




2018/19 Performance Dashboard

Detailing performance against our Service Plan measures

Dept							DNR		NMTP		Total
	No	%	No	%	No	%	No	%	No	%	
C&H	4	10		0	19	48	0	0	17	43	40
CS	17	28		0	32	53	0	0	11	18	60
CSF	9	41		0	12	55		0	1	5	22
E&R	30	43		0	34	49		0	6	9	70
Total	60	31	0	0	97	51	0	0	35	18	192

Click on a department below to view performance:

[Children Schools & Families](#)

[Community & Housing](#)

[Corporate Services](#)

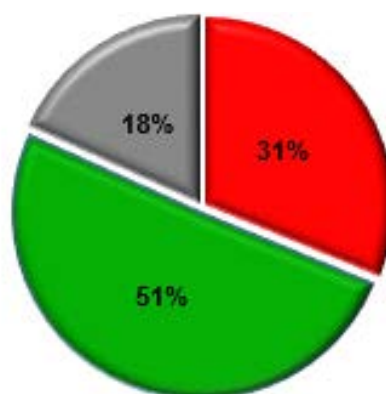
[Environment & Regeneration](#)

[Corporate Indicators](#)

[Dashboard Key](#)

(Use the Alt and Left Arrow buttons to return)

Overall Council Performance Year End 2018/19:



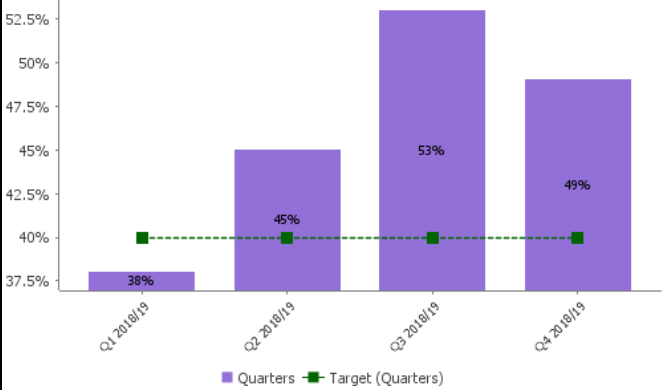


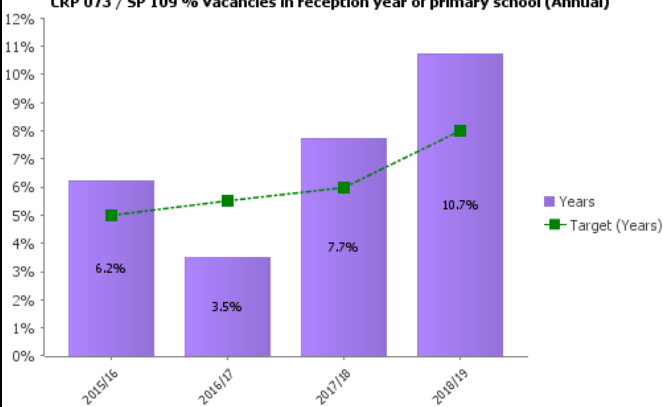


Amber is not used at year end


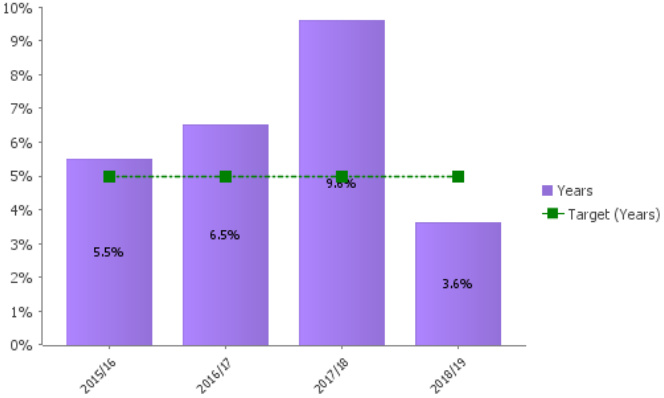
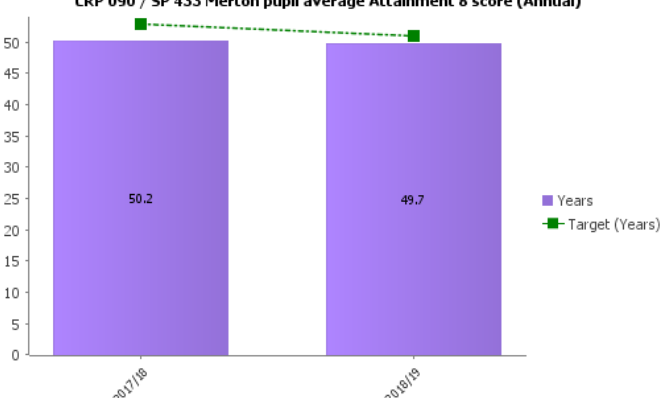
The data used to compile this report was extracted from the performance database at 10am on Monday 20 May 2019. Any data submitted thereafter will be reported in next month's dashboard



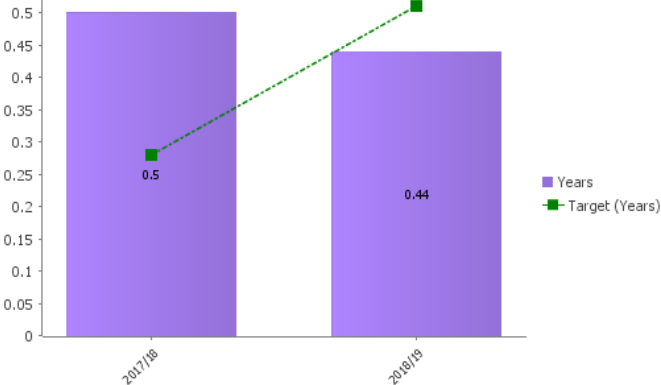


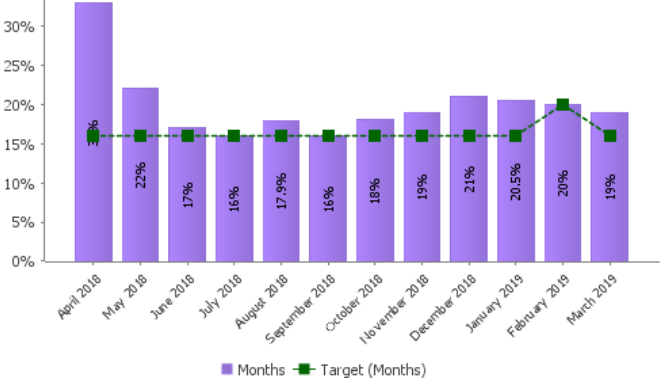
A revised year end report, incorporating data which is due later in the year, will be produced in October 2019.

Children School & Families

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	49%	40%			<p style="text-align: center; font-weight: bold; font-size: small;">CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)</p>  <table border="1" style="display: none;"> <caption>CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>38%</td> <td>40%</td> </tr> <tr> <td>Q2 2018/19</td> <td>45%</td> <td>40%</td> </tr> <tr> <td>Q3 2018/19</td> <td>53%</td> <td>40%</td> </tr> <tr> <td>Q4 2018/19</td> <td>49%</td> <td>40%</td> </tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2018/19	38%	40%	Q2 2018/19	45%	40%	Q3 2018/19	53%	40%	Q4 2018/19	49%	40%
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Q3 2018/19	53%	40%																				
Q4 2018/19	49%	40%																				
Education	CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)	Low	10.7%	8%			<p style="text-align: center; font-weight: bold; font-size: small;">CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)</p>  <table border="1" style="display: none;"> <caption>CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>6.2%</td> <td>8%</td> </tr> <tr> <td>2016/17</td> <td>3.5%</td> <td>8%</td> </tr> <tr> <td>2017/18</td> <td>7.7%</td> <td>8%</td> </tr> <tr> <td>2018/19</td> <td>10.7%</td> <td>8%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	6.2%	8%	2016/17	3.5%	8%	2017/18	7.7%	8%	2018/19	10.7%	8%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Education	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	18	15	✓	↑	<p>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</p> <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>3</td> <td>15</td> </tr> <tr> <td>Q2 2018/19</td> <td>5</td> <td>15</td> </tr> <tr> <td>Q3 2018/19</td> <td>13</td> <td>15</td> </tr> <tr> <td>Q4 2018/19</td> <td>18</td> <td>15</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	3	15	Q2 2018/19	5	15	Q3 2018/19	13	15	Q4 2018/19	18	15																								
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Children's Social Care	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	85%	65%	✓	↑	<p>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</p> <table border="1"> <caption>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>April 2018</td> <td>65%</td> <td>65%</td> </tr> <tr> <td>May 2018</td> <td>65%</td> <td>65%</td> </tr> <tr> <td>June 2018</td> <td>68%</td> <td>65%</td> </tr> <tr> <td>July 2018</td> <td>67%</td> <td>65%</td> </tr> <tr> <td>August 2018</td> <td>66%</td> <td>65%</td> </tr> <tr> <td>September 2018</td> <td>66%</td> <td>65%</td> </tr> <tr> <td>October 2018</td> <td>66%</td> <td>65%</td> </tr> <tr> <td>November 2018</td> <td>68%</td> <td>65%</td> </tr> <tr> <td>December 2018</td> <td>65%</td> <td>65%</td> </tr> <tr> <td>January 2019</td> <td>68%</td> <td>65%</td> </tr> <tr> <td>February 2019</td> <td>68%</td> <td>65%</td> </tr> <tr> <td>March 2019</td> <td>85%</td> <td>65%</td> </tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	65%	65%	May 2018	65%	65%	June 2018	68%	65%	July 2018	67%	65%	August 2018	66%	65%	September 2018	66%	65%	October 2018	66%	65%	November 2018	68%	65%	December 2018	65%	65%	January 2019	68%	65%	February 2019	68%	65%	March 2019	85%	65%
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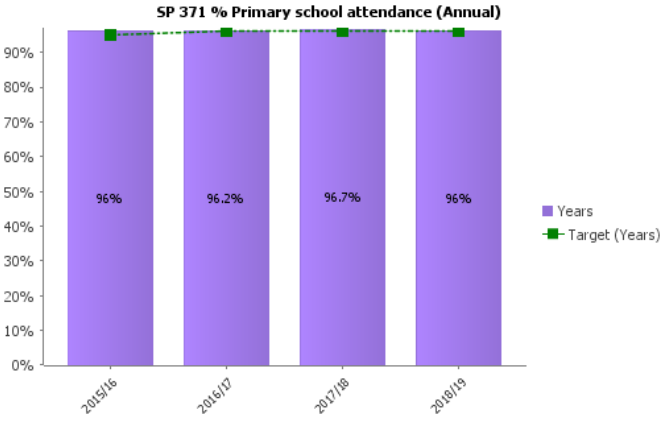


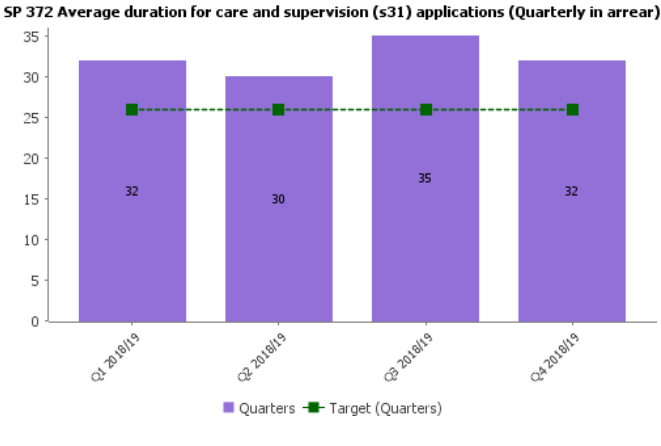
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)	Low	3.6%	5%			<p>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)</p>  <table border="1"> <caption>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>5.5%</td> <td>5%</td> </tr> <tr> <td>2016/17</td> <td>6.5%</td> <td>5%</td> </tr> <tr> <td>2017/18</td> <td>9.8%</td> <td>5%</td> </tr> <tr> <td>2018/19</td> <td>3.6%</td> <td>5%</td> </tr> </tbody> </table>	Year	Value	Target	2015/16	5.5%	5%	2016/17	6.5%	5%	2017/18	9.8%	5%	2018/19	3.6%	5%
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Education	CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)	High	49.7	51			<p>CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)</p>  <table border="1"> <caption>CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>50.2</td> <td>51</td> </tr> <tr> <td>2018/19</td> <td>49.7</td> <td>51</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	50.2	51	2018/19	49.7	51						
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Education	CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)	High	0.44	0.51			<p>CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)</p>  <table border="1"> <caption>CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0.5</td> <td>-</td> </tr> <tr> <td>2018/19</td> <td>0.44</td> <td>0.51</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	0.5	-	2018/19	0.44	0.51																														
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Children's Social Care	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (target range of 12% to 20%) (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 (target range of 12% to 20%) (Monthly)</p>  <table border="1"> <caption>CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (target range of 12% to 20%) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>33%</td><td>16%</td></tr> <tr><td>May 2018</td><td>22%</td><td>16%</td></tr> <tr><td>June 2018</td><td>17%</td><td>16%</td></tr> <tr><td>July 2018</td><td>16%</td><td>16%</td></tr> <tr><td>August 2018</td><td>17.9%</td><td>16%</td></tr> <tr><td>September 2018</td><td>16%</td><td>16%</td></tr> <tr><td>October 2018</td><td>18%</td><td>16%</td></tr> <tr><td>November 2018</td><td>19%</td><td>16%</td></tr> <tr><td>December 2018</td><td>21%</td><td>16%</td></tr> <tr><td>January 2019</td><td>20.5%</td><td>16%</td></tr> <tr><td>February 2019</td><td>20%</td><td>16%</td></tr> <tr><td>March 2019</td><td>19%</td><td>16%</td></tr> </tbody> </table>	Month	Value	Target	April 2018	33%	16%	May 2018	22%	16%	June 2018	17%	16%	July 2018	16%	16%	August 2018	17.9%	16%	September 2018	16%	16%	October 2018	18%	16%	November 2018	19%	16%	December 2018	21%	16%	January 2019	20.5%	16%	February 2019	20%	16%	March 2019	19%	16%
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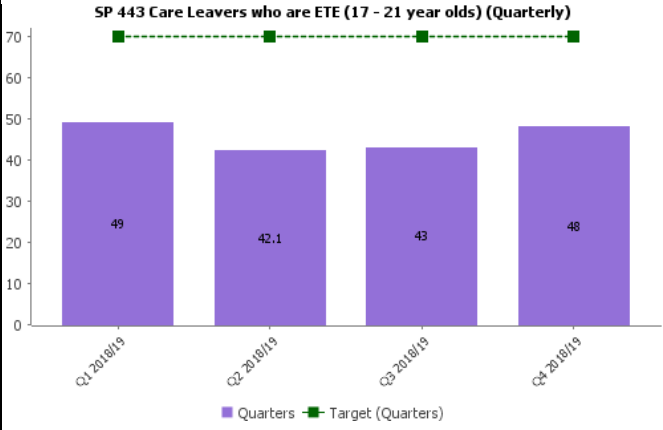

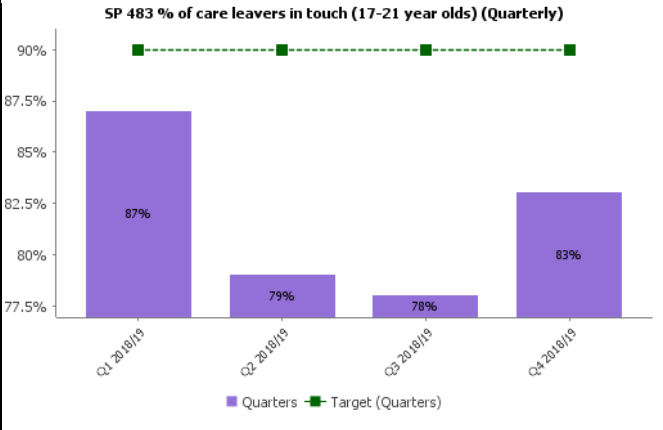
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Education	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	91%	91%			<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</p>  <table border="1"> <caption>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>95%</td><td>91%</td></tr> <tr><td>May 2018</td><td>95%</td><td>91%</td></tr> <tr><td>June 2018</td><td>91%</td><td>91%</td></tr> <tr><td>July 2018</td><td>93%</td><td>91%</td></tr> <tr><td>August 2018</td><td>93%</td><td>91%</td></tr> <tr><td>September 2018</td><td>91%</td><td>91%</td></tr> <tr><td>October 2018</td><td>91%</td><td>91%</td></tr> <tr><td>November 2018</td><td>91%</td><td>91%</td></tr> <tr><td>December 2018</td><td>91%</td><td>91%</td></tr> <tr><td>January 2019</td><td>91%</td><td>91%</td></tr> <tr><td>February 2019</td><td>91%</td><td>91%</td></tr> <tr><td>March 2019</td><td>91%</td><td>91%</td></tr> </tbody> </table>	Month	Value	Target	April 2018	95%	91%	May 2018	95%	91%	June 2018	91%	91%	July 2018	93%	91%	August 2018	93%	91%	September 2018	91%	91%	October 2018	91%	91%	November 2018	91%	91%	December 2018	91%	91%	January 2019	91%	91%	February 2019	91%	91%	March 2019	91%	91%
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Education	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	57%	55%			<p>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</p>  <table border="1"> <caption>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>56%</td><td>55%</td></tr> <tr><td>Q2 2018/19</td><td>59%</td><td>55%</td></tr> <tr><td>Q3 2018/19</td><td>55%</td><td>55%</td></tr> <tr><td>Q4 2018/19</td><td>58%</td><td>55%</td></tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	56%	55%	Q2 2018/19	59%	55%	Q3 2018/19	55%	55%	Q4 2018/19	58%	55%																								
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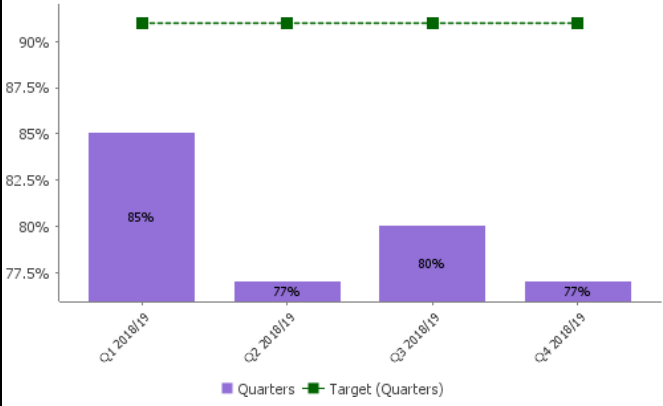
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Children's Social Care	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrear)	Low	1.8%	3%	✓	↓	<p>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrear)</p> <table border="1"> <caption>NEET Performance Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>1.5%</td><td>3%</td></tr> <tr><td>May 2018</td><td>1.5%</td><td>3%</td></tr> <tr><td>June 2018</td><td>1.5%</td><td>3%</td></tr> <tr><td>July 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>August 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>September 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>October 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>November 2018</td><td>1.6%</td><td>3%</td></tr> <tr><td>December 2018</td><td>1.6%</td><td>3%</td></tr> <tr><td>January 2019</td><td>1.5%</td><td>3%</td></tr> <tr><td>February 2019</td><td>1.7%</td><td>3%</td></tr> <tr><td>March 2019</td><td>1.8%</td><td>3%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2018	1.5%	3%	May 2018	1.5%	3%	June 2018	1.5%	3%	July 2018	1.4%	3%	August 2018	1.4%	3%	September 2018	1.4%	3%	October 2018	1.4%	3%	November 2018	1.6%	3%	December 2018	1.6%	3%	January 2019	1.5%	3%	February 2019	1.7%	3%	March 2019	1.8%	3%
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Children's Social Care	SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (Monthly)	Low	33	50	✓	↑	<p>SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (Monthly)</p> <table border="1"> <caption>Youth Justice System Entrants (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>2</td><td>5</td></tr> <tr><td>May 2018</td><td>6</td><td>10</td></tr> <tr><td>June 2018</td><td>12</td><td>15</td></tr> <tr><td>July 2018</td><td>17</td><td>20</td></tr> <tr><td>August 2018</td><td>18</td><td>25</td></tr> <tr><td>September 2018</td><td>21</td><td>30</td></tr> <tr><td>October 2018</td><td>24</td><td>35</td></tr> <tr><td>November 2018</td><td>27</td><td>40</td></tr> <tr><td>December 2018</td><td>28</td><td>45</td></tr> <tr><td>January 2019</td><td>32</td><td>50</td></tr> <tr><td>February 2019</td><td>33</td><td>50</td></tr> <tr><td>March 2019</td><td>33</td><td>50</td></tr> </tbody> </table>	Month	Months	Target	April 2018	2	5	May 2018	6	10	June 2018	12	15	July 2018	17	20	August 2018	18	25	September 2018	21	30	October 2018	24	35	November 2018	27	40	December 2018	28	45	January 2019	32	50	February 2019	33	50	March 2019	33	50
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May 2018	6	10																																												
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July 2018	17	20																																												
August 2018	18	25																																												
September 2018	21	30																																												
October 2018	24	35																																												
November 2018	27	40																																												
December 2018	28	45																																												
January 2019	32	50																																												
February 2019	33	50																																												
March 2019	33	50																																												

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	SP 346 % children subject of a timely safeguarding assessment (Monthly) (Q on 2018/19 SP)	High	72%	93%			<p>SP 346 % children subject of a timely safeguarding assessment (Monthly) (Q on 2018/19 SP)</p>  <table border="1"> <caption>SP 346 % children subject of a timely safeguarding assessment (Monthly) (Q on 2018/19 SP)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>-</td><td>93%</td></tr> <tr><td>May 2018</td><td>-</td><td>93%</td></tr> <tr><td>June 2018</td><td>80%</td><td>93%</td></tr> <tr><td>July 2018</td><td>79%</td><td>93%</td></tr> <tr><td>August 2018</td><td>81%</td><td>93%</td></tr> <tr><td>September 2018</td><td>80.7%</td><td>93%</td></tr> <tr><td>October 2018</td><td>81%</td><td>93%</td></tr> <tr><td>November 2018</td><td>81%</td><td>93%</td></tr> <tr><td>December 2018</td><td>83%</td><td>93%</td></tr> <tr><td>January 2019</td><td>88%</td><td>93%</td></tr> <tr><td>February 2019</td><td>85%</td><td>93%</td></tr> <tr><td>March 2019</td><td>72%</td><td>93%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	-	93%	May 2018	-	93%	June 2018	80%	93%	July 2018	79%	93%	August 2018	81%	93%	September 2018	80.7%	93%	October 2018	81%	93%	November 2018	81%	93%	December 2018	83%	93%	January 2019	88%	93%	February 2019	85%	93%	March 2019	72%	93%
Month	Value (%)	Target (%)																																												
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March 2019	72%	93%																																												
Education	SP 347 L4 Reading, Writing and Math KS2 (Academic Annual)	High	Not Measured This Period Data available in the summer																																											
Education	SP 370 % Secondary school attendance (Annual)	High	95.4%	95.3%			<p>SP 370 % Secondary school attendance (Annual)</p>  <table border="1"> <caption>SP 370 % Secondary school attendance (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2015/16</td><td>95.2%</td><td>95.3%</td></tr> <tr><td>2016/17</td><td>95.5%</td><td>95.3%</td></tr> <tr><td>2017/18</td><td>96%</td><td>95.3%</td></tr> <tr><td>2018/19</td><td>95.4%</td><td>95.3%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	95.2%	95.3%	2016/17	95.5%	95.3%	2017/18	96%	95.3%	2018/19	95.4%	95.3%																								
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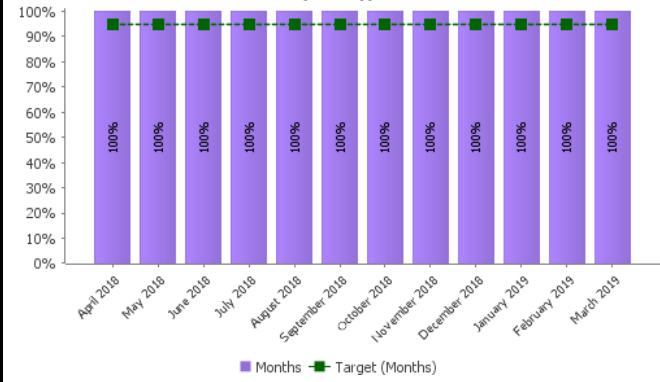


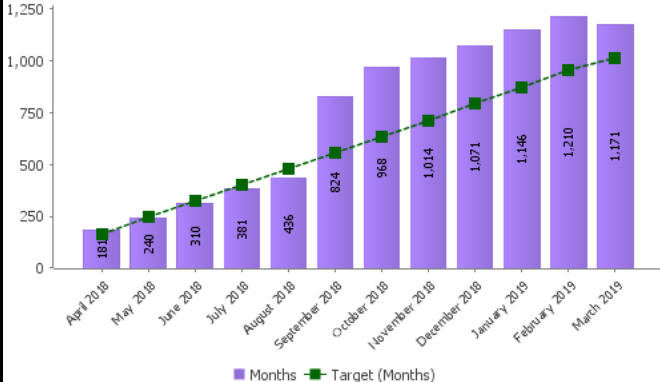
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Education	SP 371 % Primary school attendance (Annual)	High	96%	96%			<p>SP 371 % Primary school attendance (Annual)</p>  <table border="1"> <caption>SP 371 % Primary school attendance (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>96%</td> <td>96%</td> </tr> <tr> <td>2016/17</td> <td>96.2%</td> <td>96%</td> </tr> <tr> <td>2017/18</td> <td>96.7%</td> <td>96%</td> </tr> <tr> <td>2018/19</td> <td>96%</td> <td>96%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	96%	96%	2016/17	96.2%	96%	2017/18	96.7%	96%	2018/19	96%	96%
Year	Value (%)	Target (%)																				
2015/16	96%	96%																				
2016/17	96.2%	96%																				
2017/18	96.7%	96%																				
2018/19	96%	96%																				
Children's Social Care	SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrears)	Low	32	26			<p>SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrears)</p>  <table border="1"> <caption>SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrears)</caption> <thead> <tr> <th>Quarter</th> <th>Value (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>Q4 2018/19</td> <td>32</td> <td>26</td> </tr> <tr> <td>Q1 2019/19</td> <td>30</td> <td>26</td> </tr> <tr> <td>Q2 2019/19</td> <td>35</td> <td>26</td> </tr> <tr> <td>Q4 2019/19</td> <td>32</td> <td>26</td> </tr> </tbody> </table>	Quarter	Value (Years)	Target (Years)	Q4 2018/19	32	26	Q1 2019/19	30	26	Q2 2019/19	35	26	Q4 2019/19	32	26
Quarter	Value (Years)	Target (Years)																				
Q4 2018/19	32	26																				
Q1 2019/19	30	26																				
Q2 2019/19	35	26																				
Q4 2019/19	32	26																				

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children's Social Care	SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)	Low	7%	11%			<p>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)</p> <table border="1"> <caption>SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>11%</td><td>11%</td></tr> <tr><td>May 2018</td><td>11%</td><td>11%</td></tr> <tr><td>June 2018</td><td>1%</td><td>11%</td></tr> <tr><td>July 2018</td><td>2%</td><td>11%</td></tr> <tr><td>August 2018</td><td>2.4%</td><td>11%</td></tr> <tr><td>September 2018</td><td>2%</td><td>11%</td></tr> <tr><td>October 2018</td><td>3%</td><td>11%</td></tr> <tr><td>November 2018</td><td>2%</td><td>11%</td></tr> <tr><td>December 2018</td><td>3%</td><td>11%</td></tr> <tr><td>January 2019</td><td>5%</td><td>11%</td></tr> <tr><td>February 2019</td><td>5%</td><td>11%</td></tr> <tr><td>March 2019</td><td>7%</td><td>11%</td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2018	11%	11%	May 2018	11%	11%	June 2018	1%	11%	July 2018	2%	11%	August 2018	2.4%	11%	September 2018	2%	11%	October 2018	3%	11%	November 2018	2%	11%	December 2018	3%	11%	January 2019	5%	11%	February 2019	5%	11%	March 2019	7%	11%
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Education	SP 423 % spend on approved capital programme (Annual)	High	94%	80%			<p>SP 423 % spend on approved capital programme (Annual)</p> <table border="1"> <caption>SP 423 % spend on approved capital programme (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr><td>2016/17</td><td>100%</td><td>80%</td></tr> <tr><td>2017/18</td><td>73%</td><td>80%</td></tr> <tr><td>2018/19</td><td>94%</td><td>80%</td></tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2016/17	100%	80%	2017/18	73%	80%	2018/19	94%	80%																											
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Dept.	PI Code & Description	Polarity	2018/19				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)	High	48	70		N/A	<p>SP 443 Care Leavers who are ETE (17 - 21 year olds) (Quarterly)</p>  <table border="1"> <caption>SP 443 Care Leavers who are ETE (17 - 21 year olds) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>49</td> <td>70</td> </tr> <tr> <td>Q2 2018/19</td> <td>42.1</td> <td>70</td> </tr> <tr> <td>Q3 2018/19</td> <td>43</td> <td>70</td> </tr> <tr> <td>Q4 2018/19</td> <td>48</td> <td>70</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	49	70	Q2 2018/19	42.1	70	Q3 2018/19	43	70	Q4 2018/19	48	70
Quarter	Value	Target																				
Q1 2018/19	49	70																				
Q2 2018/19	42.1	70																				
Q3 2018/19	43	70																				
Q4 2018/19	48	70																				
Children's Social Care	SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)	High	83%	90%		N/A	<p>SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)</p>  <table border="1"> <caption>SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>87%</td> <td>90%</td> </tr> <tr> <td>Q2 2018/19</td> <td>79%</td> <td>90%</td> </tr> <tr> <td>Q3 2018/19</td> <td>78%</td> <td>90%</td> </tr> <tr> <td>Q4 2018/19</td> <td>83%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	87%	90%	Q2 2018/19	79%	90%	Q3 2018/19	78%	90%	Q4 2018/19	83%	90%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children's Social Care	SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)	High	77%	91%		N/A	<p>SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>85%</td> <td>91%</td> </tr> <tr> <td>Q2 2018/19</td> <td>77%</td> <td>91%</td> </tr> <tr> <td>Q3 2018/19</td> <td>80%</td> <td>91%</td> </tr> <tr> <td>Q4 2018/19</td> <td>77%</td> <td>91%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2018/19	85%	91%	Q2 2018/19	77%	91%	Q3 2018/19	80%	91%	Q4 2018/19	77%	91%
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Community & Housing

