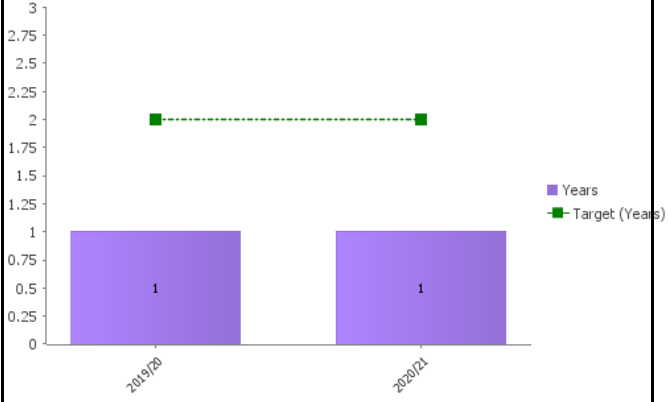


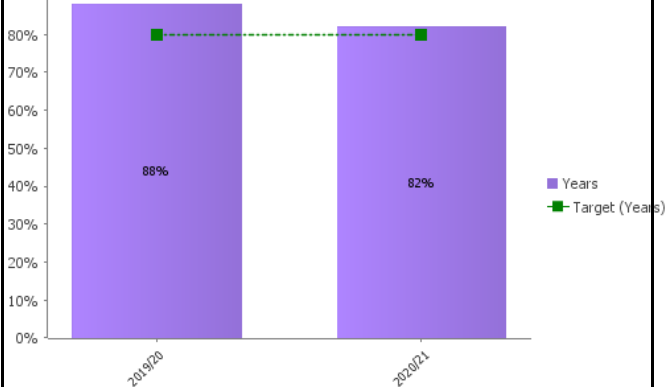
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Parking	SP 510 % of PCN Appeals received online (Monthly)	High	82.33%	55%			<p>SP 510 % of PCN Appeals received online (Monthly)</p> <table border="1"> <caption>SP 510 % of PCN Appeals received online (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>74%</td><td>55%</td></tr> <tr><td>May 2020</td><td>79%</td><td>55%</td></tr> <tr><td>June 2020</td><td>80%</td><td>55%</td></tr> <tr><td>July 2020</td><td>84%</td><td>55%</td></tr> <tr><td>August 2020</td><td>85%</td><td>55%</td></tr> <tr><td>September 2020</td><td>86%</td><td>55%</td></tr> <tr><td>October 2020</td><td>86%</td><td>55%</td></tr> <tr><td>November 2020</td><td>84%</td><td>55%</td></tr> <tr><td>December 2020</td><td>87%</td><td>55%</td></tr> <tr><td>January 2021</td><td>81%</td><td>55%</td></tr> <tr><td>February 2021</td><td>81%</td><td>55%</td></tr> <tr><td>March 2021</td><td>81%</td><td>55%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	74%	55%	May 2020	79%	55%	June 2020	80%	55%	July 2020	84%	55%	August 2020	85%	55%	September 2020	86%	55%	October 2020	86%	55%	November 2020	84%	55%	December 2020	87%	55%	January 2021	81%	55%	February 2021	81%	55%	March 2021	81%	55%
Month	Actual (%)	Target (%)																																												
April 2020	74%	55%																																												
May 2020	79%	55%																																												
June 2020	80%	55%																																												
July 2020	84%	55%																																												
August 2020	85%	55%																																												
September 2020	86%	55%																																												
October 2020	86%	55%																																												
November 2020	84%	55%																																												
December 2020	87%	55%																																												
January 2021	81%	55%																																												
February 2021	81%	55%																																												
March 2021	81%	55%																																												
Parking	SP 511 Blue Badge Inspections - cumulative (Monthly)	High	0	100			<p>SP 511 Blue Badge Inspections - cumulative (Monthly)</p> <table border="1"> <caption>SP 511 Blue Badge Inspections - cumulative (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Cumulative)</th> <th>Target (Cumulative)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>0</td><td>100</td></tr> <tr><td>May 2020</td><td>10</td><td>100</td></tr> <tr><td>June 2020</td><td>20</td><td>100</td></tr> <tr><td>July 2020</td><td>30</td><td>100</td></tr> <tr><td>August 2020</td><td>40</td><td>100</td></tr> <tr><td>September 2020</td><td>50</td><td>100</td></tr> <tr><td>October 2020</td><td>60</td><td>100</td></tr> <tr><td>November 2020</td><td>70</td><td>100</td></tr> <tr><td>December 2020</td><td>80</td><td>100</td></tr> <tr><td>January 2021</td><td>90</td><td>100</td></tr> <tr><td>February 2021</td><td>95</td><td>100</td></tr> <tr><td>March 2021</td><td>100</td><td>100</td></tr> </tbody> </table>	Month	Actual (Cumulative)	Target (Cumulative)	April 2020	0	100	May 2020	10	100	June 2020	20	100	July 2020	30	100	August 2020	40	100	September 2020	50	100	October 2020	60	100	November 2020	70	100	December 2020	80	100	January 2021	90	100	February 2021	95	100	March 2021	100	100
Month	Actual (Cumulative)	Target (Cumulative)																																												
April 2020	0	100																																												
May 2020	10	100																																												
June 2020	20	100																																												
July 2020	30	100																																												
August 2020	40	100																																												
September 2020	50	100																																												
October 2020	60	100																																												
November 2020	70	100																																												
December 2020	80	100																																												
January 2021	90	100																																												
February 2021	95	100																																												
March 2021	100	100																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	High	72.42%	60%			<p>SP 512 Total cashless usage against cash payments at machines (Monthly)</p> <table border="1"> <caption>SP 512 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Usage (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>86%</td><td>60%</td></tr> <tr><td>May 2020</td><td>65%</td><td>60%</td></tr> <tr><td>June 2020</td><td>68%</td><td>60%</td></tr> <tr><td>July 2020</td><td>68%</td><td>60%</td></tr> <tr><td>August 2020</td><td>69%</td><td>60%</td></tr> <tr><td>September 2020</td><td>71%</td><td>60%</td></tr> <tr><td>October 2020</td><td>72%</td><td>60%</td></tr> <tr><td>November 2020</td><td>74%</td><td>60%</td></tr> <tr><td>December 2020</td><td>72%</td><td>60%</td></tr> <tr><td>January 2021</td><td>74%</td><td>60%</td></tr> <tr><td>February 2021</td><td>75%</td><td>60%</td></tr> <tr><td>March 2021</td><td>75%</td><td>60%</td></tr> </tbody> </table>	Month	Usage (%)	Target (%)	April 2020	86%	60%	May 2020	65%	60%	June 2020	68%	60%	July 2020	68%	60%	August 2020	69%	60%	September 2020	71%	60%	October 2020	72%	60%	November 2020	74%	60%	December 2020	72%	60%	January 2021	74%	60%	February 2021	75%	60%	March 2021	75%	60%
Month	Usage (%)	Target (%)																																												
April 2020	86%	60%																																												
May 2020	65%	60%																																												
June 2020	68%	60%																																												
July 2020	68%	60%																																												
August 2020	69%	60%																																												
September 2020	71%	60%																																												
October 2020	72%	60%																																												
November 2020	74%	60%																																												
December 2020	72%	60%																																												
January 2021	74%	60%																																												
February 2021	75%	60%																																												
March 2021	75%	60%																																												
Parking	SP 513 Percentage of cases 'heard' and won at ETA (Quarterly)	High	78.5%	73%			<p>SP 513 Percentage of cases 'heard' and won at ETA (Quarterly)</p> <table border="1"> <caption>SP 513 Quarterly Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>73%</td><td>73%</td></tr> <tr><td>Q2 2020/21</td><td>80%</td><td>73%</td></tr> <tr><td>Q3 2020/21</td><td>77%</td><td>73%</td></tr> <tr><td>Q4 2020/21</td><td>84%</td><td>73%</td></tr> </tbody> </table>	Quarter	Percentage (%)	Target (%)	Q1 2020/21	73%	73%	Q2 2020/21	80%	73%	Q3 2020/21	77%	73%	Q4 2020/21	84%	73%																								
Quarter	Percentage (%)	Target (%)																																												
Q1 2020/21	73%	73%																																												
Q2 2020/21	80%	73%																																												
Q3 2020/21	77%	73%																																												
Q4 2020/21	84%	73%																																												


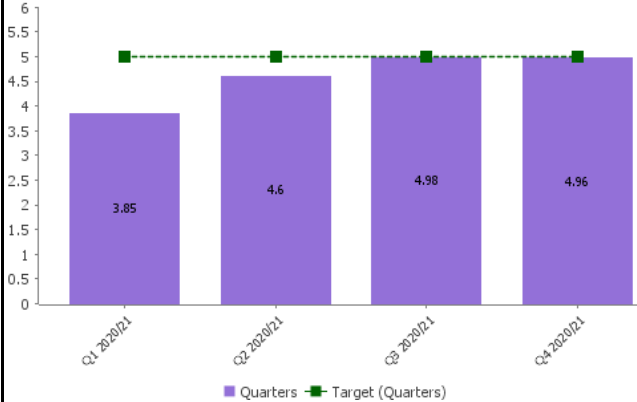

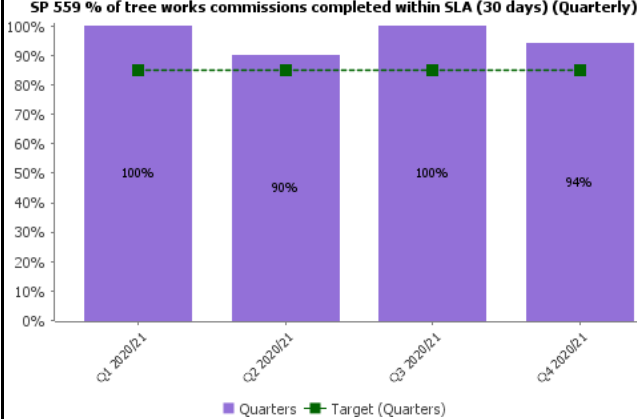
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Parks and Green Spaces	SP 514 Income from outdoor events in parks (Annual)	High	£211,192.00	£540,000.00			<p>SP 514 Income from outdoor events in parks (Annual)</p>  <table border="1"> <caption>SP 514 Income from outdoor events in parks (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>£546,647.00</td> <td>£540,000.00</td> </tr> <tr> <td>2020/21</td> <td>£211,192.00</td> <td>£540,000.00</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	£546,647.00	£540,000.00	2020/21	£211,192.00	£540,000.00
Year	Value	Target														
2019/20	£546,647.00	£540,000.00														
2020/21	£211,192.00	£540,000.00														
Parks and Green Spaces	SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	High	4.94	5			<p>SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)</p>  <table border="1"> <caption>SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>4.95</td> <td>5.0</td> </tr> <tr> <td>2020/21</td> <td>4.94</td> <td>5.0</td> </tr> </tbody> </table>	Year	Value	Target	2019/20	4.95	5.0	2020/21	4.94	5.0
Year	Value	Target														
2019/20	4.95	5.0														
2020/21	4.94	5.0														


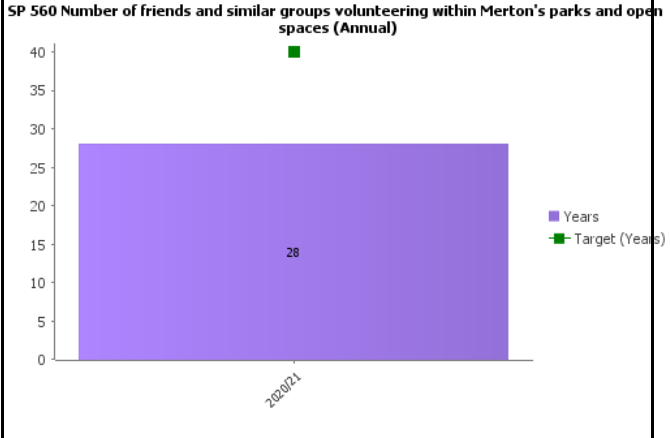


Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Parks and Green Spaces	SP 517 Number of street trees planted (Annual)	High	328	235	✓	↑	<p>SP 517 Number of street trees planted (Annual)</p> <table border="1"> <caption>SP 517 Number of street trees planted (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>222</td> <td>235</td> </tr> <tr> <td>2020/21</td> <td>328</td> <td>235</td> </tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2019/20	222	235	2020/21	328	235						
Year	Actual (Years)	Target (Years)																				
2019/20	222	235																				
2020/21	328	235																				
Property	SP 518 Number of completed Rent Reviews (Quarterly)	High	6	35	⊘	↓	<p>SP 518 Number of completed Rent Reviews (Quarterly)</p> <table border="1"> <caption>SP 518 Number of completed Rent Reviews (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q2 2020/21</td> <td>0</td> <td>6</td> </tr> <tr> <td>Q3 2020/21</td> <td>6</td> <td>8</td> </tr> <tr> <td>Q4 2020/21</td> <td>0</td> <td>19</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2020/21	0	2	Q2 2020/21	0	6	Q3 2020/21	6	8	Q4 2020/21	0	19
Quarter	Actual (Quarters)	Target (Quarters)																				
Q1 2020/21	0	2																				
Q2 2020/21	0	6																				
Q3 2020/21	6	8																				
Q4 2020/21	0	19																				


