2019/20 Performance Dashboard

Detailing performance against our Service Plan measures

Dept	No	%	No	%	No	%	No	%	No	%	
C&H	13	31.0		0	26	61.9	0	0	3	7.1	42
CS	22	36.1		0	32	52.5	0	0	7	11.5	61
CSF	9	40.9		0	13	59.1		0	0	0.0	22
E&R	31	36.9		0	43	51.2		0	10	11.9	84
Total	**75**	**35.9**	**0**	**0**	**114**	**54.5**	**0**	**0**	**20**	9.6	**209**

Click on a department below to view performance:

Children Schools & Families

Community & Housing

Corporate Services

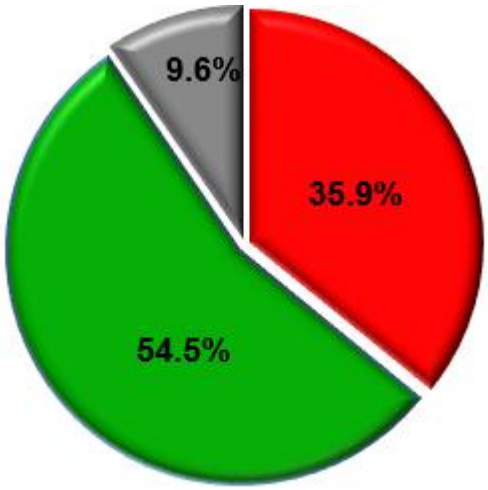
Environment & Regeneration

Corporate Indicators

Dashboard Key

(Use the Alt and Left Arrow buttons to return)

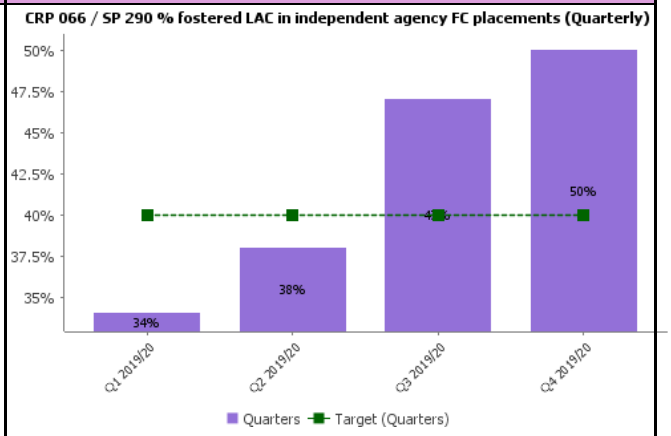
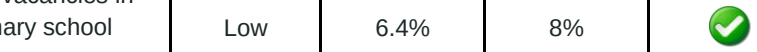
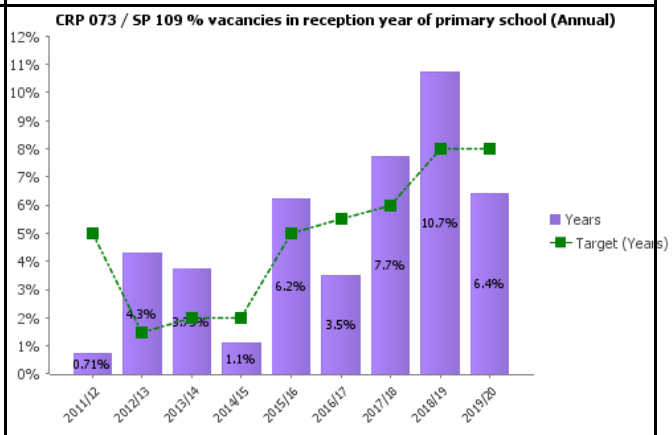
Overall Council Performance Year End 2019/20:

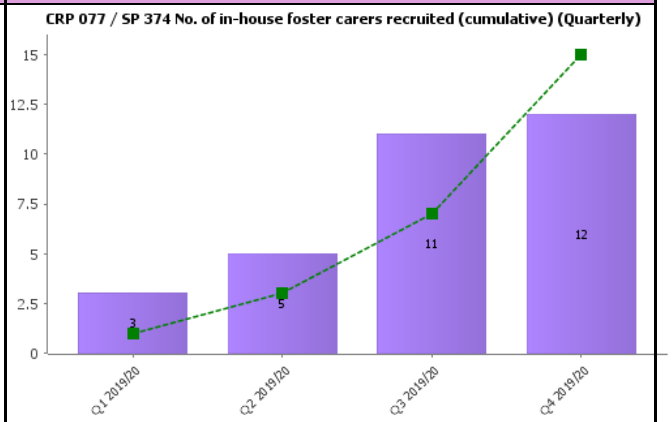
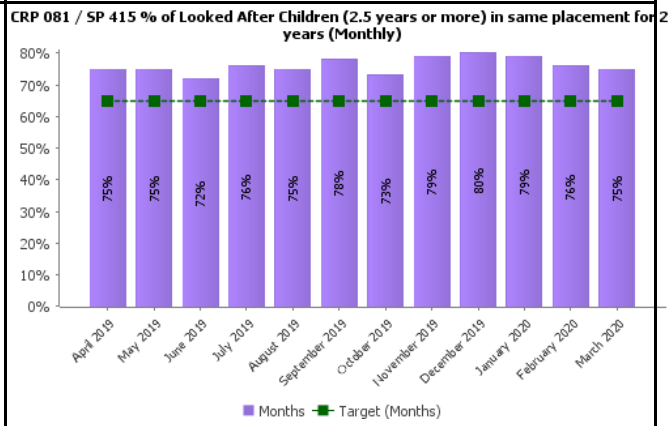


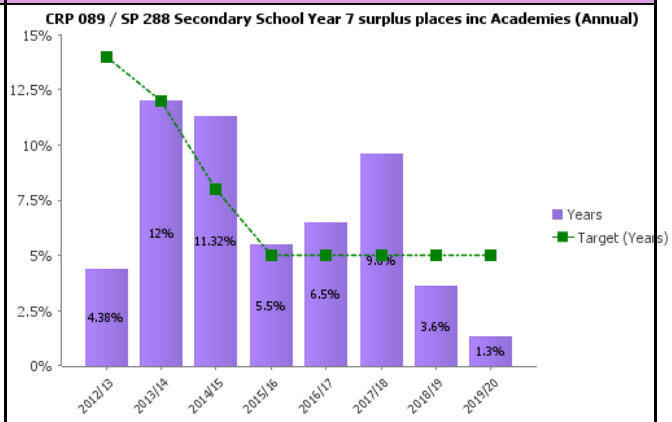
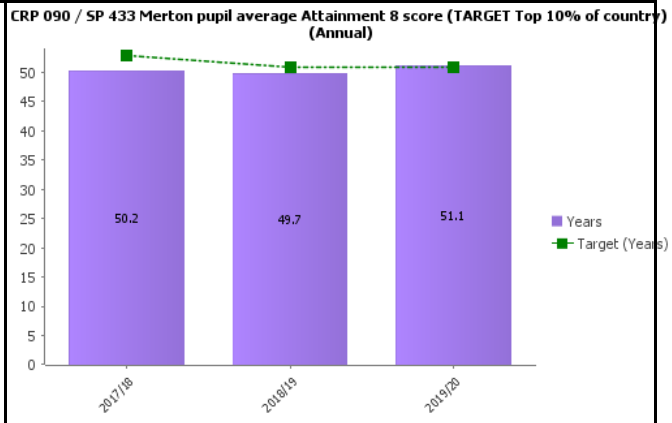
Amber is not used at year end

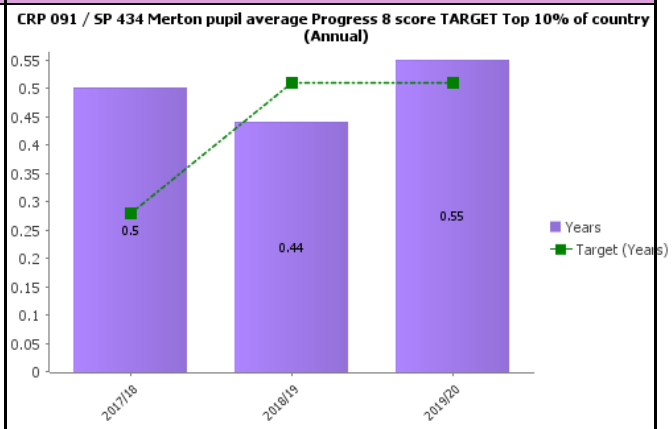
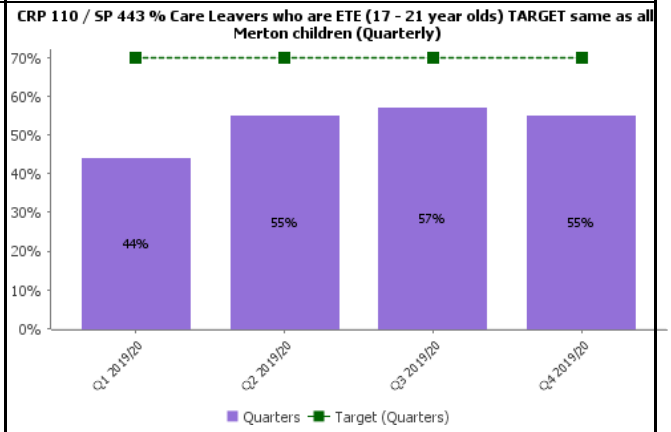
The data used to compile the **original** report was extracted from the performance database at 10am on 15 May 2020. This is the **updated** year end report, incorporating data which became available later in the year (ie from October 2020)

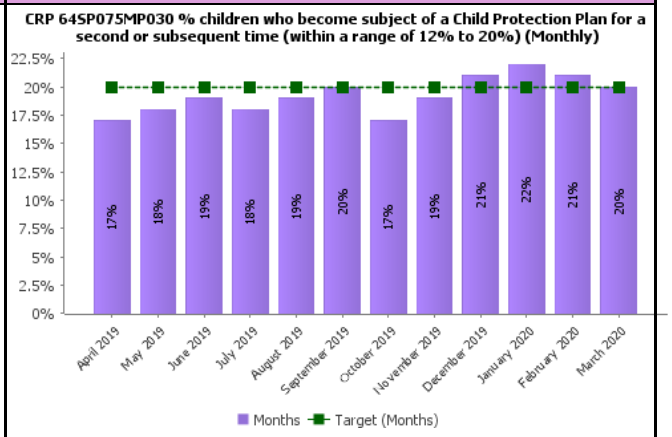
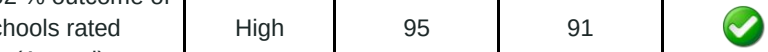
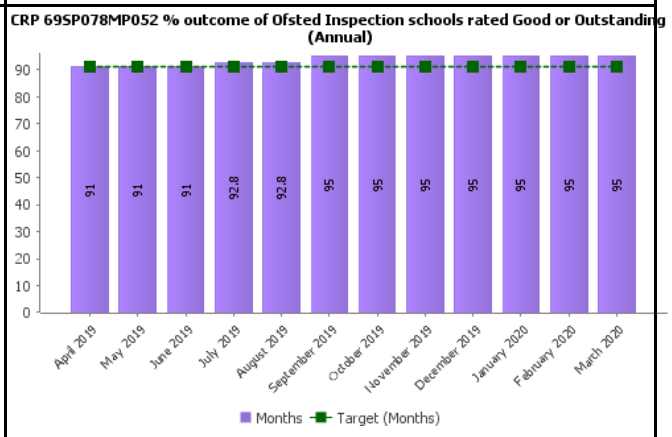
Children School & Families

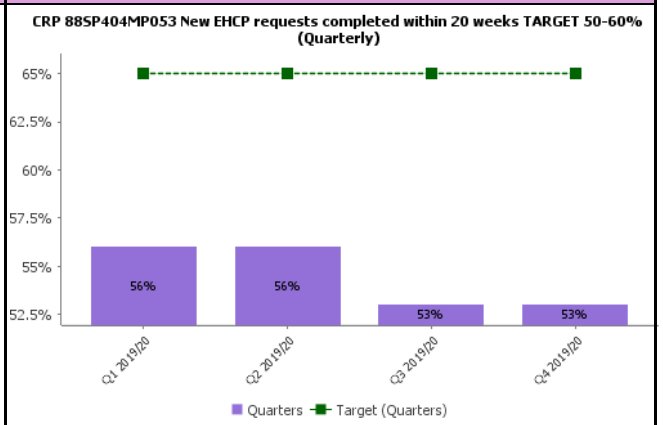
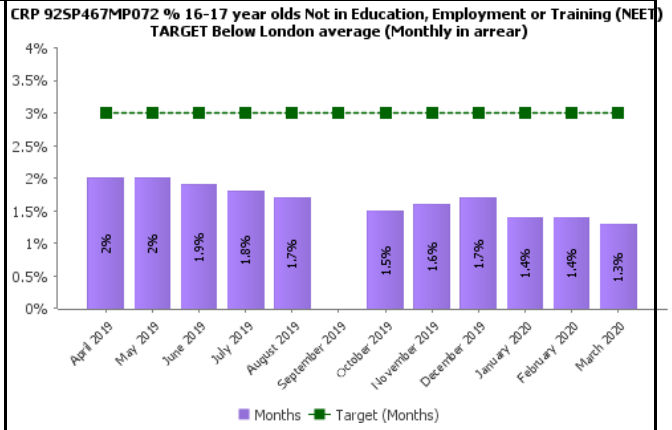
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children's Social Care	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	50%	40%			
Education	CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)	Low	6.4%	8%			

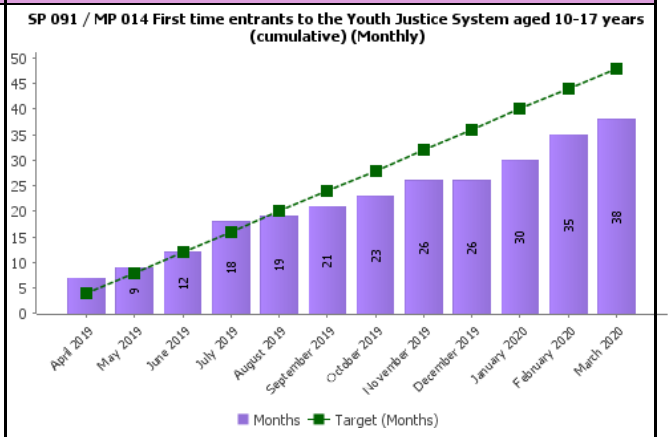
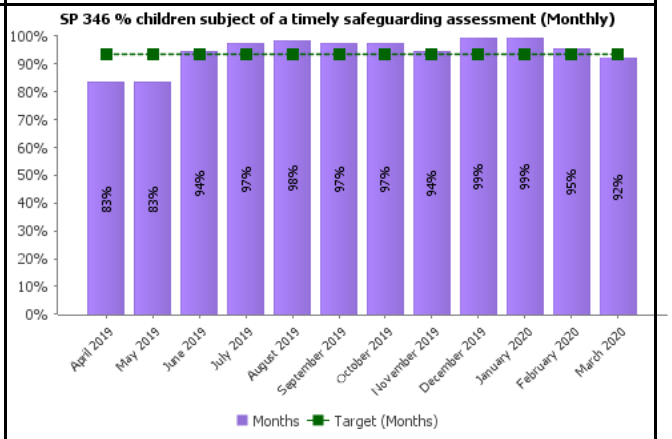
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children's Social Care	CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)	High	12	15			
Children's Social Care	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	75%	65%			

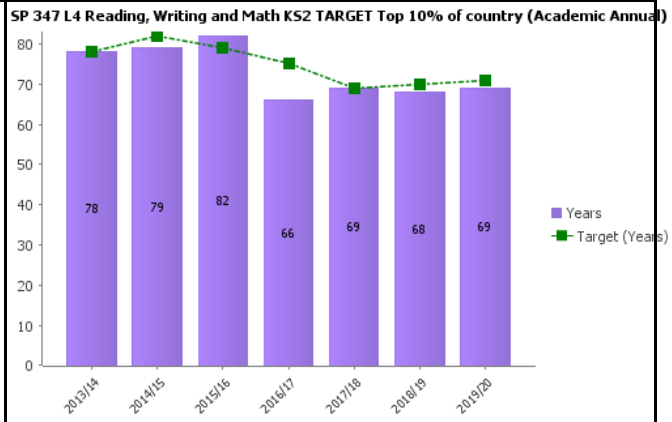
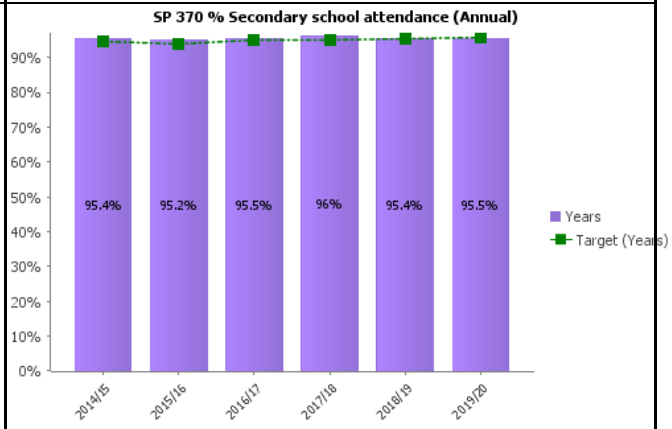
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Education	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)	Low	1.3%	5%			
Education	CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)	High	51.1	51			

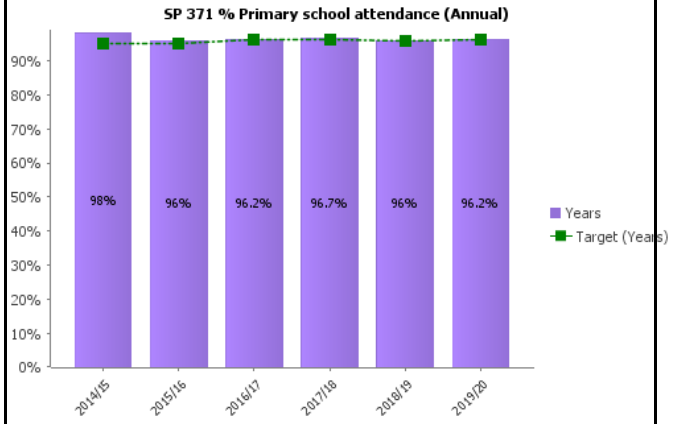
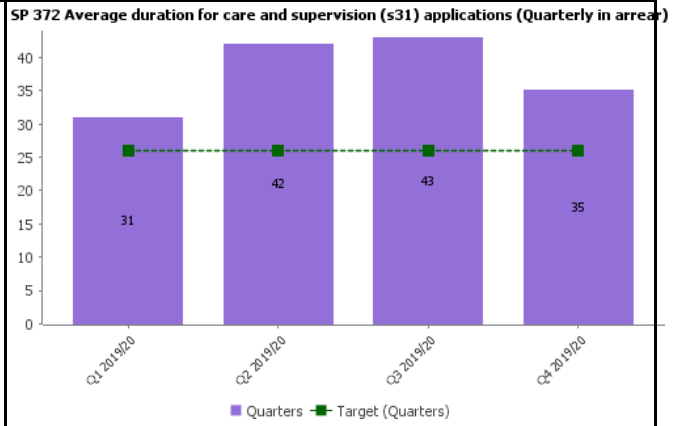
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Education	CRP 091 / SP 434 Merton pupil average Progress 8 (Annual)	High	0.55	0.51			
Children's Social Care	CRP 110 / SP 443 % Care Leavers who are ETE (17 - 21 year olds) (Quarterly)	High	55%	70%			

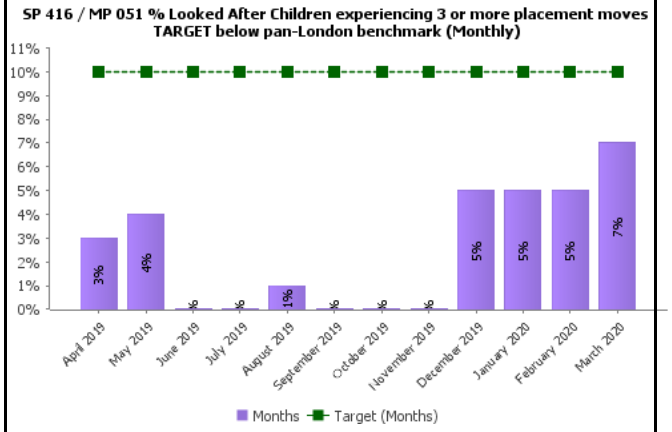
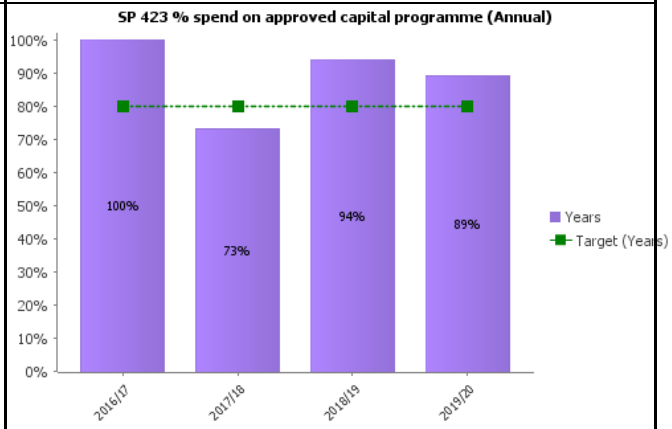
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children's Social Care	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (within a range of 12% to 20%) (Monthly)	Low	20%	20%			
Education	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)	High	95	91			

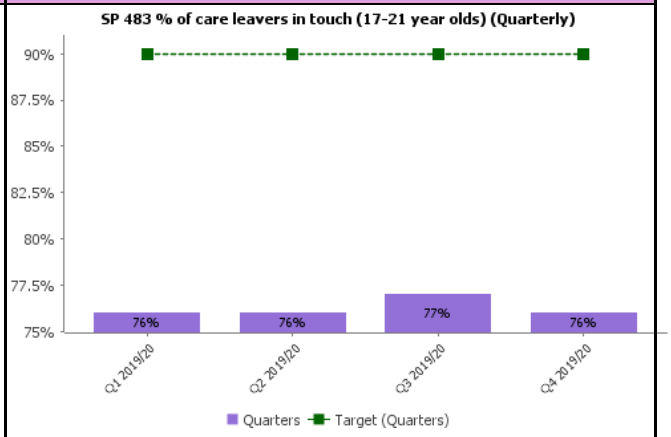
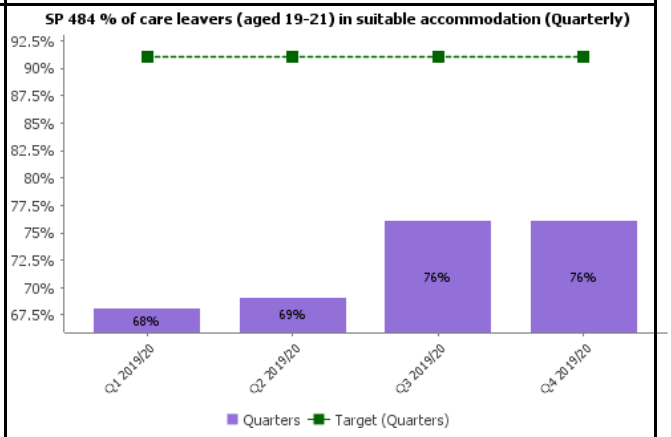
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Education	CRP 88SP404MP053 New EHCP requests completed within 20 weeks (Quarterly)	High	54.5%	65%			
Education	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Monthly in arrear)	Low	1.3%	3%			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children's Social Care	SP 091 / MP 014 First time entrants to the Youth Justice System aged 10-17 years (cumulative) (Monthly)	Low	38	48			
Children's Social Care	SP 346 % children subject of a timely safeguarding assessment (Monthly)	High	92%	93%			

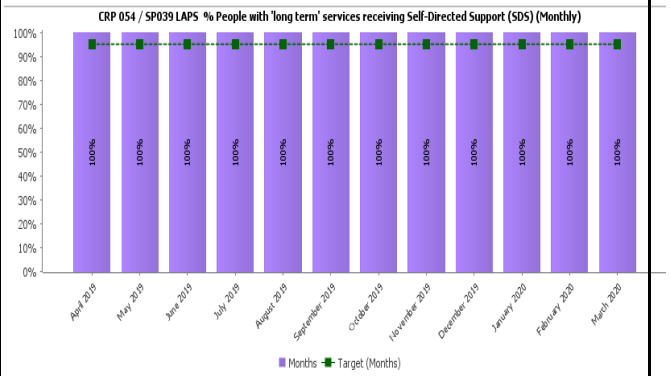
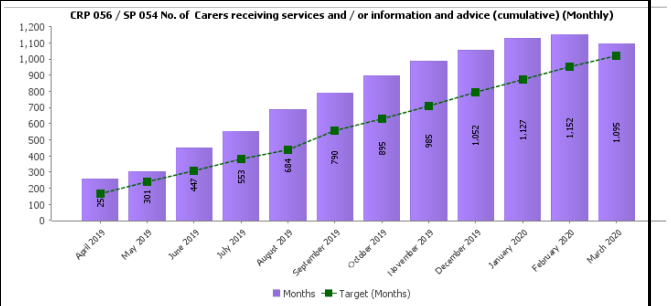
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Education	SP 347 L4 Reading, Writing and Math KS2 (Academic Annual)	High	69	71			
Education	SP 370 % Secondary school attendance (Annual)	High	95.5%	95.5%			

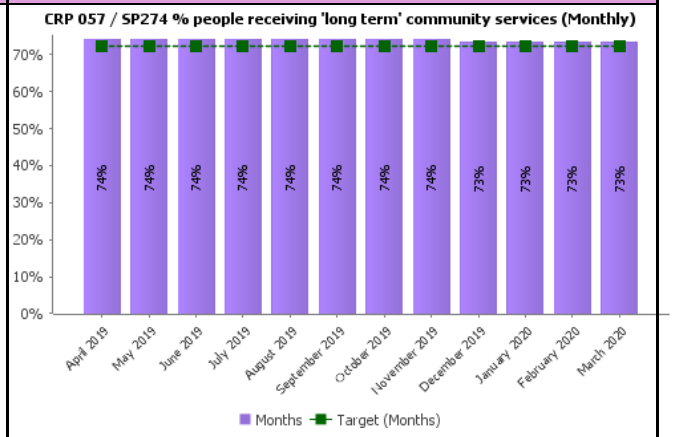
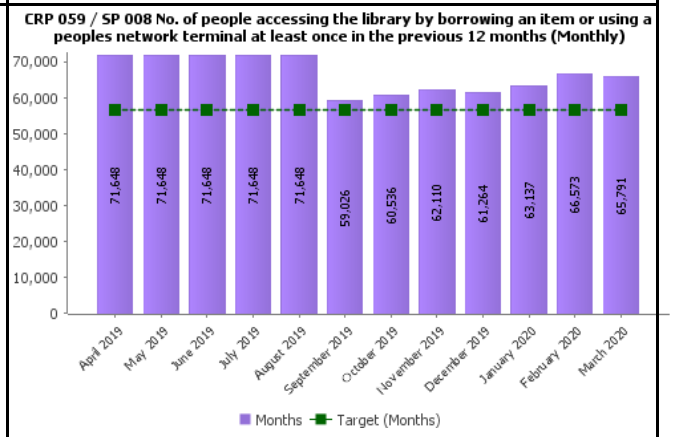
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Education	SP 371 % Primary school attendance (Annual)	High	96.2%	96.2%			
Children's Social Care	SP 372 Average duration for care and supervision (s31) applications (Quarterly in arrear)	Low	35	26			

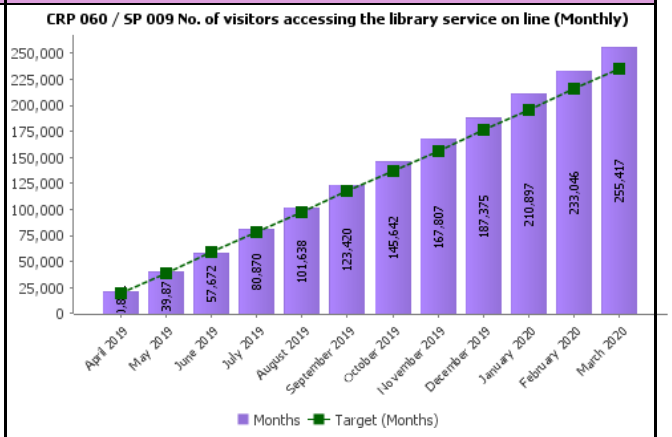
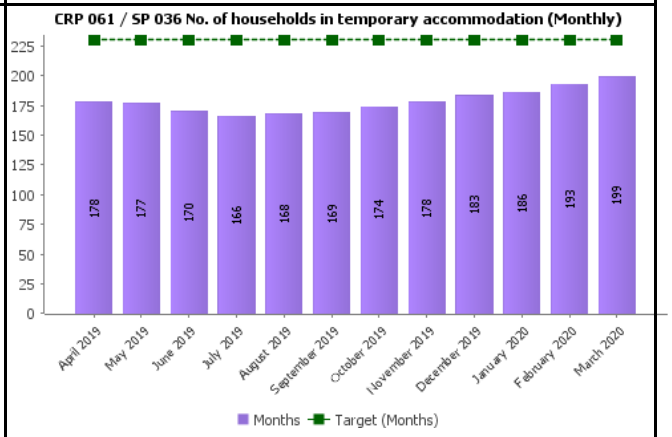
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children's Social Care	SP 416 / MP 051 % Looked After Children experiencing 3 or more placement moves (Monthly)	Low	7%	10%			
Education	SP 423 % spend on approved capital programme (Annual)	High	89%	80%			

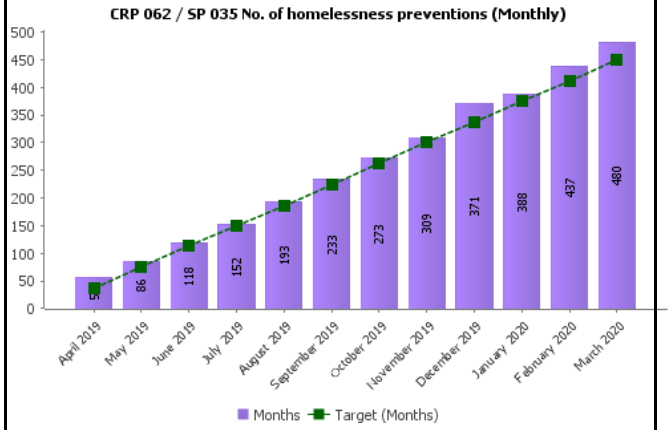
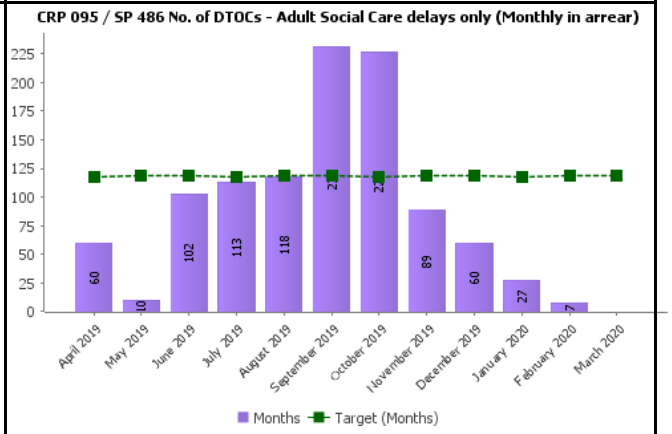
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children's Social Care	SP 483 % of care leavers in touch (17-21 year olds) (Quarterly)	High	76%	90%			
Children's Social Care	SP 484 % of care leavers (aged 19-21) in suitable accommodation (Quarterly)	High	76%	91%			

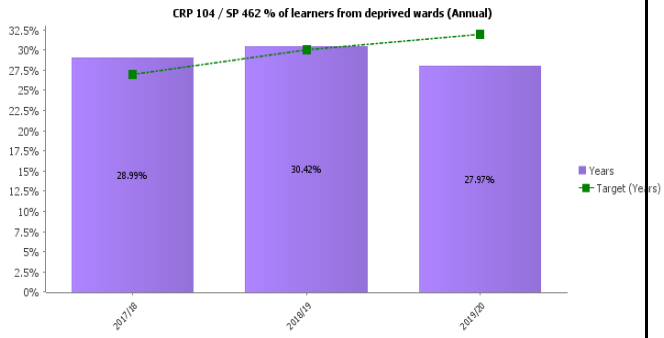
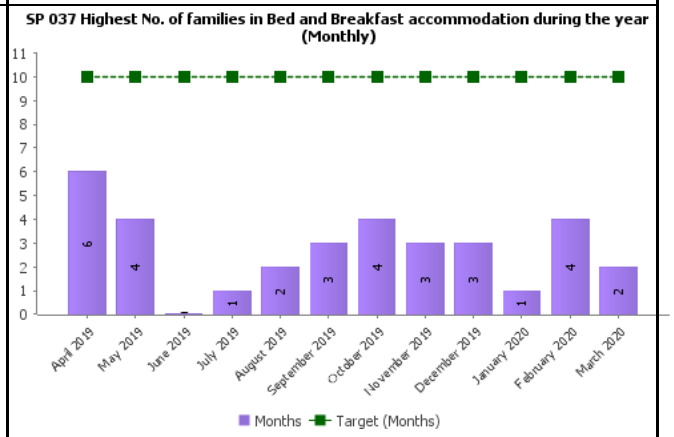
Community & Housing