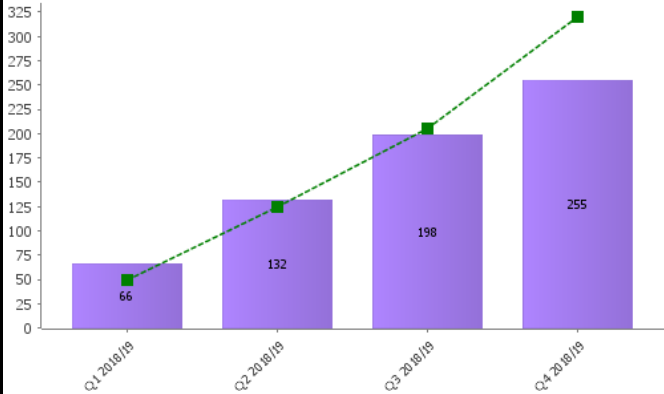

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Adult Social Care	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%			<p>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</p>  <table border="1" style="display: none;"> <caption>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>100</td><td>95</td></tr> <tr><td>May 2018</td><td>100</td><td>95</td></tr> <tr><td>June 2018</td><td>100</td><td>95</td></tr> <tr><td>July 2018</td><td>100</td><td>95</td></tr> <tr><td>August 2018</td><td>100</td><td>95</td></tr> <tr><td>September 2018</td><td>100</td><td>95</td></tr> <tr><td>October 2018</td><td>100</td><td>95</td></tr> <tr><td>November 2018</td><td>100</td><td>95</td></tr> <tr><td>December 2018</td><td>100</td><td>95</td></tr> <tr><td>January 2019</td><td>100</td><td>95</td></tr> <tr><td>February 2019</td><td>100</td><td>95</td></tr> <tr><td>March 2019</td><td>100</td><td>95</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	100	95	May 2018	100	95	June 2018	100	95	July 2018	100	95	August 2018	100	95	September 2018	100	95	October 2018	100	95	November 2018	100	95	December 2018	100	95	January 2019	100	95	February 2019	100	95	March 2019	100	95
Month	Actual (%)	Target (%)																																												
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February 2019	100	95																																												
March 2019	100	95																																												
Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,171	1,010			<p>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</p>  <table border="1" style="display: none;"> <caption>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>181</td><td>1010</td></tr> <tr><td>May 2018</td><td>240</td><td>1010</td></tr> <tr><td>June 2018</td><td>310</td><td>1010</td></tr> <tr><td>July 2018</td><td>381</td><td>1010</td></tr> <tr><td>August 2018</td><td>436</td><td>1010</td></tr> <tr><td>September 2018</td><td>824</td><td>1010</td></tr> <tr><td>October 2018</td><td>968</td><td>1010</td></tr> <tr><td>November 2018</td><td>1,014</td><td>1010</td></tr> <tr><td>December 2018</td><td>1,071</td><td>1010</td></tr> <tr><td>January 2019</td><td>1,146</td><td>1010</td></tr> <tr><td>February 2019</td><td>1,210</td><td>1010</td></tr> <tr><td>March 2019</td><td>1,171</td><td>1010</td></tr> </tbody> </table>	Month	Actual	Target	April 2018	181	1010	May 2018	240	1010	June 2018	310	1010	July 2018	381	1010	August 2018	436	1010	September 2018	824	1010	October 2018	968	1010	November 2018	1,014	1010	December 2018	1,071	1010	January 2019	1,146	1010	February 2019	1,210	1010	March 2019	1,171	1010
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Adult Social Care	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	74%	72%	✓	↓	<p>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</p> <table border="1"> <caption>CRP 057 / SP274 % people receiving 'long term' community services (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>75%</td><td>72%</td></tr> <tr><td>May 2018</td><td>75%</td><td>72%</td></tr> <tr><td>June 2018</td><td>74%</td><td>72%</td></tr> <tr><td>July 2018</td><td>74%</td><td>72%</td></tr> <tr><td>August 2018</td><td>74%</td><td>72%</td></tr> <tr><td>September 2018</td><td>74%</td><td>72%</td></tr> <tr><td>October 2018</td><td>74%</td><td>72%</td></tr> <tr><td>November 2018</td><td>74%</td><td>72%</td></tr> <tr><td>December 2018</td><td>74%</td><td>72%</td></tr> <tr><td>January 2019</td><td>74%</td><td>72%</td></tr> <tr><td>February 2019</td><td>74%</td><td>72%</td></tr> <tr><td>March 2019</td><td>74%</td><td>72%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	75%	72%	May 2018	75%	72%	June 2018	74%	72%	July 2018	74%	72%	August 2018	74%	72%	September 2018	74%	72%	October 2018	74%	72%	November 2018	74%	72%	December 2018	74%	72%	January 2019	74%	72%	February 2019	74%	72%	March 2019	74%	72%
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March 2019	74%	72%																																												
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	71,648	56,000	✓	↑	<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"> <caption>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)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>65,138</td><td>56,000</td></tr> <tr><td>May 2018</td><td>67,025</td><td>56,000</td></tr> <tr><td>June 2018</td><td>70,054</td><td>56,000</td></tr> <tr><td>July 2018</td><td>70,556</td><td>56,000</td></tr> <tr><td>August 2018</td><td>70,003</td><td>56,000</td></tr> <tr><td>September 2018</td><td>69,985</td><td>56,000</td></tr> <tr><td>October 2018</td><td>68,790</td><td>56,000</td></tr> <tr><td>November 2018</td><td>69,422</td><td>56,000</td></tr> <tr><td>December 2018</td><td>71,496</td><td>56,000</td></tr> <tr><td>January 2019</td><td>71,759</td><td>56,000</td></tr> <tr><td>February 2019</td><td>71,648</td><td>56,000</td></tr> <tr><td>March 2019</td><td>71,648</td><td>56,000</td></tr> </tbody> </table>	Month	Value	Target	April 2018	65,138	56,000	May 2018	67,025	56,000	June 2018	70,054	56,000	July 2018	70,556	56,000	August 2018	70,003	56,000	September 2018	69,985	56,000	October 2018	68,790	56,000	November 2018	69,422	56,000	December 2018	71,496	56,000	January 2019	71,759	56,000	February 2019	71,648	56,000	March 2019	71,648	56,000
Month	Value	Target																																												
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October 2018	68,790	56,000																																												
November 2018	69,422	56,000																																												
December 2018	71,496	56,000																																												
January 2019	71,759	56,000																																												
February 2019	71,648	56,000																																												
March 2019	71,648	56,000																																												

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	234,486	220,000	✓	↓	<p>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</p> <table border="1"> <caption>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>23,100</td><td>22,000</td></tr> <tr><td>May 2018</td><td>38,400</td><td>38,000</td></tr> <tr><td>June 2018</td><td>55,899</td><td>55,000</td></tr> <tr><td>July 2018</td><td>75,422</td><td>75,000</td></tr> <tr><td>August 2018</td><td>95,653</td><td>95,000</td></tr> <tr><td>September 2018</td><td>116,063</td><td>116,000</td></tr> <tr><td>October 2018</td><td>136,666</td><td>136,000</td></tr> <tr><td>November 2018</td><td>156,116</td><td>156,000</td></tr> <tr><td>December 2018</td><td>173,848</td><td>173,000</td></tr> <tr><td>January 2019</td><td>196,048</td><td>196,000</td></tr> <tr><td>February 2019</td><td>214,937</td><td>214,000</td></tr> <tr><td>March 2019</td><td>234,486</td><td>234,000</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	23,100	22,000	May 2018	38,400	38,000	June 2018	55,899	55,000	July 2018	75,422	75,000	August 2018	95,653	95,000	September 2018	116,063	116,000	October 2018	136,666	136,000	November 2018	156,116	156,000	December 2018	173,848	173,000	January 2019	196,048	196,000	February 2019	214,937	214,000	March 2019	234,486	234,000
Month	Months	Target (Months)																																												
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February 2019	214,937	214,000																																												
March 2019	234,486	234,000																																												
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	171.8	230	✓	↑	<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 2018</td><td>170</td><td>230</td></tr> <tr><td>May 2018</td><td>175</td><td>230</td></tr> <tr><td>June 2018</td><td>172</td><td>230</td></tr> <tr><td>July 2018</td><td>175</td><td>230</td></tr> <tr><td>August 2018</td><td>176</td><td>230</td></tr> <tr><td>September 2018</td><td>174</td><td>230</td></tr> <tr><td>October 2018</td><td>168</td><td>230</td></tr> <tr><td>November 2018</td><td>169</td><td>230</td></tr> <tr><td>December 2018</td><td>167</td><td>230</td></tr> <tr><td>January 2019</td><td>171</td><td>230</td></tr> <tr><td>February 2019</td><td>170</td><td>230</td></tr> <tr><td>March 2019</td><td>174</td><td>230</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	170	230	May 2018	175	230	June 2018	172	230	July 2018	175	230	August 2018	176	230	September 2018	174	230	October 2018	168	230	November 2018	169	230	December 2018	167	230	January 2019	171	230	February 2019	170	230	March 2019	174	230
Month	Months	Target (Months)																																												
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November 2018	169	230																																												
December 2018	167	230																																												
January 2019	171	230																																												
February 2019	170	230																																												
March 2019	174	230																																												

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	504	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 2018</td><td>44</td><td>450</td></tr> <tr><td>May 2018</td><td>106</td><td>450</td></tr> <tr><td>June 2018</td><td>122</td><td>450</td></tr> <tr><td>July 2018</td><td>161</td><td>450</td></tr> <tr><td>August 2018</td><td>190</td><td>450</td></tr> <tr><td>September 2018</td><td>243</td><td>450</td></tr> <tr><td>October 2018</td><td>263</td><td>450</td></tr> <tr><td>November 2018</td><td>313</td><td>450</td></tr> <tr><td>December 2018</td><td>346</td><td>450</td></tr> <tr><td>January 2019</td><td>387</td><td>450</td></tr> <tr><td>February 2019</td><td>426</td><td>450</td></tr> <tr><td>March 2019</td><td>504</td><td>450</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	44	450	May 2018	106	450	June 2018	122	450	July 2018	161	450	August 2018	190	450	September 2018	243	450	October 2018	263	450	November 2018	313	450	December 2018	346	450	January 2019	387	450	February 2019	426	450	March 2019	504	450
Month	Months	Target (Months)																																												
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December 2018	346	450																																												
January 2019	387	450																																												
February 2019	426	450																																												
March 2019	504	450																																												
Adult Social Care	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrears)	Low	704	1,428	✓	N/A	<p>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrears)</p> <table border="1"> <caption>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>39</td><td>100</td></tr> <tr><td>May 2018</td><td>29</td><td>100</td></tr> <tr><td>June 2018</td><td>42</td><td>100</td></tr> <tr><td>July 2018</td><td>77</td><td>100</td></tr> <tr><td>August 2018</td><td>88</td><td>100</td></tr> <tr><td>September 2018</td><td>75</td><td>100</td></tr> <tr><td>October 2018</td><td>32</td><td>100</td></tr> <tr><td>November 2018</td><td>28</td><td>100</td></tr> <tr><td>December 2018</td><td>97</td><td>100</td></tr> <tr><td>January 2019</td><td>80</td><td>100</td></tr> <tr><td>February 2019</td><td>76</td><td>100</td></tr> <tr><td>March 2019</td><td>41</td><td>100</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	39	100	May 2018	29	100	June 2018	42	100	July 2018	77	100	August 2018	88	100	September 2018	75	100	October 2018	32	100	November 2018	28	100	December 2018	97	100	January 2019	80	100	February 2019	76	100	March 2019	41	100
Month	Months	Target (Months)																																												
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March 2019	41	100																																												



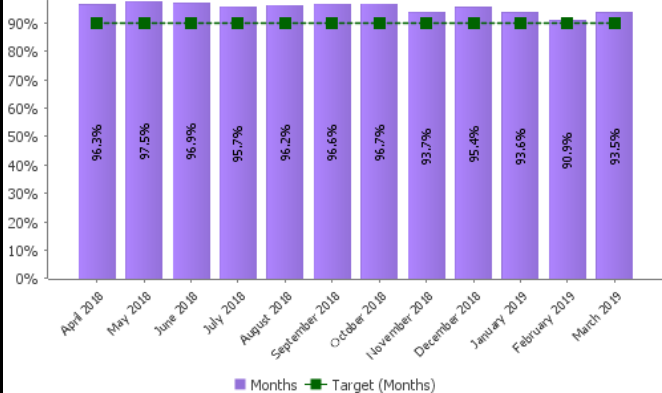
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)	Low	1.3	10			<p>SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)</p> <table border="1"> <caption>SP 037 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>2</td><td>10</td></tr> <tr><td>May 2018</td><td>3</td><td>10</td></tr> <tr><td>June 2018</td><td>1</td><td>10</td></tr> <tr><td>July 2018</td><td>1</td><td>10</td></tr> <tr><td>August 2018</td><td>0</td><td>10</td></tr> <tr><td>September 2018</td><td>1</td><td>10</td></tr> <tr><td>October 2018</td><td>1</td><td>10</td></tr> <tr><td>November 2018</td><td>1</td><td>10</td></tr> <tr><td>December 2018</td><td>0</td><td>10</td></tr> <tr><td>January 2019</td><td>2</td><td>10</td></tr> <tr><td>February 2019</td><td>2</td><td>10</td></tr> <tr><td>March 2019</td><td>1</td><td>10</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	2	10	May 2018	3	10	June 2018	1	10	July 2018	1	10	August 2018	0	10	September 2018	1	10	October 2018	1	10	November 2018	1	10	December 2018	0	10	January 2019	2	10	February 2019	2	10	March 2019	1	10
Month	Months	Target (Months)																																												
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December 2018	0	10																																												
January 2019	2	10																																												
February 2019	2	10																																												
March 2019	1	10																																												
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	8.8	10			<p>SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)</p> <table border="1"> <caption>SP 038 Monthly Data</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>8</td><td>10</td></tr> <tr><td>May 2018</td><td>7</td><td>10</td></tr> <tr><td>June 2018</td><td>7</td><td>10</td></tr> <tr><td>July 2018</td><td>12</td><td>10</td></tr> <tr><td>August 2018</td><td>8</td><td>10</td></tr> <tr><td>September 2018</td><td>8</td><td>10</td></tr> <tr><td>October 2018</td><td>9</td><td>10</td></tr> <tr><td>November 2018</td><td>7</td><td>10</td></tr> <tr><td>December 2018</td><td>10</td><td>10</td></tr> <tr><td>January 2019</td><td>11</td><td>10</td></tr> <tr><td>February 2019</td><td>10</td><td>10</td></tr> <tr><td>March 2019</td><td>9</td><td>10</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	8	10	May 2018	7	10	June 2018	7	10	July 2018	12	10	August 2018	8	10	September 2018	8	10	October 2018	9	10	November 2018	7	10	December 2018	10	10	January 2019	11	10	February 2019	10	10	March 2019	9	10
Month	Months	Target (Months)																																												
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December 2018	10	10																																												
January 2019	11	10																																												
February 2019	10	10																																												
March 2019	9	10																																												
Adult Social Care	SP 050 % Older people still living at home following reablement (Annual)	High	Not Measured This Period Awaiting validated figures from NHS Digital																																											
Housing Needs & Enabling	SP 276 Affordable Homes delivered (Annual)	High	Not Measured This Period Authority Monitoring Report published in Autumn																																											



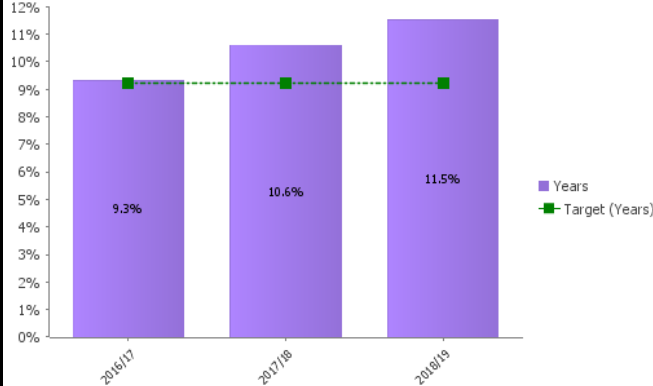
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	255	320			<p>SP 277 Social Housing Lets (Quarterly)</p>  <table border="1"> <caption>SP 277 Social Housing Lets (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>66</td> <td>66</td> </tr> <tr> <td>Q2 2018/19</td> <td>132</td> <td>132</td> </tr> <tr> <td>Q3 2018/19</td> <td>198</td> <td>198</td> </tr> <tr> <td>Q4 2018/19</td> <td>255</td> <td>325</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	66	66	Q2 2018/19	132	132	Q3 2018/19	198	198	Q4 2018/19	255	325
Quarter	Value	Target																				
Q1 2018/19	66	66																				
Q2 2018/19	132	132																				
Q3 2018/19	198	198																				
Q4 2018/19	255	325																				
Housing Needs & Enabling	SP 278 Rent deposit - new tenancies (Annual)	High	45	40			<p>SP 278 Rent deposit - new tenancies (Annual)</p>  <table border="1"> <caption>SP 278 Rent deposit - new tenancies (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>49</td> <td>90</td> </tr> <tr> <td>2016/17</td> <td>51</td> <td>51</td> </tr> <tr> <td>2017/18</td> <td>70</td> <td>40</td> </tr> <tr> <td>2018/19</td> <td>45</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target	2015/16	49	90	2016/17	51	51	2017/18	70	40	2018/19	45	40
Year	Value	Target																				
2015/16	49	90																				
2016/17	51	51																				
2017/18	70	40																				
2018/19	45	40																				


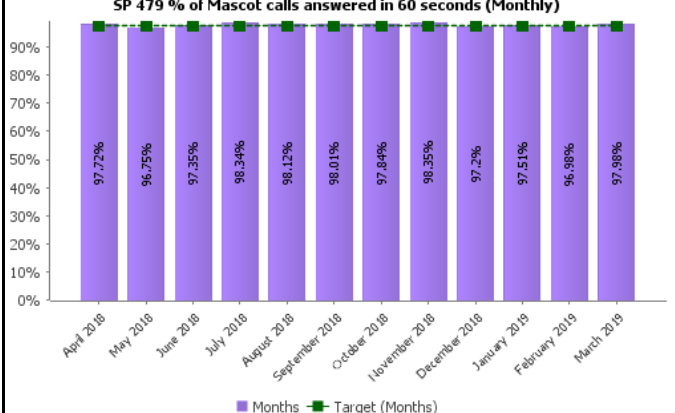
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	98%	97%	✓	↑	<p>SP 279 % Self-service usage for stock transactions (libraries) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>99%</td><td>97%</td></tr> <tr><td>May 2018</td><td>97%</td><td>97%</td></tr> <tr><td>June 2018</td><td>98%</td><td>97%</td></tr> <tr><td>July 2018</td><td>97%</td><td>97%</td></tr> <tr><td>August 2018</td><td>96%</td><td>97%</td></tr> <tr><td>September 2018</td><td>98%</td><td>97%</td></tr> <tr><td>October 2018</td><td>98%</td><td>97%</td></tr> <tr><td>November 2018</td><td>97%</td><td>97%</td></tr> <tr><td>December 2018</td><td>98%</td><td>97%</td></tr> <tr><td>January 2019</td><td>98%</td><td>97%</td></tr> <tr><td>February 2019</td><td>98%</td><td>97%</td></tr> <tr><td>March 2019</td><td>98%</td><td>97%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	99%	97%	May 2018	97%	97%	June 2018	98%	97%	July 2018	97%	97%	August 2018	96%	97%	September 2018	98%	97%	October 2018	98%	97%	November 2018	97%	97%	December 2018	98%	97%	January 2019	98%	97%	February 2019	98%	97%	March 2019	98%	97%
Month	Value (%)	Target (%)																																												
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January 2019	98%	97%																																												
February 2019	98%	97%																																												
March 2019	98%	97%																																												
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	276	230	✓	↓	<p>SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>288</td><td>230</td></tr> <tr><td>May 2018</td><td>276</td><td>230</td></tr> <tr><td>June 2018</td><td>264</td><td>230</td></tr> <tr><td>July 2018</td><td>334</td><td>230</td></tr> <tr><td>August 2018</td><td>317</td><td>230</td></tr> <tr><td>September 2018</td><td>282</td><td>230</td></tr> <tr><td>October 2018</td><td>273</td><td>230</td></tr> <tr><td>November 2018</td><td>268</td><td>230</td></tr> <tr><td>December 2018</td><td>262</td><td>230</td></tr> <tr><td>January 2019</td><td>279</td><td>230</td></tr> <tr><td>February 2019</td><td>275</td><td>230</td></tr> <tr><td>March 2019</td><td>276</td><td>230</td></tr> </tbody> </table>	Month	Value	Target	April 2018	288	230	May 2018	276	230	June 2018	264	230	July 2018	334	230	August 2018	317	230	September 2018	282	230	October 2018	273	230	November 2018	268	230	December 2018	262	230	January 2019	279	230	February 2019	275	230	March 2019	276	230
Month	Value	Target																																												
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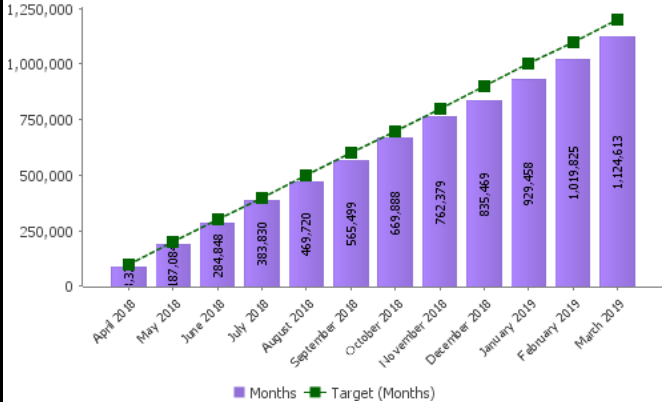

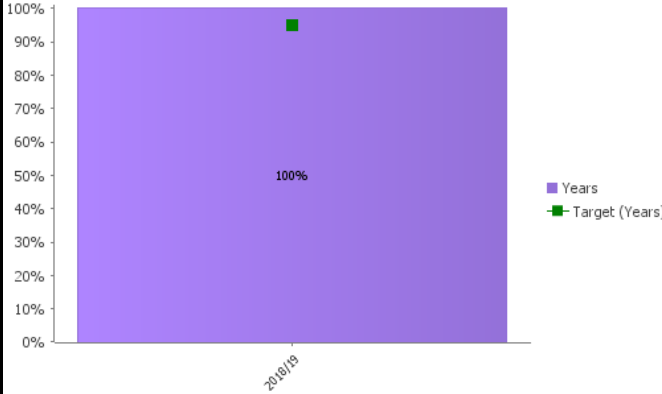
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 287 Maintain Library Income (Monthly)	High	£374,024	£376,000			<p>SP 287 Maintain Library Income (Monthly)</p>  <table border="1"> <caption>SP 287 Maintain Library Income (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>£38,310</td><td></td></tr> <tr><td>May 2018</td><td>£72,220</td><td></td></tr> <tr><td>June 2018</td><td>£112,820</td><td></td></tr> <tr><td>July 2018</td><td>£150,420</td><td></td></tr> <tr><td>August 2018</td><td>£188,120</td><td></td></tr> <tr><td>September 2018</td><td>£197,674</td><td></td></tr> <tr><td>October 2018</td><td>£225,574</td><td></td></tr> <tr><td>November 2018</td><td>£264,679</td><td></td></tr> <tr><td>December 2018</td><td>£306,961</td><td></td></tr> <tr><td>January 2019</td><td>£332,669</td><td></td></tr> <tr><td>February 2019</td><td>£357,091</td><td></td></tr> <tr><td>March 2019</td><td>£374,024</td><td>£376,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	£38,310		May 2018	£72,220		June 2018	£112,820		July 2018	£150,420		August 2018	£188,120		September 2018	£197,674		October 2018	£225,574		November 2018	£264,679		December 2018	£306,961		January 2019	£332,669		February 2019	£357,091		March 2019	£374,024	£376,000
Month	Actual (Months)	Target (Months)																																												
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January 2019	£332,669																																													
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March 2019	£374,024	£376,000																																												
Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	75	70			<p>SP 360 No. of enforcement / improvement notices issued (Quarterly)</p>  <table border="1"> <caption>SP 360 No. of enforcement / improvement notices issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>26</td><td>13</td></tr> <tr><td>Q2 2018/19</td><td>38</td><td>30</td></tr> <tr><td>Q3 2018/19</td><td>55</td><td>48</td></tr> <tr><td>Q4 2018/19</td><td>75</td><td>70</td></tr> </tbody> </table>	Quarter	Actual (Months)	Target (Months)	Q1 2018/19	26	13	Q2 2018/19	38	30	Q3 2018/19	55	48	Q4 2018/19	75	70																								
Quarter	Actual (Months)	Target (Months)																																												
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart										
			Value	Target	Status	Long Trend											
Housing Needs & Enabling	SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)	High	66	60	✓	↓	<p>SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)</p> <table border="1"> <caption>SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>20</td> </tr> <tr> <td>Q2 2018/19</td> <td>31</td> </tr> <tr> <td>Q3 2018/19</td> <td>52</td> </tr> <tr> <td>Q4 2018/19</td> <td>66</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/19	20	Q2 2018/19	31	Q3 2018/19	52	Q4 2018/19	66
Quarter	Value																
Q1 2018/19	20																
Q2 2018/19	31																
Q3 2018/19	52																
Q4 2018/19	66																
Public Health	SP 364 % Excess weight in children age 10-11 years (Academic Annual)	Low	Not Measured This Period Data provided in arrear														
Public Health	SP 409 % participation in National Child Measurement Programme (Annual in arrear)	High	95.8%	95%	✓	↓	<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> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>95.7%</td> </tr> <tr> <td>2016/17</td> <td>97.8%</td> </tr> <tr> <td>2017/18</td> <td>96.4%</td> </tr> <tr> <td>2018/19</td> <td>95.8%</td> </tr> </tbody> </table>	Year	Value	2015/16	95.7%	2016/17	97.8%	2017/18	96.4%	2018/19	95.8%
Year	Value																
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2016/17	97.8%																
2017/18	96.4%																
2018/19	95.8%																





Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Public Health	SP 424 Successful completion of drug treatment (Opiates) (Quarterly in arrears)	High	Not Measured This Period Data provided in arrears																																											
Public Health	SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)	High	95.25%	90%			<p>SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)</p>  <table border="1"> <caption>SP 425 % of new birth reviews within 14 days of birth (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>96.3%</td><td>90%</td></tr> <tr><td>May 2018</td><td>97.5%</td><td>90%</td></tr> <tr><td>June 2018</td><td>96.9%</td><td>90%</td></tr> <tr><td>July 2018</td><td>95.7%</td><td>90%</td></tr> <tr><td>August 2018</td><td>96.2%</td><td>90%</td></tr> <tr><td>September 2018</td><td>96.6%</td><td>90%</td></tr> <tr><td>October 2018</td><td>96.7%</td><td>90%</td></tr> <tr><td>November 2018</td><td>93.7%</td><td>90%</td></tr> <tr><td>December 2018</td><td>95.4%</td><td>90%</td></tr> <tr><td>January 2019</td><td>93.6%</td><td>90%</td></tr> <tr><td>February 2019</td><td>90.9%</td><td>90%</td></tr> <tr><td>March 2019</td><td>93.5%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	96.3%	90%	May 2018	97.5%	90%	June 2018	96.9%	90%	July 2018	95.7%	90%	August 2018	96.2%	90%	September 2018	96.6%	90%	October 2018	96.7%	90%	November 2018	93.7%	90%	December 2018	95.4%	90%	January 2019	93.6%	90%	February 2019	90.9%	90%	March 2019	93.5%	90%
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March 2019	93.5%	90%																																												
Public Health	SP 444 New STI diagnosis per 100,000 population (excluding Chlamydia, under 25's) (Annual in arrears)	High	Not Measured This Period Data provided in arrears																																											
Public Health	SP 445 % of people offered HIV test at first attendance (Annual)	High	Not Measured This Period Data provided in arrears																																											
Public Health	SP 446 % of people who accept offer of HIV test at first attendance (Annual)	High	Not Measured This Period Data provided in arrears																																											
Public Health	SP 447 Successful completion of alcohol treatment (Quarterly in arrears) (currently TWO quarters)	High	Not Measured This Period Data provided in arrears																																											

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart												
			Value	Target	Status	Long Trend													
Public Health	SP 448 / MP 079 Reduce gap in age 10-11 obesity between East & West Merton (Annual)	Low	11.5%	9.2%			<p>SP 448 / MP 079 Reduce gap in age 10-11 obesity between East & West Merton (Annual)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Year</th> <th>Years (%)</th> <th>Target (Years) (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>9.3%</td> <td>9.2%</td> </tr> <tr> <td>2017/18</td> <td>10.6%</td> <td>9.2%</td> </tr> <tr> <td>2018/19</td> <td>11.5%</td> <td>9.2%</td> </tr> </tbody> </table>	Year	Years (%)	Target (Years) (%)	2016/17	9.3%	9.2%	2017/18	10.6%	9.2%	2018/19	11.5%	9.2%
Year	Years (%)	Target (Years) (%)																	
2016/17	9.3%	9.2%																	
2017/18	10.6%	9.2%																	
2018/19	11.5%	9.2%																	
Merton Adult Education	SP 457 Number of enrolments per annum (Academic) (Annual)	High	Not Measured This Period Data provided in arrears																
Merton Adult Education	SP 458 Number of new learners per annum (not registered as learners in previous year) (Annual)	High	Not Measured This Period Data provided in arrears																
Merton Adult Education	SP 459 Number of completers (% retention rate per annum) (Annual)	High	Not Measured This Period Data provided in arrears																
Merton Adult Education	SP 460 % overall success rate of accredited courses per annum (Annual)	High	Not Measured This Period Data provided in arrears																
Merton Adult Education	SP 461 % of end of course evaluations where teaching and learning is rated as good or above (Annual)	High	Not Measured This Period Data provided in arrears																

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Merton Adult Education	SP 462 % of learners from deprived wards (Annual)	High	Not Measured This Period Data provided in arrears																														
Merton Adult Education	SP 463 Average cost per learner (Academic) (Annual)	Low	Not Measured This Period Data provided in arrears																														
Adult Social Care	SP 471 Social care-related quality of life (Annual)	High	Not Measured This Period Awaiting validated figures from NHS Digital																														
Adult Social Care	SP 472 Proportion of people who use services who feel safe (Annual)	High	Not Measured This Period Data provided in arrears																														
Adult Social Care	SP 479 % of Mascot calls answered in 60 seconds (Monthly)	High	97.68%	97.5%		N/A	<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> </tr> </thead> <tbody> <tr><td>April 2018</td><td>97.72%</td></tr> <tr><td>May 2018</td><td>96.75%</td></tr> <tr><td>June 2018</td><td>97.35%</td></tr> <tr><td>July 2018</td><td>98.34%</td></tr> <tr><td>August 2018</td><td>98.12%</td></tr> <tr><td>September 2018</td><td>98.01%</td></tr> <tr><td>October 2018</td><td>97.84%</td></tr> <tr><td>November 2018</td><td>98.35%</td></tr> <tr><td>December 2018</td><td>97.2%</td></tr> <tr><td>January 2019</td><td>97.51%</td></tr> <tr><td>February 2019</td><td>96.98%</td></tr> <tr><td>March 2019</td><td>97.98%</td></tr> </tbody> </table>	Month	Value (%)	April 2018	97.72%	May 2018	96.75%	June 2018	97.35%	July 2018	98.34%	August 2018	98.12%	September 2018	98.01%	October 2018	97.84%	November 2018	98.35%	December 2018	97.2%	January 2019	97.51%	February 2019	96.98%	March 2019	97.98%
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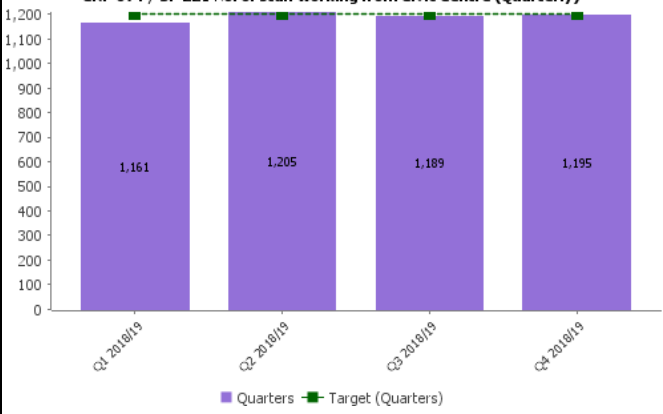