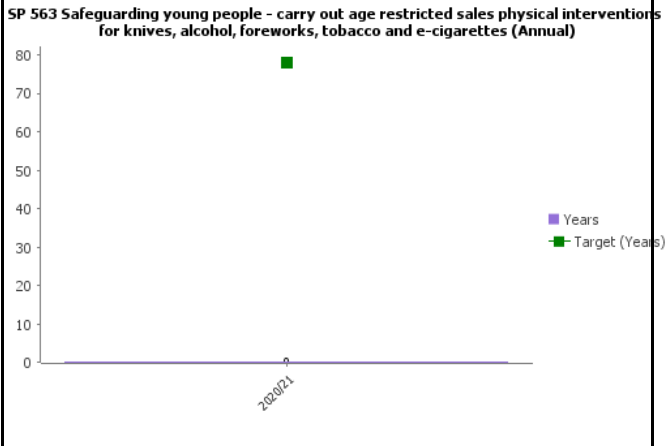

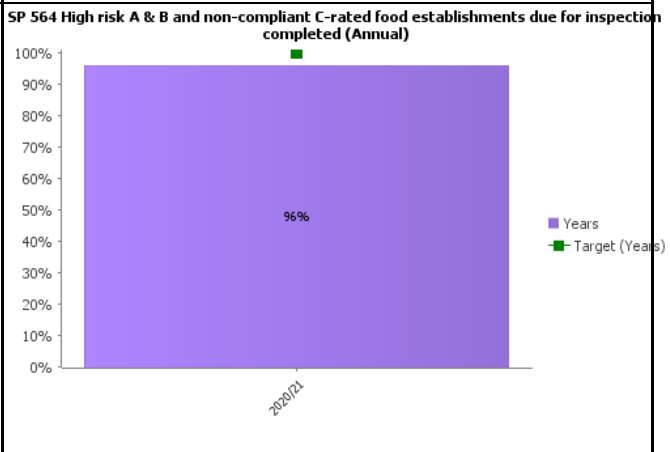
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Regulatory Services	SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)	High	100%	85%			<p>SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)</p> <table border="1"> <caption>SP 521 Compliance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>80%</td> <td>85%</td> </tr> <tr> <td>2020/21</td> <td>100%</td> <td>85%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2019/20	80%	85%	2020/21	100%	85%																														
Year	Value (%)	Target (%)																																												
2019/20	80%	85%																																												
2020/21	100%	85%																																												
Safer Merton	SP 523 % of repeat MARAC cases (domestic abuse) by volume (Monthly)	Target range	38.58%	30-40%	 SHOULD SHOW GREEN		<p>SP 523 % of repeat MARAC cases (domestic abuse) by volume TARGET RANGE 30 - 40% (Monthly)</p> <table border="1"> <caption>SP 523 Monthly Compliance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target Range (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>40%</td><td>30-40%</td></tr> <tr><td>May 2020</td><td>39%</td><td>30-40%</td></tr> <tr><td>June 2020</td><td>38%</td><td>30-40%</td></tr> <tr><td>July 2020</td><td>38%</td><td>30-40%</td></tr> <tr><td>August 2020</td><td>37%</td><td>30-40%</td></tr> <tr><td>September 2020</td><td>37%</td><td>30-40%</td></tr> <tr><td>October 2020</td><td>38%</td><td>30-40%</td></tr> <tr><td>November 2020</td><td>39%</td><td>30-40%</td></tr> <tr><td>December 2020</td><td>38%</td><td>30-40%</td></tr> <tr><td>January 2021</td><td>39%</td><td>30-40%</td></tr> <tr><td>February 2021</td><td>39%</td><td>30-40%</td></tr> <tr><td>March 2021</td><td>41%</td><td>30-40%</td></tr> </tbody> </table>	Month	Value (%)	Target Range (%)	April 2020	40%	30-40%	May 2020	39%	30-40%	June 2020	38%	30-40%	July 2020	38%	30-40%	August 2020	37%	30-40%	September 2020	37%	30-40%	October 2020	38%	30-40%	November 2020	39%	30-40%	December 2020	38%	30-40%	January 2021	39%	30-40%	February 2021	39%	30-40%	March 2021	41%	30-40%
Month	Value (%)	Target Range (%)																																												
April 2020	40%	30-40%																																												
May 2020	39%	30-40%																																												
June 2020	38%	30-40%																																												
July 2020	38%	30-40%																																												
August 2020	37%	30-40%																																												
September 2020	37%	30-40%																																												
October 2020	38%	30-40%																																												
November 2020	39%	30-40%																																												
December 2020	38%	30-40%																																												
January 2021	39%	30-40%																																												
February 2021	39%	30-40%																																												
March 2021	41%	30-40%																																												


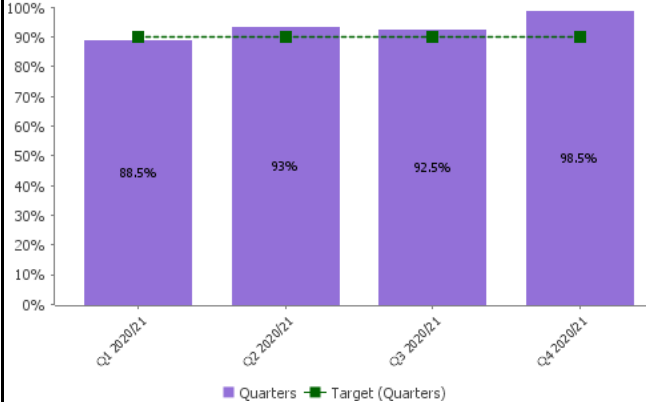

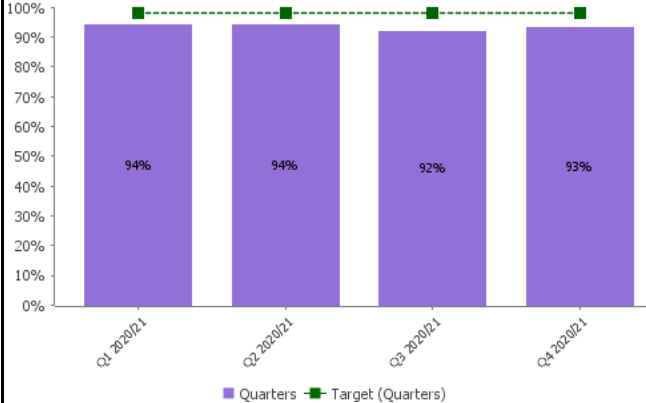
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Safer Merton	SP 524 Number of external contracts managed by CCTV (Annual)	High	1	2			<p>SP 524 Number of external contracts managed by CCTV (Annual)</p>  <table border="1"> <caption>SP 524 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>1</td> <td>2</td> </tr> <tr> <td>2020/21</td> <td>1</td> <td>2</td> </tr> </tbody> </table>	Year	Actual Value	Target	2019/20	1	2	2020/21	1	2
Year	Actual Value	Target														
2019/20	1	2														
2020/21	1	2														
Transport	SP 526 % of Council fleet using diesel fuel (Annual)	High	82%	80%			<p>SP 526 % of Council fleet using diesel fuel (Annual)</p>  <table border="1"> <caption>SP 526 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Actual Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2019/20</td> <td>88%</td> <td>80%</td> </tr> <tr> <td>2020/21</td> <td>82%</td> <td>80%</td> </tr> </tbody> </table>	Year	Actual Value	Target	2019/20	88%	80%	2020/21	82%	80%
Year	Actual Value	Target														
2019/20	88%	80%														
2020/21	82%	80%														


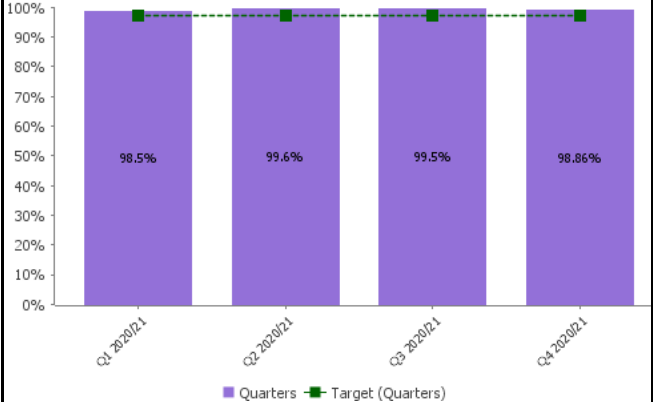
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Leisure	SP 555 % of the Users of Leisure & Sports rating Facilities good to excellent (ARS) (Bi-Annual)	High	NMTP	78%	No Return Expected No survey run in 2020-21	<p>SP 555 % of the Users of Leisure & Sports rating Facilities good to excellent (ARS) (Bi-Annual)</p> <p>■ Years ■ Target (Years)</p>	
Leisure	SP 556 % of the young people using Leisure & Sports rating Facilities good to excellent (ARS) (Bi-Annual)	High	NMTP	66%	No Return Expected No survey run in 2020-21	<p>SP 556 % of the young people using Leisure & Sports rating Facilities good to excellent (ARS) (Bi-Annual)</p> <p>■ Years ■ Target (Years)</p>	

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Parks and Green Spaces	SP 557 Average Performance Quality Score (Grass Verge Standards) (Quarterly)	High	4.6	5		N/A	<p>SP 557 Average Performance Quality Score (Grass Verge Standards) (Quarterly)</p>  <table border="1"> <caption>SP 557 Average Performance Quality Score (Grass Verge Standards) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>3.85</td> <td>5.0</td> </tr> <tr> <td>Q2-2020/21</td> <td>4.6</td> <td>5.0</td> </tr> <tr> <td>Q3-2020/21</td> <td>4.98</td> <td>5.0</td> </tr> <tr> <td>Q4-2020/21</td> <td>4.96</td> <td>5.0</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	3.85	5.0	Q2-2020/21	4.6	5.0	Q3-2020/21	4.98	5.0	Q4-2020/21	4.96	5.0
Quarter	Value	Target																				
Q1-2020/21	3.85	5.0																				
Q2-2020/21	4.6	5.0																				
Q3-2020/21	4.98	5.0																				
Q4-2020/21	4.96	5.0																				
Parks and Green Spaces	SP 559 % of tree works commissions completed within SLA (30 days) (Quarterly)	High	94%	85%		N/A	<p>SP 559 % of tree works commissions completed within SLA (30 days) (Quarterly)</p>  <table border="1"> <caption>SP 559 % of tree works commissions completed within SLA (30 days) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>100%</td> <td>85%</td> </tr> <tr> <td>Q2-2020/21</td> <td>90%</td> <td>85%</td> </tr> <tr> <td>Q3-2020/21</td> <td>100%</td> <td>85%</td> </tr> <tr> <td>Q4-2020/21</td> <td>94%</td> <td>85%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	100%	85%	Q2-2020/21	90%	85%	Q3-2020/21	100%	85%	Q4-2020/21	94%	85%
Quarter	Value	Target																				
Q1-2020/21	100%	85%																				
Q2-2020/21	90%	85%																				
Q3-2020/21	100%	85%																				
Q4-2020/21	94%	85%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parks and Green Spaces	SP 560 Number of friends and similar groups volunteering within Merton's parks and open spaces (Annual)	High	28	40		N/A	<p>SP 560 Number of friends and similar groups volunteering within Merton's parks and open spaces (Annual)</p>  <p>2020/21</p> <p>■ Years ■ Target (Years)</p>
Regulatory Services	SP 561 Percentage of alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28 day consultation period, excluding those that are subject to a licensing hearing (Quarterly)	High	86.92%	95%		N/A	<p>SP 561 Percentage of alcohol and regulated entertainment licences issued within 10 working days of the conclusion of the 28 day consultation period, excluding those that are subject to a licensing hearing (Quarterly)</p>  <p>Q1 2020/21 Q2 2020/21 Q3 2020/21 Q4 2020/21</p> <p>■ Quarters ■ Target (Quarters)</p>

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	SP 563 Safeguarding young people - carry out age restricted sales physical interventions for knives, alcohol, fireworks, tobacco and e-cigarettes (Annual)	High	0	78		N/A	<p>SP 563 Safeguarding young people - carry out age restricted sales physical interventions for knives, alcohol, fireworks, tobacco and e-cigarettes (Annual)</p> 
Regulatory Services	SP 564 High risk A & B and non-compliant C-rated food establishments due for inspection completed (Annual)	High	96%	100%		N/A	<p>SP 564 High risk A & B and non-compliant C-rated food establishments due for inspection completed (Annual)</p> 


Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Waste Management & Cleansing	SP 569 % of sites surveyed that meet the required standard for weeds (Quarterly)	High	93.13%	90%		N/A	<p>SP 569 % of sites surveyed that meet the required standard for weeds (Quarterly)</p>  <table border="1"> <caption>SP 569 % of sites surveyed that meet the required standard for weeds (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>88.5%</td> <td>90%</td> </tr> <tr> <td>Q2-2020/21</td> <td>93%</td> <td>90%</td> </tr> <tr> <td>Q3-2020/21</td> <td>92.5%</td> <td>90%</td> </tr> <tr> <td>Q4-2020/21</td> <td>98.5%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	88.5%	90%	Q2-2020/21	93%	90%	Q3-2020/21	92.5%	90%	Q4-2020/21	98.5%	90%
Quarter	Value	Target																				
Q1-2020/21	88.5%	90%																				
Q2-2020/21	93%	90%																				
Q3-2020/21	92.5%	90%																				
Q4-2020/21	98.5%	90%																				
Waste Management & Cleansing	SP 571 % of sites surveyed that meet the required standard for graffiti (Quarterly)	High	93.25%	98%		N/A	<p>SP 571 % of sites surveyed that meet the required standard for graffiti (Quarterly)</p>  <table border="1"> <caption>SP 571 % of sites surveyed that meet the required standard for graffiti (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>94%</td> <td>98%</td> </tr> <tr> <td>Q2-2020/21</td> <td>94%</td> <td>98%</td> </tr> <tr> <td>Q3-2020/21</td> <td>92%</td> <td>98%</td> </tr> <tr> <td>Q4-2020/21</td> <td>93%</td> <td>98%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2020/21	94%	98%	Q2-2020/21	94%	98%	Q3-2020/21	92%	98%	Q4-2020/21	93%	98%
Quarter	Value	Target																				
Q1-2020/21	94%	98%																				
Q2-2020/21	94%	98%																				
Q3-2020/21	92%	98%																				
Q4-2020/21	93%	98%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Waste Management & Cleansing	SP 572 % of sites surveyed that meet the required standard for flyposting (Quarterly)	High	99.11%	97%		N/A	<p>SP 572 % of sites surveyed that meet the required standard for flyposting (Quarterly)</p>  <table border="1"> <caption>SP 572 % of sites surveyed that meet the required standard for flyposting (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>98.5%</td> <td>97%</td> </tr> <tr> <td>Q2-2020/21</td> <td>99.6%</td> <td>97%</td> </tr> <tr> <td>Q3-2020/21</td> <td>99.5%</td> <td>97%</td> </tr> <tr> <td>Q4-2020/21</td> <td>98.86%</td> <td>97%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	98.5%	97%	Q2-2020/21	99.6%	97%	Q3-2020/21	99.5%	97%	Q4-2020/21	98.86%	97%
Quarter	Value (%)	Target (%)																				
Q1-2020/21	98.5%	97%																				
Q2-2020/21	99.6%	97%																				
Q3-2020/21	99.5%	97%																				
Q4-2020/21	98.86%	97%																				
Waste Management & Cleansing	SP 574 Resident satisfaction with the Household Re-use and recycling facility (Garth Road) (Annual)	High	NMTP	75%	No Return Expected No survey run in 2020-21	<p>SP 574 Resident satisfaction with the Household Re-use and recycling facility (Garth Road) (Annual)</p> 																


Corporate Indicators

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	94.71%	75%	✔	↑	<p>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</p> <table border="1"> <caption>CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>75%</td></tr> <tr><td>May 2020</td><td>100%</td><td>75%</td></tr> <tr><td>June 2020</td><td>80%</td><td>75%</td></tr> <tr><td>July 2020</td><td>100%</td><td>75%</td></tr> <tr><td>August 2020</td><td>94%</td><td>75%</td></tr> <tr><td>September 2020</td><td>92%</td><td>75%</td></tr> <tr><td>October 2020</td><td>100%</td><td>75%</td></tr> <tr><td>November 2020</td><td>100%</td><td>75%</td></tr> <tr><td>December 2020</td><td>100%</td><td>75%</td></tr> <tr><td>January 2021</td><td>100%</td><td>75%</td></tr> <tr><td>February 2021</td><td>83%</td><td>75%</td></tr> <tr><td>March 2021</td><td>87.5%</td><td>75%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2020	100%	75%	May 2020	100%	75%	June 2020	80%	75%	July 2020	100%	75%	August 2020	94%	75%	September 2020	92%	75%	October 2020	100%	75%	November 2020	100%	75%	December 2020	100%	75%	January 2021	100%	75%	February 2021	83%	75%	March 2021	87.5%	75%
Month	Months (%)	Target (%)																																												
April 2020	100%	75%																																												
May 2020	100%	75%																																												
June 2020	80%	75%																																												
July 2020	100%	75%																																												
August 2020	94%	75%																																												
September 2020	92%	75%																																												
October 2020	100%	75%																																												
November 2020	100%	75%																																												
December 2020	100%	75%																																												
January 2021	100%	75%																																												
February 2021	83%	75%																																												
March 2021	87.5%	75%																																												
Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	NMTP	6,823	Not Measured This Period Data available later in the year		<p>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</p> <table border="1"> <caption>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years (tonnes)</th> <th>Target (tonnes)</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>1,738.71</td><td>1,738.71</td></tr> <tr><td>2011/12</td><td>1,799.71</td><td>1,799.71</td></tr> <tr><td>2012/13</td><td>1,795.59</td><td>1,795.59</td></tr> <tr><td>2013/14</td><td>1,666.94</td><td>1,666.94</td></tr> <tr><td>2014/15</td><td>4,132.01</td><td>4,132.01</td></tr> <tr><td>2015/16</td><td>5,158.68</td><td>4,132.01</td></tr> <tr><td>2016/17</td><td>6,924</td><td>8,000</td></tr> <tr><td>2017/18</td><td>5,849</td><td>7,500</td></tr> <tr><td>2018/19</td><td>5,048</td><td>7,000</td></tr> <tr><td>2019/20</td><td>4,052</td><td>7,000</td></tr> </tbody> </table>	Year	Years (tonnes)	Target (tonnes)	2010/11	1,738.71	1,738.71	2011/12	1,799.71	1,799.71	2012/13	1,795.59	1,795.59	2013/14	1,666.94	1,666.94	2014/15	4,132.01	4,132.01	2015/16	5,158.68	4,132.01	2016/17	6,924	8,000	2017/18	5,849	7,500	2018/19	5,048	7,000	2019/20	4,052	7,000						
Year	Years (tonnes)	Target (tonnes)																																												
2010/11	1,738.71	1,738.71																																												
2011/12	1,799.71	1,799.71																																												
2012/13	1,795.59	1,795.59																																												
2013/14	1,666.94	1,666.94																																												
2014/15	4,132.01	4,132.01																																												
2015/16	5,158.68	4,132.01																																												
2016/17	6,924	8,000																																												
2017/18	5,849	7,500																																												
2018/19	5,048	7,000																																												
2019/20	4,052	7,000																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	96.81%	97.25%			<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> 
Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	90.08%	97.5%			<p>CRP 036 / SP 155 % Business Rates collected (Monthly)</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrears)	Low	11.57%	9%			<p>CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrears)</p>  <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>5.94%</td> <td>~9%</td> </tr> <tr> <td>Q2 2020/21</td> <td>11.61%</td> <td>~9%</td> </tr> <tr> <td>Q3 2020/21</td> <td>13.28%</td> <td>~9%</td> </tr> <tr> <td>Q4 2020/21</td> <td>15.38%</td> <td>~9%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	5.94%	~9%	Q2 2020/21	11.61%	~9%	Q3 2020/21	13.28%	~9%	Q4 2020/21	15.38%	~9%																								
Quarter	Value	Target																																												
Q1 2020/21	5.94%	~9%																																												
Q2 2020/21	11.61%	~9%																																												
Q3 2020/21	13.28%	~9%																																												
Q4 2020/21	15.38%	~9%																																												
Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)	High	85.81%	90%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrears)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>87.65%</td> <td>90%</td> </tr> <tr> <td>May 2020</td> <td>76.74%</td> <td>90%</td> </tr> <tr> <td>June 2020</td> <td>82.29%</td> <td>90%</td> </tr> <tr> <td>July 2020</td> <td>83.7%</td> <td>90%</td> </tr> <tr> <td>August 2020</td> <td>68.33%</td> <td>90%</td> </tr> <tr> <td>September 2020</td> <td>88.33%</td> <td>90%</td> </tr> <tr> <td>October 2020</td> <td>88.11%</td> <td>90%</td> </tr> <tr> <td>November 2020</td> <td>86.07%</td> <td>90%</td> </tr> <tr> <td>December 2020</td> <td>90.65%</td> <td>90%</td> </tr> <tr> <td>January 2021</td> <td>95.1%</td> <td>90%</td> </tr> <tr> <td>February 2021</td> <td>93.33%</td> <td>90%</td> </tr> <tr> <td>March 2021</td> <td>86.67%</td> <td>90%</td> </tr> </tbody> </table>	Month	Value	Target	April 2020	87.65%	90%	May 2020	76.74%	90%	June 2020	82.29%	90%	July 2020	83.7%	90%	August 2020	68.33%	90%	September 2020	88.33%	90%	October 2020	88.11%	90%	November 2020	86.07%	90%	December 2020	90.65%	90%	January 2021	95.1%	90%	February 2021	93.33%	90%	March 2021	86.67%	90%
Month	Value	Target																																												
April 2020	87.65%	90%																																												
May 2020	76.74%	90%																																												
June 2020	82.29%	90%																																												
July 2020	83.7%	90%																																												
August 2020	68.33%	90%																																												
September 2020	88.33%	90%																																												
October 2020	88.11%	90%																																												
November 2020	86.07%	90%																																												
December 2020	90.65%	90%																																												
January 2021	95.1%	90%																																												
February 2021	93.33%	90%																																												
March 2021	86.67%	90%																																												



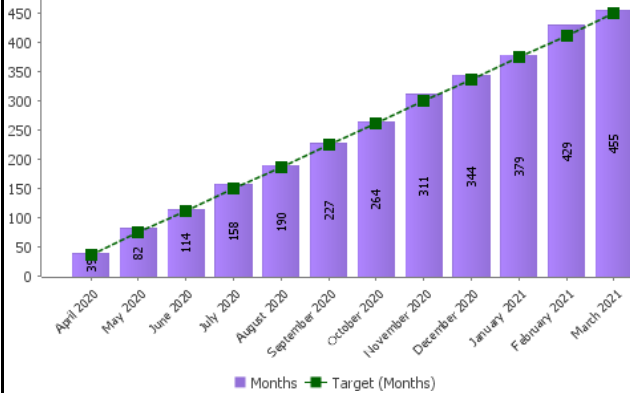


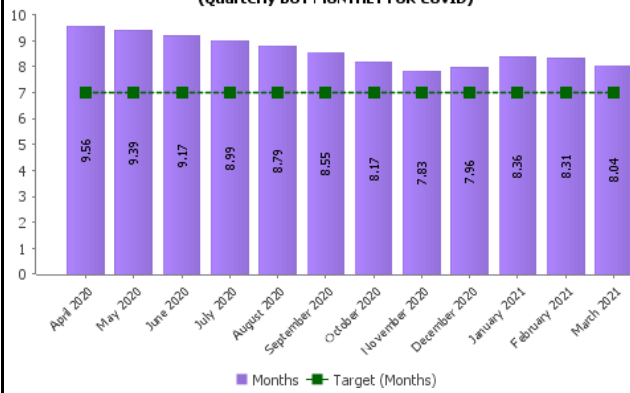
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 044 Parking services estimated revenue (Monthly)	High	13,258,813	21,703,740			<p>CRP 044 Parking services estimated revenue (Monthly)</p>  <table border="1"> <caption>CRP 044 Parking services estimated revenue (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Revenue</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>538,325</td><td>1,750,000</td></tr> <tr><td>May 2020</td><td>543,615</td><td>1,750,000</td></tr> <tr><td>June 2020</td><td>1,071,591</td><td>1,750,000</td></tr> <tr><td>July 2020</td><td>1,384,988</td><td>1,750,000</td></tr> <tr><td>August 2020</td><td>1,204,958</td><td>1,750,000</td></tr> <tr><td>September 2020</td><td>1,279,643</td><td>1,750,000</td></tr> <tr><td>October 2020</td><td>1,624,475</td><td>1,750,000</td></tr> <tr><td>November 2020</td><td>1,243,434</td><td>1,750,000</td></tr> <tr><td>December 2020</td><td>1,106,659</td><td>1,750,000</td></tr> <tr><td>January 2021</td><td>995,668</td><td>1,750,000</td></tr> <tr><td>February 2021</td><td>960,900</td><td>1,750,000</td></tr> <tr><td>March 2021</td><td>1,304,567</td><td>1,750,000</td></tr> </tbody> </table>	Month	Revenue	Target	April 2020	538,325	1,750,000	May 2020	543,615	1,750,000	June 2020	1,071,591	1,750,000	July 2020	1,384,988	1,750,000	August 2020	1,204,958	1,750,000	September 2020	1,279,643	1,750,000	October 2020	1,624,475	1,750,000	November 2020	1,243,434	1,750,000	December 2020	1,106,659	1,750,000	January 2021	995,668	1,750,000	February 2021	960,900	1,750,000	March 2021	1,304,567	1,750,000
Month	Revenue	Target																																												
April 2020	538,325	1,750,000																																												
May 2020	543,615	1,750,000																																												
June 2020	1,071,591	1,750,000																																												
July 2020	1,384,988	1,750,000																																												
August 2020	1,204,958	1,750,000																																												
September 2020	1,279,643	1,750,000																																												
October 2020	1,624,475	1,750,000																																												
November 2020	1,243,434	1,750,000																																												
December 2020	1,106,659	1,750,000																																												
January 2021	995,668	1,750,000																																												
February 2021	960,900	1,750,000																																												
March 2021	1,304,567	1,750,000																																												
Environment & Regeneration	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,610,038	1,900,370			<p>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p>  <table border="1"> <caption>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Income</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>83,109</td><td>160,000</td></tr> <tr><td>May 2020</td><td>97,382</td><td>160,000</td></tr> <tr><td>June 2020</td><td>120,924</td><td>160,000</td></tr> <tr><td>July 2020</td><td>120,233</td><td>160,000</td></tr> <tr><td>August 2020</td><td>155,798</td><td>160,000</td></tr> <tr><td>September 2020</td><td>136,477</td><td>160,000</td></tr> <tr><td>October 2020</td><td>186,342</td><td>160,000</td></tr> <tr><td>November 2020</td><td>147,802</td><td>160,000</td></tr> <tr><td>December 2020</td><td>216,534</td><td>160,000</td></tr> <tr><td>January 2021</td><td>91,619</td><td>160,000</td></tr> <tr><td>February 2021</td><td>41,633</td><td>160,000</td></tr> <tr><td>March 2021</td><td>211,585</td><td>160,000</td></tr> </tbody> </table>	Month	Income	Target	April 2020	83,109	160,000	May 2020	97,382	160,000	June 2020	120,924	160,000	July 2020	120,233	160,000	August 2020	155,798	160,000	September 2020	136,477	160,000	October 2020	186,342	160,000	November 2020	147,802	160,000	December 2020	216,534	160,000	January 2021	91,619	160,000	February 2021	41,633	160,000	March 2021	211,585	160,000
Month	Income	Target																																												
April 2020	83,109	160,000																																												
May 2020	97,382	160,000																																												
June 2020	120,924	160,000																																												
July 2020	120,233	160,000																																												
August 2020	155,798	160,000																																												
September 2020	136,477	160,000																																												
October 2020	186,342	160,000																																												
November 2020	147,802	160,000																																												
December 2020	216,534	160,000																																												
January 2021	91,619	160,000																																												
February 2021	41,633	160,000																																												
March 2021	211,585	160,000																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	88%	68%			<p>CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>68%</td></tr> <tr><td>May 2020</td><td>100%</td><td>68%</td></tr> <tr><td>June 2020</td><td>100%</td><td>68%</td></tr> <tr><td>July 2020</td><td>50%</td><td>68%</td></tr> <tr><td>August 2020</td><td>100%</td><td>68%</td></tr> <tr><td>September 2020</td><td>100%</td><td>68%</td></tr> <tr><td>October 2020</td><td>100%</td><td>68%</td></tr> <tr><td>November 2020</td><td>75%</td><td>68%</td></tr> <tr><td>December 2020</td><td>100%</td><td>68%</td></tr> <tr><td>January 2021</td><td>75%</td><td>68%</td></tr> <tr><td>February 2021</td><td>100%</td><td>68%</td></tr> <tr><td>March 2021</td><td>100%</td><td>68%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	100%	68%	May 2020	100%	68%	June 2020	100%	68%	July 2020	50%	68%	August 2020	100%	68%	September 2020	100%	68%	October 2020	100%	68%	November 2020	75%	68%	December 2020	100%	68%	January 2021	75%	68%	February 2021	100%	68%	March 2021	100%	68%
Month	Actual (%)	Target (%)																																												
April 2020	100%	68%																																												
May 2020	100%	68%																																												
June 2020	100%	68%																																												
July 2020	50%	68%																																												
August 2020	100%	68%																																												
September 2020	100%	68%																																												
October 2020	100%	68%																																												
November 2020	75%	68%																																												
December 2020	100%	68%																																												
January 2021	75%	68%																																												
February 2021	100%	68%																																												
March 2021	100%	68%																																												
Environment & Regeneration	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	75.62%	71%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>78.95%</td><td>71%</td></tr> <tr><td>May 2020</td><td>81.25%</td><td>71%</td></tr> <tr><td>June 2020</td><td>68.42%</td><td>71%</td></tr> <tr><td>July 2020</td><td>64.71%</td><td>71%</td></tr> <tr><td>August 2020</td><td>66.67%</td><td>71%</td></tr> <tr><td>September 2020</td><td>75%</td><td>71%</td></tr> <tr><td>October 2020</td><td>82.35%</td><td>71%</td></tr> <tr><td>November 2020</td><td>64%</td><td>71%</td></tr> <tr><td>December 2020</td><td>87.5%</td><td>71%</td></tr> <tr><td>January 2021</td><td>92.31%</td><td>71%</td></tr> <tr><td>February 2021</td><td>86.67%</td><td>71%</td></tr> <tr><td>March 2021</td><td>74.07%</td><td>71%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	78.95%	71%	May 2020	81.25%	71%	June 2020	68.42%	71%	July 2020	64.71%	71%	August 2020	66.67%	71%	September 2020	75%	71%	October 2020	82.35%	71%	November 2020	64%	71%	December 2020	87.5%	71%	January 2021	92.31%	71%	February 2021	86.67%	71%	March 2021	74.07%	71%
Month	Actual (%)	Target (%)																																												
April 2020	78.95%	71%																																												
May 2020	81.25%	71%																																												
June 2020	68.42%	71%																																												
July 2020	64.71%	71%																																												
August 2020	66.67%	71%																																												
September 2020	75%	71%																																												
October 2020	82.35%	71%																																												
November 2020	64%	71%																																												
December 2020	87.5%	71%																																												
January 2021	92.31%	71%																																												
February 2021	86.67%	71%																																												
March 2021	74.07%	71%																																												