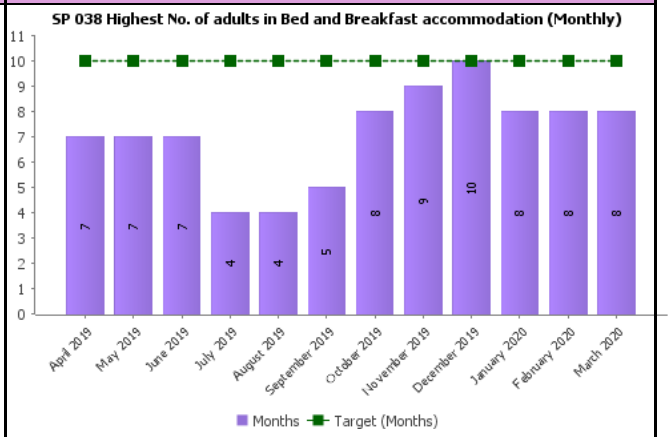
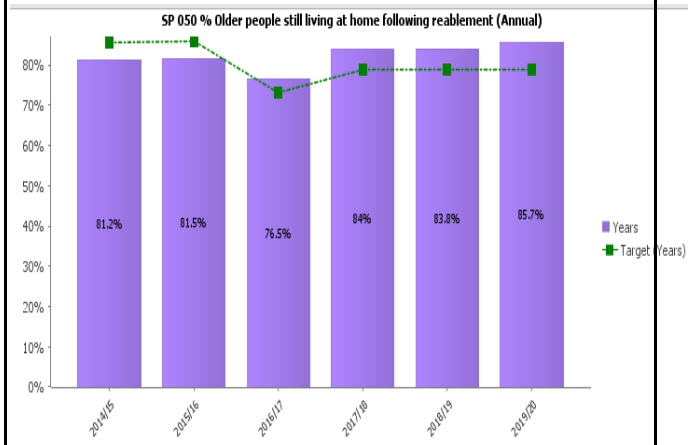
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%			
Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,095	954			

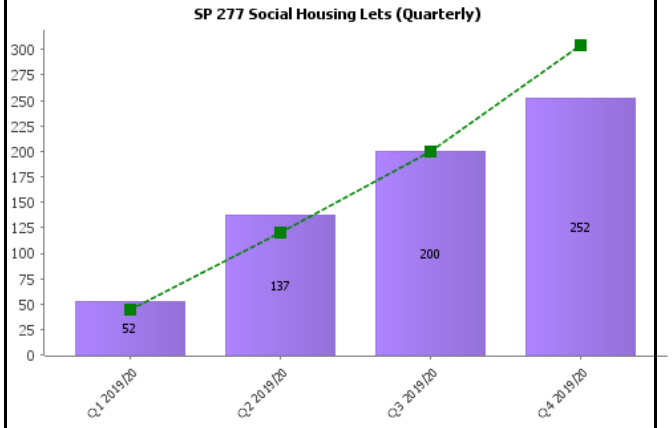
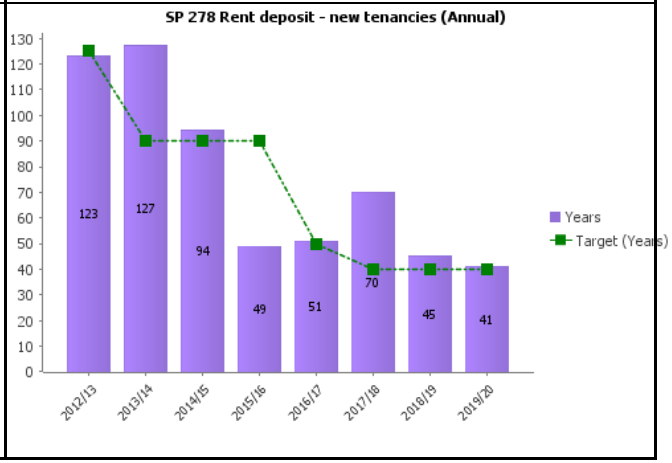
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	73%	72%			
Libraries	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	65,791	56,500			

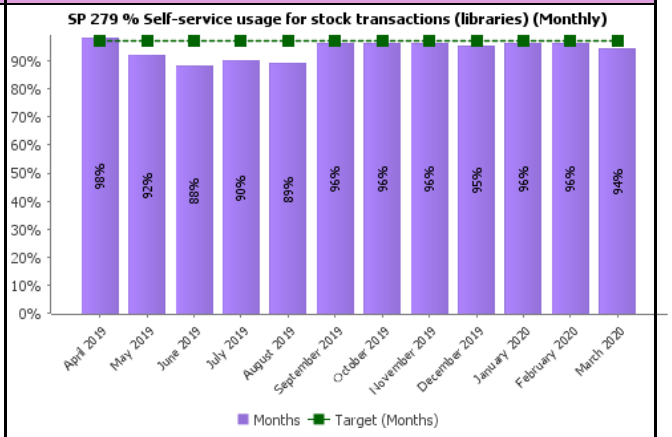
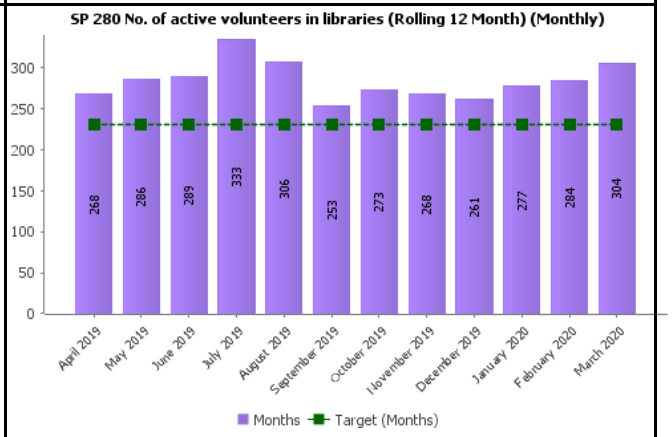
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Libraries	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	255,417	235,000			
Housing Needs & Enabling	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	178.4	230			

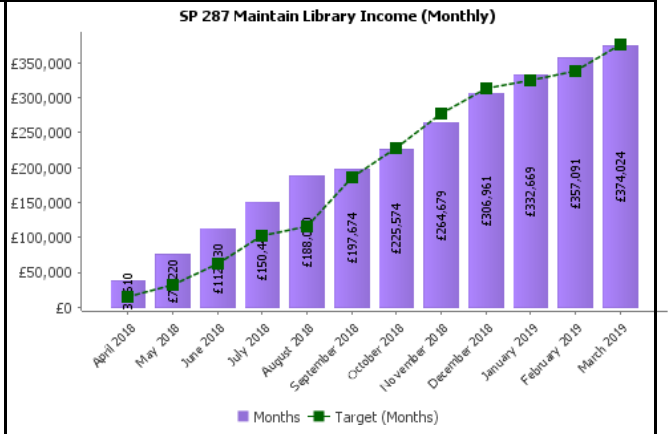
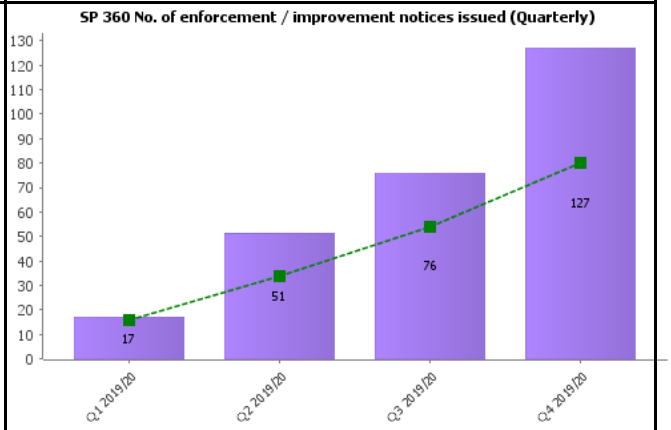
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Housing Needs & Enabling	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	480	450			
Adult Social Care	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear)	Low	1,043	1,305			

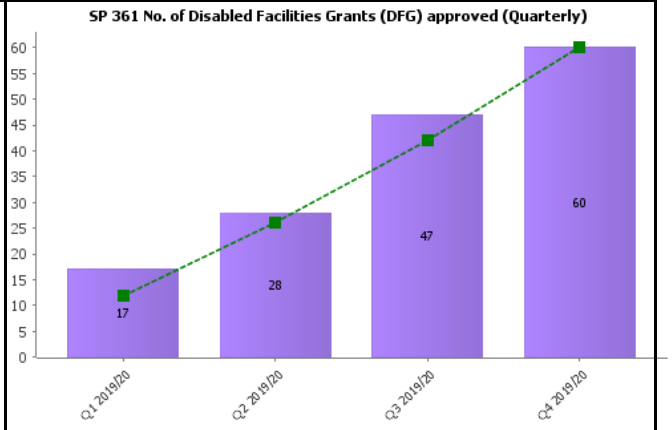
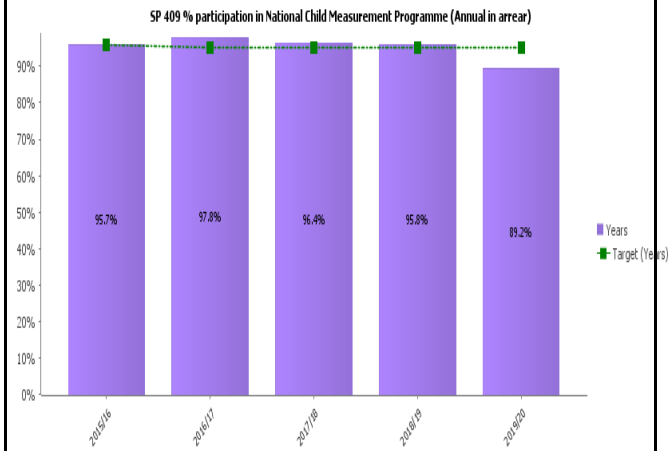
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Merton Adult Education	SP 462 % of learners from deprived wards (Annual)	High	27.97%	32%			
Housing Needs & Enabling	SP 037 Highest No. of families in Bed and Breakfast accommodation during the year (Monthly)	Low	2.8	10			

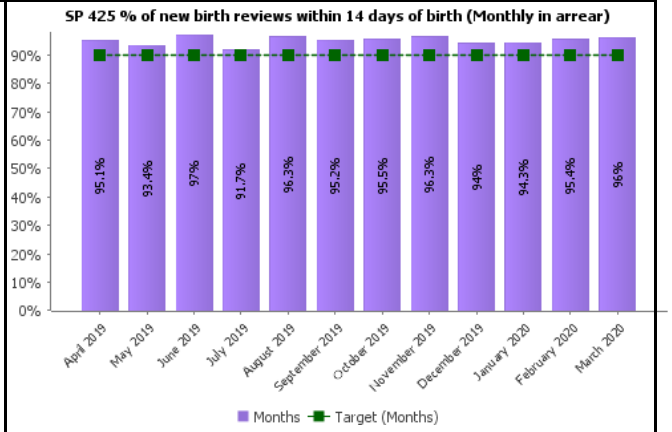
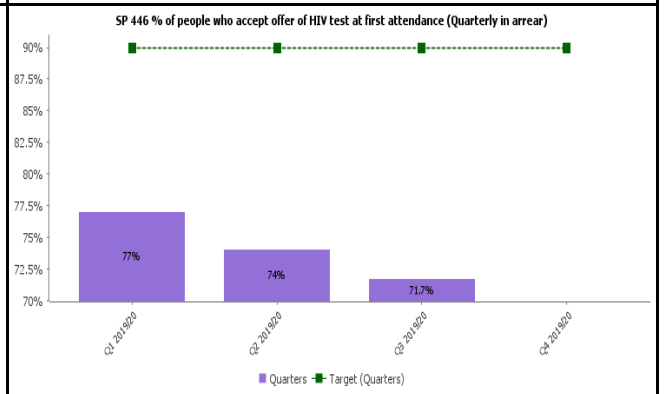
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Housing Needs & Enabling	SP 038 Highest No. of adults in Bed and Breakfast accommodation (Monthly)	Low	7.1	10			
Adult Social Care	SP 050 % Older people still living at home following reablement (Annual)	High	85.7%	78.8%			

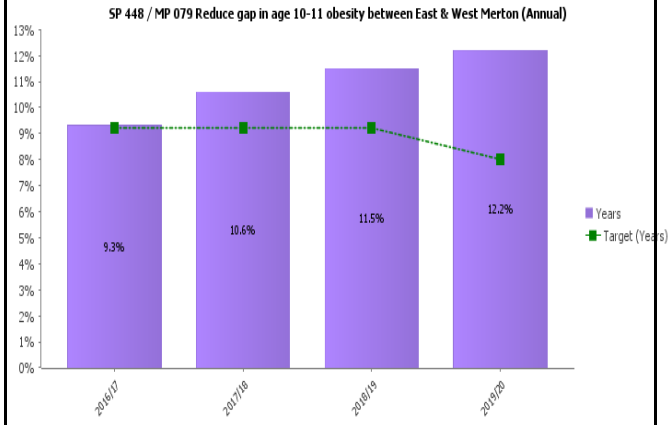
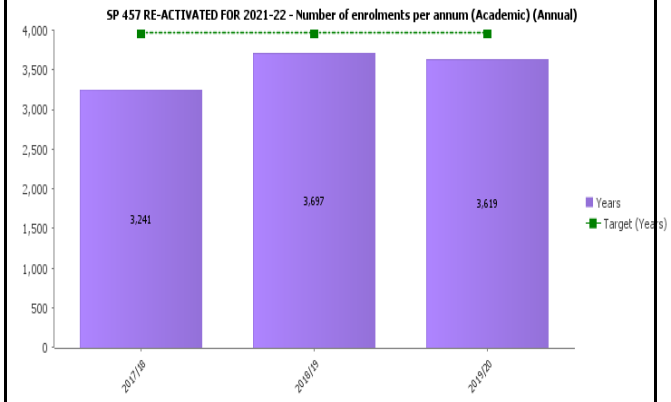
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Housing Needs & Enabling	SP 277 Social Housing Lets (Quarterly)	High	252	305			
Housing Needs & Enabling	SP 278 Rent deposit - new tenancies (Annual)	High	41	40			

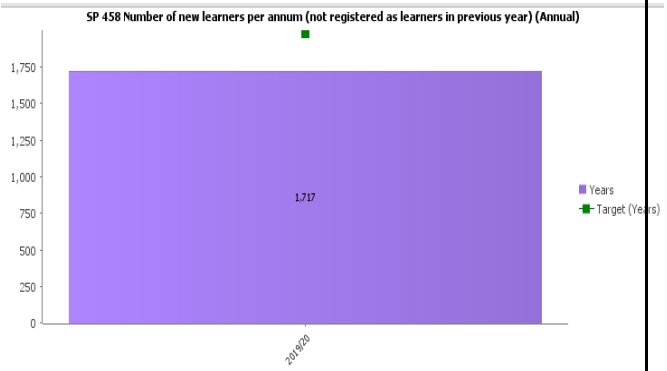
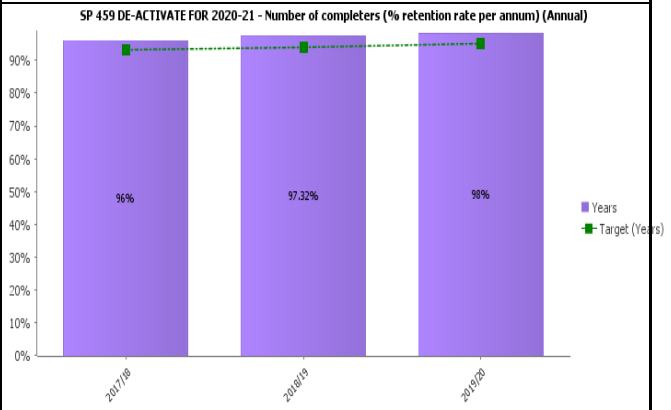
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Libraries	SP 279 % Self-service usage for stock transactions (libraries) (Monthly)	High	94%	97%			
Libraries	SP 280 No. of active volunteers in libraries (Rolling 12 Month) (Monthly)	High	304	230			

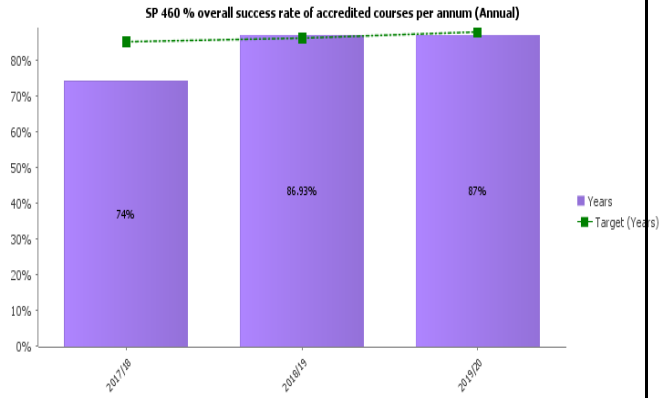
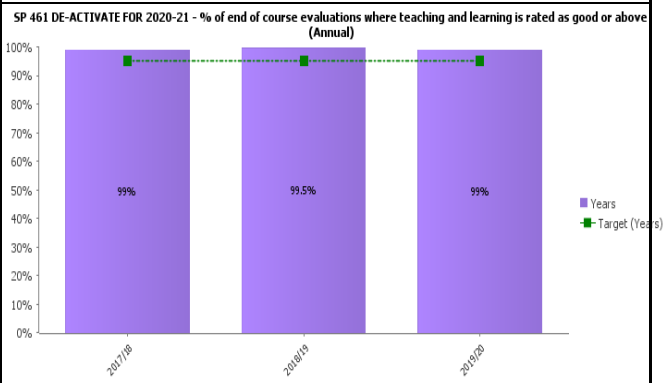
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Libraries	SP 287 Maintain Library Income (Monthly)	High	£420,951	£414,000			
Housing Needs & Enabling	SP 360 No. of enforcement / improvement notices issued (Quarterly)	High	127	80			

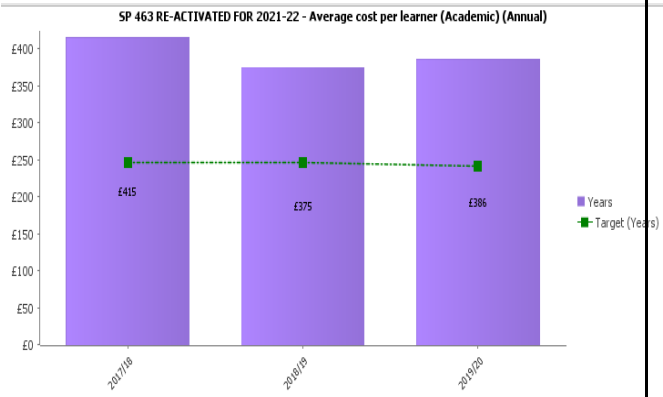
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Housing Needs & Enabling	SP 361 No. of Disabled Facilities Grants (DFG) approved (Quarterly)	High	60	60			
Public Health	SP 409 % participation in National Child Measurement Programme (Annual in arrear)	High	89.2%	95%			

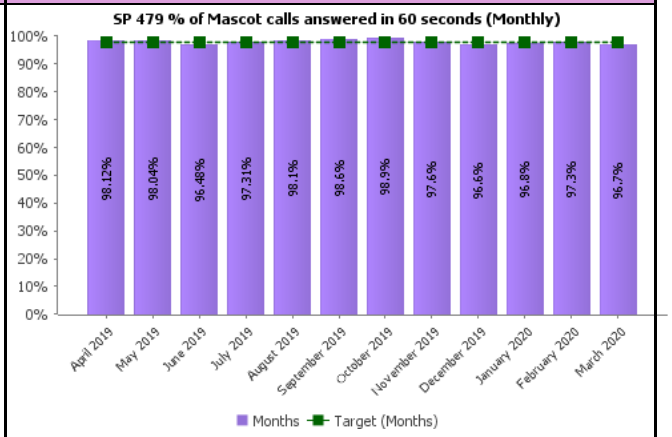
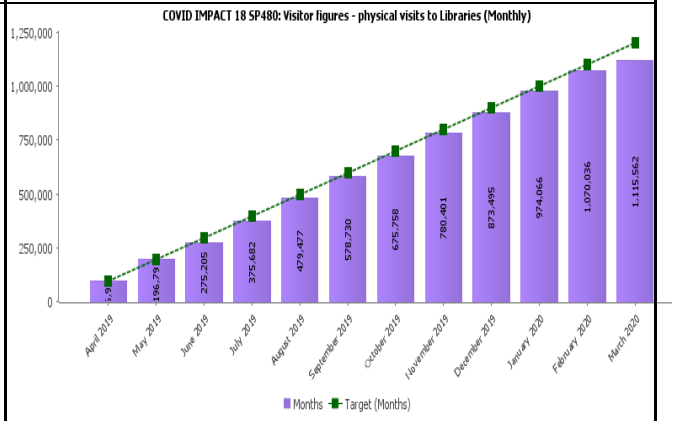
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 425 % of new birth reviews within 14 days of birth (Monthly in arrear)	High	95.02%	90%			
Public Health	SP 446 % of people who accept offer of HIV test at first attendance (Quarterly in arrear) *Final 2019/20 is Q1-Q3 average as no data is being reported on in Q4.*	High	74.2%	90%			

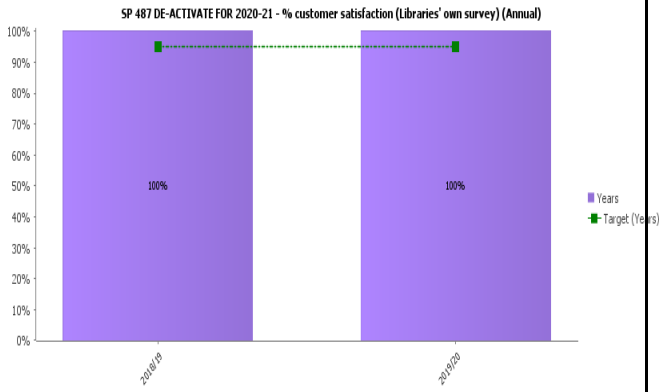
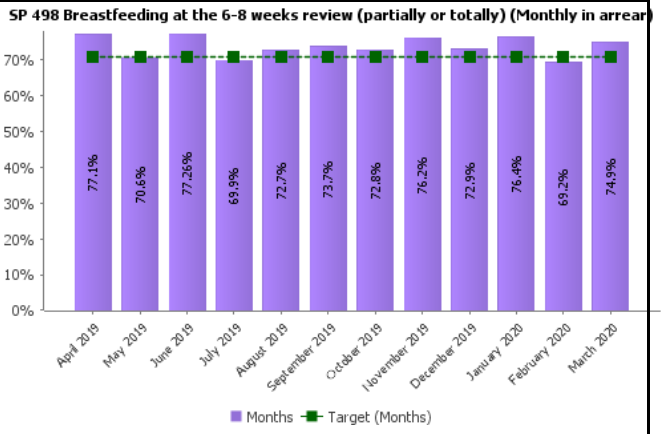
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 448 / MP 079 Reduce gap in age 10-11 obesity between East & West Merton (Annual)	Low	12.2%	8%			
Merton Adult Education	SP 457 Number of enrolments per annum (Academic) (Annual)	High	3,619	3,964			

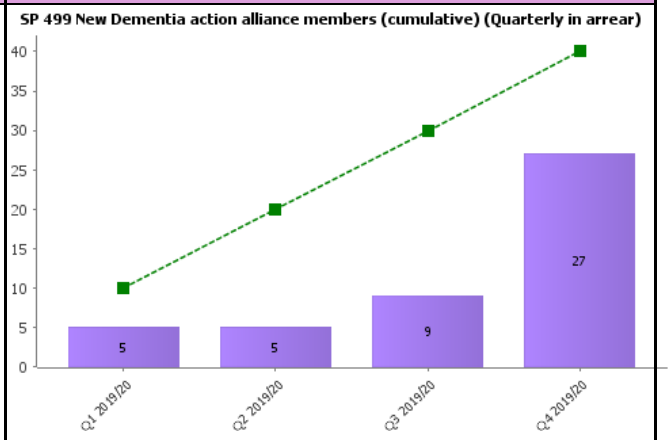
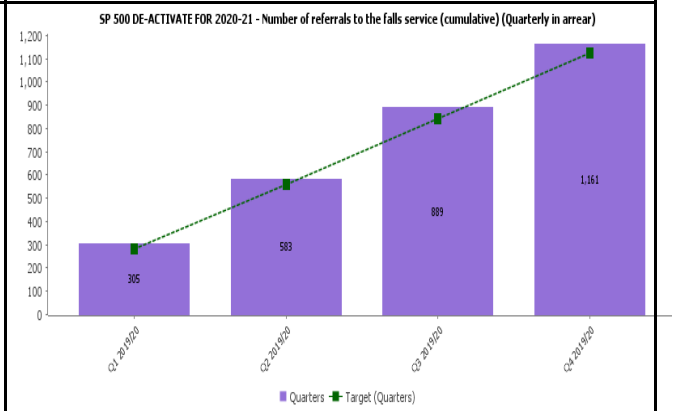
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Merton Adult Education	SP 458 Number of new learners per annum (not registered as learners in previous year) (Annual)	High	1,717	1,985			
Merton Adult Education	SP 459 Number of completers (% retention rate per annum) (Annual)	High	98%	95%			

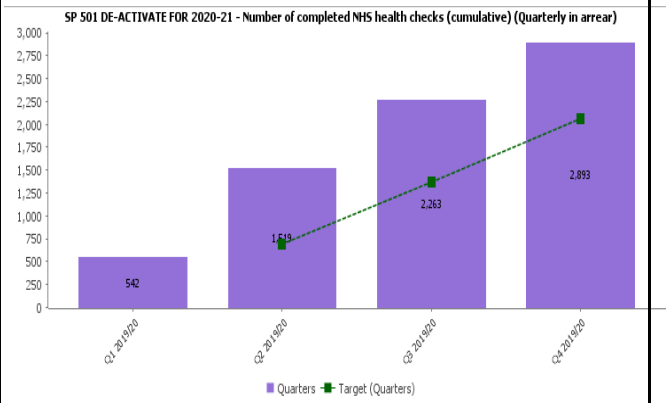
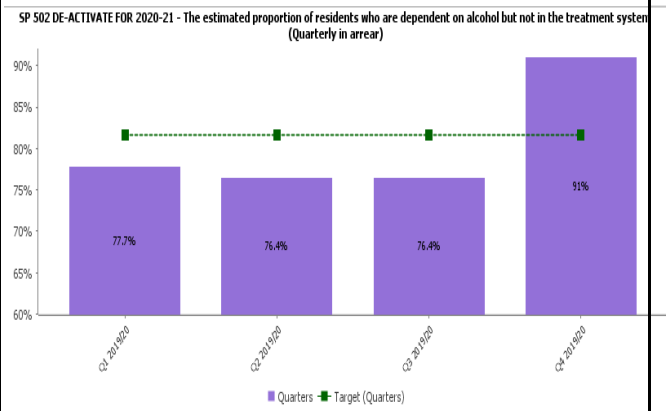
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Merton Adult Education	SP 460 % overall success rate of accredited courses per annum (Annual)	High	87%	88%			
Merton Adult Education	SP 461 % of end of course evaluations where teaching and learning is rated as good or above (Annual)	High	99%	95%			

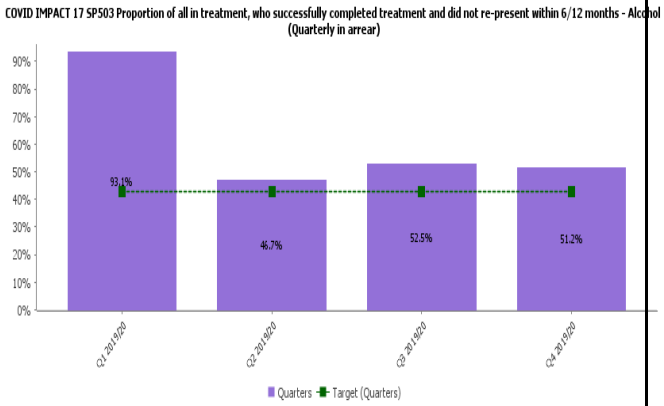
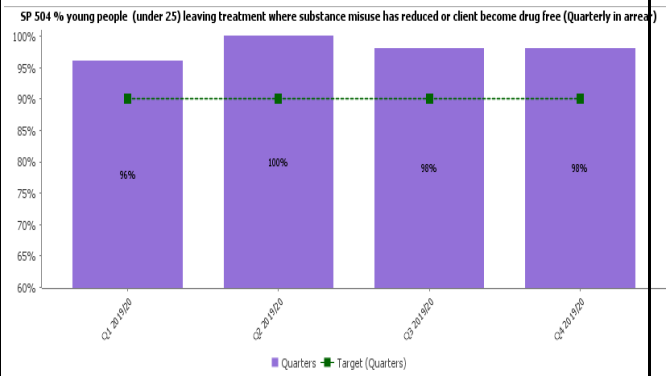
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Merton Adult Education	SP 463 Average cost per learner (Academic) (Annual)	Low	£386	£247			
Adult Social Care	SP 471 Social care-related quality of life (Annual) *NMTP –awaiting validated figs from NHS Digital*	High	NMTP	18.5			
Adult Social Care 2020	SP 472 Proportion of people who use services who feel safe (Annual) *NMTP –awaiting validated figs from NHS Digital*	High	NMTP	68%			

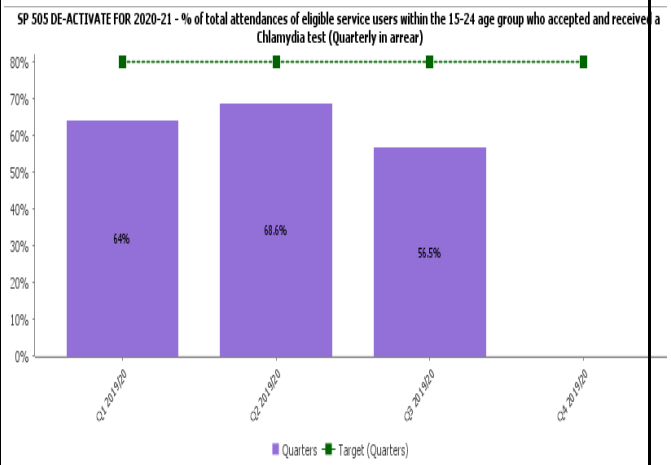
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	SP 479 % of Mascot calls answered in 60 seconds (Monthly)	High	97.55%	97.5%			
Libraries	SP 480 Visitor figures - physical visits to Libraries (Monthly)	High	1,115,562	1,200,000			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Libraries	SP 487 % customer satisfaction (Libraries' own survey) (Annual)	High	100%	95%			
Public Health	SP 498 Breastfeeding at the 6-8 weeks review (partially or totally) (Monthly in arrear)	High	73.64%	71%			