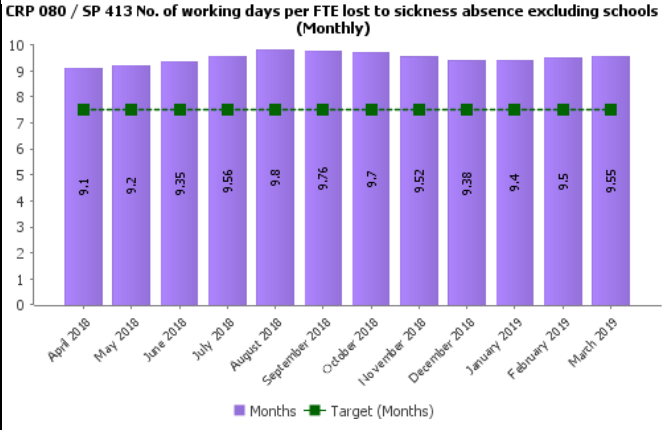
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Libraries	SP 480 Visitor figures - physical visits to Libraries (Monthly)	High	1,124,613	1,200,000		N/A	<p>SP 480 Visitor figures - physical visits to Libraries (Monthly)</p>  <table border="1"> <caption>SP 480 Visitor figures - physical visits to Libraries (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Visits</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>113,131</td><td>113,131</td></tr> <tr><td>May 2018</td><td>187,064</td><td>187,064</td></tr> <tr><td>June 2018</td><td>284,848</td><td>284,848</td></tr> <tr><td>July 2018</td><td>363,830</td><td>363,830</td></tr> <tr><td>August 2018</td><td>469,720</td><td>469,720</td></tr> <tr><td>September 2018</td><td>565,499</td><td>565,499</td></tr> <tr><td>October 2018</td><td>669,888</td><td>669,888</td></tr> <tr><td>November 2018</td><td>762,379</td><td>762,379</td></tr> <tr><td>December 2018</td><td>835,469</td><td>835,469</td></tr> <tr><td>January 2019</td><td>929,468</td><td>929,468</td></tr> <tr><td>February 2019</td><td>1,019,625</td><td>1,019,625</td></tr> <tr><td>March 2019</td><td>1,124,613</td><td>1,124,613</td></tr> </tbody> </table>	Month	Actual Visits	Target (Months)	April 2018	113,131	113,131	May 2018	187,064	187,064	June 2018	284,848	284,848	July 2018	363,830	363,830	August 2018	469,720	469,720	September 2018	565,499	565,499	October 2018	669,888	669,888	November 2018	762,379	762,379	December 2018	835,469	835,469	January 2019	929,468	929,468	February 2019	1,019,625	1,019,625	March 2019	1,124,613	1,124,613
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Libraries	SP 487 % customer satisfaction (Libraries' own survey) (Annual)	High	100%	95%		N/A	<p>SP 487 % customer satisfaction (Libraries' own survey) (Annual)</p>  <table border="1"> <caption>SP 487 % customer satisfaction (Libraries' own survey) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual Satisfaction</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>100%</td> <td>95%</td> </tr> </tbody> </table>	Year	Actual Satisfaction	Target (Years)	2018/19	100%	95%																																	
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Corporate Services

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Customers, Policy & Improvement	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	76.99%	92%			<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>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>73.05%</td><td>92%</td></tr> <tr><td>May 2018</td><td>73.62%</td><td>92%</td></tr> <tr><td>June 2018</td><td>76.97%</td><td>92%</td></tr> <tr><td>July 2018</td><td>75%</td><td>92%</td></tr> <tr><td>August 2018</td><td>74%</td><td>92%</td></tr> <tr><td>September 2018</td><td>77%</td><td>92%</td></tr> <tr><td>October 2018</td><td>72.76%</td><td>92%</td></tr> <tr><td>November 2018</td><td>73.15%</td><td>92%</td></tr> <tr><td>December 2018</td><td>92.86%</td><td>92%</td></tr> <tr><td>January 2019</td><td>87.49%</td><td>92%</td></tr> <tr><td>February 2019</td><td>71%</td><td>92%</td></tr> <tr><td>March 2019</td><td>71%</td><td>92%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	73.05%	92%	May 2018	73.62%	92%	June 2018	76.97%	92%	July 2018	75%	92%	August 2018	74%	92%	September 2018	77%	92%	October 2018	72.76%	92%	November 2018	73.15%	92%	December 2018	92.86%	92%	January 2019	87.49%	92%	February 2019	71%	92%	March 2019	71%	92%
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Corporate Governance	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)	High	82.63%	90%			<p>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)</p> <table border="1"> <caption>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>75%</td><td>90%</td></tr> <tr><td>May 2018</td><td>80.95%</td><td>90%</td></tr> <tr><td>June 2018</td><td>58.82%</td><td>90%</td></tr> <tr><td>July 2018</td><td>81.25%</td><td>90%</td></tr> <tr><td>August 2018</td><td>93.75%</td><td>90%</td></tr> <tr><td>September 2018</td><td>82.35%</td><td>90%</td></tr> <tr><td>October 2018</td><td>70.59%</td><td>90%</td></tr> <tr><td>November 2018</td><td>94.12%</td><td>90%</td></tr> <tr><td>December 2018</td><td>100%</td><td>90%</td></tr> <tr><td>January 2019</td><td>88.24%</td><td>90%</td></tr> <tr><td>February 2019</td><td>100%</td><td>90%</td></tr> <tr><td>March 2019</td><td>66.67%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	75%	90%	May 2018	80.95%	90%	June 2018	58.82%	90%	July 2018	81.25%	90%	August 2018	93.75%	90%	September 2018	82.35%	90%	October 2018	70.59%	90%	November 2018	94.12%	90%	December 2018	100%	90%	January 2019	88.24%	90%	February 2019	100%	90%	March 2019	66.67%	90%
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Infrastructure & Technology	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	5,048	7,434.32	✓	↑	<p>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</p> <table border="1"> <caption>CO2 Emissions Data</caption> <thead> <tr> <th>Year</th> <th>Value (tonnes)</th> <th>Target (tonnes)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>5,158.68</td> <td>-</td> </tr> <tr> <td>2016/17</td> <td>6,924</td> <td>-</td> </tr> <tr> <td>2017/18</td> <td>5,849</td> <td>-</td> </tr> <tr> <td>2018/19</td> <td>5,048</td> <td>7,434.32</td> </tr> </tbody> </table>	Year	Value (tonnes)	Target (tonnes)	2015/16	5,158.68	-	2016/17	6,924	-	2017/18	5,849	-	2018/19	5,048	7,434.32																								
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Resources	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.98%	97.25%	✓	↑	<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> <table border="1"> <caption>Monthly Council Tax Collection Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>1.88%</td><td>-</td></tr> <tr><td>May 2018</td><td>21.42%</td><td>-</td></tr> <tr><td>June 2018</td><td>30.57%</td><td>-</td></tr> <tr><td>July 2018</td><td>39.91%</td><td>-</td></tr> <tr><td>August 2018</td><td>49.11%</td><td>-</td></tr> <tr><td>September 2018</td><td>58.06%</td><td>-</td></tr> <tr><td>October 2018</td><td>67.53%</td><td>-</td></tr> <tr><td>November 2018</td><td>76.74%</td><td>-</td></tr> <tr><td>December 2018</td><td>85.9%</td><td>-</td></tr> <tr><td>January 2019</td><td>94.52%</td><td>-</td></tr> <tr><td>February 2019</td><td>96.86%</td><td>-</td></tr> <tr><td>March 2019</td><td>97.98%</td><td>97.25%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	1.88%	-	May 2018	21.42%	-	June 2018	30.57%	-	July 2018	39.91%	-	August 2018	49.11%	-	September 2018	58.06%	-	October 2018	67.53%	-	November 2018	76.74%	-	December 2018	85.9%	-	January 2019	94.52%	-	February 2019	96.86%	-	March 2019	97.98%	97.25%
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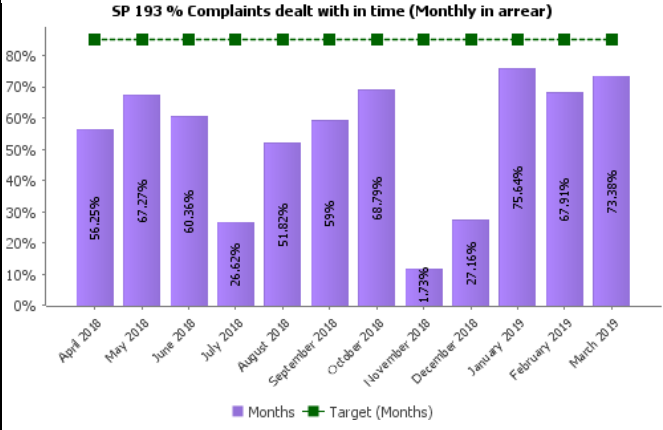
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Resources	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	98.45%	97.5%			<p>CRP 036 / SP 155 % Business Rates collected (Monthly)</p>  <table border="1"> <caption>CRP 036 / SP 155 % Business Rates collected (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>11.68%</td><td>10%</td></tr> <tr><td>May 2018</td><td>19.94%</td><td>20%</td></tr> <tr><td>June 2018</td><td>31.14%</td><td>30%</td></tr> <tr><td>July 2018</td><td>39.99%</td><td>40%</td></tr> <tr><td>August 2018</td><td>49.31%</td><td>50%</td></tr> <tr><td>September 2018</td><td>57%</td><td>60%</td></tr> <tr><td>October 2018</td><td>66.78%</td><td>70%</td></tr> <tr><td>November 2018</td><td>75.92%</td><td>80%</td></tr> <tr><td>December 2018</td><td>85.28%</td><td>90%</td></tr> <tr><td>January 2019</td><td>92.87%</td><td>95%</td></tr> <tr><td>February 2019</td><td>96.55%</td><td>98%</td></tr> <tr><td>March 2019</td><td>98.45%</td><td>100%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	11.68%	10%	May 2018	19.94%	20%	June 2018	31.14%	30%	July 2018	39.99%	40%	August 2018	49.31%	50%	September 2018	57%	60%	October 2018	66.78%	70%	November 2018	75.92%	80%	December 2018	85.28%	90%	January 2019	92.87%	95%	February 2019	96.55%	98%	March 2019	98.45%	100%
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Corporate Governance	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly in arrear)	Low	Not Measured This Period Data is provided in arrear																																											
Corporate Governance	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	82.77%	85%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</p>  <table border="1"> <caption>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>84.18%</td><td>85%</td></tr> <tr><td>May 2018</td><td>82.1%</td><td>85%</td></tr> <tr><td>June 2018</td><td>78.06%</td><td>85%</td></tr> <tr><td>July 2018</td><td>89.02%</td><td>85%</td></tr> <tr><td>August 2018</td><td>86.03%</td><td>85%</td></tr> <tr><td>September 2018</td><td>83.33%</td><td>85%</td></tr> <tr><td>October 2018</td><td>84.78%</td><td>85%</td></tr> <tr><td>November 2018</td><td>80.6%</td><td>85%</td></tr> <tr><td>December 2018</td><td>74.04%</td><td>85%</td></tr> <tr><td>January 2019</td><td>83.03%</td><td>85%</td></tr> <tr><td>February 2019</td><td>81.29%</td><td>85%</td></tr> <tr><td>March 2019</td><td>82.27%</td><td>85%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	84.18%	85%	May 2018	82.1%	85%	June 2018	78.06%	85%	July 2018	89.02%	85%	August 2018	86.03%	85%	September 2018	83.33%	85%	October 2018	84.78%	85%	November 2018	80.6%	85%	December 2018	74.04%	85%	January 2019	83.03%	85%	February 2019	81.29%	85%	March 2019	82.27%	85%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Infrastructure & Technology	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,195	1,200			<p>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</p>  <table border="1"> <caption>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>1,161</td> <td>1,200</td> </tr> <tr> <td>Q2 2018/19</td> <td>1,205</td> <td>1,200</td> </tr> <tr> <td>Q3 2018/19</td> <td>1,189</td> <td>1,200</td> </tr> <tr> <td>Q4 2018/19</td> <td>1,195</td> <td>1,200</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	1,161	1,200	Q2 2018/19	1,205	1,200	Q3 2018/19	1,189	1,200	Q4 2018/19	1,195	1,200																								
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Q4 2018/19	1,195	1,200																																												
Human Resources	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)	Low	9.55	7.5			<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</p>  <table border="1"> <caption>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>9.1</td><td>7.5</td></tr> <tr><td>May 2018</td><td>9.2</td><td>7.5</td></tr> <tr><td>June 2018</td><td>9.35</td><td>7.5</td></tr> <tr><td>July 2018</td><td>9.56</td><td>7.5</td></tr> <tr><td>August 2018</td><td>9.8</td><td>7.5</td></tr> <tr><td>September 2018</td><td>9.76</td><td>7.5</td></tr> <tr><td>October 2018</td><td>9.7</td><td>7.5</td></tr> <tr><td>November 2018</td><td>9.52</td><td>7.5</td></tr> <tr><td>December 2018</td><td>9.38</td><td>7.5</td></tr> <tr><td>January 2019</td><td>9.4</td><td>7.5</td></tr> <tr><td>February 2019</td><td>9.5</td><td>7.5</td></tr> <tr><td>March 2019</td><td>9.55</td><td>7.5</td></tr> </tbody> </table>	Month	Value	Target	April 2018	9.1	7.5	May 2018	9.2	7.5	June 2018	9.35	7.5	July 2018	9.56	7.5	August 2018	9.8	7.5	September 2018	9.76	7.5	October 2018	9.7	7.5	November 2018	9.52	7.5	December 2018	9.38	7.5	January 2019	9.4	7.5	February 2019	9.5	7.5	March 2019	9.55	7.5
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Governance	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0.21%	4%			<p>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</p> <table border="1"> <caption>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2019/19</td> <td>0.2%</td> <td>4%</td> </tr> <tr> <td>Q2-2019/19</td> <td>0.4%</td> <td>4%</td> </tr> <tr> <td>Q3-2019/19</td> <td>0.23%</td> <td>4%</td> </tr> <tr> <td>Q4-2019/19</td> <td>0%</td> <td>4%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2019/19	0.2%	4%	Q2-2019/19	0.4%	4%	Q3-2019/19	0.23%	4%	Q4-2019/19	0%	4%																								
Quarter	Value	Target																																												
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Corporate Governance	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)	Low	Not Measured This Period Data is provided in arrear																																											
Customers, Policy & Improvement	CRP 085 / SP 410 % of on-line transactions (Monthly)	High	69.93%	63%			<p>CRP 085 / SP 410 % of on-line transactions (Monthly)</p> <table border="1"> <caption>CRP 085 / SP 410 % of on-line transactions (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>75.71%</td><td>63%</td></tr> <tr><td>May 2018</td><td>73.75%</td><td>63%</td></tr> <tr><td>June 2018</td><td>65.33%</td><td>63%</td></tr> <tr><td>July 2018</td><td>72.89%</td><td>63%</td></tr> <tr><td>August 2018</td><td>67.97%</td><td>63%</td></tr> <tr><td>September 2018</td><td>66.94%</td><td>63%</td></tr> <tr><td>October 2018</td><td>61.84%</td><td>63%</td></tr> <tr><td>November 2018</td><td>61.9%</td><td>63%</td></tr> <tr><td>December 2018</td><td>67.97%</td><td>63%</td></tr> <tr><td>January 2019</td><td>76.65%</td><td>63%</td></tr> <tr><td>February 2019</td><td>75.73%</td><td>63%</td></tr> <tr><td>March 2019</td><td>76.13%</td><td>63%</td></tr> </tbody> </table>	Month	Value	Target	April 2018	75.71%	63%	May 2018	73.75%	63%	June 2018	65.33%	63%	July 2018	72.89%	63%	August 2018	67.97%	63%	September 2018	66.94%	63%	October 2018	61.84%	63%	November 2018	61.9%	63%	December 2018	67.97%	63%	January 2019	76.65%	63%	February 2019	75.73%	63%	March 2019	76.13%	63%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Resources	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	12 days	15 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>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>12</td><td>15</td></tr> <tr><td>May 2018</td><td>12</td><td>15</td></tr> <tr><td>June 2018</td><td>12</td><td>15</td></tr> <tr><td>July 2018</td><td>11</td><td>15</td></tr> <tr><td>August 2018</td><td>11</td><td>15</td></tr> <tr><td>September 2018</td><td>12</td><td>15</td></tr> <tr><td>October 2018</td><td>12</td><td>15</td></tr> <tr><td>November 2018</td><td>13</td><td>15</td></tr> <tr><td>December 2018</td><td>16</td><td>15</td></tr> <tr><td>January 2019</td><td>13</td><td>15</td></tr> <tr><td>February 2019</td><td>13</td><td>15</td></tr> <tr><td>March 2019</td><td>12</td><td>15</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	12	15	May 2018	12	15	June 2018	12	15	July 2018	11	15	August 2018	11	15	September 2018	12	15	October 2018	12	15	November 2018	13	15	December 2018	16	15	January 2019	13	15	February 2019	13	15	March 2019	12	15
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Resources	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	8.27 days	9 days			<p>CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>7.76</td><td>9</td></tr> <tr><td>May 2018</td><td>7.83</td><td>9</td></tr> <tr><td>June 2018</td><td>6.89</td><td>9</td></tr> <tr><td>July 2018</td><td>7.86</td><td>9</td></tr> <tr><td>August 2018</td><td>7.75</td><td>9</td></tr> <tr><td>September 2018</td><td>8.76</td><td>9</td></tr> <tr><td>October 2018</td><td>8.87</td><td>9</td></tr> <tr><td>November 2018</td><td>7.2</td><td>9</td></tr> <tr><td>December 2018</td><td>10.5</td><td>9</td></tr> <tr><td>January 2019</td><td>12.68</td><td>9</td></tr> <tr><td>February 2019</td><td>12.88</td><td>9</td></tr> <tr><td>March 2019</td><td>3.29</td><td>9</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	7.76	9	May 2018	7.83	9	June 2018	6.89	9	July 2018	7.86	9	August 2018	7.75	9	September 2018	8.76	9	October 2018	8.87	9	November 2018	7.2	9	December 2018	10.5	9	January 2019	12.68	9	February 2019	12.88	9	March 2019	3.29	9
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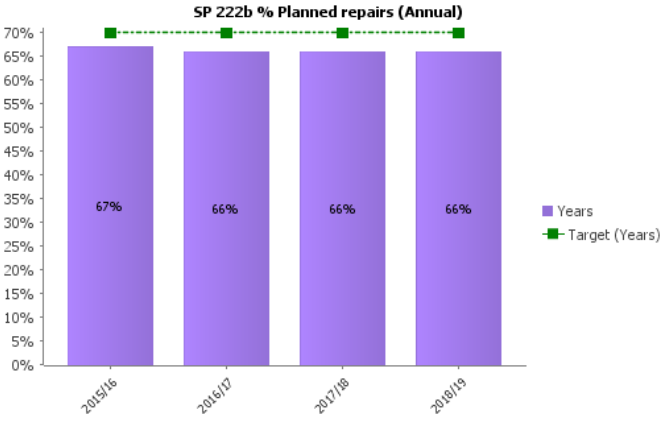


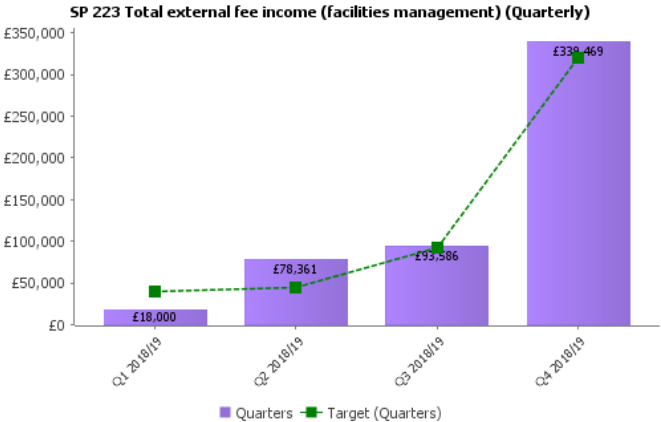
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)	High	54.47%	52%			<p>SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)</p> 
Corporate Governance	SP 175 % Councillors who agree L&D is good in terms of relevance, convenience and quality (Quarterly)	High	96.67%	83%			<p>SP 175 % Councillors who agree L&D is good in terms of relevance, convenience and quality (Quarterly)</p> 

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Governance	SP 189 No. supplementary agendas issued (Quarterly)	Low	18	18			<p>SP 189 No. supplementary agendas issued (Quarterly)</p>  <table border="1"> <caption>SP 189 No. supplementary agendas issued (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>3</td> <td>18</td> </tr> <tr> <td>Q2 2018/19</td> <td>4</td> <td>18</td> </tr> <tr> <td>Q3 2018/19</td> <td>6</td> <td>18</td> </tr> <tr> <td>Q4 2018/19</td> <td>5</td> <td>18</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2018/19	3	18	Q2 2018/19	4	18	Q3 2018/19	6	18	Q4 2018/19	5	18																								
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Corporate Governance	SP 193 % Complaints dealt with in time (Monthly in arrears)	High	48.61%	85%			<p>SP 193 % Complaints dealt with in time (Monthly in arrears)</p>  <table border="1"> <caption>SP 193 % Complaints dealt with in time (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2018</td> <td>56.25%</td> <td>85%</td> </tr> <tr> <td>May 2018</td> <td>67.27%</td> <td>85%</td> </tr> <tr> <td>June 2018</td> <td>60.36%</td> <td>85%</td> </tr> <tr> <td>July 2018</td> <td>26.62%</td> <td>85%</td> </tr> <tr> <td>August 2018</td> <td>51.82%</td> <td>85%</td> </tr> <tr> <td>September 2018</td> <td>59%</td> <td>85%</td> </tr> <tr> <td>October 2018</td> <td>68.79%</td> <td>85%</td> </tr> <tr> <td>November 2018</td> <td>1.73%</td> <td>85%</td> </tr> <tr> <td>December 2018</td> <td>27.16%</td> <td>85%</td> </tr> <tr> <td>January 2019</td> <td>75.64%</td> <td>85%</td> </tr> <tr> <td>February 2019</td> <td>67.91%</td> <td>85%</td> </tr> <tr> <td>March 2019</td> <td>73.38%</td> <td>85%</td> </tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	56.25%	85%	May 2018	67.27%	85%	June 2018	60.36%	85%	July 2018	26.62%	85%	August 2018	51.82%	85%	September 2018	59%	85%	October 2018	68.79%	85%	November 2018	1.73%	85%	December 2018	27.16%	85%	January 2019	75.64%	85%	February 2019	67.91%	85%	March 2019	73.38%	85%
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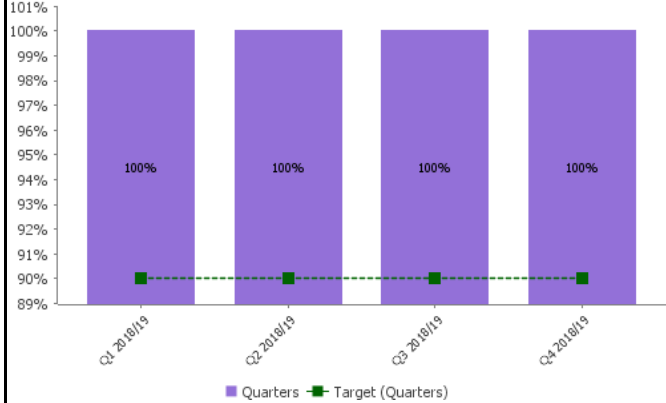

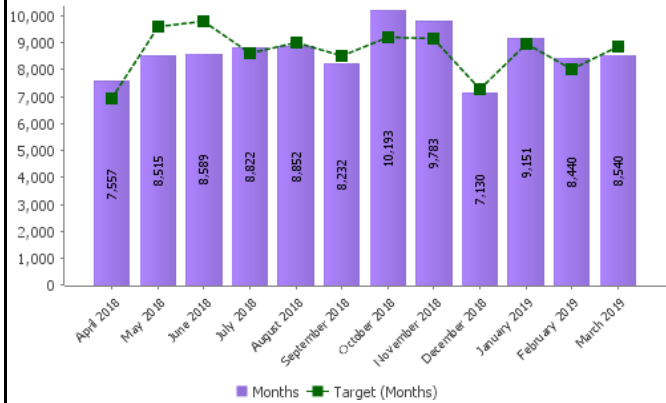
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Corporate Governance	SP 198 No. of audits completed against plan (Quarterly)	High	90.48%	90%	✔	↓	<p>SP 198 No. of audits completed against plan (Quarterly)</p> <table border="1"> <caption>SP 198 No. of audits completed against plan (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2018/19</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2-2018/19</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3-2018/19</td> <td>93.55%</td> <td>90%</td> </tr> <tr> <td>Q4-2018/19</td> <td>90.48%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2018/19	100%	90%	Q2-2018/19	100%	90%	Q3-2018/19	93.55%	90%	Q4-2018/19	90.48%	90%
Quarter	Value	Target																				
Q1-2018/19	100%	90%																				
Q2-2018/19	100%	90%																				
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Q4-2018/19	90.48%	90%																				
Corporate Governance	SP 199 Audit actions implemented by agreed date (Quarterly)	High	94.12%	90%	✔	↑	<p>SP 199 Audit actions implemented by agreed date (Quarterly)</p> <table border="1"> <caption>SP 199 Audit actions implemented by agreed date (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1-2018/19</td> <td>90.57%</td> <td>90%</td> </tr> <tr> <td>Q2-2018/19</td> <td>90.11%</td> <td>90%</td> </tr> <tr> <td>Q3-2018/19</td> <td>83.43%</td> <td>90%</td> </tr> <tr> <td>Q4-2018/19</td> <td>94.12%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1-2018/19	90.57%	90%	Q2-2018/19	90.11%	90%	Q3-2018/19	83.43%	90%	Q4-2018/19	94.12%	90%
Quarter	Value	Target																				
Q1-2018/19	90.57%	90%																				
Q2-2018/19	90.11%	90%																				
Q3-2018/19	83.43%	90%																				
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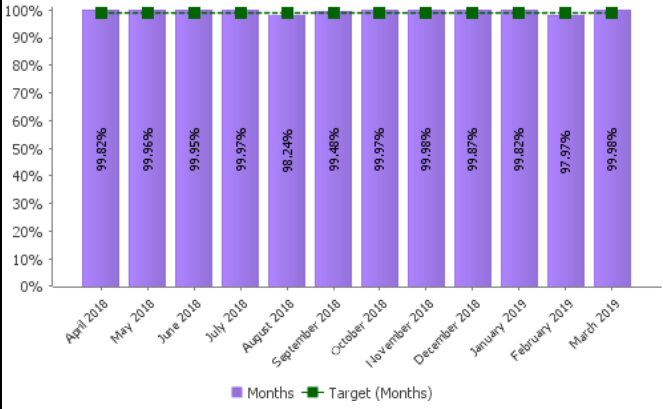