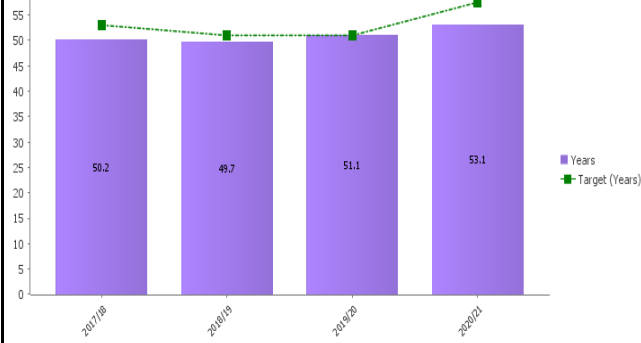
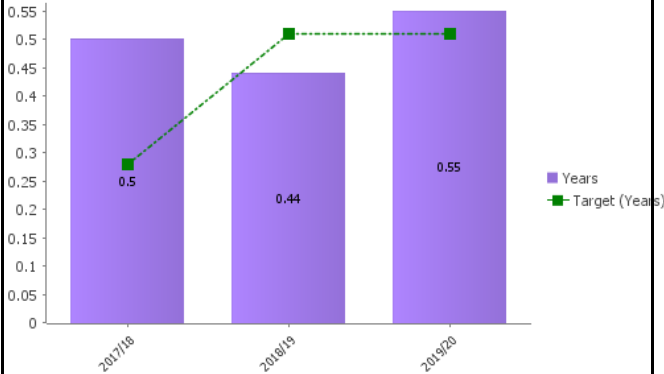
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	80.2%	82%			<p>CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>83.33%</td><td>82%</td></tr> <tr><td>May 2020</td><td>82.98%</td><td>82%</td></tr> <tr><td>June 2020</td><td>79.03%</td><td>82%</td></tr> <tr><td>July 2020</td><td>65.36%</td><td>82%</td></tr> <tr><td>August 2020</td><td>65.74%</td><td>82%</td></tr> <tr><td>September 2020</td><td>80.21%</td><td>82%</td></tr> <tr><td>October 2020</td><td>76.02%</td><td>82%</td></tr> <tr><td>November 2020</td><td>88.1%</td><td>82%</td></tr> <tr><td>December 2020</td><td>69.07%</td><td>82%</td></tr> <tr><td>January 2021</td><td>95.4%</td><td>82%</td></tr> <tr><td>February 2021</td><td>87.91%</td><td>82%</td></tr> <tr><td>March 2021</td><td>85.83%</td><td>82%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2020	83.33%	82%	May 2020	82.98%	82%	June 2020	79.03%	82%	July 2020	65.36%	82%	August 2020	65.74%	82%	September 2020	80.21%	82%	October 2020	76.02%	82%	November 2020	88.1%	82%	December 2020	69.07%	82%	January 2021	95.4%	82%	February 2021	87.91%	82%	March 2021	85.83%	82%
Month	Months (%)	Target (%)																																												
April 2020	83.33%	82%																																												
May 2020	82.98%	82%																																												
June 2020	79.03%	82%																																												
July 2020	65.36%	82%																																												
August 2020	65.74%	82%																																												
September 2020	80.21%	82%																																												
October 2020	76.02%	82%																																												
November 2020	88.1%	82%																																												
December 2020	69.07%	82%																																												
January 2021	95.4%	82%																																												
February 2021	87.91%	82%																																												
March 2021	85.83%	82%																																												
Community & Housing	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (cumulative) (Monthly)	High	1,893	1,180			<p>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (cumulative) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>300</td><td>200</td></tr> <tr><td>May 2020</td><td>820</td><td>300</td></tr> <tr><td>June 2020</td><td>1,083</td><td>400</td></tr> <tr><td>July 2020</td><td>1,231</td><td>500</td></tr> <tr><td>August 2020</td><td>1,318</td><td>600</td></tr> <tr><td>September 2020</td><td>1,464</td><td>700</td></tr> <tr><td>October 2020</td><td>1,628</td><td>800</td></tr> <tr><td>November 2020</td><td>1,833</td><td>900</td></tr> <tr><td>December 2020</td><td>1,913</td><td>1,000</td></tr> <tr><td>January 2021</td><td>1,983</td><td>1,100</td></tr> <tr><td>February 2021</td><td>1,983</td><td>1,200</td></tr> <tr><td>March 2021</td><td>1,893</td><td>1,300</td></tr> </tbody> </table>	Month	Months	Target	April 2020	300	200	May 2020	820	300	June 2020	1,083	400	July 2020	1,231	500	August 2020	1,318	600	September 2020	1,464	700	October 2020	1,628	800	November 2020	1,833	900	December 2020	1,913	1,000	January 2021	1,983	1,100	February 2021	1,983	1,200	March 2021	1,893	1,300
Month	Months	Target																																												
April 2020	300	200																																												
May 2020	820	300																																												
June 2020	1,083	400																																												
July 2020	1,231	500																																												
August 2020	1,318	600																																												
September 2020	1,464	700																																												
October 2020	1,628	800																																												
November 2020	1,833	900																																												
December 2020	1,913	1,000																																												
January 2021	1,983	1,100																																												
February 2021	1,983	1,200																																												
March 2021	1,893	1,300																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	75%	72%			<p>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>74%</td><td>72%</td></tr> <tr><td>May 2020</td><td>74%</td><td>72%</td></tr> <tr><td>June 2020</td><td>75%</td><td>72%</td></tr> <tr><td>July 2020</td><td>75%</td><td>72%</td></tr> <tr><td>August 2020</td><td>75%</td><td>72%</td></tr> <tr><td>September 2020</td><td>75%</td><td>72%</td></tr> <tr><td>October 2020</td><td>75%</td><td>72%</td></tr> <tr><td>November 2020</td><td>75%</td><td>72%</td></tr> <tr><td>December 2020</td><td>75%</td><td>72%</td></tr> <tr><td>January 2021</td><td>75%</td><td>72%</td></tr> <tr><td>February 2021</td><td>75%</td><td>72%</td></tr> <tr><td>March 2021</td><td>75%</td><td>72%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2020	74%	72%	May 2020	74%	72%	June 2020	75%	72%	July 2020	75%	72%	August 2020	75%	72%	September 2020	75%	72%	October 2020	75%	72%	November 2020	75%	72%	December 2020	75%	72%	January 2021	75%	72%	February 2021	75%	72%	March 2021	75%	72%
Month	Actual (%)	Target (%)																																												
April 2020	74%	72%																																												
May 2020	74%	72%																																												
June 2020	75%	72%																																												
July 2020	75%	72%																																												
August 2020	75%	72%																																												
September 2020	75%	72%																																												
October 2020	75%	72%																																												
November 2020	75%	72%																																												
December 2020	75%	72%																																												
January 2021	75%	72%																																												
February 2021	75%	72%																																												
March 2021	75%	72%																																												
Community & Housing	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	28,761	56,500			<p>CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>65,791</td><td>56,500</td></tr> <tr><td>May 2020</td><td>59,229</td><td>56,500</td></tr> <tr><td>June 2020</td><td>59,110</td><td>56,500</td></tr> <tr><td>July 2020</td><td>57,853</td><td>56,500</td></tr> <tr><td>August 2020</td><td>52,558</td><td>56,500</td></tr> <tr><td>September 2020</td><td>46,262</td><td>56,500</td></tr> <tr><td>October 2020</td><td>44,656</td><td>56,500</td></tr> <tr><td>November 2020</td><td>41,570</td><td>56,500</td></tr> <tr><td>December 2020</td><td>39,424</td><td>56,500</td></tr> <tr><td>January 2021</td><td>35,703</td><td>56,500</td></tr> <tr><td>February 2021</td><td>33,281</td><td>56,500</td></tr> <tr><td>March 2021</td><td>28,761</td><td>56,500</td></tr> </tbody> </table>	Month	Actual	Target	April 2020	65,791	56,500	May 2020	59,229	56,500	June 2020	59,110	56,500	July 2020	57,853	56,500	August 2020	52,558	56,500	September 2020	46,262	56,500	October 2020	44,656	56,500	November 2020	41,570	56,500	December 2020	39,424	56,500	January 2021	35,703	56,500	February 2021	33,281	56,500	March 2021	28,761	56,500
Month	Actual	Target																																												
April 2020	65,791	56,500																																												
May 2020	59,229	56,500																																												
June 2020	59,110	56,500																																												
July 2020	57,853	56,500																																												
August 2020	52,558	56,500																																												
September 2020	46,262	56,500																																												
October 2020	44,656	56,500																																												
November 2020	41,570	56,500																																												
December 2020	39,424	56,500																																												
January 2021	35,703	56,500																																												
February 2021	33,281	56,500																																												
March 2021	28,761	56,500																																												


Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 060 / SP 009 No. of visitors accessing the library service on line (cumulative) (Monthly)	High	236,897	235,000			<p>CRP 060 / SP 009 No. of visitors accessing the library service on line (cumulative) (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>13</td><td>13</td></tr> <tr><td>May 2020</td><td>32,845</td><td>32,845</td></tr> <tr><td>June 2020</td><td>48,353</td><td>48,353</td></tr> <tr><td>July 2020</td><td>71,891</td><td>71,891</td></tr> <tr><td>August 2020</td><td>93,998</td><td>93,998</td></tr> <tr><td>September 2020</td><td>115,605</td><td>115,605</td></tr> <tr><td>October 2020</td><td>136,378</td><td>136,378</td></tr> <tr><td>November 2020</td><td>155,440</td><td>155,440</td></tr> <tr><td>December 2020</td><td>173,245</td><td>173,245</td></tr> <tr><td>January 2021</td><td>195,487</td><td>195,487</td></tr> <tr><td>February 2021</td><td>215,806</td><td>215,806</td></tr> <tr><td>March 2021</td><td>236,897</td><td>236,897</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	13	13	May 2020	32,845	32,845	June 2020	48,353	48,353	July 2020	71,891	71,891	August 2020	93,998	93,998	September 2020	115,605	115,605	October 2020	136,378	136,378	November 2020	155,440	155,440	December 2020	173,245	173,245	January 2021	195,487	195,487	February 2021	215,806	215,806	March 2021	236,897	236,897
Month	Months	Target (Months)																																												
April 2020	13	13																																												
May 2020	32,845	32,845																																												
June 2020	48,353	48,353																																												
July 2020	71,891	71,891																																												
August 2020	93,998	93,998																																												
September 2020	115,605	115,605																																												
October 2020	136,378	136,378																																												
November 2020	155,440	155,440																																												
December 2020	173,245	173,245																																												
January 2021	195,487	195,487																																												
February 2021	215,806	215,806																																												
March 2021	236,897	236,897																																												
Community & Housing	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	204.4	200			<p>CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>196</td><td>200</td></tr> <tr><td>May 2020</td><td>204</td><td>200</td></tr> <tr><td>June 2020</td><td>213</td><td>200</td></tr> <tr><td>July 2020</td><td>212</td><td>200</td></tr> <tr><td>August 2020</td><td>210</td><td>200</td></tr> <tr><td>September 2020</td><td>211</td><td>200</td></tr> <tr><td>October 2020</td><td>214</td><td>200</td></tr> <tr><td>November 2020</td><td>208</td><td>200</td></tr> <tr><td>December 2020</td><td>200</td><td>200</td></tr> <tr><td>January 2021</td><td>195</td><td>200</td></tr> <tr><td>February 2021</td><td>193</td><td>200</td></tr> <tr><td>March 2021</td><td>197</td><td>200</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	196	200	May 2020	204	200	June 2020	213	200	July 2020	212	200	August 2020	210	200	September 2020	211	200	October 2020	214	200	November 2020	208	200	December 2020	200	200	January 2021	195	200	February 2021	193	200	March 2021	197	200
Month	Months	Target (Months)																																												
April 2020	196	200																																												
May 2020	204	200																																												
June 2020	213	200																																												
July 2020	212	200																																												
August 2020	210	200																																												
September 2020	211	200																																												
October 2020	214	200																																												
November 2020	208	200																																												
December 2020	200	200																																												
January 2021	195	200																																												
February 2021	193	200																																												
March 2021	197	200																																												


Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	455	450			<p>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>39</td><td>450</td></tr> <tr><td>May 2020</td><td>82</td><td>450</td></tr> <tr><td>June 2020</td><td>114</td><td>450</td></tr> <tr><td>July 2020</td><td>158</td><td>450</td></tr> <tr><td>August 2020</td><td>190</td><td>450</td></tr> <tr><td>September 2020</td><td>227</td><td>450</td></tr> <tr><td>October 2020</td><td>264</td><td>450</td></tr> <tr><td>November 2020</td><td>311</td><td>450</td></tr> <tr><td>December 2020</td><td>344</td><td>450</td></tr> <tr><td>January 2021</td><td>379</td><td>450</td></tr> <tr><td>February 2021</td><td>429</td><td>450</td></tr> <tr><td>March 2021</td><td>455</td><td>450</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	39	450	May 2020	82	450	June 2020	114	450	July 2020	158	450	August 2020	190	450	September 2020	227	450	October 2020	264	450	November 2020	311	450	December 2020	344	450	January 2021	379	450	February 2021	429	450	March 2021	455	450
Month	Months	Target (Months)																																												
April 2020	39	450																																												
May 2020	82	450																																												
June 2020	114	450																																												
July 2020	158	450																																												
August 2020	190	450																																												
September 2020	227	450																																												
October 2020	264	450																																												
November 2020	311	450																																												
December 2020	344	450																																												
January 2021	379	450																																												
February 2021	429	450																																												
March 2021	455	450																																												
Corporate Services	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly BUT MONTHLY DURING 2020-21)	Low	8.04	7			<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly BUT MONTHLY FOR COVID)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>9.56</td><td>7</td></tr> <tr><td>May 2020</td><td>9.39</td><td>7</td></tr> <tr><td>June 2020</td><td>9.17</td><td>7</td></tr> <tr><td>July 2020</td><td>8.99</td><td>7</td></tr> <tr><td>August 2020</td><td>8.79</td><td>7</td></tr> <tr><td>September 2020</td><td>8.55</td><td>7</td></tr> <tr><td>October 2020</td><td>8.17</td><td>7</td></tr> <tr><td>November 2020</td><td>7.83</td><td>7</td></tr> <tr><td>December 2020</td><td>7.96</td><td>7</td></tr> <tr><td>January 2021</td><td>8.36</td><td>7</td></tr> <tr><td>February 2021</td><td>8.31</td><td>7</td></tr> <tr><td>March 2021</td><td>8.04</td><td>7</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2020	9.56	7	May 2020	9.39	7	June 2020	9.17	7	July 2020	8.99	7	August 2020	8.79	7	September 2020	8.55	7	October 2020	8.17	7	November 2020	7.83	7	December 2020	7.96	7	January 2021	8.36	7	February 2021	8.31	7	March 2021	8.04	7
Month	Months	Target (Months)																																												
April 2020	9.56	7																																												
May 2020	9.39	7																																												
June 2020	9.17	7																																												
July 2020	8.99	7																																												
August 2020	8.79	7																																												
September 2020	8.55	7																																												
October 2020	8.17	7																																												
November 2020	7.83	7																																												
December 2020	7.96	7																																												
January 2021	8.36	7																																												
February 2021	8.31	7																																												
March 2021	8.04	7																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)	Low	26%	60%	✓	↑	<p>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)</p> <table border="1"> <caption>CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>40%</td> <td>60%</td> </tr> <tr> <td>Q2 2020/21</td> <td>50%</td> <td>60%</td> </tr> <tr> <td>Q3 2020/21</td> <td>14%</td> <td>60%</td> </tr> <tr> <td>Q4 2020/21</td> <td>0%</td> <td>60%</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2020/21	40%	60%	Q2 2020/21	50%	60%	Q3 2020/21	14%	60%	Q4 2020/21	0%	60%																								
Quarter	Actual (%)	Target (%)																																												
Q1 2020/21	40%	60%																																												
Q2 2020/21	50%	60%																																												
Q3 2020/21	14%	60%																																												
Q4 2020/21	0%	60%																																												
Corporate Services	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	9.86 days	14 days	✓	↑	<p>CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)</p> <table border="1"> <caption>CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>9.26 days</td> <td>14 days</td> </tr> <tr> <td>May 2020</td> <td>9.89 days</td> <td>14 days</td> </tr> <tr> <td>June 2020</td> <td>11.27 days</td> <td>14 days</td> </tr> <tr> <td>July 2020</td> <td>13.86 days</td> <td>14 days</td> </tr> <tr> <td>August 2020</td> <td>11.25 days</td> <td>14 days</td> </tr> <tr> <td>September 2020</td> <td>10.4 days</td> <td>14 days</td> </tr> <tr> <td>October 2020</td> <td>8.9 days</td> <td>14 days</td> </tr> <tr> <td>November 2020</td> <td>11.97 days</td> <td>14 days</td> </tr> <tr> <td>December 2020</td> <td>15.68 days</td> <td>14 days</td> </tr> <tr> <td>January 2021</td> <td>13.43 days</td> <td>14 days</td> </tr> <tr> <td>February 2021</td> <td>9.01 days</td> <td>14 days</td> </tr> <tr> <td>March 2021</td> <td>9.86 days</td> <td>14 days</td> </tr> </tbody> </table>	Month	Actual (days)	Target (days)	April 2020	9.26 days	14 days	May 2020	9.89 days	14 days	June 2020	11.27 days	14 days	July 2020	13.86 days	14 days	August 2020	11.25 days	14 days	September 2020	10.4 days	14 days	October 2020	8.9 days	14 days	November 2020	11.97 days	14 days	December 2020	15.68 days	14 days	January 2021	13.43 days	14 days	February 2021	9.01 days	14 days	March 2021	9.86 days	14 days
Month	Actual (days)	Target (days)																																												
April 2020	9.26 days	14 days																																												
May 2020	9.89 days	14 days																																												
June 2020	11.27 days	14 days																																												
July 2020	13.86 days	14 days																																												
August 2020	11.25 days	14 days																																												
September 2020	10.4 days	14 days																																												
October 2020	8.9 days	14 days																																												
November 2020	11.97 days	14 days																																												
December 2020	15.68 days	14 days																																												
January 2021	13.43 days	14 days																																												
February 2021	9.01 days	14 days																																												
March 2021	9.86 days	14 days																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children, Schools & Families	CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)	Benchmark	53.1	Top 10% of country			<p>CRP 090 / SP 433 Merton pupil average Attainment 8 score (TARGET Top 10% of country) (Annual)</p>  <table border="1"> <caption>Attainment 8 Score Data</caption> <thead> <tr> <th>Year</th> <th>Score</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>50.2</td> <td>55</td> </tr> <tr> <td>2018/19</td> <td>49.7</td> <td>55</td> </tr> <tr> <td>2019/20</td> <td>51.1</td> <td>55</td> </tr> <tr> <td>2020/21</td> <td>53.1</td> <td>55</td> </tr> </tbody> </table>	Year	Score	Target	2017/18	50.2	55	2018/19	49.7	55	2019/20	51.1	55	2020/21	53.1	55
Year	Score	Target																				
2017/18	50.2	55																				
2018/19	49.7	55																				
2019/20	51.1	55																				
2020/21	53.1	55																				
Children, Schools & Families	CRP 091 / SP 434 Merton pupil average Progress 8 score TARGET Top 10% of country (Annual)	Benchmark	N/A	Top 10% of country	No Return Expected Progress 8 data is not being published using 2019/20 data because of the cancellation of GCSE exams.	<p>CRP 091 / SP 434 Merton pupil average Progress 8 score TARGET Top 10% of country (Annual)</p>  <table border="1"> <caption>Progress 8 Score Data</caption> <thead> <tr> <th>Year</th> <th>Score</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0.5</td> <td>0.55</td> </tr> <tr> <td>2018/19</td> <td>0.44</td> <td>0.55</td> </tr> <tr> <td>2019/20</td> <td>0.55</td> <td>0.55</td> </tr> </tbody> </table>	Year	Score	Target	2017/18	0.5	0.55	2018/19	0.44	0.55	2019/20	0.55	0.55				
Year	Score	Target																				
2017/18	0.5	0.55																				
2018/19	0.44	0.55																				
2019/20	0.55	0.55																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Community & Housing	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)	Low	<p>Comment from NHSE: Due to the coronavirus illness (COVID-19) and the need to release capacity across the NHS to support the response, we are pausing the collection and publication of these and some of our official statistics.</p>				<p>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)</p> <p>April 2020 May 2020 June 2020 July 2020 August 2020 September 2020 October 2020 November 2020 December 2020 January 2021 February 2021 March 2021</p> <p>■ Months ■ Target (Months)</p>
Environment & Regeneration	CRP 096 / SP 020 New Homes (Annual)	High	NMTP	918	Not Measured This Period results will not be available until September	<p>CRP 096 / SP 020 New Homes (Annual)</p> <p>2012/13 2013/14 2014/15 2015/16 2016/17 2017/18 2018/19 2019/20</p> <p>■ Years ■ Target (Years)</p>	