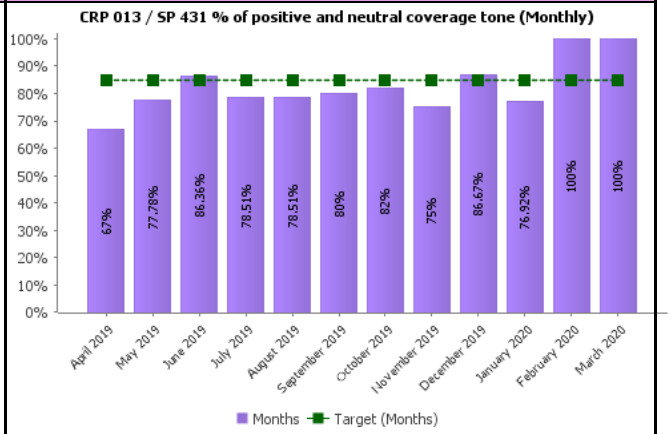
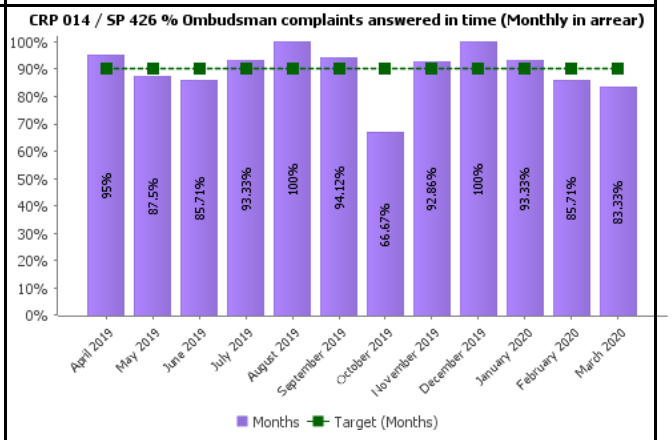
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 499 New Dementia action alliance members (cumulative) (Quarterly in arrear)	High	27	40		N/A	
Public Health	SP 500 Number of referrals to the falls service (cumulative) (Quarterly in arrear)	High	1,161	843		N/A	

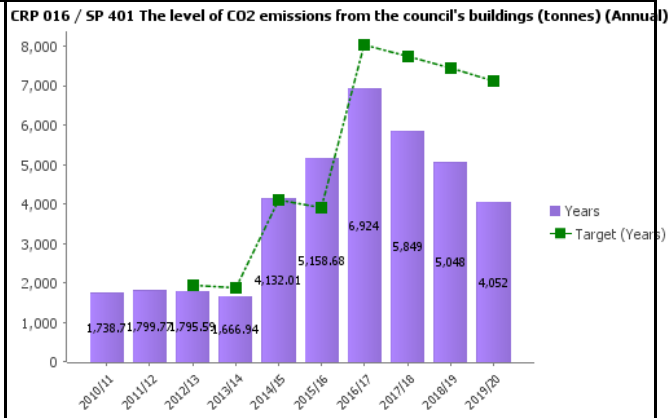
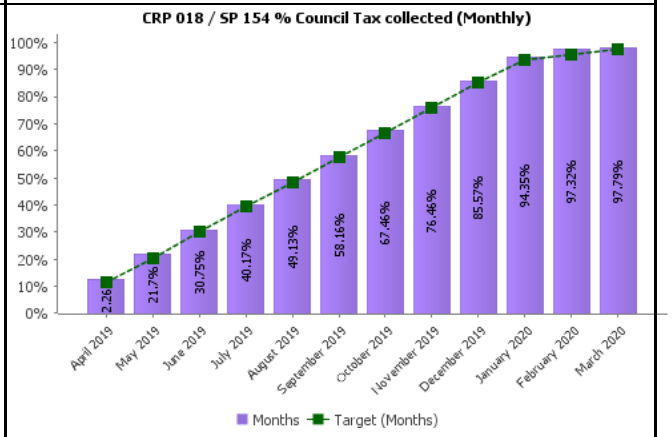
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 501 Number of completed NHS health checks (cumulative) (Quarterly in arrear)	High	2,893	2,750			
Public Health	SP 502 The estimated proportion of residents who are dependent on alcohol but not in the treatment system (Quarterly in arrear)	Low	91.2%	81.7%			

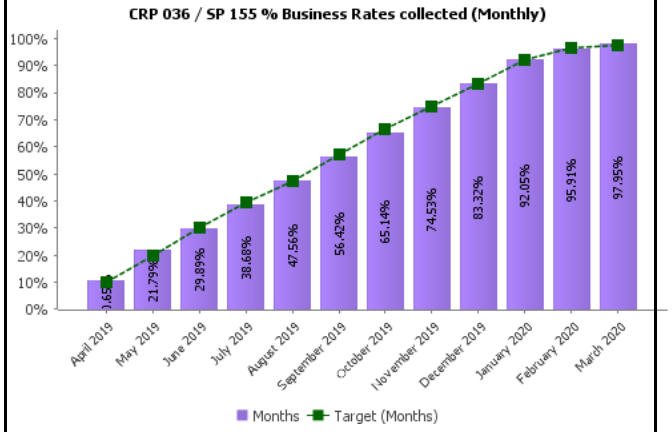
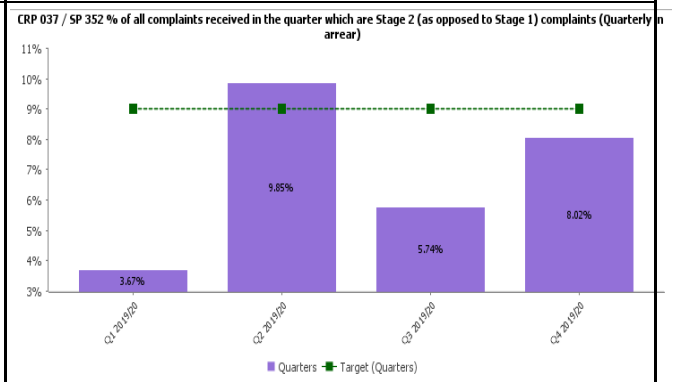
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 503 Proportion of all in treatment, who successfully completed treatment and did not re-present within 6/12 months - Alcohol (Quarterly in arrear)	High	51.2%	43%			
Public Health	SP 504 % young people (under 25) leaving treatment where substance misuse has reduced or client become drug free (Quarterly in arrear)	High	98%	90%			

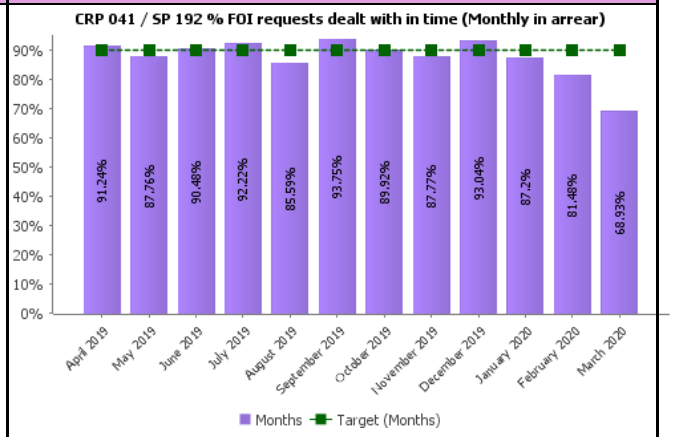
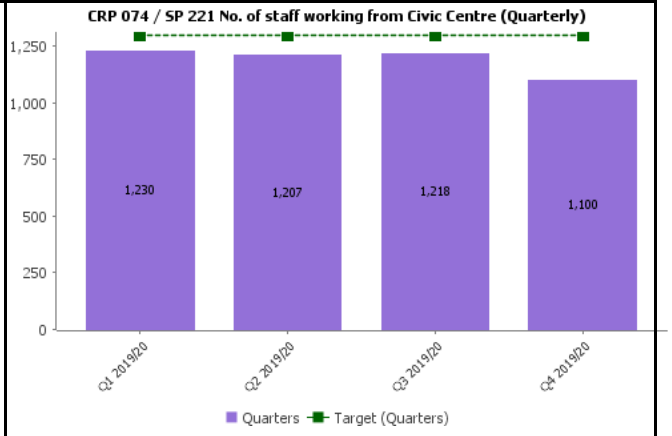
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Public Health	SP 505 % of total attendances of eligible service users within the 15-24 age group who accepted and received a Chlamydia test (Quarterly in arrear) *Final 2019/20 is Q1-Q3 average as no data is being reported on in Q4.*	High	63.03%	80%			

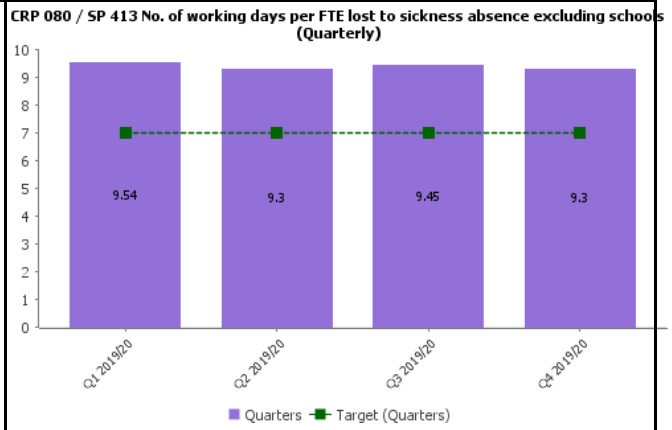
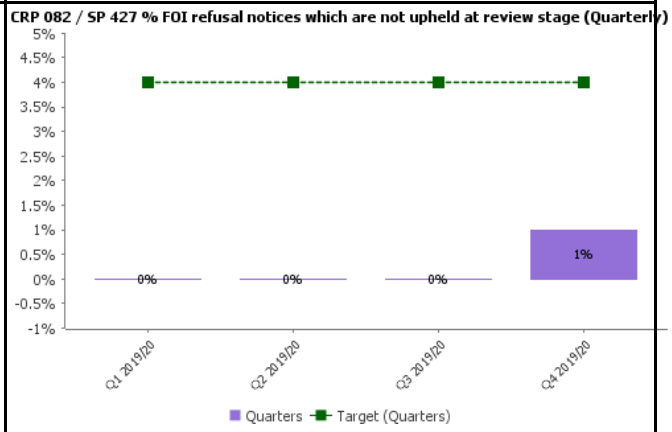
Corporate Services

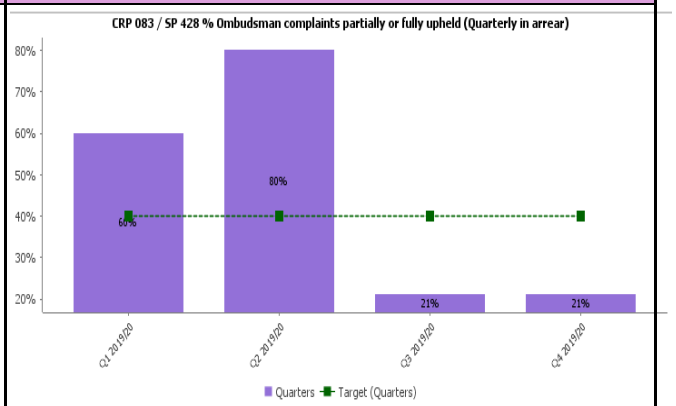
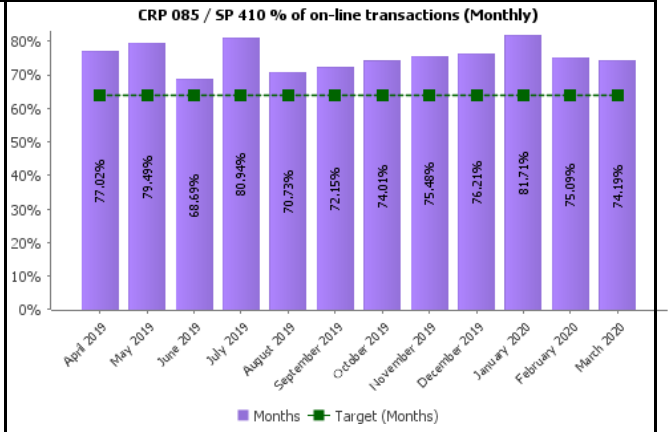
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Customers, Policy & Improvement	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	82.4%	85%			
Corporate Governance	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrear)	High	90.59%	90%			

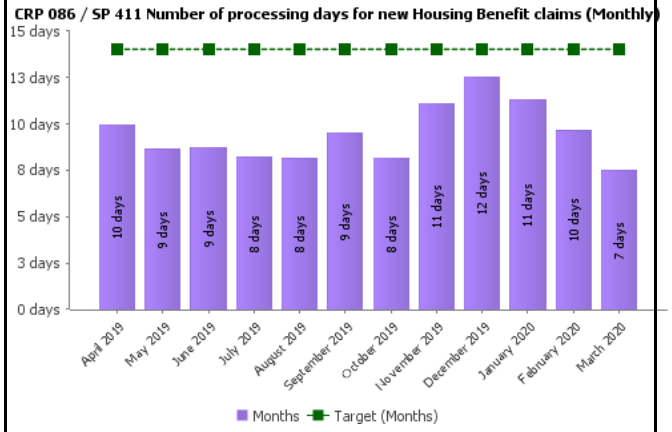
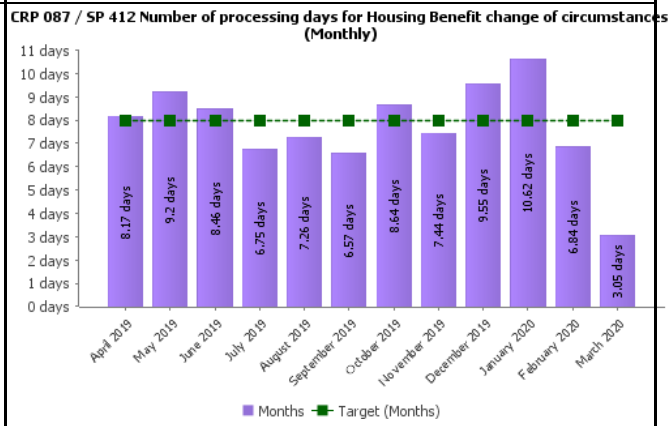
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	4,052	7,128.8			
Resources	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.79%	97.25%			

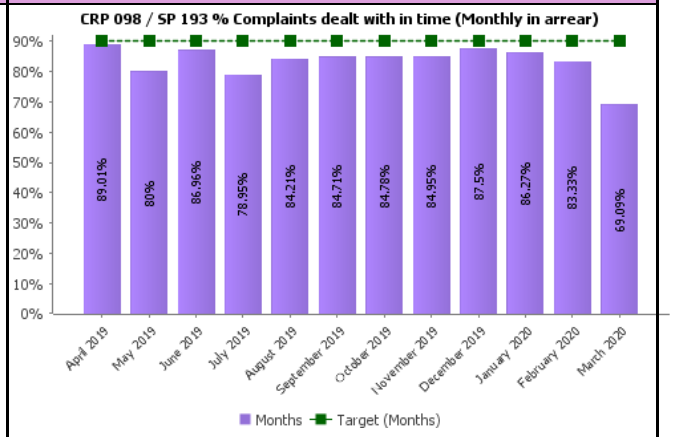
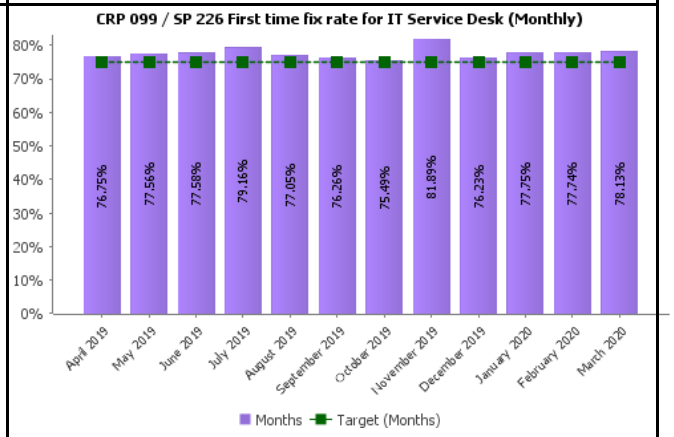
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	97.95%	97.5%			
Corporate Governance	CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrear)	Low	7.01%	9%			

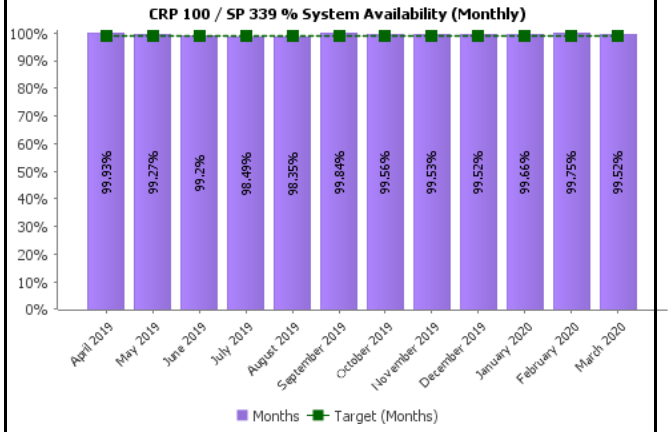
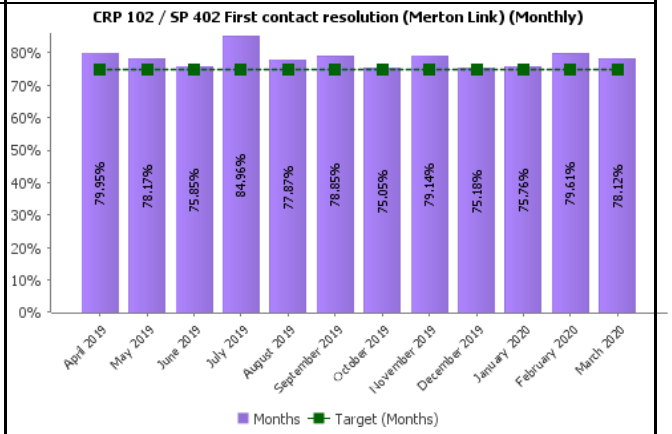
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Governance	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	87.81%	90%			
Infrastructure & Technology	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,100	1,300			

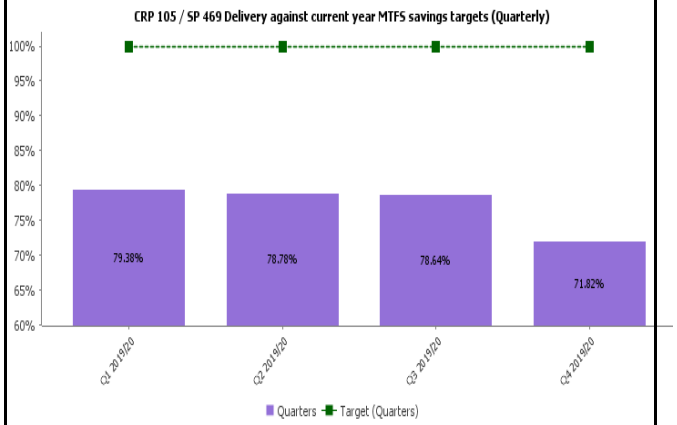
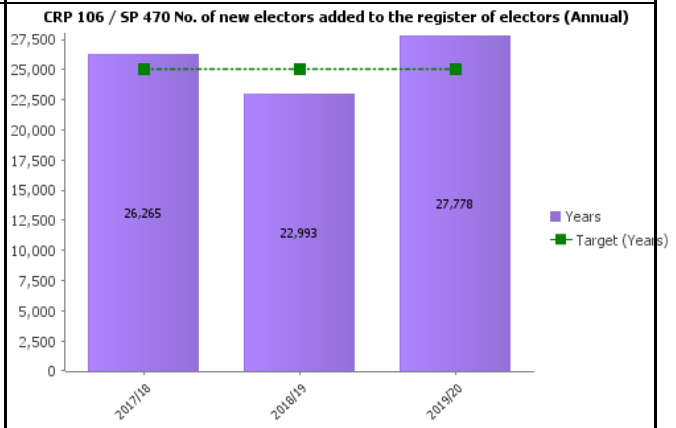
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Human Resources	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly)	Low	9.39	7			
Corporate Governance	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0.25%	4%			

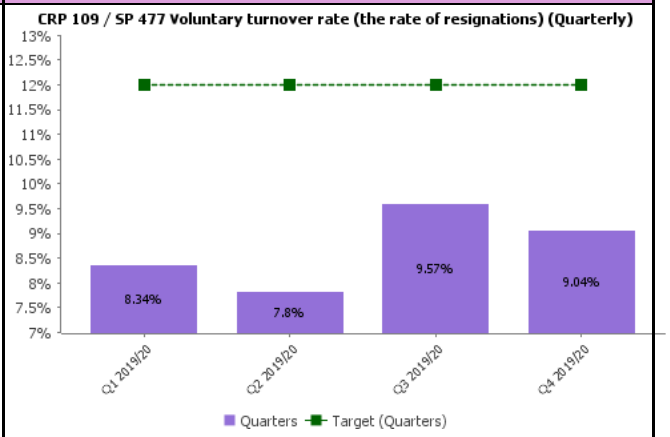
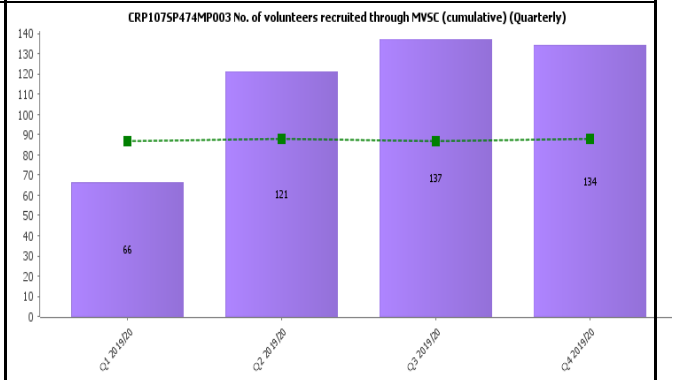
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Governance	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)	Low	45.5%	40%			
Customers, Policy & Improvement	CRP 085 / SP 410 % of on-line transactions (Monthly)	High	75.67%	64%			

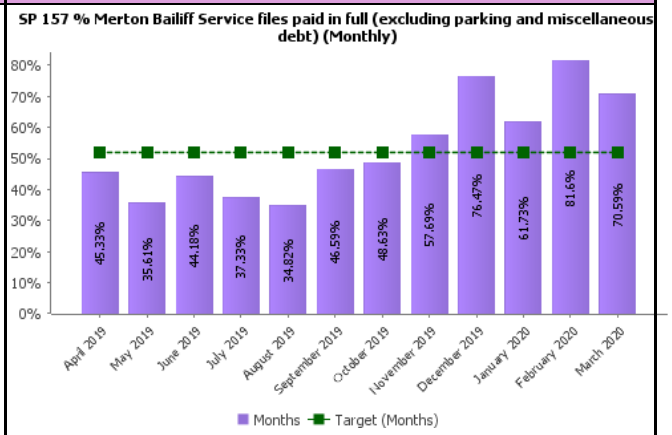
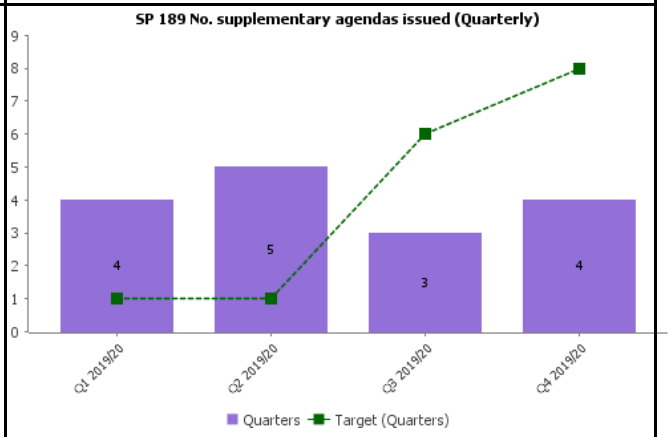
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	7 days	14 days			
Resources	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	7.2 days	8 days			

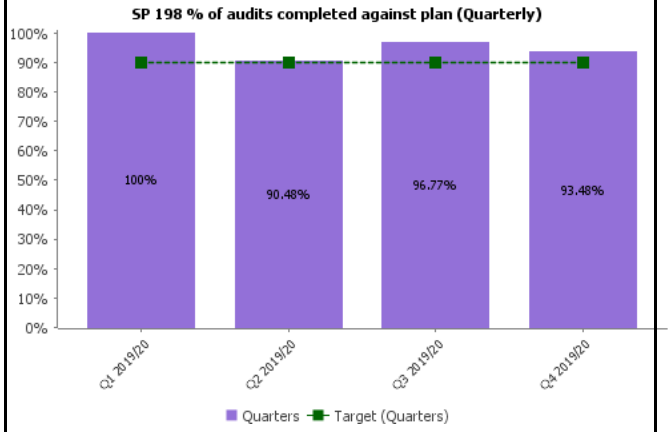
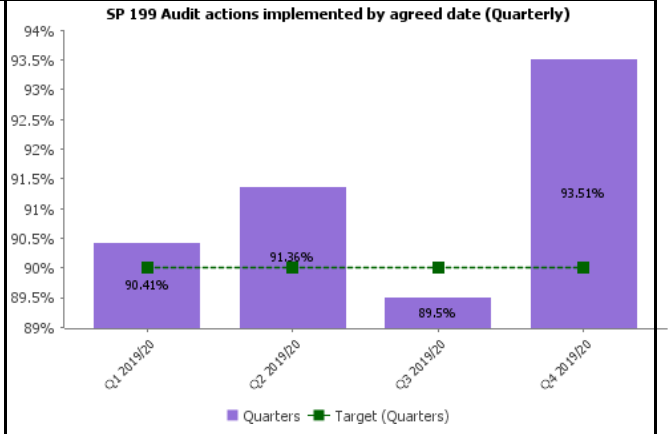
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Governance	SP 193 % Complaints dealt with in time (Monthly in arrear)	High	83.54%	90%			
Infrastructure & Technology	SP 226 First time fix rate for IT Service Desk (Monthly)	High	77.69%	75%			

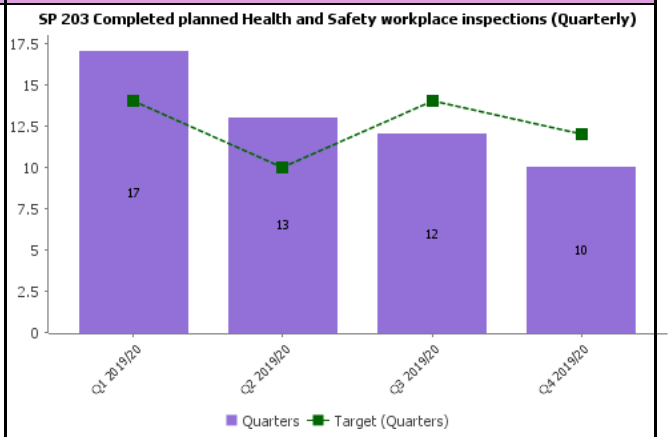
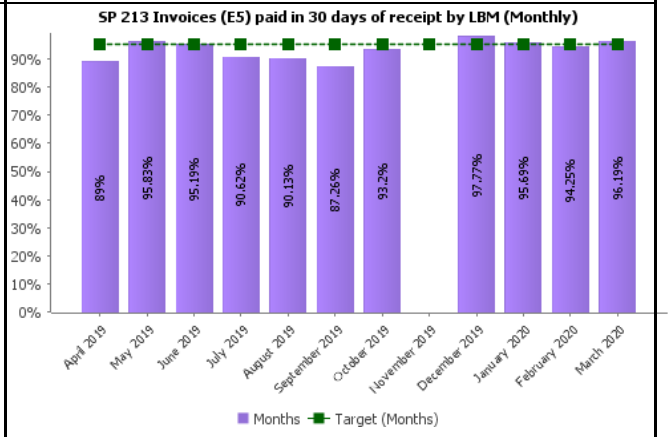
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	SP 339 % System Availability (Monthly)	High	99.39%	99%			
Customers, Policy & Improvement	SP 402 First contact resolution (Merton Link) (Monthly)	High	78.27%	75%			

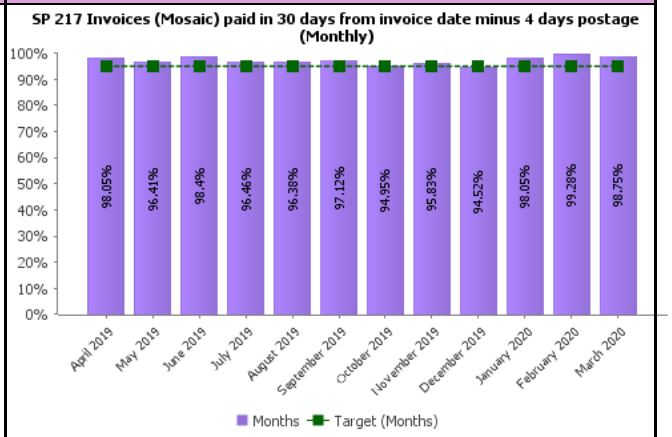
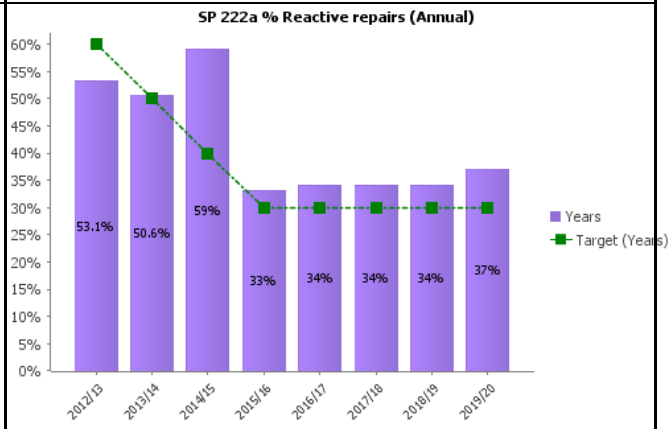
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	SP 469 Delivery against current year MTFS savings targets (Quarterly)	High	71.82%	100%			
Corporate Governance	SP 470 No. of new electors added to the register of electors (Annual)	High	27,778	25,000			

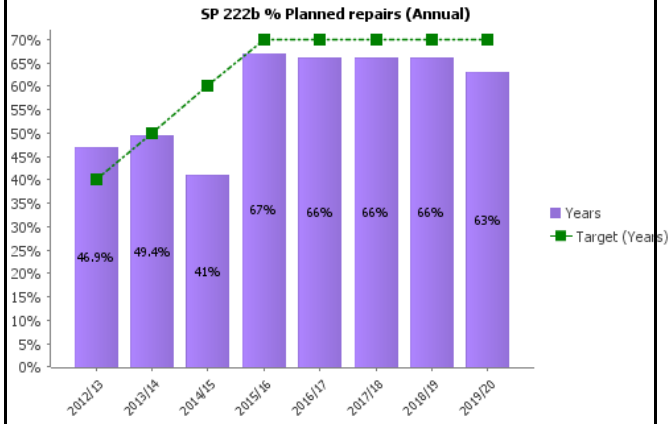
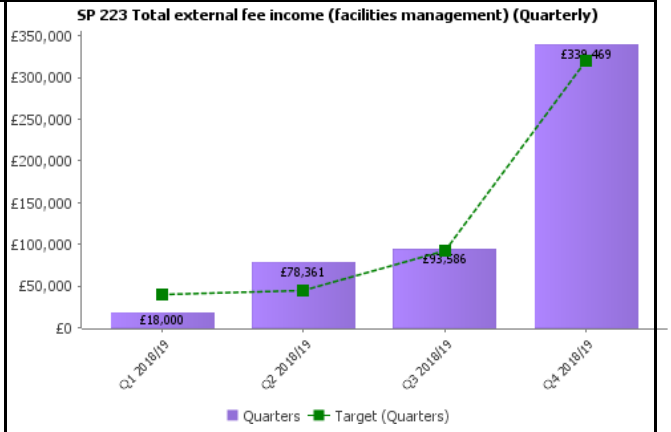
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Human Resources	SP 477 Voluntary turnover rate (the rate of resignations) (Quarterly)	Low	9.04%	12%			
Customers, Policy & Improvement	SP474MP003 No. of volunteers recruited through MVSC (cumulative) (Quarterly)	High	458	262			

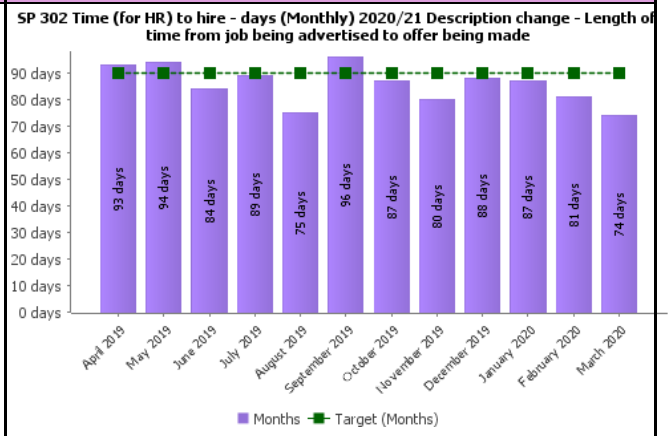
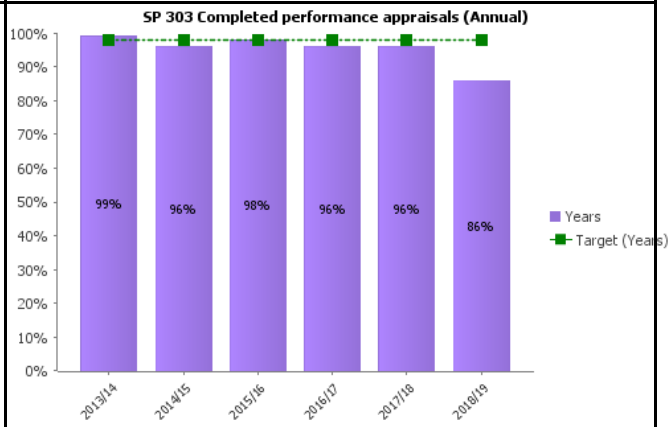
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	SP 157 % Merton Bailiff Service files paid in full (excluding parking and miscellaneous debt) (Monthly)	High	47.62%	52%			
Corporate Governance	SP 189 No. supplementary agendas issued (Quarterly)	Low	16	16			