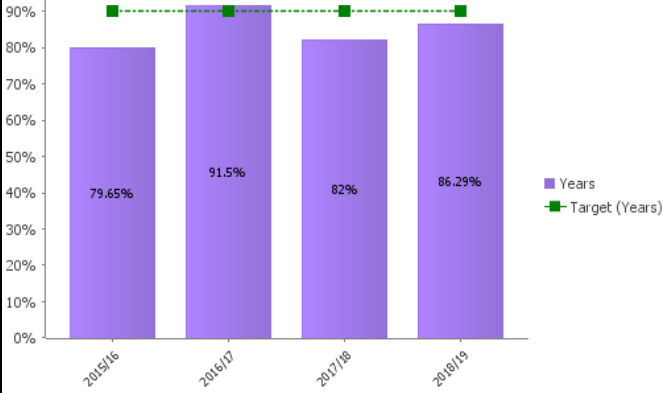
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Infrastructure & Technology	SP 203 Completed planned Health and Safety workplace inspections (Quarterly)	High	47	50			<p>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</p>  <table border="1"> <caption>SP 203 Completed planned Health and Safety workplace inspections (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>12</td> <td>10</td> </tr> <tr> <td>Q2 2018/19</td> <td>8</td> <td>10</td> </tr> <tr> <td>Q3 2018/19</td> <td>13</td> <td>10</td> </tr> <tr> <td>Q4 2018/19</td> <td>14</td> <td>10</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	12	10	Q2 2018/19	8	10	Q3 2018/19	13	10	Q4 2018/19	14	10																								
Quarter	Value	Target																																												
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Q3 2018/19	13	10																																												
Q4 2018/19	14	10																																												
Infrastructure & Technology	SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)	High	95.47%	95%			<p>SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)</p>  <table border="1"> <caption>SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2018</td> <td>95%</td> <td>95%</td> </tr> <tr> <td>May 2018</td> <td>90.42%</td> <td>95%</td> </tr> <tr> <td>June 2018</td> <td>95.06%</td> <td>95%</td> </tr> <tr> <td>July 2018</td> <td>95.38%</td> <td>95%</td> </tr> <tr> <td>August 2018</td> <td>96.54%</td> <td>95%</td> </tr> <tr> <td>September 2018</td> <td>97.06%</td> <td>95%</td> </tr> <tr> <td>October 2018</td> <td>94.6%</td> <td>95%</td> </tr> <tr> <td>November 2018</td> <td>95.34%</td> <td>95%</td> </tr> <tr> <td>December 2018</td> <td>97.67%</td> <td>95%</td> </tr> <tr> <td>January 2019</td> <td>95.61%</td> <td>95%</td> </tr> <tr> <td>February 2019</td> <td>95.8%</td> <td>95%</td> </tr> <tr> <td>March 2019</td> <td>95.4%</td> <td>95%</td> </tr> </tbody> </table>	Month	Value	Target	April 2018	95%	95%	May 2018	90.42%	95%	June 2018	95.06%	95%	July 2018	95.38%	95%	August 2018	96.54%	95%	September 2018	97.06%	95%	October 2018	94.6%	95%	November 2018	95.34%	95%	December 2018	97.67%	95%	January 2019	95.61%	95%	February 2019	95.8%	95%	March 2019	95.4%	95%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Infrastructure & Technology	SP 217 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)	High	96.79%	95%			<p>SP 217 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)</p>  <table border="1"> <caption>SP 217 Invoices (Mosaic) Performance Data (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>96.74%</td><td>95%</td></tr> <tr><td>May 2018</td><td>95.31%</td><td>95%</td></tr> <tr><td>June 2018</td><td>95.37%</td><td>95%</td></tr> <tr><td>July 2018</td><td>95.27%</td><td>95%</td></tr> <tr><td>August 2018</td><td>99.39%</td><td>95%</td></tr> <tr><td>September 2018</td><td>96.77%</td><td>95%</td></tr> <tr><td>October 2018</td><td>99.13%</td><td>95%</td></tr> <tr><td>November 2018</td><td>98.09%</td><td>95%</td></tr> <tr><td>December 2018</td><td>96.41%</td><td>95%</td></tr> <tr><td>January 2019</td><td>97.2%</td><td>95%</td></tr> <tr><td>February 2019</td><td>94.38%</td><td>95%</td></tr> <tr><td>March 2019</td><td>97.25%</td><td>95%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	96.74%	95%	May 2018	95.31%	95%	June 2018	95.37%	95%	July 2018	95.27%	95%	August 2018	99.39%	95%	September 2018	96.77%	95%	October 2018	99.13%	95%	November 2018	98.09%	95%	December 2018	96.41%	95%	January 2019	97.2%	95%	February 2019	94.38%	95%	March 2019	97.25%	95%
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Infrastructure & Technology	SP 222a % Reactive repairs (Annual)	Low	34%	30%			<p>SP 222a % Reactive repairs (Annual)</p>  <table border="1"> <caption>SP 222a % Reactive repairs Performance Data (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2015/16</td><td>33%</td><td>30%</td></tr> <tr><td>2016/17</td><td>34%</td><td>30%</td></tr> <tr><td>2017/18</td><td>34%</td><td>30%</td></tr> <tr><td>2018/19</td><td>34%</td><td>30%</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	33%	30%	2016/17	34%	30%	2017/18	34%	30%	2018/19	34%	30%																								
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
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Infrastructure & Technology	SP 222b % Planned repairs (Annual)	High	66%	70%			<p>SP 222b % Planned repairs (Annual)</p>  <table border="1"> <caption>SP 222b % Planned repairs (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>67%</td> <td>70%</td> </tr> <tr> <td>2016/17</td> <td>66%</td> <td>70%</td> </tr> <tr> <td>2017/18</td> <td>66%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>66%</td> <td>70%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	67%	70%	2016/17	66%	70%	2017/18	66%	70%	2018/19	66%	70%
Year	Value (%)	Target (%)																				
2015/16	67%	70%																				
2016/17	66%	70%																				
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2018/19	66%	70%																				
Infrastructure & Technology	SP 223 Total external fee income (facilities management) (Quarterly)	High	£339,469	£320,000			<p>SP 223 Total external fee income (facilities management) (Quarterly)</p>  <table border="1"> <caption>SP 223 Total external fee income (facilities management) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value (£)</th> <th>Target (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>£18,000</td> <td>£320,000</td> </tr> <tr> <td>Q2 2018/19</td> <td>£78,361</td> <td>£320,000</td> </tr> <tr> <td>Q3 2018/19</td> <td>£93,586</td> <td>£320,000</td> </tr> <tr> <td>Q4 2018/19</td> <td>£339,469</td> <td>£320,000</td> </tr> </tbody> </table>	Quarter	Value (£)	Target (£)	Q1 2018/19	£18,000	£320,000	Q2 2018/19	£78,361	£320,000	Q3 2018/19	£93,586	£320,000	Q4 2018/19	£339,469	£320,000
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Infrastructure & Technology	SP 226 First time fix rate for IT Service Desk (Monthly)	High	78.13%	75%	✓	↓	<p>SP 226 First time fix rate for IT Service Desk (Monthly)</p> <table border="1"> <caption>SP 226 First time fix rate for IT Service Desk (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>73.16%</td><td>75%</td></tr> <tr><td>May 2018</td><td>75.7%</td><td>75%</td></tr> <tr><td>June 2018</td><td>79.84%</td><td>75%</td></tr> <tr><td>July 2018</td><td>82.61%</td><td>75%</td></tr> <tr><td>August 2018</td><td>82.37%</td><td>75%</td></tr> <tr><td>September 2018</td><td>78.3%</td><td>75%</td></tr> <tr><td>October 2018</td><td>77.74%</td><td>75%</td></tr> <tr><td>November 2018</td><td>75.67%</td><td>75%</td></tr> <tr><td>December 2018</td><td>78.13%</td><td>75%</td></tr> <tr><td>January 2019</td><td>77.74%</td><td>75%</td></tr> <tr><td>February 2019</td><td>75.7%</td><td>75%</td></tr> <tr><td>March 2019</td><td>80.96%</td><td>75%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	73.16%	75%	May 2018	75.7%	75%	June 2018	79.84%	75%	July 2018	82.61%	75%	August 2018	82.37%	75%	September 2018	78.3%	75%	October 2018	77.74%	75%	November 2018	75.67%	75%	December 2018	78.13%	75%	January 2019	77.74%	75%	February 2019	75.7%	75%	March 2019	80.96%	75%
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March 2019	80.96%	75%																																												
Human Resources	SP 302 Time (for HR) to hire - days (Monthly)	Low	89 days	90 days	✓	↑	<p>SP 302 Time (for HR) to hire - days (Monthly)</p> <table border="1"> <caption>SP 302 Time (for HR) to hire - days (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>87</td><td>90</td></tr> <tr><td>May 2018</td><td>82</td><td>90</td></tr> <tr><td>June 2018</td><td>90</td><td>90</td></tr> <tr><td>July 2018</td><td>90</td><td>90</td></tr> <tr><td>August 2018</td><td>107</td><td>90</td></tr> <tr><td>September 2018</td><td>91</td><td>90</td></tr> <tr><td>October 2018</td><td>89</td><td>90</td></tr> <tr><td>November 2018</td><td>81</td><td>90</td></tr> <tr><td>December 2018</td><td>75</td><td>90</td></tr> <tr><td>January 2019</td><td>93</td><td>90</td></tr> <tr><td>February 2019</td><td>94</td><td>90</td></tr> <tr><td>March 2019</td><td>93</td><td>90</td></tr> </tbody> </table>	Month	Value (days)	Target (days)	April 2018	87	90	May 2018	82	90	June 2018	90	90	July 2018	90	90	August 2018	107	90	September 2018	91	90	October 2018	89	90	November 2018	81	90	December 2018	75	90	January 2019	93	90	February 2019	94	90	March 2019	93	90
Month	Value (days)	Target (days)																																												
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Human Resources	SP 303 Completed performance appraisals (Annual)	High	Not Measured This Period Information will be available in June/July																																											

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Resources	SP 305 No. of adjustments to draft accounts (Annual)	Low	Not Measured This Period Information will be available in August																																											
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 2018/19</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2 2018/19</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q3 2018/19</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4 2018/19</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2018/19	100%	90%	Q2 2018/19	100%	90%	Q3 2018/19	100%	90%	Q4 2018/19	100%	90%																								
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Shared Legal Services	SP 336 Chargeable hours (Shared Legal Services) (Monthly)	High	103,804	103,938			<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</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2018</td> <td>7,557</td> <td>7,557</td> </tr> <tr> <td>May 2018</td> <td>8,515</td> <td>8,515</td> </tr> <tr> <td>June 2018</td> <td>8,589</td> <td>8,589</td> </tr> <tr> <td>July 2018</td> <td>8,822</td> <td>8,822</td> </tr> <tr> <td>August 2018</td> <td>8,852</td> <td>8,852</td> </tr> <tr> <td>September 2018</td> <td>8,232</td> <td>8,232</td> </tr> <tr> <td>October 2018</td> <td>10,183</td> <td>10,183</td> </tr> <tr> <td>November 2018</td> <td>9,783</td> <td>9,783</td> </tr> <tr> <td>December 2018</td> <td>7,130</td> <td>7,130</td> </tr> <tr> <td>January 2019</td> <td>9,151</td> <td>9,151</td> </tr> <tr> <td>February 2019</td> <td>8,440</td> <td>8,440</td> </tr> <tr> <td>March 2019</td> <td>8,540</td> <td>8,540</td> </tr> </tbody> </table>	Month	Actual	Target	April 2018	7,557	7,557	May 2018	8,515	8,515	June 2018	8,589	8,589	July 2018	8,822	8,822	August 2018	8,852	8,852	September 2018	8,232	8,232	October 2018	10,183	10,183	November 2018	9,783	9,783	December 2018	7,130	7,130	January 2019	9,151	9,151	February 2019	8,440	8,440	March 2019	8,540	8,540
Month	Actual	Target																																												
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Infrastructure & Technology	SP 339 % System Availability (Monthly)	High	99.58%	99%			<p>SP 339 % System Availability (Monthly)</p>  <table border="1"> <caption>SP 339 % System Availability (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>99.82%</td><td>99%</td></tr> <tr><td>May 2018</td><td>99.96%</td><td>99%</td></tr> <tr><td>June 2018</td><td>99.95%</td><td>99%</td></tr> <tr><td>July 2018</td><td>99.97%</td><td>99%</td></tr> <tr><td>August 2018</td><td>98.24%</td><td>99%</td></tr> <tr><td>September 2018</td><td>99.48%</td><td>99%</td></tr> <tr><td>October 2018</td><td>99.97%</td><td>99%</td></tr> <tr><td>November 2018</td><td>99.98%</td><td>99%</td></tr> <tr><td>December 2018</td><td>99.87%</td><td>99%</td></tr> <tr><td>January 2019</td><td>99.82%</td><td>99%</td></tr> <tr><td>February 2019</td><td>97.97%</td><td>99%</td></tr> <tr><td>March 2019</td><td>99.96%</td><td>99%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	99.82%	99%	May 2018	99.96%	99%	June 2018	99.95%	99%	July 2018	99.97%	99%	August 2018	98.24%	99%	September 2018	99.48%	99%	October 2018	99.97%	99%	November 2018	99.98%	99%	December 2018	99.87%	99%	January 2019	99.82%	99%	February 2019	97.97%	99%	March 2019	99.96%	99%
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September 2018	99.48%	99%																																												
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February 2019	97.97%	99%																																												
March 2019	99.96%	99%																																												
Resources	SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) (Annual)	High	Not Measured This Period Information will be available in June																																											
Resources	SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)	High	86.29%	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>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> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	79.65%	90%	2016/17	91.5%	90%	2017/18	82%	90%	2018/19	86.29%	90%																								
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Infrastructure & Technology	SP 400 Customer satisfaction - Incident resolution (Monthly)	High	95.26%	90%			<p>SP 400 Customer satisfaction - Incident resolution (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>96.3%</td></tr> <tr><td>May 2018</td><td>96.49%</td></tr> <tr><td>June 2018</td><td>95.35%</td></tr> <tr><td>July 2018</td><td>94.44%</td></tr> <tr><td>August 2018</td><td>97.83%</td></tr> <tr><td>September 2018</td><td>100%</td></tr> <tr><td>October 2018</td><td>89.47%</td></tr> <tr><td>November 2018</td><td>94.74%</td></tr> <tr><td>December 2018</td><td>93.88%</td></tr> <tr><td>January 2019</td><td>95.08%</td></tr> <tr><td>February 2019</td><td>96.35%</td></tr> <tr><td>March 2019</td><td>94.44%</td></tr> </tbody> </table>	Month	Value	April 2018	96.3%	May 2018	96.49%	June 2018	95.35%	July 2018	94.44%	August 2018	97.83%	September 2018	100%	October 2018	89.47%	November 2018	94.74%	December 2018	93.88%	January 2019	95.08%	February 2019	96.35%	March 2019	94.44%
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Customers, Policy & Improvement	SP 402 First contact resolution (Merton Link) (Monthly)	High	83.73%	75%			<p>SP 402 First contact resolution (Merton Link) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>79.35%</td></tr> <tr><td>May 2018</td><td>81.37%</td></tr> <tr><td>June 2018</td><td>86.25%</td></tr> <tr><td>July 2018</td><td>89.09%</td></tr> <tr><td>August 2018</td><td>84.28%</td></tr> <tr><td>September 2018</td><td>87.42%</td></tr> <tr><td>October 2018</td><td>83.89%</td></tr> <tr><td>November 2018</td><td>82.37%</td></tr> <tr><td>December 2018</td><td>84.53%</td></tr> <tr><td>January 2019</td><td>80.71%</td></tr> <tr><td>February 2019</td><td>81.58%</td></tr> <tr><td>March 2019</td><td>81.74%</td></tr> </tbody> </table>	Month	Value	April 2018	79.35%	May 2018	81.37%	June 2018	86.25%	July 2018	89.09%	August 2018	84.28%	September 2018	87.42%	October 2018	83.89%	November 2018	82.37%	December 2018	84.53%	January 2019	80.71%	February 2019	81.58%	March 2019	81.74%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Customers, Policy & Improvement	SP 403 Income from registrars events (Monthly)	High	£655,491	£440,000			<p>SP 403 Income from registrars events (Monthly)</p> <table border="1"> <caption>SP 403 Income from registrars events (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>£60,800</td><td>£60,800</td></tr> <tr><td>May 2018</td><td>£57,902</td><td>£57,902</td></tr> <tr><td>June 2018</td><td>£62,604</td><td>£62,604</td></tr> <tr><td>July 2018</td><td>£51,116</td><td>£51,116</td></tr> <tr><td>August 2018</td><td>£47,285</td><td>£47,285</td></tr> <tr><td>September 2018</td><td>£41,013</td><td>£41,013</td></tr> <tr><td>October 2018</td><td>£57,800</td><td>£57,800</td></tr> <tr><td>November 2018</td><td>£52,600</td><td>£52,600</td></tr> <tr><td>December 2018</td><td>£32,721</td><td>£32,721</td></tr> <tr><td>January 2019</td><td>£74,606</td><td>£74,606</td></tr> <tr><td>February 2019</td><td>£49,989</td><td>£49,989</td></tr> <tr><td>March 2019</td><td>£7,056</td><td>£7,056</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	£60,800	£60,800	May 2018	£57,902	£57,902	June 2018	£62,604	£62,604	July 2018	£51,116	£51,116	August 2018	£47,285	£47,285	September 2018	£41,013	£41,013	October 2018	£57,800	£57,800	November 2018	£52,600	£52,600	December 2018	£32,721	£32,721	January 2019	£74,606	£74,606	February 2019	£49,989	£49,989	March 2019	£7,056	£7,056
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Infrastructure & Technology	SP 429 % New referrals processed to apprenticeship application within 21 days (Monthly in arrears)	High	100%	94%			<p>SP 429 % New referrals processed to apprenticeship application within 21 days (Monthly in arrears)</p> <table border="1"> <caption>SP 429 % New referrals processed to apprenticeship application within 21 days (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>100%</td><td>100%</td></tr> <tr><td>May 2018</td><td>100%</td><td>100%</td></tr> <tr><td>June 2018</td><td>100%</td><td>100%</td></tr> <tr><td>July 2018</td><td>100%</td><td>100%</td></tr> <tr><td>August 2018</td><td>100%</td><td>100%</td></tr> <tr><td>September 2018</td><td>100%</td><td>100%</td></tr> <tr><td>October 2018</td><td>100%</td><td>100%</td></tr> <tr><td>November 2018</td><td>100%</td><td>100%</td></tr> <tr><td>December 2018</td><td>100%</td><td>100%</td></tr> <tr><td>January 2019</td><td>100%</td><td>100%</td></tr> <tr><td>February 2019</td><td>100%</td><td>100%</td></tr> <tr><td>March 2019</td><td>100%</td><td>100%</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	100%	100%	May 2018	100%	100%	June 2018	100%	100%	July 2018	100%	100%	August 2018	100%	100%	September 2018	100%	100%	October 2018	100%	100%	November 2018	100%	100%	December 2018	100%	100%	January 2019	100%	100%	February 2019	100%	100%	March 2019	100%	100%
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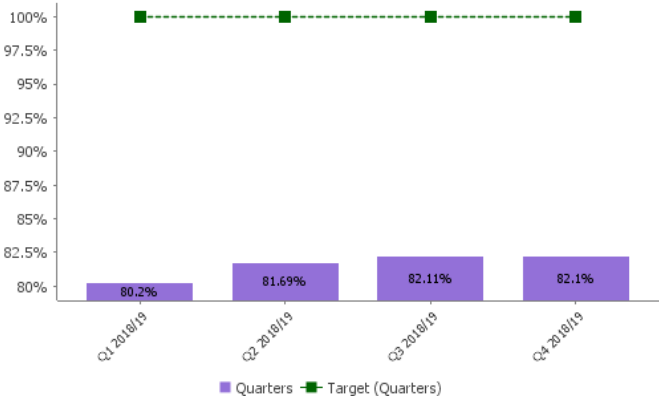

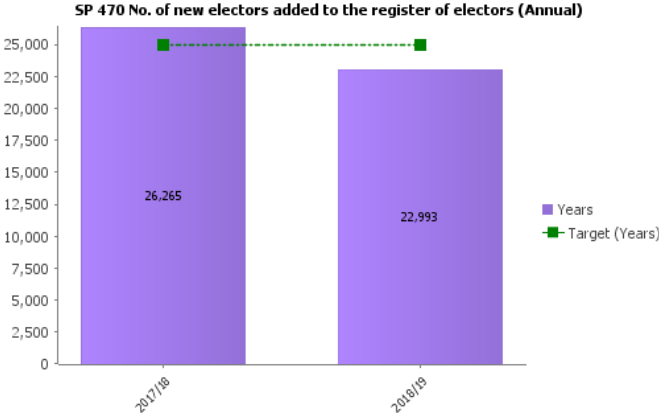
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)	Low	0	0			<p>SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)</p>  <p>0</p> <p>April 2018 May 2018 June 2018 July 2018 August 2018 September 2018 October 2018 November 2018 December 2018 January 2019 February 2019 March 2019</p> <p>Months Target (Months)</p>
Shared Legal Services	SP 435 Income for SLLP (Quarterly)	High	34,346	100,000			<p>SP 435 Income for SLLP (Quarterly)</p>  <p>25,000 22,500 20,000 17,500 15,000 12,500 10,000 7,500 5,000 2,500 0</p> <p>17,812 1,733 10,137 4,664</p> <p>Q1 2018/19 Q2 2018/19 Q3 2018/19 Q4 2018/19</p>

Dept.	PI Code & Description	Polarity	2018/19				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	99.25%	90%	✓	↑	<p>SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)</p> <table border="1"> <caption>SP 436 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q2 2018/19</td> <td>96.15%</td> <td>90%</td> </tr> <tr> <td>Q3 2018/19</td> <td>100%</td> <td>90%</td> </tr> <tr> <td>Q4 2018/19</td> <td>100%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2018/19	100%	90%	Q2 2018/19	96.15%	90%	Q3 2018/19	100%	90%	Q4 2018/19	100%	90%
Quarter	Quarters (%)	Target (Quarters) (%)																				
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Q3 2018/19	100%	90%																				
Q4 2018/19	100%	90%																				
Shared Legal Services	SP 437 Prosecutions - number of successful outcomes (Quarterly)	High	93.75%	80%	✓	↓	<p>SP 437 Prosecutions - number of successful outcomes (Quarterly)</p> <table border="1"> <caption>SP 437 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q2 2018/19</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q3 2018/19</td> <td>84%</td> <td>80%</td> </tr> <tr> <td>Q4 2018/19</td> <td>91%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2018/19	100%	80%	Q2 2018/19	100%	80%	Q3 2018/19	84%	80%	Q4 2018/19	91%	80%
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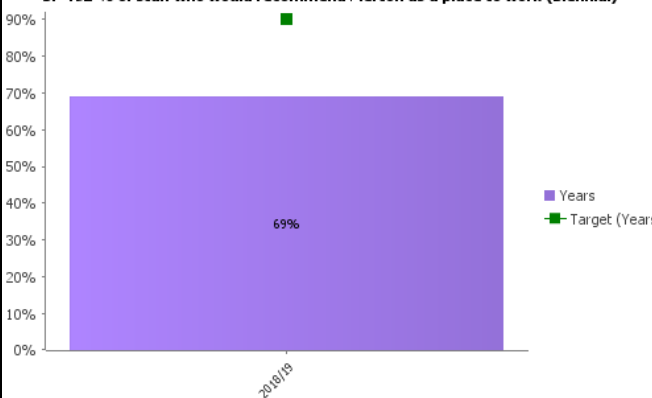
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Shared Legal Services	SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)	High	75%	80%			<p>SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)</p>  <table border="1"> <caption>SP 438 Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>50%</td> <td>80%</td> </tr> <tr> <td>Q2 2018/19</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q3 2018/19</td> <td>100%</td> <td>80%</td> </tr> <tr> <td>Q4 2018/19</td> <td>50%</td> <td>80%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2018/19	50%	80%	Q2 2018/19	100%	80%	Q3 2018/19	100%	80%	Q4 2018/19	50%	80%
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Q2 2018/19	100%	80%																				
Q3 2018/19	100%	80%																				
Q4 2018/19	50%	80%																				
Human Resources	SP 439 / MP 072 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	175	46			<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>Quarters (Count)</th> <th>Target (Quarters) (Count)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>38</td> <td>7</td> </tr> <tr> <td>Q2 2018/19</td> <td>39</td> <td>11</td> </tr> <tr> <td>Q3 2018/19</td> <td>20</td> <td>13</td> </tr> <tr> <td>Q4 2018/19</td> <td>78</td> <td>17</td> </tr> </tbody> </table>	Quarter	Quarters (Count)	Target (Quarters) (Count)	Q1 2018/19	38	7	Q2 2018/19	39	11	Q3 2018/19	20	13	Q4 2018/19	78	17
Quarter	Quarters (Count)	Target (Quarters) (Count)																				
Q1 2018/19	38	7																				
Q2 2018/19	39	11																				
Q3 2018/19	20	13																				
Q4 2018/19	78	17																				

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Human Resources	SP 440 Level of staff engagement (staff survey) (Biennial)	High	90%	87%	✓	↑	<p>SP 440 Level of staff engagement (staff survey) (Biennial)</p> <table border="1"> <caption>SP 440 Level of staff engagement (staff survey) (Biennial)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>87%</td> <td>87%</td> </tr> <tr> <td>2018/19</td> <td>90%</td> <td>90%</td> </tr> </tbody> </table>	Year	Value	Target	2016/17	87%	87%	2018/19	90%	90%
Year	Value	Target														
2016/17	87%	87%														
2018/19	90%	90%														
Infrastructure & Technology	SP 441 % of influencible spend published on contracts register (Quarterly in arrear)	High	Not Measured This Period Data is provided in arrear													
Infrastructure & Technology	SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)	High	94%	60%	✓	↑	<p>SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)</p> <table border="1"> <caption>SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>91%</td> <td>70%</td> </tr> <tr> <td>2018/19</td> <td>94%</td> <td>60%</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	91%	70%	2018/19	94%	60%
Year	Value	Target														
2017/18	91%	70%														
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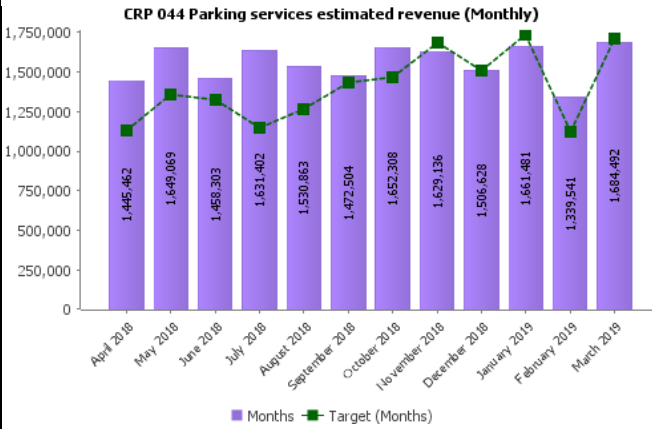


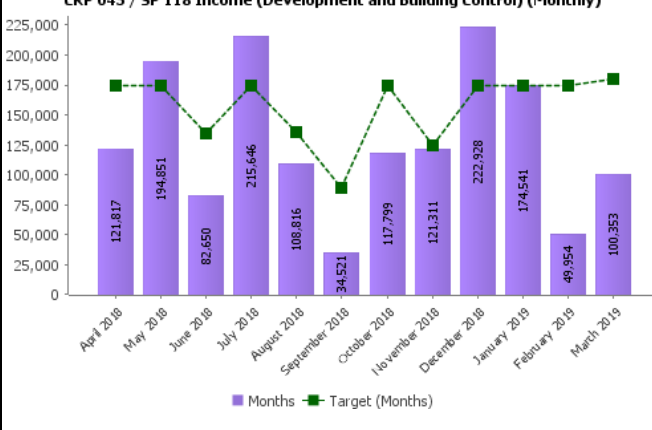
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Resources	SP 464 % of Loans Paid on Time (Quarterly)	High	100%	100%			<p>SP 464 % of Loans Paid on Time (Quarterly)</p>  <table border="1"> <caption>SP 464 % of Loans Paid on Time (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>100%</td> </tr> <tr> <td>Q2 2018/19</td> <td>100%</td> </tr> <tr> <td>Q3 2018/19</td> <td>100%</td> </tr> <tr> <td>Q4 2018/19</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/19	100%	Q2 2018/19	100%	Q3 2018/19	100%	Q4 2018/19	100%					
Quarter	Value																					
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Q2 2018/19	100%																					
Q3 2018/19	100%																					
Q4 2018/19	100%																					
Resources	SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)	High	93%	95%			<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>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>84%</td> <td>95%</td> </tr> <tr> <td>Q2 2018/19</td> <td>92%</td> <td>95%</td> </tr> <tr> <td>Q3 2018/19</td> <td>90%</td> <td>95%</td> </tr> <tr> <td>Q4 2018/19</td> <td>93%</td> <td>95%</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2018/19	84%	95%	Q2 2018/19	92%	95%	Q3 2018/19	90%	95%	Q4 2018/19	93%	95%
Quarter	Value	Target (Quarters)																				
Q1 2018/19	84%	95%																				
Q2 2018/19	92%	95%																				
Q3 2018/19	90%	95%																				
Q4 2018/19	93%	95%																				





Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Resources	SP 469 Delivery against current year MTF5 savings targets (Quarterly)	High	82.1%	100%			<p>SP 469 Delivery against current year MTF5 savings targets (Quarterly)</p>  <table border="1"> <caption>SP 469 Delivery Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1-2018/19</td> <td>80.2%</td> <td>100%</td> </tr> <tr> <td>Q2-2018/19</td> <td>81.69%</td> <td>100%</td> </tr> <tr> <td>Q3-2018/19</td> <td>82.11%</td> <td>100%</td> </tr> <tr> <td>Q4-2018/19</td> <td>82.1%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1-2018/19	80.2%	100%	Q2-2018/19	81.69%	100%	Q3-2018/19	82.11%	100%	Q4-2018/19	82.1%	100%
Quarter	Quarters (%)	Target (Quarters) (%)																				
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Q3-2018/19	82.11%	100%																				
Q4-2018/19	82.1%	100%																				
Corporate Governance	SP 470 No. of new electors added to the register of electors (Annual)	High	22,993	25,000			<p>SP 470 No. of new electors added to the register of electors (Annual)</p>  <table border="1"> <caption>SP 470 No. of new electors Data</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</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> </tbody> </table>	Year	Years	Target (Years)	2017/18	26,265	25,000	2018/19	22,993	25,000						
Year	Years	Target (Years)																				
2017/18	26,265	25,000																				
2018/19	22,993	25,000																				
Customers, Policy & Improvement	SP 473 % who agree that Merton is making the area a better place to live (Annual) (ARS)	High	Not Measured This Period Results will be published in June																			





Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Customers, Policy & Improvement	SP 474 / MP 003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)	High	393	350	✓	↓	<p>SP 474 / MP 003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)</p> <table border="1"> <caption>SP 474 / MP 003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>112</td> <td>~88</td> </tr> <tr> <td>Q2 2018/19</td> <td>110</td> <td>~88</td> </tr> <tr> <td>Q3 2018/19</td> <td>109</td> <td>~88</td> </tr> <tr> <td>Q4 2018/19</td> <td>62</td> <td>~88</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	112	~88	Q2 2018/19	110	~88	Q3 2018/19	109	~88	Q4 2018/19	62	~88
Quarter	Value	Target																				
Q1 2018/19	112	~88																				
Q2 2018/19	110	~88																				
Q3 2018/19	109	~88																				
Q4 2018/19	62	~88																				
Human Resources	SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)	Low	7.54%	12%	✓	↑	<p>SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)</p> <table border="1"> <caption>SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>8.76%</td> <td>12%</td> </tr> <tr> <td>Q2 2018/19</td> <td>9.74%</td> <td>12%</td> </tr> <tr> <td>Q3 2018/19</td> <td>7.61%</td> <td>12%</td> </tr> <tr> <td>Q4 2018/19</td> <td>7.54%</td> <td>12%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	8.76%	12%	Q2 2018/19	9.74%	12%	Q3 2018/19	7.61%	12%	Q4 2018/19	7.54%	12%
Quarter	Value	Target																				
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Q2 2018/19	9.74%	12%																				
Q3 2018/19	7.61%	12%																				
Q4 2018/19	7.54%	12%																				
Customers, Policy & Improvement	SP 488 Residents agree people from different backgrounds get on well together (Annual) (ARS)	High	Not Measured This Period Results will be published in June																			


Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart						
			Value	Target	Status	Long Trend							
Customers, Policy & Improvement	SP 489 % of residents who feel informed about council services (Annual) (ARS)	High	Not Measured This Period Results will be published in June										
Customers, Policy & Improvement	SP 490 % of residents who agree the council involves them in making decisions (Annual) (ARS)	High	Not Measured This Period Results will be published in June										
Corporate Governance	SP 491 % Councillors agree scrutiny function is effective (Annual)	High	Not Measured This Period Information will be available in June										
Human Resources	SP 492 % of staff who would recommend Merton as a place to work (Biennial)	High	69%	90%		N/A	<p>SP 492 % of staff who would recommend Merton as a place to work (Biennial)</p>  <p>The chart displays a purple bar for the 2018/19 period at 69% and a green square representing the target at 90%.</p> <table border="1"> <caption>Performance Data for SP 492</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>69%</td> <td>90%</td> </tr> </tbody> </table>	Year	Value	Target	2018/19	69%	90%
Year	Value	Target											
2018/19	69%	90%											