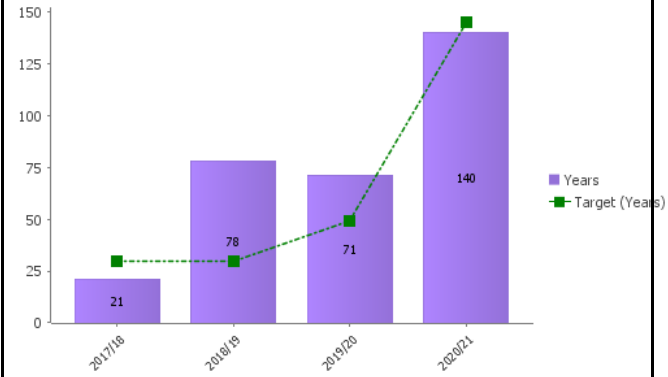


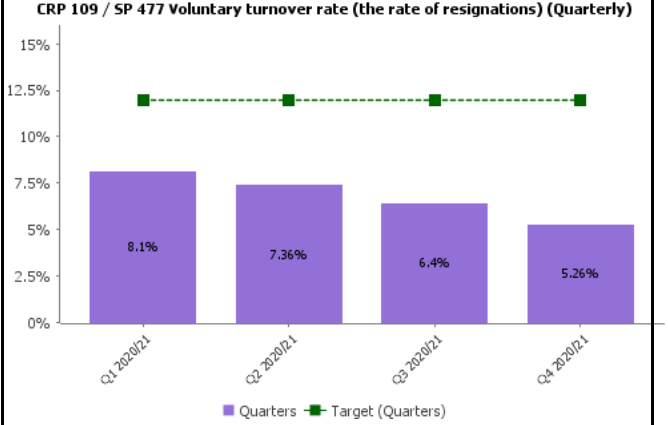
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)	High	40.33%	48%			<p>CRP 097 / SP 065 % Household waste recycled and composted (Monthly in arrear)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>38.01%</td><td>48%</td></tr> <tr><td>May 2020</td><td>40.37%</td><td>48%</td></tr> <tr><td>June 2020</td><td>41.93%</td><td>48%</td></tr> <tr><td>July 2020</td><td>42.24%</td><td>48%</td></tr> <tr><td>August 2020</td><td>41.61%</td><td>48%</td></tr> <tr><td>September 2020</td><td>40.95%</td><td>48%</td></tr> <tr><td>October 2020</td><td>38.68%</td><td>48%</td></tr> <tr><td>November 2020</td><td>40.23%</td><td>48%</td></tr> <tr><td>December 2020</td><td>39.03%</td><td>48%</td></tr> <tr><td>January 2021</td><td>39.78%</td><td>48%</td></tr> <tr><td>February 2021</td><td>39%</td><td>48%</td></tr> <tr><td>March 2021</td><td>41.47%</td><td>48%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	38.01%	48%	May 2020	40.37%	48%	June 2020	41.93%	48%	July 2020	42.24%	48%	August 2020	41.61%	48%	September 2020	40.95%	48%	October 2020	38.68%	48%	November 2020	40.23%	48%	December 2020	39.03%	48%	January 2021	39.78%	48%	February 2021	39%	48%	March 2021	41.47%	48%
Month	Value (%)	Target (%)																																												
April 2020	38.01%	48%																																												
May 2020	40.37%	48%																																												
June 2020	41.93%	48%																																												
July 2020	42.24%	48%																																												
August 2020	41.61%	48%																																												
September 2020	40.95%	48%																																												
October 2020	38.68%	48%																																												
November 2020	40.23%	48%																																												
December 2020	39.03%	48%																																												
January 2021	39.78%	48%																																												
February 2021	39%	48%																																												
March 2021	41.47%	48%																																												
Corporate Services	CRP 098 / SP 193 % Complaints dealt with in time (Monthly in arrear)	High	75.51%	90%			<p>CRP 098 / SP 193 % Complaints dealt with in time (Monthly in arrear)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>88.57%</td><td>90%</td></tr> <tr><td>May 2020</td><td>90%</td><td>90%</td></tr> <tr><td>June 2020</td><td>75%</td><td>90%</td></tr> <tr><td>July 2020</td><td>67.5%</td><td>90%</td></tr> <tr><td>August 2020</td><td>82.22%</td><td>90%</td></tr> <tr><td>September 2020</td><td>74.07%</td><td>90%</td></tr> <tr><td>October 2020</td><td>81.82%</td><td>90%</td></tr> <tr><td>November 2020</td><td>76.12%</td><td>90%</td></tr> <tr><td>December 2020</td><td>64.86%</td><td>90%</td></tr> <tr><td>January 2021</td><td>76.67%</td><td>90%</td></tr> <tr><td>February 2021</td><td>72%</td><td>90%</td></tr> <tr><td>March 2021</td><td>55.56%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	88.57%	90%	May 2020	90%	90%	June 2020	75%	90%	July 2020	67.5%	90%	August 2020	82.22%	90%	September 2020	74.07%	90%	October 2020	81.82%	90%	November 2020	76.12%	90%	December 2020	64.86%	90%	January 2021	76.67%	90%	February 2021	72%	90%	March 2021	55.56%	90%
Month	Value (%)	Target (%)																																												
April 2020	88.57%	90%																																												
May 2020	90%	90%																																												
June 2020	75%	90%																																												
July 2020	67.5%	90%																																												
August 2020	82.22%	90%																																												
September 2020	74.07%	90%																																												
October 2020	81.82%	90%																																												
November 2020	76.12%	90%																																												
December 2020	64.86%	90%																																												
January 2021	76.67%	90%																																												
February 2021	72%	90%																																												
March 2021	55.56%	90%																																												



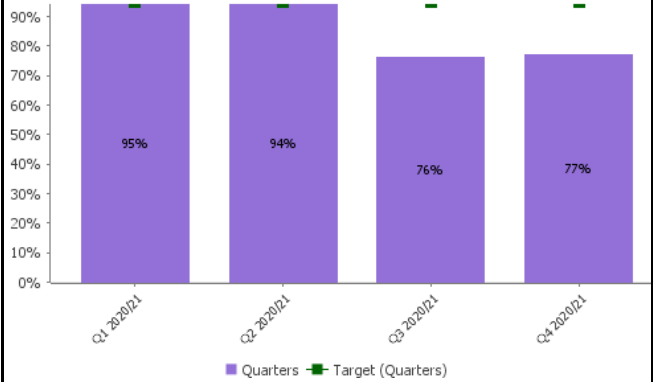
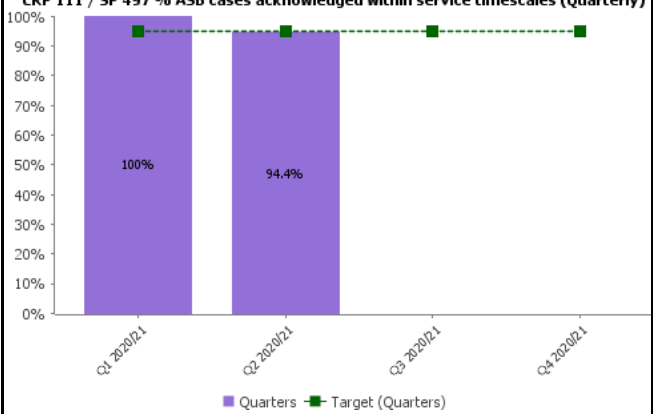
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 099 / SP 226 First time fix rate for IT Service Desk (Monthly)	High	74.78%	75%			<p>CRP 099 / SP 226 First time fix rate for IT Service Desk (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>67.11%</td><td>75%</td></tr> <tr><td>May 2020</td><td>67.68%</td><td>75%</td></tr> <tr><td>June 2020</td><td>74.49%</td><td>75%</td></tr> <tr><td>July 2020</td><td>81.23%</td><td>75%</td></tr> <tr><td>August 2020</td><td>75.07%</td><td>75%</td></tr> <tr><td>September 2020</td><td>76.27%</td><td>75%</td></tr> <tr><td>October 2020</td><td>75.09%</td><td>75%</td></tr> <tr><td>November 2020</td><td>75.29%</td><td>75%</td></tr> <tr><td>December 2020</td><td>70.53%</td><td>75%</td></tr> <tr><td>January 2021</td><td>76.22%</td><td>75%</td></tr> <tr><td>February 2021</td><td>78.44%</td><td>75%</td></tr> <tr><td>March 2021</td><td>78.47%</td><td>75%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	67.11%	75%	May 2020	67.68%	75%	June 2020	74.49%	75%	July 2020	81.23%	75%	August 2020	75.07%	75%	September 2020	76.27%	75%	October 2020	75.09%	75%	November 2020	75.29%	75%	December 2020	70.53%	75%	January 2021	76.22%	75%	February 2021	78.44%	75%	March 2021	78.47%	75%
Month	Value (%)	Target (%)																																												
April 2020	67.11%	75%																																												
May 2020	67.68%	75%																																												
June 2020	74.49%	75%																																												
July 2020	81.23%	75%																																												
August 2020	75.07%	75%																																												
September 2020	76.27%	75%																																												
October 2020	75.09%	75%																																												
November 2020	75.29%	75%																																												
December 2020	70.53%	75%																																												
January 2021	76.22%	75%																																												
February 2021	78.44%	75%																																												
March 2021	78.47%	75%																																												
Corporate Services	CRP 100 / SP 339 % System Availability (Monthly)	High	99.67%	99%			<p>CRP 100 / SP 339 % System Availability (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>99.45%</td><td>99%</td></tr> <tr><td>May 2020</td><td>99.5%</td><td>99%</td></tr> <tr><td>June 2020</td><td>99.48%</td><td>99%</td></tr> <tr><td>July 2020</td><td>99.94%</td><td>99%</td></tr> <tr><td>August 2020</td><td>99.97%</td><td>99%</td></tr> <tr><td>September 2020</td><td>99.99%</td><td>99%</td></tr> <tr><td>October 2020</td><td>99.84%</td><td>99%</td></tr> <tr><td>November 2020</td><td>99.92%</td><td>99%</td></tr> <tr><td>December 2020</td><td>99.92%</td><td>99%</td></tr> <tr><td>January 2021</td><td>99.77%</td><td>99%</td></tr> <tr><td>February 2021</td><td>99.54%</td><td>99%</td></tr> <tr><td>March 2021</td><td>98.72%</td><td>99%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	99.45%	99%	May 2020	99.5%	99%	June 2020	99.48%	99%	July 2020	99.94%	99%	August 2020	99.97%	99%	September 2020	99.99%	99%	October 2020	99.84%	99%	November 2020	99.92%	99%	December 2020	99.92%	99%	January 2021	99.77%	99%	February 2021	99.54%	99%	March 2021	98.72%	99%
Month	Value (%)	Target (%)																																												
April 2020	99.45%	99%																																												
May 2020	99.5%	99%																																												
June 2020	99.48%	99%																																												
July 2020	99.94%	99%																																												
August 2020	99.97%	99%																																												
September 2020	99.99%	99%																																												
October 2020	99.84%	99%																																												
November 2020	99.92%	99%																																												
December 2020	99.92%	99%																																												
January 2021	99.77%	99%																																												
February 2021	99.54%	99%																																												
March 2021	98.72%	99%																																												