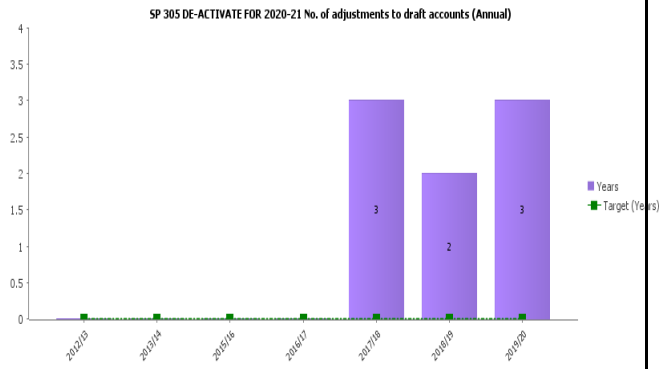
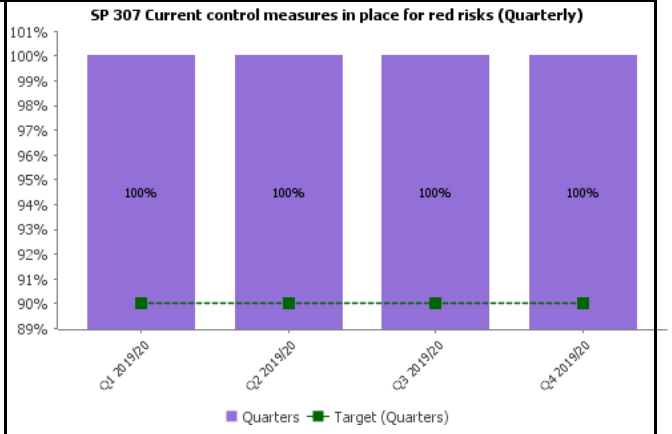
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Governance	SP 198 % of audits completed against plan (Quarterly)	High	93.48%	90%			
Corporate Governance	SP 199 Audit actions implemented by agreed date (Quarterly)	High	93.51%	90%			

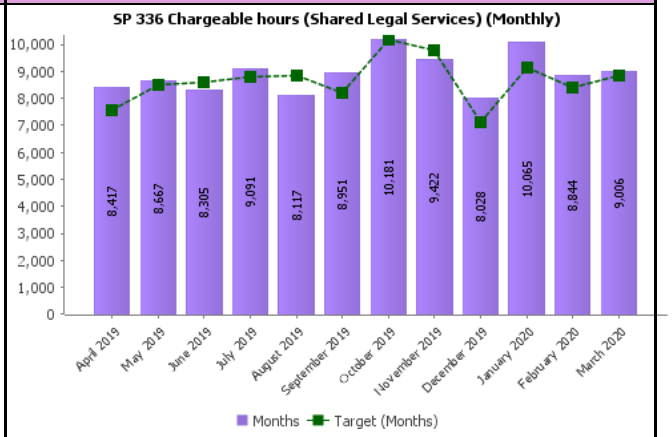
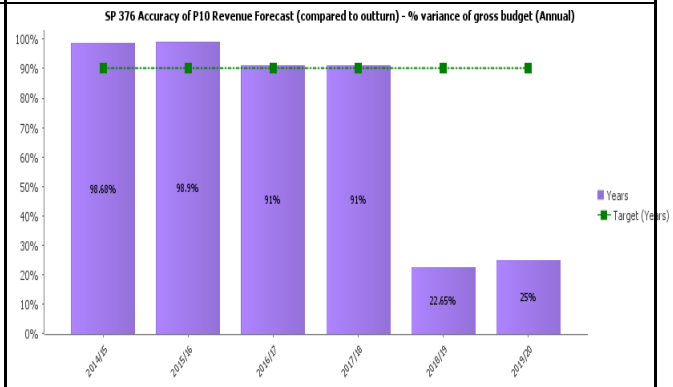
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	SP 203 Completed planned Health and Safety workplace inspections (Quarterly)	High	52	50			
Infrastructure & Technology	SP 213 Invoices (E5) paid in 30 days of receipt by LBM (Monthly)	High	93.36%	95%			

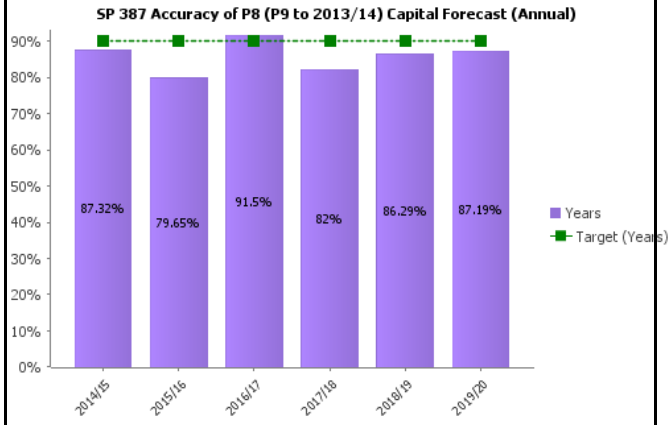
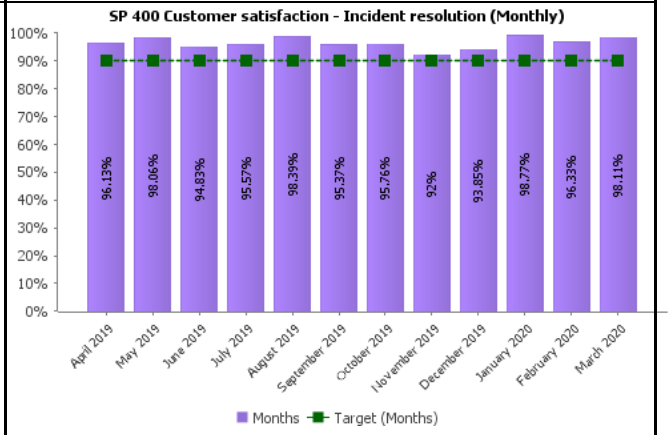
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	SP 217 Invoices (Mosaic) paid in 30 days from invoice date minus 4 days postage (Monthly)	High	97.04%	95%			
Infrastructure & Technology	SP 222a % Reactive repairs (Annual)	Low	37%	30%			

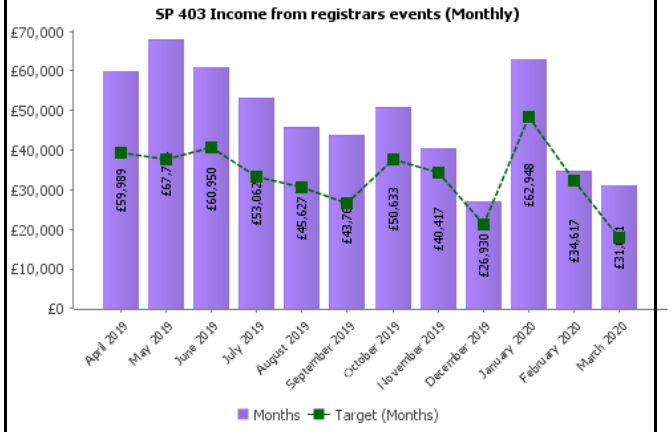
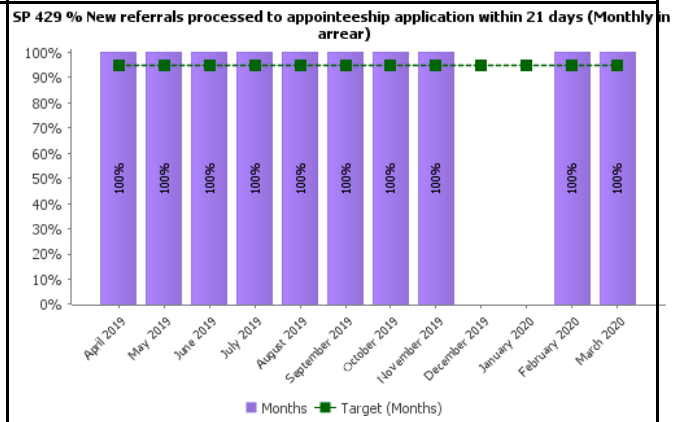
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	SP 222b % Planned repairs (Annual)	High	63%	70%			
Infrastructure & Technology	SP 223 Total external fee income (facilities management) (Quarterly)	High	£442,079	£497,000			

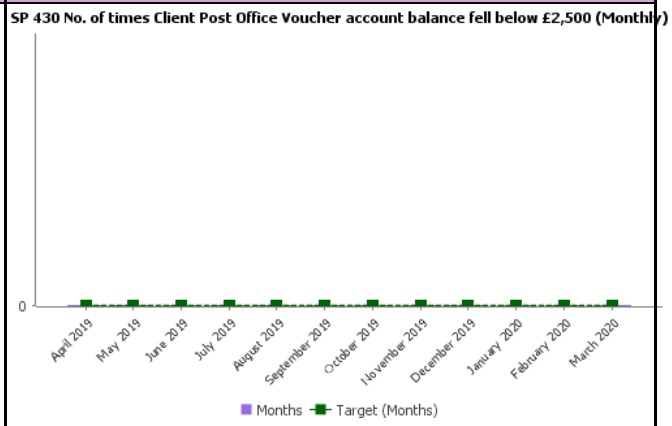
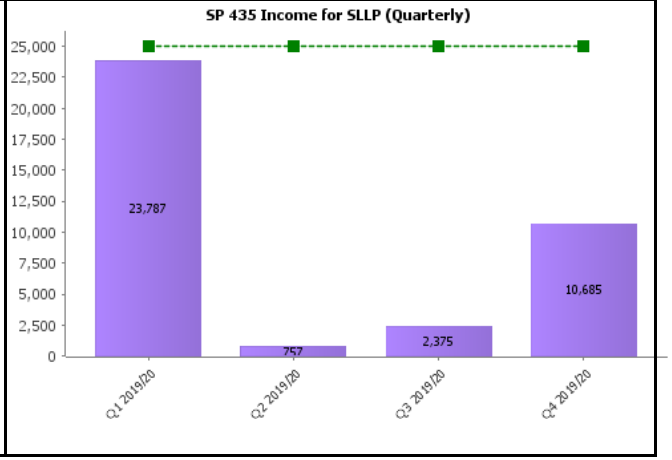
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Human Resources	SP 302 Time (for HR) to hire - days (Monthly)	Low	85.7 days	90 days			
Human Resources	SP 303 Completed performance appraisals (Annual) *NMTP DUE TO COVID19* *– it was agreed to defer appraisals until following year*	High	NMTP	98%	NMTP DUE TO COVID19	NMTP DUE TO COVID19	

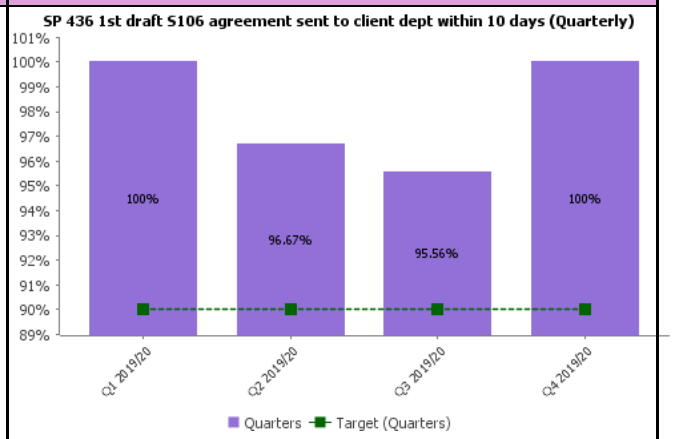
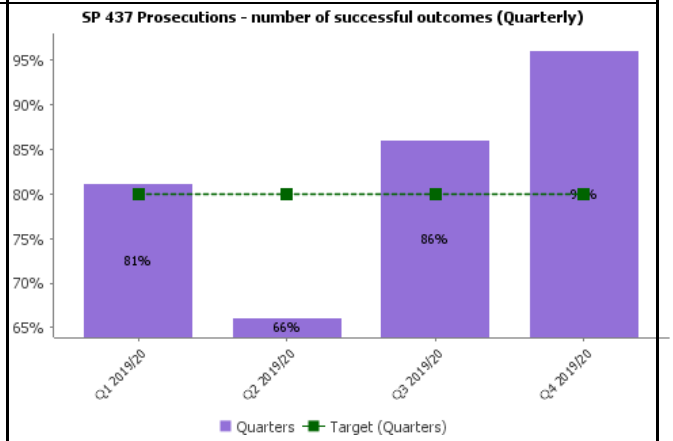
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	SP 305 No. of adjustments to draft accounts (Annual)	Low	3	0			
Resources	SP 307 Current control measures in place for red risks (Quarterly)	High	100%	90%			

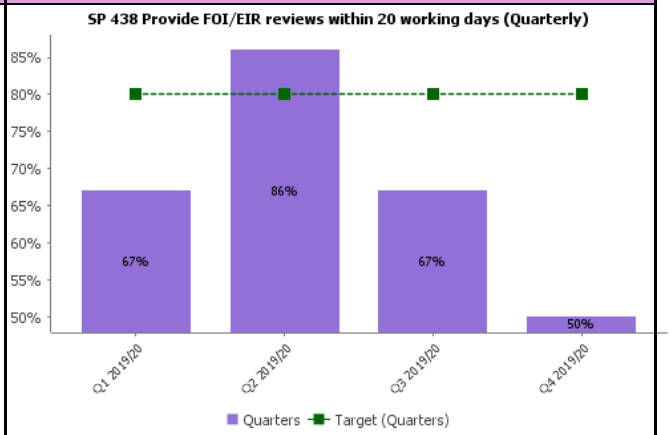
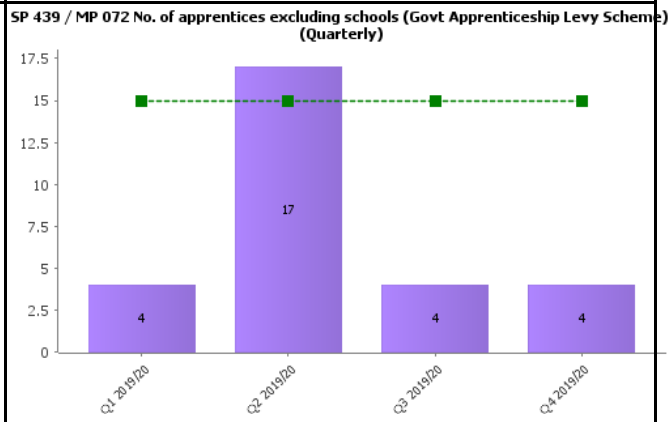
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Shared Legal Services	SP 336 Chargeable hours (Shared Legal Services) (Monthly)	High	107,094	103,939			
Resources	SP 376 Accuracy of P10 Revenue Forecast (compared to outturn) - % variance of gross budget (Annual)	High	25%	90%			

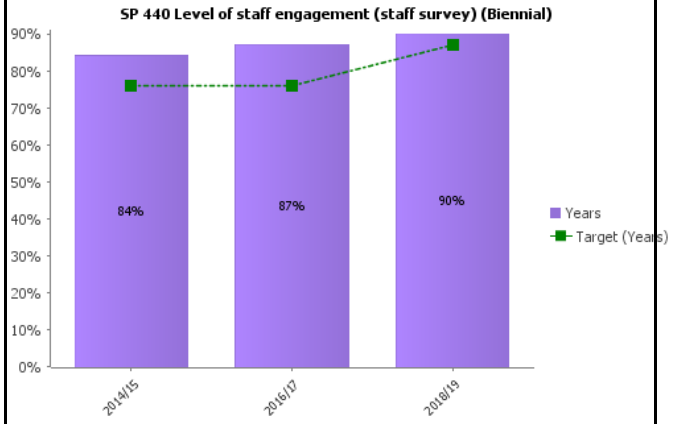
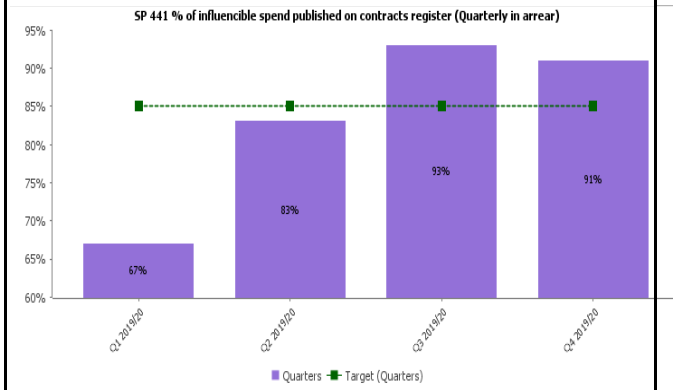
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	SP 387 Accuracy of P8 (P9 to 2013/14) Capital Forecast (Annual)	High	87.19%	90%			
Infrastructure & Technology	SP 400 Customer satisfaction - Incident resolution (Monthly)	High	96.01%	90%			

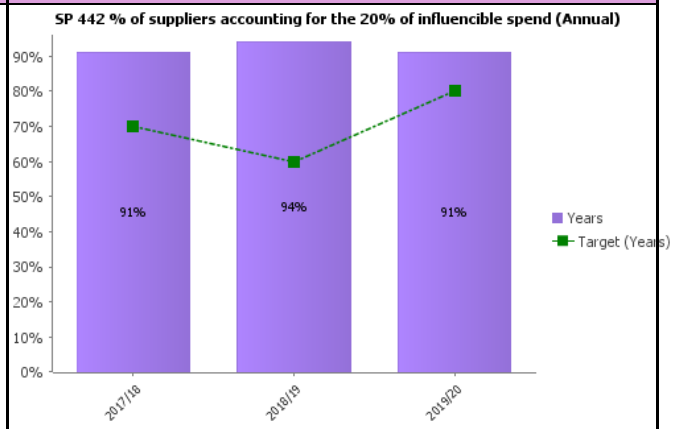
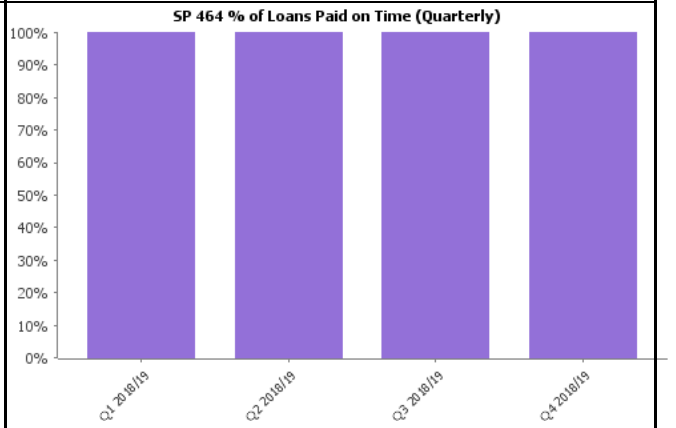
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Customers, Policy & Improvement	SP 403 Income from registrars events (Monthly)	High	£577,793	£400,000			
Infrastructure & Technology	SP 429 % New referrals processed to appointeeship application within 21 days (Monthly in arrear)	High	100%	95%			

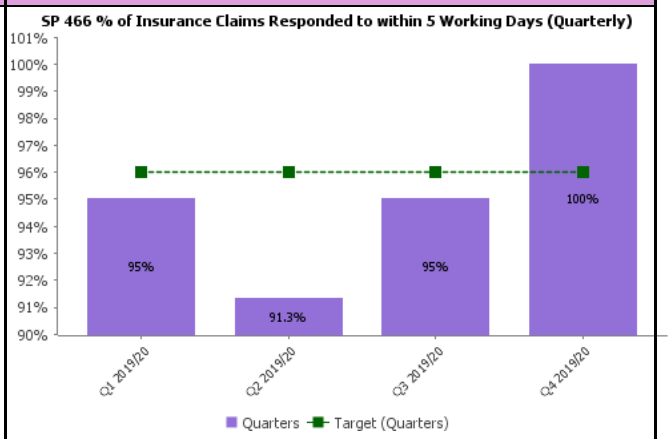
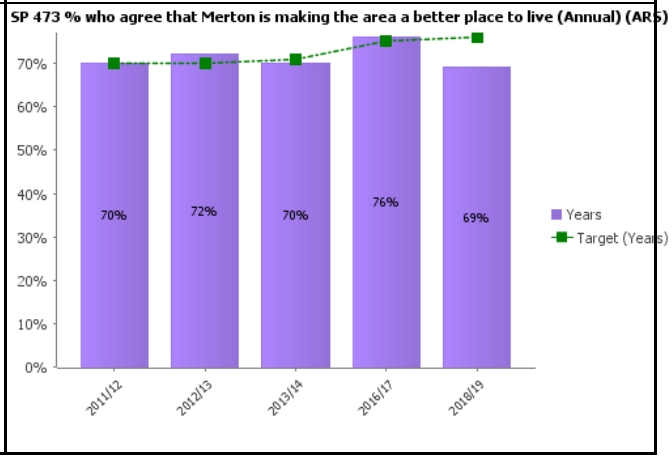
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	SP 430 No. of times Client Post Office Voucher account balance fell below £2,500 (Monthly)	Low	0	0			
Shared Legal Services	SP 435 Income for SLLP (Quarterly)	High	37,604	100,000			

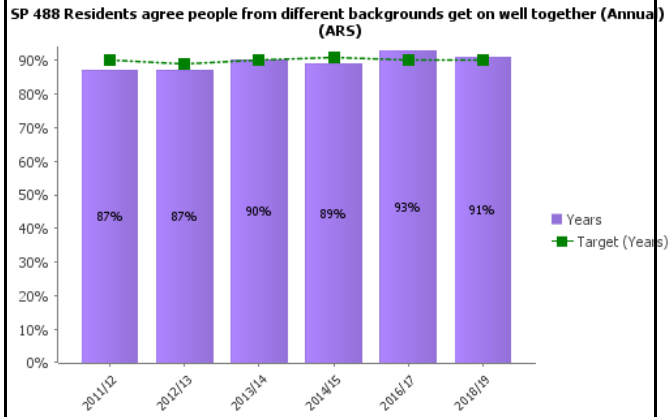
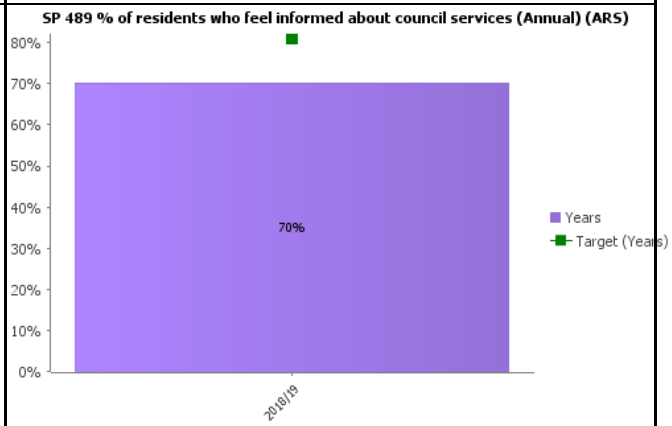
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Shared Legal Services	SP 436 1st draft S106 agreement sent to client dept within 10 days (Quarterly)	High	97.81%	90%			
Shared Legal Services	SP 437 Prosecutions - number of successful outcomes (Quarterly)	High	82.25%	80%			

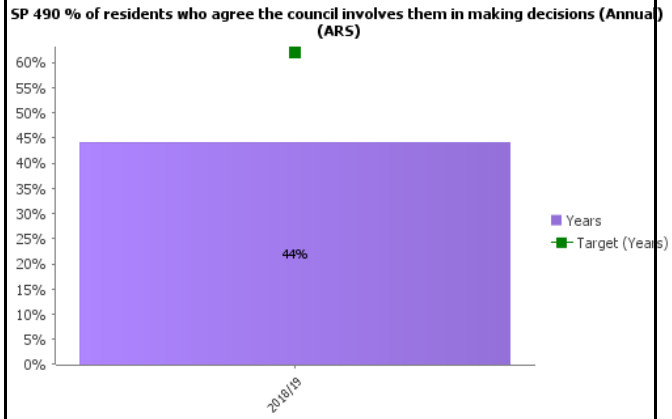
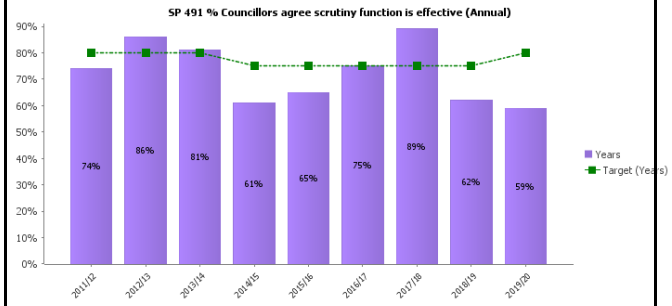
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Shared Legal Services	SP 438 Provide FOI/EIR reviews within 20 working days (Quarterly)	High	67.5%	80%			
Human Resources	SP 439 / MP 072 No. of apprentices excluding schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	29	60			

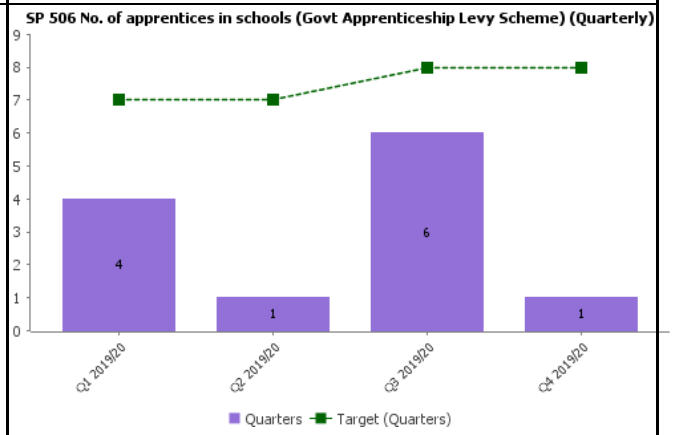
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Human Resources	SP 440 Level of staff engagement (staff survey) (Biennial) *NMTP – No survey undertaken in 2019/20*	High	NMTP	N/A	N/A	NMTP	
Infrastructure & Technology	SP 441 % of influencible spend published on contracts register (Quarterly in arrear)	High	91%	85%			

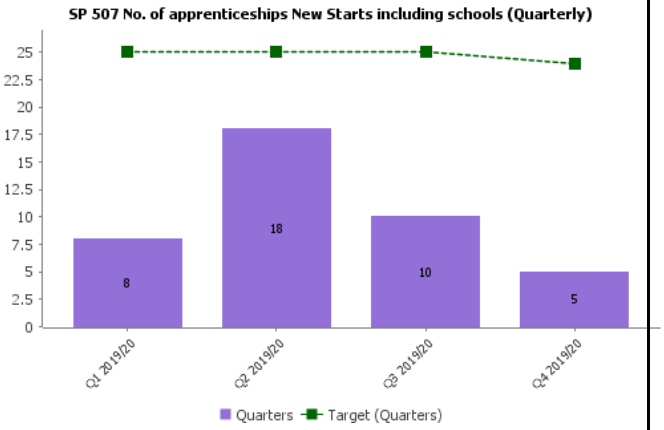
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Infrastructure & Technology	SP 442 % of suppliers accounting for the 20% of influencible spend (Annual)	High	91%	80%			
Resources	SP 464 % of Loans Paid on Time (Quarterly)	High	100%	100%			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Resources	SP 466 % of Insurance Claims Responded to within 5 Working Days (Quarterly)	High	95.33%	96%			
Customers, Policy & Improvement	SP 473 % who agree that Merton is making the area a better place to live (Annual) (ARS) *NMTP – no Residents Survey undertaken in 2019/20*	High	NMTP	N/A	NMTP	NMTP	

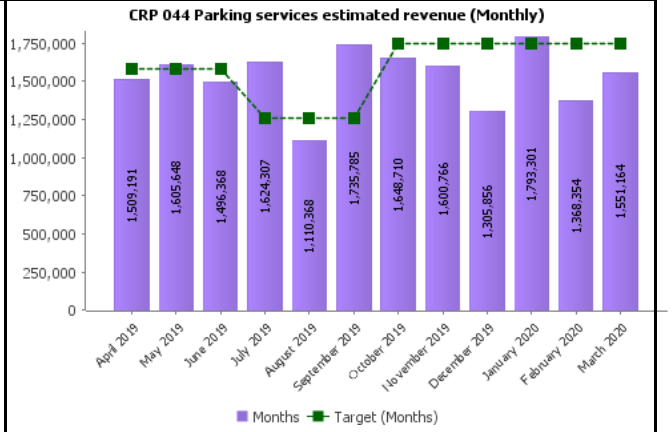
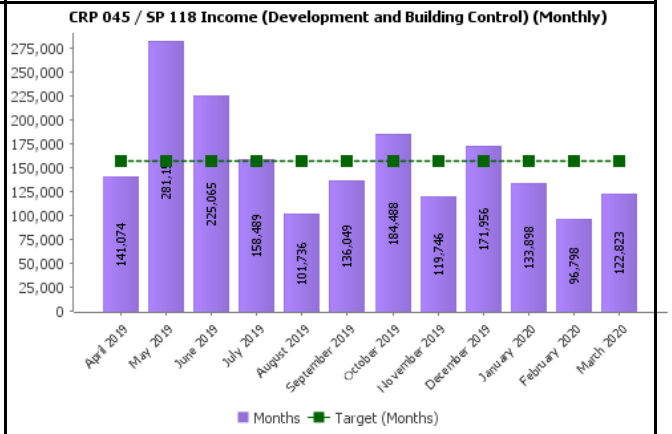
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Customers, Policy & Improvement	SP 488 Residents agree people from different backgrounds get on well together (Annual) (ARS) *NMTP – no Residents Survey undertaken in 2019/20*	High	NMTP	N/A	NMTP	N/A	
Customers, Policy & Improvement	SP 489 % of residents who feel informed about council services (Annual) (ARS) *NMTP – no Residents Survey undertaken in 2019/20*	High	NMTP	N/A	NMTP	N/A	

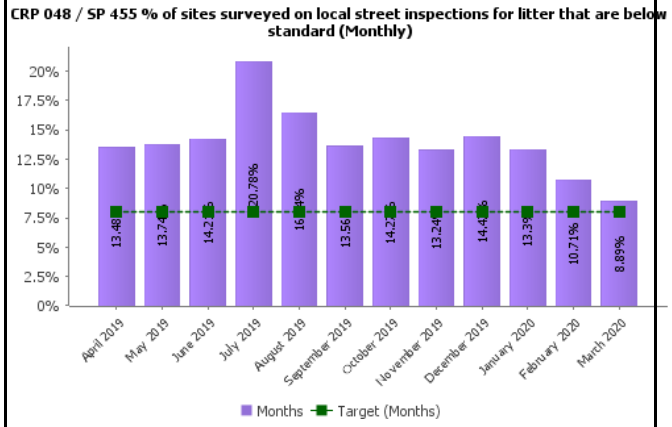
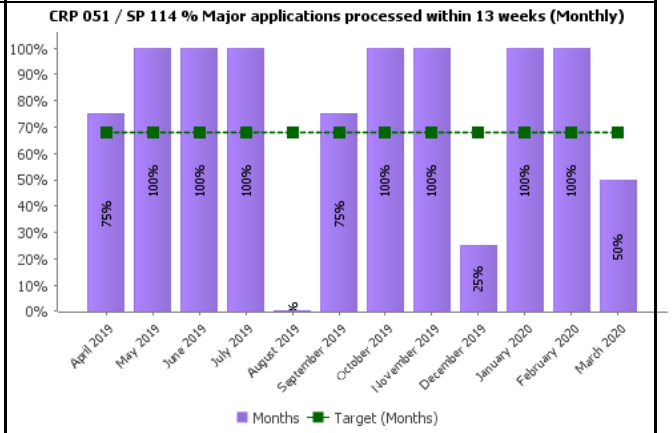
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Customers, Policy & Improvement	SP 490 % of residents who agree the council involves them in making decisions (Annual) (ARS) *NMTP – no Residents Survey undertaken in 2019/20*	High	NMTP	N/A	NMTP	N/A	
Corporate Governance	SP 491 % Councillors agree scrutiny function is effective (Annual)	High	59%	80%			