Environment & Regeneration

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Parking	CRP 044 Parking services estimated revenue (Monthly)	High	18,661,189	16,884,190			<p style="text-align: center; font-weight: bold; font-size: small;">CRP 044 Parking services estimated revenue (Monthly)</p>  <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>CRP 044 Parking services estimated revenue (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>1,445,462</td><td>1,150,000</td></tr> <tr><td>May 2018</td><td>1,649,069</td><td>1,350,000</td></tr> <tr><td>June 2018</td><td>1,468,303</td><td>1,300,000</td></tr> <tr><td>July 2018</td><td>1,631,402</td><td>1,150,000</td></tr> <tr><td>August 2018</td><td>1,530,863</td><td>1,250,000</td></tr> <tr><td>September 2018</td><td>1,472,504</td><td>1,450,000</td></tr> <tr><td>October 2018</td><td>1,652,308</td><td>1,450,000</td></tr> <tr><td>November 2018</td><td>1,629,136</td><td>1,650,000</td></tr> <tr><td>December 2018</td><td>1,506,628</td><td>1,500,000</td></tr> <tr><td>January 2019</td><td>1,661,481</td><td>1,650,000</td></tr> <tr><td>February 2019</td><td>1,339,541</td><td>1,150,000</td></tr> <tr><td>March 2019</td><td>1,684,492</td><td>1,650,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	1,445,462	1,150,000	May 2018	1,649,069	1,350,000	June 2018	1,468,303	1,300,000	July 2018	1,631,402	1,150,000	August 2018	1,530,863	1,250,000	September 2018	1,472,504	1,450,000	October 2018	1,652,308	1,450,000	November 2018	1,629,136	1,650,000	December 2018	1,506,628	1,500,000	January 2019	1,661,481	1,650,000	February 2019	1,339,541	1,150,000	March 2019	1,684,492	1,650,000
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Development and Building Control	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,545,187	1,890,000			<p style="text-align: center; font-weight: bold; font-size: small;">CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p>  <table border="1" style="font-size: x-small; margin-top: 5px;"> <caption>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>Apr 2018</td><td>121,817</td><td>175,000</td></tr> <tr><td>May 2018</td><td>194,851</td><td>175,000</td></tr> <tr><td>June 2018</td><td>82,650</td><td>135,000</td></tr> <tr><td>July 2018</td><td>215,646</td><td>175,000</td></tr> <tr><td>August 2018</td><td>108,816</td><td>135,000</td></tr> <tr><td>September 2018</td><td>34,521</td><td>95,000</td></tr> <tr><td>October 2018</td><td>117,799</td><td>175,000</td></tr> <tr><td>November 2018</td><td>121,311</td><td>125,000</td></tr> <tr><td>December 2018</td><td>222,928</td><td>175,000</td></tr> <tr><td>January 2019</td><td>174,541</td><td>175,000</td></tr> <tr><td>February 2019</td><td>49,954</td><td>175,000</td></tr> <tr><td>March 2019</td><td>100,353</td><td>185,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	Apr 2018	121,817	175,000	May 2018	194,851	175,000	June 2018	82,650	135,000	July 2018	215,646	175,000	August 2018	108,816	135,000	September 2018	34,521	95,000	October 2018	117,799	175,000	November 2018	121,311	125,000	December 2018	222,928	175,000	January 2019	174,541	175,000	February 2019	49,954	175,000	March 2019	100,353	185,000
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Waste Management & Cleansing	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	16.71%	8%			<p>CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>10.57%</td><td>8%</td></tr> <tr><td>May 2018</td><td>11.06%</td><td>8%</td></tr> <tr><td>June 2018</td><td>15.00%</td><td>8%</td></tr> <tr><td>July 2018</td><td>21.22%</td><td>8%</td></tr> <tr><td>August 2018</td><td>14.20%</td><td>8%</td></tr> <tr><td>September 2018</td><td>16.80%</td><td>8%</td></tr> <tr><td>October 2018</td><td>13.88%</td><td>8%</td></tr> <tr><td>November 2018</td><td>17.97%</td><td>8%</td></tr> <tr><td>December 2018</td><td>21.21%</td><td>8%</td></tr> <tr><td>January 2019</td><td>20.92%</td><td>8%</td></tr> <tr><td>February 2019</td><td>21.21%</td><td>8%</td></tr> <tr><td>March 2019</td><td>14.70%</td><td>8%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	10.57%	8%	May 2018	11.06%	8%	June 2018	15.00%	8%	July 2018	21.22%	8%	August 2018	14.20%	8%	September 2018	16.80%	8%	October 2018	13.88%	8%	November 2018	17.97%	8%	December 2018	21.21%	8%	January 2019	20.92%	8%	February 2019	21.21%	8%	March 2019	14.70%	8%
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Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	83.33%	67%			<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 2018</td><td>100%</td><td>67%</td></tr> <tr><td>May 2018</td><td>100%</td><td>67%</td></tr> <tr><td>June 2018</td><td>50%</td><td>67%</td></tr> <tr><td>July 2018</td><td>100%</td><td>67%</td></tr> <tr><td>August 2018</td><td>100%</td><td>67%</td></tr> <tr><td>September 2018</td><td>75%</td><td>67%</td></tr> <tr><td>October 2018</td><td>80%</td><td>67%</td></tr> <tr><td>November 2018</td><td>33.33%</td><td>67%</td></tr> <tr><td>December 2018</td><td>100%</td><td>67%</td></tr> <tr><td>January 2019</td><td>100%</td><td>67%</td></tr> <tr><td>February 2019</td><td>100%</td><td>67%</td></tr> <tr><td>March 2019</td><td>100%</td><td>67%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	100%	67%	May 2018	100%	67%	June 2018	50%	67%	July 2018	100%	67%	August 2018	100%	67%	September 2018	75%	67%	October 2018	80%	67%	November 2018	33.33%	67%	December 2018	100%	67%	January 2019	100%	67%	February 2019	100%	67%	March 2019	100%	67%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	84.59%	67%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>80.45%</td><td>67%</td></tr> <tr><td>May 2018</td><td>86.67%</td><td>67%</td></tr> <tr><td>June 2018</td><td>94.44%</td><td>67%</td></tr> <tr><td>July 2018</td><td>93.55%</td><td>67%</td></tr> <tr><td>August 2018</td><td>72.73%</td><td>67%</td></tr> <tr><td>September 2018</td><td>74.19%</td><td>67%</td></tr> <tr><td>October 2018</td><td>96.55%</td><td>67%</td></tr> <tr><td>November 2018</td><td>81.56%</td><td>67%</td></tr> <tr><td>December 2018</td><td>81.25%</td><td>67%</td></tr> <tr><td>January 2019</td><td>86.36%</td><td>67%</td></tr> <tr><td>February 2019</td><td>88.89%</td><td>67%</td></tr> <tr><td>March 2019</td><td>75%</td><td>67%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2018	80.45%	67%	May 2018	86.67%	67%	June 2018	94.44%	67%	July 2018	93.55%	67%	August 2018	72.73%	67%	September 2018	74.19%	67%	October 2018	96.55%	67%	November 2018	81.56%	67%	December 2018	81.25%	67%	January 2019	86.36%	67%	February 2019	88.89%	67%	March 2019	75%	67%
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Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	92.96%	80%			<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 2018</td><td>89.22%</td><td>80%</td></tr> <tr><td>May 2018</td><td>90.64%</td><td>80%</td></tr> <tr><td>June 2018</td><td>92.78%</td><td>80%</td></tr> <tr><td>July 2018</td><td>100%</td><td>80%</td></tr> <tr><td>August 2018</td><td>96.95%</td><td>80%</td></tr> <tr><td>September 2018</td><td>91.11%</td><td>80%</td></tr> <tr><td>October 2018</td><td>95.24%</td><td>80%</td></tr> <tr><td>November 2018</td><td>97.2%</td><td>80%</td></tr> <tr><td>December 2018</td><td>90.99%</td><td>80%</td></tr> <tr><td>January 2019</td><td>88.07%</td><td>80%</td></tr> <tr><td>February 2019</td><td>95.59%</td><td>80%</td></tr> <tr><td>March 2019</td><td>94.12%</td><td>80%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2018	89.22%	80%	May 2018	90.64%	80%	June 2018	92.78%	80%	July 2018	100%	80%	August 2018	96.95%	80%	September 2018	91.11%	80%	October 2018	95.24%	80%	November 2018	97.2%	80%	December 2018	90.99%	80%	January 2019	88.07%	80%	February 2019	95.59%	80%	March 2019	94.12%	80%
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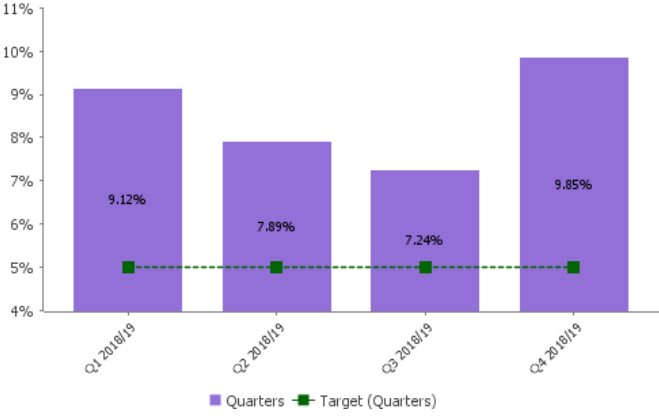


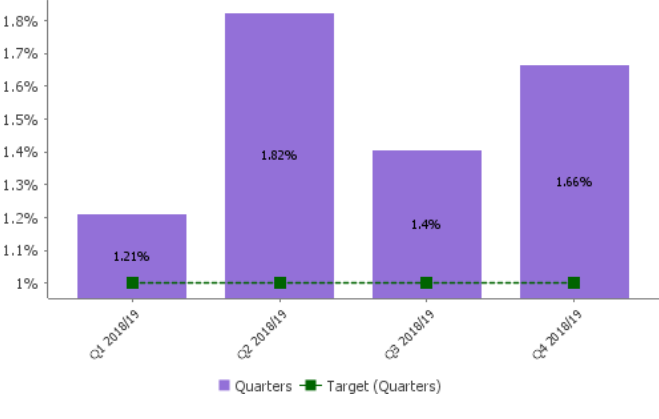
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Waste Management & Cleansing	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	111.08	50.00			<p>CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>79.00</td><td>50.00</td></tr> <tr><td>May 2018</td><td>79.00</td><td>50.00</td></tr> <tr><td>June 2018</td><td>95.00</td><td>50.00</td></tr> <tr><td>July 2018</td><td>121.00</td><td>50.00</td></tr> <tr><td>August 2018</td><td>149.00</td><td>50.00</td></tr> <tr><td>September 2018</td><td>115.00</td><td>50.00</td></tr> <tr><td>October 2018</td><td>156.00</td><td>50.00</td></tr> <tr><td>November 2018</td><td>157.00</td><td>50.00</td></tr> <tr><td>December 2018</td><td>110.00</td><td>50.00</td></tr> <tr><td>January 2019</td><td>95.00</td><td>50.00</td></tr> <tr><td>February 2019</td><td>85.00</td><td>50.00</td></tr> <tr><td>March 2019</td><td>93.00</td><td>50.00</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	79.00	50.00	May 2018	79.00	50.00	June 2018	95.00	50.00	July 2018	121.00	50.00	August 2018	149.00	50.00	September 2018	115.00	50.00	October 2018	156.00	50.00	November 2018	157.00	50.00	December 2018	110.00	50.00	January 2019	95.00	50.00	February 2019	85.00	50.00	March 2019	93.00	50.00
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Waste Management & Cleansing	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	11,406	8,400			<p>CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>891</td><td>750</td></tr> <tr><td>May 2018</td><td>890</td><td>750</td></tr> <tr><td>June 2018</td><td>920</td><td>750</td></tr> <tr><td>July 2018</td><td>1,012</td><td>750</td></tr> <tr><td>August 2018</td><td>1,234</td><td>750</td></tr> <tr><td>September 2018</td><td>906</td><td>750</td></tr> <tr><td>October 2018</td><td>1,147</td><td>750</td></tr> <tr><td>November 2018</td><td>849</td><td>750</td></tr> <tr><td>December 2018</td><td>1,024</td><td>750</td></tr> <tr><td>January 2019</td><td>930</td><td>750</td></tr> <tr><td>February 2019</td><td>749</td><td>750</td></tr> <tr><td>March 2019</td><td>854</td><td>750</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	891	750	May 2018	890	750	June 2018	920	750	July 2018	1,012	750	August 2018	1,234	750	September 2018	906	750	October 2018	1,147	750	November 2018	849	750	December 2018	1,024	750	January 2019	930	750	February 2019	749	750	March 2019	854	750
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Leisure	SP 015 Income generated - Merton Active Plus activity (Monthly)	High	£11,905	£45,000			<p>SP 015 DELETE FOR 2019/20 Income generated - Merton Active Plus activity (Monthly)</p>  <table border="1"> <caption>SP 015 DELETE FOR 2019/20 Income generated - Merton Active Plus activity (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>£1,903</td><td>£9,000</td></tr> <tr><td>May 2018</td><td>£868</td><td>£5,000</td></tr> <tr><td>June 2018</td><td>£0</td><td>£2,000</td></tr> <tr><td>July 2018</td><td>£3,506</td><td>£6,000</td></tr> <tr><td>August 2018</td><td>£3,432</td><td>£13,000</td></tr> <tr><td>September 2018</td><td>£0</td><td>£1,000</td></tr> <tr><td>October 2018</td><td>£968</td><td>£1,500</td></tr> <tr><td>November 2018</td><td>£0</td><td>£1,000</td></tr> <tr><td>December 2018</td><td>£0</td><td>£1,500</td></tr> <tr><td>January 2019</td><td>£0</td><td>£1,000</td></tr> <tr><td>February 2019</td><td>£1,384</td><td>£2,500</td></tr> <tr><td>March 2019</td><td>£0</td><td>£3,500</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	£1,903	£9,000	May 2018	£868	£5,000	June 2018	£0	£2,000	July 2018	£3,506	£6,000	August 2018	£3,432	£13,000	September 2018	£0	£1,000	October 2018	£968	£1,500	November 2018	£0	£1,000	December 2018	£0	£1,500	January 2019	£0	£1,000	February 2019	£1,384	£2,500	March 2019	£0	£3,500
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Future Merton	SP 020 New Homes (Annual)	High	429	435			<p>SP 020 New Homes (Annual)</p>  <table border="1"> <caption>SP 020 New Homes (Annual)</caption> <thead> <tr> <th>Year</th> <th>Actual (Years)</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr><td>2015/16</td><td>459</td><td>410</td></tr> <tr><td>2016/17</td><td>688</td><td>410</td></tr> <tr><td>2017/18</td><td>648</td><td>410</td></tr> <tr><td>2018/19</td><td>429</td><td>435</td></tr> </tbody> </table>	Year	Actual (Years)	Target (Years)	2015/16	459	410	2016/17	688	410	2017/18	648	410	2018/19	429	435																								
Year	Actual (Years)	Target (Years)																																												
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2018/19	429	435																																												

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Low	0.3%	3.3%	✓	↓	<p>SP 024 % Vacancy rate of property owned by the council (Quarterly)</p> <table border="1"> <caption>SP 024 % Vacancy rate of property owned by the council (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>0.2%</td> <td>3.3%</td> </tr> <tr> <td>Q2 2018/19</td> <td>0%</td> <td>3.3%</td> </tr> <tr> <td>Q3 2018/19</td> <td>0%</td> <td>3.3%</td> </tr> <tr> <td>Q4 2018/19</td> <td>1%</td> <td>3.3%</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2018/19	0.2%	3.3%	Q2 2018/19	0%	3.3%	Q3 2018/19	0%	3.3%	Q4 2018/19	1%	3.3%
Quarter	Actual (Quarters)	Target (Quarters)																				
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Q4 2018/19	1%	3.3%																				
Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Low	3.35%	8%	✓	↑	<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>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>4%</td> <td>8%</td> </tr> <tr> <td>Q2 2018/19</td> <td>3.14%</td> <td>8%</td> </tr> <tr> <td>Q3 2018/19</td> <td>3.14%</td> <td>8%</td> </tr> <tr> <td>Q4 2018/19</td> <td>3.14%</td> <td>8%</td> </tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2018/19	4%	8%	Q2 2018/19	3.14%	8%	Q3 2018/19	3.14%	8%	Q4 2018/19	3.14%	8%
Quarter	Actual (Quarters)	Target (Quarters)																				
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Q2 2018/19	3.14%	8%																				
Q3 2018/19	3.14%	8%																				
Q4 2018/19	3.14%	8%																				
Parks and Open Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS)	High	Not Measured This Period Results will be published in June																			

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Parks and Open Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS)	High	Not Measured This Period Results will be published in June																																											
Parks and Open 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>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>2016/16</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> </tbody> </table>	Year	Actual	Target	2016/16	4	5	2016/17	5	5	2017/18	5	5	2018/19	6	5																								
Year	Actual	Target																																												
2016/16	4	5																																												
2016/17	5	5																																												
2017/18	5	5																																												
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Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	High	51.06%	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>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April 2018</td> <td>51.03%</td> <td>54%</td> </tr> <tr> <td>May 2018</td> <td>46.06%</td> <td>54%</td> </tr> <tr> <td>June 2018</td> <td>53.67%</td> <td>54%</td> </tr> <tr> <td>July 2018</td> <td>46.82%</td> <td>54%</td> </tr> <tr> <td>August 2018</td> <td>54.61%</td> <td>54%</td> </tr> <tr> <td>September 2018</td> <td>49.31%</td> <td>54%</td> </tr> <tr> <td>October 2018</td> <td>50%</td> <td>54%</td> </tr> <tr> <td>November 2018</td> <td>54.48%</td> <td>54%</td> </tr> <tr> <td>December 2018</td> <td>50.47%</td> <td>54%</td> </tr> <tr> <td>January 2019</td> <td>48.1%</td> <td>54%</td> </tr> <tr> <td>February 2019</td> <td>47.68%</td> <td>54%</td> </tr> <tr> <td>March 2019</td> <td>60.9%</td> <td>54%</td> </tr> </tbody> </table>	Month	Actual	Target	April 2018	51.03%	54%	May 2018	46.06%	54%	June 2018	53.67%	54%	July 2018	46.82%	54%	August 2018	54.61%	54%	September 2018	49.31%	54%	October 2018	50%	54%	November 2018	54.48%	54%	December 2018	50.47%	54%	January 2019	48.1%	54%	February 2019	47.68%	54%	March 2019	60.9%	54%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Regulatory Services	SP 041 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)	High	93.07%	97%			<p>SP 041 DELETE FOR 2019/20 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)</p> <table border="1"> <caption>SP 041 DELETE FOR 2019/20 % Service requests replied to in 5 working days (Regulatory Services) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>95.89%</td><td>97.91%</td></tr> <tr><td>May 2018</td><td>92.32%</td><td>97.91%</td></tr> <tr><td>June 2018</td><td>95.33%</td><td>97.91%</td></tr> <tr><td>July 2018</td><td>97.91%</td><td>97.91%</td></tr> <tr><td>August 2018</td><td>91.18%</td><td>97.91%</td></tr> <tr><td>September 2018</td><td>91.32%</td><td>97.91%</td></tr> <tr><td>October 2018</td><td>86.38%</td><td>97.91%</td></tr> <tr><td>November 2018</td><td>94.91%</td><td>97.91%</td></tr> <tr><td>December 2018</td><td>91.67%</td><td>97.91%</td></tr> <tr><td>January 2019</td><td>92.18%</td><td>97.91%</td></tr> <tr><td>February 2019</td><td>91.04%</td><td>97.91%</td></tr> <tr><td>March 2019</td><td>93.75%</td><td>97.91%</td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	April 2018	95.89%	97.91%	May 2018	92.32%	97.91%	June 2018	95.33%	97.91%	July 2018	97.91%	97.91%	August 2018	91.18%	97.91%	September 2018	91.32%	97.91%	October 2018	86.38%	97.91%	November 2018	94.91%	97.91%	December 2018	91.67%	97.91%	January 2019	92.18%	97.91%	February 2019	91.04%	97.91%	March 2019	93.75%	97.91%
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Regulatory Services	SP 042 Income generation by Regulatory Services (Monthly)	High	£397,500	£524,380			<p>SP 042 DELETE FOR 2019/20 Income generation by Regulatory Services (Monthly)</p> <table border="1"> <caption>SP 042 DELETE FOR 2019/20 Income generation by Regulatory Services (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months (£)</th> <th>Target (Months) (£)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>£21,429</td><td>£65,535</td></tr> <tr><td>May 2018</td><td>£65,535</td><td>£65,535</td></tr> <tr><td>June 2018</td><td>£32,403</td><td>£65,535</td></tr> <tr><td>July 2018</td><td>£22,191</td><td>£65,535</td></tr> <tr><td>August 2018</td><td>£48,265</td><td>£65,535</td></tr> <tr><td>September 2018</td><td>£22,124</td><td>£65,535</td></tr> <tr><td>October 2018</td><td>£17,867</td><td>£65,535</td></tr> <tr><td>November 2018</td><td>£61,287</td><td>£65,535</td></tr> <tr><td>December 2018</td><td>£47,275</td><td>£65,535</td></tr> <tr><td>January 2019</td><td>£24,482</td><td>£65,535</td></tr> <tr><td>February 2019</td><td>£14,961</td><td>£65,535</td></tr> <tr><td>March 2019</td><td>£18,796</td><td>£65,535</td></tr> </tbody> </table>	Month	Months (£)	Target (Months) (£)	April 2018	£21,429	£65,535	May 2018	£65,535	£65,535	June 2018	£32,403	£65,535	July 2018	£22,191	£65,535	August 2018	£48,265	£65,535	September 2018	£22,124	£65,535	October 2018	£17,867	£65,535	November 2018	£61,287	£65,535	December 2018	£47,275	£65,535	January 2019	£24,482	£65,535	February 2019	£14,961	£65,535	March 2019	£18,796	£65,535
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Waste Management & Cleansing	SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Low	8.48%	5%			<p>SP 062 % Sites surveyed below standard for graffiti (Quarterly)</p>  <table border="1"> <caption>SP 062 % Sites surveyed below standard for graffiti (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>9.12%</td> <td>5%</td> </tr> <tr> <td>Q2 2018/19</td> <td>7.89%</td> <td>5%</td> </tr> <tr> <td>Q3 2018/19</td> <td>7.24%</td> <td>5%</td> </tr> <tr> <td>Q4 2018/19</td> <td>9.85%</td> <td>5%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2018/19	9.12%	5%	Q2 2018/19	7.89%	5%	Q3 2018/19	7.24%	5%	Q4 2018/19	9.85%	5%
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Q4 2018/19	9.85%	5%																				
Waste Management & Cleansing	SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Low	1.53%	1%			<p>SP 063 % Sites surveyed below standard for flyposting (Quarterly)</p>  <table border="1"> <caption>SP 063 % Sites surveyed below standard for flyposting (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters (%)</th> <th>Target (Quarters) (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>1.21%</td> <td>1%</td> </tr> <tr> <td>Q2 2018/19</td> <td>1.82%</td> <td>1%</td> </tr> <tr> <td>Q3 2018/19</td> <td>1.4%</td> <td>1%</td> </tr> <tr> <td>Q4 2018/19</td> <td>1.66%</td> <td>1%</td> </tr> </tbody> </table>	Quarter	Quarters (%)	Target (Quarters) (%)	Q1 2018/19	1.21%	1%	Q2 2018/19	1.82%	1%	Q3 2018/19	1.4%	1%	Q4 2018/19	1.66%	1%
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Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS)	High	Not Measured This Period Results will be published in June																			


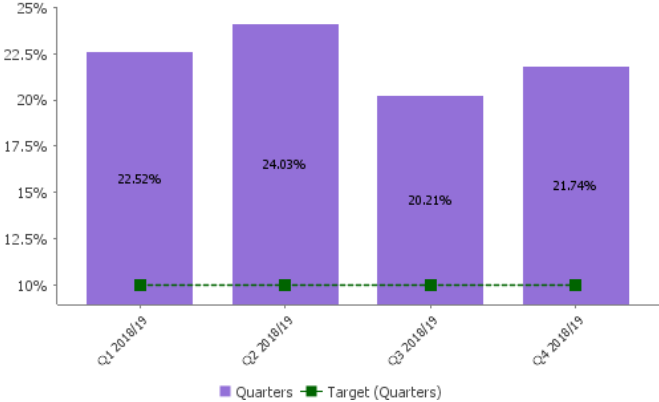


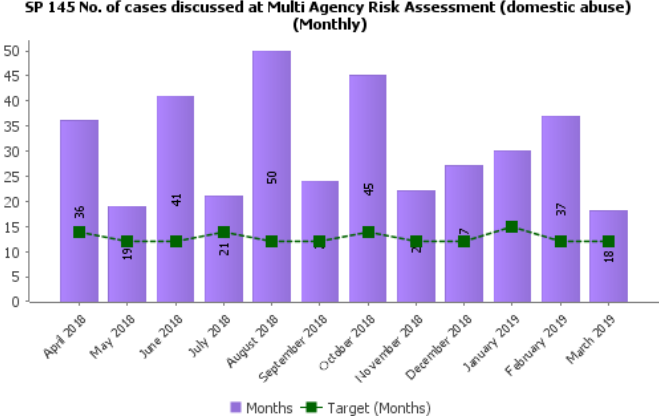
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Waste Management & Cleansing	SP 065 % Household waste recycled and composted (Monthly in arrear)	High	38.95%	46%			<p>SP 065 % Household waste recycled and composted (Monthly in arrear)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>35.78%</td></tr> <tr><td>May 2018</td><td>37.25%</td></tr> <tr><td>June 2018</td><td>38.09%</td></tr> <tr><td>July 2018</td><td>36.15%</td></tr> <tr><td>August 2018</td><td>36.63%</td></tr> <tr><td>September 2018</td><td>37.66%</td></tr> <tr><td>October 2018</td><td>38.86%</td></tr> <tr><td>November 2018</td><td>41.24%</td></tr> <tr><td>December 2018</td><td>40.45%</td></tr> <tr><td>January 2019</td><td>40.79%</td></tr> <tr><td>February 2019</td><td>42.19%</td></tr> <tr><td>March 2019</td><td>43.29%</td></tr> </tbody> </table>	Month	Value (%)	April 2018	35.78%	May 2018	37.25%	June 2018	38.09%	July 2018	36.15%	August 2018	36.63%	September 2018	37.66%	October 2018	38.86%	November 2018	41.24%	December 2018	40.45%	January 2019	40.79%	February 2019	42.19%	March 2019	43.29%
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February 2019	42.19%																																
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Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrear)	Low	526.88	500			<p>SP 066 Residual waste kg per household (Monthly in arrear)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (kg)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>45.75</td></tr> <tr><td>May 2018</td><td>50.36</td></tr> <tr><td>June 2018</td><td>47.03</td></tr> <tr><td>July 2018</td><td>48.7</td></tr> <tr><td>August 2018</td><td>47.47</td></tr> <tr><td>September 2018</td><td>42.29</td></tr> <tr><td>October 2018</td><td>41.49</td></tr> <tr><td>November 2018</td><td>40.41</td></tr> <tr><td>December 2018</td><td>41.09</td></tr> <tr><td>January 2019</td><td>46.47</td></tr> <tr><td>February 2019</td><td>37.26</td></tr> <tr><td>March 2019</td><td>38.56</td></tr> </tbody> </table>	Month	Value (kg)	April 2018	45.75	May 2018	50.36	June 2018	47.03	July 2018	48.7	August 2018	47.47	September 2018	42.29	October 2018	41.49	November 2018	40.41	December 2018	41.09	January 2019	46.47	February 2019	37.26	March 2019	38.56
Month	Value (kg)																																
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	Low	31%	65%	✓	↑	<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 (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>62%</td><td>65%</td></tr> <tr><td>May 2018</td><td>61%</td><td>65%</td></tr> <tr><td>June 2018</td><td>60%</td><td>65%</td></tr> <tr><td>July 2018</td><td>51%</td><td>65%</td></tr> <tr><td>August 2018</td><td>29%</td><td>65%</td></tr> <tr><td>September 2018</td><td>38%</td><td>65%</td></tr> <tr><td>October 2018</td><td>20%</td><td>65%</td></tr> <tr><td>November 2018</td><td>10%</td><td>65%</td></tr> <tr><td>December 2018</td><td>5%</td><td>65%</td></tr> <tr><td>January 2019</td><td>4%</td><td>65%</td></tr> <tr><td>February 2019</td><td>12%</td><td>65%</td></tr> <tr><td>March 2019</td><td>4%</td><td>65%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	62%	65%	May 2018	61%	65%	June 2018	60%	65%	July 2018	51%	65%	August 2018	29%	65%	September 2018	38%	65%	October 2018	20%	65%	November 2018	10%	65%	December 2018	5%	65%	January 2019	4%	65%	February 2019	12%	65%	March 2019	4%	65%
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February 2019	12%	65%																																												
March 2019	4%	65%																																												
Regulatory Services	SP 111 No. of underage sales test purchases (Quarterly)	High	112	105	✓	↑	<p>SP 111 No. of underage sales test purchases (Quarterly)</p> <table border="1"> <caption>SP 111 No. of underage sales test purchases (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>12</td><td>29</td></tr> <tr><td>Q2 2018/19</td><td>31</td><td>29</td></tr> <tr><td>Q3 2018/19</td><td>29</td><td>29</td></tr> <tr><td>Q4 2018/19</td><td>40</td><td>29</td></tr> </tbody> </table>	Quarter	Actual	Target	Q1 2018/19	12	29	Q2 2018/19	31	29	Q3 2018/19	29	29	Q4 2018/19	40	29																								
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	High	662	450	✓	↑	<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 2018</td><td>30</td><td>450</td></tr> <tr><td>May 2018</td><td>27</td><td>450</td></tr> <tr><td>June 2018</td><td>19</td><td>450</td></tr> <tr><td>July 2018</td><td>27</td><td>450</td></tr> <tr><td>August 2018</td><td>27</td><td>450</td></tr> <tr><td>September 2018</td><td>27</td><td>450</td></tr> <tr><td>October 2018</td><td>31</td><td>450</td></tr> <tr><td>November 2018</td><td>32</td><td>450</td></tr> <tr><td>December 2018</td><td>27</td><td>450</td></tr> <tr><td>January 2019</td><td>384</td><td>450</td></tr> <tr><td>February 2019</td><td>31</td><td>450</td></tr> <tr><td>March 2019</td><td>31</td><td>450</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	30	450	May 2018	27	450	June 2018	19	450	July 2018	27	450	August 2018	27	450	September 2018	27	450	October 2018	31	450	November 2018	32	450	December 2018	27	450	January 2019	384	450	February 2019	31	450	March 2019	31	450
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Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Low	24.19%	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 2018/19</td><td>12.5%</td><td>35%</td></tr> <tr><td>Q2 2018/19</td><td>32%</td><td>35%</td></tr> <tr><td>Q3 2018/19</td><td>31.25%</td><td>35%</td></tr> <tr><td>Q4 2018/19</td><td>21%</td><td>35%</td></tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2018/19	12.5%	35%	Q2 2018/19	32%	35%	Q3 2018/19	31.25%	35%	Q4 2018/19	21%	35%																								
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Parking	SP 127 % Parking permits issued within 5 working days (Monthly)	High	95.5%	95%			<p>SP 127 DELETE FOR 2019/20 % Parking permits issued within 5 working days (Monthly)</p> <table border="1"> <caption>SP 127 DELETE FOR 2019/20 % Parking permits issued within 5 working days (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>95%</td><td>95%</td></tr> <tr><td>May 2018</td><td>97%</td><td>95%</td></tr> <tr><td>June 2018</td><td>95%</td><td>95%</td></tr> <tr><td>July 2018</td><td>95%</td><td>95%</td></tr> <tr><td>August 2018</td><td>96%</td><td>95%</td></tr> <tr><td>September 2018</td><td>95%</td><td>95%</td></tr> <tr><td>October 2018</td><td>95%</td><td>95%</td></tr> <tr><td>November 2018</td><td>95%</td><td>95%</td></tr> <tr><td>December 2018</td><td>95%</td><td>95%</td></tr> <tr><td>January 2019</td><td>96%</td><td>95%</td></tr> <tr><td>February 2019</td><td>97%</td><td>95%</td></tr> <tr><td>March 2019</td><td>95%</td><td>95%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	95%	95%	May 2018	97%	95%	June 2018	95%	95%	July 2018	95%	95%	August 2018	96%	95%	September 2018	95%	95%	October 2018	95%	95%	November 2018	95%	95%	December 2018	95%	95%	January 2019	96%	95%	February 2019	97%	95%	March 2019	95%	95%
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March 2019	95%	95%																																												
Transport	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	High	87%	85%			<p>SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)</p> <table border="1"> <caption>SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <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> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	90%	85%	2016/17	89%	85%	2017/18	88%	85%	2018/19	87%	85%																								
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
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Transport	SP 137 % User satisfaction survey (transport passenger fleet) (Annual)	High	100%	97%	✓	N/A	<p>SP 137 % User satisfaction survey (transport passenger fleet) (Annual)</p> <table border="1"> <caption>SP 137 % User satisfaction survey (transport passenger fleet) (Annual)</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>100%</td> </tr> <tr> <td>2018/19</td> <td>100%</td> <td>100%</td> </tr> </tbody> </table>	Year	Value	Target	2015/16	87.2%	100%	2018/19	100%	100%						
Year	Value	Target																				
2015/16	87.2%	100%																				
2018/19	100%	100%																				
Waste Management & Cleansing	SP 139 % Sites surveyed below standard for weeds (Quarterly)	Low	10.04%	11%	✓	↓	<p>SP 139 % Sites surveyed below standard for weeds (Quarterly)</p> <table border="1"> <caption>SP 139 % Sites surveyed below standard for weeds (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>20.51%</td> <td>11%</td> </tr> <tr> <td>Q2 2018/19</td> <td>12.01%</td> <td>11%</td> </tr> <tr> <td>Q3 2018/19</td> <td>6.43%</td> <td>11%</td> </tr> <tr> <td>Q4 2018/19</td> <td>1.92%</td> <td>11%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	20.51%	11%	Q2 2018/19	12.01%	11%	Q3 2018/19	6.43%	11%	Q4 2018/19	1.92%	11%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Waste Management & Cleansing	SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Low	22.1%	10%			<p>SP 140 % Sites surveyed below standard for Detritus (Quarterly)</p>  <table border="1"> <caption>SP 140 % Sites surveyed below standard for Detritus (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>22.52%</td> <td>10%</td> </tr> <tr> <td>Q2 2018/19</td> <td>24.03%</td> <td>10%</td> </tr> <tr> <td>Q3 2018/19</td> <td>20.21%</td> <td>10%</td> </tr> <tr> <td>Q4 2018/19</td> <td>21.74%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Actual Value	Target (Quarters)	Q1 2018/19	22.52%	10%	Q2 2018/19	24.03%	10%	Q3 2018/19	20.21%	10%	Q4 2018/19	21.74%	10%																								
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Safer Merton	SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)	High	370	153			<p>SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)</p>  <table border="1"> <caption>SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr> <td>April 2018</td> <td>36</td> <td>15</td> </tr> <tr> <td>May 2018</td> <td>19</td> <td>15</td> </tr> <tr> <td>June 2018</td> <td>41</td> <td>15</td> </tr> <tr> <td>July 2018</td> <td>21</td> <td>15</td> </tr> <tr> <td>August 2018</td> <td>50</td> <td>15</td> </tr> <tr> <td>September 2018</td> <td>24</td> <td>15</td> </tr> <tr> <td>October 2018</td> <td>45</td> <td>15</td> </tr> <tr> <td>November 2018</td> <td>22</td> <td>15</td> </tr> <tr> <td>December 2018</td> <td>27</td> <td>15</td> </tr> <tr> <td>January 2019</td> <td>30</td> <td>15</td> </tr> <tr> <td>February 2019</td> <td>37</td> <td>15</td> </tr> <tr> <td>March 2019</td> <td>18</td> <td>15</td> </tr> </tbody> </table>	Month	Actual Value	Target (Months)	April 2018	36	15	May 2018	19	15	June 2018	41	15	July 2018	21	15	August 2018	50	15	September 2018	24	15	October 2018	45	15	November 2018	22	15	December 2018	27	15	January 2019	30	15	February 2019	37	15	March 2019	18	15
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Leisure	SP 251 Income from Watersports Centre (Monthly)	High	£405,244	£365,000	✓	↑	<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 2018</td><td>£17,900</td><td>£17,900</td></tr> <tr><td>May 2018</td><td>£40,000</td><td>£40,000</td></tr> <tr><td>June 2018</td><td>£29,000</td><td>£29,000</td></tr> <tr><td>July 2018</td><td>£141,500</td><td>£141,500</td></tr> <tr><td>August 2018</td><td>£135,220</td><td>£135,220</td></tr> <tr><td>September 2018</td><td>£2,000</td><td>£2,000</td></tr> <tr><td>October 2018</td><td>£22,600</td><td>£22,600</td></tr> <tr><td>November 2018</td><td>£5,000</td><td>£5,000</td></tr> <tr><td>December 2018</td><td>£5,000</td><td>£5,000</td></tr> <tr><td>January 2019</td><td>£5,000</td><td>£5,000</td></tr> <tr><td>February 2019</td><td>£5,000</td><td>£5,000</td></tr> <tr><td>March 2019</td><td>£10,000</td><td>£10,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	£17,900	£17,900	May 2018	£40,000	£40,000	June 2018	£29,000	£29,000	July 2018	£141,500	£141,500	August 2018	£135,220	£135,220	September 2018	£2,000	£2,000	October 2018	£22,600	£22,600	November 2018	£5,000	£5,000	December 2018	£5,000	£5,000	January 2019	£5,000	£5,000	February 2019	£5,000	£5,000	March 2019	£10,000	£10,000
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Regulatory Services	SP 255 % licensing apps. determined within 28 days (Quarterly)	High	85.9%	97%	⊘	↓	<p>SP 255 % licensing apps. determined within 28 days (Quarterly)</p> <table border="1"> <caption>SP 255 % licensing apps. determined within 28 days (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Quarters)</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>91%</td><td>97%</td></tr> <tr><td>Q2 2018/19</td><td>98.6%</td><td>97%</td></tr> <tr><td>Q3 2018/19</td><td>74%</td><td>97%</td></tr> <tr><td>Q4 2018/19</td><td>80%</td><td>97%</td></tr> </tbody> </table>	Quarter	Actual (Quarters)	Target (Quarters)	Q1 2018/19	91%	97%	Q2 2018/19	98.6%	97%	Q3 2018/19	74%	97%	Q4 2018/19	80%	97%																								
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	Low	14.49	8			<p>SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)</p> 
Future Merton	SP 260 % Streetworks inspections completed (Quarterly)	High	33.22%	37%			<p>SP 260 % Streetworks inspections completed (Quarterly)</p> 
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities (Annual) (ARS)	High	Not Measured This Period Results will be published in June				