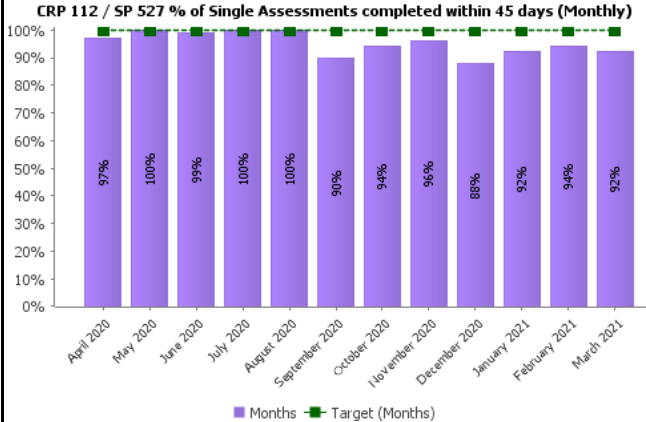

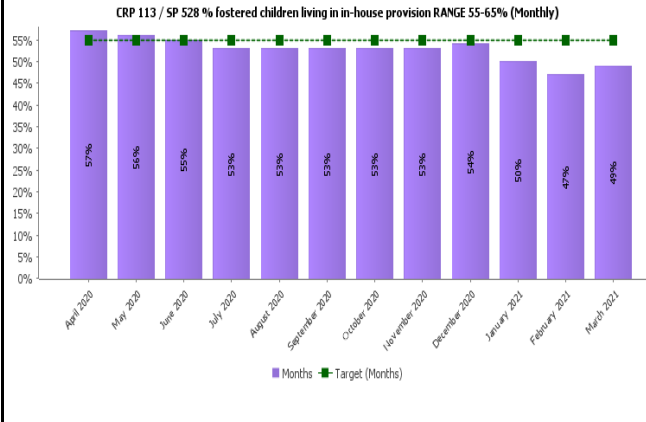
Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)	High	83.67%	75%	✓	↓	<p>CRP 101 / SP 389 Carriageway condition - unclassified roads, % not defective (annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2014/15</td> <td>79.4%</td> <td>75%</td> </tr> <tr> <td>2015/16</td> <td>83%</td> <td>75%</td> </tr> <tr> <td>2016/17</td> <td>89%</td> <td>75%</td> </tr> <tr> <td>2019/20</td> <td>83.9%</td> <td>75%</td> </tr> <tr> <td>2020/21</td> <td>83.67%</td> <td>75%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2014/15	79.4%	75%	2015/16	83%	75%	2016/17	89%	75%	2019/20	83.9%	75%	2020/21	83.67%	75%																					
Year	Value (%)	Target (%)																																												
2014/15	79.4%	75%																																												
2015/16	83%	75%																																												
2016/17	89%	75%																																												
2019/20	83.9%	75%																																												
2020/21	83.67%	75%																																												
Corporate Services	CRP 102 / SP 402 First contact resolution (Merton Link) (Monthly)	High	97.61%	75%	✓	↑	<p>CRP 102 / SP 402 First contact resolution (Merton Link) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2020</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>May 2020</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>June 2020</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>July 2020</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>August 2020</td> <td>99.07%</td> <td>75%</td> </tr> <tr> <td>September 2020</td> <td>97.26%</td> <td>75%</td> </tr> <tr> <td>October 2020</td> <td>95.6%</td> <td>75%</td> </tr> <tr> <td>November 2020</td> <td>98.15%</td> <td>75%</td> </tr> <tr> <td>December 2020</td> <td>97.09%</td> <td>75%</td> </tr> <tr> <td>January 2021</td> <td>100%</td> <td>75%</td> </tr> <tr> <td>February 2021</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>March 2021</td> <td>75%</td> <td>75%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	75%	75%	May 2020	75%	75%	June 2020	75%	75%	July 2020	75%	75%	August 2020	99.07%	75%	September 2020	97.26%	75%	October 2020	95.6%	75%	November 2020	98.15%	75%	December 2020	97.09%	75%	January 2021	100%	75%	February 2021	75%	75%	March 2021	75%	75%
Month	Value (%)	Target (%)																																												
April 2020	75%	75%																																												
May 2020	75%	75%																																												
June 2020	75%	75%																																												
July 2020	75%	75%																																												
August 2020	99.07%	75%																																												
September 2020	97.26%	75%																																												
October 2020	95.6%	75%																																												
November 2020	98.15%	75%																																												
December 2020	97.09%	75%																																												
January 2021	100%	75%																																												
February 2021	75%	75%																																												
March 2021	75%	75%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)	High	89.92%	95%			<p>CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)</p> <table border="1"> <caption>CRP 103 / SP 454 % of fly-tips removed within 24 hours (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>97%</td><td>95%</td></tr> <tr><td>May 2020</td><td>98%</td><td>95%</td></tr> <tr><td>June 2020</td><td>92%</td><td>95%</td></tr> <tr><td>July 2020</td><td>87%</td><td>95%</td></tr> <tr><td>August 2020</td><td>95%</td><td>95%</td></tr> <tr><td>September 2020</td><td>90%</td><td>95%</td></tr> <tr><td>October 2020</td><td>87%</td><td>95%</td></tr> <tr><td>November 2020</td><td>87%</td><td>95%</td></tr> <tr><td>December 2020</td><td>89%</td><td>95%</td></tr> <tr><td>January 2021</td><td>85%</td><td>95%</td></tr> <tr><td>February 2021</td><td>76%</td><td>95%</td></tr> <tr><td>March 2021</td><td>96%</td><td>95%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	97%	95%	May 2020	98%	95%	June 2020	92%	95%	July 2020	87%	95%	August 2020	95%	95%	September 2020	90%	95%	October 2020	87%	95%	November 2020	87%	95%	December 2020	89%	95%	January 2021	85%	95%	February 2021	76%	95%	March 2021	96%	95%
Month	Value (%)	Target (%)																																												
April 2020	97%	95%																																												
May 2020	98%	95%																																												
June 2020	92%	95%																																												
July 2020	87%	95%																																												
August 2020	95%	95%																																												
September 2020	90%	95%																																												
October 2020	87%	95%																																												
November 2020	87%	95%																																												
December 2020	89%	95%																																												
January 2021	85%	95%																																												
February 2021	76%	95%																																												
March 2021	96%	95%																																												
Community & Housing	CRP 104 / SP 462 % of learners from deprived wards (Annual)	High	NMTP	30%	Not Measured this Period Result due in Autumn		<p>CRP 104 / SP 462 % of learners from deprived wards (Annual)</p> <table border="1"> <caption>CRP 104 / SP 462 % of learners from deprived wards (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>28.99%</td><td>30%</td></tr> <tr><td>2018/19</td><td>30.42%</td><td>30%</td></tr> <tr><td>2019/20</td><td>27.97%</td><td>30%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2017/18	28.99%	30%	2018/19	30.42%	30%	2019/20	27.97%	30%																											
Year	Value (%)	Target (%)																																												
2017/18	28.99%	30%																																												
2018/19	30.42%	30%																																												
2019/20	27.97%	30%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Services	CRP 105 / SP 469 Delivery against current year MTF5 savings targets (Quarterly)	High	NMTP	100%	Not Measured This Period Q4 result due late May/early June		<p>CRP 105 / SP 469 Delivery against current year MTF5 savings targets (Quarterly)</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>46.4%</td> <td>100%</td> </tr> <tr> <td>Q2-2020/21</td> <td>51.79%</td> <td>100%</td> </tr> <tr> <td>Q3-2020/21</td> <td>53.2%</td> <td>100%</td> </tr> <tr> <td>Q4-2020/21</td> <td>Not Measured</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	46.4%	100%	Q2-2020/21	51.79%	100%	Q3-2020/21	53.2%	100%	Q4-2020/21	Not Measured	100%
Quarter	Value (%)	Target (%)																				
Q1-2020/21	46.4%	100%																				
Q2-2020/21	51.79%	100%																				
Q3-2020/21	53.2%	100%																				
Q4-2020/21	Not Measured	100%																				
Corporate Services	CRP 106 / SP 470 No. of new electors added to the register of electors (Annual)	High	18,298	25,000	⬮	⬇	<p>CRP 106 / SP 470 No. of new electors added to the register of electors (Annual)</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>26,265</td> <td>25,000</td> </tr> <tr> <td>2018/19</td> <td>22,993</td> <td>25,000</td> </tr> <tr> <td>2019/20</td> <td>27,778</td> <td>25,000</td> </tr> <tr> <td>2020/21</td> <td>18,298</td> <td>25,000</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	26,265	25,000	2018/19	22,993	25,000	2019/20	27,778	25,000	2020/21	18,298	25,000
Year	Value	Target																				
2017/18	26,265	25,000																				
2018/19	22,993	25,000																				
2019/20	27,778	25,000																				
2020/21	18,298	25,000																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Environment & Regeneration	CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	High	140	145			<p>CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)</p>  <table border="1"> <caption>CRP 108 / SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>21</td> <td>21</td> </tr> <tr> <td>2018/19</td> <td>78</td> <td>78</td> </tr> <tr> <td>2019/20</td> <td>71</td> <td>71</td> </tr> <tr> <td>2020/21</td> <td>140</td> <td>145</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	21	21	2018/19	78	78	2019/20	71	71	2020/21	140	145
Year	Years	Target (Years)																				
2017/18	21	21																				
2018/19	78	78																				
2019/20	71	71																				
2020/21	140	145																				
Corporate Services	CRP 109 / SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)	Low	5.26%	12%			<p>CRP 109 / SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)</p>  <table border="1"> <caption>CRP 109 / SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)</caption> <thead> <tr> <th>Quarters</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>8.1%</td> <td>12%</td> </tr> <tr> <td>Q2 2020/21</td> <td>7.36%</td> <td>12%</td> </tr> <tr> <td>Q3 2020/21</td> <td>6.4%</td> <td>12%</td> </tr> <tr> <td>Q4 2020/21</td> <td>5.26%</td> <td>12%</td> </tr> </tbody> </table>	Quarters	Quarters	Target (Quarters)	Q1 2020/21	8.1%	12%	Q2 2020/21	7.36%	12%	Q3 2020/21	6.4%	12%	Q4 2020/21	5.26%	12%
Quarters	Quarters	Target (Quarters)																				
Q1 2020/21	8.1%	12%																				
Q2 2020/21	7.36%	12%																				
Q3 2020/21	6.4%	12%																				
Q4 2020/21	5.26%	12%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children, Schools & Families	CRP 110 / SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)	High	77%	95%			<p>CRP 110 / SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly but from 2021-22 reporting Monthly)</p>  <table border="1"> <caption>CRP 110 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>Q2-2020/21</td> <td>94%</td> <td>95%</td> </tr> <tr> <td>Q3-2020/21</td> <td>76%</td> <td>95%</td> </tr> <tr> <td>Q4-2020/21</td> <td>77%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	95%	95%	Q2-2020/21	94%	95%	Q3-2020/21	76%	95%	Q4-2020/21	77%	95%
Quarter	Value (%)	Target (%)																				
Q1-2020/21	95%	95%																				
Q2-2020/21	94%	95%																				
Q3-2020/21	76%	95%																				
Q4-2020/21	77%	95%																				
Environment & Regeneration	CRP 111 / SP 497 % ASB cases acknowledged within service timescales (Quarterly)	High	DNR	95%	DATA NOT RECEIVED No Return since Q2 Reporting issues- in process of being resolved	<p>CRP 111 / SP 497 % ASB cases acknowledged within service timescales (Quarterly)</p>  <table border="1"> <caption>CRP 111 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>100%</td> <td>95%</td> </tr> <tr> <td>Q2-2020/21</td> <td>94.4%</td> <td>95%</td> </tr> <tr> <td>Q3-2020/21</td> <td>-</td> <td>95%</td> </tr> <tr> <td>Q4-2020/21</td> <td>-</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	100%	95%	Q2-2020/21	94.4%	95%	Q3-2020/21	-	95%	Q4-2020/21	-	95%	
Quarter	Value (%)	Target (%)																				
Q1-2020/21	100%	95%																				
Q2-2020/21	94.4%	95%																				
Q3-2020/21	-	95%																				
Q4-2020/21	-	95%																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children, Schools & Families	CRP 112 / SP 527 % of Single Assessments completed within 45 days (Monthly)	High	95.17%	100%		N/A	<p>CRP 112 / SP 527 % of Single Assessments completed within 45 days (Monthly)</p> 
Children, Schools & Families	CRP 113 / SP 528 % fostered children living in in-house provision (Monthly)	Within target range	52.75%	55-65%		N/A	<p>CRP 113 / SP 528 % fostered children living in in-house provision RANGE 55-65% (Monthly)</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children, Schools & Families	CRP 114 / SP 531 Percentage of children in our care placed more than 20 miles away (Monthly)	Benchmark	18%	Better than London average		N/A	<p>CRP 114 / SP 531 Percentage of children in our care placed more than 20 miles away (Target: Better than London average) (Monthly)</p> <table border="1"> <caption>CRP 114 / SP 531 Performance Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>15%</td><td>17.5%</td></tr> <tr><td>May 2020</td><td>16%</td><td>17.5%</td></tr> <tr><td>June 2020</td><td>17%</td><td>17.5%</td></tr> <tr><td>July 2020</td><td>16%</td><td>17.5%</td></tr> <tr><td>August 2020</td><td>16%</td><td>17.5%</td></tr> <tr><td>September 2020</td><td>17%</td><td>17.5%</td></tr> <tr><td>October 2020</td><td>15%</td><td>17.5%</td></tr> <tr><td>November 2020</td><td>15%</td><td>17.5%</td></tr> <tr><td>December 2020</td><td>15%</td><td>17.5%</td></tr> <tr><td>January 2021</td><td>15%</td><td>17.5%</td></tr> <tr><td>February 2021</td><td>18%</td><td>17.5%</td></tr> <tr><td>March 2021</td><td>18%</td><td>17.5%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	15%	17.5%	May 2020	16%	17.5%	June 2020	17%	17.5%	July 2020	16%	17.5%	August 2020	16%	17.5%	September 2020	17%	17.5%	October 2020	15%	17.5%	November 2020	15%	17.5%	December 2020	15%	17.5%	January 2021	15%	17.5%	February 2021	18%	17.5%	March 2021	18%	17.5%
Month	Value (%)	Target (%)																																												
April 2020	15%	17.5%																																												
May 2020	16%	17.5%																																												
June 2020	17%	17.5%																																												
July 2020	16%	17.5%																																												
August 2020	16%	17.5%																																												
September 2020	17%	17.5%																																												
October 2020	15%	17.5%																																												
November 2020	15%	17.5%																																												
December 2020	15%	17.5%																																												
January 2021	15%	17.5%																																												
February 2021	18%	17.5%																																												
March 2021	18%	17.5%																																												
Children, Schools & Families	CRP 115SP535MP50 % of total 0-5 year population from areas of deprivation (IDACI 30%) whose families have accessed children's centre services (Quarterly)	Within target range	43.4%	55-65%			<p>CRP 115SP535MP50 % of total 0-5 year population from areas of deprivation (IDACI 30%) whose families have accessed children's centre services TARGET Range 55-65% (Quarterly)</p> <table border="1"> <caption>CRP 115SP535MP50 Performance Data (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>10.3%</td><td>55%</td></tr> <tr><td>Q2 2020/21</td><td>19.7%</td><td>55%</td></tr> <tr><td>Q3 2020/21</td><td>26.7%</td><td>55%</td></tr> <tr><td>Q4 2020/21</td><td>43.4%</td><td>55%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2020/21	10.3%	55%	Q2 2020/21	19.7%	55%	Q3 2020/21	26.7%	55%	Q4 2020/21	43.4%	55%																								
Quarter	Value (%)	Target (%)																																												
Q1 2020/21	10.3%	55%																																												
Q2 2020/21	19.7%	55%																																												
Q3 2020/21	26.7%	55%																																												
Q4 2020/21	43.4%	55%																																												



Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Community & Housing	CRP 116 / SP 539 Safeguarding Concerns to Enquiry Conversion Rate (Number of Section 42 Enquiries + Number of Other Enquiries) / Number of Concerns (Monthly)	High	46%	30%		N/A	<p>CRP 116 / SP 539 Safeguarding Concerns to Enquiry Conversion Rate (Number of Section 42 Enquiries + Number of Other Enquiries) / Number of Concerns (Monthly)</p> 
Corporate Services	CRP 117 / SP 545 % Ombudsman investigations answered in time (Quarterly in arrears)	High	69.23%	90%		N/A	<p>CRP 117 / SP 545 % Ombudsman investigations answered in time (Quarterly in arrears)</p> 

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Corporate Services	CRP 118 / SP 548 Digital take-up (CRM Services) (Monthly)	High	73.32%	60.17%		N/A	<p>CRP 118 / SP 548 Digital take-up (CRM Services) (Monthly)</p> <table border="1"> <caption>CRP 118 / SP 548 Digital take-up (CRM Services) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>69.04%</td></tr> <tr><td>May 2020</td><td>73.26%</td></tr> <tr><td>June 2020</td><td>69.03%</td></tr> <tr><td>July 2020</td><td>73.05%</td></tr> <tr><td>August 2020</td><td>74.98%</td></tr> <tr><td>September 2020</td><td>73.39%</td></tr> <tr><td>October 2020</td><td>74.64%</td></tr> <tr><td>November 2020</td><td>74.27%</td></tr> <tr><td>December 2020</td><td>72.62%</td></tr> <tr><td>January 2021</td><td>75.57%</td></tr> <tr><td>February 2021</td><td>72.06%</td></tr> <tr><td>March 2021</td><td>77.28%</td></tr> </tbody> </table>	Month	Value (%)	April 2020	69.04%	May 2020	73.26%	June 2020	69.03%	July 2020	73.05%	August 2020	74.98%	September 2020	73.39%	October 2020	74.64%	November 2020	74.27%	December 2020	72.62%	January 2021	75.57%	February 2021	72.06%	March 2021	77.28%
Month	Value (%)																																
April 2020	69.04%																																
May 2020	73.26%																																
June 2020	69.03%																																
July 2020	73.05%																																
August 2020	74.98%																																
September 2020	73.39%																																
October 2020	74.64%																																
November 2020	74.27%																																
December 2020	72.62%																																
January 2021	75.57%																																
February 2021	72.06%																																
March 2021	77.28%																																
Environment & Regeneration	CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)	High	5	5		N/A	<p>CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)</p> <table border="1"> <caption>CRP 119 / SP 558 Average Performance Quality Score (Litter and Cleansing Standards) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>4.91</td></tr> <tr><td>Q2 2020/21</td><td>4.9</td></tr> <tr><td>Q3 2020/21</td><td>5.14</td></tr> <tr><td>Q4 2020/21</td><td>5.05</td></tr> </tbody> </table>	Quarter	Value	Q1 2020/21	4.91	Q2 2020/21	4.9	Q3 2020/21	5.14	Q4 2020/21	5.05																
Quarter	Value																																
Q1 2020/21	4.91																																
Q2 2020/21	4.9																																
Q3 2020/21	5.14																																
Q4 2020/21	5.05																																