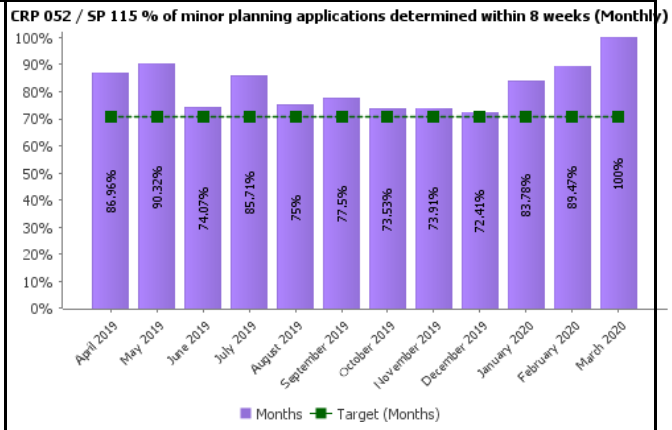
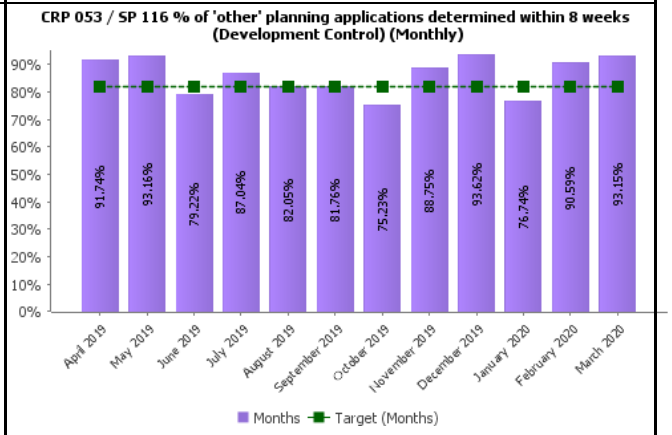
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Human Resources	SP 492 % of staff who would recommend Merton as a place to work (Biennial) *NMTP – no Staff Survey undertaken in 2019/20*	High	NMTP	N/A	NMTP	N/A	
Human Resources	SP 506 No. of apprentices in schools (Govt Apprenticeship Levy Scheme) (Quarterly)	High	12	30			

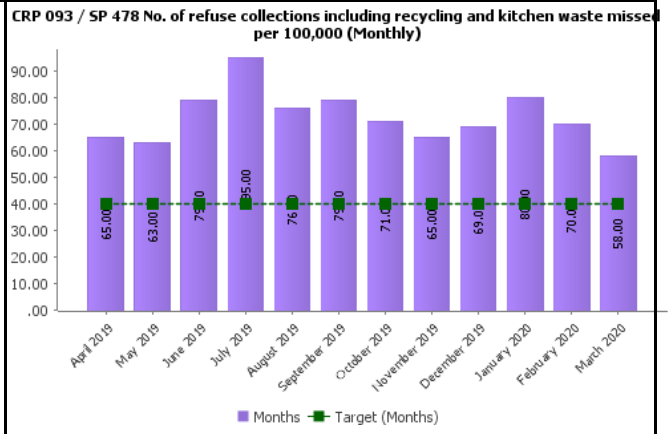
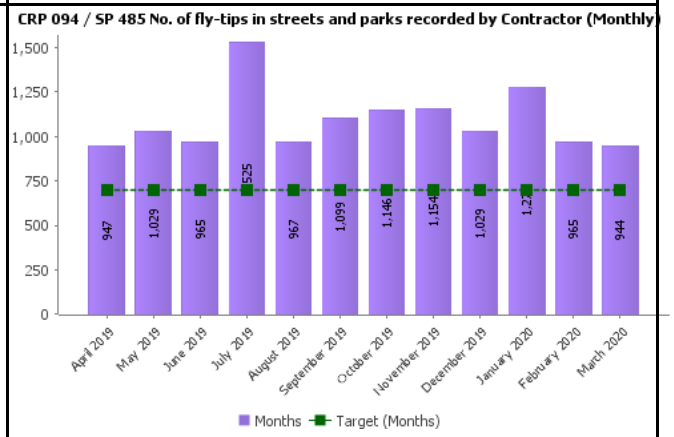
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Human Resources	SP 507 No. of apprenticeships New Starts including schools (Quarterly)	High	41	99		N/A	

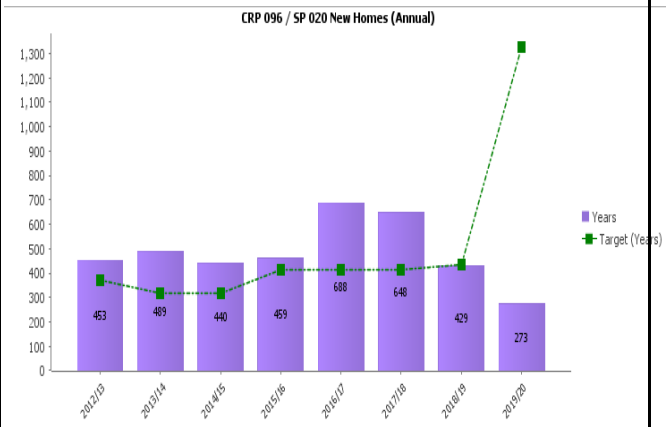
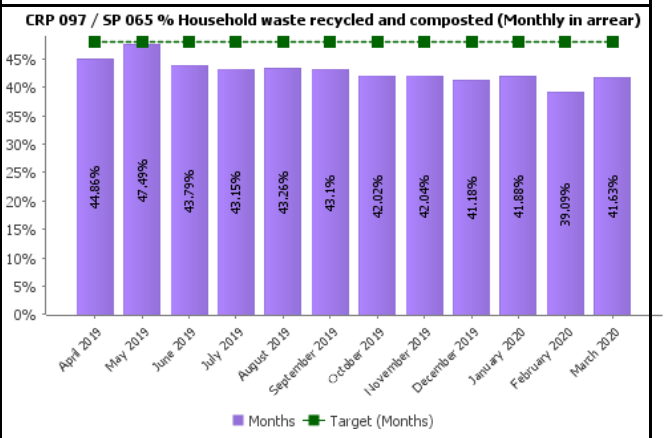
Environment & Regeneration

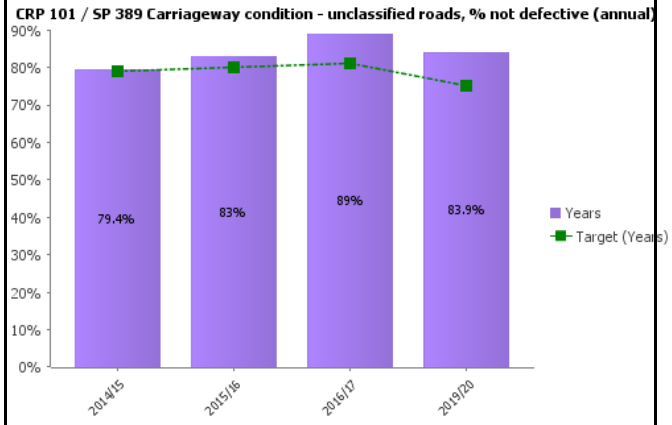
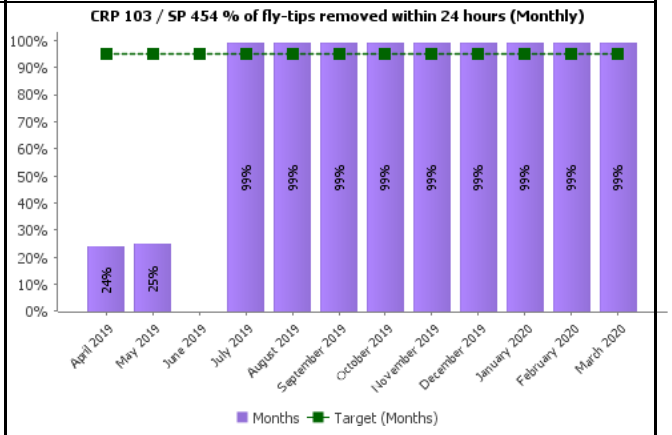
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parking	CRP 044 Parking services estimated revenue (Monthly)	High	18,349,818	19,002,687			
Development and Building Control	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,873,276	1,885,992			

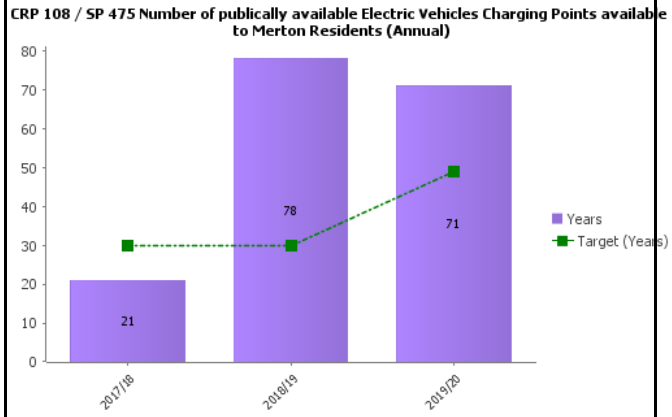
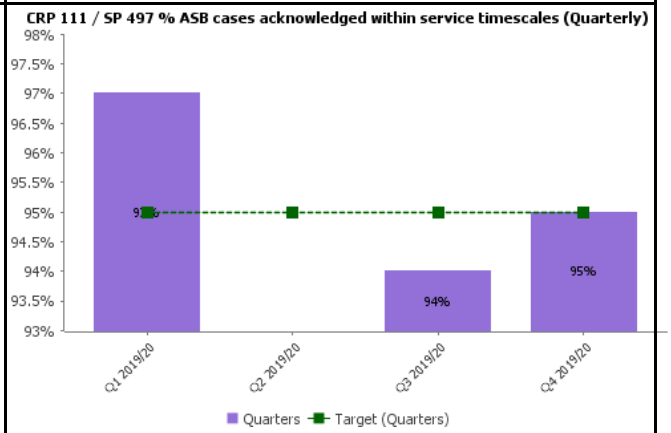
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	14%	8%			
Development and Building Control	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	74.22%	68%			

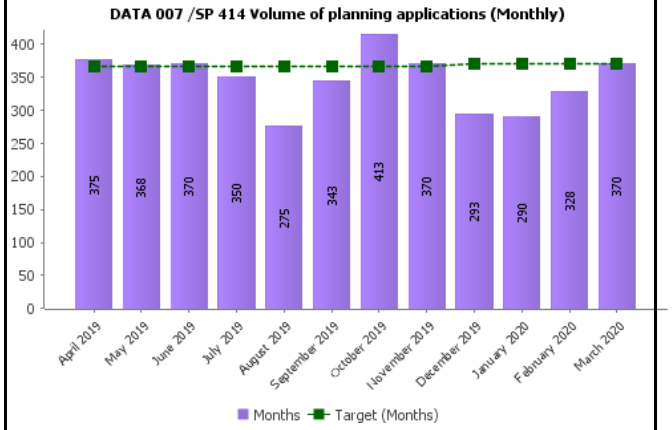
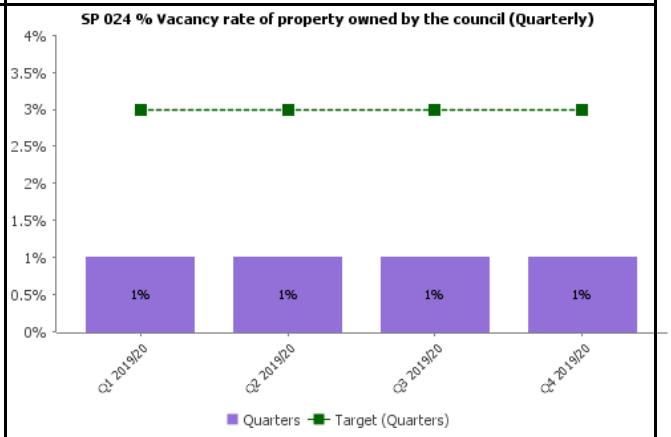
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Development and Building Control	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	80.79%	71%			
Development and Building Control	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	85.83%	82%			

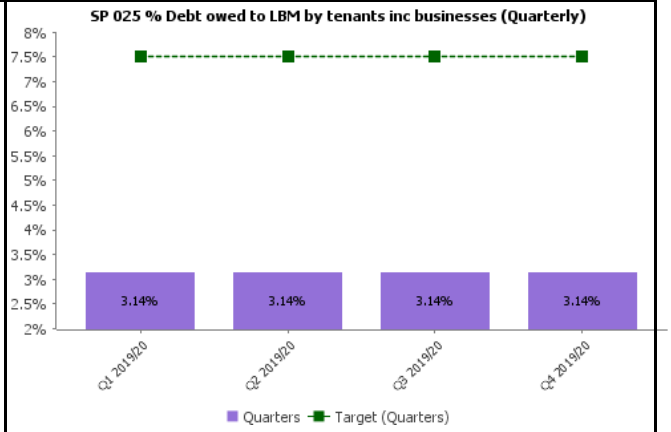
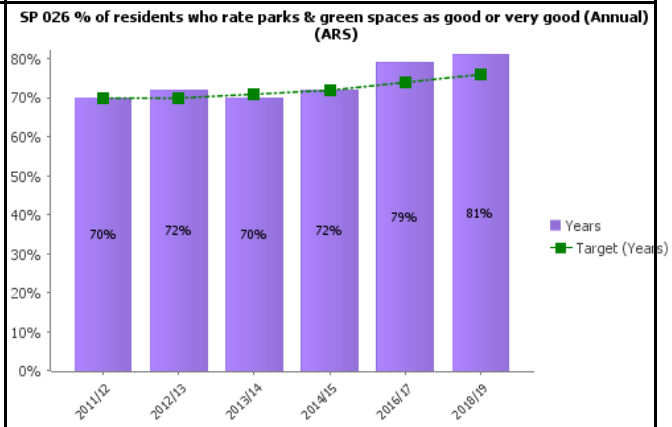
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	72.50	50.00			
Waste Management & Cleansing	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	13,047	8,400			

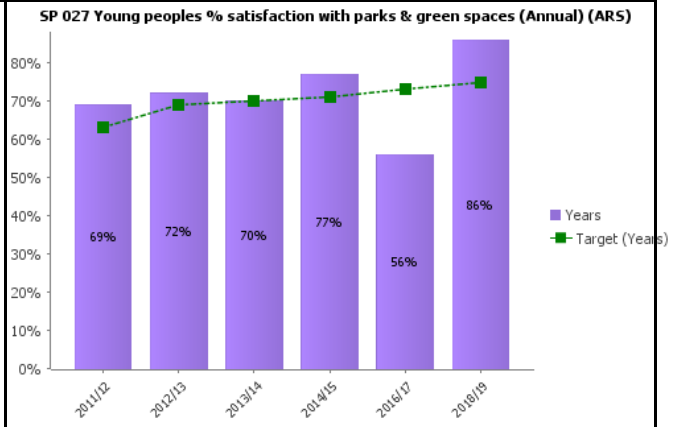
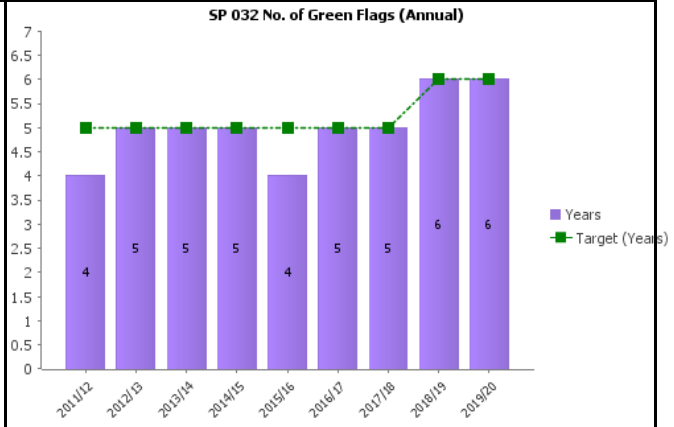
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Future Merton	SP 020 New Homes (Annual)	High	273	1,328			
Waste Management & Cleansing	SP 065 % Household waste recycled and composted (Monthly in arrear)	High	42.89%	48%			

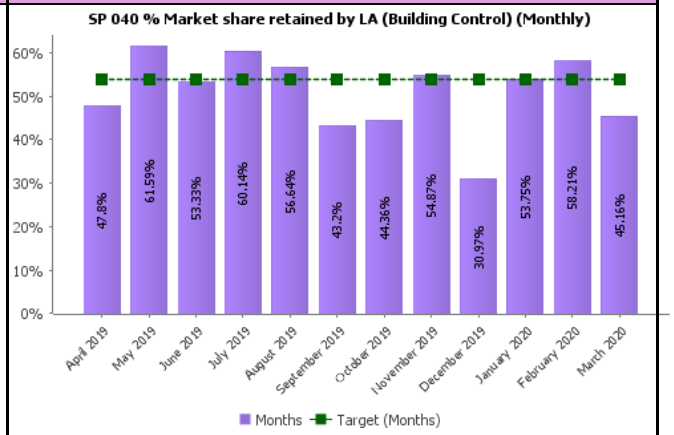
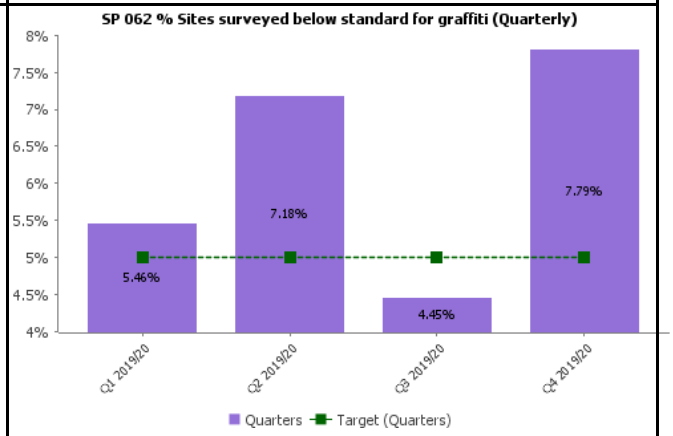
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Traffic and Highways	SP 389 Carriageway condition - unclassified roads, % not defective (annual)	High	83.9%	75%		N/A	
Waste Management & Cleansing	SP 454 % of fly-tips removed within 24 hours (Monthly)	High	85.45%	95%			

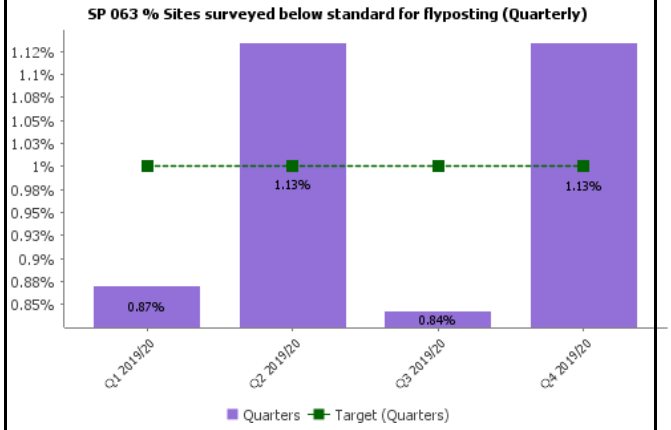
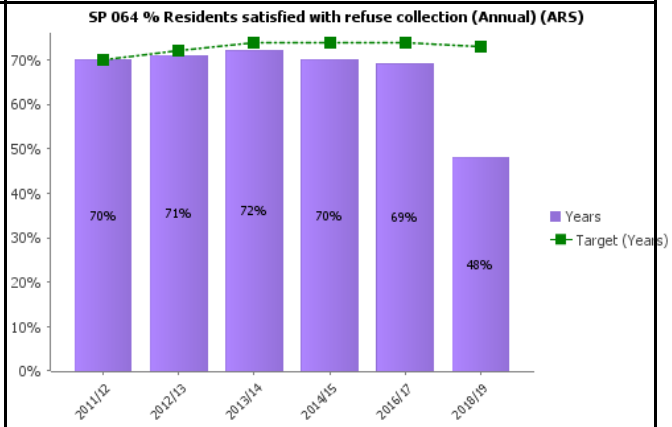
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Future Merton	SP 475 Number of publically available Electric Vehicles Charging Points available to Merton Residents (Annual)	High	71	49			
Safer Merton	SP 497 % ASB cases acknowledged within service timescales (Quarterly)	High	95.33%	95%			

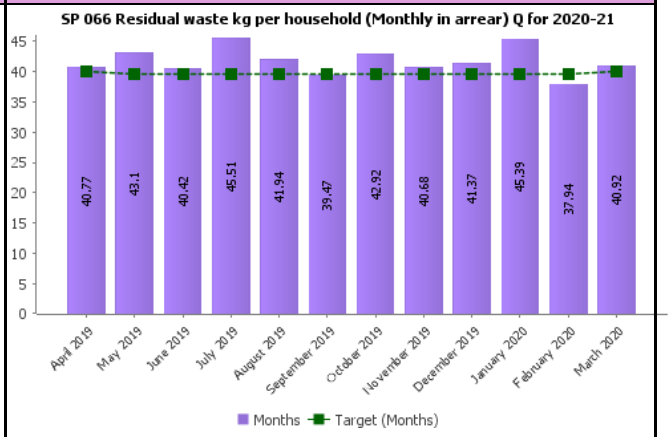
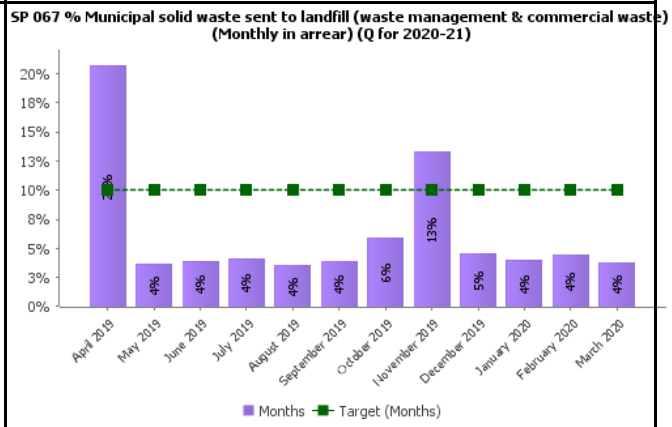
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Development and Building Control	SP 414 Volume of planning applications (Monthly)	High	4,145	4,400			
Property	SP 024 % Vacancy rate of property owned by the council (Quarterly)	Low	1%	3%			

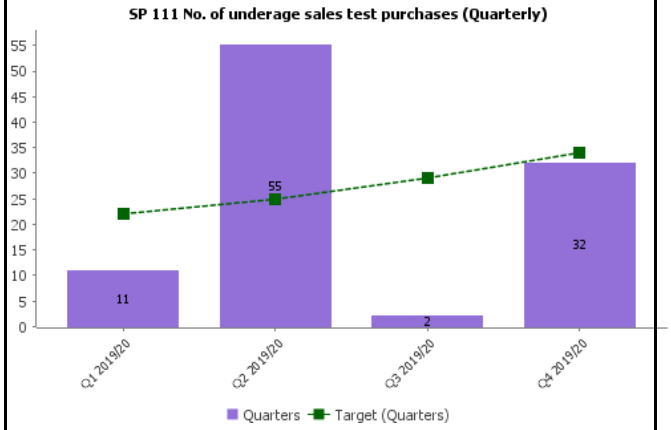
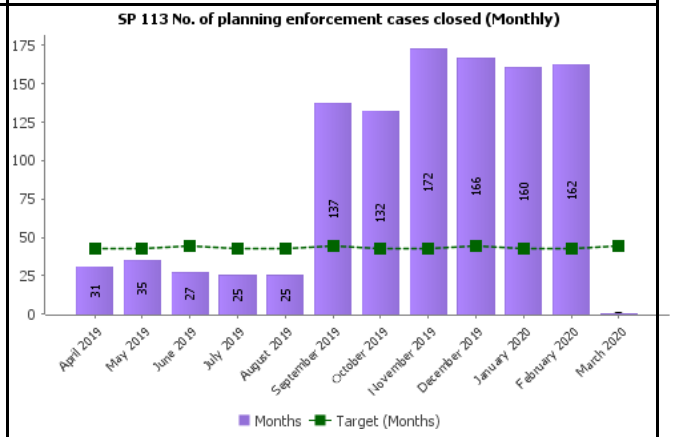
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Property	SP 025 % Debt owed to LBM by tenants inc businesses (Quarterly)	Low	3.14%	7.5%			
Parks and Open Spaces	SP 026 % of residents who rate parks & green spaces as good or very good (Annual) (ARS) *NMTP – No Residents Survey run in 2019/20*	High	NMTP	76%	N/A	N/A	

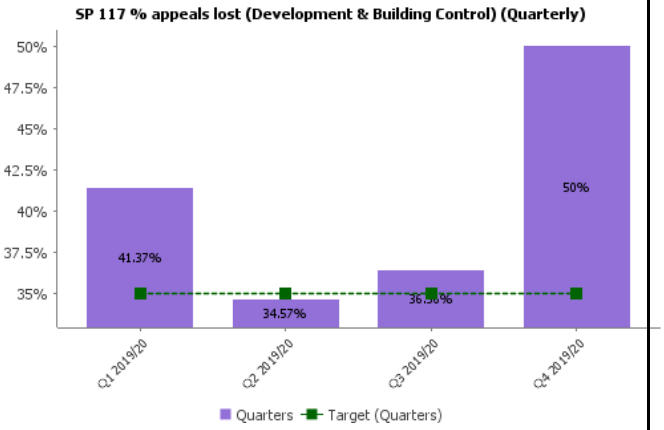
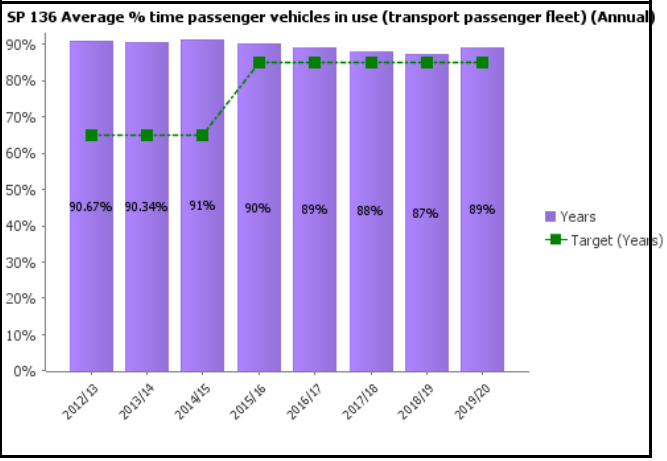
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parks and Open Spaces	SP 027 Young peoples % satisfaction with parks & green spaces (Annual) (ARS) *NMTP – No Residents Survey run in 2019/20*	High	NMTP	75%	N/A	N/A	
Parks and Open Spaces	SP 032 No. of Green Flags (Annual)	High	6	6			

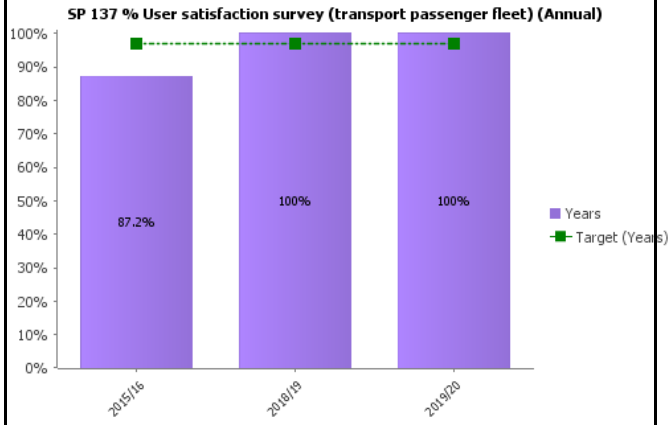
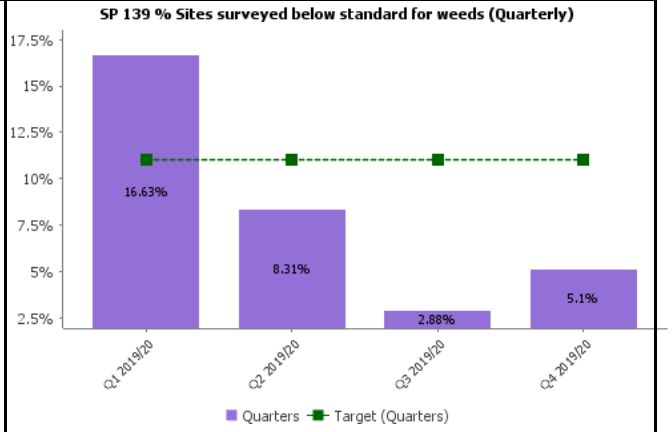
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Development and Building Control	SP 040 % Market share retained by LA (Building Control) (Monthly)	High	51%	54%			
Waste Management & Cleansing	SP 062 % Sites surveyed below standard for graffiti (Quarterly)	Low	6.15%	5%			

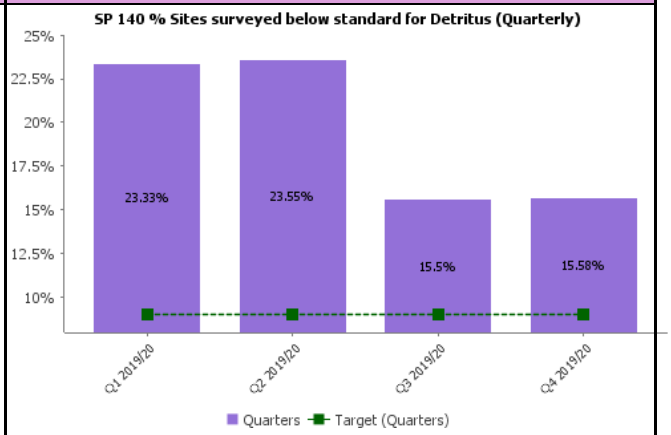
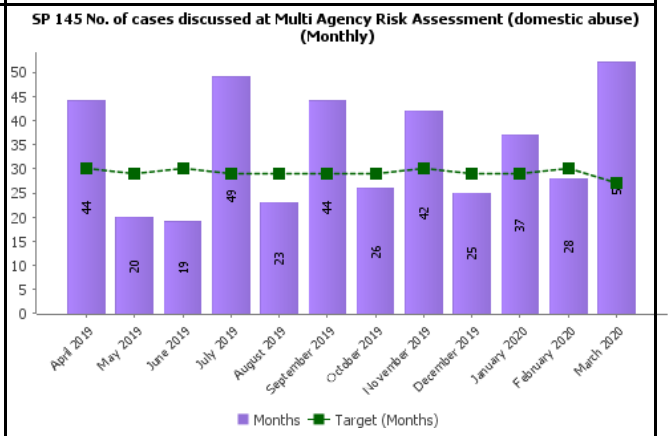
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	SP 063 % Sites surveyed below standard for flyposting (Quarterly)	Low	0.99%	1%			
Waste Management & Cleansing	SP 064 % Residents satisfied with refuse collection (Annual) (ARS) *NMTP – No Residents Survey run in 2019/20*	High	NMTP	73%	N/A	N/A	