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness (Annual) (ARS)	High	Not Measured This Period Results will be published in June																			
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	High	85.08%	85%	✓	↑	<p>SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)</p> <table border="1"> <caption>SP 271 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <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> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	84%	85%	2016/17	83%	85%	2017/18	84%	85%	2018/19	85.08%	85%
Year	Value (%)	Target (%)																				
2015/16	84%	85%																				
2016/17	83%	85%																				
2017/18	84%	85%																				
2018/19	85.08%	85%																				
Regulatory Services	SP 316 % Inspection category A,B & C food premises (Annual)	High	100	99	✓	↑	<p>SP 316 % Inspection category A,B & C food premises (Annual)</p> <table border="1"> <caption>SP 316 Performance Data</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>87</td> <td>99</td> </tr> <tr> <td>2016/17</td> <td>100</td> <td>99</td> </tr> <tr> <td>2017/18</td> <td>98</td> <td>99</td> </tr> <tr> <td>2018/19</td> <td>100</td> <td>99</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	87	99	2016/17	100	99	2017/18	98	99	2018/19	100	99
Year	Value (%)	Target (%)																				
2015/16	87	99																				
2016/17	100	99																				
2017/18	98	99																				
2018/19	100	99																				





Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parks and Open Spaces	SP 318 No. of outdoor events in parks (Monthly)	High	244	135			<p>SP 318 No. of outdoor events in parks (Monthly)</p>
Leisure	SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (Annual) (ARS)	High	Not Measured This Period Results will be published in June				
Future Merton	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	High	99.72%	98%			<p>SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)</p>

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
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>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>100%</td><td>100%</td></tr> <tr><td>May 2018</td><td>100%</td><td>100%</td></tr> <tr><td>June 2018</td><td>100%</td><td>100%</td></tr> <tr><td>July 2018</td><td>100%</td><td>100%</td></tr> <tr><td>August 2018</td><td>100%</td><td>100%</td></tr> <tr><td>September 2018</td><td>100%</td><td>100%</td></tr> <tr><td>October 2018</td><td>100%</td><td>100%</td></tr> <tr><td>November 2018</td><td>100%</td><td>100%</td></tr> <tr><td>December 2018</td><td>100%</td><td>100%</td></tr> <tr><td>January 2019</td><td>100%</td><td>100%</td></tr> <tr><td>February 2019</td><td>100%</td><td>100%</td></tr> <tr><td>March 2019</td><td>100%</td><td>100%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	100%	100%	May 2018	100%	100%	June 2018	100%	100%	July 2018	100%	100%	August 2018	100%	100%	September 2018	100%	100%	October 2018	100%	100%	November 2018	100%	100%	December 2018	100%	100%	January 2019	100%	100%	February 2019	100%	100%	March 2019	100%	100%
Month	Actual (%)	Target (%)																																												
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March 2019	100%	100%																																												
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	High	99,304	104,000			<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>Actual</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>8,971</td><td>104,000</td></tr> <tr><td>May 2018</td><td>8,623</td><td>104,000</td></tr> <tr><td>June 2018</td><td>8,372</td><td>104,000</td></tr> <tr><td>July 2018</td><td>8,738</td><td>104,000</td></tr> <tr><td>August 2018</td><td>8,177</td><td>104,000</td></tr> <tr><td>September 2018</td><td>7,049</td><td>104,000</td></tr> <tr><td>October 2018</td><td>7,312</td><td>104,000</td></tr> <tr><td>November 2018</td><td>8,132</td><td>104,000</td></tr> <tr><td>December 2018</td><td>5,394</td><td>104,000</td></tr> <tr><td>January 2019</td><td>9,155</td><td>104,000</td></tr> <tr><td>February 2019</td><td>9,062</td><td>104,000</td></tr> <tr><td>March 2019</td><td>10,319</td><td>104,000</td></tr> </tbody> </table>	Month	Actual	Target	April 2018	8,971	104,000	May 2018	8,623	104,000	June 2018	8,372	104,000	July 2018	8,738	104,000	August 2018	8,177	104,000	September 2018	7,049	104,000	October 2018	7,312	104,000	November 2018	8,132	104,000	December 2018	5,394	104,000	January 2019	9,155	104,000	February 2019	9,062	104,000	March 2019	10,319	104,000
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrear)	Low	848.22	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>Value (KGs)</th> <th>Target (KGs)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>70.02</td><td>75</td></tr> <tr><td>May 2018</td><td>78.87</td><td>75</td></tr> <tr><td>June 2018</td><td>74.66</td><td>75</td></tr> <tr><td>July 2018</td><td>74.96</td><td>75</td></tr> <tr><td>August 2018</td><td>73.63</td><td>75</td></tr> <tr><td>September 2018</td><td>66.68</td><td>75</td></tr> <tr><td>October 2018</td><td>66.7</td><td>75</td></tr> <tr><td>November 2018</td><td>67.59</td><td>75</td></tr> <tr><td>December 2018</td><td>67.79</td><td>75</td></tr> <tr><td>January 2019</td><td>77.14</td><td>75</td></tr> <tr><td>February 2019</td><td>63.35</td><td>75</td></tr> <tr><td>March 2019</td><td>66.83</td><td>75</td></tr> </tbody> </table>	Month	Value (KGs)	Target (KGs)	April 2018	70.02	75	May 2018	78.87	75	June 2018	74.66	75	July 2018	74.96	75	August 2018	73.63	75	September 2018	66.68	75	October 2018	66.7	75	November 2018	67.59	75	December 2018	67.79	75	January 2019	77.14	75	February 2019	63.35	75	March 2019	66.83	75
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Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	Low	901	650			<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>Value (Cases)</th> <th>Target (Cases)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>731</td><td>650</td></tr> <tr><td>May 2018</td><td>754</td><td>650</td></tr> <tr><td>June 2018</td><td>769</td><td>650</td></tr> <tr><td>July 2018</td><td>785</td><td>650</td></tr> <tr><td>August 2018</td><td>801</td><td>650</td></tr> <tr><td>September 2018</td><td>801</td><td>650</td></tr> <tr><td>October 2018</td><td>827</td><td>650</td></tr> <tr><td>November 2018</td><td>834</td><td>650</td></tr> <tr><td>December 2018</td><td>849</td><td>650</td></tr> <tr><td>January 2019</td><td>868</td><td>650</td></tr> <tr><td>February 2019</td><td>538</td><td>650</td></tr> <tr><td>March 2019</td><td>901</td><td>650</td></tr> </tbody> </table>	Month	Value (Cases)	Target (Cases)	April 2018	731	650	May 2018	754	650	June 2018	769	650	July 2018	785	650	August 2018	801	650	September 2018	801	650	October 2018	827	650	November 2018	834	650	December 2018	849	650	January 2019	868	650	February 2019	538	650	March 2019	901	650
Month	Value (Cases)	Target (Cases)																																												
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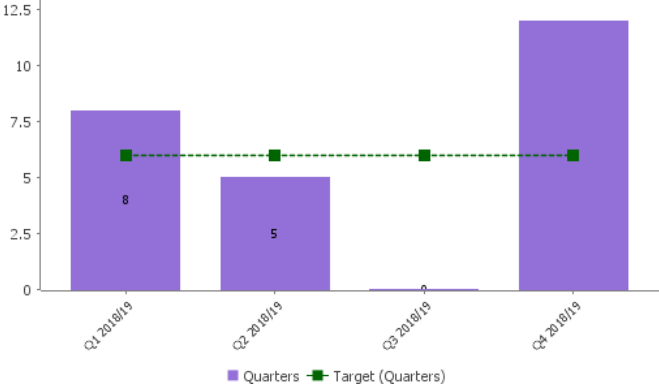


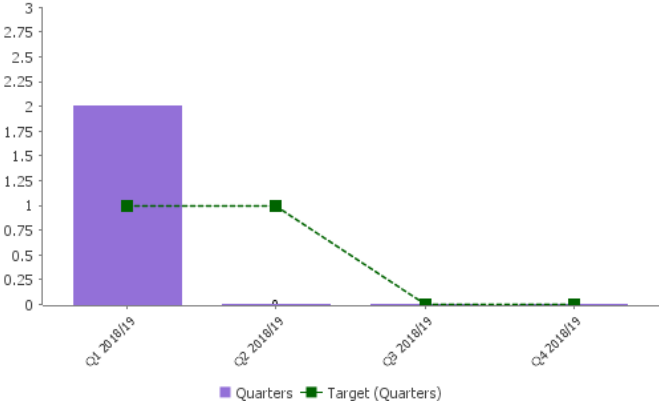
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Property	SP 386 Property asset valuations (Annual)	High	266	150	✓	↑	<p>SP 386 Property asset valuations (Annual)</p> <table border="1"> <caption>SP 386 Property asset valuations (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>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>295</td> <td>150</td> </tr> <tr> <td>2018/19</td> <td>266</td> <td>150</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2015/16	97	150	2016/17	167	150	2017/18	295	150	2018/19	266	150
Year	Years	Target (Years)																				
2015/16	97	150																				
2016/17	167	150																				
2017/18	295	150																				
2018/19	266	150																				
Future Merton	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Low	1.4	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>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>1.59</td> <td>3</td> </tr> <tr> <td>Q2 2018/19</td> <td>1.38</td> <td>3</td> </tr> <tr> <td>Q3 2018/19</td> <td>1.45</td> <td>3</td> </tr> <tr> <td>Q4 2018/19</td> <td>1.19</td> <td>3</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2018/19	1.59	3	Q2 2018/19	1.38	3	Q3 2018/19	1.45	3	Q4 2018/19	1.19	3
Quarter	Quarters	Target (Quarters)																				
Q1 2018/19	1.59	3																				
Q2 2018/19	1.38	3																				
Q3 2018/19	1.45	3																				
Q4 2018/19	1.19	3																				

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Leisure	SP 405 No. of Leisure Centre users (Monthly)	High	974,290	1,092,592			<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>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>80,034</td><td>~90,000</td></tr> <tr><td>May 2018</td><td>86,336</td><td>~100,000</td></tr> <tr><td>June 2018</td><td>86,833</td><td>~105,000</td></tr> <tr><td>July 2018</td><td>92,489</td><td>~105,000</td></tr> <tr><td>August 2018</td><td>89,588</td><td>~95,000</td></tr> <tr><td>September 2018</td><td>74,452</td><td>~90,000</td></tr> <tr><td>October 2018</td><td>76,683</td><td>~95,000</td></tr> <tr><td>November 2018</td><td>80,766</td><td>~85,000</td></tr> <tr><td>December 2018</td><td>53,000</td><td>~65,000</td></tr> <tr><td>January 2019</td><td>84,548</td><td>~90,000</td></tr> <tr><td>February 2019</td><td>79,708</td><td>~85,000</td></tr> <tr><td>March 2019</td><td>87,853</td><td>~95,000</td></tr> </tbody> </table>	Month	Actual (Months)	Target (Months)	April 2018	80,034	~90,000	May 2018	86,336	~100,000	June 2018	86,833	~105,000	July 2018	92,489	~105,000	August 2018	89,588	~95,000	September 2018	74,452	~90,000	October 2018	76,683	~95,000	November 2018	80,766	~85,000	December 2018	53,000	~65,000	January 2019	84,548	~90,000	February 2019	79,708	~85,000	March 2019	87,853	~95,000
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March 2019	87,853	~95,000																																												
Leisure	SP 406 No. of Polka Theatre users (Quarterly)	High	84,125	87,226			<p>SP 406 No. of Polka Theatre users (Quarterly)</p>  <table border="1"> <caption>SP 406 No. of Polka Theatre users (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Actual (Months)</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>17,763</td><td>~22,500</td></tr> <tr><td>Q2 2018/19</td><td>17,045</td><td>~17,500</td></tr> <tr><td>Q3 2018/19</td><td>27,859</td><td>~22,500</td></tr> <tr><td>Q4 2018/19</td><td>21,458</td><td>~27,000</td></tr> </tbody> </table>	Quarter	Actual (Months)	Target (Months)	Q1 2018/19	17,763	~22,500	Q2 2018/19	17,045	~17,500	Q3 2018/19	27,859	~22,500	Q4 2018/19	21,458	~27,000																								
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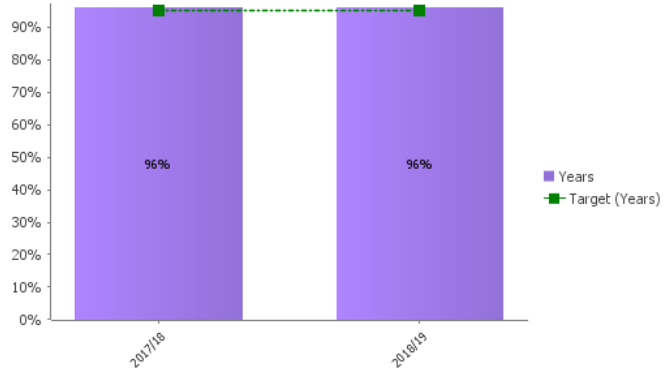


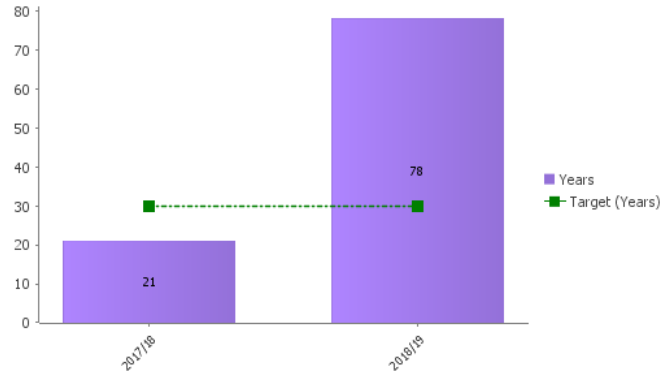
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly)	High	73.08%	70%			<p>SP 407 % FPN's issued that have been paid (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>74%</td><td>70%</td></tr> <tr><td>May 2018</td><td>73%</td><td>70%</td></tr> <tr><td>June 2018</td><td>74%</td><td>70%</td></tr> <tr><td>July 2018</td><td>72%</td><td>70%</td></tr> <tr><td>August 2018</td><td>72%</td><td>70%</td></tr> <tr><td>September 2018</td><td>72%</td><td>70%</td></tr> <tr><td>October 2018</td><td>73%</td><td>70%</td></tr> <tr><td>November 2018</td><td>73%</td><td>70%</td></tr> <tr><td>December 2018</td><td>73%</td><td>70%</td></tr> <tr><td>January 2019</td><td>73%</td><td>70%</td></tr> <tr><td>February 2019</td><td>74%</td><td>70%</td></tr> <tr><td>March 2019</td><td>74%</td><td>70%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	74%	70%	May 2018	73%	70%	June 2018	74%	70%	July 2018	72%	70%	August 2018	72%	70%	September 2018	72%	70%	October 2018	73%	70%	November 2018	73%	70%	December 2018	73%	70%	January 2019	73%	70%	February 2019	74%	70%	March 2019	74%	70%
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Development and Building Control	SP 414 Volume of planning applications (Monthly)	High	4,199	4,440			<p>SP 414 Volume of planning applications (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>296</td><td>375</td></tr> <tr><td>May 2018</td><td>347</td><td>375</td></tr> <tr><td>June 2018</td><td>235</td><td>375</td></tr> <tr><td>July 2018</td><td>604</td><td>375</td></tr> <tr><td>August 2018</td><td>371</td><td>375</td></tr> <tr><td>September 2018</td><td>383</td><td>375</td></tr> <tr><td>October 2018</td><td>374</td><td>375</td></tr> <tr><td>November 2018</td><td>380</td><td>375</td></tr> <tr><td>December 2018</td><td>368</td><td>375</td></tr> <tr><td>January 2019</td><td>290</td><td>375</td></tr> <tr><td>February 2019</td><td>261</td><td>375</td></tr> <tr><td>March 2019</td><td>290</td><td>375</td></tr> </tbody> </table>	Month	Value	Target	April 2018	296	375	May 2018	347	375	June 2018	235	375	July 2018	604	375	August 2018	371	375	September 2018	383	375	October 2018	374	375	November 2018	380	375	December 2018	368	375	January 2019	290	375	February 2019	261	375	March 2019	290	375
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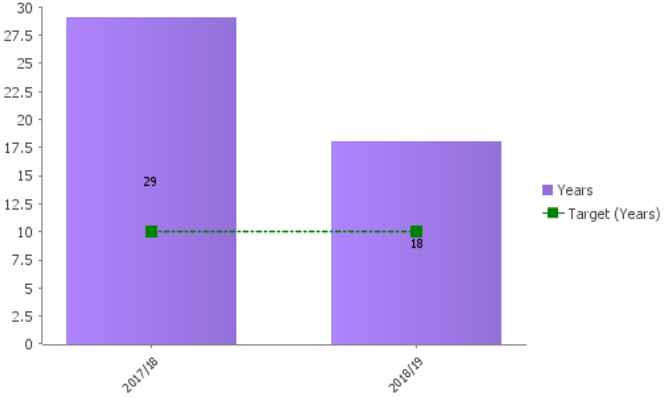

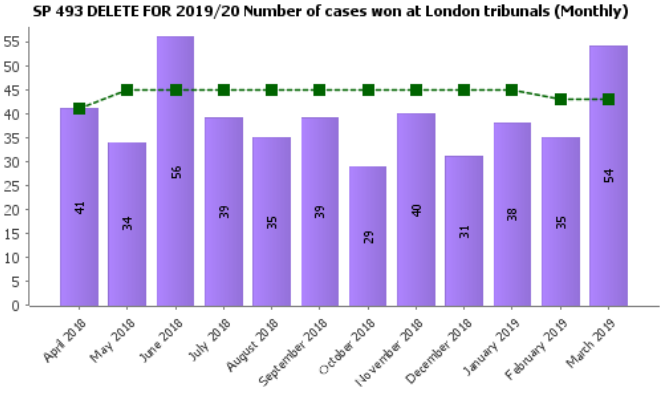
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Parking	SP 417 % Public Spaces CCTV cameras working (Monthly)	High	97.14%	98%			<p>SP 417 % Public Spaces CCTV cameras working (Monthly CHANGE TO QUARTERLY FOR 2019/20)</p>  <table border="1"> <caption>SP 417 % Public Spaces CCTV cameras working (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>94.23%</td><td>98%</td></tr> <tr><td>May 2018</td><td>95.6%</td><td>98%</td></tr> <tr><td>June 2018</td><td>96.31%</td><td>98%</td></tr> <tr><td>July 2018</td><td>95.99%</td><td>98%</td></tr> <tr><td>August 2018</td><td>97.99%</td><td>98%</td></tr> <tr><td>September 2018</td><td>99.3%</td><td>98%</td></tr> <tr><td>October 2018</td><td>99.3%</td><td>98%</td></tr> <tr><td>November 2018</td><td>98.5%</td><td>98%</td></tr> <tr><td>December 2018</td><td>97.49%</td><td>98%</td></tr> <tr><td>January 2019</td><td>95.67%</td><td>98%</td></tr> <tr><td>February 2019</td><td>97.79%</td><td>98%</td></tr> <tr><td>March 2019</td><td>97.49%</td><td>98%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	94.23%	98%	May 2018	95.6%	98%	June 2018	96.31%	98%	July 2018	95.99%	98%	August 2018	97.99%	98%	September 2018	99.3%	98%	October 2018	99.3%	98%	November 2018	98.5%	98%	December 2018	97.49%	98%	January 2019	95.67%	98%	February 2019	97.79%	98%	March 2019	97.49%	98%
Month	Value (%)	Target (%)																																												
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January 2019	95.67%	98%																																												
February 2019	97.79%	98%																																												
March 2019	97.49%	98%																																												
Regulatory Services	SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)	Low	54	40			<p>SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)</p>  <table border="1"> <caption>SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (m3)</th> <th>Target (m3)</th> </tr> </thead> <tbody> <tr><td>2017/18</td><td>37</td><td>40</td></tr> <tr><td>2018/19</td><td>54</td><td>40</td></tr> </tbody> </table>	Year	Value (m3)	Target (m3)	2017/18	37	40	2018/19	54	40																														
Year	Value (m3)	Target (m3)																																												
2017/18	37	40																																												
2018/19	54	40																																												

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Regulatory Services	SP 420 Annual average amount of Particulates per m3 (Annual)	Low	32	40	✓	↓	<p>SP 420 Annual average amount of Particulates per m3 (Annual)</p> <table border="1"> <caption>SP 420 Annual average amount of Particulates per m3 (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>24</td> <td>40</td> </tr> <tr> <td>2017/18</td> <td>37.6</td> <td>40</td> </tr> <tr> <td>2018/19</td> <td>32</td> <td>40</td> </tr> </tbody> </table>	Year	Value	Target (Years)	2016/17	24	40	2017/18	37.6	40	2018/19	32	40			
Year	Value	Target (Years)																				
2016/17	24	40																				
2017/18	37.6	40																				
2018/19	32	40																				
Regulatory Services	SP 422 % Food premises rated 2* or below (Quarterly)	Low	5.15%	10%	✓	↑	<p>SP 422 DELETE FOR 2019/20 % Food premises rated 2* or below (Quarterly)</p> <table border="1"> <caption>SP 422 DELETE FOR 2019/20 % Food premises rated 2* or below (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>6%</td> <td>10%</td> </tr> <tr> <td>Q2 2018/19</td> <td>5.1%</td> <td>10%</td> </tr> <tr> <td>Q3 2018/19</td> <td>4.5%</td> <td>10%</td> </tr> <tr> <td>Q4 2018/19</td> <td>5%</td> <td>10%</td> </tr> </tbody> </table>	Quarter	Value	Target (Quarters)	Q1 2018/19	6%	10%	Q2 2018/19	5.1%	10%	Q3 2018/19	4.5%	10%	Q4 2018/19	5%	10%
Quarter	Value	Target (Quarters)																				
Q1 2018/19	6%	10%																				
Q2 2018/19	5.1%	10%																				
Q3 2018/19	4.5%	10%																				
Q4 2018/19	5%	10%																				

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Safer Merton	SP 449 Number of Community Protection Warnings issued (Quarterly)	Low	25	24			<p>SP 449 Number of Community Protection Warnings issued (Quarterly)</p>  <table border="1"> <caption>SP 449 Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>8</td> <td>6</td> </tr> <tr> <td>Q2 2018/19</td> <td>5</td> <td>6</td> </tr> <tr> <td>Q3 2018/19</td> <td>0</td> <td>6</td> </tr> <tr> <td>Q4 2018/19</td> <td>12</td> <td>6</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2018/19	8	6	Q2 2018/19	5	6	Q3 2018/19	0	6	Q4 2018/19	12	6
Quarter	Quarters	Target (Quarters)																				
Q1 2018/19	8	6																				
Q2 2018/19	5	6																				
Q3 2018/19	0	6																				
Q4 2018/19	12	6																				
Safer Merton	SP 450 Number of Community Protection Notices issued (Quarterly)	Low	2	2			<p>SP 450 Number of Community Protection Notices issued (Quarterly)</p>  <table border="1"> <caption>SP 450 Data</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>2</td> <td>1</td> </tr> <tr> <td>Q2 2018/19</td> <td>0</td> <td>1</td> </tr> <tr> <td>Q3 2018/19</td> <td>0</td> <td>0</td> </tr> <tr> <td>Q4 2018/19</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2018/19	2	1	Q2 2018/19	0	1	Q3 2018/19	0	0	Q4 2018/19	0	0
Quarter	Quarters	Target (Quarters)																				
Q1 2018/19	2	1																				
Q2 2018/19	0	1																				
Q3 2018/19	0	0																				
Q4 2018/19	0	0																				

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Waste Management & Cleansing	SP 454 % of fly-tips removed within 24 hours (Monthly)	High	43.58%	90%		N/A	<p>SP 454 % of fly-tips removed within 24 hours (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>72%</td><td>90%</td></tr> <tr><td>May 2018</td><td>68%</td><td>90%</td></tr> <tr><td>June 2018</td><td>88%</td><td>90%</td></tr> <tr><td>July 2018</td><td>85%</td><td>90%</td></tr> <tr><td>August 2018</td><td>57%</td><td>90%</td></tr> <tr><td>September 2018</td><td>21%</td><td>90%</td></tr> <tr><td>October 2018</td><td>33%</td><td>90%</td></tr> <tr><td>November 2018</td><td>9%</td><td>90%</td></tr> <tr><td>December 2018</td><td>27%</td><td>90%</td></tr> <tr><td>January 2019</td><td>12%</td><td>90%</td></tr> <tr><td>February 2019</td><td>23%</td><td>90%</td></tr> <tr><td>March 2019</td><td>28%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	72%	90%	May 2018	68%	90%	June 2018	88%	90%	July 2018	85%	90%	August 2018	57%	90%	September 2018	21%	90%	October 2018	33%	90%	November 2018	9%	90%	December 2018	27%	90%	January 2019	12%	90%	February 2019	23%	90%	March 2019	28%	90%
Month	Value (%)	Target (%)																																												
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January 2019	12%	90%																																												
February 2019	23%	90%																																												
March 2019	28%	90%																																												
Transport	SP 456 Average days lost to sickness absence - Transport (Monthly)	Low	37.5	10.5			<p>SP 456 Average days lost to sickness absence - Transport (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value (Days)</th> <th>Target (Days)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>2.1</td><td>10.5</td></tr> <tr><td>May 2018</td><td>2.35</td><td>10.5</td></tr> <tr><td>June 2018</td><td>2.35</td><td>10.5</td></tr> <tr><td>July 2018</td><td>2.32</td><td>10.5</td></tr> <tr><td>August 2018</td><td>0.96</td><td>10.5</td></tr> <tr><td>September 2018</td><td>2.89</td><td>10.5</td></tr> <tr><td>October 2018</td><td>3.89</td><td>10.5</td></tr> <tr><td>November 2018</td><td>4.3</td><td>10.5</td></tr> <tr><td>December 2018</td><td>5.9</td><td>10.5</td></tr> <tr><td>January 2019</td><td>4.4</td><td>10.5</td></tr> <tr><td>February 2019</td><td>3.06</td><td>10.5</td></tr> <tr><td>March 2019</td><td>2.87</td><td>10.5</td></tr> </tbody> </table>	Month	Value (Days)	Target (Days)	April 2018	2.1	10.5	May 2018	2.35	10.5	June 2018	2.35	10.5	July 2018	2.32	10.5	August 2018	0.96	10.5	September 2018	2.89	10.5	October 2018	3.89	10.5	November 2018	4.3	10.5	December 2018	5.9	10.5	January 2019	4.4	10.5	February 2019	3.06	10.5	March 2019	2.87	10.5
Month	Value (Days)	Target (Days)																																												
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February 2019	3.06	10.5																																												
March 2019	2.87	10.5																																												