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Environment & Regeneration	CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)	High	90.25%	90%	✔	N/A	<p>CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)</p> <table border="1"> <caption>CRP 120 / SP 562 % of Regulatory Services service requests with an initial response within the "defined timescale" (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2020/21</td> <td>93.2%</td> <td>90%</td> </tr> <tr> <td>Q2-2020/21</td> <td>91.59%</td> <td>90%</td> </tr> <tr> <td>Q3-2020/21</td> <td>84.51%</td> <td>90%</td> </tr> <tr> <td>Q4-2020/21</td> <td>96.04%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1-2020/21	93.2%	90%	Q2-2020/21	91.59%	90%	Q3-2020/21	84.51%	90%	Q4-2020/21	96.04%	90%
Quarter	Value (%)	Target (%)																				
Q1-2020/21	93.2%	90%																				
Q2-2020/21	91.59%	90%																				
Q3-2020/21	84.51%	90%																				
Q4-2020/21	96.04%	90%																				
Environment & Regeneration	CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)	High	1	1	✔	N/A	<p>CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)</p> <table border="1"> <caption>CRP 121 / SP 565 Number of monitoring stations that meet annual Particulate air quality objectives (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2020/21</td> <td>1</td> <td>1</td> </tr> </tbody> </table>	Year	Value	Target	2020/21	1	1									
Year	Value	Target																				
2020/21	1	1																				

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 122 / SP 566 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives (Annual)	High	31	50		N/A	<p>CRP 122 / SP 566 Number of monitoring stations measuring below the Nitrogen Dioxide air quality objectives (Annual)</p> 
Environment & Regeneration	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	High	87.27%	87%		N/A	<p>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</p> 






Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)	High	97.92%	90%		N/A	<p>CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)</p>  <table border="1"> <caption>CRP 124 / SP 568 % of street reports rectified within the contract standard time frame (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>100%</td><td>90%</td></tr> <tr><td>May 2020</td><td>99.6%</td><td>90%</td></tr> <tr><td>June 2020</td><td>96.9%</td><td>90%</td></tr> <tr><td>July 2020</td><td>97.5%</td><td>90%</td></tr> <tr><td>August 2020</td><td>97.8%</td><td>90%</td></tr> <tr><td>September 2020</td><td>98.4%</td><td>90%</td></tr> <tr><td>October 2020</td><td>98.2%</td><td>90%</td></tr> <tr><td>November 2020</td><td>99%</td><td>90%</td></tr> <tr><td>December 2020</td><td>98.2%</td><td>90%</td></tr> <tr><td>January 2021</td><td>94.7%</td><td>90%</td></tr> <tr><td>February 2021</td><td>95.6%</td><td>90%</td></tr> <tr><td>March 2021</td><td>99.1%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2020	100%	90%	May 2020	99.6%	90%	June 2020	96.9%	90%	July 2020	97.5%	90%	August 2020	97.8%	90%	September 2020	98.4%	90%	October 2020	98.2%	90%	November 2020	99%	90%	December 2020	98.2%	90%	January 2021	94.7%	90%	February 2021	95.6%	90%	March 2021	99.1%	90%
Month	Value (%)	Target (%)																																												
April 2020	100%	90%																																												
May 2020	99.6%	90%																																												
June 2020	96.9%	90%																																												
July 2020	97.5%	90%																																												
August 2020	97.8%	90%																																												
September 2020	98.4%	90%																																												
October 2020	98.2%	90%																																												
November 2020	99%	90%																																												
December 2020	98.2%	90%																																												
January 2021	94.7%	90%																																												
February 2021	95.6%	90%																																												
March 2021	99.1%	90%																																												
Environment & Regeneration	CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)	High	81.25%	80%		N/A	<p>CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)</p>  <table border="1"> <caption>CRP 125 / SP 570 % of sites surveyed that meet the required standard for detritus (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>79%</td><td>80%</td></tr> <tr><td>Q2 2020/21</td><td>78.5%</td><td>80%</td></tr> <tr><td>Q3 2020/21</td><td>84%</td><td>80%</td></tr> <tr><td>Q4 2020/21</td><td>83.5%</td><td>80%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2020/21	79%	80%	Q2 2020/21	78.5%	80%	Q3 2020/21	84%	80%	Q4 2020/21	83.5%	80%																								
Quarter	Value (%)	Target (%)																																												
Q1 2020/21	79%	80%																																												
Q2 2020/21	78.5%	80%																																												
Q3 2020/21	84%	80%																																												
Q4 2020/21	83.5%	80%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 126 / SP 573 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly)	Low	78.08	65		N/A	<p>CRP 126 / SP 573 Number of refuse collections including recycling and kitchen waste (excluding garden waste) missed per 100,000 (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>59</td><td>65</td></tr> <tr><td>May 2020</td><td>59</td><td>65</td></tr> <tr><td>June 2020</td><td>71</td><td>65</td></tr> <tr><td>July 2020</td><td>75</td><td>65</td></tr> <tr><td>August 2020</td><td>83</td><td>65</td></tr> <tr><td>September 2020</td><td>81</td><td>65</td></tr> <tr><td>October 2020</td><td>78</td><td>65</td></tr> <tr><td>November 2020</td><td>72</td><td>65</td></tr> <tr><td>December 2020</td><td>77</td><td>65</td></tr> <tr><td>January 2021</td><td>97</td><td>65</td></tr> <tr><td>February 2021</td><td>85</td><td>65</td></tr> <tr><td>March 2021</td><td>100</td><td>65</td></tr> </tbody> </table>	Month	Value	Target	April 2020	59	65	May 2020	59	65	June 2020	71	65	July 2020	75	65	August 2020	83	65	September 2020	81	65	October 2020	78	65	November 2020	72	65	December 2020	77	65	January 2021	97	65	February 2021	85	65	March 2021	100	65
Month	Value	Target																																												
April 2020	59	65																																												
May 2020	59	65																																												
June 2020	71	65																																												
July 2020	75	65																																												
August 2020	83	65																																												
September 2020	81	65																																												
October 2020	78	65																																												
November 2020	72	65																																												
December 2020	77	65																																												
January 2021	97	65																																												
February 2021	85	65																																												
March 2021	100	65																																												
Children, Schools & Families	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (Monthly)	Within target range	19%	12-20%			<p>CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (within a range of 12% to 20%) (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2020</td><td>20%</td><td>20%</td></tr> <tr><td>May 2020</td><td>21%</td><td>20%</td></tr> <tr><td>June 2020</td><td>18%</td><td>20%</td></tr> <tr><td>July 2020</td><td>15%</td><td>20%</td></tr> <tr><td>August 2020</td><td>16%</td><td>20%</td></tr> <tr><td>September 2020</td><td>16%</td><td>20%</td></tr> <tr><td>October 2020</td><td>15%</td><td>20%</td></tr> <tr><td>November 2020</td><td>16%</td><td>20%</td></tr> <tr><td>December 2020</td><td>14%</td><td>20%</td></tr> <tr><td>January 2021</td><td>18%</td><td>20%</td></tr> <tr><td>February 2021</td><td>21%</td><td>20%</td></tr> <tr><td>March 2021</td><td>19%</td><td>20%</td></tr> </tbody> </table>	Month	Value	Target	April 2020	20%	20%	May 2020	21%	20%	June 2020	18%	20%	July 2020	15%	20%	August 2020	16%	20%	September 2020	16%	20%	October 2020	15%	20%	November 2020	16%	20%	December 2020	14%	20%	January 2021	18%	20%	February 2021	21%	20%	March 2021	19%	20%
Month	Value	Target																																												
April 2020	20%	20%																																												
May 2020	21%	20%																																												
June 2020	18%	20%																																												
July 2020	15%	20%																																												
August 2020	16%	20%																																												
September 2020	16%	20%																																												
October 2020	15%	20%																																												
November 2020	16%	20%																																												
December 2020	14%	20%																																												
January 2021	18%	20%																																												
February 2021	21%	20%																																												
March 2021	19%	20%																																												

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart																																				
			Value	Target	Status	Long Trend																																					
Children, Schools & Families	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)	High	95	95			<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)</p>  <table border="1"> <caption>Annual Performance Data (2010/11 to 2020/21)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>2010/11</td><td>58.3</td><td>95</td></tr> <tr><td>2011/12</td><td>66.1</td><td>95</td></tr> <tr><td>2012/13</td><td>83.6</td><td>95</td></tr> <tr><td>2013/14</td><td>86.8</td><td>95</td></tr> <tr><td>2014/15</td><td>84.9</td><td>95</td></tr> <tr><td>2015/16</td><td>88.7</td><td>95</td></tr> <tr><td>2016/17</td><td>91</td><td>95</td></tr> <tr><td>2017/18</td><td>93</td><td>95</td></tr> <tr><td>2018/19</td><td>91</td><td>95</td></tr> <tr><td>2019/20</td><td>95</td><td>95</td></tr> <tr><td>2020/21</td><td>95</td><td>95</td></tr> </tbody> </table>	Year	Value	Target	2010/11	58.3	95	2011/12	66.1	95	2012/13	83.6	95	2013/14	86.8	95	2014/15	84.9	95	2015/16	88.7	95	2016/17	91	95	2017/18	93	95	2018/19	91	95	2019/20	95	95	2020/21	95	95
Year	Value	Target																																									
2010/11	58.3	95																																									
2011/12	66.1	95																																									
2012/13	83.6	95																																									
2013/14	86.8	95																																									
2014/15	84.9	95																																									
2015/16	88.7	95																																									
2016/17	91	95																																									
2017/18	93	95																																									
2018/19	91	95																																									
2019/20	95	95																																									
2020/21	95	95																																									
Children, Schools & Families	CRP 88SP404MP053 New EHCP requests completed within 20 weeks (Quarterly)	Within target range	32.75%	50-60%			<p>CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)</p>  <table border="1"> <caption>Quarterly Performance Data (Q1 2020/21 to Q4 2020/21)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2020/21</td><td>34%</td><td>50-60%</td></tr> <tr><td>Q2 2020/21</td><td>35%</td><td>50-60%</td></tr> <tr><td>Q3 2020/21</td><td>35%</td><td>50-60%</td></tr> <tr><td>Q4 2020/21</td><td>27%</td><td>50-60%</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	34%	50-60%	Q2 2020/21	35%	50-60%	Q3 2020/21	35%	50-60%	Q4 2020/21	27%	50-60%																					
Quarter	Value	Target																																									
Q1 2020/21	34%	50-60%																																									
Q2 2020/21	35%	50-60%																																									
Q3 2020/21	35%	50-60%																																									
Q4 2020/21	27%	50-60%																																									

Dept.	PI Code & Description	Polarity	2020/21				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children, Schools & Families	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Quarterly)	Benchmark	1.3%	Below London average	✓	↑	<p>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Now reports Quarterly)</p> <table border="1"> <caption>NEET Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>1.3%</td> <td>1.5%</td> </tr> <tr> <td>Q2 2020/21</td> <td>3%</td> <td>1.5%</td> </tr> <tr> <td>Q3 2020/21</td> <td>1.8%</td> <td>1.5%</td> </tr> <tr> <td>Q4 2020/21</td> <td>1.3%</td> <td>1.5%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	1.3%	1.5%	Q2 2020/21	3%	1.5%	Q3 2020/21	1.8%	1.5%	Q4 2020/21	1.3%	1.5%
Quarter	Value	Target																				
Q1 2020/21	1.3%	1.5%																				
Q2 2020/21	3%	1.5%																				
Q3 2020/21	1.8%	1.5%																				
Q4 2020/21	1.3%	1.5%																				
Corporate Services	CRP107SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)	High	1,211	350	✓	↑	<p>CRP107SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)</p> <table border="1"> <caption>MVSC Volunteer Recruitment Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2020/21</td> <td>725</td> <td>100</td> </tr> <tr> <td>Q2 2020/21</td> <td>110</td> <td>100</td> </tr> <tr> <td>Q3 2020/21</td> <td>190</td> <td>100</td> </tr> <tr> <td>Q4 2020/21</td> <td>190</td> <td>100</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2020/21	725	100	Q2 2020/21	110	100	Q3 2020/21	190	100	Q4 2020/21	190	100
Quarter	Value	Target																				
Q1 2020/21	725	100																				
Q2 2020/21	110	100																				
Q3 2020/21	190	100																				
Q4 2020/21	190	100																				

Dashboard Key

	Red signifies target not met	
	Amber signifies target not met, but within the target tolerance (<i>this is not used at year end, targets are either met or not met</i>)	
	Green signifies target has been met	
DNR	DNR signifies that data was not received.	
NMTP	NMTP signifies not measured this period.	
Short trend arrows		Show whether performance for the period is improving (up) or deteriorating (down) compared to last month.
Long trend arrows		Show whether performance for the period is improving (up) or deteriorating (down) compared to the average past two years performance (where available)