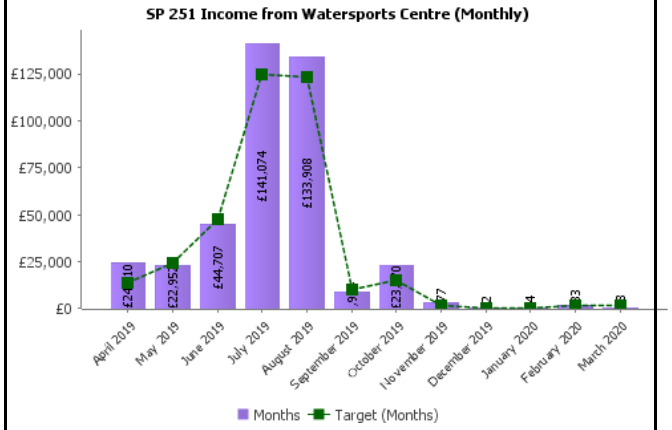
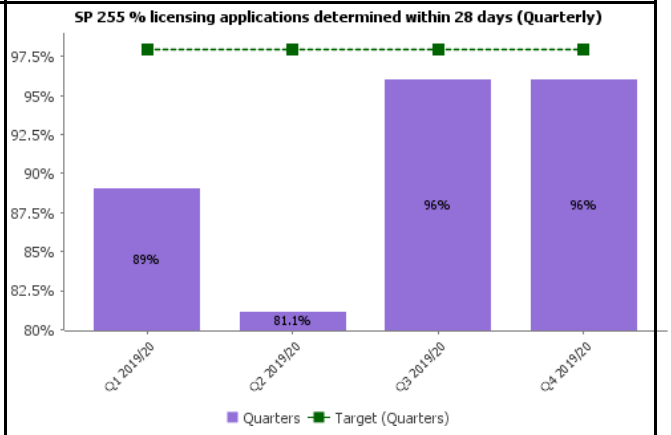
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	SP 066 Residual waste kg per household (Monthly in arrear)	Low	500.43	475			
Waste Management & Cleansing	SP 067 % Municipal solid waste sent to landfill (waste management & commercial waste) (Monthly in arrear)	Low	6%	10%			

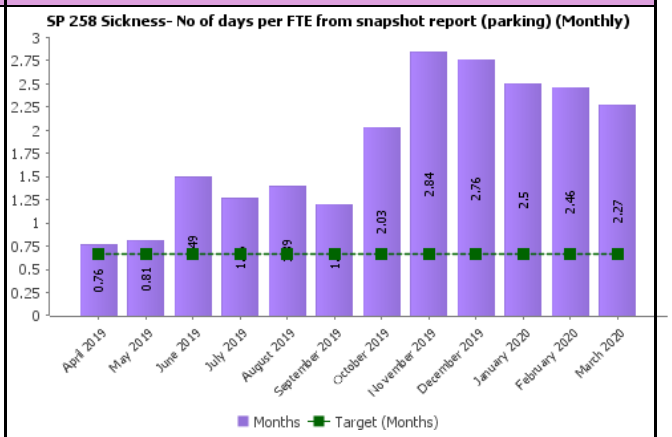
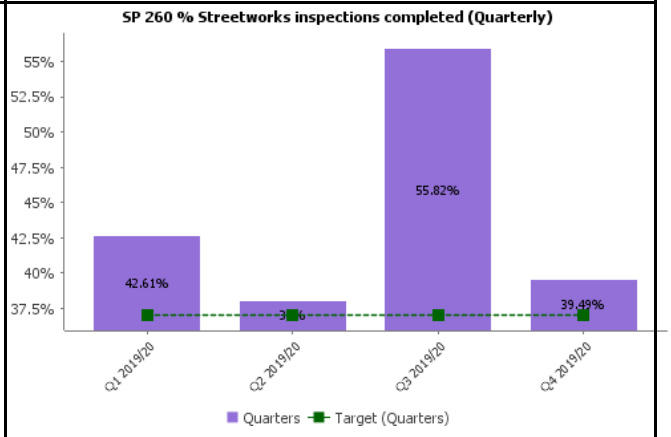
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	SP 111 No. of underage sales test purchases (Quarterly)	High	100	110			
Development and Building Control	SP 113 No. of planning enforcement cases closed (Monthly)	High	1,072	520			

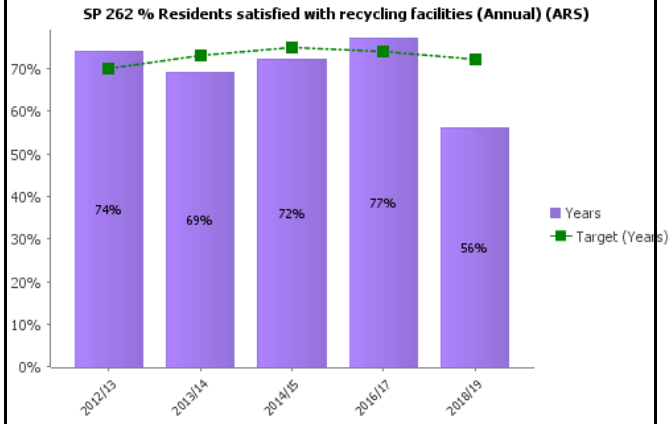
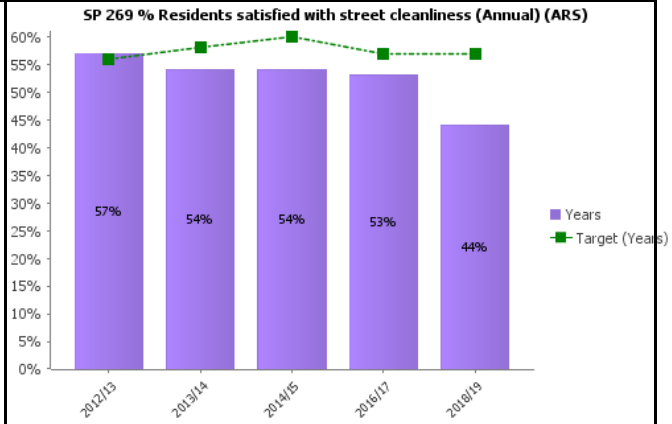
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Development and Building Control	SP 117 % appeals lost (Development & Building Control) (Quarterly)	Low	40.58%	35%			
Transport	SP 136 Average % time passenger vehicles in use (transport passenger fleet) (Annual)	High	89%	85%			

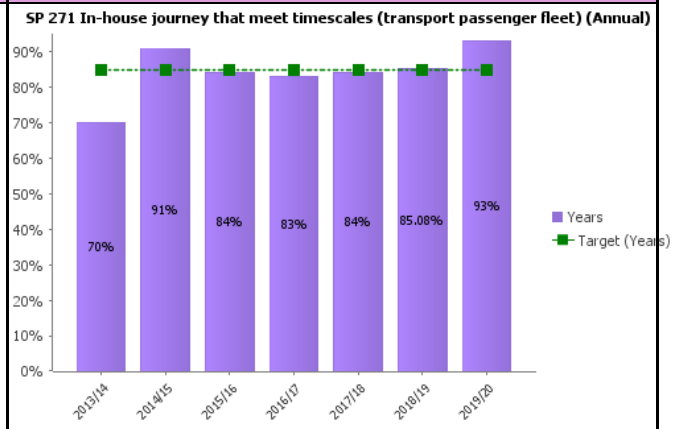
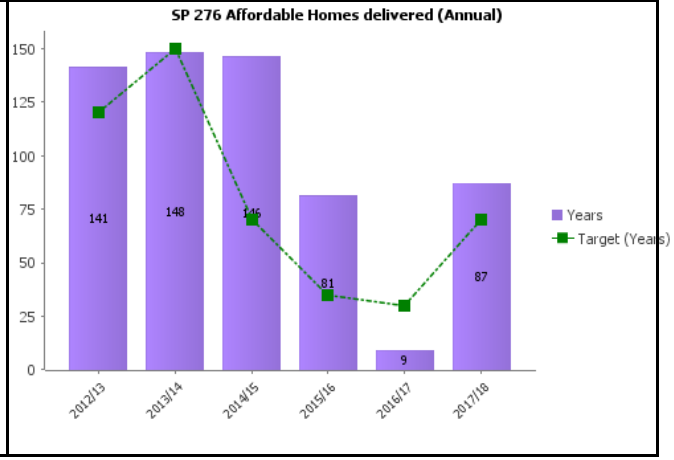
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Transport	SP 137 % User satisfaction survey (transport passenger fleet) (Annual)	High	100%	97%			
Waste Management & Cleansing	SP 139 % Sites surveyed below standard for weeds (Quarterly)	Low	8.29%	11%			

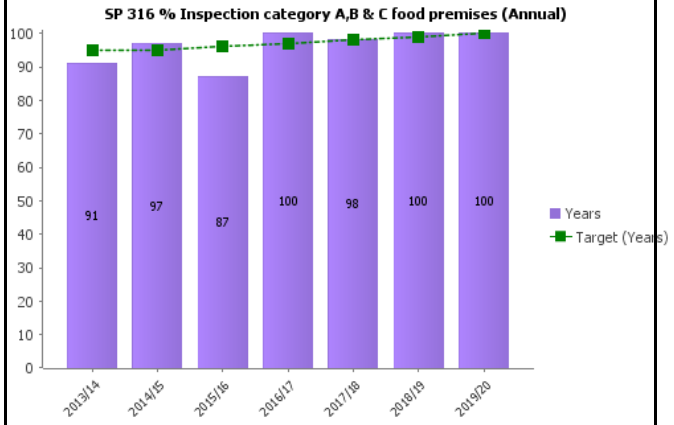
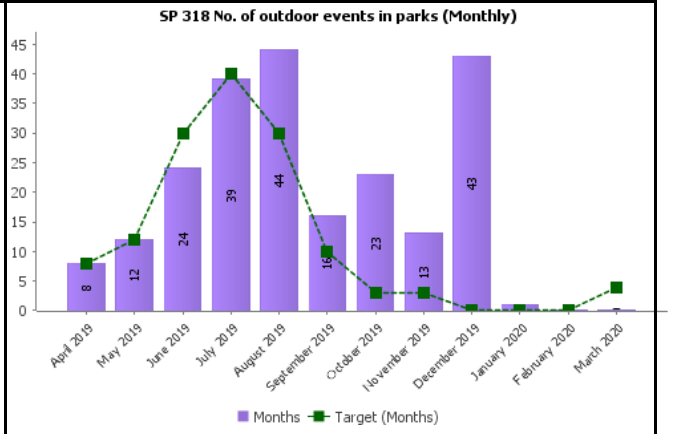
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	SP 140 % Sites surveyed below standard for Detritus (Quarterly)	Low	19.57%	9%			
Safer Merton	SP 145 No. of cases discussed at Multi Agency Risk Assessment (domestic abuse) (Monthly)	High	409	350			

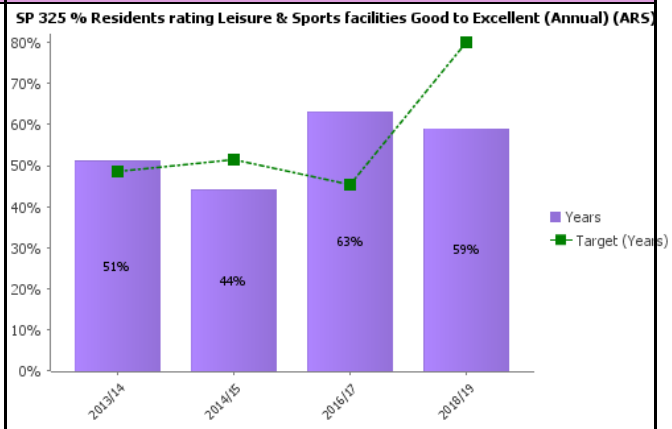
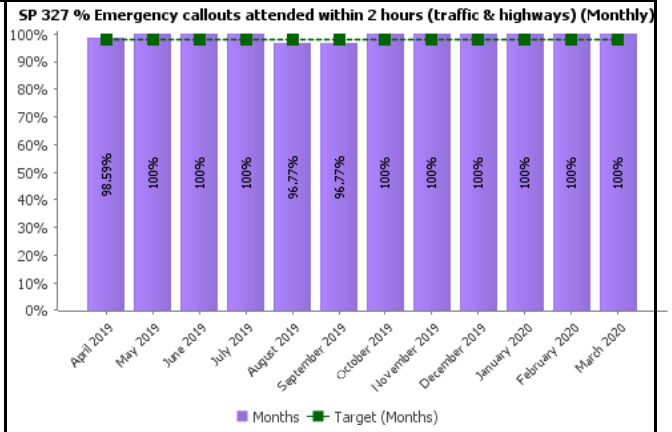
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Leisure	SP 251 Income from Watersports Centre (Monthly)	High	£404,949	£365,000			
Regulatory Services	SP 255 % licensing applications determined within 28 days (Quarterly)	High	90.53%	98%			

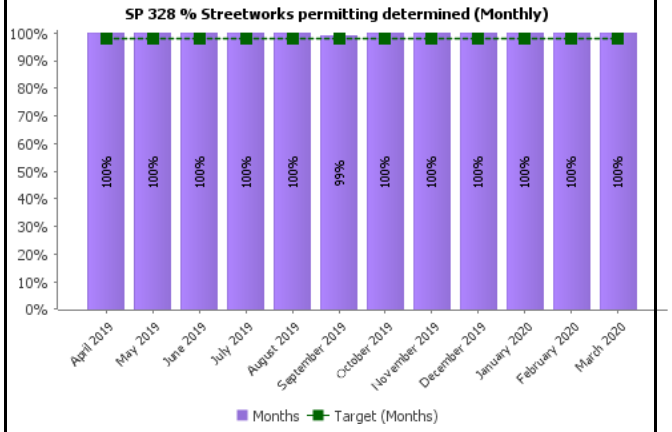
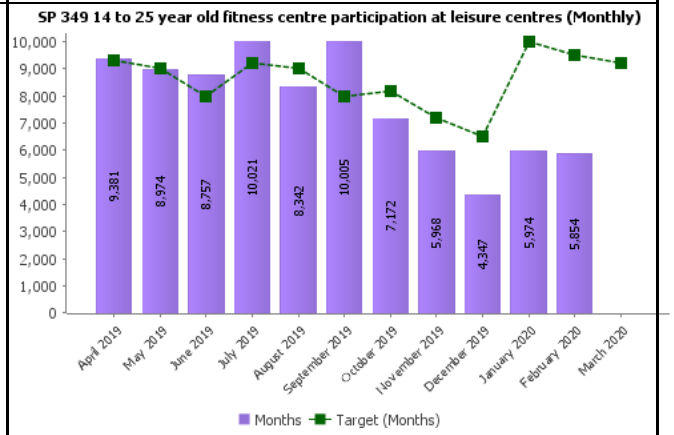
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parking	SP 258 Sickness- No of days per FTE from snapshot report (parking) (Monthly)	Low	21.77	8			
Future Merton	SP 260 % Streetworks inspections completed (Quarterly)	High	43.98%	37%			

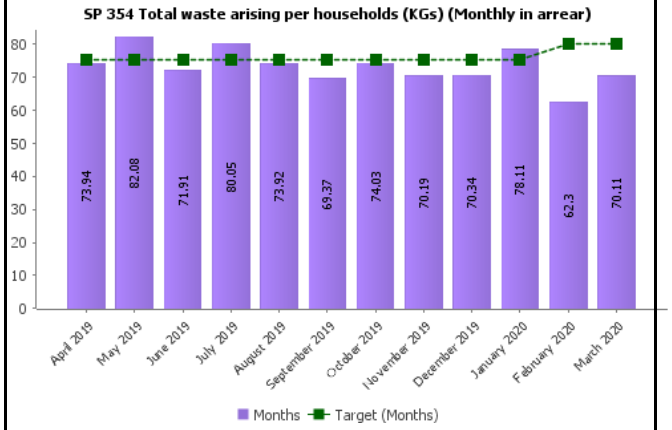
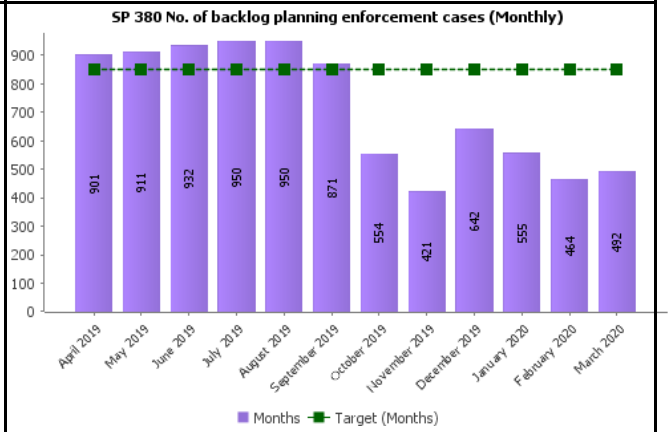
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	SP 262 % Residents satisfied with recycling facilities (Annual) (ARS) *NMTP – No Residents Survey run in 2019/20*	High	NMTP	72%	N/A	N/A	
Waste Management & Cleansing	SP 269 % Residents satisfied with street cleanliness (Annual) (ARS) *NMTP – No Residents Survey run in 2019/20*	High	NMTP	57%	N/A	N/A	

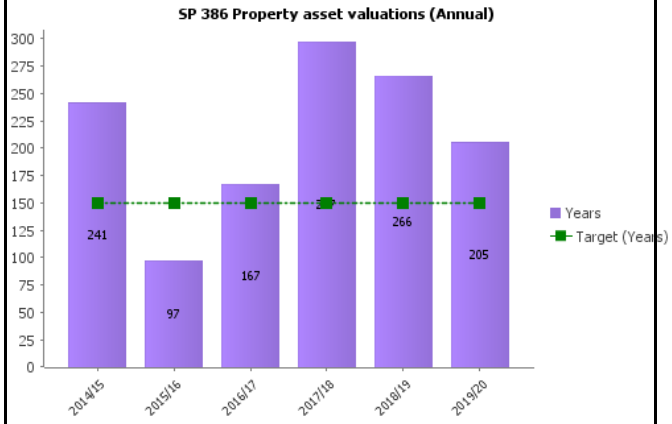
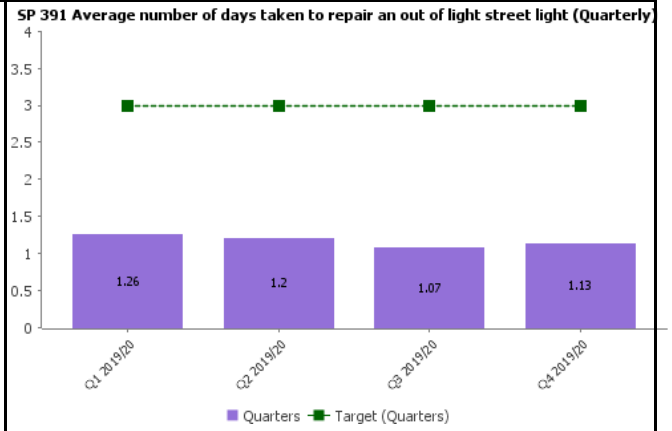
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Transport	SP 271 In-house journey that meet timescales (transport passenger fleet) (Annual)	High	93%	85%			
Future Merton	SP 276 Affordable Homes delivered (Annual) *Indicator no longer reported on Service Plans*	High	NMTP	319	N/A	N/A	

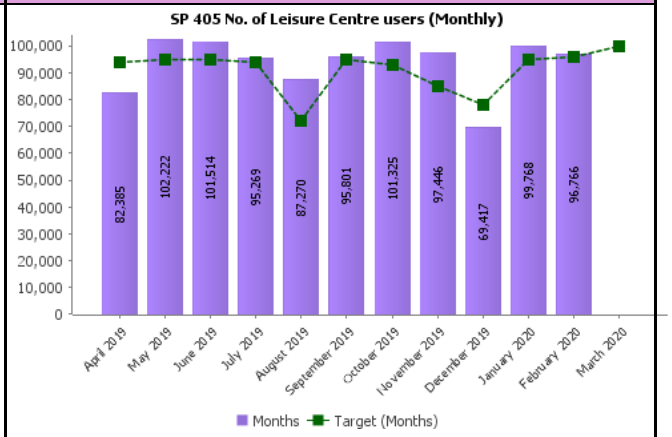
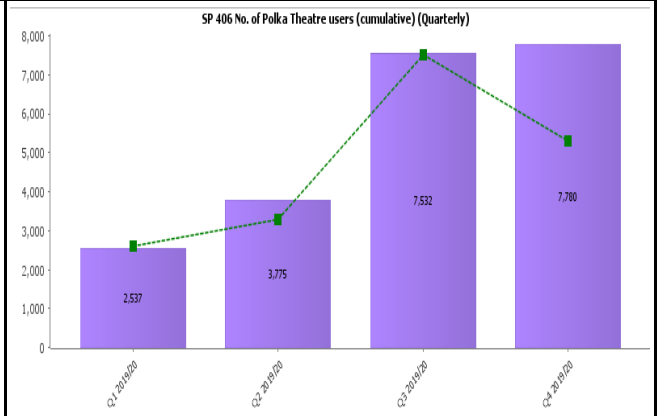
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	SP 316 % Inspection category A,B & C food premises (Annual)	High	100	100			
Parks and Open Spaces	SP 318 No. of outdoor events in parks (Monthly)	High	223	140			

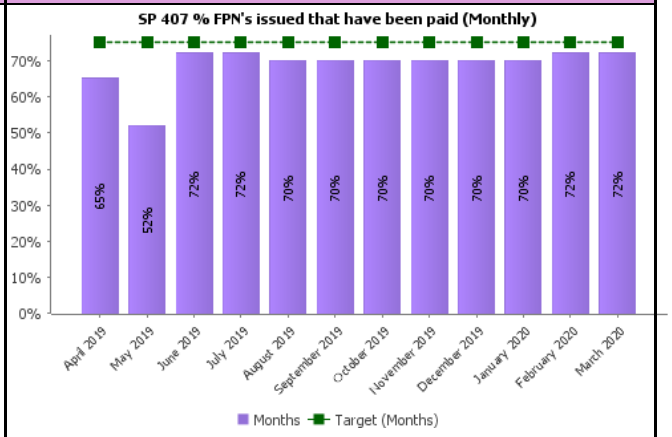
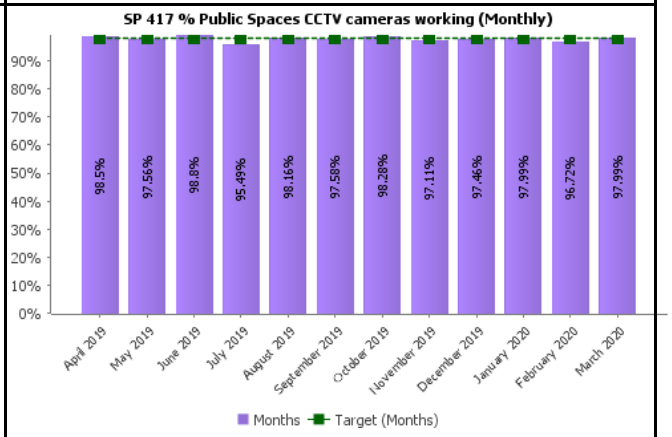
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Leisure	SP 325 % Residents rating Leisure & Sports facilities Good to Excellent (Annual) (ARS) *NMTP – No Residents Survey run in 2019/20*	High	NMTP	N/A	N/A	N/A	
Future Merton	SP 327 % Emergency callouts attended within 2 hours (traffic & highways) (Monthly)	High	99.47%	98%			

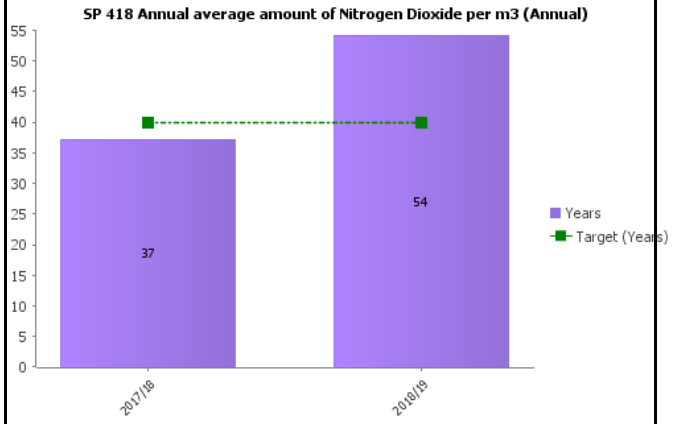
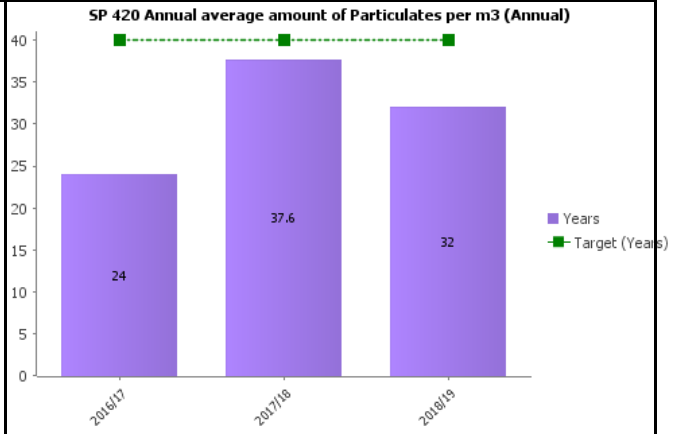
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Future Merton	SP 328 % Streetworks permitting determined (Monthly)	High	99.92%	98%			
Leisure	SP 349 14 to 25 year old fitness centre participation at leisure centres (Monthly)	High	84,795	103,100			

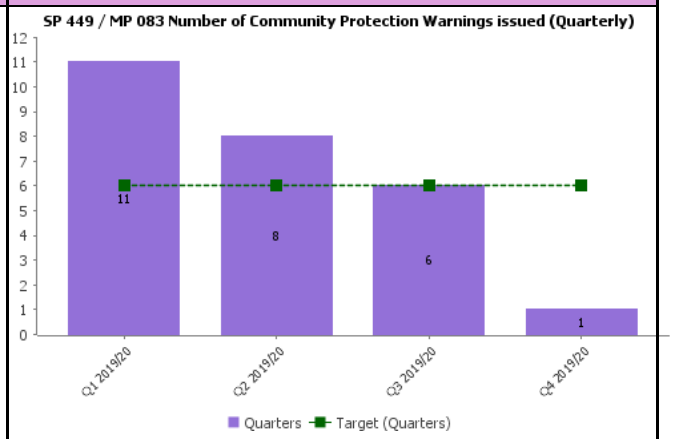
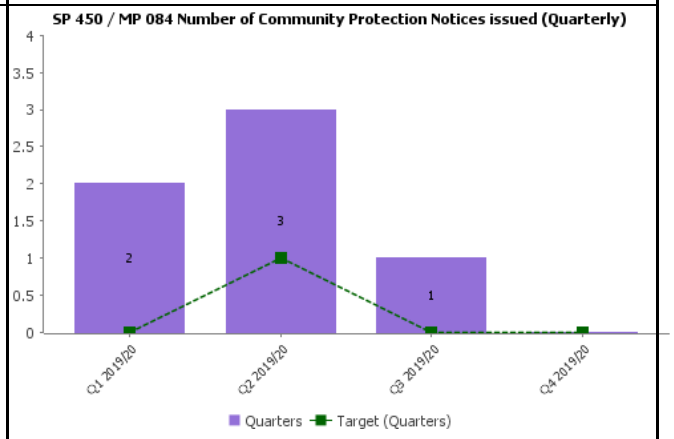
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	SP 354 Total waste arising per households (KGs) (Monthly in arrear)	Low	876.35	910			
Development and Building Control	SP 380 No. of backlog planning enforcement cases (Monthly)	Low	492	849			

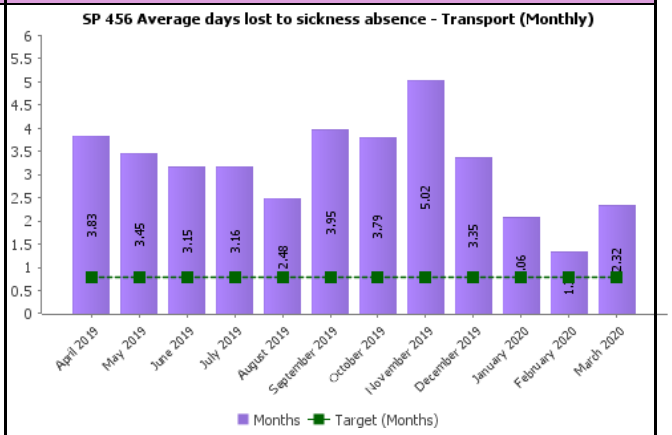
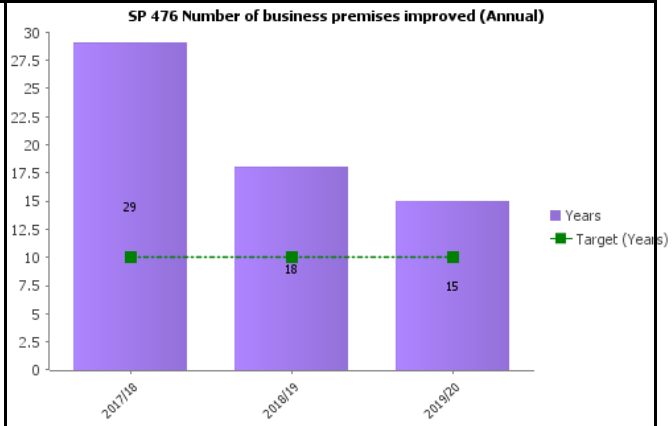
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Property	SP 386 Property asset valuations (Annual)	High	205	150			
Future Merton	SP 391 Average number of days taken to repair an out of light street light (Quarterly)	Low	1.17	3			

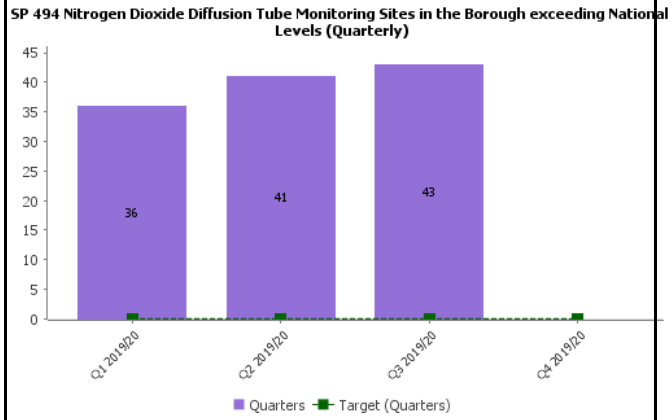
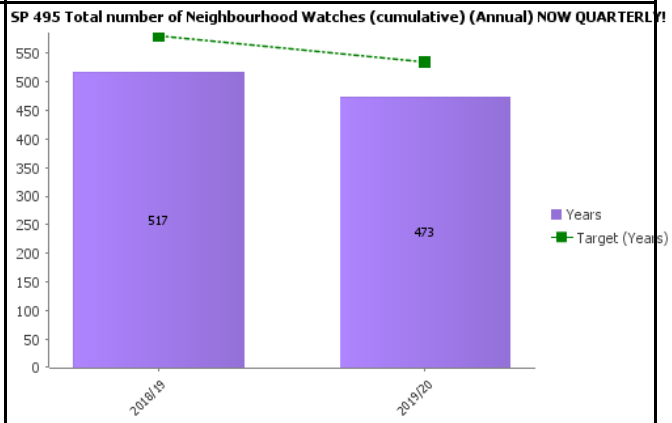
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Leisure	SP 405 No. of Leisure Centre users (Monthly) *Centres were closed in March due to Covid-19*	High	1,029,183	992,000			
Leisure	SP 406 No. of Polka Theatre users (cumulative) (Quarterly)	High	21,624	18,700			

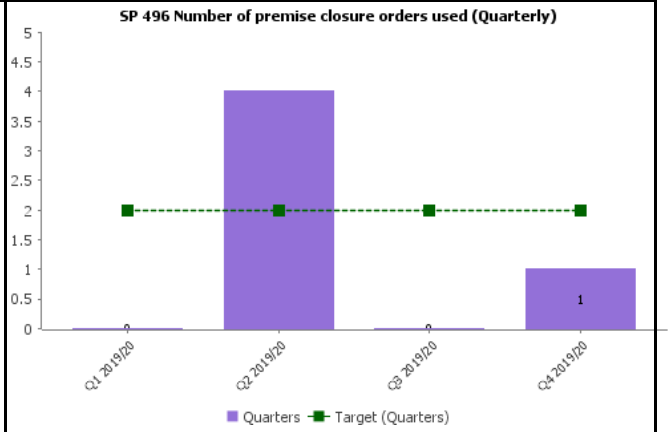
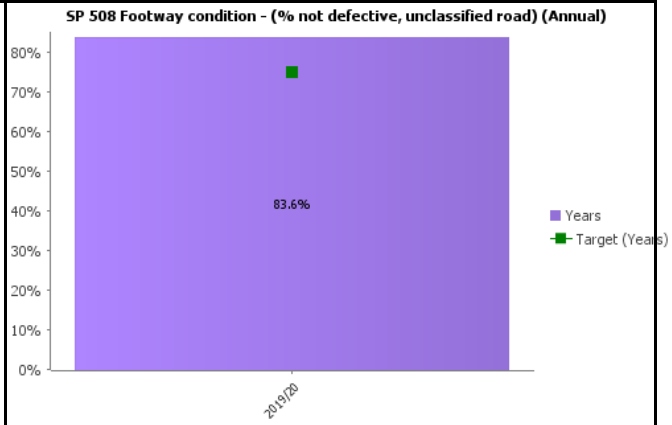
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Waste Management & Cleansing	SP 407 % FPN's issued that have been paid (Monthly)	High	68.75%	75%			
Safer Merton	SP 417 % Public Spaces CCTV cameras working (Monthly)	High	97.64%	98%			