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Future Merton	SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (Annual)	High	96%	95%			<p>SP 468 Footway & Carriageway condition - unclassified roads non-principal defectiveness condition indicator (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>96%</td> <td>95%</td> </tr> <tr> <td>2018/19</td> <td>96%</td> <td>95%</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	96%	95%	2018/19	96%	95%
Year	Value	Target														
2017/18	96%	95%														
2018/19	96%	95%														
Future Merton	SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	High	78	30			<p>SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (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>21</td> <td>30</td> </tr> <tr> <td>2018/19</td> <td>78</td> <td>30</td> </tr> </tbody> </table>	Year	Value	Target	2017/18	21	30	2018/19	78	30
Year	Value	Target														
2017/18	21	30														
2018/19	78	30														

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Future Merton	SP 476 Number of business premises improved (Annual)	High	18	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>Value</th> <th>Target</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> </tbody> </table>	Year	Value	Target	2017/18	29	10	2018/19	18	10																														
Year	Value	Target																																												
2017/18	29	10																																												
2018/19	18	10																																												
Parking	SP 493 Number of cases won at London tribunals (Monthly)	High	471	532		N/A	<p>SP 493 DELETE FOR 2019/20 Number of cases won at London tribunals (Monthly)</p>  <table border="1"> <caption>SP 493 Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>41</td><td>45</td></tr> <tr><td>May 2018</td><td>34</td><td>45</td></tr> <tr><td>June 2018</td><td>56</td><td>45</td></tr> <tr><td>July 2018</td><td>39</td><td>45</td></tr> <tr><td>August 2018</td><td>35</td><td>45</td></tr> <tr><td>September 2018</td><td>39</td><td>45</td></tr> <tr><td>October 2018</td><td>29</td><td>45</td></tr> <tr><td>November 2018</td><td>40</td><td>45</td></tr> <tr><td>December 2018</td><td>31</td><td>45</td></tr> <tr><td>January 2019</td><td>38</td><td>45</td></tr> <tr><td>February 2019</td><td>35</td><td>45</td></tr> <tr><td>March 2019</td><td>54</td><td>45</td></tr> </tbody> </table>	Month	Value	Target	April 2018	41	45	May 2018	34	45	June 2018	56	45	July 2018	39	45	August 2018	35	45	September 2018	39	45	October 2018	29	45	November 2018	40	45	December 2018	31	45	January 2019	38	45	February 2019	35	45	March 2019	54	45
Month	Value	Target																																												
April 2018	41	45																																												
May 2018	34	45																																												
June 2018	56	45																																												
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March 2019	54	45																																												

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Regulatory Services	SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)	Low	44	0		N/A	<p>SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)</p>  <table border="1"> <caption>SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Quarters</th> <th>Target (Quarters)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>25</td> <td>0</td> </tr> <tr> <td>Q2 2018/19</td> <td>19</td> <td>0</td> </tr> <tr> <td>Q3 2018/19</td> <td>19</td> <td>0</td> </tr> <tr> <td>Q4 2018/19</td> <td>44</td> <td>0</td> </tr> </tbody> </table>	Quarter	Quarters	Target (Quarters)	Q1 2018/19	25	0	Q2 2018/19	19	0	Q3 2018/19	19	0	Q4 2018/19	44	0
Quarter	Quarters	Target (Quarters)																				
Q1 2018/19	25	0																				
Q2 2018/19	19	0																				
Q3 2018/19	19	0																				
Q4 2018/19	44	0																				
Safer Merton	SP 495 Total number of Neighbourhood Watches (Annual)	High	517	580		N/A	<p>SP 495 Total number of Neighbourhood Watches (Annual)</p>  <table border="1"> <caption>SP 495 Total number of Neighbourhood Watches (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>517</td> <td>580</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2018/19	517	580									
Year	Years	Target (Years)																				
2018/19	517	580																				



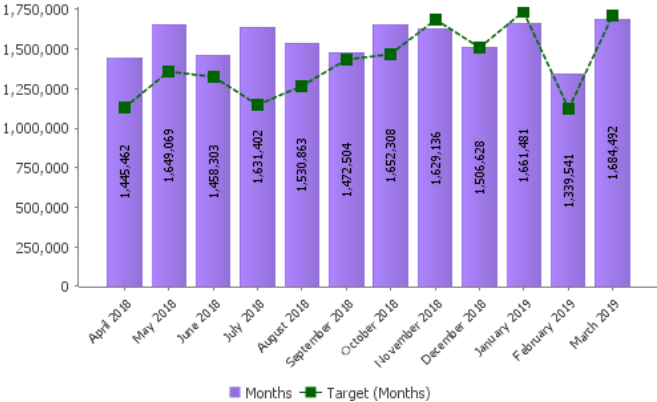


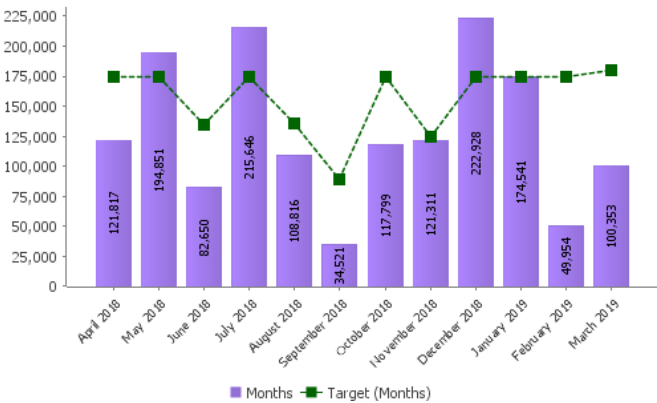
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Safer Merton	SP 496 Number of premise closure orders used (Quarterly)	Low	1	3	✓	N/A	<p>SP 496 Number of premise closure orders used (Quarterly)</p> <table border="1"> <caption>SP 496 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>1</td> <td>2</td> </tr> <tr> <td>Q2 2018/19</td> <td>2</td> <td>3</td> </tr> <tr> <td>Q3 2018/19</td> <td>0</td> <td>2</td> </tr> <tr> <td>Q4 2018/19</td> <td>1</td> <td>3</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	1	2	Q2 2018/19	2	3	Q3 2018/19	0	2	Q4 2018/19	1	3
Quarter	Value	Target																				
Q1 2018/19	1	2																				
Q2 2018/19	2	3																				
Q3 2018/19	0	2																				
Q4 2018/19	1	3																				
Safer Merton	SP 497 % ASB cases acknowledged within service timescales (Quarterly)	High	94.09%	90%	✓	N/A	<p>SP 497 % ASB cases acknowledged within service timescales (Quarterly)</p> <table border="1"> <caption>SP 497 Data</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>95.8%</td> <td>90%</td> </tr> <tr> <td>Q2 2018/19</td> <td>91.8%</td> <td>90%</td> </tr> <tr> <td>Q3 2018/19</td> <td>94.65%</td> <td>90%</td> </tr> <tr> <td>Q4 2018/19</td> <td>94.13%</td> <td>90%</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	95.8%	90%	Q2 2018/19	91.8%	90%	Q3 2018/19	94.65%	90%	Q4 2018/19	94.13%	90%
Quarter	Value	Target																				
Q1 2018/19	95.8%	90%																				
Q2 2018/19	91.8%	90%																				
Q3 2018/19	94.65%	90%																				
Q4 2018/19	94.13%	90%																				





Corporate Indicators





Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	76.99%	92%			<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>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>73.05%</td><td>92%</td></tr> <tr><td>May 2018</td><td>73.62%</td><td>92%</td></tr> <tr><td>June 2018</td><td>76.97%</td><td>92%</td></tr> <tr><td>July 2018</td><td>75%</td><td>92%</td></tr> <tr><td>August 2018</td><td>74%</td><td>92%</td></tr> <tr><td>September 2018</td><td>77%</td><td>92%</td></tr> <tr><td>October 2018</td><td>72.76%</td><td>92%</td></tr> <tr><td>November 2018</td><td>73.15%</td><td>92%</td></tr> <tr><td>December 2018</td><td>92.86%</td><td>92%</td></tr> <tr><td>January 2019</td><td>87.49%</td><td>92%</td></tr> <tr><td>February 2019</td><td>71%</td><td>92%</td></tr> <tr><td>March 2019</td><td>71%</td><td>92%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	73.05%	92%	May 2018	73.62%	92%	June 2018	76.97%	92%	July 2018	75%	92%	August 2018	74%	92%	September 2018	77%	92%	October 2018	72.76%	92%	November 2018	73.15%	92%	December 2018	92.86%	92%	January 2019	87.49%	92%	February 2019	71%	92%	March 2019	71%	92%
Month	Value (%)	Target (%)																																												
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January 2019	87.49%	92%																																												
February 2019	71%	92%																																												
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Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)	High	82.63%	90%			<p>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)</p> <table border="1"> <caption>CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrears)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>75%</td><td>90%</td></tr> <tr><td>May 2018</td><td>80.95%</td><td>90%</td></tr> <tr><td>June 2018</td><td>58.82%</td><td>90%</td></tr> <tr><td>July 2018</td><td>81.25%</td><td>90%</td></tr> <tr><td>August 2018</td><td>93.75%</td><td>90%</td></tr> <tr><td>September 2018</td><td>82.35%</td><td>90%</td></tr> <tr><td>October 2018</td><td>70.59%</td><td>90%</td></tr> <tr><td>November 2018</td><td>94.12%</td><td>90%</td></tr> <tr><td>December 2018</td><td>100%</td><td>90%</td></tr> <tr><td>January 2019</td><td>88.24%</td><td>90%</td></tr> <tr><td>February 2019</td><td>100%</td><td>90%</td></tr> <tr><td>March 2019</td><td>66.67%</td><td>90%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	75%	90%	May 2018	80.95%	90%	June 2018	58.82%	90%	July 2018	81.25%	90%	August 2018	93.75%	90%	September 2018	82.35%	90%	October 2018	70.59%	90%	November 2018	94.12%	90%	December 2018	100%	90%	January 2019	88.24%	90%	February 2019	100%	90%	March 2019	66.67%	90%
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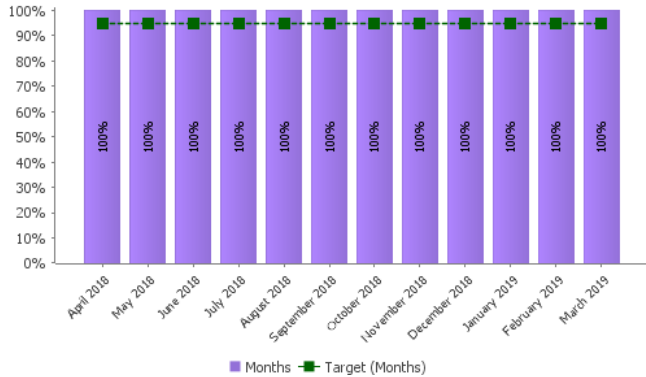


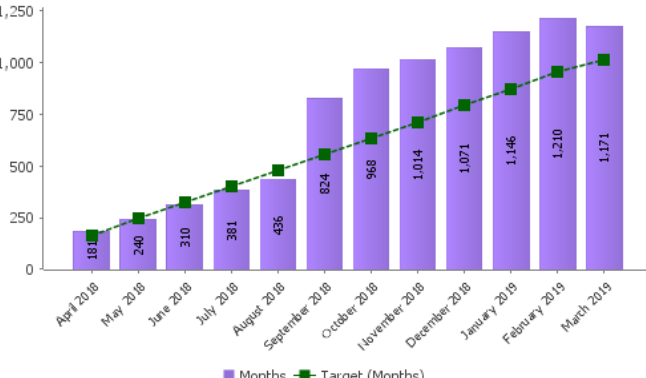
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	5,048	7,434.32	✓	↑	<p>CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)</p> <table border="1"> <caption>CO2 Emissions Data</caption> <thead> <tr> <th>Year</th> <th>Value (tonnes)</th> <th>Target (tonnes)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>5,158.68</td> <td>-</td> </tr> <tr> <td>2016/17</td> <td>6,924</td> <td>-</td> </tr> <tr> <td>2017/18</td> <td>5,849</td> <td>-</td> </tr> <tr> <td>2018/19</td> <td>5,048</td> <td>7,434.32</td> </tr> </tbody> </table>	Year	Value (tonnes)	Target (tonnes)	2015/16	5,158.68	-	2016/17	6,924	-	2017/18	5,849	-	2018/19	5,048	7,434.32																								
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2018/19	5,048	7,434.32																																												
Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.98%	97.25%	✓	↑	<p>CRP 018 / SP 154 % Council Tax collected (Monthly)</p> <table border="1"> <caption>Monthly Council Tax Collection Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>1.88%</td><td>-</td></tr> <tr><td>May 2018</td><td>21.42%</td><td>-</td></tr> <tr><td>June 2018</td><td>30.57%</td><td>-</td></tr> <tr><td>July 2018</td><td>39.91%</td><td>-</td></tr> <tr><td>August 2018</td><td>49.11%</td><td>-</td></tr> <tr><td>September 2018</td><td>58.06%</td><td>-</td></tr> <tr><td>October 2018</td><td>67.53%</td><td>-</td></tr> <tr><td>November 2018</td><td>76.74%</td><td>-</td></tr> <tr><td>December 2018</td><td>85.9%</td><td>-</td></tr> <tr><td>January 2019</td><td>94.52%</td><td>-</td></tr> <tr><td>February 2019</td><td>96.86%</td><td>-</td></tr> <tr><td>March 2019</td><td>97.98%</td><td>97.25%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	1.88%	-	May 2018	21.42%	-	June 2018	30.57%	-	July 2018	39.91%	-	August 2018	49.11%	-	September 2018	58.06%	-	October 2018	67.53%	-	November 2018	76.74%	-	December 2018	85.9%	-	January 2019	94.52%	-	February 2019	96.86%	-	March 2019	97.98%	97.25%
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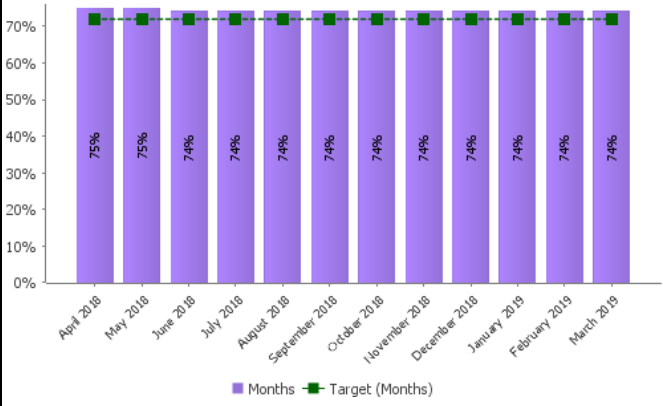


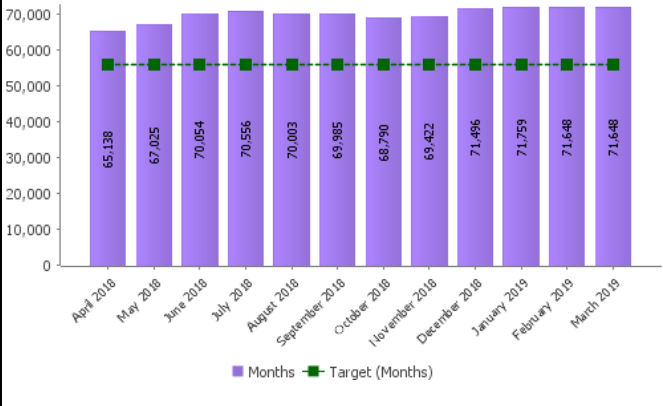
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	98.45%	97.5%			<p>CRP 036 / SP 155 % Business Rates collected (Monthly)</p>  <table border="1"> <caption>CRP 036 / SP 155 % Business Rates collected (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>11.68%</td><td>97.5%</td></tr> <tr><td>May 2018</td><td>19.94%</td><td>97.5%</td></tr> <tr><td>June 2018</td><td>31.14%</td><td>97.5%</td></tr> <tr><td>July 2018</td><td>39.99%</td><td>97.5%</td></tr> <tr><td>August 2018</td><td>49.31%</td><td>97.5%</td></tr> <tr><td>September 2018</td><td>57%</td><td>97.5%</td></tr> <tr><td>October 2018</td><td>66.78%</td><td>97.5%</td></tr> <tr><td>November 2018</td><td>75.92%</td><td>97.5%</td></tr> <tr><td>December 2018</td><td>85.28%</td><td>97.5%</td></tr> <tr><td>January 2019</td><td>92.87%</td><td>97.5%</td></tr> <tr><td>February 2019</td><td>96.55%</td><td>97.5%</td></tr> <tr><td>March 2019</td><td>98.45%</td><td>97.5%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	11.68%	97.5%	May 2018	19.94%	97.5%	June 2018	31.14%	97.5%	July 2018	39.99%	97.5%	August 2018	49.31%	97.5%	September 2018	57%	97.5%	October 2018	66.78%	97.5%	November 2018	75.92%	97.5%	December 2018	85.28%	97.5%	January 2019	92.87%	97.5%	February 2019	96.55%	97.5%	March 2019	98.45%	97.5%
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Corporate Services	CRP 037 / SP 352 % complaints progressed to stage 2 (Quarterly in arrear)	Low	Not Measured This Period (this indicator reports quarterly in arrear)																																											
Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	82.77%	85%			<p>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</p>  <table border="1"> <caption>CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)</caption> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>84.18%</td><td>85%</td></tr> <tr><td>May 2018</td><td>82.1%</td><td>85%</td></tr> <tr><td>June 2018</td><td>78.06%</td><td>85%</td></tr> <tr><td>July 2018</td><td>89.02%</td><td>85%</td></tr> <tr><td>August 2018</td><td>86.03%</td><td>85%</td></tr> <tr><td>September 2018</td><td>83.33%</td><td>85%</td></tr> <tr><td>October 2018</td><td>84.78%</td><td>85%</td></tr> <tr><td>November 2018</td><td>80.6%</td><td>85%</td></tr> <tr><td>December 2018</td><td>74.04%</td><td>85%</td></tr> <tr><td>January 2019</td><td>83.03%</td><td>85%</td></tr> <tr><td>February 2019</td><td>81.29%</td><td>85%</td></tr> <tr><td>March 2019</td><td>82.27%</td><td>85%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	84.18%	85%	May 2018	82.1%	85%	June 2018	78.06%	85%	July 2018	89.02%	85%	August 2018	86.03%	85%	September 2018	83.33%	85%	October 2018	84.78%	85%	November 2018	80.6%	85%	December 2018	74.04%	85%	January 2019	83.03%	85%	February 2019	81.29%	85%	March 2019	82.27%	85%
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 044 Parking services estimated revenue (Monthly)	High	18,661,189	16,884,190			<p>CRP 044 Parking services estimated revenue (Monthly)</p> 
Environment & Regeneration	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,545,187	1,890,000			<p>CRP 045 / SP 118 Income (Development and Building Control) (Monthly)</p> 

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Environment & Regeneration	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	16.71%	8%			<p>CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>10.57%</td><td>8%</td></tr> <tr><td>May 2018</td><td>11.06%</td><td>8%</td></tr> <tr><td>June 2018</td><td>15.00%</td><td>8%</td></tr> <tr><td>July 2018</td><td>21.22%</td><td>8%</td></tr> <tr><td>August 2018</td><td>14.20%</td><td>8%</td></tr> <tr><td>September 2018</td><td>16.80%</td><td>8%</td></tr> <tr><td>October 2018</td><td>13.88%</td><td>8%</td></tr> <tr><td>November 2018</td><td>17.97%</td><td>8%</td></tr> <tr><td>December 2018</td><td>21.21%</td><td>8%</td></tr> <tr><td>January 2019</td><td>20.92%</td><td>8%</td></tr> <tr><td>February 2019</td><td>21.21%</td><td>8%</td></tr> <tr><td>March 2019</td><td>14.70%</td><td>8%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	10.57%	8%	May 2018	11.06%	8%	June 2018	15.00%	8%	July 2018	21.22%	8%	August 2018	14.20%	8%	September 2018	16.80%	8%	October 2018	13.88%	8%	November 2018	17.97%	8%	December 2018	21.21%	8%	January 2019	20.92%	8%	February 2019	21.21%	8%	March 2019	14.70%	8%
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Environment & Regeneration	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	83.33%	67%			<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 2018</td><td>100%</td><td>67%</td></tr> <tr><td>May 2018</td><td>100%</td><td>67%</td></tr> <tr><td>June 2018</td><td>50%</td><td>67%</td></tr> <tr><td>July 2018</td><td>100%</td><td>67%</td></tr> <tr><td>August 2018</td><td>100%</td><td>67%</td></tr> <tr><td>September 2018</td><td>75%</td><td>67%</td></tr> <tr><td>October 2018</td><td>80%</td><td>67%</td></tr> <tr><td>November 2018</td><td>33.33%</td><td>67%</td></tr> <tr><td>December 2018</td><td>100%</td><td>67%</td></tr> <tr><td>January 2019</td><td>100%</td><td>67%</td></tr> <tr><td>February 2019</td><td>100%</td><td>67%</td></tr> <tr><td>March 2019</td><td>100%</td><td>67%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	100%	67%	May 2018	100%	67%	June 2018	50%	67%	July 2018	100%	67%	August 2018	100%	67%	September 2018	75%	67%	October 2018	80%	67%	November 2018	33.33%	67%	December 2018	100%	67%	January 2019	100%	67%	February 2019	100%	67%	March 2019	100%	67%
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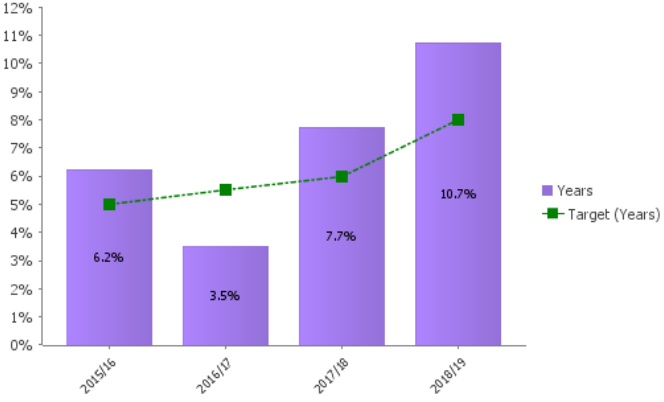


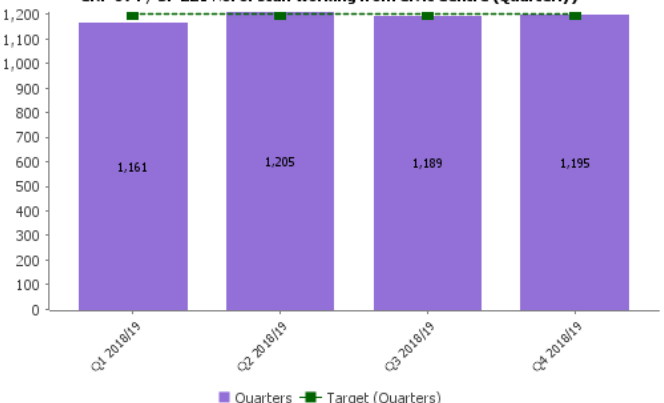
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Environment & Regeneration	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	84.59%	67%			<p>CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>80.45%</td><td>67%</td></tr> <tr><td>May 2018</td><td>86.67%</td><td>67%</td></tr> <tr><td>June 2018</td><td>94.44%</td><td>67%</td></tr> <tr><td>July 2018</td><td>93.55%</td><td>67%</td></tr> <tr><td>August 2018</td><td>72.73%</td><td>67%</td></tr> <tr><td>September 2018</td><td>74.19%</td><td>67%</td></tr> <tr><td>October 2018</td><td>96.55%</td><td>67%</td></tr> <tr><td>November 2018</td><td>81.56%</td><td>67%</td></tr> <tr><td>December 2018</td><td>81.25%</td><td>67%</td></tr> <tr><td>January 2019</td><td>86.36%</td><td>67%</td></tr> <tr><td>February 2019</td><td>88.89%</td><td>67%</td></tr> <tr><td>March 2019</td><td>75%</td><td>67%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2018	80.45%	67%	May 2018	86.67%	67%	June 2018	94.44%	67%	July 2018	93.55%	67%	August 2018	72.73%	67%	September 2018	74.19%	67%	October 2018	96.55%	67%	November 2018	81.56%	67%	December 2018	81.25%	67%	January 2019	86.36%	67%	February 2019	88.89%	67%	March 2019	75%	67%
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Environment & Regeneration	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	92.96%	80%			<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 2018</td><td>89.22%</td><td>80%</td></tr> <tr><td>May 2018</td><td>90.64%</td><td>80%</td></tr> <tr><td>June 2018</td><td>92.78%</td><td>80%</td></tr> <tr><td>July 2018</td><td>100%</td><td>80%</td></tr> <tr><td>August 2018</td><td>96.95%</td><td>80%</td></tr> <tr><td>September 2018</td><td>91.11%</td><td>80%</td></tr> <tr><td>October 2018</td><td>95.24%</td><td>80%</td></tr> <tr><td>November 2018</td><td>97.2%</td><td>80%</td></tr> <tr><td>December 2018</td><td>90.99%</td><td>80%</td></tr> <tr><td>January 2019</td><td>88.07%</td><td>80%</td></tr> <tr><td>February 2019</td><td>95.59%</td><td>80%</td></tr> <tr><td>March 2019</td><td>94.12%</td><td>80%</td></tr> </tbody> </table>	Month	Months (%)	Target (%)	April 2018	89.22%	80%	May 2018	90.64%	80%	June 2018	92.78%	80%	July 2018	100%	80%	August 2018	96.95%	80%	September 2018	91.11%	80%	October 2018	95.24%	80%	November 2018	97.2%	80%	December 2018	90.99%	80%	January 2019	88.07%	80%	February 2019	95.59%	80%	March 2019	94.12%	80%
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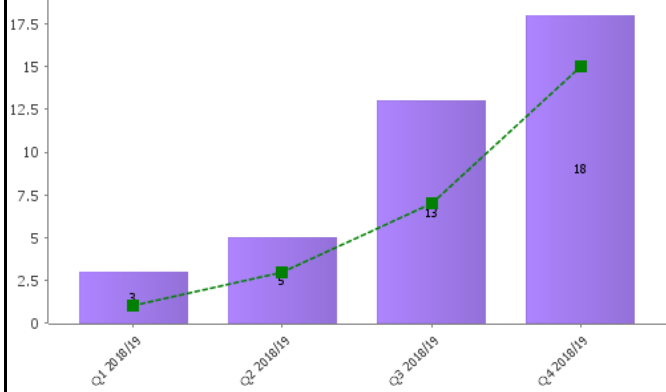