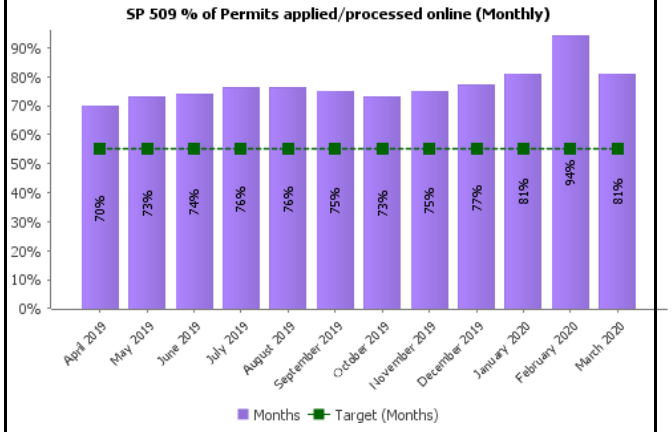
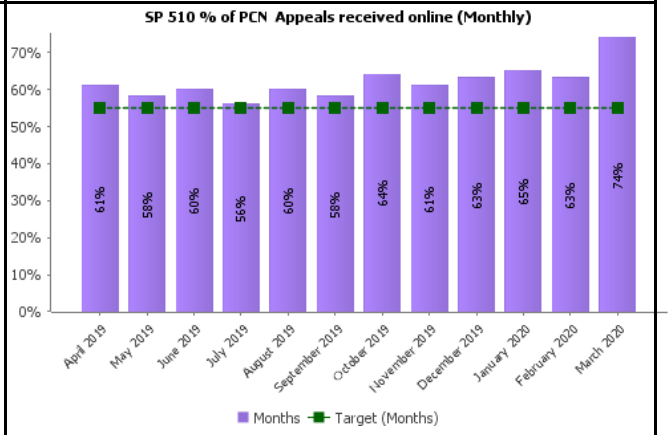
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	SP 418 Annual average amount of Nitrogen Dioxide per m3 (Annual) *The laboratories are closed due to COVID 19 so were not able to supply data*	Low	NMTP	40	N/A	N/A	
Regulatory Services	SP 420 Annual average amount of Particulates per m3 (Annual) *The laboratories are closed due to COVID 19 so were not able to supply data*	Low	NMTP	40	N/A	N/A	

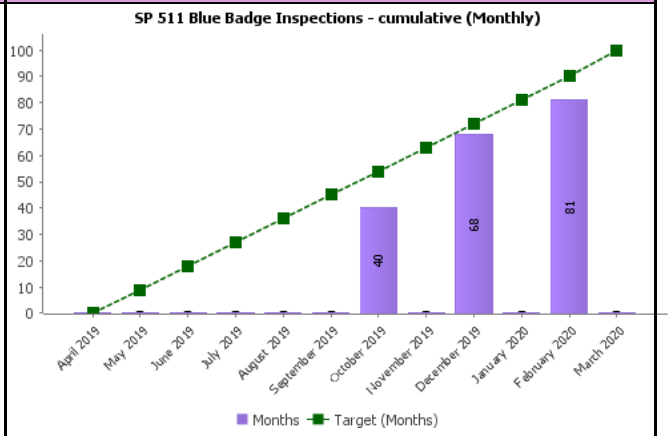
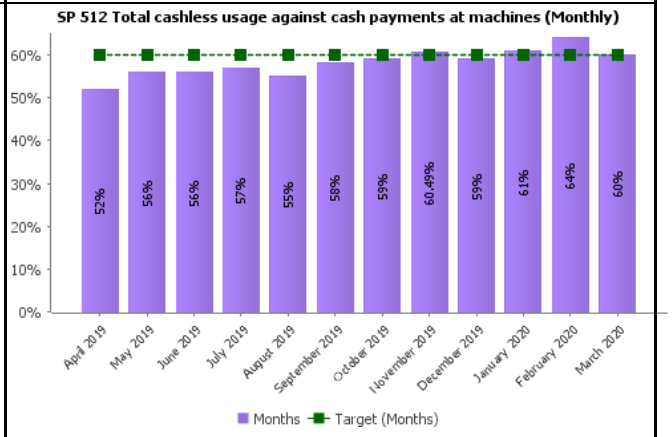
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Safer Merton	SP 449 / MP 083 Number of Community Protection Warnings issued (Quarterly)	Low	26	24			
Safer Merton	SP 450 / MP 084 Number of Community Protection Notices issued (Quarterly)	Low	6	1			

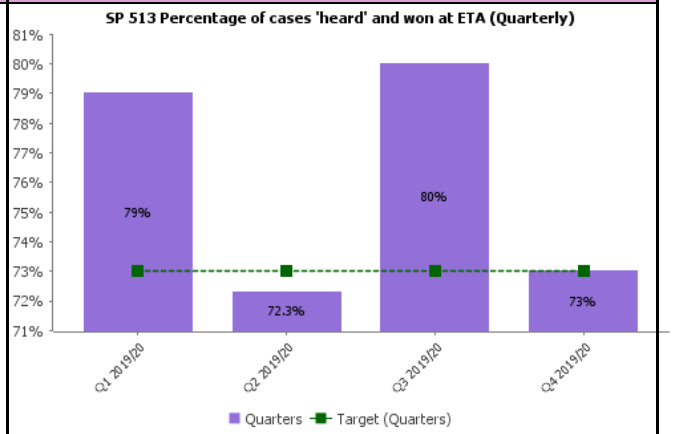
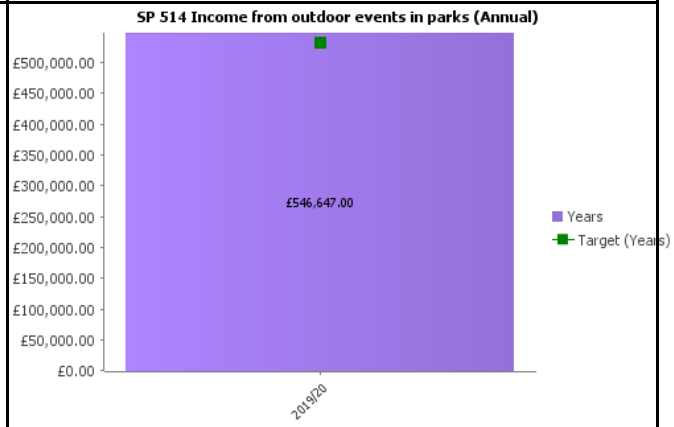
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Transport	SP 456 Average days lost to sickness absence - Transport (Monthly)	Low	37.88	9.5			
Future Merton	SP 476 Number of business premises improved (Annual)	High	15	10			

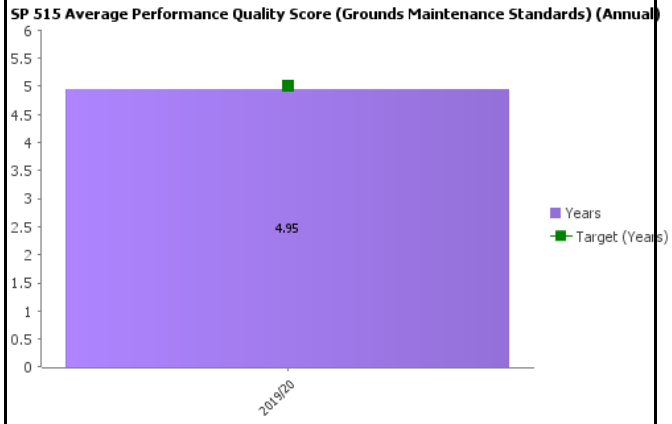
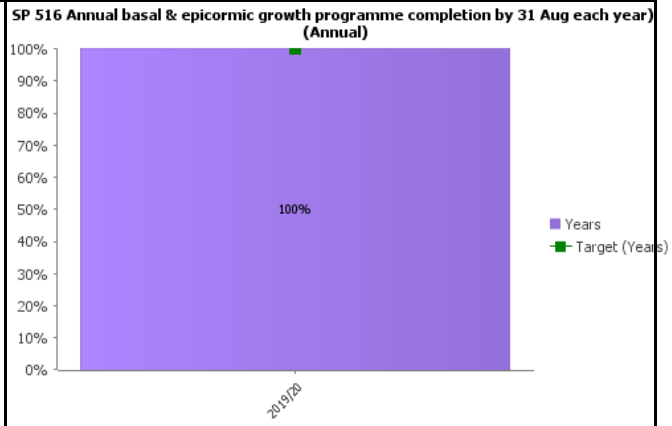
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	SP 494 Nitrogen Dioxide Diffusion Tube Monitoring Sites in the Borough exceeding National Levels (Quarterly) *NMTP – Q4 not supplied because labs are closed due to Covid-19*	Low	NMTP	0	N/A	N/A	
Safer Merton	SP 495 Total number of Neighbourhood Watches (cumulative) (Annual)	High	473	535			

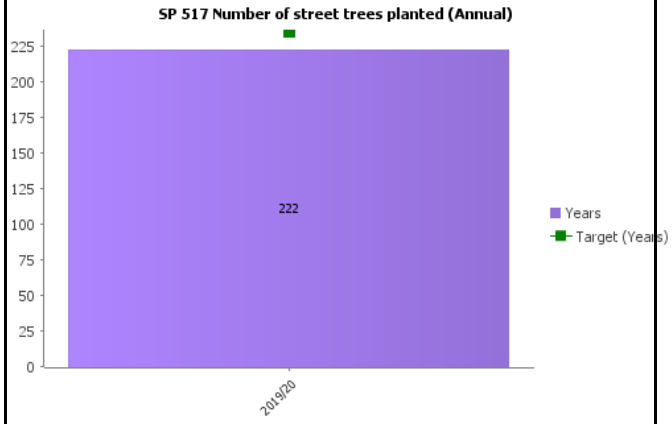
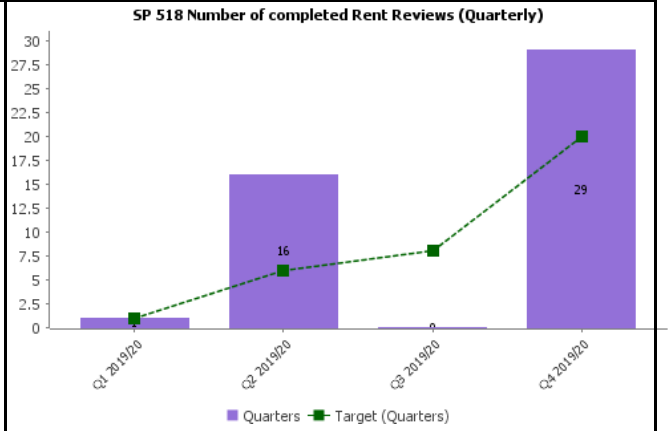
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Safer Merton	SP 496 Number of premise closure orders used (Quarterly)	Low	5	8			
Future Merton	SP 508 Footway condition - (% not defective, unclassified road) (Annual)	High	83.6%	75%			

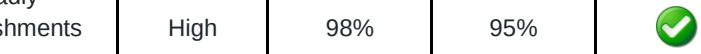
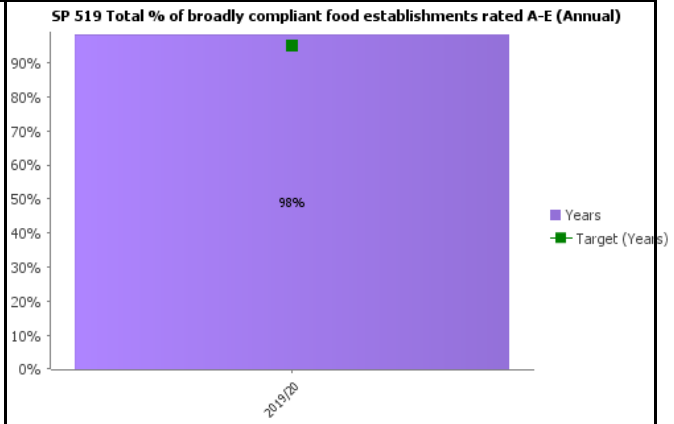
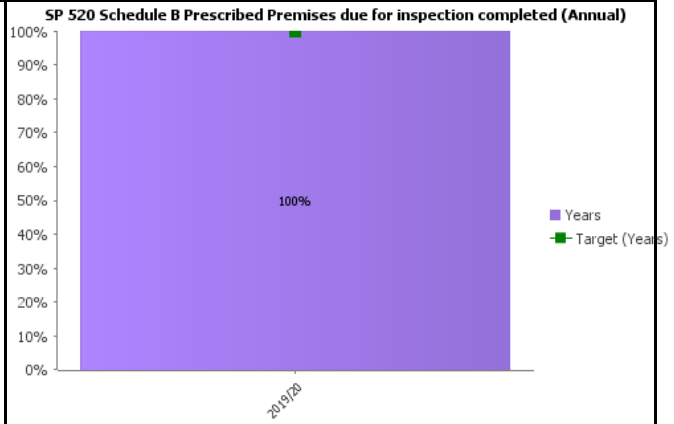
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parking	SP 509 % of Permits applied/processed online (Monthly)	High	77.08%	55%			
Parking	SP 510 % of PCN Appeals received online (Monthly)	High	61.92%	55%			

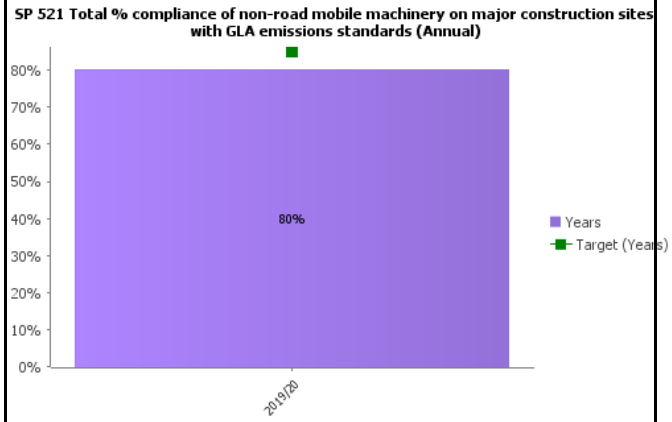
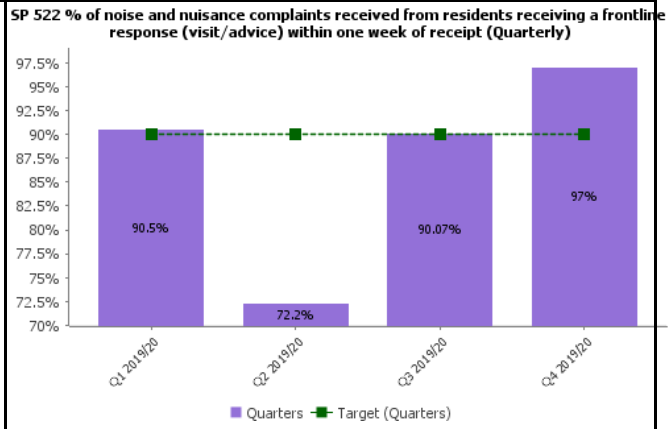
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parking	SP 511 Blue Badge Inspections - cumulative (Monthly) *No March inspections due to Covid-19*	High	81	100		N/A	
Parking	SP 512 Total cashless usage against cash payments at machines (Monthly)	High	58.12%	60%			

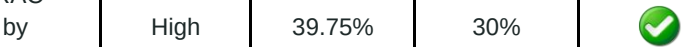
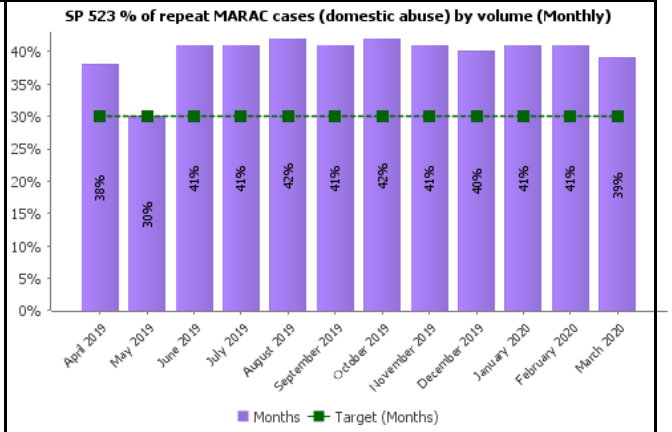
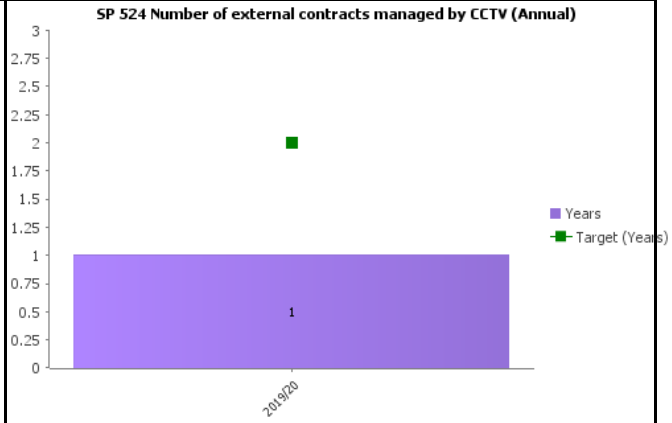
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parking	SP 513 Percentage of cases 'heard' and won at ETA (Quarterly)	High	76.08%	73%		N/A	
Parks and Open Spaces	SP 514 Income from outdoor events in parks (Annual)	High	£546,647.00	£531,230.00		N/A	

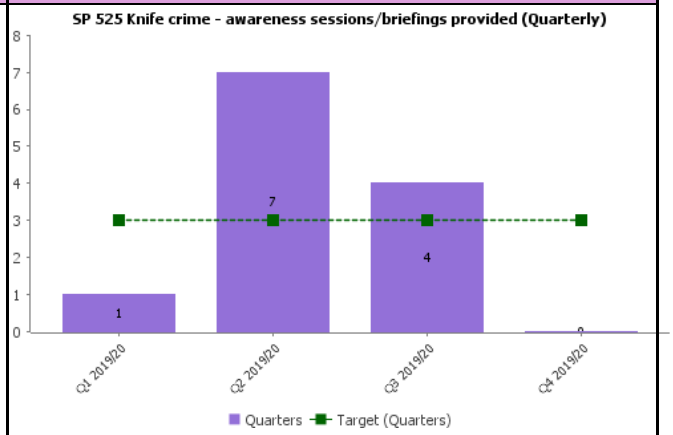
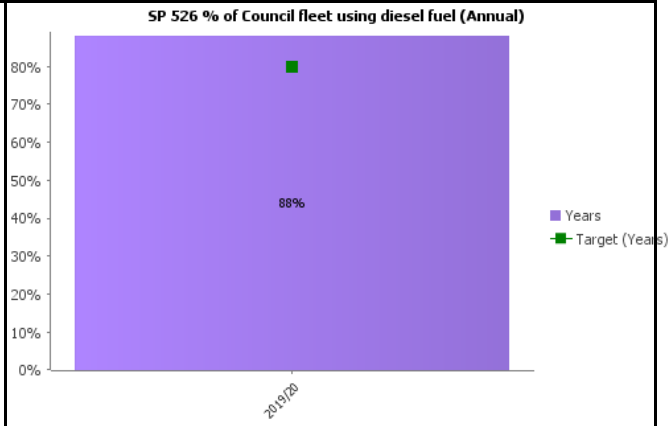
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parks and Open Spaces	SP 515 Average Performance Quality Score (Grounds Maintenance Standards) (Annual)	High	4.95	5		N/A	
Parks and Open Spaces	SP 516 Annual basal & epicormic growth programme completion by 31 Aug each year) (Annual)	High	100%	100%		N/A	

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Parks and Open Spaces	SP 517 Number of street trees planted (Annual)	High	222	235		N/A	
Property	SP 518 Number of completed Rent Reviews (Quarterly)	High	46	35		N/A	

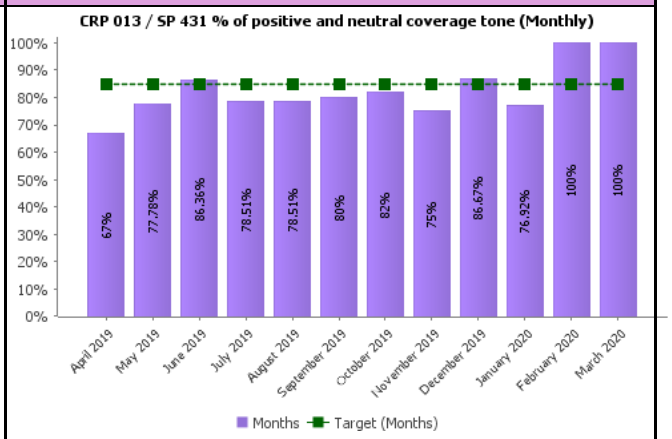
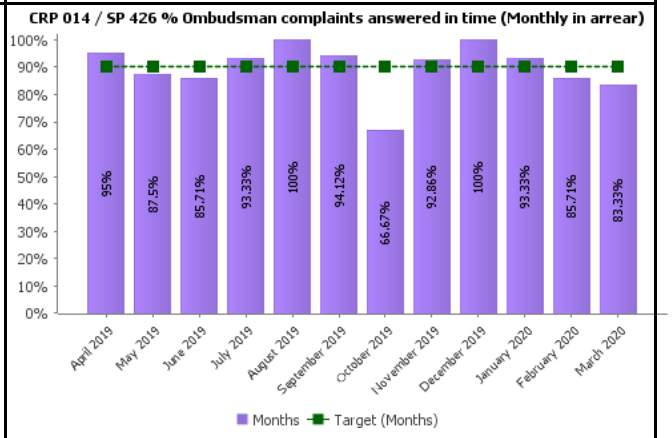
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	SP 519 Total % of broadly compliant food establishments rated A-E (Annual)	High	98%	95%		N/A	
Regulatory Services	SP 520 Schedule B Prescribed Premises due for inspection completed (Annual)	High	100%	100%		N/A	

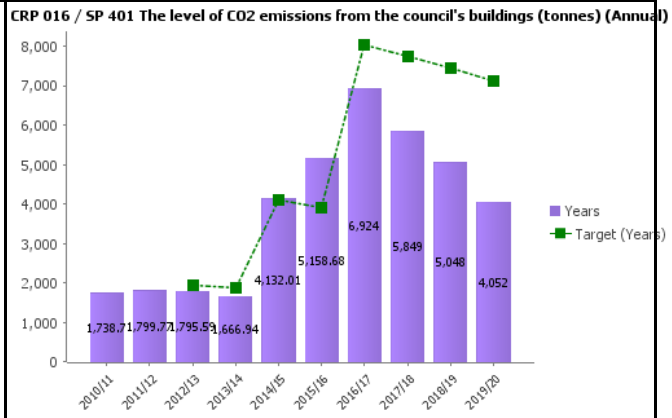
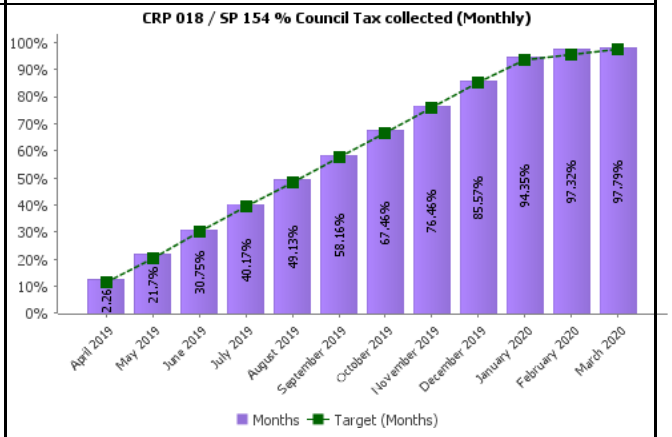
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Regulatory Services	SP 521 Total % compliance of non-road mobile machinery on major construction sites with GLA emissions standards (Annual)	High	80%	85%		N/A	
Regulatory Services	SP 522 % of noise and nuisance complaints received from residents receiving a frontline response (visit/advice) within one week of receipt (Quarterly)	High	87.44%	90%		N/A	

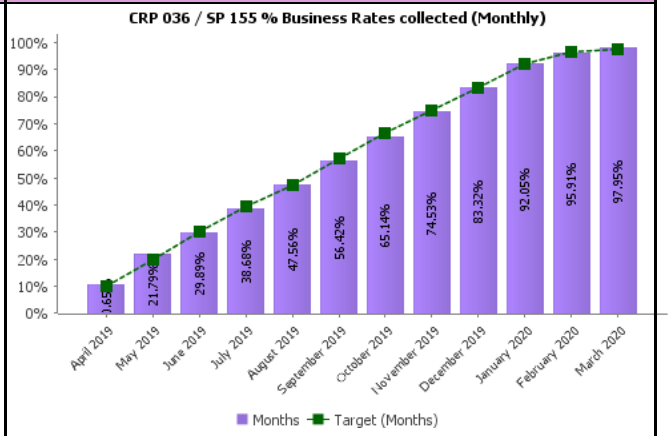
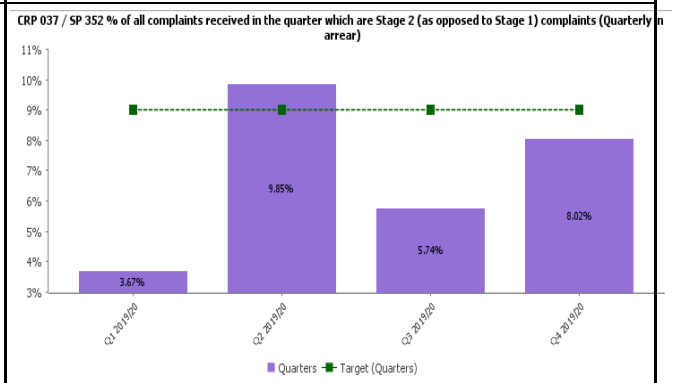
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Safer Merton	SP 523 % of repeat MARAC cases (domestic abuse) by volume (Monthly)	High	39.75%	30%		N/A	
Safer Merton	SP 524 Number of external contracts managed by CCTV (Annual)	High	1	2		N/A	

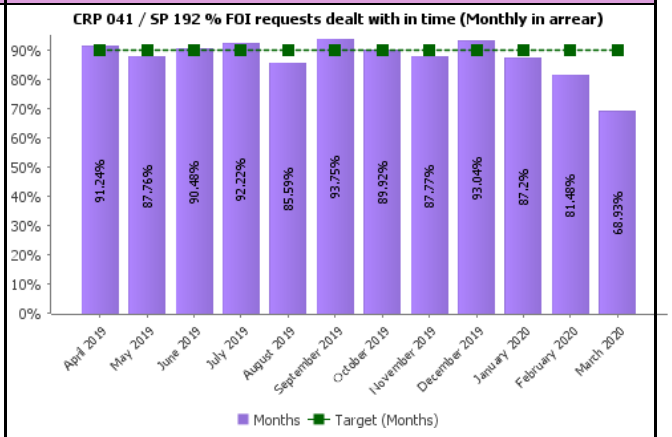
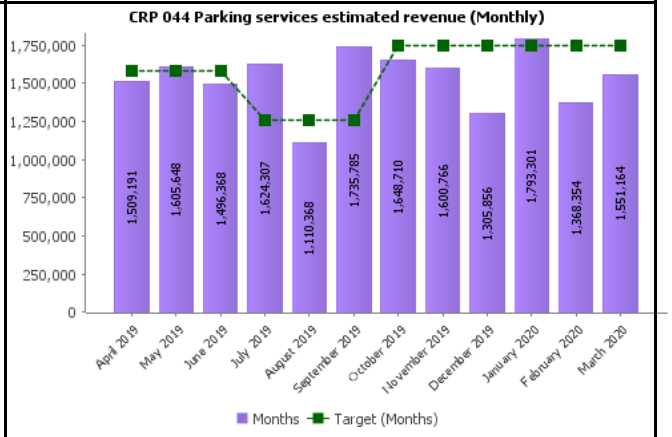
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Safer Merton	SP 525 Knife crime - awareness sessions/briefings provided (Quarterly)	High	12	12		N/A	
Transport	SP 526 % of Council fleet using diesel fuel (Annual)	High	88%	80%		N/A	

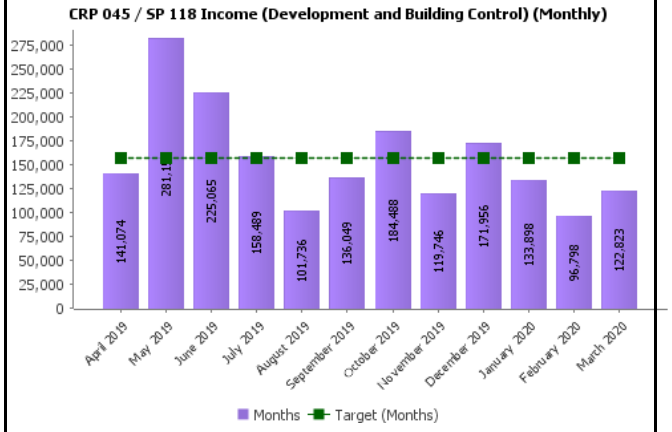
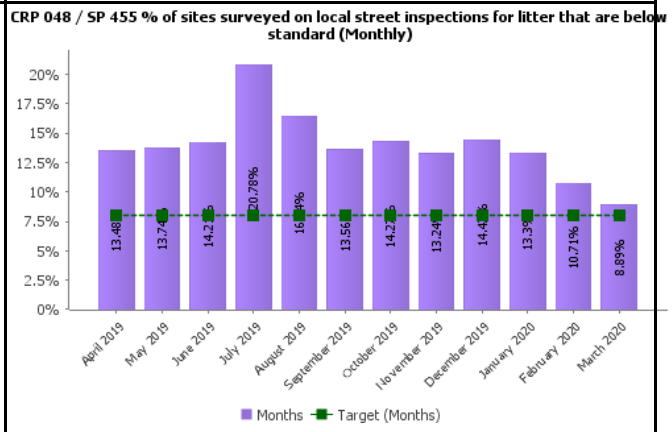
Corporate Indicators

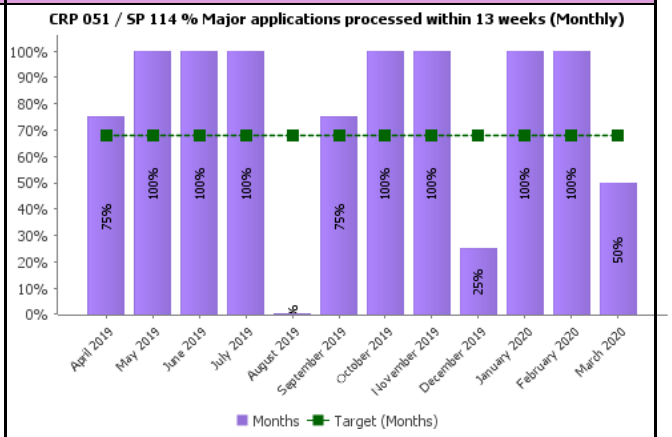
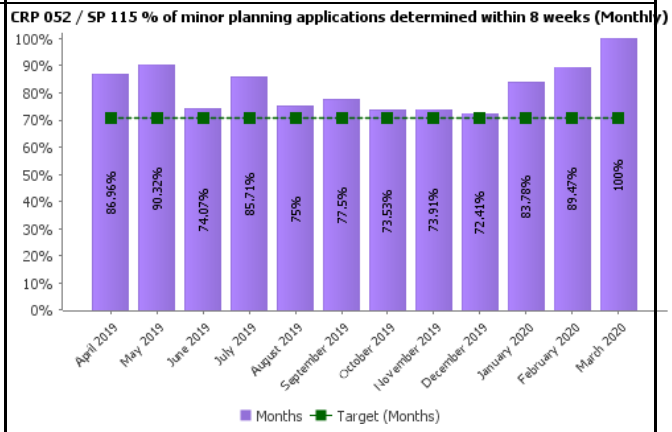
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 013 / SP 431 % of positive and neutral coverage tone (Monthly)	High	82.4%	85%			
Corporate Services	CRP 014 / SP 426 % Ombudsman complaints answered in time (Monthly in arrear)	High	90.59%	90%			