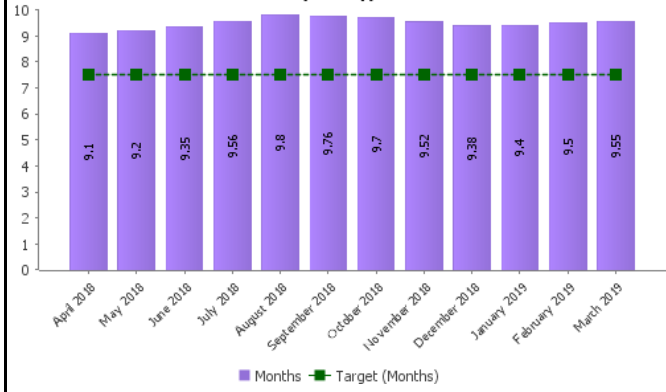
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%			<p>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</p>  <table border="1"> <caption>CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>100%</td><td>95%</td></tr> <tr><td>May 2018</td><td>100%</td><td>95%</td></tr> <tr><td>June 2018</td><td>100%</td><td>95%</td></tr> <tr><td>July 2018</td><td>100%</td><td>95%</td></tr> <tr><td>August 2018</td><td>100%</td><td>95%</td></tr> <tr><td>September 2018</td><td>100%</td><td>95%</td></tr> <tr><td>October 2018</td><td>100%</td><td>95%</td></tr> <tr><td>November 2018</td><td>100%</td><td>95%</td></tr> <tr><td>December 2018</td><td>100%</td><td>95%</td></tr> <tr><td>January 2019</td><td>100%</td><td>95%</td></tr> <tr><td>February 2019</td><td>100%</td><td>95%</td></tr> <tr><td>March 2019</td><td>100%</td><td>95%</td></tr> </tbody> </table>	Month	Value	Target	April 2018	100%	95%	May 2018	100%	95%	June 2018	100%	95%	July 2018	100%	95%	August 2018	100%	95%	September 2018	100%	95%	October 2018	100%	95%	November 2018	100%	95%	December 2018	100%	95%	January 2019	100%	95%	February 2019	100%	95%	March 2019	100%	95%
Month	Value	Target																																												
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March 2019	100%	95%																																												
Community & Housing	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,171	1,010			<p>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</p>  <table border="1"> <caption>CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>18</td><td>18</td></tr> <tr><td>May 2018</td><td>240</td><td>240</td></tr> <tr><td>June 2018</td><td>310</td><td>310</td></tr> <tr><td>July 2018</td><td>381</td><td>381</td></tr> <tr><td>August 2018</td><td>436</td><td>436</td></tr> <tr><td>September 2018</td><td>824</td><td>824</td></tr> <tr><td>October 2018</td><td>968</td><td>968</td></tr> <tr><td>November 2018</td><td>1,014</td><td>1,014</td></tr> <tr><td>December 2018</td><td>1,071</td><td>1,071</td></tr> <tr><td>January 2019</td><td>1,146</td><td>1,146</td></tr> <tr><td>February 2019</td><td>1,210</td><td>1,210</td></tr> <tr><td>March 2019</td><td>1,171</td><td>1,171</td></tr> </tbody> </table>	Month	Value	Target	April 2018	18	18	May 2018	240	240	June 2018	310	310	July 2018	381	381	August 2018	436	436	September 2018	824	824	October 2018	968	968	November 2018	1,014	1,014	December 2018	1,071	1,071	January 2019	1,146	1,146	February 2019	1,210	1,210	March 2019	1,171	1,171
Month	Value	Target																																												
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	74%	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 2018</td><td>75%</td><td>72%</td></tr> <tr><td>May 2018</td><td>75%</td><td>72%</td></tr> <tr><td>June 2018</td><td>74%</td><td>72%</td></tr> <tr><td>July 2018</td><td>74%</td><td>72%</td></tr> <tr><td>August 2018</td><td>74%</td><td>72%</td></tr> <tr><td>September 2018</td><td>74%</td><td>72%</td></tr> <tr><td>October 2018</td><td>74%</td><td>72%</td></tr> <tr><td>November 2018</td><td>74%</td><td>72%</td></tr> <tr><td>December 2018</td><td>74%</td><td>72%</td></tr> <tr><td>January 2019</td><td>74%</td><td>72%</td></tr> <tr><td>February 2019</td><td>74%</td><td>72%</td></tr> <tr><td>March 2019</td><td>74%</td><td>72%</td></tr> </tbody> </table>	Month	Actual (%)	Target (%)	April 2018	75%	72%	May 2018	75%	72%	June 2018	74%	72%	July 2018	74%	72%	August 2018	74%	72%	September 2018	74%	72%	October 2018	74%	72%	November 2018	74%	72%	December 2018	74%	72%	January 2019	74%	72%	February 2019	74%	72%	March 2019	74%	72%
Month	Actual (%)	Target (%)																																												
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February 2019	74%	72%																																												
March 2019	74%	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	71,648	56,000			<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 2018</td><td>65,138</td><td>56,000</td></tr> <tr><td>May 2018</td><td>67,025</td><td>56,000</td></tr> <tr><td>June 2018</td><td>70,054</td><td>56,000</td></tr> <tr><td>July 2018</td><td>70,556</td><td>56,000</td></tr> <tr><td>August 2018</td><td>70,003</td><td>56,000</td></tr> <tr><td>September 2018</td><td>69,885</td><td>56,000</td></tr> <tr><td>October 2018</td><td>68,790</td><td>56,000</td></tr> <tr><td>November 2018</td><td>69,422</td><td>56,000</td></tr> <tr><td>December 2018</td><td>71,496</td><td>56,000</td></tr> <tr><td>January 2019</td><td>71,759</td><td>56,000</td></tr> <tr><td>February 2019</td><td>71,648</td><td>56,000</td></tr> <tr><td>March 2019</td><td>71,648</td><td>56,000</td></tr> </tbody> </table>	Month	Actual	Target	April 2018	65,138	56,000	May 2018	67,025	56,000	June 2018	70,054	56,000	July 2018	70,556	56,000	August 2018	70,003	56,000	September 2018	69,885	56,000	October 2018	68,790	56,000	November 2018	69,422	56,000	December 2018	71,496	56,000	January 2019	71,759	56,000	February 2019	71,648	56,000	March 2019	71,648	56,000
Month	Actual	Target																																												
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Community & Housing	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	234,486	220,000	✓	↓	<p>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</p> <table border="1"> <caption>CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>21,116</td><td>22,000</td></tr> <tr><td>May 2018</td><td>38,400</td><td>38,000</td></tr> <tr><td>June 2018</td><td>55,998</td><td>55,000</td></tr> <tr><td>July 2018</td><td>75,422</td><td>75,000</td></tr> <tr><td>August 2018</td><td>95,663</td><td>95,000</td></tr> <tr><td>September 2018</td><td>116,063</td><td>116,000</td></tr> <tr><td>October 2018</td><td>136,666</td><td>136,000</td></tr> <tr><td>November 2018</td><td>156,116</td><td>156,000</td></tr> <tr><td>December 2018</td><td>173,848</td><td>173,000</td></tr> <tr><td>January 2019</td><td>196,048</td><td>196,000</td></tr> <tr><td>February 2019</td><td>214,937</td><td>214,000</td></tr> <tr><td>March 2019</td><td>234,486</td><td>234,000</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	21,116	22,000	May 2018	38,400	38,000	June 2018	55,998	55,000	July 2018	75,422	75,000	August 2018	95,663	95,000	September 2018	116,063	116,000	October 2018	136,666	136,000	November 2018	156,116	156,000	December 2018	173,848	173,000	January 2019	196,048	196,000	February 2019	214,937	214,000	March 2019	234,486	234,000
Month	Months	Target (Months)																																												
April 2018	21,116	22,000																																												
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January 2019	196,048	196,000																																												
February 2019	214,937	214,000																																												
March 2019	234,486	234,000																																												
Community & Housing	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	171.8	230	✓	↑	<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 2018</td><td>170</td><td>230</td></tr> <tr><td>May 2018</td><td>175</td><td>230</td></tr> <tr><td>June 2018</td><td>172</td><td>230</td></tr> <tr><td>July 2018</td><td>175</td><td>230</td></tr> <tr><td>August 2018</td><td>176</td><td>230</td></tr> <tr><td>September 2018</td><td>174</td><td>230</td></tr> <tr><td>October 2018</td><td>168</td><td>230</td></tr> <tr><td>November 2018</td><td>169</td><td>230</td></tr> <tr><td>December 2018</td><td>167</td><td>230</td></tr> <tr><td>January 2019</td><td>171</td><td>230</td></tr> <tr><td>February 2019</td><td>170</td><td>230</td></tr> <tr><td>March 2019</td><td>174</td><td>230</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	170	230	May 2018	175	230	June 2018	172	230	July 2018	175	230	August 2018	176	230	September 2018	174	230	October 2018	168	230	November 2018	169	230	December 2018	167	230	January 2019	171	230	February 2019	170	230	March 2019	174	230
Month	Months	Target (Months)																																												
April 2018	170	230																																												
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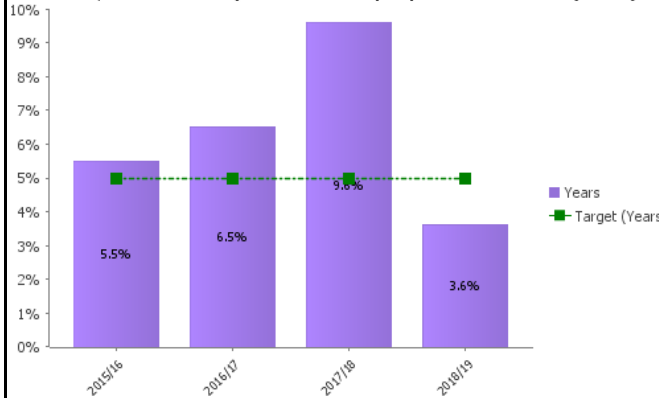
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Community & Housing	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	504	450			<p>CRP 062 / SP 035 No. of homelessness preventions (Monthly)</p> 
Children, Schools & Families	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	49%	40%			<p>CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)</p> 



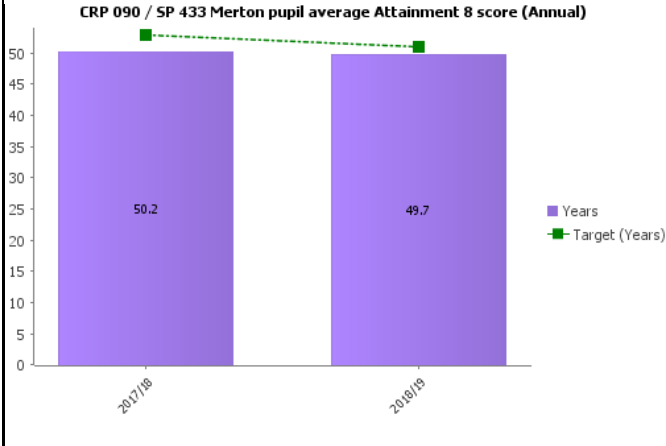


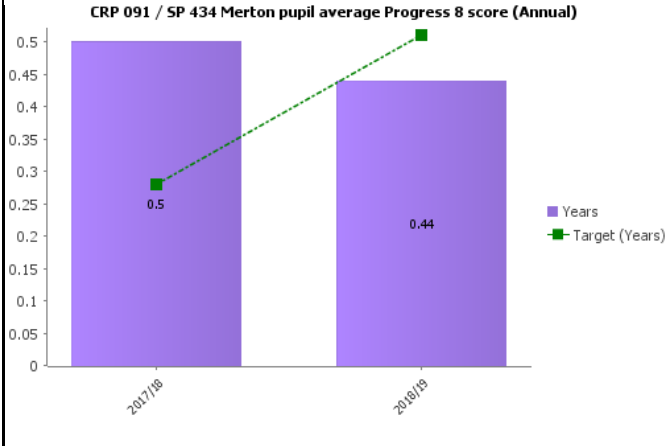
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart															
			Value	Target	Status	Long Trend																
Children, Schools & Families	CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)	Low	10.7%	8%			<p>CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)</p>  <table border="1"> <caption>CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>6.2%</td> <td>8%</td> </tr> <tr> <td>2016/17</td> <td>3.5%</td> <td>8%</td> </tr> <tr> <td>2017/18</td> <td>7.7%</td> <td>8%</td> </tr> <tr> <td>2018/19</td> <td>10.7%</td> <td>8%</td> </tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	6.2%	8%	2016/17	3.5%	8%	2017/18	7.7%	8%	2018/19	10.7%	8%
Year	Value (%)	Target (%)																				
2015/16	6.2%	8%																				
2016/17	3.5%	8%																				
2017/18	7.7%	8%																				
2018/19	10.7%	8%																				
Corporate Services	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,195	1,200			<p>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</p>  <table border="1"> <caption>CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>1,161</td> <td>1,200</td> </tr> <tr> <td>Q2 2018/19</td> <td>1,205</td> <td>1,200</td> </tr> <tr> <td>Q3 2018/19</td> <td>1,189</td> <td>1,200</td> </tr> <tr> <td>Q4 2018/19</td> <td>1,195</td> <td>1,200</td> </tr> </tbody> </table>	Quarter	Value	Target	Q1 2018/19	1,161	1,200	Q2 2018/19	1,205	1,200	Q3 2018/19	1,189	1,200	Q4 2018/19	1,195	1,200
Quarter	Value	Target																				
Q1 2018/19	1,161	1,200																				
Q2 2018/19	1,205	1,200																				
Q3 2018/19	1,189	1,200																				
Q4 2018/19	1,195	1,200																				



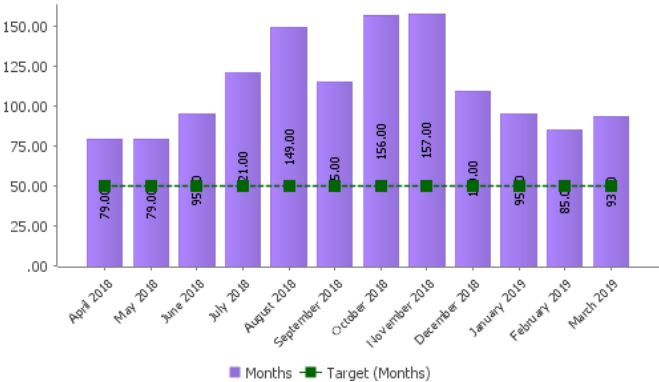


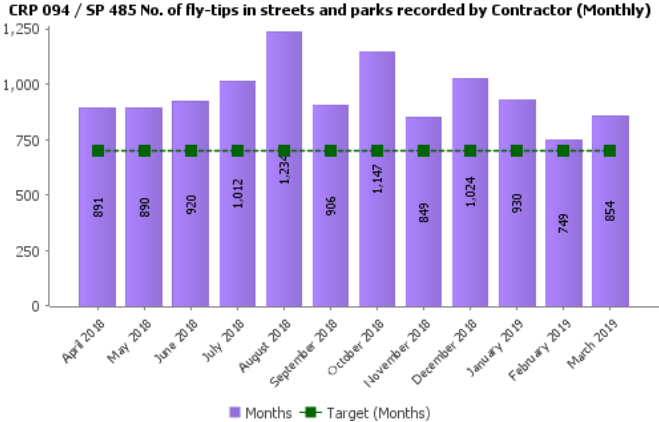
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Children, Schools & Families	CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)	High	18	15			<p>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</p>  <table border="1"> <caption>CRP 077 / SP 374 No. of in-house foster carers recruited (Quarterly)</caption> <thead> <tr> <th>Quarter</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>3</td> </tr> <tr> <td>Q2 2018/19</td> <td>5</td> </tr> <tr> <td>Q3 2018/19</td> <td>12</td> </tr> <tr> <td>Q4 2018/19</td> <td>18</td> </tr> </tbody> </table>	Quarter	Value	Q1 2018/19	3	Q2 2018/19	5	Q3 2018/19	12	Q4 2018/19	18																
Quarter	Value																																
Q1 2018/19	3																																
Q2 2018/19	5																																
Q3 2018/19	12																																
Q4 2018/19	18																																
Corporate Services	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)	Low	9.55	7.5			<p>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</p>  <table border="1"> <caption>CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>9.1</td></tr> <tr><td>May 2018</td><td>9.2</td></tr> <tr><td>June 2018</td><td>9.35</td></tr> <tr><td>July 2018</td><td>9.56</td></tr> <tr><td>August 2018</td><td>9.8</td></tr> <tr><td>September 2018</td><td>9.76</td></tr> <tr><td>October 2018</td><td>9.7</td></tr> <tr><td>November 2018</td><td>9.52</td></tr> <tr><td>December 2018</td><td>9.38</td></tr> <tr><td>January 2019</td><td>9.4</td></tr> <tr><td>February 2019</td><td>9.5</td></tr> <tr><td>March 2019</td><td>9.55</td></tr> </tbody> </table>	Month	Value	April 2018	9.1	May 2018	9.2	June 2018	9.35	July 2018	9.56	August 2018	9.8	September 2018	9.76	October 2018	9.7	November 2018	9.52	December 2018	9.38	January 2019	9.4	February 2019	9.5	March 2019	9.55
Month	Value																																
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Children, Schools & Families	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	85%	65%			<p>CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)</p> <table border="1"> <caption>Monthly Performance Data for CRP 081 / SP 415</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>65%</td><td>65%</td></tr> <tr><td>May 2018</td><td>65%</td><td>65%</td></tr> <tr><td>June 2018</td><td>68%</td><td>65%</td></tr> <tr><td>July 2018</td><td>67%</td><td>65%</td></tr> <tr><td>August 2018</td><td>66%</td><td>65%</td></tr> <tr><td>September 2018</td><td>66%</td><td>65%</td></tr> <tr><td>October 2018</td><td>66%</td><td>65%</td></tr> <tr><td>November 2018</td><td>68%</td><td>65%</td></tr> <tr><td>December 2018</td><td>65%</td><td>65%</td></tr> <tr><td>January 2019</td><td>68%</td><td>65%</td></tr> <tr><td>February 2019</td><td>68%</td><td>65%</td></tr> <tr><td>March 2019</td><td>85%</td><td>65%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	65%	65%	May 2018	65%	65%	June 2018	68%	65%	July 2018	67%	65%	August 2018	66%	65%	September 2018	66%	65%	October 2018	66%	65%	November 2018	68%	65%	December 2018	65%	65%	January 2019	68%	65%	February 2019	68%	65%	March 2019	85%	65%
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March 2019	85%	65%																																												
Corporate Services	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0.21%	4%			<p>CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)</p> <table border="1"> <caption>Quarterly Performance Data for CRP 082 / SP 427</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>0.2%</td><td>4%</td></tr> <tr><td>Q2 2018/19</td><td>0.4%</td><td>4%</td></tr> <tr><td>Q3 2018/19</td><td>0.23%</td><td>4%</td></tr> <tr><td>Q4 2018/19</td><td>0%</td><td>4%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2018/19	0.2%	4%	Q2 2018/19	0.4%	4%	Q3 2018/19	0.23%	4%	Q4 2018/19	0%	4%																								
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Q3 2018/19	0.23%	4%																																												
Q4 2018/19	0%	4%																																												
Corporate Services	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrears)	Low	Not Measured This Period (this indicator reports quarterly in arrears)																																											

Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																										
			Value	Target	Status	Long Trend																											
Corporate Services	CRP 085 / SP 410 % of on-line transactions (Monthly)	High	69.93%	63%			<p>CRP 085 / SP 410 % of on-line transactions (Monthly)</p> <table border="1"> <caption>CRP 085 / SP 410 % of on-line transactions (Monthly)</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>75.71%</td></tr> <tr><td>May 2018</td><td>73.75%</td></tr> <tr><td>June 2018</td><td>65.33%</td></tr> <tr><td>July 2018</td><td>72.89%</td></tr> <tr><td>August 2018</td><td>67.97%</td></tr> <tr><td>September 2018</td><td>66.94%</td></tr> <tr><td>October 2018</td><td>61.84%</td></tr> <tr><td>November 2018</td><td>61.9%</td></tr> <tr><td>December 2018</td><td>67.97%</td></tr> <tr><td>January 2019</td><td>76.69%</td></tr> <tr><td>February 2019</td><td>75.73%</td></tr> <tr><td>March 2019</td><td>76.13%</td></tr> </tbody> </table>	Month	Value (%)	April 2018	75.71%	May 2018	73.75%	June 2018	65.33%	July 2018	72.89%	August 2018	67.97%	September 2018	66.94%	October 2018	61.84%	November 2018	61.9%	December 2018	67.97%	January 2019	76.69%	February 2019	75.73%	March 2019	76.13%
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February 2019	75.73%																																
March 2019	76.13%																																
Corporate Services	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	12 days	15 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>Value (days)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>12 days</td></tr> <tr><td>May 2018</td><td>12 days</td></tr> <tr><td>June 2018</td><td>12 days</td></tr> <tr><td>July 2018</td><td>11 days</td></tr> <tr><td>August 2018</td><td>11 days</td></tr> <tr><td>September 2018</td><td>12 days</td></tr> <tr><td>October 2018</td><td>12 days</td></tr> <tr><td>November 2018</td><td>13 days</td></tr> <tr><td>December 2018</td><td>16 days</td></tr> <tr><td>January 2019</td><td>13 days</td></tr> <tr><td>February 2019</td><td>13 days</td></tr> <tr><td>March 2019</td><td>12 days</td></tr> </tbody> </table>	Month	Value (days)	April 2018	12 days	May 2018	12 days	June 2018	12 days	July 2018	11 days	August 2018	11 days	September 2018	12 days	October 2018	12 days	November 2018	13 days	December 2018	16 days	January 2019	13 days	February 2019	13 days	March 2019	12 days
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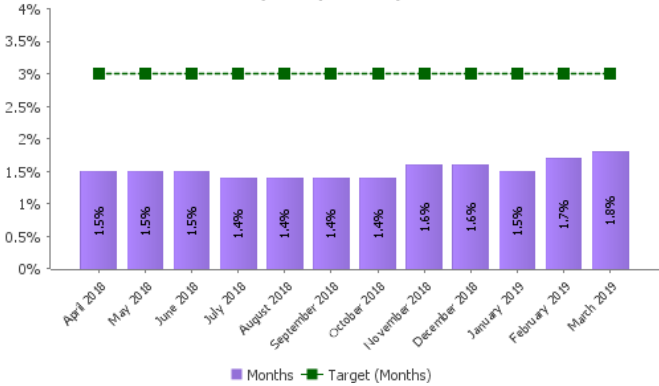
Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
			Value	Target	Status	Long Trend																																								
Corporate Services	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	8.27 days	9 days			<p>CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)</p>  <table border="1"> <caption>CRP 087 / SP 412 Monthly Processing Days</caption> <thead> <tr> <th>Month</th> <th>Value (days)</th> <th>Target (days)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>7.76</td><td>9</td></tr> <tr><td>May 2018</td><td>7.83</td><td>9</td></tr> <tr><td>June 2018</td><td>6.89</td><td>9</td></tr> <tr><td>July 2018</td><td>7.86</td><td>9</td></tr> <tr><td>August 2018</td><td>7.75</td><td>9</td></tr> <tr><td>September 2018</td><td>8.76</td><td>9</td></tr> <tr><td>October 2018</td><td>8.87</td><td>9</td></tr> <tr><td>November 2018</td><td>7.2</td><td>9</td></tr> <tr><td>December 2018</td><td>10.5</td><td>9</td></tr> <tr><td>January 2019</td><td>12.68</td><td>9</td></tr> <tr><td>February 2019</td><td>12.88</td><td>9</td></tr> <tr><td>March 2019</td><td>3.25</td><td>9</td></tr> </tbody> </table>	Month	Value (days)	Target (days)	April 2018	7.76	9	May 2018	7.83	9	June 2018	6.89	9	July 2018	7.86	9	August 2018	7.75	9	September 2018	8.76	9	October 2018	8.87	9	November 2018	7.2	9	December 2018	10.5	9	January 2019	12.68	9	February 2019	12.88	9	March 2019	3.25	9
Month	Value (days)	Target (days)																																												
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March 2019	3.25	9																																												
Children, Schools & Families	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)	Low	3.6%	5%			<p>CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)</p>  <table border="1"> <caption>CRP 089 / SP 288 Annual Surplus Places</caption> <thead> <tr> <th>Year</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>2015/16</td><td>5.5</td><td>5</td></tr> <tr><td>2016/17</td><td>6.5</td><td>5</td></tr> <tr><td>2017/18</td><td>9.5</td><td>5</td></tr> <tr><td>2018/19</td><td>3.6</td><td>5</td></tr> </tbody> </table>	Year	Value (%)	Target (%)	2015/16	5.5	5	2016/17	6.5	5	2017/18	9.5	5	2018/19	3.6	5																								
Year	Value (%)	Target (%)																																												
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart									
			Value	Target	Status	Long Trend										
Children, Schools & Families	CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)	High	49.7	51			<p>CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)</p>  <table border="1"> <caption>CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>50.2</td> <td>-</td> </tr> <tr> <td>2018/19</td> <td>49.7</td> <td>51</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	50.2	-	2018/19	49.7	51
Year	Years	Target (Years)														
2017/18	50.2	-														
2018/19	49.7	51														
Children, Schools & Families	CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)	High	0.44	0.51			<p>CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)</p>  <table border="1"> <caption>CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)</caption> <thead> <tr> <th>Year</th> <th>Years</th> <th>Target (Years)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0.5</td> <td>-</td> </tr> <tr> <td>2018/19</td> <td>0.44</td> <td>0.51</td> </tr> </tbody> </table>	Year	Years	Target (Years)	2017/18	0.5	-	2018/19	0.44	0.51
Year	Years	Target (Years)														
2017/18	0.5	-														
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Environment & Regeneration	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	111.08	50.00			<p>CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>79.00</td><td>50.00</td></tr> <tr><td>May 2018</td><td>79.00</td><td>50.00</td></tr> <tr><td>June 2018</td><td>95.00</td><td>50.00</td></tr> <tr><td>July 2018</td><td>111.00</td><td>50.00</td></tr> <tr><td>August 2018</td><td>149.00</td><td>50.00</td></tr> <tr><td>September 2018</td><td>115.00</td><td>50.00</td></tr> <tr><td>October 2018</td><td>156.00</td><td>50.00</td></tr> <tr><td>November 2018</td><td>157.00</td><td>50.00</td></tr> <tr><td>December 2018</td><td>101.00</td><td>50.00</td></tr> <tr><td>January 2019</td><td>95.00</td><td>50.00</td></tr> <tr><td>February 2019</td><td>85.00</td><td>50.00</td></tr> <tr><td>March 2019</td><td>93.00</td><td>50.00</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	79.00	50.00	May 2018	79.00	50.00	June 2018	95.00	50.00	July 2018	111.00	50.00	August 2018	149.00	50.00	September 2018	115.00	50.00	October 2018	156.00	50.00	November 2018	157.00	50.00	December 2018	101.00	50.00	January 2019	95.00	50.00	February 2019	85.00	50.00	March 2019	93.00	50.00
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February 2019	85.00	50.00																																												
March 2019	93.00	50.00																																												
Environment & Regeneration	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	11,406	8,400			<p>CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)</p>  <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>891</td><td>700</td></tr> <tr><td>May 2018</td><td>890</td><td>700</td></tr> <tr><td>June 2018</td><td>920</td><td>700</td></tr> <tr><td>July 2018</td><td>1,012</td><td>700</td></tr> <tr><td>August 2018</td><td>1,234</td><td>700</td></tr> <tr><td>September 2018</td><td>906</td><td>700</td></tr> <tr><td>October 2018</td><td>1,147</td><td>700</td></tr> <tr><td>November 2018</td><td>849</td><td>700</td></tr> <tr><td>December 2018</td><td>1,024</td><td>700</td></tr> <tr><td>January 2019</td><td>930</td><td>700</td></tr> <tr><td>February 2019</td><td>749</td><td>700</td></tr> <tr><td>March 2019</td><td>854</td><td>700</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	891	700	May 2018	890	700	June 2018	920	700	July 2018	1,012	700	August 2018	1,234	700	September 2018	906	700	October 2018	1,147	700	November 2018	849	700	December 2018	1,024	700	January 2019	930	700	February 2019	749	700	March 2019	854	700
Month	Months	Target (Months)																																												
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Dept.	PI Code & Description	Polarity	2018/19				Performance Data Trend Chart																																							
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Community & Housing	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)	Low	704	1,428		N/A	<p>CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>39</td><td>142.8</td></tr> <tr><td>May 2018</td><td>29</td><td>142.8</td></tr> <tr><td>June 2018</td><td>42</td><td>142.8</td></tr> <tr><td>July 2018</td><td>77</td><td>142.8</td></tr> <tr><td>August 2018</td><td>88</td><td>142.8</td></tr> <tr><td>September 2018</td><td>75</td><td>142.8</td></tr> <tr><td>October 2018</td><td>32</td><td>142.8</td></tr> <tr><td>November 2018</td><td>28</td><td>142.8</td></tr> <tr><td>December 2018</td><td>97</td><td>142.8</td></tr> <tr><td>January 2019</td><td>80</td><td>142.8</td></tr> <tr><td>February 2019</td><td>76</td><td>142.8</td></tr> <tr><td>March 2019</td><td>41</td><td>142.8</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	39	142.8	May 2018	29	142.8	June 2018	42	142.8	July 2018	77	142.8	August 2018	88	142.8	September 2018	75	142.8	October 2018	32	142.8	November 2018	28	142.8	December 2018	97	142.8	January 2019	80	142.8	February 2019	76	142.8	March 2019	41	142.8
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Children, Schools & Families	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (target range of 12% to 20%) (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 (target range of 12% to 20%) (Monthly)</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Months</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>33%</td><td>16.5%</td></tr> <tr><td>May 2018</td><td>22%</td><td>16.5%</td></tr> <tr><td>June 2018</td><td>17%</td><td>16.5%</td></tr> <tr><td>July 2018</td><td>16%</td><td>16.5%</td></tr> <tr><td>August 2018</td><td>17.9%</td><td>16.5%</td></tr> <tr><td>September 2018</td><td>16%</td><td>16.5%</td></tr> <tr><td>October 2018</td><td>18%</td><td>16.5%</td></tr> <tr><td>November 2018</td><td>19%</td><td>16.5%</td></tr> <tr><td>December 2018</td><td>21%</td><td>16.5%</td></tr> <tr><td>January 2019</td><td>20.5%</td><td>16.5%</td></tr> <tr><td>February 2019</td><td>20%</td><td>16.5%</td></tr> <tr><td>March 2019</td><td>19%</td><td>16.5%</td></tr> </tbody> </table>	Month	Months	Target (Months)	April 2018	33%	16.5%	May 2018	22%	16.5%	June 2018	17%	16.5%	July 2018	16%	16.5%	August 2018	17.9%	16.5%	September 2018	16%	16.5%	October 2018	18%	16.5%	November 2018	19%	16.5%	December 2018	21%	16.5%	January 2019	20.5%	16.5%	February 2019	20%	16.5%	March 2019	19%	16.5%
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Children, Schools & Families	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)	High	91%	91%	✓	↓	<p>CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Monthly)</p> <table border="1"> <caption>Monthly Performance Data for CRP 69SP078MP052</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>April 2018</td><td>95%</td><td>91%</td></tr> <tr><td>May 2018</td><td>95%</td><td>91%</td></tr> <tr><td>June 2018</td><td>91%</td><td>91%</td></tr> <tr><td>July 2018</td><td>93%</td><td>91%</td></tr> <tr><td>August 2018</td><td>93%</td><td>91%</td></tr> <tr><td>September 2018</td><td>91%</td><td>91%</td></tr> <tr><td>October 2018</td><td>91%</td><td>91%</td></tr> <tr><td>November 2018</td><td>91%</td><td>91%</td></tr> <tr><td>December 2018</td><td>91%</td><td>91%</td></tr> <tr><td>January 2019</td><td>91%</td><td>91%</td></tr> <tr><td>February 2019</td><td>91%</td><td>91%</td></tr> <tr><td>March 2019</td><td>91%</td><td>91%</td></tr> </tbody> </table>	Month	Value (%)	Target (%)	April 2018	95%	91%	May 2018	95%	91%	June 2018	91%	91%	July 2018	93%	91%	August 2018	93%	91%	September 2018	91%	91%	October 2018	91%	91%	November 2018	91%	91%	December 2018	91%	91%	January 2019	91%	91%	February 2019	91%	91%	March 2019	91%	91%
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Children, Schools & Families	CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)	High	57%	55%	✓	↑	<p>CRP 88SP404MP053 % New EHCP requests completed within 20 weeks (Quarterly)</p> <table border="1"> <caption>Quarterly Performance Data for CRP 88SP404MP053</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>56%</td><td>55%</td></tr> <tr><td>Q2 2018/19</td><td>59%</td><td>55%</td></tr> <tr><td>Q3 2018/19</td><td>55%</td><td>55%</td></tr> <tr><td>Q4 2018/19</td><td>58%</td><td>55%</td></tr> </tbody> </table>	Quarter	Value (%)	Target (%)	Q1 2018/19	56%	55%	Q2 2018/19	59%	55%	Q3 2018/19	55%	55%	Q4 2018/19	58%	55%																								
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Children, Schools & Families	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrear)	Low	1.8%	3%			<p>CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) (Monthly in arrear)</p>  <table border="1"> <caption>Performance Data Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Months (%)</th> <th>Target (Months) (%)</th> </tr> </thead> <tbody> <tr><td>Apr 2018</td><td>1.5%</td><td>3%</td></tr> <tr><td>May 2018</td><td>1.5%</td><td>3%</td></tr> <tr><td>June 2018</td><td>1.5%</td><td>3%</td></tr> <tr><td>July 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>August 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>September 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>October 2018</td><td>1.4%</td><td>3%</td></tr> <tr><td>November 2018</td><td>1.6%</td><td>3%</td></tr> <tr><td>December 2018</td><td>1.6%</td><td>3%</td></tr> <tr><td>January 2019</td><td>1.5%</td><td>3%</td></tr> <tr><td>February 2019</td><td>1.7%</td><td>3%</td></tr> <tr><td>March 2019</td><td>1.8%</td><td>3%</td></tr> </tbody> </table>	Month	Months (%)	Target (Months) (%)	Apr 2018	1.5%	3%	May 2018	1.5%	3%	June 2018	1.5%	3%	July 2018	1.4%	3%	August 2018	1.4%	3%	September 2018	1.4%	3%	October 2018	1.4%	3%	November 2018	1.6%	3%	December 2018	1.6%	3%	January 2019	1.5%	3%	February 2019	1.7%	3%	March 2019	1.8%	3%
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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)