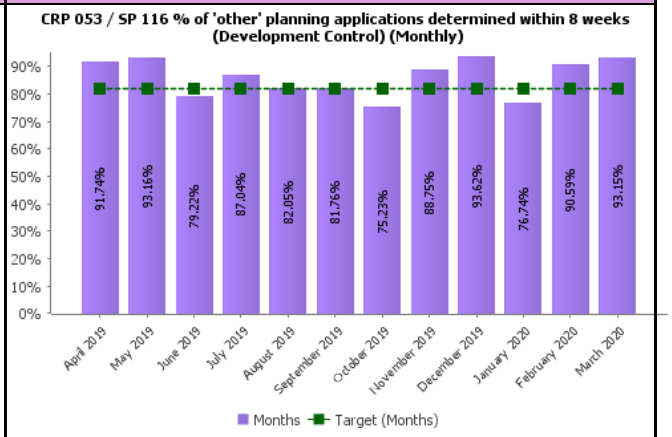
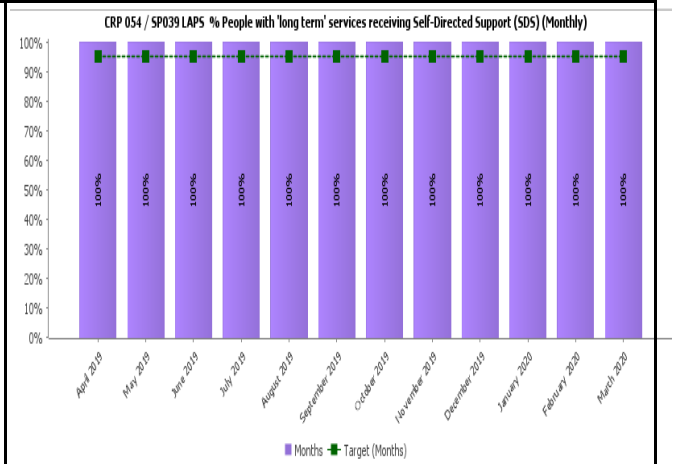
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 016 / SP 401 The level of CO2 emissions from the council's buildings (tonnes) (Annual)	Low	4,052	7,128.8			
Corporate Services	CRP 018 / SP 154 % Council Tax collected (Monthly)	High	97.79%	97.25%			

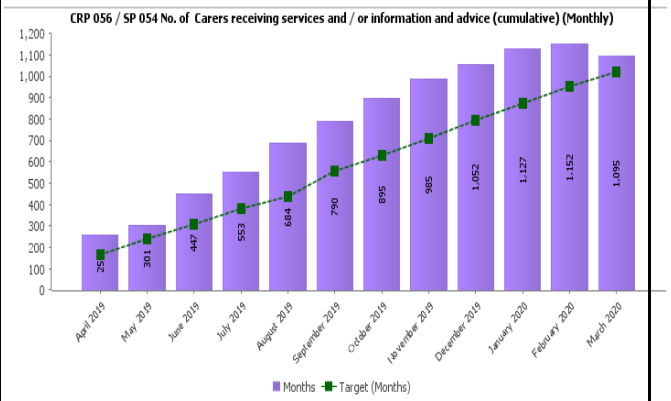
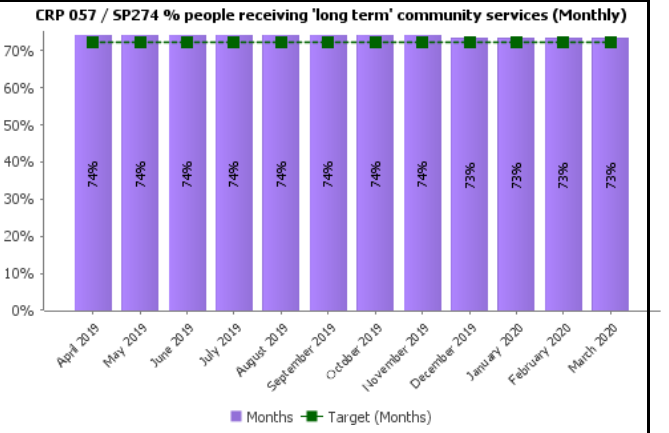
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 036 / SP 155 % Business Rates collected (Monthly)	High	97.95%	97.5%			
Corporate Governance	CRP 037 / SP 352 % of all complaints received in the quarter which are Stage 2 (as opposed to Stage 1) complaints (Quarterly in arrear)	Low	7.01%	9%			

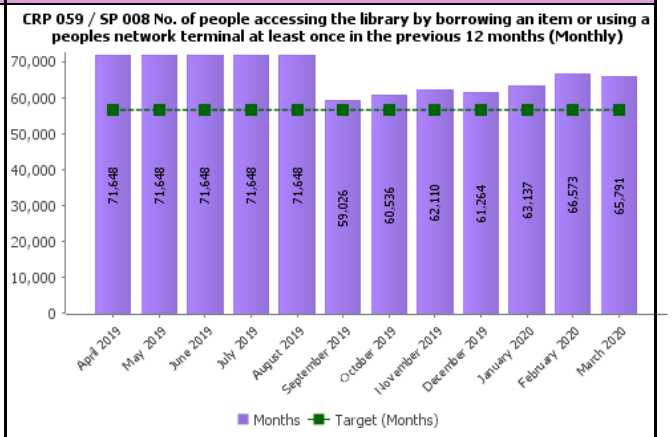
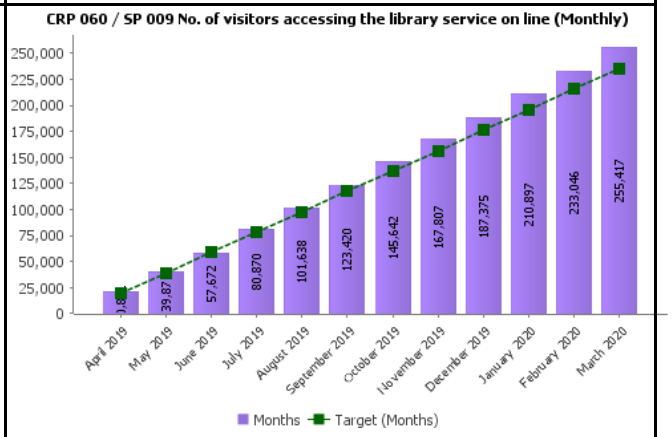
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 041 / SP 192 % FOI requests dealt with in time (Monthly in arrear)	High	87.81%	90%			
Environment & Regeneration	CRP 044 Parking services estimated revenue (Monthly)	High	18,349,818	19,002,687			

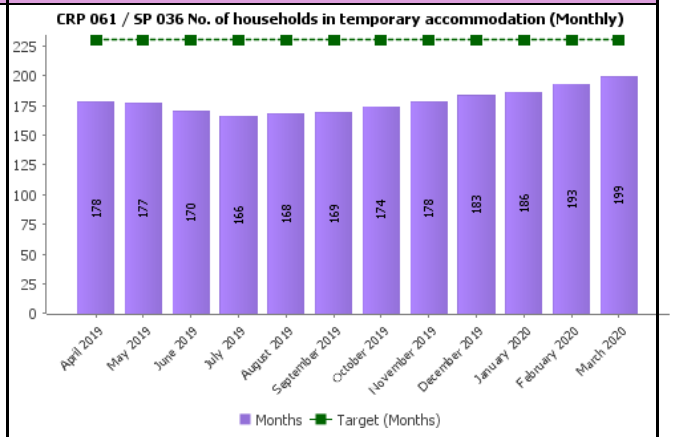
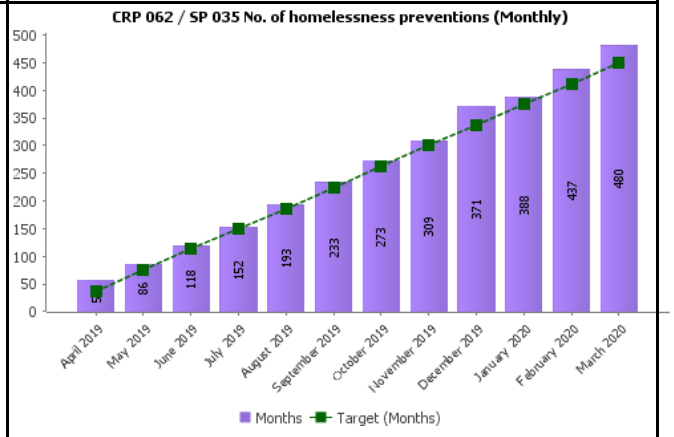
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 045 / SP 118 Income (Development and Building Control) (Monthly)	High	1,873,276	1,885,992			
Environment & Regeneration	CRP 048 / SP 455 % of sites surveyed on local street inspections for litter that are below standard (Monthly)	Low	14%	8%			

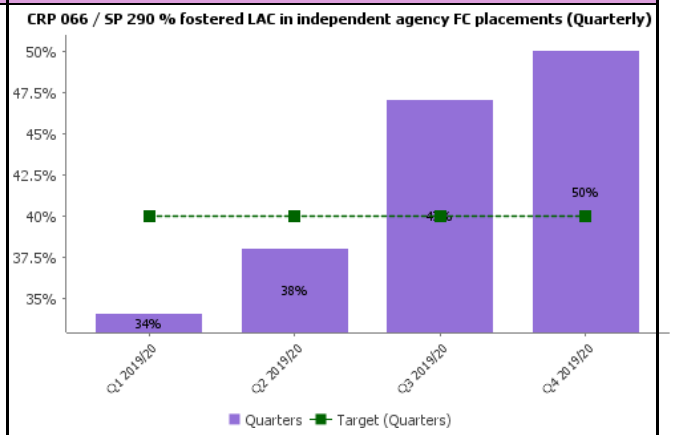
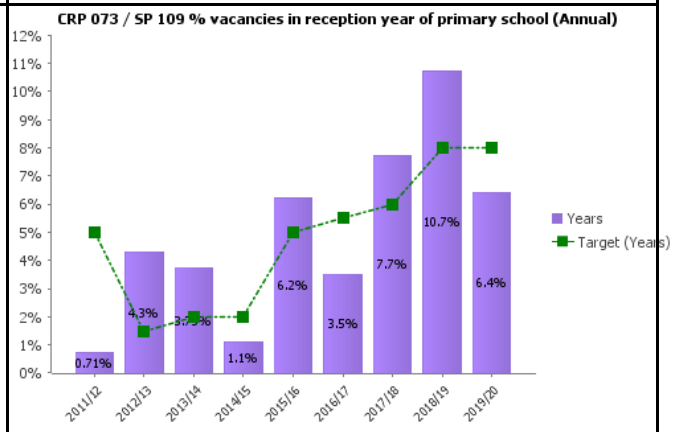
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 051 / SP 114 % Major applications processed within 13 weeks (Monthly)	High	74.22%	68%			
Environment & Regeneration	CRP 052 / SP 115 % of minor planning applications determined within 8 weeks (Monthly)	High	80.79%	71%			

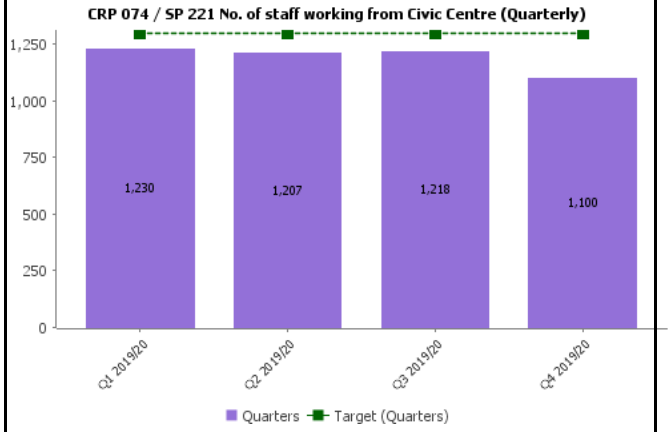
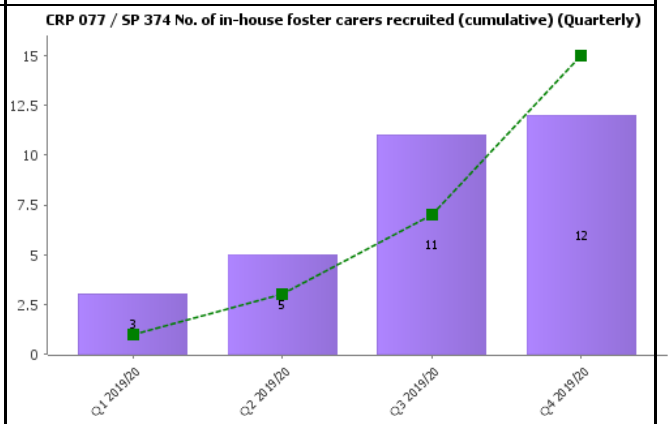
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 053 / SP 116 % of 'other' planning applications determined within 8 weeks (Development Control) (Monthly)	High	85.83%	82%			
Adult Social Care	CRP 054 / SP039 % People with 'long term' services receiving Self-Directed Support (SDS) (Monthly)	High	100%	95%			

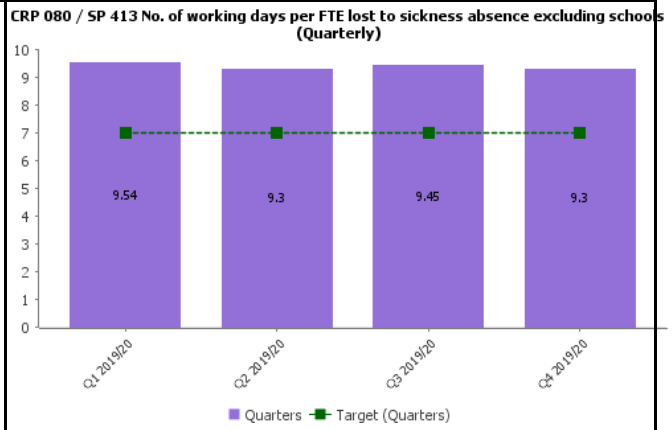
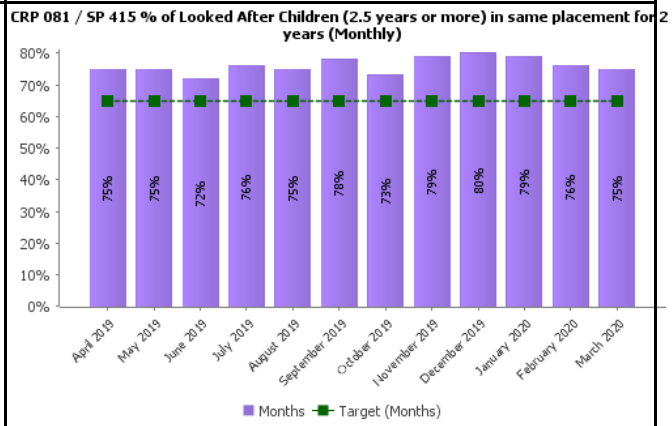
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	CRP 056 / SP 054 No. of Carers receiving services and / or information and advice (Monthly)	High	1,095	954			
Community & Housing	CRP 057 / SP274 % people receiving 'long term' community services (Monthly)	High	73%	72%			

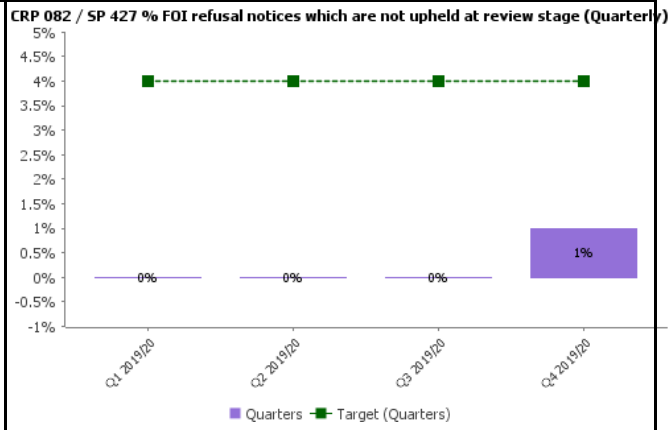
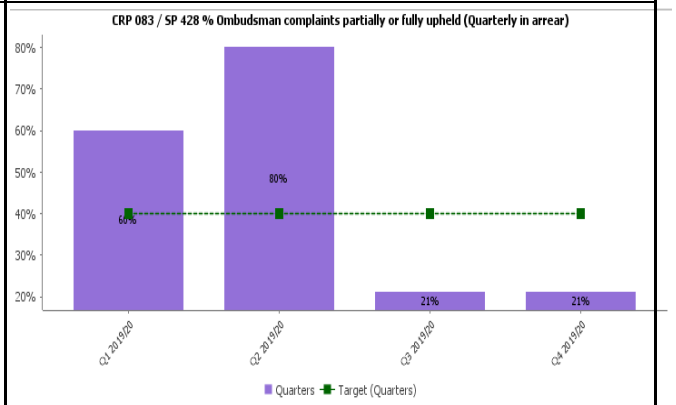
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Community & Housings	CRP 059 / SP 008 No. of people accessing the library by borrowing an item or using a peoples network terminal at least once in the previous 12 months (Monthly)	High	65,791	56,500			
Community & Housing	CRP 060 / SP 009 No. of visitors accessing the library service on line (Monthly)	High	255,417	235,000			

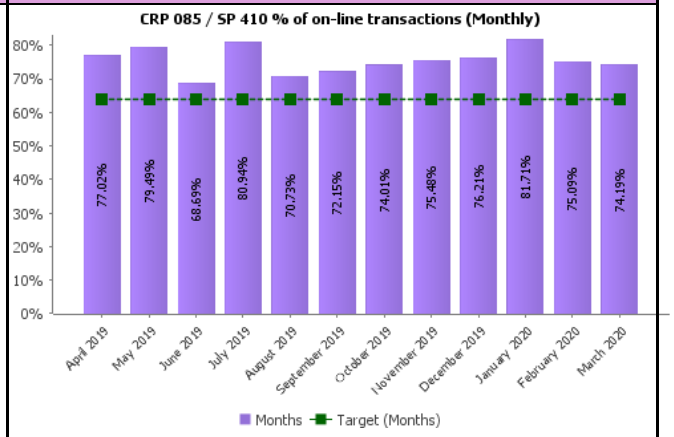
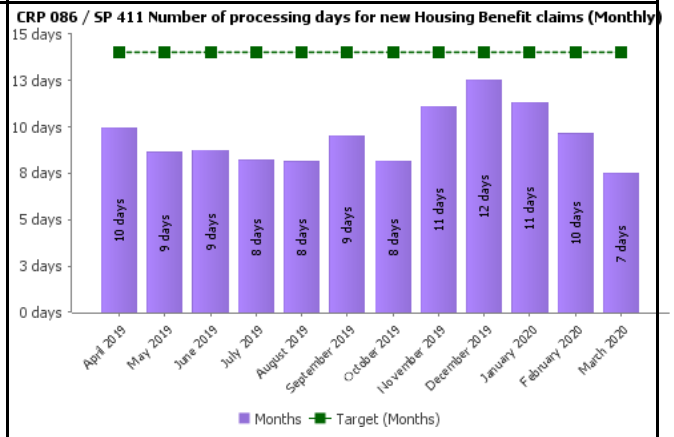
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Community & Housing	CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Low	178.4	230			
Community & Housing	CRP 062 / SP 035 No. of homelessness preventions (Monthly)	High	480	450			

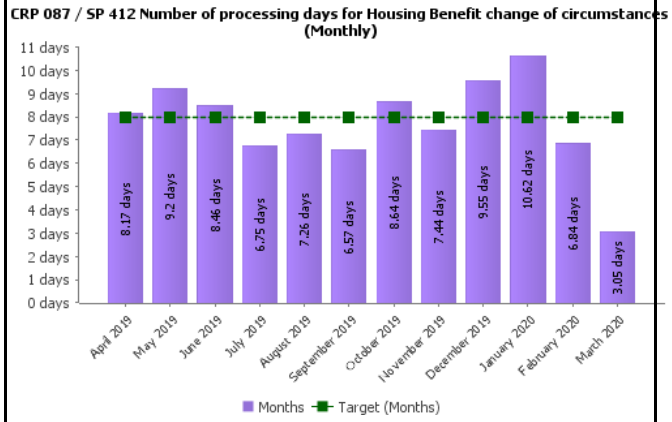
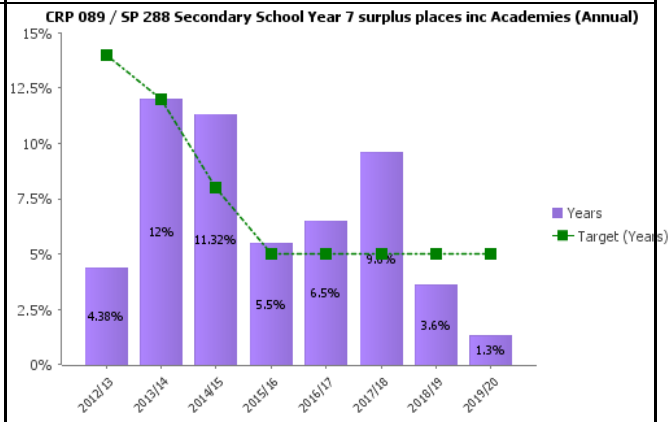
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children, Schools & Families	CRP 066 / SP 290 % fostered LAC in independent agency FC placements (Quarterly)	Low	50%	40%			
Children, Schools & Families	CRP 073 / SP 109 % vacancies in reception year of primary school (Annual)	Low	6.4%	8%			

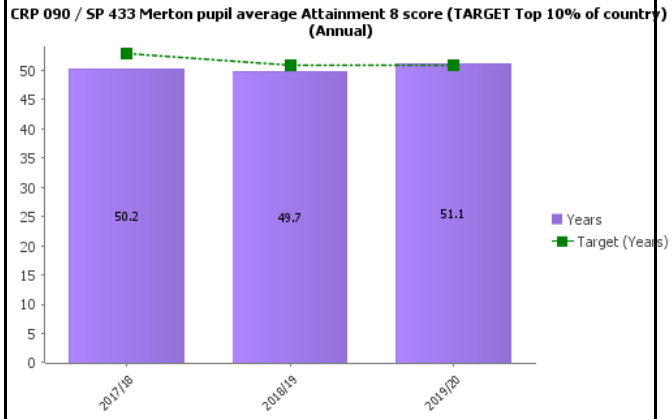
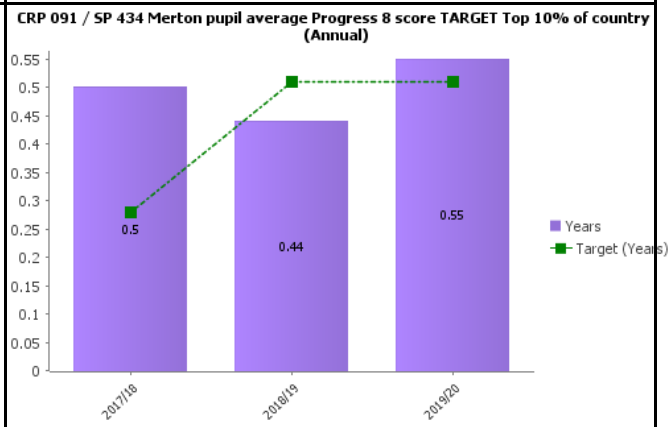
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 074 / SP 221 No. of staff working from Civic Centre (Quarterly)	High	1,100	1,300			
Children, Schools & Families	CRP 077 / SP 374 No. of in-house foster carers recruited (cumulative) (Quarterly)	High	12	15			

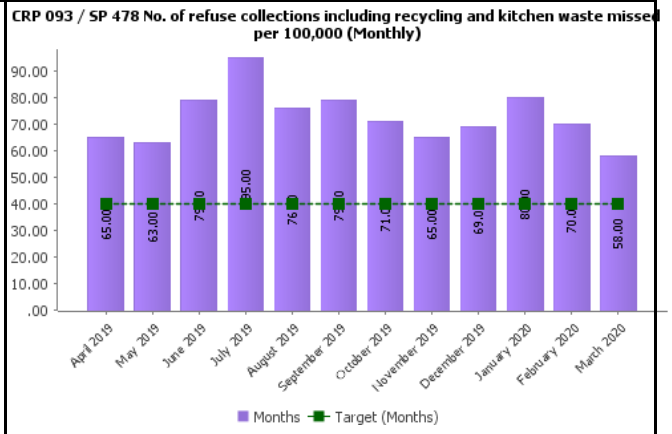
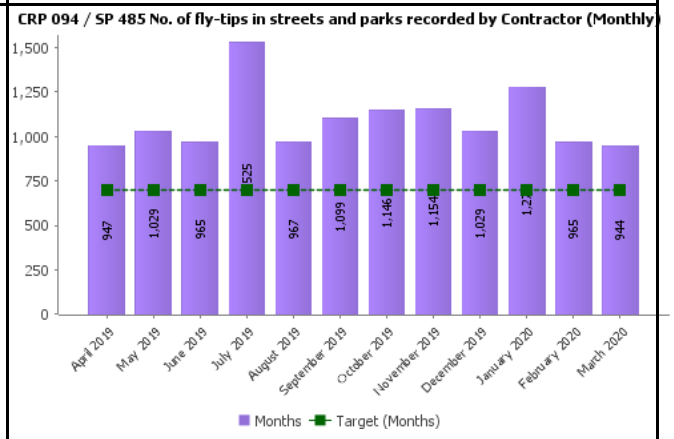
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 080 / SP 413 No. of working days per FTE lost to sickness absence excluding schools (Quarterly)	Low	9.39	7			
Children, Schools & Families	CRP 081 / SP 415 % of Looked After Children (2.5 years or more) in same placement for 2 years (Monthly)	High	75%	65%			

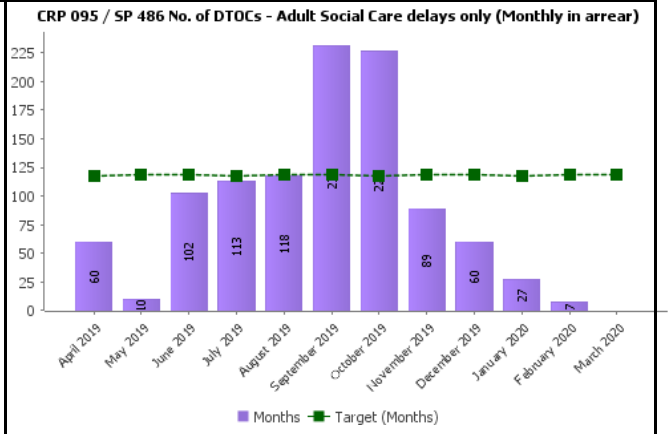
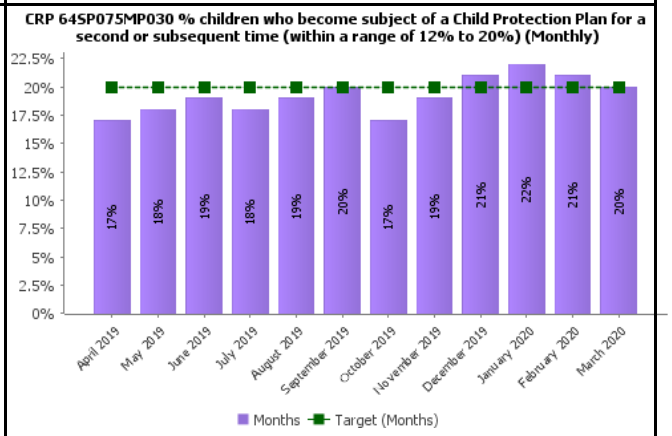
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 082 / SP 427 % FOI refusal notices which are not upheld at review stage (Quarterly)	Low	0.25%	4%			
Corporate Governance	CRP 083 / SP 428 % Ombudsman complaints partially or fully upheld (Quarterly in arrear)	Low	45.5%	40%			

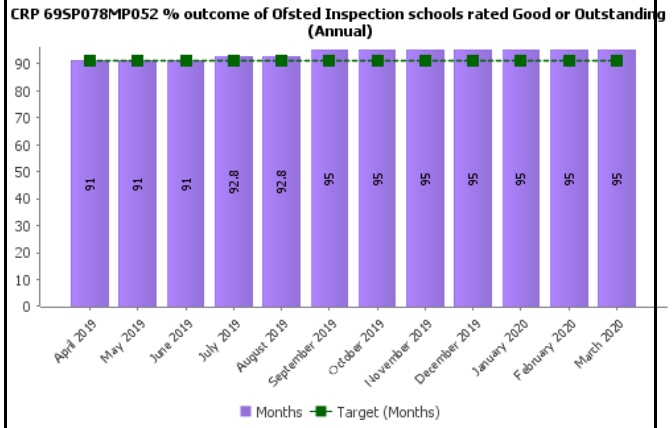
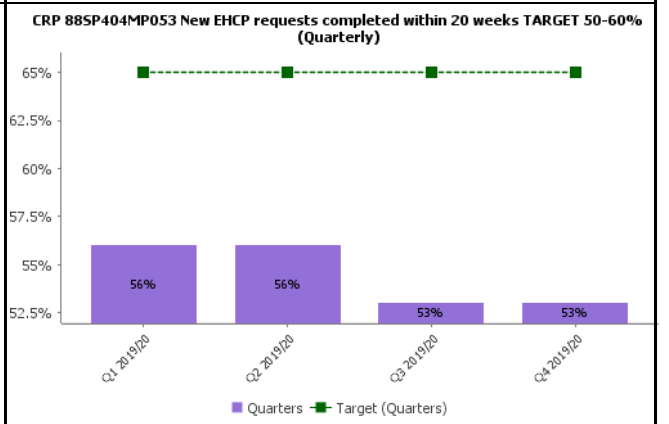
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 085 / SP 410 % of on-line transactions (Monthly)	High	75.67%	64%			
Corporate Services	CRP 086 / SP 411 Number of processing days for new Housing Benefit claims (Monthly)	Low	7 days	14 days			

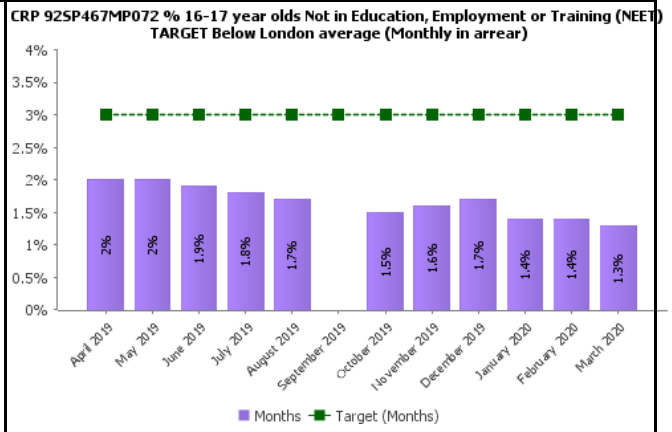
Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Corporate Services	CRP 087 / SP 412 Number of processing days for Housing Benefit change of circumstances (Monthly)	Low	7.2 days	8 days			
Children, Schools & Families	CRP 089 / SP 288 Secondary School Year 7 surplus places inc Academies (Annual)	Low	1.3%	5%			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children, Schools & Families	CRP 090 / SP 433 Merton pupil average Attainment 8 score (Annual)	High	51.1	51			
Children, Schools & Families	CRP 091 / SP 434 Merton pupil average Progress 8 score (Annual)	High	0.55	0.51			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Environment & Regeneration	CRP 093 / SP 478 No. of refuse collections including recycling and kitchen waste missed per 100,000 (Monthly)	Low	72.50	50.00			
Environment & Regeneration	CRP 094 / SP 485 No. of fly-tips in streets and parks recorded by Contractor (Monthly)	Low	13,047	8,400			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Adult Social Care	CRP 095 / SP 486 No. of DTOCs - Adult Social Care delays only (Monthly in arrear) *No March 2019 result - delay in receiving validated data due to Covid-19 pressures*	Low	1,043	1,305			
Children, Schools & Families	CRP 64SP075MP030 % children who become subject of a Child Protection Plan for a second or subsequent time (within a range of 12% to 20%) (Monthly)	Low	20%	20%			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children, Schools & Families	CRP 69SP078MP052 % outcome of Ofsted Inspection schools rated Good or Outstanding (Annual)	High	95	91			
Children, Schools & Families	CRP 88SP404MP053 New EHCP requests completed within 20 weeks TARGET 50-60% (Quarterly)	High	54.5%	65%			

Dept.	PI Code & Description	Polarity	2019/20				Performance Data Trend Chart
			Value	Target	Status	Long Trend	
Children, Schools & Families	CRP 92SP467MP072 % 16-17 year olds Not in Education, Employment or Training (NEET) TARGET Below London average (Monthly in arrear)	Low	1.3%	3%			

Dashboard Key

	Red signifies target not met	
	Amber signifies target not met, but within the target tolerance *(this is not used at year end, targets are either met or not met)*	
	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)